

***Grievance mechanism for the project, namely, "Mainstreaming the Contribution of coastal wetlands biodiversity for Sustainable Economic & Livelihood Development at Cité La Chaux 'Barachois', Mahébourg".***

***A demonstration project for upgrading 'Barachois' in Mauritius.***

**Project description**

The aim of this project is to establish a sustainable and collaborative development model for the restoration, conservation and active management of degraded natural resources, ecological processes and biodiversity of a marine coastal wetland in order to support local livelihood and enhance quality of life.

This community-based project has a collaborative management approach in order to sustainably manage, restore and conserve a coastal wetland. To do so, the project will include the following steps:

- A baseline socio-economic study within the adjacent community (household and fishers surveys) will be conducted.
- The project will raise local awareness towards the management and conservation of local wetlands through various communication tools.
- The project will conduct many consultation strategies with the residents of the adjacent community, including individual and focus group interview, observational walks and boat trips, meetings, workshops, community-based events and participatory mapping.
- The project will ensure active involvement of all stakeholders will be identified and consulted in order to design and plan the project.
- A Collaborative Management Area Committee (CMAC) will be established at the beginning of the project and will include representatives of the community, fishers and women.
- The project will build the capacity of local community for coastal resource management through training and involvement in management actions.
- Day to day operation will be conducted specifically by the local community including women upon recruitment through a voting process.
- The project will facilitate the adjacent local community to seek government recognition and consideration for locally managed coastal wetland.
- This pilot project will support the government agencies in incorporating the participation of local community in management actions and decision making processes.
- The project will ensure participatory governance, socio-economic, fisheries and bio-physical monitoring with all local residents.

The entire process will be fully participatory, collaborative and transparent with the community of Residences La Chaux, including women, to ensure that the project will be effective and sustainable.

## **Grievance Mechanism**

In the relation of the general implementation of the project shall be reported by phone or in writing to the project office.

**Contact person by email:** [estelledeja.epco@gmail.com](mailto:estelledeja.epco@gmail.com)

**Contact person by phone:** +230-59248897

**Office Address:** 75, Chevreau Lane, Calodyne, Grand Gaube, Mauritius

In the case of grievances reported by phone or email, the grievances desk officer will find out a grievance note, including the name, contact details of the claimant, date of complaint and the detailed description of the complaint/ grievance, as well as any comments or suggestions of how to address the complaint.

EPCO will respond in writing to any claimant within 15 days and take immediate action to address those grievances in consultation with the claimant if any resource restriction has been caused by the project. Claims, responses and actions taken to address grievances will be filled and included in project governance monitoring.

If the claimant is not satisfied with the response by EPCO, the grievance may be submitted to Conservation International Japan (CI Japan), the chair of the Executive Team, directly at [GEF-Satoyama@conservation.or.jp](mailto:GEF-Satoyama@conservation.or.jp)

Conservation International Japan

6-7-1-507 Shinjuku, Shinjuku-ku, Tokyo 160-0022 JAPAN

TEL: +81-3-5315-4790

For escalating a complaint, the complaint can file a report to CI using the following link: <https://secure.ethicspoint.com/domain/media/en/gui/10680/index.html>

This grievances mechanism will be shared during initial awareness and all consultation meetings, and provided in writing to all village fisheries committees in all project villages.