



**GREEN
CLIMATE
FUND**

Meeting of the Board
17 – 21 October 2018
Manama, Bahrain
Provisional agenda item 7

GCF/B.21/Inf.06

25 September 2018

Report on the activities of the Independent Redress Mechanism

Summary

This report provides an update on the progress made with regard to the activities of the Independent Redress Mechanism (IRM). The reporting period is from 1 June 2018 to 31 August 2018. The document summarizes the activities of the IRM based on the work plan and budget of the IRM for 2018 adopted by the Board at its nineteenth meeting.

I. Introduction

1.1 Background

1. The Independent Redress Mechanism (IRM) is mandated in paragraph 69 of the GCF's Governing Instrument. This paragraph states that "(t)he Board will establish an independent redress mechanism that will report to the Board. The mechanism will receive complaints related to the operation of the Fund and will evaluate and make recommendations." The IRM performs a key function within the GCF's accountability mechanisms. The Independent Redress Mechanism (IRM) reports directly to the Board and is subject to the decisions of the Board. It is independent of the Secretariat of the GCF.

2. The report on the activities of the Independent Redress Mechanism (IRM) provides an update on the progress made by the IRM. The report covers key priority initiatives identified in the Work Plan of the IRM for 2018, approved by the Board at B.19.¹ The reporting period is from 01 June 2018 to 31 August 2018.

3. The work plan of the IRM identified the following three overarching goals to help guide the work of the IRM for 2018:

4. Operate the IRM;
- (a) Develop Procedures and Guidelines; and
- (b) Process Complaints and Reconsideration Requests.

II. Operating the IRM

2.1 Progress on operating the IRM

5. **The implementation of the work plan and budget:** The terms of reference (TOR) of the IRM requires it to consult with the Ethics and Audit Committee (EAC) on the implementation of its work plan, as appropriate. As decided by the EAC, quarterly reports were submitted by the IRM to the EAC regarding its work and the EAC provided valuable feedback.

6. **Staffing the IRM:** The IRM is fully staffed with three full time staff members, the Head of the IRM (appointed by the Board), a Compliance and Dispute Resolution Specialist and a Team Assistant. No further additions to staffing are envisaged in 2018.

7. The Team Assistant resigned with effect from 16th August 2018 but has agreed to continue providing services to the IRM on a consultancy contract until the end of February 2019. It is proposed to upgrade this position to an IS1 position in 2019 designated as the "Registrar of the IRM" as set out in the draft Procedures and Guidelines of the IRM.

8. Two Advisors were contracted as limited term consultants in 2017 and 2018 to support the development of the IRM's procedures and guidelines and internal operating procedures. This work will be completed in 2018 and their services will not be needed in 2019.

9. The IRM also recruited a research intern for a period of six months.

10. **Supporting operating procedures for the IRM:** The IRM has developed and is piloting draft supporting operating procedures (SOPs), to efficiently and effectively implement the TOR and the Procedures and Guidelines of the IRM when adopted by the Board (see section III 3.1 below).

¹ Decision B.19/19.

2.2 Communications strategy

11. Outreach activities:

- (a) **Informal stakeholder consultation:** In early June 2018 a series of three informal consultation sessions on the draft Procedures and Guidelines of the IRM were hosted by accredited observers in different countries. Each of these informal sessions made provision for both face-to-face and web-based participation for all GCF stakeholders. The informal consultation sessions were attended by representatives of GCF government delegations, AEs, accredited observers, and non-governmental organisations with an interest in the GCF and the IRM. Valuable feedback, proposals, clarifications and dialogue resulted from both the webinars and the informal consultations. The IRM also held an all-staff meeting to familiarize GCF staff with the draft PGs and obtain their feedback.
- (b) **Civil Society Outreach:** The IRM, together with UNDP's accountability mechanism, the Social and Environmental Compliance Unit (SECU), conducted a two-day civil society outreach workshop for 19 civil society participants from Thailand, Lao PDR, Vietnam, Philippines and Cambodia. Post workshop surveys revealed that the workshop was very useful to the participants with a large percentage returning home with significantly improved knowledge of both accountability/redress mechanism and how to access them.
- (c) **Communications materials:** The IRM developed materials that would allow its users access to user-friendly information on the IRM. These include a brochure for complainants in Vietnamese, Thai and Tagalog.
- (d) **IRM participation in GCF Structured Dialogues:** The IRM plans to participate in a Structured Dialogue in Dushanbe, Tajikistan in September 2018, to provide information to AEs, NDAs and AOs from eastern Europe and Central Asia on accountability, the IRM's mandate and work.
- (e) **Web page of the IRM:** The new IRM micro-website may be accessed at <https://irm.greenclimate.fund/>. The new microsite went live on 19 June 2018. It was developed by the Secretariat's Communications department in close consultation with the IRM. The new microsite provides the IRM with unrestricted back end control of the content and allows for more detailed and user-friendly reporting on the IRM's work as well as the possibility of submitting requests for reconsideration and complaints through online web forms. The IRM microsite will be further revised and upgraded in line with the IRM's communications strategy in 2019.

