



Image Credit: Neil Palmer



Image Credit: Oxfam GB Asia

The Independent Redress Mechanism (IRM): Structured Dialogue with Eastern Europe and Central Asia

11-14 September, 2018 Dushanbe, Tajikistan

Lalanath de Silva

Head of IRM



HANDS ON EXERCISE: HANDLING A COMPLAINT



SCENARIO PART 1

My name is Nora, I can only speak Berber but do not know how to read and write. I am from the Kingdom of Tingitana and I live in a small village in the southern part of the country. I am part of the Anfa tribe. I speak for myself, my parents and 3 sisters.

Two month ago, some people claiming to be officials came to our village to let us know that a solar plant will be built and that the work will start in a weeks' time. Without getting the consent of the chief of our tribe, they started planting tents, using wires on some of our Argan fields and made a lot of noises which stressed out our goats, making them produce less milk.



SCENARIO PART 2

We told them that they never got our consent and that their work is damaging our plants and destroying the quietude of the village. They said that they were bringing electricity to the village and that we should stop complaining and instead be grateful. The closest police station is located in Walili city, about 50 kilometers from here. We have to go there by bus. In the meantime, we tried to stop them but some of them had batons and threatened us.

They have taken a part of our ancestral land and destroyed some of our village Argan trees. The main part of our income comes from Argan oil and our goats also eat the Argan fruits and leaves. Our village has been relying on Argan trees for generations and I don't know how we will survive this year with lower yields and unhealthy goats. We have decided to reach out to an NGO which was recently assisting one of our neighbouring villages to operate their newly built agricultural cooperative. They told us that the solar power plant project was financed by the Green Climate Fund (GCF) and helped me as well as others write this letter.



QUESTIONS FOR THE SCENARIO

1. Where can the possible affected community file a complaint?
2. What GCF policies would apply in this case?
3. What type of relief if any, can be given to the possible affected community?



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COMPLAINTS & GRIEVANCES FILED WITH THE IRM



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COMPLAINTS BY PROJECT AFFECTED PEOPLE

- ☐ A person or a group persons, or communities can complain
- ☐ Affected by adverse impacts of a GCF funded project, or one under active consideration
- ☐ Representative can file (including Government)
- ☐ May be filed up to 1 year from when the complainant becomes aware of the adverse impact
- ☐ Confidentiality



