

Grievance Redress Mechanism

A grievance redress mechanism (GRM) is a set of arrangements that enable resident communities, employees, out growers, and other affected stakeholders to raise grievances with the project and seek redress when they perceive a negative impact arising from the project's activities.

It is a key way to mitigate, manage, and resolve potential or realized negative impacts, as well as fulfill obligations under international human rights law and contribute to positive relations with communities and employees. Project Grievance Redress Mechanism

Any person or entity who believes their rights have been adversely affected by the Enterprise Support Project may report such grievance to the NRPB through the NRPB's complaint procedure:

<https://nrpbxm.org/complaints-procedure/>

World Bank Corporate Grievance Redress Mechanism

Communities and individuals who believe that they are adversely affected by a World Bank (WB) supported project may submit complaints to the WB's Grievance Redress Service (GRS). The GRS ensures that complaints received are promptly reviewed in order to address project-related concerns.

Alternatively, they may submit their complaint to the World Bank's Independent Inspection Panel which determines whether harm occurred, or could occur, as a result of World Bank non-compliance with its policies and procedures.

Credit decisions made by PFIs are not subject to the grievance procedure. Concerns regarding PFIs process can be raised with relevant persons at the PFI.