

Blue Halo S – Blue Ecosystem Adaptation Mechanism (BEAM)

Annex 6(c): Grievance Redress Mechanism

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Background and summary

This report proposes an Grievance Redress Mechanism (GRM) for the forthcoming Blue Halo S – Blue Ecosystem Adaptation Mechanism (BEAM) project. BEAM is designed to support the Government of Indonesia's goal to transform its marine and coastal economy to respond to the impacts of climate change while driving sustainable growth and development.

The Project is comprised of two components as follows

1. The first is technical assistance to Government of Indonesia at national and sub-national levels to improve private sector financing, protection and management of Marine Protected Areas (MPAs), fisheries and ecosystem data, and policy reforms.

The expected outputs include improved protection and management strategies for Marine Protected Areas (MPAs), comprehensive and accurate fisheries and ecosystem data collection, effective policy reforms supporting sustainable marine and fisheries practices, and enhanced private sector financing mechanisms for these sectors. The expected outcomes include strengthened capacity of government bodies to manage marine resources, increased private sector investment in sustainable marine and fisheries initiatives, better conservation outcomes for MPAs and associated ecosystems, and informed, data-driven policy decisions for sustainable fisheries and marine management.

2. The second is an on-granting facility that channels support to local organizations, government, and institutions for locally-led adaptation, conservation of blue carbon ecosystems, and development of Micro, Small, and Medium Enterprises (MSMEs). Konservasi Indonesia (KI) will serve as the Executing Entity (EE) for all components, and

The outputs include, but are not limited to, financial support for local organizations, governments, and institutions; development and implementation of locally-led adaptation projects; conservation initiatives for blue carbon ecosystems; and support for Micro, Small, and Medium Enterprises (MSMEs) in relevant sectors. The expected outcomes include enhanced local capacity to sustain adaptation and conservation projects, increased resilience of local communities to climate impacts, conservation and restoration of blue carbon ecosystems contributing to climate mitigation, and growth of MSMEs, leading to economic benefits and job creation.

The GRM is critical to effective and transparent implementation of the project. It enables stakeholders including beneficiaries to provide feedback, address concerns and resolve conflict. It supports compliance to gender, stakeholder engagement policy and Environmental and Social Management Framework (ESMF) policies and standards,. The proposed GRM is informed by stakeholder consultations and gender assessment undertaken as part of the project preparation, CI GCF guidelines, and good practices from similar projects in Indonesia. This GRM is also available for the project staff and contractors if needed.

Section II. Scope

Grievance is defined as a cause of complaint, often related to unfair treatment. However, in this project, the Grievance Redress Mechanism (GRM) encompasses not only complaints, but also feedback and inputs from various people involved in or affected by the project. In the Indonesian context it is more appropriate to use the term “feedback” or “*masukan*”, because “complaint” or “*keluhan*” or “*aduan*” has a negative connotation.

Accountability is an integral part of the management of this project, especially given the diverse range of activities, stakeholders, and regions involved. The GRM is designed to fulfill these **objectives**:

- To build stakeholder trust and maintain their engagement
- To ensure transparency in how the program is delivered, including the grant component.
- To provide project stakeholders with a means to give feedback and raise concerns and to resolve them in a timely and effective manner.
- To ensure compliance to Environmental and Social Management Framework (ESMF) policies and standards
- To minimize fraud and corruption and mitigate project risks
- To identify emerging issues and trends and facilitate corrective actions and preventive measures, as needed.

To be effective, it is important that the GRM follows these **key principles**:

- Independent and avoiding conflict of interest
- Transparency
- Confidentiality and prevention of retaliation
- Timely and effective
- Accessible and inclusive
- Locally-appropriate
- Owned and championed by the project management
- Mainstreamed throughout the project

Eligibility

The Grievance Redress Mechanism is designed to be accessible to a wide range of stakeholders. This includes project beneficiaries or parties affected by the project (directly or indirectly), interested parties, including civil society and academia, and other institutions and people who involved in the project including vendors, consultants. And types of grievances arise such as:

- 1) the complaint is submitted in good faith;
- 2) the subject of the complaint is directly related to the project's activities or impacts;
- 3) the complaint is submitted by an individual, group, or an authorized representative acting on behalf of those affected by the project; and
- 4) the complaint is submitted during the project implementation period or within two years following the project's completion.

