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AFGHANISTAN

SUCCESS STORY

Setting up Complaint Boxes in the Community, Eases Complaint Registration and Saves a Lot of Time.

With Complaint Registration Mechanism in Place, Mine Watch Committees are Reporting Cases of Irregularities and Corruption in Extractive Sector.



HRRAC AMANAT PROJECT

Mine Watch Committee members at Jurm District, Badakhshan Province setting up a complaint box for registration of complaints about irregularities and corruption in the extractive sector.

“By setting up complaint boxes in our community, HRRAC has eased the process of complaint registration and has saved lot of our time and resources”

“The complaint registration process was a time-consuming bureaucratic process, in which the identity of the complainant was not secret. It would have been a risky, and resource consuming endeavor to register a complaint. We would have to travel to the provincial center of Faizabad to formally register a complaint. This would take a full day allocation, and costs in hundreds of Afghanis in expenses. Thanks to HRRAC, the process has been made simple and convenient as they installed complaint boxes in easy to access areas in our community” said Maulavi Agha Mir, a local elder and member of Badakhshan Mine Watch Committee. “The complaint boxes are opened once a month by the members of Mine Watch Committee in the presence of local elders. The complaints are then shared with local provincial officials, and also with HRRAC for national level evidence-based advocacy. The identity of the complainant remains secret and he needs not to worry. Lots of time and resources are saved, and the miners are now wary of the fact that the community members are now aware and can report any misconduct. Their attitude towards local community has changed significantly, and conflicts between the locals and the company officials have reduced.

We are also oriented to the use of HRRAC application for complaints registration through the use of our Mobile Phones. The good thing with the application is that we can upload geotagged photos, videos, and audio clips along with the reported complaints as evidence. Many local youths have now the application installed on their phones and are vigilant and reports cases of irregularities to HRRAC, and via them, to concerned departments.

HRRAC has installed complaint boxes in the provinces of Badakhshan, Parwan, and Samangan and has so far collected more than 60 complaints about irregularities and corruption. These identified cases and complaints as found through the project's life period were discussed in the mining for development forum established by HRRAC, they suggested their solution and were shared with MoMP.