



THE UNITED REPUBLIC OF TANZANIA
VICE PRESIDENT'S OFFICE
NATIONAL ENVIRONMENT MANAGEMENT COUNCIL
(NEMC)



ENVIRONMENTAL AND SOCIAL GRIEVANCE
REDRESS MECHANISM (GRM)
FRAMEWORK (2026)

National Environment Management Council (NEMC),
6th Floor, Kambarage Tower,
PSPF Road,
P. O. Box 2724,
Dodoma
Tel. No. +255262960098
+255713608930
Email: dg@nemc.or.tz
Website: www.nemc.or.tz

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FOREWORD

The National Environment Management Council (NEMC) was established under the Environmental Management Act, Cap.191 (R.E. 2023) with the mandate of overseeing environmental protection, management and compliance with environmental legislation in the United Republic of Tanzania. In carrying out its mandate, the Council recognize the importance of ensuring transparency, accountability and active participation of stakeholders in environmental governance. The Grievance Redress Mechanism (GRM) has been developed as part of NEMC's commitment to providing accessible and effective channels through which stakeholders, communities and the general public can raise concerns or complaints related to environmental and social issues. The mechanism aims to ensure that grievances are received, assessed and addressed in a timely, fair and transparent manner.

This mechanism supports the Council's broader objectives of strengthening environmental compliance and improving responsiveness to environmental concerns raised by project stakeholders and affected communities. It also promotes constructive engagement between NEMC and public by ensuring that complaints and concerns are investigated and appropriate corrective actions are taken where necessary.

Through the implementation of this GRM, NEMC seeks to enhance institutional accountability, strengthen environmental governance and build public confidence in environmental governance and systems. The Council remains committed to continuously to ensure effective environmental protection and sustainable development. This GRM forms an integral part of NEMC's Environmental and Social Management System (ESMS) and is aligned with international good practice in environmental and social safeguards

1.0 INTRODUCTION

The National Environment Management Council (NEMC) is mandated under the Environmental Management Act, Cap.191 (R.E.2023) to oversee environmental protection, environmental compliance monitoring and the enforcement of the environmental legislation in the United Republic of Tanzania. In fulfilling this mandate, the Council interacts with a wide range of stakeholders including government institutions, private sector entities, development partners, local communities and the general public.

Environmental management activities, development project and environmental compliance processes may occasionally generate concerns or grievances from stakeholders, particularly where environmental or social impacts are perceived. It is therefore important for the Council to maintain an effective mechanism through which such concerns can be raised, assessed and addressed in a transparent and timely manner.

The GRM has been established to provide a structured process for receiving, recording, assessing and resolving complaints related to environmental and social issues associated with NEMC's regulatory functions, environmental compliance activities, and all projects or programmes implemented or supervised by the Council. It is fully integrated with NEMC's Environmental and Social Management System.

The mechanisms provide accessible channels through which individuals, community, civil society organisations and other stakeholders can submit grievances and obtain responses.

The GRM also strengthens NEMC's commitment to transparency, accountability and stakeholder participation in environmental governance. Through this mechanism, complaints are reviewed by competent officers within the Council, investigated where necessary and resolved in accordance with applicable environmental laws, regulations and institutional procedures.

Furthermore, the GRM contributes to the Council's Environmental and Social Management System (ESMS) by ensuring that grievances related to environmental and social impacts are systematically monitored and addressed, thereby improving institutional performance and strengthening public confidence in environmental management systems.

2.0 OBJECTIVES OF THE GRIEVANCE REDRESS MECHANISM

The main objective of the GRM is to provide a transparent, accessible and effective process through which stakeholders, communities and the general public can raise concerns or complaints related to environmental and social issues associated with NEMC's regulatory functions and project activities.

