

**Grievance Mechanism to be adopted by TERI for the project, entitled “Mainstreaming community-conserved areas for biodiversity conservation in Nagaland.”**

In order to ensure that the stakeholders feel free to express their grievances and to seek redress, we will put in place a grievance mechanism that is locally acceptable to the stakeholders and which ensures, as far as possible that these issues are resolved with local support and consensus. For this process, we will set up a simple grievance box, into which people can put their suggestions and comments. These comments can then be discussed at the next CCA meeting and all suggestions and ideas taken on board. By doing so, the local communities can express their grievances, anonymously if they so choose. This is to ensure that, the less ‘vocal’ members of the group get to express their concerns without any peer or community pressure. This box will be in addition to the stakeholders directly submitting their grievances, verbally or in writing to the TERI members. If not resolved at the village level through discussions, TERI will respond in writing within 15 calendar days of receipt of the grievance.

Prior to setting this process in motion, the local communities will be informed of a) the need to have a grievance mechanism to address their concerns b) About the ESMP provisions including grievance mechanism. We will also provide flyers giving the contact information of TERI, the project implementing team of TERI, and the CI-GEF project agency, and these details will be entered into each CCA’s register. These details will also be set up on a project website, for those with access to the internet. All claims will be recorded and added to project monitoring and written responses provided. All efforts will be made to ensure that the issue is resolved at the local level.

Grievances will be reported to the TERI office (Delhi).

**Contact person by email:** [pias@teri.res.in](mailto:pias@teri.res.in)

**Contact person by phone:** Pia Sethi

**Office phone:** 24682100

**Office address:** The Energy and Resources Institute,  
Darbari Seth Block, IHC Complex, Lodhi Road, New Delhi-110003

In the case of grievances reported by phone, the people listed above will take down all the details of the complaint and the same will be done through email. TERI will respond in writing to any claimant within 15 days and take immediate action to address those grievances in consultation with the claimant. Claims, responses and actions taken to address grievances will be filed and included in project monitoring.

If the claimant is not satisfied with the response by TERI, the grievance may be submitted to Conservation International Japan (CI Japan), the chair of the Executive Team, directly at: 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 complainant can file a report to CI using the following link:

<https://secure.ethicspoint.com/domain/media/en/gui/10680/index.html>