If an anonymous grievance is received, GRM lead will screen the grievances for eligibility. The eligible anonymous grievances will be recorded and processed. However, if the anonymity of grievances hampers the efforts to resolve complaints, the case will not be processed due to the lack of contact information from the Affected Party

GRM framework

To ensure timely and appropriate response the GRM will be **available at the project-level**

The GRM framework is depicted in Figure 1 below:

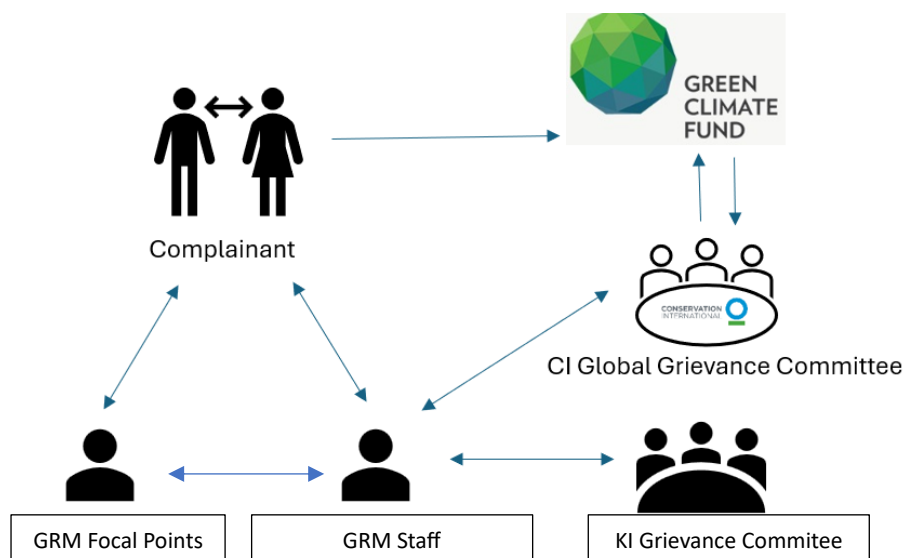


Figure 1 GRM Framework

The project incorporates a structured grievance management system, where a specialized team oversees the GRM system and operational protocols.

Grievance received by PMU or Project focal point.

- The KI GRM staff, collaborates to address complaints.
- Grievances can be submitted to Project Focal Points or directly to the KI GRM Committee which classifies the complaint by risk level and eligibility.
- Project Focal Points manages low-risk complaints. He or she may consult with the GRM support system, which comprises prominent figures and religious leaders. Government officers, community-government involvement, experts, and so on.
- Medium to high-risk matters necessitate the involvement of the KI GRM Committee, and high-risk complaints escalate to the CI Global Grievance Committee for resolution.
- Project focal points may adapt the KI Grievance Committee resolution with the local context.

Section III. Awareness and accessibility

The GRM is intended for people and communities affected by the project in the project locations, particularly those living in the coastal communities who depend on marine resources for their food and livelihoods. They are a diverse group with different identities, vulnerabilities and needs. The prevailing norms in these communities are nuanced by gender, ethnicity and other sociocultural factors. For example, the gender assessment undertaken during the project preparation¹ revealed that in North Nias district, North Sumatra province, there are gendered roles in fishing whereby men are responsible for going out to sea at night and women are responsible for taking the catch upon return, then cleaning, smoking, processing and selling the fish.