Specifically, the GRM aims to

- i. Provide accessible channels for stakeholders to submit grievances related to environmental and social impacts associated with environmental management activities, development projects and regulatory processes.
- ii. Ensure timely, fair and transparent resolution of grievance through established procedures for receiving, recording, assessing and addressing complaints.
- iii. Promote accountability and transparency in environmental governance by ensuring that complaints from stakeholders and affected communities are properly documented and addressed.
- iv. Strengthen stakeholders' participation and engagement by providing communities and the public with opportunities to raise concerns and obtain responses regarding environmental management decisions.
- v. Improve environmental compliance and institutional performance by identifying recurring issues and incorporating lessons learned from grievance into environmental monitoring and enforcement activities.
- vi. Enhance public confidence in environmental management system through a structured mechanism for addressing environmental and social concerns.
- vii. Provide a mechanism that is accessible, gender-sensitive, culturally appropriate and protects complainants from any form of retaliation.

3.0 SCOPE OF THE GRIEVANCE REDRESS MECHANISM

The Grievance Redress Mechanism (GRM) applies to grievances, concerns and complaints related to environmental and social matters arising from the regulatory functions such as environmental pollution, environmental degradation, project-induced impacts (including cumulative and indirect effects), compliance monitoring and enforcement actions, and any activities overseen by the National Environment Management Council (NEMC).

The GRM provides a formal process through which stakeholders, project-affected persons, communities, civil society organisations and members of the public can raise concerns related to environmental management and compliance.

The mechanism covers, but not limited to grievance related to:

- i. Environmental pollution, environmental degradation or non-compliance with environmental laws and regulations
- ii. Environmental and social impacts associated with development projects subjected to Environmental and Social Impact Assessment (ESIA) or environmental audit by NEMC.
- iii. Concerns related to environmental compliance monitoring and enforcement actions undertaken by the Council.
- iv. Environmental incidents or activities that may pose risks to ecosystems, natural resources or community livelihoods.
- v. Concerns raised by stakeholders or communities regarding environmental management practices.

The RGM does not replace judicial or administrative procedures available under national legislation. Stakeholders retain the right to pursue resolution through other legal or administrative channels where appropriate.

The mechanism complements existing environmental management framework established under the Environmental Management Act, Cap.191 (R.E.2023) by providing an accessible and transparent process for addressing environmental and social grievances.

4.0 DEFINITIONS

For the purpose of this Grievance Redress Mechanism Framework, the following terms shall have meant assigned to them below

Grievance: A concern, complaint or clam raised by an individual, community or stakeholders regarding environmental or social issues related to environmental management activities, development projects or regulatory actions undertaken or overseen by NEMC.

Grievance Redress Mechanism (GRM): A structured process established by NEMC to receive, register, assess and resolve complaints related to environmental and social issues in a transparent, fair and timely manner.

Complainant: Any individual, group, community, organization or stakeholder who submits a grievance or complaint through the grievance mechanism.

Stakeholders: Individuals, communities, organization or institutions that are affected by or have an interest in environmental management activities, environmental compliance processes or development projects.

Environmental and Social Issues: Concerns related to environmental impacts, natural resource management, pollution, ecosystem degradation or social effects that may arise from environmental management activities or development projects.

Environmental Inspector: An authorized officer of NEMC responsible for monitoring environmental compliance, conducting inspections and investigating environmental complaints in accordance with the Environmental Management Act.

Grievance Register: An official record maintained by NEMC to document complaints received, action taken, investigation outcomes and resolution status.

Resolution: The final decision or action taken by NEMC to address and resolve a grievance by a complainant.

Retaliation: Any adverse action taken against a complainant because of their grievance.

Anonymous Grievance: A submission made without identifying the complainant that is still investigated in good faith.

Project-Affected Person: Any individual, household or community directly or indirectly affected by NEMC's activities or projects.

Grievance Redress Committee: A multi-disciplinary internal body established to review complex or escalated grievances.

5.0 GUIDING PRINCIPLES OF THE GRIEVANCE REDRESS MECHANISM

The implementation of the Grievance Redress Mechanism (GRM) by NEMC is guided by the following principles to ensure that grievances are handled in a fair, transparent and effective manner.

Accessibility: The GRM shall be easily accessible to all stakeholders, including affected communities, civil society organisations, private sector actors and members of the public. Multiple channels are provided to allow stakeholders to submit grievance conveniently.

