



**Ministry of Environment, Forest and
Climate Change**

**NATIONAL REDD+
GRIEVANCE REDRESS
GUIDELINE
(FINAL)**



National REDD+ Secretariat
Committed to Making Ethiopia
Ready to
the global REDD+ mechanism

**November , 2016
Addis Ababa, Ethiopia**

ADDRESS

Federal Democratic Republic of Ethiopia, REDD+ Secretariat,

Ministry of Environment, Forest and Climate Change

P.O.Box: 12760

Tel.: 251-(0)-11-5580536

Telfax: 251-(0)-11-5580529/90/24/78

website: www.epa.gov.et

weblog: reddpluswordpress.org

Contributors: SESA CandP Task Force members

No	Name	Responsibility	Organization
1	Dr. Girma Balcha	Chair	CCF-E
2	Mr. Eyob Tenkir	Secretary	MoEFCC
3	Mr. Temesgen Yohannes	Co-Secretary	EEFRI
4	Dr. Almaz Tadesse	Member	HoA-RECandN
5	Mr. Desalegn Kebede	Member	ILCA
6	Mr. Sahilemariam Mezmur	Member	Farm Africa

Other contributors

	Name	Representation
7	Mr. Solomon Haile	National REED+ Social Safeguard Specialist
8	Mr. Getachew Shiferaw	National REDD+ Communication Specialist
9	Mr. Taye Dugasa	ORCU Social Safeguard Specialist
10	Mr. Fekadu Legesse	ORCU Environment Safeguard Specialist
11	Mr. Lulu Likassa	Farm Africa/SOS Sahel (Now Norway Embassy)

Acronyms

ADR	Alternative Dispute Resolution
CCF-E	Climate Change Forum Ethiopia
C&P	Consultation and Participation
CSO	Civil Society Organization
EEFRI	Ethiopian Environment and Forestry Research Institute
ETB	Ethiopian Birr
EHRC	Ethiopian Human Rights Commission
EACC	Ethiopian Ethics and Anti-Corruption Commission
NESMF	National Environmental and Social Management Framework
FDRE	Federal Democratic Republic of Ethiopia
GRC	Grievance Redress Committee
GRM	Grievance Redress Mechanism
HoA-REC&N	Horn of Africa Regional Environment Center and Network
ICCPR	International Covenant on Civil and Political Rights
ICESCR	International Covenant on Economic, Social and Cultural Rights
ILCA	Initiative for Living Community Action
KAs	Kebelle Administrations
MEFCC	Ministry of Environment, Forest and Climate Change
NGO	Non Governmental Organization
PAPs	Project Affected Peoples
REDD+	Reducing Emission from Deforestation and Forest Degradation, (+) - Conservation of Forests and Enhancing forest carbon stocks through plantations
SESA	Social and Environmental Strategic Assessment
SNNPR	Southern Nations, Nationalities, and Peoples' Regional State
UNFCCC	United Nation Framework Convention for Climate Change

Contents

1. Introduction.....	9
2. Rationale	11
3. Principles of Effective Grievance Redressing Mechanism.....	14
4. Assessment of existing Grievance Redressing Mechanisms	17
5. Anticipated Levels of Conflicts and Grievances	26
5.1. International level Conflicts.....	26
5.2. Conflicts at Government and institutional level	27
5.3. Conflicts at Policy and Legal Levels	27
5.4. Conflicts at Project Level	28
6. Procedures for REDD+ Grievance Redressing Mechanism	24
7. Alternative Dispute Resolution (ADR) Structures	29
8. Conclusions.....	36
9. Bibliography	37

Executive Summary

Implementation of the Ethiopian REDD+ process may create some potential conflicts. This guideline has identified a range of actual and potential disputes and conflicts that may generate risks in the process of implementing REDD+ programs at different level in the country. It is prepared with the assumption to give guidance and obligate implementers in strengthening and effecting conflict resolution mechanisms in order to achieve REDD+ objectives in Ethiopia.

The term grievance refers to “an issue, concern, problem, or claim (perceived or actual) that an individual, a community or any other party that has stakes to be addressed and resolved”. While developing Grievance Redress guideline the existing grievance mechanisms and their effectiveness were analyzed. A grievance redress guideline showed the process for receiving and facilitating resolution of queries and grievances from affected communities or stakeholders engaged in REDD+ activities, policies or programs at community, woreda, zonal, regional, national or international level. Typically, this guideline focus on solving conflict by participating all concerned stakeholders and enhance greater trust and accountability with program stakeholders. Furthermore information on conflict or feedback can be used to improve program performance. Potential type of grievances that would occur during the implementation of REDD+ programs are:

- Harm to forest resources and associated lands (including loss of rights or access to lands, territories and resources, expropriation, displacement, lack of recognition of rights-holders, failing to respect obligations related to free, prior, and informed consent);
- Harm to forest-dependent communities (including unfair distribution of financial and other benefits);
- Environmental harm (including loss of biodiversity, conversion of natural forests to plantations, and failure to reduce emissions);
- Harm to just processes (lack of full and effective participation in decision-making, failure to consider and minimize adverse social and environmental impact and failure to respect communities rights of free, prior and informed consent);
- Lack of an adequate national legal and institutional framework to protect rights,

livelihoods, and ecosystems; and

- Misappropriation /abuse of funds

Traditional grievance redress mechanisms and processes exist throughout Ethiopia. For instance in Oromia, SNNPRS, Afar, Somali and Gambella Regional States there exist strong traditions of informal grievance redress mechanisms that are accepted by all parties involved in the conflict.

Kebele Administrations (KAs) are the smallest units of administrations established in all regions of the country. Within the *Kebele* Administration, there are social courts that serve as legal instruments in redressing grievances at grassroot levels. Shengo is a judicial committee that oversees conflicts with the power to impose decisions ranging from fines to imprisonments. Grievances related to natural resource management are reported to the relevant government office through the KAs after decisions are made by Shengo.

Formal state judiciary system that may be viewed as external to the parties involved in the grievance. The modern court established at Woreda level accomplishes the issues of grievances arising in the community. This court handles both civil and criminal cases. The decision made at Woreda court abides to the parties involved in grieves with their rights reserved to take to the case into the next higher level court through appeal. The Woreda court mostly settles grievance cases related to natural resource management and use. Apart from Woreda, formal courts also exist at zone, region and federal levels.

Ombudsman office help redressal of grievance through powers vested on it to: supervise administrative directives issued and decisions given by executive organs and the practices thereof so that they do not contravene the constitutional rights of citizens; receive and investigate complaints in respect of maladministration.

Ethiopian Human Rights Commission also plays a role in the grievance redressing process. It investigates issues relating to violations of fundamental human rights excluding the great majority of complaints related to mal-administrations. Institutional arrangement for grievance

redress mechanism for different level is prepared.

Following the full commencement of carbon markets in the country, the number and complexity of disputes is expected to rise. Ensuring the existence of appropriate institutions, policies and processes with a capacity to effectively manage conflicts in an efficient, timely and ethical manner to buyers is important for the success and sustainability of REDD+ in Ethiopia.

1. INTRODUCTION

REDD+ (Reduced Emissions from Deforestation and Forest Degradation) is a process that plays a vital role in mitigating problems associated with climate change and improving the livelihoods of forest-dependent communities. Protecting natural forests, however, is a daunting task. Since that REDD+ is a long-term investment, its likelihood of success will be greatest where the local resource tenure situation is clear and conflicts are minimal. Accordingly, it is essential to ensure that the emerging REDD+ regime minimize adverse impacts of climate change on human societies as well as to the ecosystems on which they depend.

Grievances are valuable sources of information that allow decisionmakers improve the functioning of a policies or programs. Furthermore they help in identifying strengths and weaknesses in the REDD+ system, that would ultimately secure long term effectiveness.

A grievance mechanism for claims related to REDD+ activities would help in improving outcomes not only for forests and the climate related issues but also for the lives and livelihoods of communities that depend on forests. While REDD+ holds much promise, the regime must be designed in ensuring to avoid at most or minimize adverse impacts that would compromise community rights, livelihoods, and biodiversity of the natural vegetation while reducing emissions from deforestation and forest degradation. In order to guarantee rights and protect ecosystems – ultimately leading to a reduced deforestation and forest degradation – the National REDD+ regime should provide for effective remedies when harms are incurred. REDD+ complaint mechanism can help in serving that purpose.

