THURSDAY
TRAINING

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d'madd
Digital Maldives for
Adaptation, Decentralization
and Diversification

Navigating New Horizons

The DMADD team carries out monthly workshops named 'ThursdayTraining'. These short trainings aim to facilitate knowledge sharing among its members. The sessions are planned to be conducted on the last Thursday of every month.

The primary objective of these workshops is to enhance mutual understanding and upskilling among team members, ultimately contributing to the achievement of the project's overarching goals. The D'MADD team will share insights related to their work as well as have the chance to impart valuable experiences and life lessons that could benefit the entire team.

This initiative not only promotes professional growth but also strengthens the bonds within the DMADD team, setting a positive tone for collaborations and teamwork.

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Thursday Training Brief: QuickBooks Introduction

14 July 2025

On Thursday, our Finance Management Specialist, Ms. Ahlam Abdul Sattar, conducted a comprehensive run-through of the newly purchased QuickBooks Online (QBO) platform. The session aimed to familiarize the team with essential features and practical workflows to enhance our financial management processes.

Training Highlights:

Account Settings & Access Permissions: Guidance on configuring user roles and permissions for secure access.

QuickBooks Overview: Introduction to QBO's key features and benefits for streamlined record keeping.

Record Keeping & Account Activities: Demonstrated how to track transactions, unbilled purchase orders, budgets vs. actuals, and supplier bill payments.

Expenditure Reports & Transaction Search: Techniques for generating expenditure reports and searching transactions by invoice number, vendor, or reference.

Chart of Accounts & DA Activities: Explained the setup and management of the chart of accounts and recording DA activities.

Withdrawal Applications & Journal Entries: Walkthrough of recording receipts, journal entries, expenses, returns, and refunds.

Bill Recording: Step-by-step process for recording bills, selecting vendors, connecting POs, and processing payments.

Supplier & Customer Management: Instructions on adding suppliers, customers, and classes for better reporting.

Reporting & Budget Import: Overview of generating reports and importing budgets into QBO.
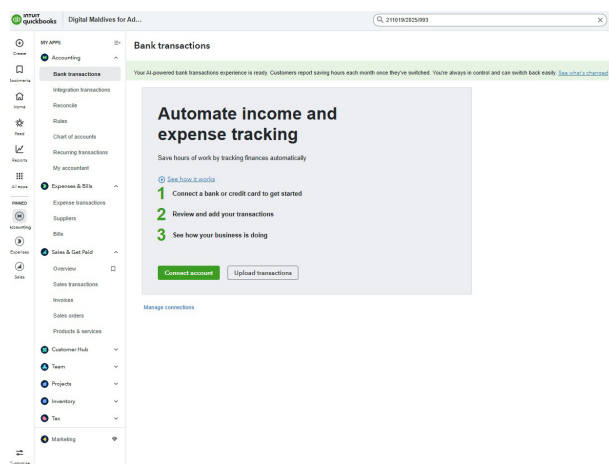
Ahlam Abdul Sattar
Finance Management Specialist

Grievance Redress Mechanism (GRM)

Digital Maldives for Adaptation, Decentralization and Diversification (DMADD) Project

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Introduction

- GRM is a system for promptly responding to queries, resolving implementation issues, and addressing grievances efficiently and effectively
- By ensure transparency, accountability, and stakeholder trust throughout the implementation of the project
- Purpose
  - Provide an organized, transparent process for reporting grievances
  - Improve satisfaction with DMADD project implementation

Importance of GRM

Intrinsic value:
- Gives voice to the marginalized
- Builds greater trust and mutual respect between citizens and project authorities

Instrumental value:
- Helps project management by enhancing efficiency as resources are targeted properly
- Provides feedback in a systematic and timely manner
- Generates awareness and demand among citizens to utilize the services properly
- Deters project-related fraud and corruption
- Allows beneficiaries to express their voices creating a sense of ownership

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Grievance Categories

- Unsatisfactory interactions with DMADD staff or representatives (including harassment).
- Issues with DMADD services and delivery.
- Impact of implementation on:
  - Natural environment
  - Constructed infrastructure
  - Economic activities
  - & movement of people
- Concerns regarding data privacy and security.
- Accessibility issues for people with disabilities.
- Other relevant issues.

Submission Channels

- Online portal
- Printed forms
- Email
- In-person at offices
- Telephone
- Digital messaging platforms

Grievance Management Process

Step	Description
Lodging	Individuals or entities submit grievances with justification and evidence
Acknowledgment	Grievance is acknowledged within 24 hours of receipt
Review	Grievance Committee assesses validity and seriousness
Investigation	Relevant departments gather necessary information
Resolution	Appropriate action is taken within a reasonable timeframe.
Communication	Regular updates provided to complainant via preferred channels
Escalation	If unsatisfied, grievance escalated to higher authority
Closure	Grievance considered closed after resolution is implemented.

GRM - Tier 1

- Firms GRM Focal Point within 5 days of contract signing
- Complaints lodged within 7 days of the incident
- Receipt of complaint issued immediately
- Focal Point must update and share the incident with DMADD within 2 hours
- Screening of grievance completed within 3 working days
- Screening outcomes:
  - If unrelated: Inform complainant in writing
  - If related: Inform complainant of next steps under DMADD's GRM
- Resolution efforts:
  - Internal discussion with DMADD PMU and/or complainant.
  - Reach an amicable solution within 10 working days

GRM – Tier 2 (GRC Escalation)

- Grievances unresolved at Tier 1 escalate to the Grievance Redress Committee (GRC)
- GRC chaired by Project Manager, with members from MoHST, MOTE, NCIT, DNR, and CAM
- Accessible grievance channels (online, phone, in-person)
- Confidentiality of complainants is maintained unless permission is given
- Aim: Resolve grievances locally without court involvement
- Decisions made through consensus among GRC members

GRM– Tier 2 (Key Step)

- **Submission:** Aggrieved party submits written complaint to MoHST within 5 days.
- **Acknowledgment:** DMADD PMU issues a formal receipt the same day.
- **Registry Update:** Incident logged and file created by Social Specialist immediately.
- **GRC Meeting:** Convened within 2 working days of complaint.
- **Evaluation:** GRC assesses case and proposes solution within 10 days.
- **Closure:** Solution communicated and grievance closed within 4 days.

GRC Closure and Resolution

- GRC concludes grievance proceedings within 14 days.
- Agreements are summarized, documented, and signed by both the affected person and the GRC.

Transparency and Accountability

- Regular reporting on grievance status and outcomes
- Annual publication summarizing grievances and actions taken
- Oversight by an independent body
- Complainant confidentiality maintained

Grievance Records

- All records securely maintained throughout the project
- Adherence to national laws and policies on document retention

Training and Capacity Building

- Staff trained on consistent and professional grievance handling
- Special focus on handling sensitive cases (e.g., SEA/SH)

Inclusivity, Improvement, and Public Engagement

- **Accessibility:** GRM is available to all, including persons with disabilities, through digital and non-digital channels
- **Continuous Improvement:** Regular reviews and stakeholder feedback ensure the GRM stays effective and responsive
- **Public Awareness:** Awareness campaigns promote GRM access; citizens are encouraged to provide feedback for ongoing enhancement

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Conclusion

- GRM ensures timely, fair handling of grievances
- Strengthens public trust and supports DMADD project success

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Muaz Adnan
Environmental Specialist