Transparency: All grievance shall be handled through clear procedures that ensure openness and accountability. Complainants will be informed about the progress and outcomes of the grievance handling process.

Fairness and Impartiality: Grievance will be reviewed and addressed objectively without discrimination or bias. All complainants will be treated equally and their concerns will be assessed based on established procedures and applicable environmental laws.

Timeliness: Complaints will be addressed within reasonable timeframes to ensure prompt investigation and resolution. Timely responses help maintain stakeholder confidence in the grievance mechanism.

Confidentiality: Where necessary, the identity of complainants and the information provided will be treated with confidentiality to protect individuals from retaliation or undue exposure.

Accountability: NEMC shall ensure that grievances are properly recorded, investigated and resolved. The grievance register will be used to track complaints and monitor action taken.

Protection from Retaliation: NEMC shall ensure zero tolerance for any form of reprisal against complainants.

Gender Sensitivity and Inclusiveness: The GRM shall be responsive to the needs of women, youth, vulnerable groups and persons with disabilities, including use of appropriate languages and channels.

6.0 ELIGIBILITY AND EXCLUSIONS

All grievances related to NEMC's environmental and social performance are eligible. Frivolous or malicious complaints may be closed after due process and notification to the complainant. The mechanism does not cover labour disputes under employment contracts or matters already before the courts.

7.0 INSTITUTIONAL ARRANGMENTS FOR GRM IMPLEMENTATION

The implementation of the GRM within the NEMC is coordinated through established institutional structures to ensure effective management, investigation and resolution of grievance related to environmental and social concerns.

Director General

The Director General provides overall oversight of the GRM and ensures that grievances are addressed in accordance with the Environmental Management Act and the Council's internal procedures. The Director General may review complex or escalated grievances and provide guidance on appropriate resolution measures.

Director of Environmental Compliance and Enforcement (DECE)

The Director of Compliance and Enforcement is responsible for coordinating the investigation of environmental complaints. Environmental Inspectors under this directorate and zonal offices conduct field inspection, verify reported environmental incidents and recommend corrective actions or enforcement measures where necessary.

Environmental Inspectors

Environmental Inspectors stationed at the NEMC headquarters and zonal offices play a key role in the implementation of the GRM. They receive complaints, conduct investigation, undertake site inspections and ensure compliance with environmental laws and regulations.

NEMC Call Centre Unit

The NEMC Call Centre personnel serve as the initial contact point for receiving complaints from stakeholders and members of the public. These officers register grievances and direct them to the appropriate technical units or zonal offices for investigation and resolution.

Zonal Offices

NEMC zonal offices facilitate the receipt and handling of grievance at the regional level. These offices ensure that complaints raised by communities and stakeholders across the country are addressed promptly and effectively.

8.0 GRIEVANCE SUBMISSION CHANNELS

The National Environment Management Council (NEMC) ensures that the GRM is accessible to stakeholders, communities and the general public. Complaints or grievance related to environmental and social concerns may be submitted through several accessible channels to ensure that stakeholders can easily report environmental issues.

Stakeholders may submit grievances through the following channels:

i. NEMC Call Centre

Complaints may be submitted through the NEMC Call Centre where dedicated officers receive grievances from public, record them and direct them to the appropriate technical directorates or zonal offices for investigation and resolution.

ii. Email Communication

Grievance may be submitted through official NEMC email addresses. Complaints received through email are registered and forwarded to the responsible departments for further action.

iii. Written Letters

Grievance may be submitted through formal written letters addressed to the Director General at NEMC headquarters or zonal offices.

iv. Physical Visits to NEMC Offices

Members of the public may submit complaints directly by visiting NEMC headquarters or any of the Council's zonal offices across the country

v. Telephone Communication

Complaints may also be submitted through official telephone contacts provided by the Council.

vi. Online Digital Portal

Complaints may be submitted through the NEMC official website or digital platform. Where the online portal is not yet operational, the Council shall establish and operationalize a digital grievance submission system to enhance accessibility.

vii. Anonymous Submissions

Anonymous grievances shall be accepted and addressed in the same manner as identified complaints, subject to the availability of sufficient information to enable investigation.

viii. Suggestion Boxes

Suggestion boxes are available at the Council's headquarters and zonal offices to facilitate the submission of complaints, feedback and suggestions by stakeholders and members of the public. These provide a confidential and accessible channel for grievance submission.