A grievance mechanism is a formalized right to a procedure for complaint, conflict resolution and remedy that can help ensure rights and protect ecosystems potentially impacted by implementation of REDD+ programs. Generally, a grievance mechanism involves a set of standards and an administrative office, which determines whether those standards are being met in the implementation of specific activities.

Internationally complaint mechanisms exist in many different forms, including fact-finding panels, tribunals, compensatory commissions, and mediation offices. While national legal

systems maintain any number of courts to address legal matters on a case-specific basis, the availability, costs, limited jurisdiction, and procedural requirements for bringing a court case may not always provide an effective or timely solution to REDD+ related complaints. A specialized national /international office to hear REDD+ complaints that could not effectively be addressed or resolved at the national level would help the global REDD+ regime as inputs to function in a more timely and efficient manner. In addition to these, the functions of a complaint mechanism can include fact-finding, advising, compliance assessment, dispute resolution, provision of remedy, and award compensation.

2. RATIONALE

There are a number of compelling reasons why a grievance mechanism should be an integral part of REDD+ in Ethiopia. A grievance mechanism or procedure could be used to bring concerns to the attention of REDD+ donors and decision-makers. Grievances are a valuable source of information that allows decision-makers to improve the functioning of existing policy or program and ensures those affected by the actual program can interact with and will not more be negatively affected. By addressing REDD+ implementation, this mechanism would not only help in improving the effectiveness of specific activities but also help to identify strengths and weaknesses in the REDD+ system, ultimately securing long-term effectiveness. Additionally, a REDD+ complaint mechanism will help minimize harms to communities and ecosystems as well as respect existing rights, standards and obligations. This section considers justifications for a grievance mechanism; i) by considering the types of risks REDD+ may entail, ii) by considering how a rights based approach helps avoid and manage those risks and iii) by examining how a grievance mechanism is essential to the process.

(i) Reducing Risks of REDD+ activities to forest dependent communities and their environment

A Grievances Mechanism provides a good source of information for decision makers and has a net effect of improving the implementation of REDD+ programmes and projects. By addressing REDD+ implementation this mechanism would not only help to improve the effectiveness of specific REDD+ activities but also assist in identifying strength and weaknesses in the REDD+ programmes/projects, ultimately securing long term effectiveness. Given the evolving nature of the REDD+ process, it is also essential to establish an effective feedback mechanism to correct and address adverse effects on the forest for the various stakeholders. Some of the potential land related rights violations include: protection against illegal evictions or displacements; right to access forest land and resources; and disrespect for the principle of free, prior and informed consent among others.

Since there are risks associated with REDD+ activities, it is only fair and just that those who are aggrieved by the activities are provided with an opportunity to raise their concerns and ask

for remedies when and where appropriate. While various local, national and international conflict resolution systems mediate legal matters on case specific basis, limited accessibility, limited jurisdiction, high costs, and failure to provide procedural requirements to institutionalize a grievance redress mechanisms may produce less effective resolution to complaints. Therefore, making a REDD+ programs tailored to grievance redressing mechanism is pertinent.

A REDD+ Grievance Mechanism which normally includes fact finding, advising, resolving disputes, assessing compliance, granting remedies with less procedural requirements can offer a timely response especially to local level complaints and avoid worst scenario. Moreover, it helps to put in place measures for detecting, predicting and preventing emergency of, and or escalation of conflicts and grievances.

The wide range of concerns related to the protection of forest lands, livelihoods, natural resources, and participatory processes illustrates the need for a mechanism that is capable of hearing claims of right violations arising from REDD+ programs implementation. Considering the potential social, cultural and environmental impacts, there must be some means to ensure that REDD+ programs are designed and implemented in a manner that protects human rights and guarantees the safety of natural recourses. In general, an effective grievance mechanism for REDD+ should be able to address the following alleged or anticipated harms:

- Harm to forest resources and associated lands (including loss of rights or access to lands, territories and resources, expropriation, displacement, lack of recognition of rights-holders, failing to respect obligations related to free, prior, and informed consent);
- Harm to forest-dependent communities (including unfair distribution of financial and other benefits);
- Environmental harm (including loss of biodiversity, conversion of natural forests to plantations, and failure to reduce emissions);
- Harm to just processes (lack of full and effective participation in decision-making, failure to consider and minimize adverse social and environmental impact and failure to respect communities rights of free, prior and informed consent); and
- Misappropriation/abuse of funds.

(ii) Developing Obligations, rules and standards enabling a rights-based approach in the implementation of REDD+ programmes

A grievance mechanism provides an opportunity to remedy situations and avoid undesired or unintended outcomes such as negative social and environmental impacts in implementing REDD+ projects. This involves identifying the obligations, rules, and standards that apply to a given activity. In the case of REDD+, rights and biodiversity have often been cited as two important components that needs protection.

To safeguard rights, it is necessary to identify the obligations, rules, and standards applicable to REDD+ activities. Some of the rights that are related to REDD+ activities and that are offered protection under the constitution of Ethiopia and international conventions include; i) the right to participate in development programmes, ii) the right to a healthy environment/sustainable development, iii) access to justice and effective remedies, iv) right to life, right to livelihood, v) adequate standards of living, vi) right to health, vii) right to property, and viii) the right to use land and natural resources among others. Consequently, there is need for some form of mechanism capable of entertaining claims resulting from violation of such rights. Therefore, this guideline (REDD+ Grievance Redress Mechanism) greatly assists in offering solutions to redress REDD+ related grievances.

(iii) Ensuring compliance to standards and obligations

Ensuring that standards and obligations are met to mitigate conflicts and safeguard REDD+ investments is imperative. The mechanism provides the procedure for lodging complaints and feed-back mechanism. Since the whole essence of the mechanism is to ensure that rights are not violated, it becomes a useful tool to enforce standards and obligations. This indicates that the mechanism defines the stated obligations to its people and people's rights as well as the safety of forest areas.

3. PRINCIPLES FOR EFFECTIVE GRIEVANCE REDRESSING MECHANISM

A primary objective of a Grievance Mechanism for REDD+ is to avoid adverse impacts of REDD-related decisions and actions taken at the national, regional and project/community level. This mechanism should be capable of effectively addressing national and international obligations that apply to the design, implementation and monitoring of REDD+ program and projects. An effective Grievance Mechanism should also have the authority to consider procedural violations at every level of decision-making –national, regional and community – that could contribute to address impacts of REDD+ implementation.

There are formal and informal grievance redressing mechanisms in Ethiopia. However, there are vivid limitations in some instances with regard to integration of the formal grievance redressing mechanisms with the informal grievance systems and putting holistic enforcement approaches in place. This is specifically true in the areas of addressing REDD+ related grievances in the country. Lack of strong synergy between the formal and informal grievance redressing bodies, awareness limitations of both executing and implementing bodies, skill gaps on how to integrate, internalize and effectively enforce from national up to community level and resource limitation to conduct awareness creation, are the major causes for the prevalence of the limitations.

The 2008 Report of the Special Representative of the Secretary-General on the issue of human rights and transnational corporations and other business enterprises (hereinafter Ruggie's Report) describes six principles for non-judicial grievance mechanisms:

- legitimacy,
- accessibility,
- predictability,
- equitability,
- rights-compatibility and
- transparency

Accordingly, to evaluate options for a grievance mechanism, there are six principles which are

described as follows.

Legitimacy requires “clear, transparent and sufficiently independent governance structures to ensure that no party to a particular grievance process can interfere with the fair conduct of that process.” This means that a complaint mechanism should be governed by an independent body free of political influence, and should operate in a transparent manner based on clear procedures. As Ruggie warns, problems may arise if an actor is both defendant and judge.

Accessibility must be publicized to those who may wish to access it and provide adequate assistance for aggrieved parties who may face barriers to access, including language, literacy, awareness, finance, distance, or fear of reprisal. With respect to the potential actors involved in a REDD+ complaint, accessibility is crucial, particularly for complainants, including members of local communities and indigenous peoples. Unless information is widely disseminated in an understandable language and in a culturally sensitive manner as an early part of REDD+ readiness activities, it is very likely that potential complainants will not be able to access the complaint mechanism.

