



Independent Grievance Mechanism (IGRM) for Environmental and Social Concerns

The purpose of an independent grievance mechanism (IGRM) is to receive and facilitate the resolution of concerns and grievances held by Affected Communities about the environmental and social plans or performance of a project. There are broadly five steps in the grievance management process:

- Publicize the process
- Receive and register grievances
- Review and investigate grievances
- Develop resolution options, respond to grievances and close-out
- Monitor and evaluate.

CVDB has an established, publicly-available grievance mechanism on its website for both project and institutional grievances to be submitted. The GRM is available in Arabic and English. <http://www.cvdb.gov.jo/en/suggestions-and-complaints>

Complaints can also be lodged via email, phone or fax:

Address:

c/o Grievance Redress Mechanism
P.O 1572 Amman 1118

Phone: 080022253 (toll-free number); Fax: 065668153

Complaints can also be lodged in-person through complaint boxes located in the lobby of CVDB's main center as well as branch offices. Addresses for the main office and branch offices can be found here: <https://cvdb.gov.jo/en/bank-phone-numbers>

The grievance form on the website allows for any type of complaint to be lodged. Any environmental and social (E&S) grievances are forwarded to the Ministry of Environment for further handling and adjudication, ensuring that each concern is addressed appropriately and effectively in line with established environmental and social standards.

National Level

All redress actions are part of a single mechanism. The independent grievance mechanism that is utilized by CVDB will include two platforms:

1. The National Contact Center at +962 06 5008080, at <https://portal.jordan.gov.jo/wps/portal/Home/CMU?lang=en&isFromLangChange=yes>, or by going to one of the various complaints boxes which can be found at the Prime Ministry's Head Office Building, as well as other warehouses and markets across the Kingdom.
2. The Prime Ministry's platform of grievance and redress "Khidmitkum (at your service)" "خدمتكم", where comments received are sent to the relevant ministries and public institutions (including CVDB) in order to respond to comments received.

Once a complaint or grievance is filed, the following process is triggered:



1. Public communication of available GRMs
2. Receiving complaints
3. Registering complaints
4. Follow up
5. Feedback
6. Appeal
7. Resolution

The National Mechanism is independent and separate from CVDB's own operations.

As noted above, in addition to the National Mechanism, CVDB has an agreement with the Ministry of Environment in Jordan to review and assess specific E&S grievances lodged.

CVDB Level

In addition to the project level grievance mechanisms, Affected Communities will also be able to access (if necessary) CVDB's independent grievance mechanism (IGRM). CVDB's grievance mechanism will be web-hosted, providing access to potentially affected communities across Jordan.

Specific E&S Grievances will be screened and recorded by CVDB and sent to E&S specialist(s) at the Ministry of Environment (MoEnv) for further review and assessment. Following the assessment, the MoEnv will make recommendations to CVDB for how to address and mitigate such grievances.

All grievances are recorded and shared with the Internal Audit Department, who in turn share a summary report with CVDB's Board of Directors in line with the Audit Department's regular reporting cycle.

Project Level

CVDB will ensure that projects potentially impacting affected communities develop and implement a grievance mechanism. The responsibility for establishing the project level grievance mechanism rests with the Executing Agency. The complexity and scale of the grievance mechanism should be appropriate to the scale of impact and size of affected population. Project level grievance mechanism guidance is provided in Appendix C of CVDB's [Environmental and Social Management System \(ESMS\)](#).