¹ Gender Analysis for Blue Halo S, 2023

It is important that the GRM responds to the local context, cultural and customary practices, and recognizes varying levels of vulnerability in the community. This starts with the socialization of the GRM, which will be implemented through differentiated approaches to ensure accessibility by the most vulnerable groups. Both formal and informal channels will be utilized, leveraging existing groups and mechanisms at the community-level as much as possible, as described below:

Table 1. Approaches for socialization of the GRM

Method of Socialization	Intended Audience and Results	Accessibility adaptations	Frequency of the action/channel
Socialization workshops at national, province, and district levels - GRM session to be integrated into the project socialization workshop	Audience: Government stakeholders, civil society, private sector, academia, and other interest groups Result: Stakeholders understand the GRM and their roles in supporting the grievance resolution process for medium- to high-risk grievances when necessary.	Specific session on GRM to cover PSEAH; qualified resource person to be engaged to deliver the content; breakout sessions to allow more open and informal discussion	Integrated into key project events such as stakeholder socialization, dissemination workshops, and consultations held during national or provincial meetings, as appropriate.
District-level workshops with civil society and community leaders	Audience: CSOs, village heads, religious and customary leaders, women's groups (e.g., PKK), youth leaders and others potential intermediaries who are trusted by communities Result: (1) The participants understand GRM and supports the grievance resolution process in addressing grievances when necessary (2) Disseminate GRM information and communication materials to communities and beneficiaries in the project locations.	Simple communications materials about the project and the project GRM that the intermediaries could disseminate further (printed forms to post in public places, electronic forms to share via WhatsApp)	Once every 3 months
District-level workshops with community facilitators	Audience: Community facilitators or extension staff (e.g., <i>pendamping perikanan</i>) who are involved in government	Similarly, group-specific discussions—such as those involving Indigenous Peoples, women, and youth—will facilitate more open and inclusive	Once every 3 months

Method of Socialization	Intended Audience and Results	Accessibility adaptations	Frequency of the action/channel
	programs related to marine and fishery Result: (1) Facilitators understand GRM and supports the grievance resolution process in addressing grievances when necessary (2) Disseminate information and communication materials to communities and beneficiaries in the project locations.	dialogue.	
Community engagement activities that are already taking place routinely: - Village assembly (<i>Musyawarah desa</i>) - PKK and other women's groups (<i>arisan</i>) - Religious gatherings (<i>kelompok pengajian, kelompok doa</i>) - Youth gatherings	Audience: Village and community members Result: Village and community members have a clear understanding of the GRM, including its procedures and the appropriate channels and personnel through whom they can submit grievances and feedback.	Similarly, group-specific discussions—such as those involving Indigenous Peoples, women, and youth—will facilitate more open and inclusive dialogue.	Every 1-2 months depending on each group meetings schedule, AGM content is integrated periodically in other meetings
Informal outreach through trusted local figures, including village heads, religious leaders, community influencers	Audience: remote, marginalized, or less literate community members. Result: AGM information reaches hard to reach population through personalized, informal channels	Verbal explanation, storytelling, and visual tools (videos, flyers) that conducted house-to-house or small groups.	Adaptive time during project implementation.

Section IV. Channels for Receiving/Reporting/Registering Grievances

In line with the GRM framework described in section II, these are the channels for receiving, reporting, and registering feedback and grievances:

Table 2. GRM Channel

GRM Channels	
Website	<i>To be developed as part of Project Implementation Arrangements</i>
Telephone/WhatsApp number	<i>To be developed as part of Project Implementation Arrangements</i>
Email address	<i>To be developed as part of Project Implementation Arrangements</i>
CI's Ethics	EthicsPoint Hotline https://secure.ethicspoint.com or Director of Compliance, Conservation International 2011 Crystal Drive, Suite 600 Arlington, VA 22202, USA.
GCF Independent Redress Mechanism	Independent Redress Mechanism, Songdo Business District, 175 Art center-daero, Yeonsu-gu, Incheon 22004, Republic of Korea Or Office telephone: +82 32-458-6186, Fax: +82 32-458-6096, Cellphone: +82 10-4296-1337 (for calling, text messaging, and messaging apps within KST working hours of 9 am to 6 pm Monday to Friday) Or At the Independent Redress Mechanism website: https://irm.greenclimate.fund/

In order to have an effective management of an Grievance Redress Mechanism (GRM), the GRM staff must have been trained for grievance procedures, risk assessment, and maintaining confidentiality. It ensures being well-equipped to handle complaints and grievances in a manner that is both efficient and sensitive to the concerns of all parties involved.

