

Ministry of Labour and Vocational Training
 Technical and Vocational Education and Training Sector Development Program
 ADB Loan 3166/67-CAM

Complaints Handling Mechanism

Background

The Good Governance Framework, Appendix 2 of the Project Administration Manual, calls for the establishment of a well-defined complaints and remedies mechanism as an important part of project governance monitoring framework. The Complaints Handling Mechanism (CHM), once put in place is envisioned to improve transparency and accountability through enhanced public disclosure and strengthened procurement and financial management. The CHM is designed to strengthen TVETSDP's management objectives of effective and efficient project implementation and good governance.

The steps on how to file complaints, how complaints are received, processed, and adjudicated throughout the project implementation duration are enumerated below for reference and guidance of all concerned persons or entities.

Step in CHM	Details and Mechanics
Step 1: Disclosure of CHM	CHM is posted on the Project website, http://www.ntb.gov.kh/tvetsdp/page/index/en to allow beneficiaries and other stakeholders to effectively channel any complaints or issues about the Project.
Step 2: Receipt and Registry of Complaints	<p><u>Complaints Received:</u></p> <ul style="list-style-type: none"> a) The general public can file complaints through: <ul style="list-style-type: none"> i) Postal address: Building #3, Russian Federation Blvd., Sangkat Teklaak I, Khan Toulkok ii) E-mail: laovhim9@gmail.com iii) Letter written directly to: H.E Pich Sophoan , Director Project iv) Complaints can be dropped in "Complaints Boxes" at (PCU-TVETSDP) Credible information of wrongdoings and corruption may be submitted to the Asian Development Bank (ADB) Senior Project Officer, Email: smar@adb.org b) In addition, verbal complaints made personally or through telephone calls or anonymous complaints shall also be considered for due verification of their seriousness or validity. c) The details of investigations, findings, internal discussions and conclusions shall be recorded in a separate confidential file for each case. <p><u>Complaints Registry:</u></p> <ul style="list-style-type: none"> a) Confidential registry – all complaints received shall be recorded in a separate confidential registry or in a file with unique reference number, date and time received, mode of receipt, complainant's name and contact details, and receiving person. The registry shall not contain any details of the person or organization against whom the complaint is being made. b) All complaints (verbal and anonymous) shall be taken into account and registered for further action if the committee finds that these pose potential degree of seriousness. c) The Registry shall show a brief summary of the logistical steps, with dates, of the investigation process for each complaint and the final outcome for closure of the case.
Step 3: Review and Investigation	<p>Complaints Committee: The persons in-charge of the Project Complaints Handling Committee are:</p> <ul style="list-style-type: none"> 1. H.E Pich Sophoan Director Project 2. H.E Pok Pann D. Director Project

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	<p>3. H.E Laov Him Coordinator Project 4. H.E Hing Sideth Procurement Officer 5. Mr. Long Paulett Financial Officer</p> <p>Note: Any officer/s in the above committee shall be promptly replaced by another member appointed by the Minister of MOWRAM if the complaint received involves such officer/s.</p> <p>Process:</p> <ul style="list-style-type: none"> a) The complaints received shall be coursed through a member designated by the Chairperson for compilation and categorization as to: i) Province wise, and ii) Subject wise for easy reference and analysis. Subjects could be procurement, resettlement, environment, gender development or contractors b) Once every 15 days the committee shall meet to review the complaints received and prepare action plan for investigation. c) The Committee shall designate a neutral person or team to investigate each complaint. d) The investigation shall begin immediately. The investigation shall be neutral and done diligently. In cases where the investigations are complex and substantially long, the complainant shall be notified of progress at two weeks intervals. e) Accused persons or entities shall be given fair opportunity to present their side of the case/complaint. f) Investigation results shall be reported to the CHM Committee for final adjudication within 15 days. <p>Confidentiality shall be maintained at all times during the investigation period and the investigation findings shall not be released beyond the Committee members.</p>
Effectiveness	The Complaints and Remedies Mechanism shall take effect upon the date of its signing, and the Complaints Committee shall effectively implement the mechanism in its entirety.