Predictability requires a clear and known procedure with a time frame for each stage and clarity on the types of process and outcome it can (and cannot) offer, as well as a means of monitoring the implementation of any outcome. Predictability is particularly challenging for some of the issues that could form the subject of REDD+ complaints. Property disputes, for example, may take years – in some cases decades or longer – to resolve. In those cases where disputes are not easily resolved, it may be that the principle of predictability would encourage specific time limits to consider and address a complaint.

Equitability means that “mechanism must ensure that aggrieved parties have reasonable access to sources of information, advice and expertise necessary to engage in a grievance process on fair and equitable terms. It is important to recognize that international actors may be more familiar with international processes than the local communities or indigenous peoples whose lands may be impacted by REDD-related activities. With respect to the emerging REDD+ regime, there may be significant disparities between the amount of information and expertise available to the different actors. An effective complaint mechanism should be aware of these disparities, identify those cases in which these asymmetries disadvantage local communities, and where appropriate, provide additional resources to help address the equitability concerns.

Rights-compatibility requires a mechanism must ensure that its outcomes and remedies accord with internationally recognized human rights standards. Considering the human rights obligations related to REDD+, it is clear that human rights standards are critical to the issues contemplated for consideration by a complaint mechanism.

Transparency must provide sufficient transparency of process and outcome to meet the public interest concerns at stake and should presume transparency wherever possible; non-State mechanisms in particular should be transparent about the receipt of complaints and the key elements of their outcomes. A rights-based approach under an international system could be seen to include an obligation by donor governments or governments housing corporations or other private actors engaged in REDD-related activities to provide access to a remedy. Several key international human rights instruments and processes already support the right to an “effective remedy,” which is a central element of a complaint mechanism. We can use these principles to evaluate the different options available for a complaint mechanism. Application of these principles to REDD+ can help determine whether it is more effective to use existing institutional options or to create a new REDD-specific mechanism.

Based on these principles, we can evaluate options for a complaint mechanism for REDD+. The following section will assess existing complaint mechanisms and evaluate their effectiveness in addressing REDD+ impacts, while the subsequent sections will consider how these principles would apply to the design of a new complaint mechanism specific to the REDD+ regime.

4. EXISTING GRIEVANCE REDRESSING MECHANISMS

Ethiopia signed and ratified numerous international legal instruments. As it is prescribed under article 13(2) of The Constitution of Federal Democratic Republic of Ethiopia those international legal instruments adopted by Ethiopia are integral part of the law of the land. It underscores interpretation and application of the fundamental rights specified under The Constitution of Federal Democratic Republic of Ethiopia shall be in consistent to the principles of The Universal Declaration of Human Rights, International Covenants on Human Rights and International Instruments Adopted by Ethiopia. The international legal instruments such as Cancun Agreement, International Covenant on Civil and Political Rights (ICCPR), International Covenant on Economic Social and Cultural Rights (ICESCR), UNFCCC, Kyoto Protocol, Cancun Agreement, etc. to which Ethiopia is contracting party provide the standards and procedures for conflict and grievance redress mechanisms. It is worth noticing that all of these instruments require exhaustion of remedies at local tribunals before seeking solutions from international tribunals with jurisdictional power to hear and decide on issues in light of the international legal instrument that mandated them. Accordingly, all the concerned bodies and citizens shall ensure compliance of application of the existing national legal instruments to the international legal instruments, institute legal claims against perpetrators at local, regional and international level for violation of rights including violation of REDD+ related rights.

Grievance handling mechanisms are in place at all level of governments as per the requirement of the National Proclamations. These proclamations clearly define the procedures to follow under corruption offences as well as administrative complaints. There are a number ways for participation and engagement of citizens in grievance and complaint handling, transparency and social accountability. At the grass root level, citizens have shown experience in forming community groups, committee or representative to liaison with constituency and seek solutions. All government Administrative structures up to the grass root level (Woreda or Kebele) have forum for receiving requests and information and responsiveness by local authorities. Such mechanisms include receiving complaints from aggrieved person, facilitating face-to-face meetings and joint discussion between citizens and service providers (government). A Grievance

and Complaint Management committee or board is required in all areas at community level where forest dependent community resides in the case of disputes and complaints involving denial of accesses to forest and forest products, losses of means of livelihood, benefit sharing, carbon rights, forest/land tenure issues, institutional level of conflict for land/ resources, corruption and others.

The existing laws and regulations have legal remedies on how to manage grievances and avoid and/or minimize conflicts through peaceful ways. Federal Ethics and Anti-Corruption Commission, the Institution of Ombudsman and Human Rights Commission have mandate to pertinent cases that may include REDD+ related corruption, human rights violation and other related cases as well. The established bylaws of forest users' groups can be used as primary instruments to solve grievances and related issue at grass-root level. The formal courts of law (from first instance up to appellate jurisdictional level) have mandate to pass binding decisions in light of the pertinent laws. Hence, all options are open for aggrieved party to institute appeal from the administrative tribunals with mandate to hear and decide on REDD+ cases to formal courts of law. In addition, if the aggrieved party is not satisfied with the decision of the formal courts of law and/or administrative tribunals, he/she may lodge his/her grievance directly to the donor that finances the specific REDD+ programme/project .

Ethiopia is home of multi-ethnic groups with diverse cultural, informal socio-political structures and rules on customary laws on social issues, societal governance and governance of natural resources including forests, and land, and environmental protection. There are field tested and hands-on traditional grievance redressing mechanisms in each of these communities. These are very important for REDD+ related grievances and complaints to be effectively and efficiently addressed.

Therefore, the communities need to be clearly and officially informed to prioritize the win-win alternative dispute resolution mechanisms that are entrenched and effectively implemented for ages through implementation of traditional practices and enforcement of customary laws of the respective communities. The relevant institutions shall be responsible to observe whether the communities and/or individuals have exhausted the case in the relevant informal structures. However, this shall not bar the grave violation of the rights of the complainants to present their case to the competent court of law or Human Rights Commission or The Institution of

Ombudsman. For the case to be presented before the Human Rights Commission, the case shall fulfill all of the conditions prescribed under Ethiopian Human Rights Commission Establishment Proclamation No. 210/2000, regulations and directives enacted to enforce the proclamation. On the other hand, for the case to be presented before the Institution of Ombudsman, the case shall fulfill all of the prerequisites prescribed under the Institution of Ombudsman Establishment Proclamation No. 211/2000, regulation and directives enacted to enforce the proclamation. Grievance handling mechanisms shall also be in place at all level of governments as per the requirement of The Revised Proclamation for Establishment of Federal Ethics and Anti-Corruption Establishment Commission (hereafter Proclamation No. 433/2005) and Revised Proclamation to Provide for Special Procedure and Rules of Evidence on Anti-Corruption (hereafter Proclamation No. 434/2005), Proclamation No.300/2002 Environmental Pollution Control Proclamation, the Forestry Proclamation and other relevant laws subject to cases at hand to effectively and efficiently address conflicts and complaints for the cases specifically defined under each law.

Traditional Grievance Redressing Mechanisms

Traditional grievance redressing mechanisms and processes exist throughout Ethiopia. There are stronger informal institutions in Oromia, SNNPRS, Afar, Somali and Gambella Regional States that are traditionally used as Grievance Redressing Mechanisms. In these regions, there is strong tradition of informal resolution and acceptance of the mode of grievance redressal mechanisms by all parties involved in the conflict (NESMF, 2015).

The existing practices and procedures of REDD+ related grievance redress mechanisms at community level has to be recognized, harmonized with the formal grievance redressing mechanisms and used side by side. The Constitution of Federal Democratic Republic of Ethiopia recognizes traditional dispute resolution methods at family and community level. Accordingly, the formal courts of law respect the decisions made by these traditional institutions on similar issues so that the disputants follow win-win approaches as if their cases were settled through formal arbitration mechanisms and procedures of formal courts. Hence, the formal courts close the cases as soon as they receive reports of dispute agreement signed by both disputants and their respective traditional elderly group. These enable the individuals, families and communities to maintain the principles of their pacific co-existence and strengthening their positive social values practiced that are transferred to the next generation. The same analogy of Traditional Grievance Redressing Mechanisms can also be applied to REDD+ related issues.

