

Redress



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Independent
Redress
Mechanism

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Grievances and Complaints

Clarification on Time Limits

GCF Project FP0039

IRM Case C-0009-Egypt

31 January 2023

Clarification on Time Limits – Initial Steps

GCF Project: FP039 GCF-EBRD Egypt Renewable Energy Financing Framework

Date: 3 January 2023

1. On 25 October 2022, the IRM declared the complaint eligible and published the eligibility determination on its website.¹
2. According to the IRM's Procedures and Guidelines (PGs),² the IRM has 60 calendar days from declaring a complaint eligible to conduct the initial steps phase, which includes consulting with the complainant(s) and other potential parties to:
 - a) understand the issues in the complaint;
 - b) provide further information regarding problem solving and compliance review;
 - c) ascertain whether the complainant would like to pursue problem solving and/or
 - d) compliance review; and
 - e) ensure that the complainant is able to make an informed decision.
3. In accordance with the PGs, the IRM's 60 calendar days to complete the initial steps phase came to an end on 24 December 2022.
4. On 11 November 2022, the IRM acknowledged receipt of a complaint related to the same project. The complaint was declared eligible on 9 December 2022. Following consultations and with the consent of both complainants, the IRM acting per paragraph 36, updated IRM Case C-0009-Egypt to now include two complaints.
5. Acknowledging the closeness in dates of receipt of complaints, the IRM consolidated the processing times of the two complaints to bring them into alignment, for the purposes of enabling more efficient and effective processing of the case.
6. Acting in accordance with paragraph 95 of the PGs, the IRM has decided to update the time period for completing the initial steps phase to align with the time limits per the second complaint i.e. by 7 February 2023.

[Signed]

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¹ Available at: [determination-eligibility-c0009.pdf \(greenclimate.fund\)](https://irm.greenclimate.fund/document/2019-procedures-and-guidelines-irm)

² Paragraph 36 of the IRM's PGs, which is available at: <https://irm.greenclimate.fund/document/2019-procedures-and-guidelines-irm>