

The intention of this mechanism is to enable anyone within Duqm; to be able to formally, legally or informally have a complaint process that can be utilized by employees, individuals, workers, communities and/or civil society organizations that are being affected by certain business activities and operations within the Special Economic Zone of Duqm, whether related to employment, work conditions, human rights violations, environmental, social or economic activities. The Grievance Mechanism gives you the ability to report grievances and /or incidents anonymously or registered.

SEZAD Grievance Redress Services (SGRS)

The Grievance Redress Service (GRS) being handled by the Partnership and Development Department (CSR Section) ensures that complaints are promptly coordinated and reviewed as well as swiftly addressed by the appointed and responsible department within the Special Economic Zone Authority at Duqm.

The intention of this procedure is to validate the importance of having SEZAD more accessible to its communities giving them the ability to report as well as help ensure faster and better response to issues and / or resolution related to any grievance, incidents or service issues related to the various areas but not restricted to as mentioned above.

The GRS is open to all matters as mentioned earlier however does not apply with regards to land grievances which are handled by the Ministry of Housing, accordingly all enquiries received with regards to this will be advised of whom to contact at the Ministry of Housing as well as the person in charge.

Ease of Reporting Grievances

Step 1

Whether you are an employee, an investor, a contractor, a laborer or a community member, choose the option so we know who's reporting the grievance.

Step 2

Decide whether you would like us to contact you or are you reporting it anonymously. Please note anonymous grievance or incident reporting are noted and referred to the area of concern (respective departments). Once you have entered your details, a SEZAD representative tasked for the monitoring of these grievances will contact you to acknowledge receiving the grievance.

Step 3

As per the guidelines below, a representative will coordinate your grievance along every step of the way. Please note all grievances are registered and monitored for performance and response times as well as fulfilled grievances therefore all steps will be taken to ensure a swift responsible and managed outcome for all.

There are a number of options to utilizing the Grievance Redress Services, however to ensure a swift response we highly recommend that the grievances are placed through the website portal link: <https://www.duqm.gov.om/sezad/csr/grievance-redress-mechanism-sgrm>

1 Phone

The CSR Department can be contacted between the hours of operation (8:00 am – 3:00 pm) Sunday to Wednesday on 24507216.

Note all phone calls received must be followed up with an official letter of complaint unless enquiring; all calls taken will be noted for analytical and quality control purposes within SEZAD.

2 Official Letter

The official letter can be directed to the Manager of the Partnership and Development Department (CSR Section) and can be dropped off either directly to any one of our offices in Duqm or Muscat. Most letters received will be stamped with the date received and a follow through call would be made within 24 hours to acknowledge receiving the letter. Please note that phone numbers for contacting the individual must be placed within the letter.

3 Via Email

An email can be sent to the CSR Department to CSR@duqm.gov.om – this service is quicker and most effective and all emails will be responded to within 24 hours of receiving.

4 Website Portal Grievance Form

Please go to [Duqm.gov.om](https://www.duqm.gov.om) and follow the tabs to the CSR Department; On the CSR Tab you will have a few options; one of which will be the SEZAD Grievance Redress process and click. Once you're there, you will be provided with information on how to fill the form and response times.

All information regarding the process of the grievance system is available as well as a form that can be filled online <https://www.duqm.gov.om/-sezad/csr/grievance-redress-mechanism-sgrm> which is received directly by the Partnership and Development Department– this service provides the form directly to the CSR Section Manager as well as the Chief Executive Officer.

Governance and Confidentiality Promise

SEZAD shall keep all grievances received in the strictest of confidence and the identity of the whistleblower confidential unless required by law or required for investigation purposes of the competent parties.

The whistleblower on the other hand shall ensure credibility of the report by avoiding ill-founded rumors, fears and allegations; ensure accurate and objective reporting so that the report is not motivated by revenge or personal dispute; report the violation as promptly as possible; keep the report confidential until all required research and investigation is completed and the violation is confirmed; be liable for the consequences of false, fraudulent or deceitful allegations in which case SEZAD has the right to take the appropriate disciplinary and legal measures against the whistleblower.

Response Times

- All Letters and forms filled online will be acknowledged within 24 hours.
- All responses to the letters will be provided to the sender within 72 hours of being received.
- In the event the response will take longer an estimated time will be provided within 72 hours.
- All grievance issues will be coordinated and where applicable handled by the Partnership and Development Department (CSR Section). In the event the department is unable to assist or respond, it will be raised to the CEO of SEZAD – in this case, responses generally could take up to 7 working days however, efforts will be placed to ensure that the response times are lowered, this is dependent on the complexity of the grievance.



SEZAD Grievance Redress Mechanism (SGRM)