2.3 Providing advice

12. The IRM has continued to provide the Secretariat with advice on clauses in Accreditation Master Agreements relating to grievance handling and redress mechanisms. The IRM has also provided advice to the Accreditation Panel on the accreditation process.

2.4 Capacity Building of Direct Access Entities' Grievance Mechanisms

13. Further to the clinics conducted by the IRM at the Direct Access (DEA) Entity Workshops held in Songdo, one DEA requested materials from the IRM to share with its own staff and other DEAs in the Caribbean region. The IRM made these available. Additionally, the IRM has begun developing an online manual and web-based materials for use by grievance and accountability mechanism of DEAs to develop their capacity to handle complaints from project affected

persons. It is envisaged that these materials will be made available via the IRM microsite in 2019.

2.5 Case management system (CMS)

14. A custom-built Case Management System (CMS) was provided for in the IRM Workplan and Budget that was approved by the Board at B.19. The CMS will enable the IRM to efficiently, effectively and timely manage complaints and reconsideration requests and analyse data relating to such cases so as to provide advice to the GCF Secretariat and the grievance mechanism of direct access entities based on the IRM's work. The IRM, together with the ICT Department of the GCF Secretariat is developing the CMS for the IRM. A vendor is being competitively chosen based on defined user requirements and technical evaluations, and the procurement process is currently underway. Design and implementation of the CMS is expected to take 4 months.

2.6 Independent Accountability Mechanisms Network (IAMnet)

15. The IRM has continued to be active within the IAMnet community. It is co-leading a working group on collaboration among accountability mechanisms. This working group is documenting case handling arrangements made between accountability mechanisms in the context of parallel complaints and is conducting a survey of such mechanisms to get a better understanding of the challenges and benefits of such collaboration.

III. Developing Procedures and Guidelines

3.1 Procedures and Guidelines of the IRM

16. The Board, by decision B.13/24, requested the Head of the IRM to prepare, with the support of the Secretariat, for consideration by the Board, procedures and guidelines for the IRM (decision B.06/09, annex V, para. 14 (document GCF/B.06/18, annex V, para. 14)) "in close consultation with similar or equivalent mechanisms of accredited entities and other stakeholders". The IRM is giving effect to this decision.

17. Draft Procedures and Guidelines were presented to the EAC in mid-August 2017 for its preliminary consideration. The EAC approved the draft subject to revisions proposed by it in April 2018. The IRM then opened the draft for public consultation on 17 April 2018, with a deadline for comments set for 15 June 2018. The IRM conducted six webinars in May 2018 of an hour's duration each for NDAs and accredited entities to respond to questions on the draft and to seek feedback. Five webinars were also held for Board members, Alternate Board members and accredited observers in May 2018. Additionally, three informal consultations with GCF stakeholders and civil society were held in early June 2018 providing yet another opportunity for any GCF stakeholder to participate and provide feedback (see details above). These informal consultations were held under the auspices of accredited observers.

18. After the closure of the public comment period on 15 June 2018, the IRM collated all feedback received and revised the draft Procedures and Guidelines. The revised Procedures and Guidelines were introduced to the GCF staff at a meeting in July and their feedback received and incorporated. Copies of the draft were also shared with OGC and the Executive Directors office. A final revised draft was presented to the EAC for consideration on 8 August 2018. Once the EAC has concluded its deliberations, it is hoped that the final draft can be presented to the Board for adoption at B.21.

IV. Processing Complaints and Reconsideration Requests

4.1 Complaints and requests for reconsideration of funding decisions

19. The IRM is now operational and able to process (a) complaints from persons adversely affected by GCF funded projects or programmes, and (b) requests from developing countries for reconsideration of funding denied by the Board.

20. During the period under review the IRM has not received any complaints or reconsideration requests.

V. Budget utilization for the reporting period

21. The utilization of the 2018 budget until 31 July 2018 is shown below:

Independent Redress Mechanism Unit Budget Utilization as at 31 July 2018 (in USD)

Items	2018 budget	Actual	Commitment	Sub-total	%
Staff Costs²					
Full-time Staff	574,824	397,133	-	397,133	69%
Consultants ³	133,996	22,576	2,500	25,076	19%
Sub-total	708,820	419,710	2,500	422,210	60%
Travel					
General	78,000	9,185	7,862	17,047	22%
Contractual services					
Other Operating Costs	125,000	17,267	-	17,267	14%
TOTAL	911,820	446,161	10,362	456,523	50%

² Staff Costs includes staff salaries, benefits, staff training and development costs

³ Consultants costs include consultants' fees, benefits and travel costs