On the other hand, some of the traditional grievance redressal mechanisms have gaps in involving women. Women are represented by men in some important public decision-making events. As a result, their issues are not well addressed. In different parts of the country, women involve directly or indirectly in conflicts such as war or competing for resource (e.g. grass for livestock). They sometimes instigate men to go to conflict that includes praise of men that join in conflicts or nag and abuse those who are reluctant to join in conflict.

Thus, it is of a paramount importance to follow inclusive approaches that understand, recognize and integrate the traditional approaches of grievance redress mechanisms with the formal grievance redress mechanisms in conflict management and redressal (NESMF, 2015). It is apparent that there is clear skill and awareness gap on:

- how to integrate and make inclusive decisions,
- how to involve all of the required actors and
- how to finance the traditional institutions for REDD+ related disputes and grievances

Most of the time the traditional institutions are led by elderly groups that render voluntary services based in the principles of social responsibility to ensuring lasting peace among the communities. It is possible to follow similar approaches for settling grievances in front of the traditional leaders even if it is a must to empowering and building the capacity of the traditional institutions on how to manage conflicts and grievances in conformity to both the principles of the traditional and restorative justice and the provisions of the national and regional laws. The existing practices show that the traditional institutions need recognition by government and rendering autonomy to make their own decisions in light of the cultural, moral and ethical principles of their respective communities. Therefore, it is worth mentioning the significance of capacity building in the areas of awareness creation, skill gap filling, resource management and harmonization to both the informal and formal grievance redressing bodies.

Traditional Grievance Redressing mechanisms

The Oromoo Gadaa System

The Oromoo people have rich culture in natural resource management, use and settling of grievances through their traditional institutions such as Gadaa, Aadaa, Safuu, Seera and Sinqee. In the Oromoo culture, responsibilities are categorized based on age classes. For instances, it is the responsibility of the Luba elders whose ages are between 40-48 to redress grievances within the community or among groups and individuals and apply the laws dealing with the distribution of resources, criminal fines and punishment, protection of property, theft, etc.

The indigenous mechanisms have been found out to be the best in redressing grievances both inter (within the community) and intra (with the government and/or neighborhood communities). The Gadaa system as mentioned above is one of the best indigenous tools used to harness grievances that arise over the management and use of natural resources in the Oromoo culture.

The Shaka Gepitato System

The Shaka Communities lives in the South Western part of Ethiopia mainly in and around forest dominated areas and have kept the Shaka Gepitato System intact to date to protect their natural resources. In the Shaka community (Shakacho), the Gepitato system is used to maintain the culture and value of the community. Gepitato assumes the responsibility of administering natural resources such as forests and wetlands, customary dispute resolution, impose and enforce punishments to the violation of traditional rules related to resource management. Gepitatos identify offenders through swearing and cursing defaulters to coercion (Tadesse, et al, 2011).

The Gambella Wilok and Carlok Systems

In Gambella region, though insignificant in its nature and causality, there is inter-group conflict between the Anyuaa and Nuer communities over control of natural resources. The variation in livelihood styles among the two ethnic groups has usually been the source of contention. The Anyuaa are dominantly cultivators while the Nuers being predominantly pastoralists. The conflict between the two communities is settled traditionally by elders drawn from both communities. In case there is a loss of human life during the conflict, fines are paid in the form of cattle as a retribution. As a sign of settlement of the conflict, elders break traditional fighting tools (such as spears) ushering the end of the conflict and revenge. This conflict

management system is called ‘Wilok’ by Nuer community while it is called ‘Carlok’ in Anyuua community.

Religious Grievance Redressal Mechanisms

Shari’a Court

The Shari’a court is a system that is run by local communities, nevertheless part and parcel of the formal legal machinery. The tentacles of Sharia courts sometimes start at the Kebele (PA) level.

When traditional way of redressing grievances fails to achieve the desired outcome, the cases are then referred to the Sharia’ court where the disputants will get a statement of verdict by the religious judges (Qadis). This structure has some links to the government court at the Woreda level.

While the Sharia’ courts work independently of the modern courts, it does not look into cases being handled by the formal courts. Its decisions are approved and implemented by the other formal legal and administrative bodies at the higher level.

Institutional Grievance Redressal Mechanisms

Social Courts

The Ethiopian Government has established Kebele Administrations (KAs) as the smallest administrative units throughout the country. Within the Kebele Administration are setup social courts which are powerful instrument for formal redressing of grievances at grassroots level. Shengo is a judicial committee to oversee conflicts with the power to impose decisions through fines and imprisonment. Grievances related to natural resource management are reported to the relevant government office through the KAs after decision is being made by Shengo.

Social courts represent a fundamental and irreplaceable tool for quick and affordable dispute settlement in Ethiopia, though they are not mentioned in the FDRE Constitution. However, some regional states’ (e.g. the Oromia Regional State) constitutions have established social courts. The Revised Constitution of Oromia Regional State of 2001 included social courts as one of the institutions required and included in the Kebele structural organo-gram. According to Article 98 of this Revised Constitution of 2001, judges of social courts are appointed by the Kebele council

upon submission of candidates by the principal administrator of the Kebele. These social courts, which are created and recognized under state law, are part of the official judicial system. Many cases, especially smaller ones, such as petty offences with criminal nature and civil cases up to ETB 1,000.00 (One Thousand Birr) in most of the regions start at Kebele level before social courts. Here one has to note that the material jurisdiction of social courts varies across regions whereas the local jurisdiction is the same throughout the country. Hence, appeals can be made to the first instance or Woreda courts. The Kebele Social Courts are staffed with non-professional judges.

Social courts are the source of legal redress for the vast majority of Ethiopians. As there are thousands of social courts in the country, they are easily and quickly accessible even in remote places. They entertain thousands of cases that might otherwise be backlogged in the regular justice system.

Social courts are established to ensure peace and stability among Kebele community and thereby creating conducive atmosphere for development and raising the legal consciousness of the Kebele community. As indicated above, social courts have jurisdiction over minor cases. For instance, the Determination of Powers of Social Courts of Oromia Proclamation No. 66/2003 limits the jurisdiction of social courts on cases up to 1,000.00 (One thousand birr) ETB.

Court

This is a formal state judiciary system that may be viewed as external to the parties involved in the grievance. The modern court established at Woreda level accomplishes the issues of grievances that arise in the community. This court handles both civil and criminal cases. The decision made at Woreda court abides to the parties involved in grieves with their rights reserved to take to the case into the next higher level court by appeal. The Woreda court mostly settles grievance cases related to natural resource management and use. Besides, the Woreda, the formal court is as well established at zone, region and federal levels.

The Office of the Ombudsman

According to Article 5 of the Institution of Ombudsman Establishment Proclamation No. 211/2000, the objective of the Institution is to bring about good governance that is of high quality, efficient and transparent, and are based on the rule of law, by way of ensuring that citizens' rights and benefits provided for by law are respected by organs of the executive. The Institution has a jurisdiction over executive organs of the federal as well as regional governments. It is an organ that protects citizens from maladministration. It has powers to: supervise administrative directives issued and decisions given by executive organs and the practices thereof so that they do not contravene the constitutional rights of citizens; receive and investigate complaints in respect of maladministration. It conducts supervision, with a view to ensuring that the executive carries out its functions in accordance with the law and to preventing maladministration; seek remedies in case where it believes that maladministration has occurred; and make recommendations for the revision of existing laws, practices or directives and for the enactment of new laws and formulation of policies, with a view to bringing about better governance.

Ethiopian Ethics and Anti-Corruption Commission (EACC)

The EACC has no jurisdiction to entertain citizen complaints involving maladministration. The enforcement jurisdiction of the EACC is limited to prosecuting or causing the prosecution of serious ethical breaches and corruption that constitute violations of the penal code.

Ethiopian Human Rights Commission (EHRC).