Vi Office Hours

NEMC offices are open during official working hours from Monday to Friday, 8:00 a.m to 4:00 p.m.

All grievance received through these channels are recorded in the grievance register and assigned to the appropriate officers for review and investigated in accordance with the Council's grievance handling procedures.

9.0 GRIEVANCE HANDLING PROCEDURE

The National Environment Management Council (NEMC) has established a structured procedure for receiving, recording, assessing and resolving grievance related to environmental and social issues. The procedure ensured that complaints are handled in timely, transparent and fair manner. At every step, NEMC shall ensure that no retaliation occurs against complainants.

The grievance handling process involves the following steps:

i. **Receipt and Acknowledgement of Complaints**

Grievance may be received through various channels including the NEMC Call Centre, email, written letters, telephone communication or physical visits to NEMC offices. All complaints received are acknowledged within three (3) working days and recorded.

ii. **Registration of Grievance**

Once received, the complaints are formally registered in the grievance register and assigned a reference number. The grievance is then forwarded to the responsible units, department, directorate or zonal office for further review.

iii. **Screening and Assessment**

The grievance is screened to determine the nature of the complaints, its relevance to environmental and social matters and the appropriate course of action. At this stage the responsible unit determines whether further investigation is required.

iv. **Investigation**

Where necessary, the grievance is investigated by relevant technical officers including Environmental Inspectors or subject matter specialists. Investigation may involve site inspections, consultations with stakeholders and review of relevant documentations.

v. **Resolution and Corrective Action**

Based on the finding of the investigation, appropriate corrective actions or enforcement measures may be recommended in accordance with environmental laws and regulations. The resolution aims to address the grievance and ensure compliance with environmental standards.

vi. **Communication of Outcome**

The complaints are informed of the outcomes of the investigation and the actions taken to address the grievance. Communication may be provided through the same channel used to submit the complaints or through other appropriate means.

vii. **Closure of the Grievance**

Once the grievance has been addressed and the complainant informed, the case is formally closed and documented in the grievance register.

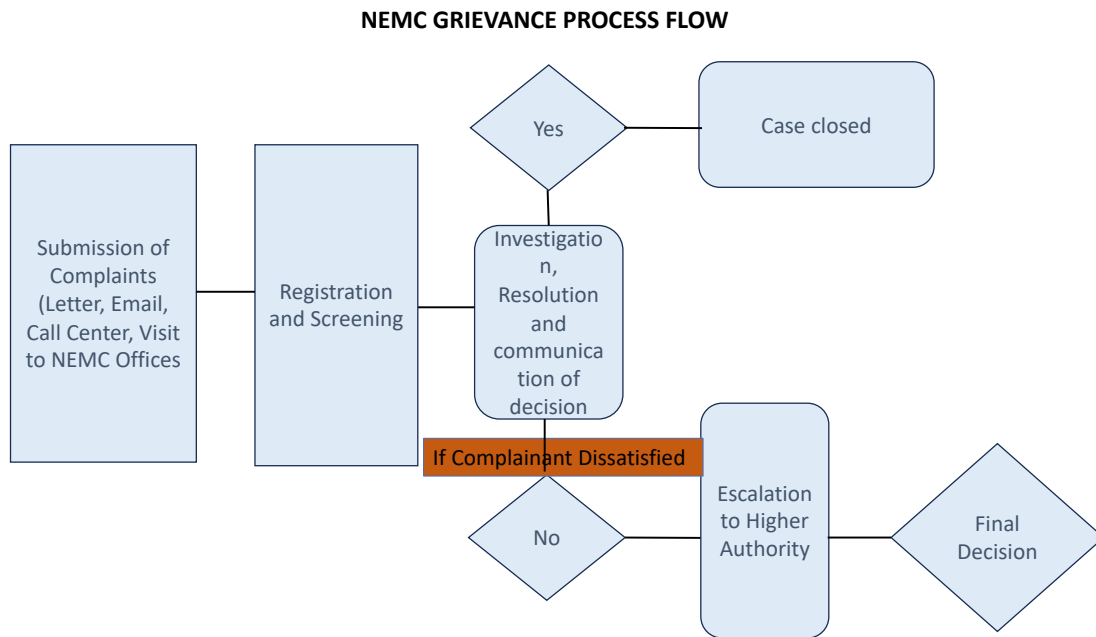


Figure 1: Grievance Redress Mechanism (GRM) Process for Environmental and Social Complaints at the National Environment Management Council (NEMC).