Section V. Processing and documentation

Key persons responsible for implementing the GRM is 1) KI GRM Staff 2) the Project Focal Points in the EE,

Feedback and grievances that are reported to the GRM processed in a prompt and effective manner. and handled with confidentiality, discretion, and objectivity, at no cost and avoiding risks of retribution and retaliation. The GRM mechanisms will be adapted to be culturally appropriate and readily accessible to all people and communities involved in or affected by the project. The process is outlined below:

Figure 2. GRM Process flow

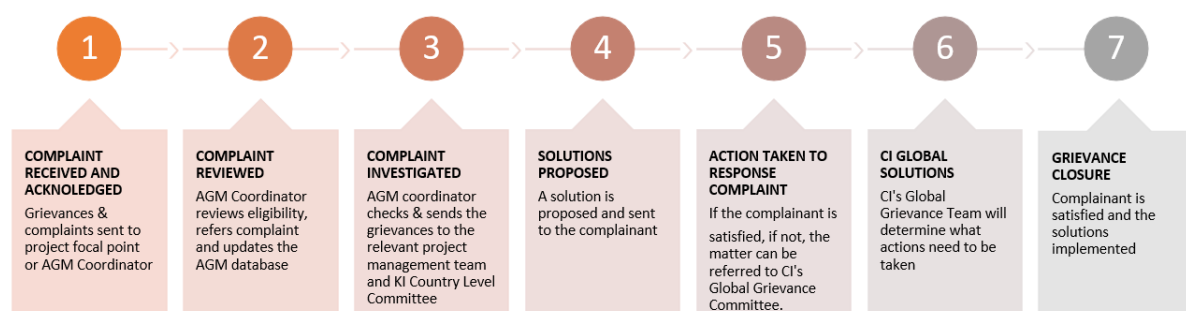


Table 3. Grievance Procedures

Steps	Procedure Description
1 and 2: Received and Review (Within 3 days)	Received: - Receive complaints at the project focal point. - Verify the eligibility and requirements. If possible, check directly with the site and confirm the complaint submission on the submission grievance form. - Resolve low-severity complaints immediately. - Complaints submitted via culturally appropriate methods (e.g., email, in-person, telephone, convenient location in the community). - Record a complaint in the CI Global Grievance Database.
	Reviewed: - Assess the severity level (risk category) - Inform the field officer that a complaint has been filed. The field officer may need to collect basic information about the situation. - Inform the CI Global Grievance Committee if the grievance is considered high risk.
	Acknowledge - Acknowledge receipt of the complaint and explain the next steps. - The acknowledgement typically includes information about the next steps in the process, timelines, and contact details of the grievance officer. - Communicate the acknowledgement in an appropriate manner, e.g., a letter, telephone call or a copy of the grievance forms. - Document verbal or written acknowledgement in the Complaints Register
3 and 4. Investigate and Solution Proposed (within 15 days)	- Seek to understand the complainant's perception of the issue and what should be done about it. - Proceed to investigate the case circumstances, speaking with the parties involved, and conferring with relevant stakeholders. - In complex cases, it is advisable to segregate responsibility for investigating complaints and authorizing remedies from the role of liaison with the complainant to avoid conflicts of interest. - The investigation should determine: - factual basis and cause of complaint. Be sensitive to the potential for differences in the way 'facts' are perceived. - Key interests and concerns: What problem has the complainant described?