The EHRC offers advisory services and has a decision making power. It only investigates issues relating to violations of fundamental human rights which will exclude the great majority of complaints of administrative mal-administration.

5. ANTICIPATED LEVELS OF CONFLICTS AND GRIEVANCES

REDD+ projects involves a wide range of stakeholders from the forest and non-forest sectors, government, community, private sector actors, NGOs and CSO and many more. REDD+ involves multiple arrays of stakeholders with differing interests and perceptions. It is likely that a number of complaints, grievances, disagreements or conflicts may arise from any of the stakeholders in the process of implementation of REDD+ activities. Complaints and conflicts may also arise related to issues like benefit sharing ,access to the forest resource, land/forest tenure issues, carbon right, institutional level conflict for land, project activity design (what to do where), assumed or actual unfair distribution and share of project resources, corruption, and many more. Grievances and conflicts may also emerge at government and institutional level, policy and legal level and more specifically at field/project level.

5.1. INTERNATIONAL LEVEL CONFLICTS

The government and development partners such as United Nations Specialized Agencies (The World Bank Group and others), Regional and International Financial Institutions, different Governments and other development partners sign bilateral and multilateral agreements on several issues that may be directly/indirectly related to REDD+. The communities and carbon buyers also sign bilateral agreements of international nature. The obligation and rights of each contracting party is specifically stipulated under the agreement to which the party is signatory. So, each party shall be responsible in light of the bilateral/multilateral agreement that defines their rights and duties. Issues related to corruption, emission reduction payment, Measurement, Reporting and Verification (MRV) systems and others may arise in relation to engagement of financing agencies/carbon buyers and communities/implementing agencies or between the financing agencies and executing government agencies. Therefore, each of the contracting parties should define and establish their means of dispute resolution as well as pertinent venue/or tribunal to settle their grievances and conflicts if such disagreement is not settled through negotiation and mediation. The relevant tribunals of Ethiopia shall be binding decision maker in the cases where the contracting parties have not mentioned appropriate tribunal to entertain their cases.

5.2. CONFLICTS AT GOVERNMENT AND INSTITUTIONAL LEVEL

At the government and institutional level, grievances and conflicts may arise between different regions, different sector Bureaus within the same region; between the same sector departments/offices but at various levels or between government agencies, civil society organizations, government-led public development enterprises and private sector. The cause may vary but may include for instance issues of participation, annual operation plan setting (quota) and sharing of roles and responsibilities, budget allocation and so on. The implementation also requires adjustments in mandates. Unless the roles and institutional mandates are clearly articulated and defined, conflicts within these institutions become inevitable. Participation of local governments and/or civil society institutions may also ignite grievances if their roles are not clearly defined and the process of who participates in project activities, and how is not known.

5.3. CONFLICTS AT POLICY AND LEGAL LEVELS

Ethiopia has approved and implemented several policies such as Agricultural Development Policy, Industrial Development Policy, Policy on Gender, Justice and Legal Reform Policy, Environmental Policy, Forest Development Policy, and others. There are several laws enacted and being enforced to effectively ensure execution of the policy instruments. But if these policies and laws are not harmonized with each other, they may become source of conflicts. This has negative effect during the policy implementation and law enforcement because it is apparent that the conflict of laws adversely affects the execution of arbitral awards of tribunals and courts.

Hence, utmost care should be taken during policy and legal drafting and approval so as to ensure compliance of the relevant policies and laws with each other. The policy and legal instruments shall not be in conflict with each other both on paper and in practice. And the policy makers, legislative and executive organs shall consider these policy and legal conflicts to avoid potential problems. Clear governing mechanisms and principles shall be prescribed to avoid and/or minimize conflicts between/among policies and laws.

5.4. PROJECT LEVEL CONFLICTS

At this level, conflicts, complaints and grievances may arise between/among community group; between community group and government body; between community group and individuals or between two individuals. This conflict may be related to unmet needs and expectations; resource, boundary conflicts (land and forest/tree tenure issues) and cross border encroachments, poor forest governance, during negotiations on benefit sharing, land allocations; lack of clarity on forest/tree tenure and ownership of carbon rights; due to unexpected risk and impact, non-compliance to the principles of free, prior and informed consent, benefit sharing, etc.

Any of such complaints, conflicts and grievances should be treated properly, impartially, effectively and timely so that the implementation of the REDD+ program activities. This in turn requires effective grievance redress mechanism to help REDD+ fulfill its social and environmental safeguard requirements and achieve its Emissions Reduction target.

6. PROCEDURES FOR REDD+ GRIEVANCE REDRESSING MECHANISM

A grievance mechanism is a process for project owner to receive, review and address affected communities' concerns and complaints. Any person or group who is affected by the program/project activities has a right to raise a grievance and the project proponent has the responsibility to respond within a reasonable time period. The existence of a project-level grievance mechanism should not affect local peoples' rights to obtain external and/or legal advice or support.

A grievance mechanism is usually formalized through written procedures and will vary according to the context (i.e., there is no ideal model or one-size-fits-all approach to grievance resolution). The best solutions to conflicts are generally achieved through localized mechanisms that take account of the specific issues, cultural context, local customs, and project conditions and scale. In its simplest form, a grievance mechanism can be broken down into the following steps:

Step 1: Receive and register a complaint

A verbal or in written complaint from a Project Affected Peoples (PAP) will be received by an assigned officer and recorded in a grievance log (electronically if possible) which will be held in each project site, woreda, region and national level as required.

Grievances can be lodged at any time, either directly to the project office or via the grievance committee member. The process for lodging a complaint is outlined below:

1. The Grievance Officer shall receive a complaint from the complainant based on the requirements stated under step 2 below .
2. Notwithstanding the abovementioned form of complaint lodging, the complainant may institute his/her/their complaint through email, regular mail, telephone, website, SMS Text message and other means that may be approved by authorized body and communicated through appropriate means of communication.
3. The Grievance Officer shall ask the claimant questions in their local language and write the answers in working language of the area, and enter them appropriate local language onto the Grievance Form. If the complainant can read and write working language of the

area, Amharic and English or either of these, he/she shall submit the complaint by writing him/her self and corroborating all of the required evidences along with the complaint application letter.

4. A representative of an independent local organization witnesses translation of the grievance into appropriate local language if the complain is written by the Grievance Officer other than the complainant that institutes the issue/s.
5. The Grievance Officer reads the complaint in local language and may translate in to Amharic or English and translates it into the complainant`s local language on the Grievance Form if the complaint is written by Grievance Officer.
6. The local leader witnesses and the complainant both sign the Grievance Form after they both confirm the accuracy of the grievance.
7. The Grievance Officer lodges the complaint in the Grievance Log.
8. The Grievance Officer gives appointment to the complainant and issues the necessary decisions on the status of the complaint lodged.

It will be important that all Project Affected Persons and Communities have access to the grievance process.

Step 2: Screen and validate the complaint

The officer who has received the grievance should provide a timely communication back to the complainant(s) that their grievance has been received, will be logged and reviewed for eligibility, and if eligible, will generate an initial response. Normally, initial acknowledgement should come at any time, and can be as per specific form prepared for that purpose.

The officer, who is responsible for the initial response, needs to follow clear guidelines on what kinds of issues are eligible to be handled through the Grievance Redress Mechanism. Eligibility is often determined on the basis of four broad criteria:

1. Does the complaint indicate that the program has caused a negative economic, social, or environmental impact on the complainant, or has the potential to cause such an impact?
2. Does the complaint specify what kind of impact has occurred or may occur, and how the program has caused or may cause that impact?

3. Does the complaint indicate that those filing the complaint are the ones who have been impacted, or are at risk of being impacted; or that those filing the complaint are representing the impacted or potentially impacted stakeholders at their request?³
4. Does the complaint provide enough information for GRM staff to make a determination on the first three questions?

The presence of either of the above four issues shall make the complaint eligible to be heard. Therefore, the eligibility of the complaints should be determined based on the aforementioned four questions.

Complaints should be referred to the most appropriate institution or individual. When multiple partners are involved like in the implementation of REDD+ activities, clarity on roles and responsibilities for Grievance Redressing Committee (GRC) implementation and response to particular complaints is essential.

