

Grievance Readiness Mechanism (GRM)

Project Title: Trash Has Value – Recycling Plastic Waste To Eco Green Tiles/Bricks

Grantee: ISP Environmental Solutions (Pvt) Limited

1. Introduction

The project, initiated by the South Asia Cooperative Environment Programme (SACEP) and supported by UNOPS and the World Bank, is committed to reducing plastic waste by converting it into eco-friendly products. To ensure transparency, accountability, and stakeholder engagement, a comprehensive Grievance Redress Mechanism (GRM) has been established. The GRM serves as a platform for addressing grievances and fostering trust among stakeholders, including community members, project staff, and partners.

A Grievance Redress Mechanism (GRM) is an instrument through which dispute resolution is sought and provided. It involves the receipt and processing of complaints from individuals or groups negatively affected by activities of a particular project.

The Project will be subject to the Grievance Redress Mechanism, as laid out in the Project ESMP. At **ISP Environmental Solutions**, we are committed to resolving grievances promptly, transparently, and fairly while fostering stakeholder engagement to ensure project success and sustainability. Below is the outline of our **Grievance Redress Mechanism (GRM)**.

2. Scope

This Grievance Redress Mechanism (GRM) applies to the entire process of grievance management, including receiving grievances from internal or external stakeholders, addressing their concerns, and ensuring resolution.

The GRM applies to:

- Project beneficiaries (direct or indirect).
- ISP Environmental Solutions staff, including consultants/contractors
- Other interested parties.

3. Objectives

The primary objectives of the GRM are:

1. To provide a transparent and accessible platform for stakeholders to voice their grievances.
2. To resolve grievances in a timely and efficient manner.
3. To promote accountability and trust among stakeholders.
4. To identify and mitigate potential risks or issues arising during project implementation.

5. To ensure compliance with national and international environmental and social safeguards.

4. Principle Guideline

The MRF grievance procedure is based on the following principles:

1. **Accessibility:** Stakeholders and other interested parties can raise concerns through multiple channels.
2. **Transparency:** Complaints will be handled transparently, ensuring fairness and respect.
3. **Timeliness:** Grievances will be resolved efficiently, aiming for resolution at the lowest possible level.
4. **Confidentiality:** All complaints will be treated confidentially, protecting the identity of the complainant.

5. Modes of receiving complaints

To ensure accessibility, multiple grievance submission channels are available:

5.1 Website Feedback Page: Stakeholders can submit feedback and complaints anonymously via the **Feedback Module** on our website: www.ispenv.com.

5.2 Anonymous Email: Complaints can be sent to **info@ispenv.com**, ensuring confidentiality.

5.3 Direct Interaction with stakeholders:

- Grievances can be reported directly to the **Manager Human Resource (ISP Environmental Solutions)** both verbally and in written form at (hr@ispenv.com)
- Manager Human Resource shall be responsible to do training on effective GRM and whistle blowing to staff, consultants, contractors and display GRM contacts at accessible locations for effective communications.
- A **complaint box** titled as “Grievances” shall also be established and looked after by Manager Human Resource and maintain anonymity.
- Manager Human Resource will evaluate the complaint according to the priority.
- Resolutions will be documented and signed by the complainant and the staff.

5.4 Written Complaints:

- Formal complaints can be submitted in writing within 20 days of the incident to the Manager Human Resource.
- Complaints should include the nature of the grievance and relevant details.
- Acknowledgment of receipt will be sent, outlining the next steps and a timeline.

6. Roles and responsibilities

1. General Manager (as Focal Point):

- Receive and coordinate the resolution of grievances while ensuring confidentiality.
- Provide regular updates to complainants regarding the status of their grievances.
- Monitor the resolution process to ensure timely and effective responses.
- Act as the primary contact for grievances at their respective level of responsibility.
- Collaborate with the HR Manager (second tier) and CEO ISP (third tier) to ensure seamless grievance handling across tiers.

