



# **GRIEVANCES REDRESS MECHANISM FOR ROGEP**

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The Grievances Redress Mechanism (GRM) is effectively addressing grievances from people impacted by ROGEP and is a core component of managing operational risks and improving the project’s results.

The GRM will be used as a tool for early identification, assessment and prompt resolution of complaints related to the project. Understanding when and how a GRM may improve the project outcomes will help both the PIU and other stakeholders to improve results.

Complaints will be addressed by different by different stakeholders—private companies, commercial financial institutions, financial implementation agency (BOAD). The matrix below shows potential complaints arising from project and sub-project activities and how they can be addressed. The fulfillment of their responsibility will be a pre-condition for each stakeholder to participate in the project.

<b>Level</b>	<b>Description</b>	<b>Responsible Entity</b>	<b>Actions</b>
Private Companies	Customer Complaints such as non-replacement of products, aggressive repossession of units from households for defaults, inadequate behavior of workers, etc	Solar Equipment Distributors and Energy Service Providers	<ul style="list-style-type: none"> <li>• Set up a call centers to receive feedback and complaints from customers,</li> <li>• Address customer complaints received at the Call Centers</li> <li>• Adhere to Warranty arrangements/terms</li> <li>• Solving the issues on repossession in amicable ways</li> <li>• In cases where workers do not behave properly with customers, use a local grievance mechanism that has authority to deal with complaints of this nature, if it exists</li> <li>• Otherwise, customers should seek redress through the local courts in the country if amicable resolution of issues is unsuccessful</li> </ul>
Commercial Financial Institutions	Solar Equipment Distributors and Energy Service Providers complaints about the loan processing, repayment requirements, and disputes related to interest charges	Commercial Financial Institutions, comprising banks, micro-finance institutions and leasing companies	<ul style="list-style-type: none"> <li>• Ensure that the processing and requirement for loans are clearly communicated.</li> <li>• Resolve disputes amicably between the parties at the operational level</li> <li>• Establish local grievance mechanisms for dealing with complaints that cannot be resolved by the commercial financial institutions. Such</li> </ul>



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			<p>mechanisms should include local representatives who have the authority to hear and resolve disputes of this nature.</p> <ul style="list-style-type: none"> <li>• Seek redress through the local courts in the country if amicable resolution of issues and/or grievance process is unsuccessful</li> </ul>
Financial Implementation Agency	Complaints about the Credit Line, repayment requirements, and disputes related to interest charges	BOAD	<ul style="list-style-type: none"> <li>• Clearly communicate the processing requirement for Credit Lines</li> <li>• Resolve disputes amicably between the parties in line with the credit line agreements.</li> <li>• If not already done so, establish an internal Grievance Redress Service for processing complaints that come to the Financial Implementation Agency i.e BOAD. Complaints and the decisions regarding their resolution should be recorded. Seek redress through the local courts in the country if amicable resolution of issues is unsuccessful</li> </ul>