Therefore, the complainant should take these into consideration when presenting his/her complaint/s.

Step 3. Develop a proposed response

GRMs typically generate three primary types of response to complaints:

- Direct action to resolve the complaint,
- Further assessment and engagement with the complainant and other stakeholders to determine jointly the best way to resolve the complaint
- Determination that the complaint is not eligible for the GRM, either because it does not meet the basic eligibility criteria, or because another mechanism (within the organization or outside it) is the appropriate place for the complaint to go.

The body/Committee responsible for crafting a response needs to determine whether the grievance can be addressed directly through a relatively simple action; or whether the grievance is complex enough that it requires additional assessment and engagement with the complainant and other stakeholders to determine how best to respond.

In many cases complaints can be resolved through direct and relatively straight forward action. In some cases, further assessment that involves multiple stakeholders and issues, and potentially an extended process of joint fact-finding, dialogue and/or negotiation, will be necessary to resolve the complaint. In these cases, the GRM should propose a stakeholder assessment and engagement process to respond to the complaint (see steps 4 and 5 below).

The following may be the key issues for provision of basic information during complaint lodging processes. They include issues related to forest and/or land governance, resource distribution and management, role/jurisdiction, benefit sharing, corruption related issues, expropriation, compensation, etc. Hence, the affected party and/or the party with vested interest may bring both documented/recorded evidences in addition to other relevant evidences necessary for decision making.

Step 4. Communicate proposed response to complainant and seek agreement on the response

The Grievance Redressing Committee (GRC)/team is responsible for communicating the proposed response back to the complainant in a timely fashion, in writing using language that is easily accessible to the complainant. Responders may also contact the complainant by telephone

or set up a meeting to review and discuss the initial approach with the complainant. The response should include a clear explanation of why the response is being proposed; what the response would be; and what the complainant's choices are, given the proposed response. Those choices may include agreement to proceed, request for a review of an eligibility decision or a referral decision, further dialogue on a proposed action, or participation in a proposed assessment and engagement process.

Though practice varies, communication of the proposed response should normally occur within 7 days from receipt of a complaint. The complainant may or may not agree with the proposed response. If there is not agreement, Grievance Redressing Committee (GRC)/ staff need to make sure the complainant understands what other recourse may be available, whether through the judicial system or other administrative channels, and to document the outcome of the discussions with the complainant in a way that makes clear what options were offered and why the complainant chose not to pursue them.

Step 5. Implement the response to resolve the grievance

When there is agreement between a complainant and the GRC/ staff to move forward with the proposed action then the response should be implemented.

Step 6. Close out or refer the grievance

The final step is to close out the grievance. If the response has been successful, the GRC staff should document the satisfactory resolution. In cases where there have been major risks, impacts and/or negative publicity, it may be appropriate to include written documentation from the complainant indicating satisfaction with the response. In others, it will be sufficient for the GRC staff to note the action taken and that the response was satisfactory to the complainant and the organization. In more complex and unusual grievance situations, it may be useful to document key lessons learned and also refer the cases to the appropriate formal courts and tribunals as well.

7. ALTERNATIVE DISPUTE RESOLUTION (ADR) STRUCTURES

While there are courts of law for handling complaints, local communities may often be reluctant to expose family members to courts of law, which could adversely affect social lives. Also, courts of law may be viewed as slow and involving somewhat complicated procedures. Hence, people may prefer such matters to be handled by an “alternative dispute resolution” mechanism, on the model of restorative justice and traditional dispute-resolution mechanisms.

In such compensation and resettlement operations, it usually appears that many complaints have roots in misunderstandings, or result from conflicts with neighbors, which can usually be solved through adequate mediation using customary rules. Most complaints can be settled with additional explanation efforts and some mediation. This is why the alternative dispute resolution mechanism will be set up with the aim of settling disputes amicably, in the form of a locally selected Mediation Committee.

Accordingly, the Mediation Committee at local level shall consist of the following members:

- REDD+ project office/ MEFCC (implementing the project at the grass root level,
- Local administration (PA),
- Local NGO (Member),
- Local elders (chairperson),
- Local Militia (Member),
- Two Local representatives of PAP (Co-Chair and Secretary) – these should be selected in the affected locality.

When a grievance/dispute is recorded as per above-mentioned registration procedures, mediation meetings will be organized with interested and affected parties. Minutes of meetings shall be recorded. Solutions to complaints related to REDD+ projects should be pursued directly by the designated REDD+ project office/ MEFCC with the relevant actors. REDD+ project office/ MEFCC shall ensure community members, and in particular PAPs are informed about the avenues for complaint handling, and shall maintain a record of complaints received, and the

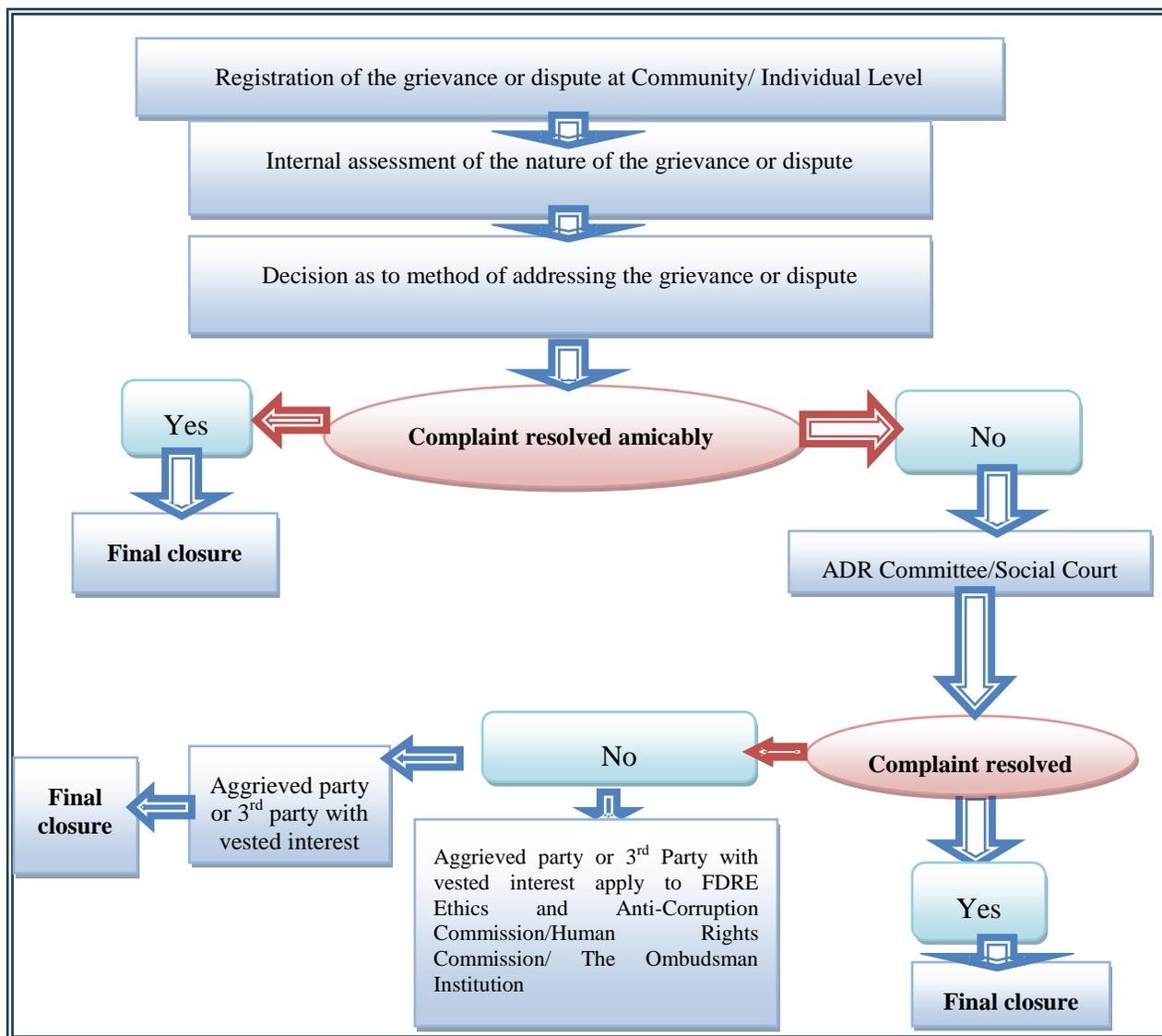
attempts to resolve these. All PAPs shall be informed about how to register complaints , including specific concerns about compensation, relocation restriction of access and loss of livelihood. The existence and procedural details related with this first instance mechanism shall be widely disseminated to all local residents as part of the consultation undertaken for the preparation of the REDD+ project.

