

Continuous Input & Grievance Mechanism

Name:	Organization:
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	Method Chosen (include all known details e.g. location of book, phone, number, identity of mediator)	Justification												
1. Continuous Input and Grievance Expression Process Book	<p>A comment book is made available in the MMCT's office.</p> <p>Location of the Comment Book: Main Road, Mulanje Boma PO Box 139, Mulanje Malawi</p>	<p>Grievances and feedbacks about the project are made continuously to improve the project. Households, individuals, associations which are beneficiaries of the project can go directly to the MMCT office and provide their inputs or grievances to MMCT's staff that would then report to the project manager in charge. What comments raised by stakeholders and how comments solved by the project organizer/developer would be recorded on the comment book.</p>												
2. Telephone access	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 15%;"></td><td style="width: 35%;">Project Representative</td><td style="width: 50%;">Project Developer</td></tr> <tr> <td></td><td>MMCT Office</td><td>South Pole Office</td></tr> <tr> <td>Contact Person</td><td>Mr. Arnold Kadziponye</td><td>Ms. Jane Duan</td></tr> <tr> <td>Tel</td><td>+265 (0) 1 466 282 / 179</td><td>+86 10 5907 0872</td></tr> </table>		Project Representative	Project Developer		MMCT Office	South Pole Office	Contact Person	Mr. Arnold Kadziponye	Ms. Jane Duan	Tel	+265 (0) 1 466 282 / 179	+86 10 5907 0872	<p>Especially for beneficiaries who have telephone access, phone number of MMCT would be shared to people in each distribution of improved stoves. Everybody can call the number. They must state their name and place of location before talking inputs or grievances.</p> <p>In the MMCT office, the phone numbers of MMCT and South Pole are provided.</p>
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	MMCT Office	South Pole Office												
Contact Person	Mr. Arnold Kadziponye	Ms. Jane Duan												
Tel	+265 (0) 1 466 282 / 179	+86 10 5907 0872												
3. Internet/email access	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 15%;"></td><td style="width: 35%;">Project Representative</td><td style="width: 50%;">Project Developer</td></tr> <tr> <td></td><td>MMCT Office</td><td>South Pole Office</td></tr> <tr> <td>Contact Person</td><td>Mr. Arnold Kadziponye</td><td>Ms. Jane Duan</td></tr> <tr> <td>Email</td><td>Arnold@mountmulanje.org.mw</td><td>j.duan@southpole.com</td></tr> </table>		Project Representative	Project Developer		MMCT Office	South Pole Office	Contact Person	Mr. Arnold Kadziponye	Ms. Jane Duan	Email	Arnold@mountmulanje.org.mw	j.duan@southpole.com	<p>Email address of MMCT would be provided in all places where the improved stoves are sold.</p> <p>In the MMCT office, the email addresses of MMCT and South Pole are provided.</p>
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	MMCT Office	South Pole Office												
Contact Person	Mr. Arnold Kadziponye	Ms. Jane Duan												
Email	Arnold@mountmulanje.org.mw	j.duan@southpole.com												

Which method would you prefer to provide your grievance and/or feedback on the Project? Please choose:

1. Comment Book, 2. Telephone, 3. Internet/email address