



REPUBLIC OF ZAMBIA

Understanding the Grievance Mechanism of the Social Cash Transfer Programme

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SOCIAL CASH TRANSFER

INVESTING IN PEOPLE'S LIVES, TRANSFORMING COMMUNITIES

What is the grievance mechanism?

The grievance mechanism is a system that has been put in place to enable beneficiaries and non-beneficiaries of the Social Cash Transfer (SCT) programme to formally report any grievances they may have about the programme.

Why is the grievance mechanism important?

Social protection is a right of all citizens. Therefore, beneficiaries and non-beneficiaries should have the means to voice any grievances they may have about the SCT programme. The grievance mechanism ensures that grievances are attended to in a systematic and timely manner.

How are grievances lodged?

- 1 If a complainant has a question about the SCT programme, they can ask any officer involved in the implementation of the SCT to clarify.
- 2 If the complainant decides to lodge an official grievance, there are three ways to do this. They can use a grievance form provided to them at a Pay Point, at the District Social Welfare Office, or by a CWAC member. After filling it in, they drop it in a community box which can be found at any Pay Point or at the District Social Welfare Office. They can also speak to the DSWO, who can register their grievance on a mobile application on his or her phone. Finally, they have the option to register their grievance at the MCDSS website – www.mcsw@gov.zm.
- 3 Once the grievance is submitted and it has been entered in the Management Information System, it will be investigated. It is important that the data provided are correct.
- 4 The complainant is notified of the resolution of their grievance through a resolution letter, which can be picked up at their nearest Pay Point, or delivered by a CWAC member.

What do grievance forms look like and what details will I need to fill in?

There are three different grievance forms: Form A, B and C. Form A allows the complainant to lodge a first-time grievance. Form B allows the complainant to resubmit an earlier-lodged grievance that was not satisfactorily resolved or not resolved at all. Both forms require the complainant to fill in their personal details such as name and date of birth. Form C allows the complainant to lodge any grievance without having to fill in their personal details. It is an anonymous form. All forms require an explanation of the grievance being lodged. All information that is provided will be treated confidentially.

The image displays three forms used for lodging grievances. Form A is titled 'FORM A EXCLUSION PAYMENTS WRONGFUL EXIT SERVICE STANDARDS'. It includes sections for complainant information, grievance details, and a tear-off receipt. Form B is titled 'FORM B PREVIOUSLY SUBMITTED GRIEVANCE NOT RESOLVED' and follows a similar structure. Form C is titled 'FORM C ANONYMOUS GRIEVANCES' and is designed for those who do not wish to provide personal details. Each form contains fields for name, gender, date of birth, contact information, and a detailed description of the grievance.

What sort of grievances can be brought forward for resolution?

The grievance mechanism addresses the following grievances:

- Excessive waiting time at Pay Point
- PPM/Agent not available at Pay Point
- Informal fees charged
- Distance to Pay Point
- Grievance not or unsatisfactorily resolved
- Delays in key processes
- Suspected wrongful inclusion
- Suspected wrongful exclusion
- Suspected wrongful exit
- Payment not received
- Late payment
- Missed payment
- Wrong payment amount
- Missing ATM card
- Forgotten PIN
- Disagreement with balance on ATM card
- Missing NRC
- Wrong age on NRC
- Missing Disability or CIPC Certification or slip
- Not certified as severely disabled or CIPC

How long does it take for grievances to be investigated and resolved?

The maximum time for resolution is two months, in line with the payment cycles.