Appeal to Court

Whenever misunderstandings and disputes arise between the principal parties (e.g. REDD+ project office/ MEFCC and PAPs) involved in the issues, the preferred means of settling disputes is through arbitration. The number and composition of the arbitration tribunal may be determined by the concerned parties.

Courts of law shall be considered as a last resort option, which in principle should only be used where alternative dispute resolution mechanisms have failed to settle the grievance/dispute.

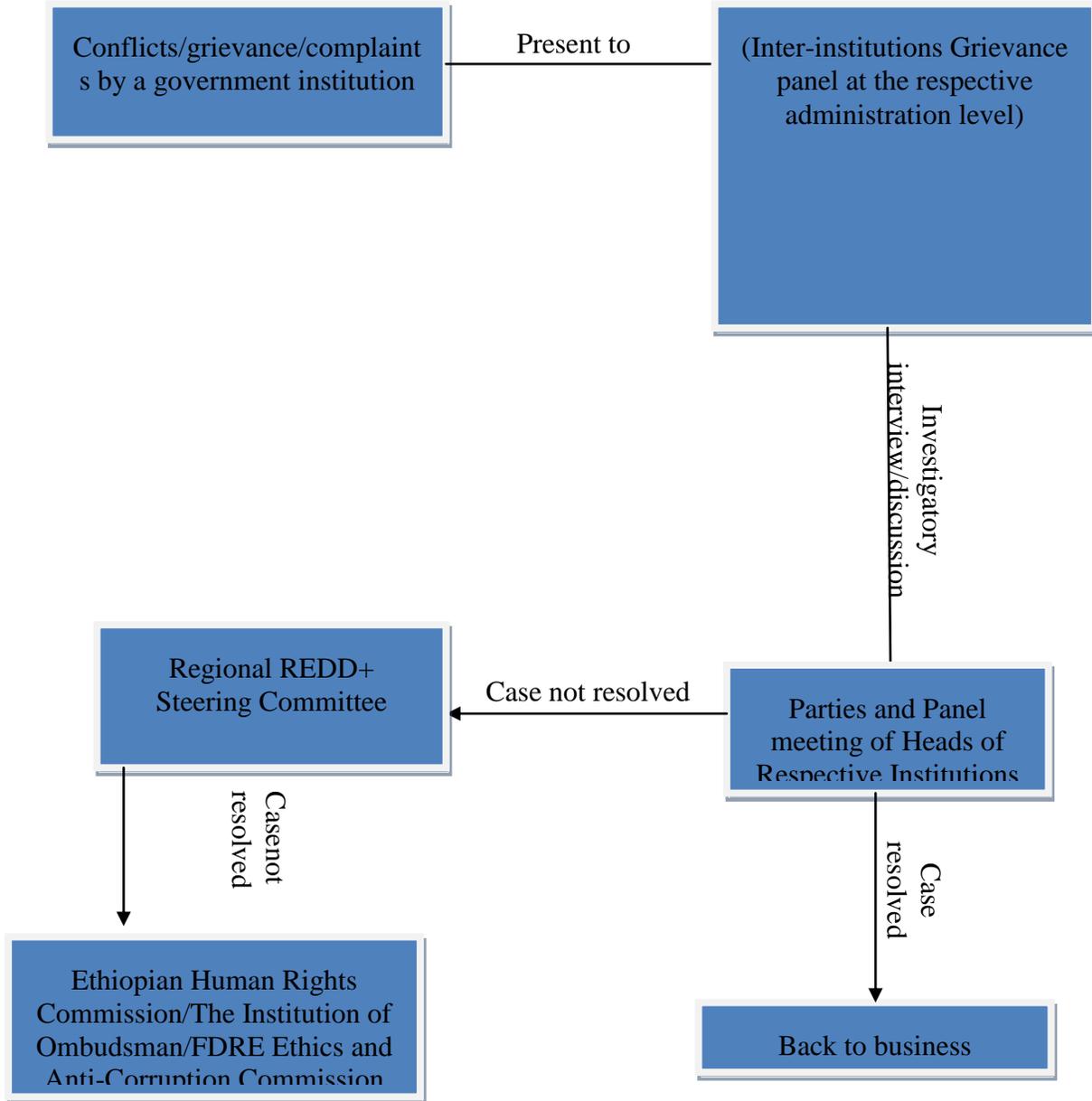
Figure 1. Grievance and Dispute Management Mechanism at Community/individual Level



Heads of the relevant government offices at the administrative level from region to Woreda shall be responsible to take the necessary actions to ensure good governance and justice for the REDD+ related cases under their jurisdiction. Accordingly, for the grievances between/among government institutions within the same region/zone/woreda, respectively, the following shall be the composition of the Inter-Institutional Grievance Settlement Panel:

- Regional/Zonal/Woreda administration (Chairperson)
- Regional/Zonal/Woreda Justice Bureau/Department/Office (Co-Chairperson)
- Regional/Zonal/Woreda Security and Administration Bureau/Department/Office (Secretary)
- REDD+ project office/ MEFCC (implementing the project at the relevant administrative level)(Member)
- NGO Operating in the Region/Zone/Woreda (Member),
- Two influential elders (Member)
- Regional/Zonal/Woreda Agriculture Bureau/Department/Office (Member)
- Regional/Zonal/Woreda Social and Labour Bureau/Department/Office (Member)
- Regional/Zonal/Woreda Environment and Forest Bureau/Agency/Office (Member)
- Regional/Zonal/Woreda Fishery and Livestock Development Bureau/Department/Office (Member)
- Other relevant Offices to the case may be selected as member of the panel.

Figure 2: Grievance handling mechanism for inter-institution (government) grievances:

