

Redress

Independent Redress Mechanism

Grievances and Complaints

Closure Report

GCF Project FP018: Scaling-up of Glacial Lake Outburst Flood (GLOF) risk reduction in Northern Pakistan

IRM Case: C-0007-Pakistan

26 August 2021



**GREEN
CLIMATE
FUND**

Closure Report

The Terms of Reference (TOR)¹ and the Procedures and Guidelines (PGs)² of the Independent Redress Mechanism (IRM) of the Green Climate Fund (GCF) set out how the IRM deals with grievances or complaints from a person, group of persons, or community who have been, or may be affected by the adverse impacts of a GCF funded project or programme. Once a grievance or complaint is received and registered by the IRM, the PGs require the IRM to determine if the grievance or complaint meets the eligibility criteria set out in paragraphs 20-21 and 23-24 of the PGs of the IRM. It is to be noted that this determination is procedural, and that it does not represent a judgement on the merits or the substance of the case.

COMPLAINT AND PROCEDURAL HISTORY

The IRM received a complaint through its webform on 12 August 2021 from a complainant(s) with regard to a GCF funded project FP018, "Scaling-up of Glacial Lake Outburst Flood (GLOF) risk reduction in Northern Pakistan." The complainant(s) raised a concern that fees due to the complainant(s) had not been paid despite the completion of work under a consultancy contract with the Accredited Entity, the United Nations Development Programme (UNDP).

The IRM thereafter set up a virtual meeting with the complainant(s), wherein the complainant(s) confirmed their intention to submit a complaint concerning GCF funded project FP018. The Head of the IRM and IRM staff explained to the complainant(s) the mandate of the IRM. The Head of the IRM and staff of the IRM also obtained information from the complainant(s) with regard to the nature of the contract with the Accredited Entity and conditions under which the work was performed. Additionally, the complainant(s) supplied the IRM with a copy of the contract and also with information of the work done and the fees due.

While the IRM was considering the determination of eligibility, the complainant(s) wrote to the IRM on 26 August and withdrew the complaint. Accordingly, the IRM has terminated this case and closed the same.

[Signed]

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¹ Available at: <https://irm.greenclimate.fund/document/irm-tor>

² Available at: <https://irm.greenclimate.fund/document/2019-procedures-and-guidelines-irm>