



**GREEN  
CLIMATE  
FUND**

**Independent  
Redress  
Mechanism**

**GCF/IRM/2021/Inf.01**

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# Report on results of problem solving in the Independent Redress Mechanism's case: C-0003-Morocco: GCF Project FP043: Saïss Water Conservation Project

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## **Summary**

This report provides information to the Board on the successful results of problem solving in the Independent Redress Mechanism (IRM) Case: C-0003-Morocco: GCF Project FP043: Saïss Water Conservation Project, as required by paragraph 44 of the Procedures and Guidelines of the IRM (Decision B.22/22).



## I. Introduction

1. The Independent Redress Mechanism (IRM) is mandated to handle complaints received from a person or group of two or more persons or communities who have been or may be affected by adverse impacts of a project or programme, under paragraph 11 of its Updated Terms of Reference (Decision B.BM-2017/10). In handling the complaint, the IRM is required to offer problem solving to the parties as a means of resolving a complaint under the Procedures and Guidelines of the IRM(PGs) (Decision B.22/22). When problem solving is agreed to by the parties and the parties resolve their dispute through agreement, paragraph 44 of the PG requires the IRM to inform the Board of the results of the problem solving within seven calendar days of the same.

## II. Complaint Received

2. On 16 February 2020, the IRM received a complaint which was submitted through its online Case Management System (CMS). The complainant(s) had made a request for confidentiality, and the IRM provided confidentiality in accordance with its Procedures and Guidelines (PGs). The complaint related to GCF funded project FP043, the Saïss Water Conservation Project, based in the Saïss Plain in Morocco. The complaint raised issues around the sufficiency of the consultation conducted and the lack of information provided to the complainant and others who are affected by the Project. The complaint also raised concerns relating to the lack of information and communication on access to water and the affordability of that access.

## III. Eligibility and Initial Steps Phase

3. The complaint was declared eligible for further processing by the IRM on 7 April 2020.

4. As a result of the consultations held during the initial steps phase, the parties agreed to embark on problem solving on 6 June 2020.

## IV. Problem Solving and Results

5. Since that date, multiple virtual meetings were held with the different parties with the support of the IRM problem-solving team. During these meetings, the complainant revoked his request for confidentiality. As a result of these efforts, the complainant and the Moroccan Ministry of Agriculture and Maritime Fisheries reached several agreements. The GCF and the Accredited Entity, the European Bank for Reconstruction and Development (EBRD), in their roles as observers to the process, have confirmed receipt and taken note of the contents of the agreements. The complainant being satisfied with the outcomes has requested to terminate the complaint at that point.

6. Despite the agreements reached, conducting mediation through virtual means, due to Covid-19 travel and meeting restrictions, has been very challenging and not conducive, especially in multi-party cases. The parties have agreed to a written statement on the agreements reached. They also agreed to have the statement made public and reported to the Board. The statement is in Annex 1 to this document. In consideration of these facts the IRM has decided to terminate and close this case.



## ANNEX 1

### **Problem Solving Memorandum C-0003-Morocco / FP043 The Saiss Water Conservation Project**

This memorandum summarizes the problem-solving process followed by the Independent Redress Mechanism (IRM) in case C-0003-Morocco related to the Green Climate Fund (GCF) project FP043 and the resolution of the complaint.

The complainant and, the Moroccan Ministry of Agriculture and Maritime Fisheries have reached several agreements as described below. The GCF and the European Bank for Reconstruction and Development (EBRD) in their roles as observers to the process, have confirmed receipt and taken note of the content of this document.

In consideration of these facts the Head of the IRM has decided to close this case.

#### **Summary of process and outcomes**

Once the IRM had declared this case eligible, the IRM began consultation processes with the complainant(s) and other potential parties and observers comprising the GCF Secretariat, Accredited Entity (the European Bank for Reconstruction and Development (EBRD)), National Designated Authority (Ministry of Energy, Mining and Environment), and Executing Entity (the Moroccan Ministry of Agriculture and Maritime Fisheries (MAPMDREFF)) to explain the IRM procedures, to better understand the issues and the context, and to determine the parties' decision on whether to proceed to problem solving or compliance review.

As a result of these consultations, on 6<sup>th</sup> of June 2020, parties agreed to problem-solving. Since that date, despite challenges posed by COVID-19 by way of travel restrictions and restrictions on in-person meetings and site visits, multiple virtual meetings have been held with the different parties with the support of the IRM problem-solving team.

An important meeting took place on the 25<sup>th</sup> of May 2021 in Morocco. In preparation for that meeting, the IRM consulted with the complainant if he would be agreeable to participate in person, given that, following his previous request, his identity was being treated as confidential. On the 30<sup>th</sup> of March 2021, the complainant confirmed in writing that he was ready to participate in an in-person meeting with the Moroccan authorities.

In that meeting, 8 farmers from an affected area, including the complainant, were present. Other participants included; representatives of the Ministry of Environment; representatives of the Regional Direction of Agriculture; representatives of the DIAEA (Direction de L'irrigation et L'aménagement de l'Espace); Representatives of the Project Implementation Agency (DOPsaiss); representatives of civil society (association des



usagers de l'Eau pour l'irrigation) and the Agriculture Chamber; IRM appointed facilitator and interpreters. Finally, staff of the IRM and the EBRD also participated virtually.

During the meeting, the complainant reiterated his commendation for the efforts of the Ministry and project managers to find solutions to problems of agricultural irrigation, in particular to the problem of water conservation and the impact of climate change on groundwater in the region of Saiss (Meknes-Fès).

He then explained his reasons for filing a complaint. The Government officials responded that they have understood farmer's questions and provided information and more details in response to the points raised, including on subscriptions, pumping of water, eligibility to benefit from water transfers, the quantum of subscriptions, the development of lists, the location of small-holding farmers etc.

The presentations were satisfactory to all the farmers. The project manager emphasized the need for collaborative work, and the establishment of a communication plan using a participatory and local approach with farmers in order to ensure a smooth implementation of the projects that will arrive soon.

It was agreed that a committee would be appointed to develop a communication plan and action plan which would be supported by the project administration in order to restart the awareness and the circulation of reliable information between farmers in the Mejjat area (Meknes), which could be a pilot project to be replicated in other areas afterwards. The committee appointed would include: The Regional directorate of agriculture Fes-Meknes, The Regional Directorate of agricultural consultation Fes-Meknes, The Chamber of Agriculture, Fes-Meknes Region, The Project management; and The Association of Irrigation Water Users.

On the 15<sup>th</sup> of June 2021, the complainant reported that he had had a further meeting – in this case without the assistance of the IRM - with the regional Director of Agriculture of Meknes and his senior staff and that he had obtained satisfactory explanations to his concerns and that it had been agreed to organize new information dissemination sessions with concerned farmers of Mejjat area in the following weeks.

The complainant also communicated his satisfaction with the outcomes of the process and his wish to terminate the complaint at this point, in full awareness that the IRM would not be involved in the monitoring of the agreements reached by the parties.

With that, and with the consent of all parties involved, the IRM declares the case to be terminated.

Parties also agree that this statement be released to the public and presented to the GCF Board.

[Signed]

**Lalanath de Silva, Ph.D, LL.M**  
Head Independent Redress Mechanism