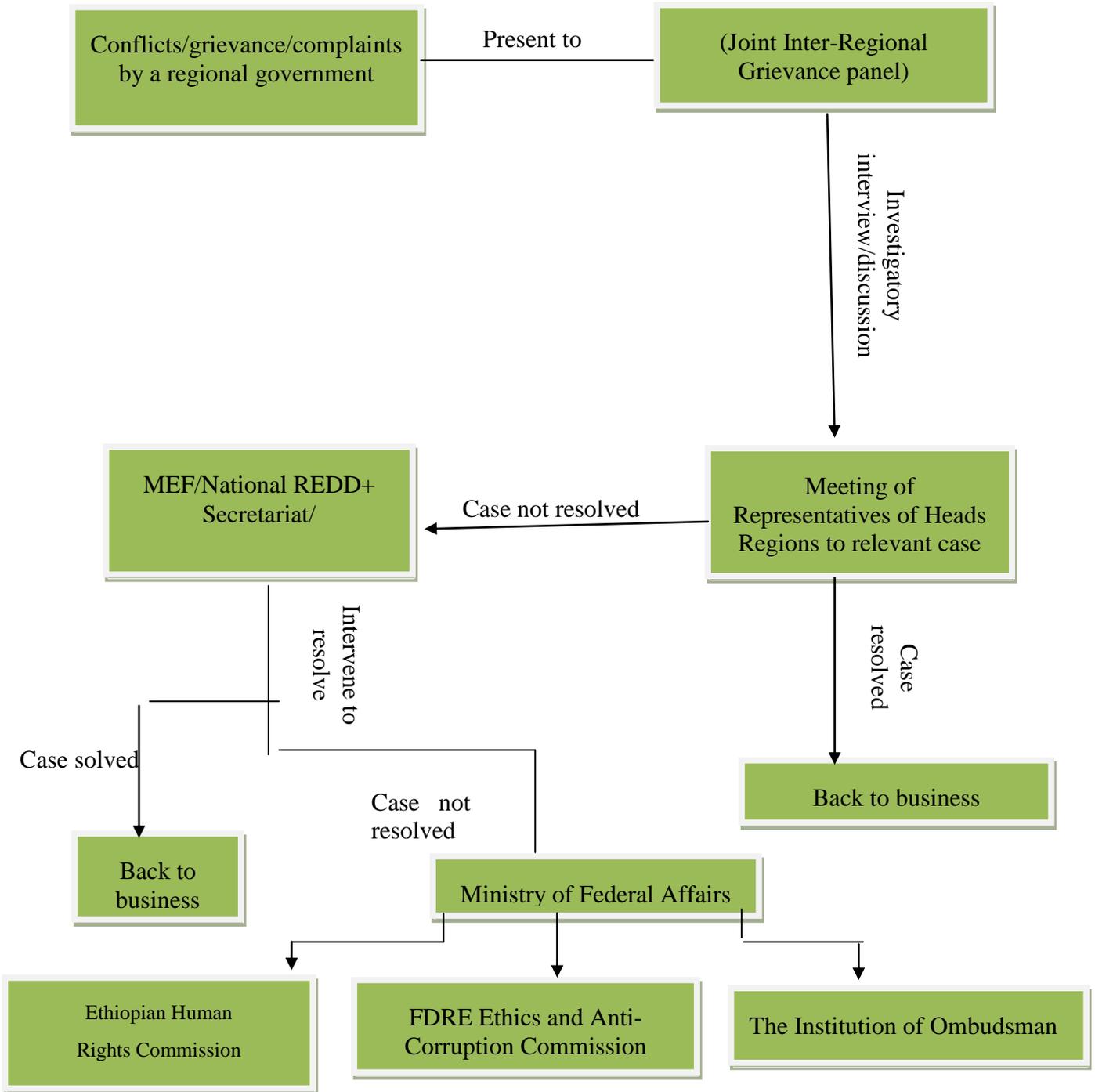


As it is recognized under The Constitution of Federal Democratic Republic of Ethiopia the regional states have authority to regulate the activities under their jurisdiction. This indicates that one regional government has no power to regulate the other as all of the regional states have equal power. The prevailing relationship between regional governments is horizontal. This requires Joint Inter-Regional Panel to settle Grievances and Conflicts that may arise between contiguous zones of regions without disregarding the cases subject to judicial settlement by the authorized jurisdictional courts. Hence, the Regional Offices relevant to the REDD+ related cases shall be duty bound to settle complaints and grievances related to REDD+. Accordingly, the following shall constitute the composition of Joint Inter-Regional Panel:

- a. Regional Chief Administrators' Office (Chairperson)
- b. Regional Justice Bureau (Vice Chairperson)
- c. Regional REDD+ Secretariat(Secretariat)
- d. Regional Agriculture and Natural Resource Management Bureau (Member)
- e. Regional Fishery and Livestock Development Bureau (Member)
- f. Regional Justice Bureau (Member)
- g. Regional Security and Administration Bureau (Member)
- h. Regional Development Associations (Member)
- i. Regional Forestry and Wildlife Enterprise (Member)
- j. Regional Environmental Agency/Authority/Bureau (Member)
- k. Other appropriate regional body identified by Joint Inter-Regional Panel(Member)

The transition of the chairpersonship and Secretary shall be done on two year rotational basis. Ministry of Environment, Forest and Climate Change shall intervene to settle the grievances and coordinate the Joint Inter-Regional Panel. The issues not settled by the Joint Inter-Regional Panel shall be referred to FDRE Ministry of Federal Affairs. However, this shall not bar the corruption, human rights violation and good governance related cases to be referred to Ethic and Anti-Corruption Commission, Human Rights Commission and The Institute of Ombudsman, respectively.

Figure 3: Grievance handling mechanism for inter-regional (government) grievances:



8. CONCLUSION

Grievance Redressing Mechanisms play pivotal roles in solving multiple problems in the process of implementing REDD+ programmes and projects. There are sound justifications to establish grievance mechanism as an integral part of REDD+ process in Ethiopia. These justifications are reducing risks of REDD+ activities to forest dependent communities and their environment. Developing obligations, rules and standards enables a rights-based approach in the implementation of REDD+ programmes and ensuring compliance to standards and obligations

The principles on Grievance Mechanism for REDD+ are aimed to avoid adverse impacts of REDD-related decisions and actions taken at the national, regional and project/community level.

There exists grievance redressing mechanisms for alleviating REDD+ related complaints and grievances both at national and international level.

The REDD+ related conflicts and grievances at international, national, institutional, policy and legal as well as project level can be solved through implementation of the international legal agreements signed by Ethiopia, the project agreements signed between Ethiopia and development partners and based on the relevant provisions of the Ethiopian laws relevant to the cases. However, one has to note that Ethiopia needs to establish specific documents on conflict of policies and laws to solve conflicts between policy and legal documents at national and regional level.

The procedures for REDD+ Grievance Redressing Mechanisms are instrumental to handle cases in light of the established rules.

Dispute resolution structures are classified as the alternative structures and mandatory structures. The alternative structures for dispute resolution on REDD+ related issues refers to the informal structures that are taken care of by traditional dispute resolution institutions. On the other hand, the mandatory structures are courts and ombudsman and human rights institutions established with jurisdictional power to entertain cases and power to pass binding decisions. Therefore, these structures are very important to effectively ensure prevalence of rule law and protect the citizens' rights in implementation of REDD+ programmes and projects at national, regional and local levels.

9. BIBLIOGRAPHY

- ❖ The Constitution of Federal Democratic Republic of Ethiopia, 1995.
- ❖ Ethiopian Human Rights Commission Establishment Proclamation No. 210/2000
- ❖ Institution of Ombudsman Establishment Proclamation No. 211/2000
- ❖ The Revised Proclamation for Establishment of Federal Ethics and Anti-Corruption eestablishment Commission (hereafter Proclamation No. 433/2005)
- ❖ Tadesse Woldemariam and Fite Getaneh, 2011. Sheka Forest Biosphere Reserve Nomination Form.
- ❖ UNESCO-MAB National Committee Federal Democratic Republic of Ethiopia.
- ❖ Revised Proclamation to Provide for Special Procedure and Rules of Evidence on Anti-Corruption (Proclamation No. 434/2005)
- ❖ Environmental Pollution Control Proclamation No.300/2002
- ❖ The Federal Forest Policy, Forest Proclamation No. 542/2007
- ❖ Land Administration Proclamation No. 456/2005
- ❖ Access to Genetic Resources and Community Knowledge, and Community Rights Proclamation No. 482/2006
- ❖ Oromia Regional State Forest and Wildlife Enterprise Establishment Regulation № 122/2009
- ❖ Environmental Impact Assessment Proclamation (EIA) No. 299/2002.
- ❖ UN-REDD+ Programme Guidelines on Free, Prior and Informed Consent, 2011 (Draft).
- ❖ Free, Prior and Informed Consent in REDD+: Principles and Approaches for Policy and Project Development, February 2011(ISBN: 978-616-90845-0-1).
- ❖ Guidelines on Stakeholder Engagement in REDD+ Readiness With a Focus on the Participation of Indigenous Peoples and Other Forest-Dependent Communities, April 20, 2012 (revision of March 25th version)
- ❖ Good Practice Note Addressing Grievances from Project-Affected Communities: Guidance for Projects and Companies on Designing Grievance Mechanisms, international Finance Corporation 2121 Pennsylvania Avenue, Washington, DC 20433, USA.

- ❖ Uganda National REDD-plus Consultation and Participation Plan
- ❖ Oromia Regional Consultation and Participation Plan

ANNEX: STANDARD GRIEVANCE APPLICATION FORMAT

Date: _____

Woreda _____ Kebele _____ Forest block/zone _____

Name of applicant/s: _____, _____, _____

Issue _____

Evidences

Person: _____, _____, _____

Material _____ or _____ other _____ evidence

Applicant Name _____

I, the undersigned applicant, confirm that my application and evidences are true and understand that inclusion of fraudulent issues and evidence result in automatic rejection of my application.

Signature _____

Date _____