10. RESPONSE TIMELINES

The National Environmental Management Council (NEMC) is committed to addressing grievance in a timely and transparent manner. To ensure efficiency and accountability, the Council has established indicative timelines for handling complaints received through the Grievance Redress Mechanism.

Upon receipt of a complaint, the grievance is acknowledged within three (3) working days. The grievance is then screened and assessed within ten (10) working days to determine the nature of the complaint and the appropriate course of action. In complex cases, the

timeframe may be extended, provided that written justification is documented and the complainant is duly informed, including reasons for the delay and the revised timeline.

Where further investigations is required, including site inspections or consultations with relevant stakeholders, the investigations and resolution process is normally completed within thirty (30) working days, depending on the complexity of the grievance.

The complaints are informed of the outcomes of the investigation and any corrective actions taken. Where necessary the complaints may be informed if additional time required to complete the investigation.

These timelines are intended to reduce that grievance are addressed promptly while maintaining fairness and thoroughness in the investigation process.

11. APPEALS AND ESCALATION PROCESS

The National Environment Management Council recognize that complainants may not always be satisfied with the outcome of the grievance resolution process. In such cases, the complainants have the right to appeal the decision or request further review of the grievance.

Appeals must be submitted in writing within ten (10) working days after receiving the decision.

Once an appeal is received, it will be reviewed by a multi-disciplinary committee chaired by the Director of Environmental Compliance and Enforcement. The committee will consider all relevant facts, evidence and procedures.

If a complainant remains dissatisfied after the internal review, the grievance may be escalated to a higher authority including the Permanent Secretary, Vice President's Office, or referred to an independent mediator where appropriate.

12. MONITORING AND REPORTING OF GRIEVANCE

The National Environment Management Council (NEMC) maintains a grievance register to record and track all complaints received through the GRM. The register captures key information including the date the complaint was received, the nature of the grievance, the action taken during the investigation and the final resolution status.

The grievance register enables the Council to monitor the effectiveness of the grievance mechanism and identify recurring environmental or social issues that may require further attention. Information from the register is periodically reviewed to improve environmental compliance monitoring and strengthen institutional performance.

Summary information on grievances received and actions taken shall be incorporated into NEMC's annual public report and disclosed through its website, while ensuring that no personally identifiable or confidential information of complainants is disclosed. Key performance indicators including resolution rate, timeliness, complainant satisfaction) shall be systematically tracked and reported.

13. CONTACT INFORMATION AND COMMUNICATION CHANNELS

Stakeholders, communities and member of the public may submit grievance or seek clarification regarding environmental and social concerns through the National Environment Management Council. The Council provides several communications channels to ensure that grievances are easily accessible and can be submitted in a timely manner.

Complaints and inquiries may be submitted directly to the NEMC Headquarters or through the Council Zonal offices located across the country, which serve as regional points for receiving and handling environmental complaints.

NEMC Headquarters

Director General,
National Environment Management Council (NEMC)
Kambarage Building, 6th Floor
P.O. Box 2724
Dodoma, Tanzania

Telephone:
+255 26 2960098
+255 713 608 930
Email:
dg@nemc.or.tz
Website
www.nemc.or.tz

Zonal Offices

1. Centre Zone (Dodoma, Singida, Iringa)
Kambarage Building,
DODOMA.
Email: nemcdodoma@nemc.or.tz
Phone: +255 713608930
2. North-Eastern Zone (Kinondoni, Ubungo, Kibaha);
35 Regent Street
DAR-ES-SALAAM.