2. Manager Human Resource:

- Ensure that all staff members are aware of and trained in the GRM process.
- Act as a liaison between employees and the GRM focal point for internal grievances.
- Monitor compliance with HR policies and escalate unresolved grievances to the appropriate authority.
- Maintain confidentiality and provide guidance to employees on grievance resolution.

3. CEO ISP:

- Provide strategic oversight for the GRM and ensure its alignment with organizational goals.
- Address escalated grievances that cannot be resolved by the grievance committee.
- Allocate resources and support to enhance the efficiency of the GRM.
- Engage with stakeholders to promote transparency and trust in the grievance process.

7. Grievance Handling Process

7.1 Registration: All complaints (informal and formal) are recorded in a grievance log.

7.2 Evaluation:

- The grievance will be reviewed for relevance to ISP Environmental Solutions operations.
- Minor issues will be resolved informally, where possible by Manager Human Resource.
- Complex issues will be sent for periodic Grievance Meetings.

7.3 Grievance Meetings:

A committee shall be notified for Grievance Redressal chaired by CEO ISP Environmental Solutions.

- Convened for complex grievances including but not limited to cases related to sexual harassment and requiring formal resolution.
- Includes complainant, relevant staff, and a designated authority to discuss and resolve the matter.
- Outcomes are recorded and shared with the complainant in writing.

7.4 Resolution:

- Decisions and actions will be documented and monitored to ensure implementation.

8. Follow up and Monitoring

8.1 Appeals Process

- Complainants dissatisfied with the resolution can appeal in writing within 20 days of receiving the decision.
- Appeals will be reviewed by the **CEO of ISP Environmental Solutions**.
- Final decisions will be communicated in writing.