Steps	Procedure Description
	○ Protections: what support or protection does the person request or need to effectively use the grievance procedure? ● Document all steps taken, with detail about decisions or meetings. ● Develop a provisional proposal that is reasonable and proportional to the grievance and takes account of any cultural norms. ● Develop potential options for resolution, which are developed in-house first, especially when the outcome might set a precedent or require a policy decision. ● Engage with the complainant to seek an acceptable solution. ○ Outline the investigation findings and proposed remedy. ○ It should be a two-way conversation. ○ if the complainant disagrees, try dialogue or problem-solving before appealing. ○ Escalating the issue to KI GRM committee and or CI global grievance Committee ○ The final agreement should be specific, time-bound, and agreed upon by both parties. ● Include a monitoring plan if you are not self-executing. ● Document all steps taken.
5 Implementation and Action Taken (within 14 days)	● Implement resolution. ○ Document implementation plan ○ Record in the Complaints Register/CI Global Grievance Database. ● Aim to reach a resolution that is satisfactory to both sides through discussion and dialogue. Consider recourse and appeal ● If the complainant is dissatisfied with the results or remedy, then the project seeks other options. ● Recourse appeal/review options include: ○ KI GRM committee and or CI Global grievance to review the investigation or remedy. ○ Create a complaint review committee or elevate the issue to a review committee composed of senior managers or consisting of company and community representatives to consider whether additional reasonable actions are appropriate. ○ involve a credible, mutually agreed-upon third parties such as the village head, imam, Dusun, traditional leaders, subdistrict head, and related government institutions when appropriate to facilitate further dialogue and an independent external party to assess the grievance and propose an impartial resolution. ○ Establish a standing appeals committee jointly with the community. ● Experience from the follow-up can be used to further refine the grievance handling process. ● Closing out the grievance occurs after the implementation of an agreed resolution has been verified. ● Parties may be requested to provide feedback about their level of satisfaction with the grievance handling process and the outcome. ● Although agreement is not reached, it is important to close the case, document the results, and request the parties' evaluation of the process and its outcome.

Steps	Procedure Description
	• If the complainant is satisfied, close out the complaint. • Ensure the resolution is documented, implemented, and legal. • Confirm that the complainant is satisfied with the process. • Share with the complainant a version of the close out report.
Close out	• Monitor Outcomes: After the resolution has been implemented, it is important to monitor the outcomes. This involves tracking whether the resolution is effective in addressing the grievance. It could also involve monitoring satisfaction levels among those who raised the grievance. • Close Out the Grievance: If the resolution has been successful, or if a decision has been made to close out the grievance for other reasons, the grievance can be closed out. This involves documenting the resolution and the outcomes and communicating the closure to all relevant parties. • Evaluate: After the grievance has been closed out, the process should be evaluated. This could involve reviewing the steps that were taken, assessing whether the grievance mechanism was effective, and identifying any areas for improvement. • Take Lessons Learned: The final step is to take the lessons learned from the process and apply them to future grievances. This could involve making changes to the grievance mechanism, providing additional training, or taking other steps to prevent similar grievances in the future.

Handling of GBV and SEAH Complaints

The project recognizes the serious and sensitive nature of Gender-Based Violence (GBV) and Sexual Exploitation, Abuse, and Harassment (SEAH), and is fully committed to addressing such complaints with the highest standards of confidentiality, empathy, and care. All PSEAH and GBV cases will be coordinated with the relevant authorities as outlined in Annex 2 of this document.

The contact details for the Grievance Redress Mechanism (GRM) will be secure and confidential, ensuring that survivors and complainants can report incidents anonymously if they choose, and without fear of stigma, reprisal, or discrimination. Every complaint will be handled with full respect for the survivor's safety, dignity, autonomy, and informed consent.

Survivors will receive timely, clear information on available support services, including access to medical care, psychosocial support, legal assistance, and referrals to appropriate protection and service providers. The GRM will ensure that survivors are empowered to make informed decisions about how their case is handled, and no action will be taken without their explicit consent.

All project staff and relevant stakeholders will be sensitized on GBV and SEAH to foster a culture of dignity, respect, accountability, and zero tolerance for any form of sexual misconduct.

Table 4. Grievance Category

A Category - High risk	Grievance with, or with the potential to have a significant adverse impact on, and interaction with stakeholders. These may include: • Repeated grievances • Clear/ strong evidence of (threatened) violence in all its forms including SEAH. • Clear/ strong evidence of illegal activity, victimization, or corruption, etc • Reputational impact (to CI & KI or Donor)
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B Category - Medium risk	The complaint may be low risk, but lack full necessary information and: - Needs to be investigated for further information and may involve engagement with multiple stakeholders; or - The resolution of the grievance involves action from a particular stakeholder.
C Category - Low risk	The complaints are straightforward, the issue is clear and the solution is obvious and resolutions can be developed and provided immediately. This may include cases where the grievance is: - Benefit sharing - Rejection of grant proposal - Exclusion from the target geographies - Representation issue - Access to information - Procurement related issues - Perceived conflicts of interest

