

# Redress



GREEN  
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Independent  
Redress  
Mechanism

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## **Independent Redress Mechanism**

**Grievances and Complaints**

**Extension of time for problem solving**

**GCF Project: FP039**

**Case [C-0009-Egypt](#)**

**Date 7 April 2024**

## IRM Extension of Time Decision – Problem Solving

**GCF Project** FP039 – GCF-EBRD Egypt Renewable Energy Financing Framework

**Date** 7 April 2024

1. In September 2022, the IRM received and acknowledged a complaint (Complaint #1) related to poor working conditions and inequality in access to benefits, promotions and salary increases concerning FP039, “GCF-EBRD Egypt Renewable Energy Financing Framework.” The complainant also raised issues around the lack of clarity on project benefits to the community.<sup>1</sup> In November 2022, the IRM received and acknowledged another complaint (Complaint #2) regarding the same project. The complainant alleged arbitrary dismissal, unequal treatment of employees, lack of information disclosure on workers’ rights, and unclarity on social insurance for workers.<sup>2</sup> Both complainants mentioned that the local grievance mechanism was ineffective.
2. Complaint #1 was declared eligible on 25 October 2022,<sup>3</sup> and Complaint #2 was declared eligible on 9 December 2022.<sup>4</sup> In January 2023, the IRM decided to consolidate the processing times of the two complaints to process the case more effectively and efficiently.<sup>5</sup>
3. On 7 April 2023, all parties agreed to pursue problem solving in relation to this case.<sup>6</sup> During the initial steps phase, given that the Compliance Advisor Ombudsman (CAO) of the International Finance Corporation (IFC) received complaints from the same individuals and was already in the problem solving phase with these complaints, the two mechanisms agreed that the CAO would lead the labour-related complaints and the IRM would focus on community-related issues.
4. According to paragraph 36 of the IRM’s Procedures and Guidelines (PGs),<sup>7</sup> problem solving should ordinarily be completed within one (1) year of the parties’ agreement to pursue it. As mentioned above, such an agreement was made by the parties on 7 April 2023. Therefore, the one-year period will be completed on 7 April 2024.
5. On 15 December 2023, the parties to the community-related complaint reached an agreement, and the case was partially transferred to the monitoring phase. The labour-related complaints continued to be handled through problem solving, during which a range of options were developed and explored.
6. On 7 April, BSDA requested that the timeline be extended to allow them sufficient time for internal consultations after Ramadan. Given this last-minute extension request, the IRM was not able to obtain timely consent from the complainants. Therefore, the IRM, acting in terms of paragraph 40 read with paragraph 95 of the PGs, has decided to provisionally extend the time

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<sup>1</sup> Complaint #1 is available at: <https://irm.greenclimate.fund/sites/default/files/case/complaint-text-c0009-redacted-egypt-redacted.pdf>

<sup>2</sup> Complaint #2 is available at: <https://irm.greenclimate.fund/sites/default/files/case/complaint-c0009-egypt-complainant02-redacted.pdf>

<sup>3</sup> The eligibility determination for Complaint #1 is available at: <https://irm.greenclimate.fund/sites/default/files/case/determination-eligibility-c0009.pdf>

<sup>4</sup> The eligibility determination for Complaint #2 is available at: <https://irm.greenclimate.fund/sites/default/files/case/determination-eligibility-c0009-complainant2.pdf>

<sup>5</sup> The clarification on time limits is available at: <https://irm.greenclimate.fund/sites/default/files/case/clarification-time-limits-31-january.pdf>

<sup>6</sup> The initial steps report is available at: <https://irm.greenclimate.fund/sites/default/files/case/initial-steps-report-c-0009-egypt-final-web.pdf>

<sup>7</sup> The IRM’s Procedures and Guidelines is available at: <https://irm.greenclimate.fund/document/2019-procedures-and-guidelines-irm>

period for problem solving from 7 April 2024 to 7 May 2024. If the complainants object to the extension, the extension will be annulled.

[Signed]

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