Image credit: "Windpower 2" by Jason <https://flic.kr/p/q3DFm>



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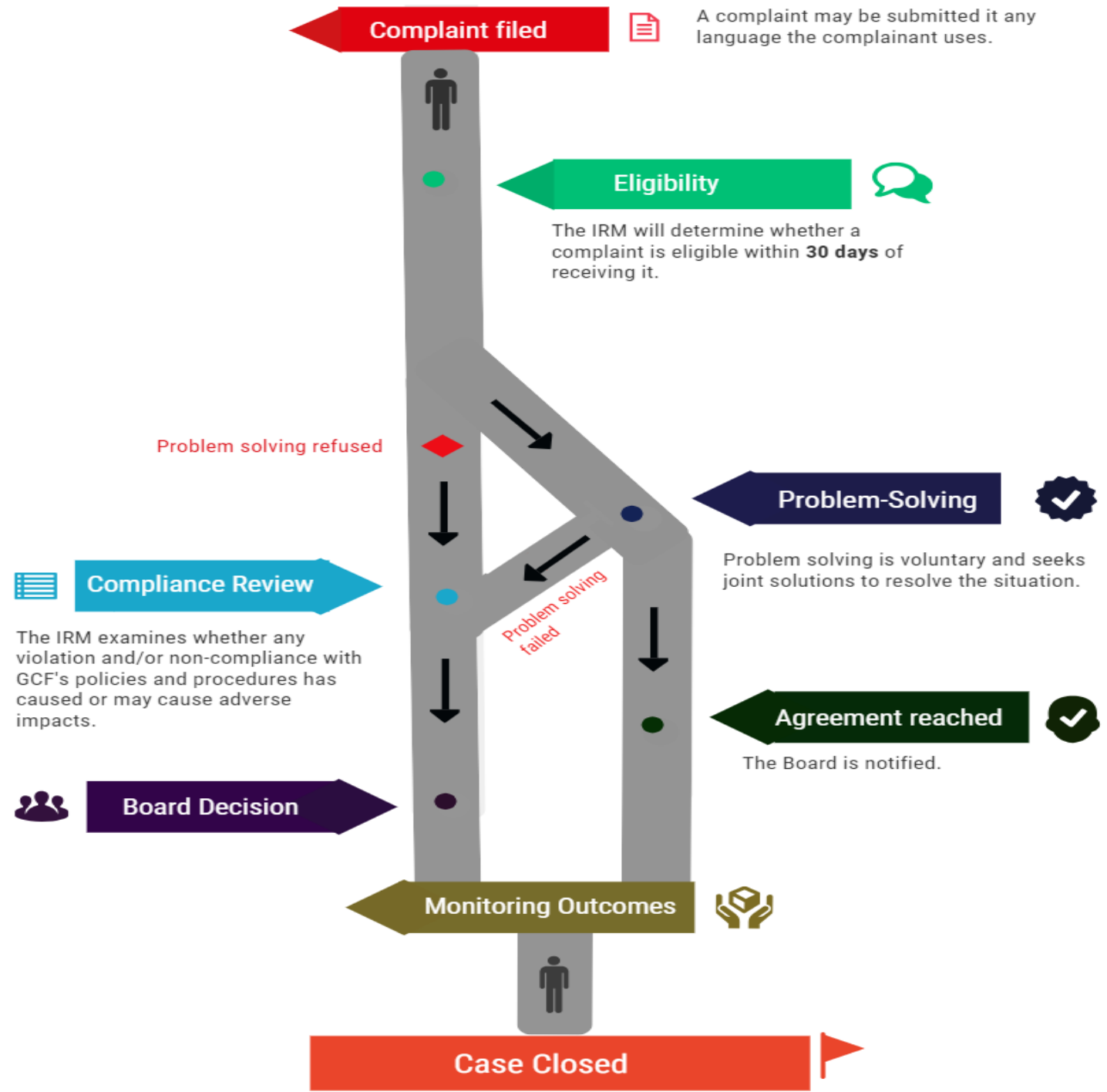
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ELIGIBILITY REQUIREMENTS

- ☐ The complaint is presented by or on behalf of an affected person or group of persons or community.
- ☐ The adverse impact must be related to a GCF funded project or programme.
- ☐ The complaint does not trigger any exclusions.



COMPLAINT REDRESS PROCESS





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HOW TO FILE A COMPLAINT? PART 1



COMPLAINT FORM

1

SECTION 1: BASIC INFORMATION

Name of the person(s) or organisation(s) filing the complaint *

Telephone number

Country *

You can select more than one country.

Afghanistan
Albania
Algeria
Andorra
Angola
Antigua and Barbuda
Argentina
Armenia
Australia
Austria

E-mail address *

Address *

If known, please provide the name of the implementing agency (optional)

2

SECTION 3: ADVERSE IMPACTS/HARM

Please describe how you, or those you represent, are or may be adversely affected by the project *

SECTION 4: NON-COMPLIANCE

Do you believe GCF has failed to comply with its own policies and procedures? (optional)

☐ Yes

☐ No

SECTION 5: ADDITIONAL INFORMATION

Have there been other efforts made, or are being planned, to resolve the complaint? This may include access to grievance/redress mechanisms of AEs or other dispute resolution processes?



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HOW TO FILE A COMPLAINT? PART 2



The IRM provides recourse to those affected or who may be affected by GCF projects or programmes, and also accepts requests for reconsideration of funding proposals that have been denied by the GCF Board. [Learn more>](#)

FILE A REQUEST

FILE A COMPLAINT

Is there a representative making this complaint on behalf of the complainant(s)?

