



## Grievance Redress Mechanism

Consistent with international standards, the Project's Grievance Redress Mechanism (GRM) includes the following five-step procedure:

- Step 1: Receipt
- Step 2: Screening (classification, registration, and acknowledgement)
- Step 3: Investigation
- Step 4: Resolution and Feedback
- Step 5: Monitoring and Evaluation

**GRM will be launched soon.**

## Who We Are

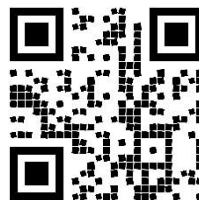
### For More Information

Visit the Work Service Group's website and Ministry of Public Works Facebook page for more information:

Facebook: @MoPIGuyana

Website: <https://mopw.gov.gy/work-services-group> and <https://www.iadb.org/es/project/GY-L1081>

Scan here to receive project updates:



### Contact Us

Phone: (592)-225-7420

Email:

[minister@publicinfrastructure.gov.gy](mailto:minister@publicinfrastructure.gov.gy)

Web: <https://mopw.gov.gy/work-services-group>

**MINISTRY OF PUBLIC WORKS,  
WORK SERVICE GROUP**

Wight's Lane  
Kingston, Georgetown, Guyana

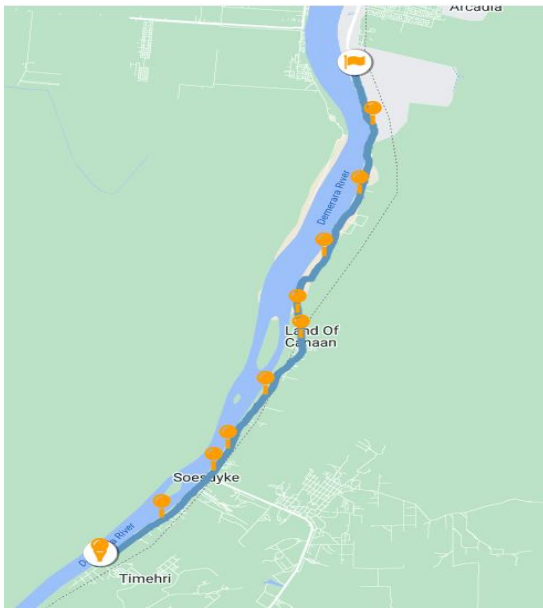


Supported by



## GROVE TO TIMEHRI ROAD DEVELOPMENT PROJECT

*Ministry of Public Works,  
Work Services Group*



## Project Information

**Road improvements within the existing Right of Way (ROW) on 23.5 km of the East Bank Demerara Public Road from Grove to Timehri:**

- Rehabilitate road conditions
- Install stormwater structures, relocate light poles.
- Add additional parking (if possible)
- Multi-use path for pedestrians and cyclists
- Install weight scales to prevent overloaded transport on the road

**All work will be done within the available space in the ROW.**

## Environmental and Social Management Plans

**Each Management Plan considers, at a minimum:**

- Introduction
- Project description
- Objectives
- Roles, responsibilities, and contacts
- Training, awareness, and competency
- Description of management measures and controls
- Key Performance Indicators (KPIs)

### Management Plans:

- Construction Environmental Management Plan
- Construction Health and Safety Management Plan
- Construction Contingency Plan
- Human Resources and Labor Management Plan
- Stakeholder Engagement Plan (includes GRM)
- Traffic and Pedestrian Management Plan
- Chance Finds Procedure
- Livelihood Restoration Plan
- Monitoring and Review



## Project Impacts

**Main impacts and their residual significant after the application of mitigation measures**

### Construction



- Air emissions; typical construction activities



- Traffic disruption, noise



- Increase potential for traffic accidents



- Erosion and sedimentation



- Waste generation



- Temporary economic displacement



- Temporary effects on hydrology



### Operations

- Potential increase in accidents if vehicles traverse at higher speeds (due to better road conditions)



- Hydrology

*“The Project has the potential to cause mostly local and short-term negative environmental or social impacts, for which effective mitigation measures are known and readily available.”*