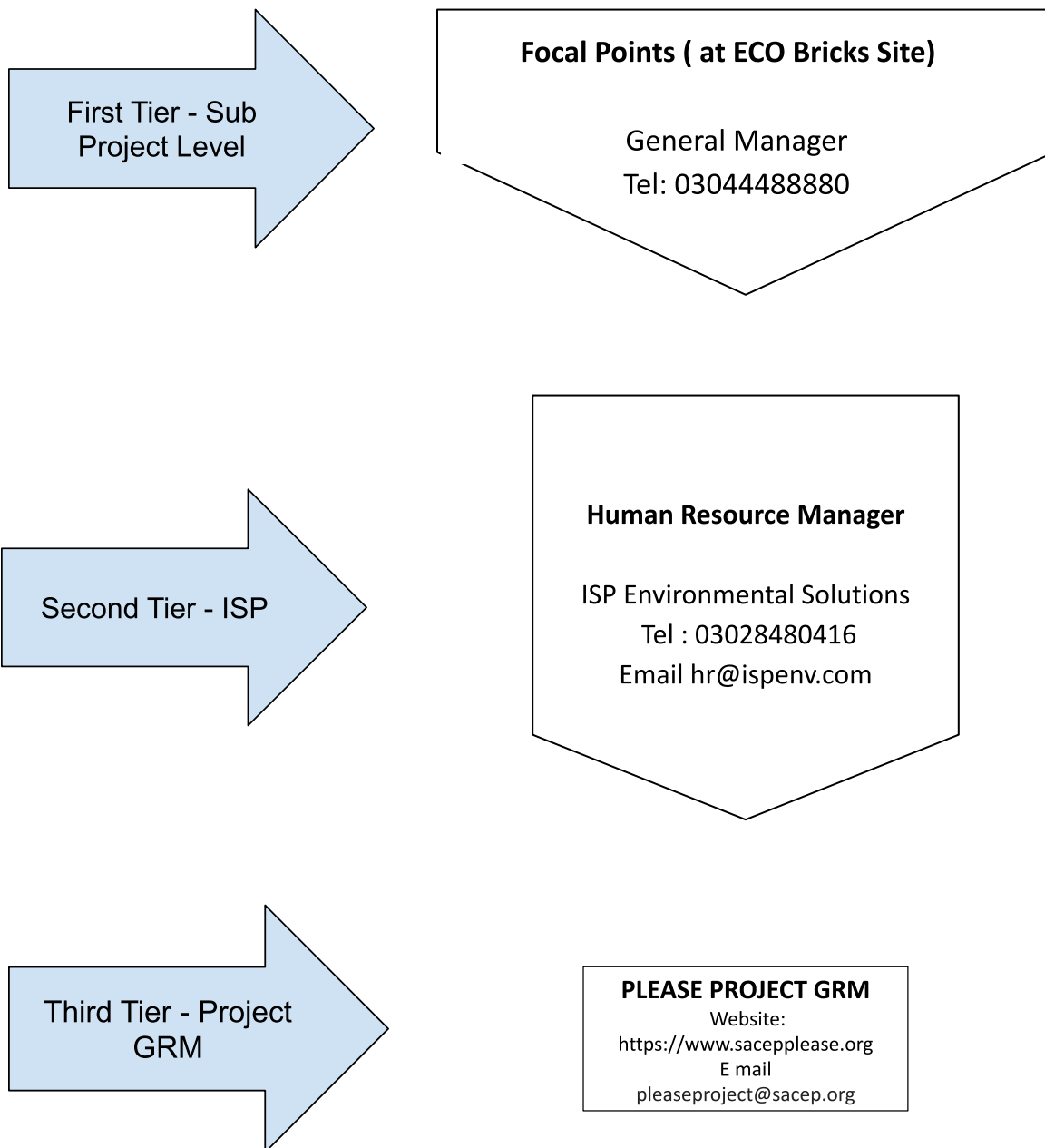
8.2 Escalation

If the complainant rejects the outcome, they may seek further redress through the appropriate legal channels.

8.3 Reporting and Monitoring

- ISP Environmental Solutions will maintain a grievance database and regularly track and report grievance outcomes.
- Summary reports on complaints and their resolutions will be shared with stakeholders and relevant authorities.

9. GRM Focal points Diagram



Annexure 1

Grievance Recording Format

1. Grievant Information

1.1 Complaint Reference Number:

1.2 Date of Complaint Received:

1.3 Name of Complainant(If available) :

1.4 Mode of Complaint

- In person
- Email
- Call
- Complain box

1.5 Contact Information of the Complainant (If available):

Phone Number:

Email Address:

Address:

2. Grievance Details

2.1 Date of Incident:

2.2 Location of Incident (if applicable):

2.3 Grievance Category :

- ☐ Environmental
- ☐ Social
- ☐ Financial
- ☐ Health & Safety
- ☐ Labor/Employment
- ☐ Other (Specify):

2.4 Description of the Grievance:

Provide a detailed description of the issue or complaint, including the facts and the cause of the grievance. Be specific

2.5 . Impact of the Grievance

Describe how the grievance has affected the complainant or others involved:

2.6. Evidence/Supporting Documentation

Any evidence to support the grievance

☐ Yes ☐ No

(If yes, list the documents or evidence attached, such as photos, videos, contracts, etc.)

Evidence 1:

Evidence 2:

Evidence 3:

2.7 Previous Attempts to Resolve (if applicable)

Has the grievance been raised previously?

☐ Yes ☐ No

If yes, provide details of the previous attempts to resolve the issue:

2.8 Preferred Method of Communication by the person who made the complaint

☐ Email

☐ Phone Call

☐ In-Person

☐ Other (Specify):

2.9 Desired Resolution/Outcome Suggested by the Complainant

Specify what actions, changes, or compensation the complainant seeks

2.10 Signature of Complainant (If applicable)

3. Grievance resolution process

3.1 Action Taken/Next Steps:(Describe the actions initiated, responsible parties, and timeline for resolution.)

3.2 Follow-Up Date

4. Grievance Recorder Information

4.1 Name of Person Recording the Grievance:

4.2 Job Title/Role:

4.3 Date of Recording:

Review and Revision of the document

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