☐ Yes

☐ No

IRM respects complainant requests for confidentiality. Are you requesting that this complaint be kept confidential from all parties other than IRM?

☐ Yes

☐ No

3

SECTION 2: PROJECT INFORMATION

Title or description of the GCF project or programme *

If known, please provide the project number (optional)

Location of the project or programme. Please be as specific as possible.

Please include other documents or evidence (letters, photos, videos, etc.)

BROWSE...

4

CONFIRMATION

☐ I request that the IRM registers this complaint and initiates its redress process.

Signature *

Clear

Sign name using mouse or touch pad

Please write your name.



I'm not a robot



reCAPTCHA
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NEXT



BANGLADESH COMPLAINT


- **GCF Project:** FP004 - Climate Resilient Infrastructure Mainstreaming in Bangladesh
- **Accredited Entity:** KfW
- **Date of Receipt:** October 23, 2017
- **Complainants:** The mayor and 427 residents of Satkhira municipality, with the support of Transparency International Bangladesh
- **Issues:** Loss and damages caused by climate change
- **Status:** Not eligible; closed

FP004

ADAPTATION

BANGLADESH

Climate-Resilient Infrastructure
Mainstreaming in Bangladesh

A group of people, including children and adults, are sitting on the ground under a large tree in a rural setting. The scene is dimly lit, suggesting dusk or dawn. The people are dressed in casual clothing, and some are holding sticks. The background shows more trees and a clear sky.

Q&A

Thank you!

Email : irm@gcfund.org

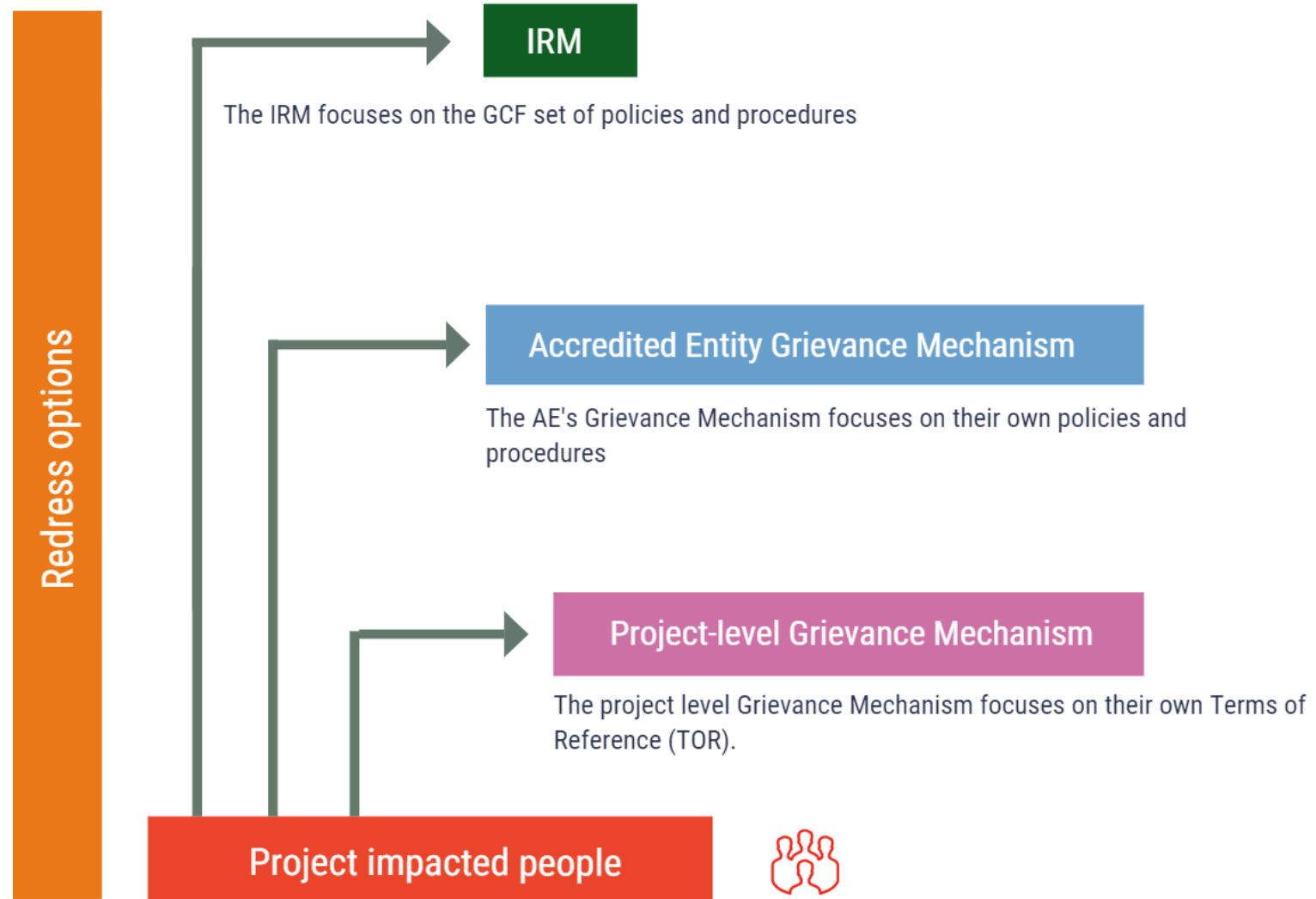
Phone: +82.32.458.6157 (KST)