Table 5. GRM Responsibilities

Risk Category		Responsibility
A	The GRM Coordinator proposes a solution from the country-level GRM Committee and CI Global Grievance Committee for resolving grievances.	PMU's GRM Staff
B	The GRM Coordinator proposes a solution from the country-level GRM Committee for resolving grievances. Project Focal Point adapts the solution from the country-level GRM Committee to the local culture and structure.	PMU's GRM Staff
C	Project Focal Point immediately response low risk level grievances and reported to GRM Coordinator	Project Focal Point

Table 6. GRM Operational Team

POSITION	RESPONSIBILITY	REMARK
PROJECT FOCAL POINT	- Collect, verify and rate the risk of the incoming grievance. - Coordination and communication with the stakeholders and Country-level GRM Coordinator. - Resolve low risk complaints - Adapt problem solving from the committee, community leader, and expert, and avoid the conflict.	Project focal point, responsible for adapting the solution at the community level, through consultation with the community leader, religious leader, and head of tribe. At the government level, the committee is composed of the GRM Coordinator, Project Lead/Project Manager, and Head of Government Agencies.
PMU GRM COMMITTEE	Advise grievance resolution for medium- to high-risk	Committee consisted of project lead, program manager, safeguards staff and leadership
PMU'S GRM STAFF	- Develop the GRM guideline - Facilitate safeguard plan development. - Trained and assisted sub-grantees in implementing safeguards - Conduct monitoring and evaluation	The GRM coordinator is a CI accredited safeguards staff that was trained in GRM procedures, risk rating, and confidentiality.

POSITION	RESPONSIBILITY	REMARK
	of the GRM	
CI GLOBAL GRIEVANCE COMMITTEE	The CI Global Grievance Committee advises, guides and supports in resolving high-risk grievances. The Global Committee also monitors and reports on trends in grievances across CI.	
SUPPORTING GROUP	Support the grievance team for advice from his expertise or experience.	Community Leader/ public figure, religious leader, head of tribe, government agency, Community member within the project intervention location. The project allowed to seek advice from expert to obtain expert judgment and helps in making informed decisions based on specialized knowledge and experience as approved from the project lead

Documentation

Recording grievances using the Grievance Report Form and having the project focal point and GRM coordinator log and monitor them ensures that each issue is tracked and addressed. Limiting access to these documents to only the GRM coordinators and project focal point is a necessary step to maintain confidentiality and protect the privacy of those who file complaints. Personal identifiable information (PII) of the grievant will be securely managed and accessible only to the GRM Coordinator, the GRM Committee, and the Project Focal Point. Access to the Global Grievance Database, however, is restricted solely to the GRM Coordinator to ensure centralized data control and confidentiality.

