

	<b>Procedure</b>	<b>HSEQ</b>
	<b>Grievance Redress Mechanism (GRM)</b> <b>SU-L1055: Consolidating a Sustainable Energy Sector</b> <b>Subcomponent 3.4. Solar PV Mini Grids in the Upper-Suriname River</b>	Date: 7 April 2026 Revision: - Version: 1.0

## 1. Purpose

This procedure defines the process for receiving, registering, handling, and reporting grievances related to project activities under the project “Consolidating a Sustainable Energy Sector” (SU-L1055), specifically for the beneficiary villages in the Upper Suriname River area: Gingeston, Pambooko, Abenaston, Amakakonde, Kajapaati, Jawjaw, Lissaansi, Adawai, Gunsi, and the cluster of Laduani, Tjalikonde, and Nieuw Aurora.

This Grievance Redress Mechanism (GRM) applies to grievances arising during both the construction (project implementation) phase and the operational phase of the solar PV mini-grids and associated infrastructure.

The GRM aims to provide an accessible, transparent, and effective platform for individuals and communities to raise concerns or complaints related to project activities and ongoing operations, and to ensure that these are addressed in a timely and appropriate manner.

The GRM operates under the principle of non-retaliation. No individual shall face reprisal, discrimination, or any negative consequences as a result of submitting a grievance or concern. All grievances will be treated respectfully and handled in good faith.

## 2. Scope

This procedure applies to:

- All project-related complaints, concerns, and issues raised by community members
- All personnel involved in receiving, registering, and resolving grievances

## 3. GRM Access Point

- The service number 8795196 is designated as the official GRM contact point.
- The GRM can be used to report:
  - Technical issues (e.g., outages)
  - Service-related concerns
  - Social and environmental complaints
- Grievances may be submitted anonymously. Anonymous grievances will be registered and addressed to the extent possible, recognizing that follow-up may be limited.

## 4. Roles and Responsibilities

### **Pokigron / Atjoni Unit:**

- Receives grievances via phone
- Registers grievances in the GRM logbook

### **Grievance Focal Points:**

- Mr. Aside Moritio
- Mr. Jozuazon Zinzile
- Responsible for:
  - Coordinating response actions
  - Following up on complaints
  - Ensuring closure

### **Paramaribo Office:**

- Provides technical and administrative support when required

## 5. Procedure Steps

### **Step 1 – Receipt of Grievance**

- Grievance is received through the service number (8795196)
- Where possible, receipt is acknowledged verbally within 1-2 working days

### **Step 2 – Registration**

- Grievance is recorded in the GRM logbook (Annex 1) within 2 working days of receipt

### **Step 3 – Classification**

- Technical / outage-related
- Service-related
- Social / environmental

Sensitive grievances are identified and handled with additional confidentiality and priority by the Grievance Focal Points

### **Step 4 – Response and Action**

- Appropriate response team is mobilized
- Necessary actions are taken
- Initial response is provided within 5 working days
- Resolution is aimed within 15 working days, depending on the complexity of the grievance

### **Step 5 – Documentation**

- Actions and outcomes are recorded

### **Step 6 – Closure**

- Marked as closed once resolved and confirmed, where possible, with the complainant
- If the complainant is not satisfied with the resolution, the grievance may be escalated to the Project Manager for further review

### **6. Reporting**

- GRM data is summarized periodically (bi-weekly or monthly)
- Includes total, resolved, and pending grievances
- Shared with EBS Project Manager and E&S Specialist

### **7. Record Keeping**

- All grievances must be traceable
- Logbooks must be maintained and available
- Grievances will be treated with due confidentiality. Any personal information will only be accessed by authorized personnel and will be used exclusively for the purpose of managing and resolving grievances.

### **8. Community Awareness**

- Communities must be informed that the service number can be used for complaints
- Communication via verbal, posters, or WhatsApp