Twitter: @GCF_IRM



THE IRM, AEs AND THE PROJECT LEVEL GRIEVANCE MECHANISM

- ❑ The complainant decides where to file the complaint
- ❑ The IRM encourages the use of local GMs, where appropriate



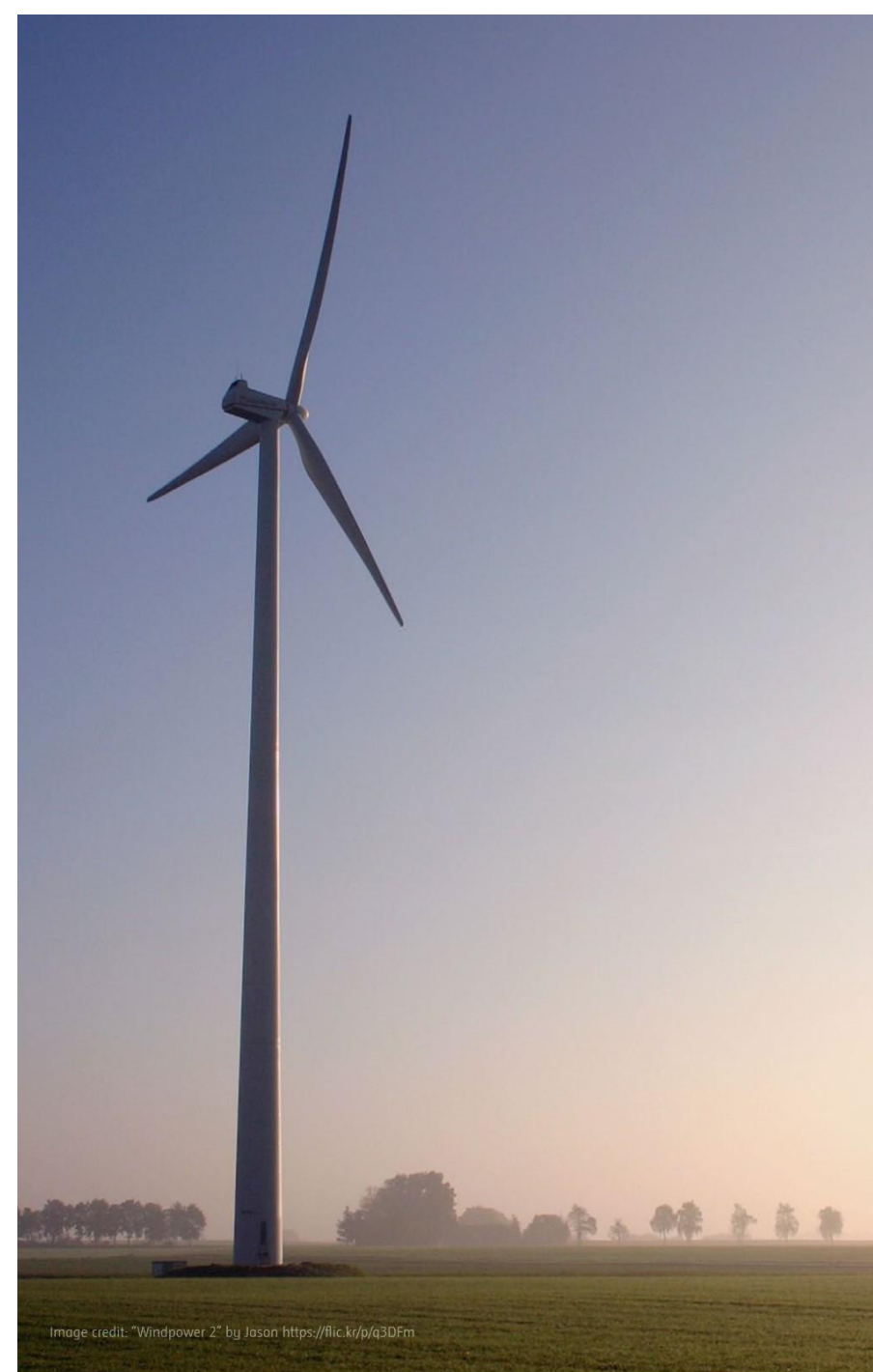


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WHY ARE GRIEVANCE MECHANISMS IMPORTANT?

- International Best Practice
 - IP and CAO at the World Bank, CRMU at the AfDB, SECU at UNDP, etc.
- Ensure accountability
- Ensure compliance with policies, including social and environmental safeguards
- Provide redress to affected people

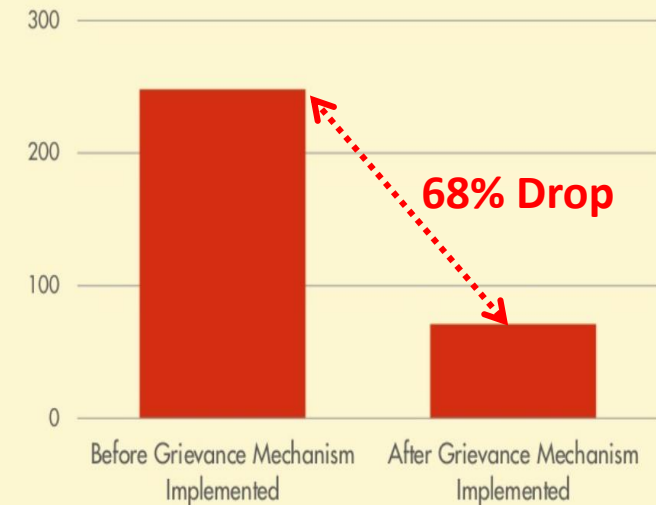




BENEFITS OF INVESTING IN A GRIEVANCE MECHANISM

- Reduce risks, and improve social and environmental performance
- Prevent potential losses from operation shutdown
- Prevent potential conflict and litigation
- Protect the reputation of the project and financiers
- Help improve and manage community and CSO relations
- An avenue for new lessons and best practices

Protecting Value - Days lost to community protest



In one Shell operation, community protests were causing significant disruption to drilling. The introduction of a grievance mechanism enabled concerns to be captured proactively, sharply reducing delays.

Source: <https://www.slideshare.net/ethicalsector/grievance-mechanism-shell>