Email: nemckinondoni@nemc.or.tz
Phone: 255222774889

3. South-Eastern Zone (Kigamboni, Mkuranga, Kisarawe, Mafia)
DAR-ES-SALAAM.

Email: nemckigamboni@nemc.or.tz
Phone: 255222774889

4. Morogoro-Rufiji Zone (Morogoro, Rufiji);
P.O. Box 1342
MOROGORO.

Email: nemcmorogoro@nemc.or.tz
Phone: 255222774889

5. Lake Victoria East Zone (Mwanza, Shinyanga, Musoma);
PSSSF Front Wing, 6th Floor,
Plot No. 17/1, 17/2 & 18,
Kenyatta Road,
MWANZA.

Phone: +255 28 2541679, 0712/ 0689 224330
Email: nemcmwanza@nemc.or.tz

6. Lake Victoria West Zone (Geita, Kagera),
Office Building of the Regional Commissioner of Geita,
GEITA.

Email: nemcgeita@nemc.or.tz
Phone: +255 28 2541679

7. Northern Zone (Arusha, Manyara, Kilimanjaro),
Plot No. 055019 /1 & 055019/6,
Ngorongoro Research Centre Building,
6th Floor,
ARUSHA.

Phone: +255 738 064 966
Email: nemcarusha@nemc.or.tz

8. Southern Zone (Mtwara, Lindi, Ruvuma),
MTWARA.

Phone: +255-23-233-4683
Email: nemcmtwara@nemc.or.tz,

9. Western Zone (Kigoma, Katavi, Tabora),
Mnarani Street,
NSSF Mafao Building, 1st Floor,
KIGOMA-UJIJI.

Phone: +255-738037307

Email: nemckigoma@nemc.or.tz

10. Southern Highlands Zone (Mbeya, Songwe, Njombe, Rukwa),
NBC Building,
Karume Road,
MBEYA.

Email: nemcmbeya@nemc.or.tz,

11. Bagamoyo Zone (Tanga, Chalinze, Bagamoyo,)
Maftaha Building,
Ukuni Street.
P.O. Box 261
BAGAMOYO

Phone. 0681153856

Email: nemcbagamoyo@nemc.or.tz

12. Temeke Zone (Temeke,)
PSSSF Building,
Pugu Street,
P.O. Box 41004,
TEMEKE

Phone: 0780603340

Email: nemctemeke@nemc.or.tz

13. Ilala Zone (Ilala)
35 Regent Street,
DAR-ES-SALAAM.

Email: nemcilala@nemc.or.tz

Phone: 255222774889

ANNEX 1: GRIEVANCE SUBMISSION FORM

This form is used by stakeholders, communities or members of the public to submit complaints related to environmental or social concerns

1. Complainant Information

Name (Unless anonymous)

Organisation (if applicable):

Address:

Telephone No.

Email Addresss

Have you experienced or fear any form of retaliation? Yes.....No.....

2. Description of the Complaints

Date of Complaint

Location of Incident

Nature of Complaint

Description of the Environmental or social Concern.....

.....

3. Protection and Confidentiality (Optional)

Have you experienced or do you fear any form of retaliation related to this complaint?Yes..... No.....

If yes, provide additional details (optional).....

.....

4. Supporting Information

Please attach any relevant documents, photo or other information that may assist in the investigation of the complaint

5. Preferred Method of Communication of Response

Option	Tick
Telephone	
Email	
Written Response	

Preferred language for response: English.....Swahili.....Other.....

6. Declaration

I confirm that the information provided in this grievance submission from is accurate to the best of my knowledge

Signature:
Name:
Date:

7. For Official Use Only

Complaint Reference Number:
Date Received:
Responsible Officer:
Action Taken:
Resolution Status:

APPROVAL AND ENDORSEMENT

This Environmental and Social Grievance Redress Mechanism has been reviewed and approved by the Governing Board of the National Environment Management Council (NEMC) and is hereby adopted for implementation.

APPROVED BY:

R. Tumbo

Eng. Mwanasha R. Tumbo

Chairman of the Board

National Environment Management Council (NEMC)

Date: 27th March 2026