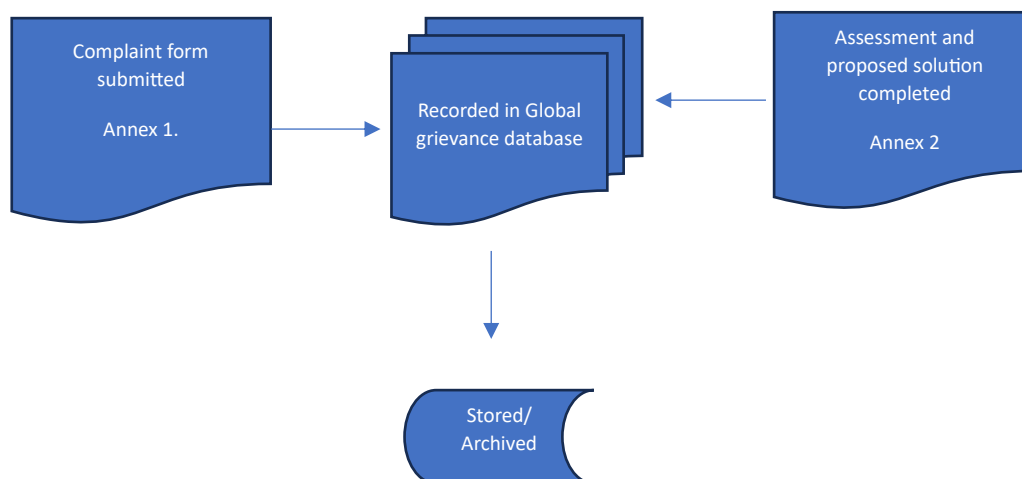


Figure 3. Documents flowchart

The complaint database will retain all records for a period of 7 to 10 years, in accordance with organizational policies and applicable legal and donor requirement.

1. Monitor and evaluate

The M&E and Safeguard Manager will ensure effective functioning of the GRM with guidance and supervision from the EEs. The manager will collect key data on GRM performance indicators, as described in the next section, and integrate them into the project monitoring and reporting system. The manager will also conduct field visits to monitor GRM implementation at the local-level and to coordinate with the GRM Focal Point in the districts.

Section VI. Monitoring and reporting

The GRM will evolve throughout the project implementation period. The project team will make adaptations on learning and results.

The GRM will be one of the key project performance areas that will be overseen by the Project Steering Committee with KPIs as described in the table below.

Table 2. Indicators for monitoring and reporting on GRM implementation

Indicator	Baseline	Target
1. Number of times the Grievance Redress Mechanism is communicated/disseminated to stakeholders	0	At least four times a year for each stakeholder group
2. Percentage of conflict and complaint cases reported to the project's Grievance Redress Mechanism that have been resolved	0	100%
3. Average time to resolve grievances	n/a	30 days max

The PMU's GRM Staff report on a quarterly basis as part of the CI-GCF Quarterly Reporting and on an annual basis as part of the annual Project Implementation Report.

Annex 1. Budget and resourcing for GRM

The total budget required for implementing the GRM is provided in the table below. Some of the activities and costs are already covered in the Stakeholder Engagement Plan activities, because discussion on GRM is integrated into key project events as much as possible.

Table 7. Budget for GRM implementation

Activity	Description of costs	Estimated budget
1. GRM socialization activities during project initiation phase (year 1)		
Socialization of project scope and key activities, including GRM, at national level	Standard costs for workshop in Jakarta (venue, meals, transport, translation to local language and adaption of the communication styles (radio, whatsapp Messaging) etc.)	Already budgeted in SEP

Activity	Description of costs	Estimated budget
Socialization of project scope and key activities, including GRM, at provincial level	Standard costs for workshop in (venue, meals, transport, translation to local language and adaption of the communication styles (radio, whatsapp Messaging) etc.)	Already budgeted in SEP
District-level workshops on GRM system with civil society and community leaders	Standard costs for workshop in (venue, meals, transport, translation to local language and adaption of the communication styles (radio, whatsapp Messaging) etc.))	Already budgeted in PMU cost
District-level workshops on GRM with community facilitators	Standard costs for workshop in (venue, meals, transport, translation to local language and adaption of the communication styles (radio, whatsapp Messaging) etc.)	Already budgeted in PMU cost
2. Community-level meetings on GRM during project implementation phase (year 1-5)		
Community engagement activities that are already taking place routinely: - Village assembly (<i>Musyawarah desa</i>) - PKK and other women's groups (<i>arisan</i>) - Religious gatherings (<i>kelompok pengajian, kelompok doa</i>) - Youth gatherings	Stipend and travel cost of community facilitators and local-level GRM Focal Points	Already budgeted in PMU cost
Consultations with local communities on climate impact, risks and vulnerabilities and project activities, including GRM mechanisms	This consultation is already included and budgeted in the Stakeholder Engagement Plan. Additional costs needed: stipend and travel cost of community facilitator and local-level GRM Focal Points.	Already budgeted in PMU cost
Consultation on progress and feedback, sharing of results, and updating of climate impact, risks and vulnerabilities as experienced with local communities	This consultation is already included and budgeted in the Stakeholder Engagement Plan. Additional costs needed: stipend and travel cost of community facilitator and local-level GRM Focal Points.	Already budgeted in PMU cost
Consultation on progress and feedback, sharing of results, and updating of climate impact, risks and vulnerabilities as experienced with vulnerable groups and traditional/coastal communities	This consultation is already included and budgeted in the Stakeholder Engagement Plan. Additional costs needed: stipend and travel cost of community facilitator and local-level GRM Focal Points.	Already budgeted in PMU cost
3. Training for GRM Focal Points	Workshop in each province, 1x a year Initial training in year 1, refresher in year 2-5	Already budgeted in PMU cost
4. M&E and Safeguards Manager	Annual salary	Already budgeted in PMU staff cost

