



ECOWAS COMMISSION  
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## Regional Off-Grid Electricity Access Project, ROGEAP.

## GRIEVANCE REDRESS MECHANISM

Resolving complaints and finding solutions together

### CONTACT

You can contact the GRM through the ROGEAP website  
 or via email [grievance.rogap@ecowas.int](mailto:grievance.rogap@ecowas.int)

FINANCING BY



Directorate General for International  
 Cooperation Government of the Netherlands



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The ROGEAP Grievance Redress Mechanism

The ROGEAP Grievance Redress Mechanism (GRM) is an avenue for individuals, businesses, all stakeholders and communities to submit complaints directly to the ECOWAS ROGEAP PIU if they believe that this project has or is likely to have adverse effects on them, their business, community, or their environment. The GRM enhances the ROGEAP responsiveness and accountability to project-affected communities by ensuring that grievances are promptly reviewed and addressed.

### TYPES OF COMPLAINTS

Complaints brought to the GRM Regional or National public information desk office covers a wide spectrum of specific project-related issues, associated with off-grid standalone solar investment in project finance including, access, to finance challenges, trade barriers, regulatory concerns, quality standards, consumer's/end user complaint, reliable service delivery of electricity, environmental and social risk concerns, sexual exploitation and Abuse, Gender Based Violence (GBV), waste management (electronic waste, chemical pollution), labour, decent work and occupational health and safety concerns, pressure on water resource, land use related issues, supply chain management and other generic project-related issues, including harm to people's livelihoods, gender and women inclusion, youth participation, or rights of affected communities to meaningful consultation.

### INFORMATION TO INCLUDE IN A COMPLAINT

Complaints must:

- Identify the project subject of the complaint
- Clearly state the project's adverse impact(s)
- Identify the individual(s) submitting the complaint
- Specify if the complaint is submitted by a representative of the person(s) or community affected by the project
- If the complaint is submitted by a representative, include the name, signature, contact details, and written proof of authority of the representative

Supporting evidence is not necessary but may be helpful in reviewing and resolving the complaint. The complaint may also include suggestions on how the individuals or business, believe the complaint could be resolved. All

### SUBMITTING A COMPLAINT TO THE GRM DESK

Any individual or community who believes that ROGEAP - World Bank-supported project has or is likely to, adversely affect them can submit a complaint. Complaints must be in writing and addressed to the GRM. They can be sent

**ONLINE** – through the ROGEAP website

**BY EMAIL** at [grievance.rogeap@ecowas.int](mailto:grievance.rogeap@ecowas.int)

**BY PHONE** - +2348099036226

**BY LETTER** or **BY HAND** delivery to any

ROGEAP Public Information Desk Office

ECOWAS Country Representative Office

**BY LETTER** to

The Ecowas Commission

The ROGEAP PIU

Grievance Redress Mechanism (GRM)

**ECOWAS Annex Office, Niger House**

Room 410, 4th Floor,  
Central Business District, FCT, Abuja.

Nigeria.

complaints will be treated as confidential. The GRM will not disclose any personal or official data that may reveal the identity of complainants without their consent.

### COMPLAINT ADMISSIBILITY

When the GRM receives a complaint, it first assesses its admissibility. The GRM considers a complaint admissible when:

- The complaint relates to **ROGEAP** ongoing program/activity that is under preparation, active, or has been closed for less than 15 months;
- The complaint is submitted by individuals or businesses or communities affected by **ROGEAP World Bank**-supported project.
- The complainant(s), allege that they have been or will be affected by the **ROGEAP - World Bank**- supported project.

The **GRM** considers a complaint inadmissible when it relates to procurement; alleges fraud and/or corruption; pertains to issues declared eligible for an investigation by the Inspection Panel; concerns employment or pursuit of employment with **ROGEAP** supported projects and programs; or is frivolous. The GRM refers inadmissible complaints that are not related to environmental or social issues or gender related issues to the appropriate unit.

### GRM COMPLAINT RESOLUTION PROCESS ACCOUNTABILITY MECHANISMS

The GRM is one of three main avenues for addressing grievances related to World Bank-supported operations:

- **Project-Level Grievance Mechanisms:** The ECOWAS - ROGEAP is responsible for putting in place a responsive and accessible project-level grievance mechanism to process and find solutions to complaints raised by people affected by World Bank-supported projects.
- **ROGEAP Grievance Redress Mechanism:** The GRM is a project-level complaint-handling mechanism that helps project team broker solutions for direct or referred complaints submitted to ROGEAP management. It reports to **ROGEAP Commissioner for Infrastructure, Energy and Digitalization**.
- **ROGEAP Inspection Panel:** The Inspection Panel is a complaints mechanism that assesses allegations of harm to people or the environment and reviews whether the **ROGEAP** followed its operational policies and procedures. The Panel is independent from **ROGEAP** management and staff, and reports directly to the Commissioner for Infrastructure, Energy and Digitalization.