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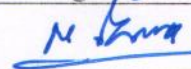
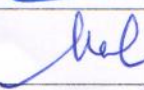
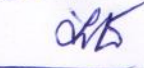

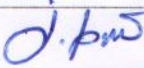




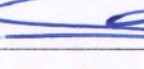




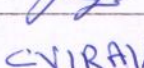
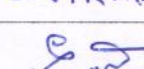
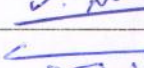
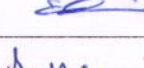
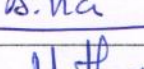
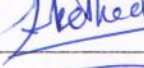

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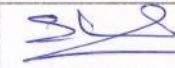

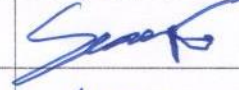
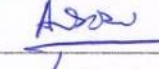
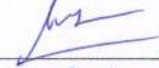
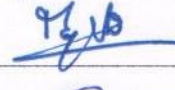


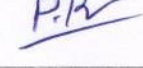
Technical Vocational Education and Training Sector Development Project (TVETSDP)

TVETSDP/ADB Loan No.3167-CAM(SF)

LIST OF PERSONNEL RECEIVING CODE OF ETHICAL CONDUCT

I.PCU Member

No.	Name	Position	Organization	Signature	Date
1	H.E Pich Sophoan	Director Project	MLVT-DGTVET		
2	H.E Pok Pann	D. Director Project	MLVT-DGTVET		13/10/16
3	H.E Laov Him	Coordinator Project	MLVT-DGTVET		13/10/16
4	Ms. Tung Sopheap	D. Coordinator Project	MLVT-DGTVET		12/10/2016
5	Mr. long Paulet	Financial Officer	MLVT-DGTVET		12/10/16
6	Mr. Chhay Sophea	Cashier	MLVT-DGTVET		13/10/16
7	Mr. Heng Sokhorn	Accountant	MLVT-DGTVET		12/10/16
8	Mr. Sam Lotseima	Assistant Accountant	MLVT-DGTVET		11.10.16
9	H.E Hing Sideth	Procurement Officer	MLVT-DGTVET		11/10/16
10	Mr. Kheng Khemara	Technical Officer	MLVT-DGTVET		11/10/16
11	Mr. Sor Kheam	Technical Assistant	MLVT-DGTVET		13/10/16
12	Mrs. Nong Kanika	Admin Officer	MLVT-DGTVET		11/10/16
13	Mr. Chheang Channa	Administrative Assistants	MLVT-DGTVET		13/10/16
14	Mr. Chin Virak	Administrative Assistants	MLVT-DGTVET		11/10/16
15	Mr. Tep Navy	Technical Team Leader	MLVT-DGTVET		13/10/16
16	Mr. Sim Samnang	Deputy Technical Team Leader	MLVT-DGTVET		13/10/2016
17	Mrs. Nguon Sorina	Technical Officer of QAS	MLVT-DGTVET		12/10/2016
18	Mrs. Sau Sokunkethya	Technical Officer of Social marketing	MLVT-DGTVET		12/10/2016
19	Mr. Teang Sak	Technical Officer of SSC	MLVT-DGTVET		12/10/2016
20	Mr. Khim Yorm	Technical Officer of Standards	MLVT-DGTVET		12/10/2016
21	Mr. Tong MengAng	Technical Officer of Internship	MLVT-DGTVET		12/10/2016

22	Mr. Phuong Viseth	Technical Officer of Policy & Planning	MLVT-DGTVET		19.10.2016
23	Mr. Sa Kennvidy	Technical Officer of Policy & Planning	MLVT-DGTVET		12.10.2016
24	Mr. Chan Vichet	Technical Officer of Skill Bridging	MLVT-DGTVET		20.10.2016
25	Mr. San Seng	Technical Officer of Teacher Development	MLVT-DGTVET		12.10.2016
26	Mr. Samrith Vy	Technical Officer of VSC & VSTP	MLVT-DGTVET		12/10/2016
27	Mrs. Hou Sokunveary	Technical Officer of Gender & Social Equity	MLVT-DGTVET		12/10/2016
28	Mr. Ouk Sam sovathya	Technical Officer of M&E	MLVT-DGTVET		12/10/16
29	Mr. Lak Long	Technical Officer of TVETMIS	MLVT-DGTVET		20.10.2016
30	Mrs. Long Sophan	Technical Officer of TENA	MLVT-DGTVET		20.10.2016
31	Mr. Chan Pheakdey	Assistant	MLVT-DGTVET		12.10.16