Activity	Description of costs	Estimated budget
5. Investigation and follow-up of grievances	Stipend and travel cost of M&E and Safeguards Manager and local-level GRM Focal Points	Already budgeted in PMU cost
6. Grievance Channel	The channel was developed to give complainants with convenient access and confidentiality.	
7. Monitoring compliance	ensuring adherence to legal and regulatory.	
8. Evaluation GRM	Assessing effectiveness, improve the system.	

Person responsible for implementing and monitoring the GRM:	TBD – PMU GRM Lead
Budget Summary	The budget for dissemination of the GRM management of grievances are factored in the SEP costs and PMU cost

Annex 2. Government Support

List of government institutions that support grievances related to sexual exploitation and harassment in the six provinces of WPP 572

Province	Mechanism or hotline	Reference
Aceh	- Integrated Services Center for Protection of Women and Children (<i>Pusat Layanan Terpadu Pemberdayaan Perempuan dan Perlindungan Anak P2TP2A Putro Aceh</i>) - Hotline <i>Sahabat Anak</i> (TeSA 129)	https://dinaspppa.acehprov.go.id/halaman/lembaga-dan-pusat-layanan
North Sumatera	Hotline <i>Sahabat Perempuan dan Anak</i> SAPA 129 (telephone: 129 or WhatsApp 08111 129 129)	http://dispppakb.sumutprov.go.id/mfrontend/40
West Sumatera	Integrated Services Center for Protection of Women and Children (<i>Pusat Layanan Terpadu Pemberdayaan Perempuan dan Perlindungan Anak P2TP2A Limpapeh Rumah Gadang Sumatera Barat</i>)	https://sumbarprov.go.id/home/news/16413-p2tp2a-berperan-dalam-pencegahan-kekerasan-terhadap-perempuan-dan-anak-di-tengah-keluarga
Bengkulu	Online application for Reporting Gender-based Violence (<i>Lapor Kekerasan Berbasis Gender Online</i> or KBGO) 'Mela Lapor'	https://www.rri.co.id/bengkulu/daerah/79153/aplikasi-aduan-korban-kekerasan-seksual-mela-lapor-dilauncing-akhir-bulan
Lampung	- Hotline <i>Sahabat Perempuan dan Anak</i> SAPA 129 (telephone: 129 or WhatsApp 08111 129 129) - Hotline of the Office of Women's Empowerment and Child Protection <i>Dinas Pemberdayaan Perempuan dan Perlindungan Anak Provinsi Lampung</i> (telephone: 0721-709600 or 0721 – 489983) - Call Center of the Provincial Government (telephone/WA: 08117905000)	https://ppid.lampungprov.go.id/detail-post/Berani-Dilaporkan-Kekerasan-Perempuan-Dan-Anak#:~:text=Pelaporan%20juga%20dapat%20dilakukan%20melalui,%2C%20SMS%2C%20atau%20Telepon).
Banten	- Information System for Report and Handling of Violence (<i>Sistem Informasi Menangani Pengaduan Kekerasan</i> SiMANIS: https://simanis.bantenprov.go.id/login) - Hotline <i>Sahabat Perempuan dan Anak</i> SAPA 129 (telephone: 129 or WhatsApp 08111 129 129)	https://dp3akkb.bantenprov.go.id/SIMANIS%20BANTEN https://bantenprov.go.id/berita/pi-sekda-provinsi-banten-virgojanti-luncurkan-aktivasi-layanan-sahabat-perempuan-dan-anak-sapa-129-terintegrasi