

Proposal of Grievance Mechanism for projects GS 2595 and GS 4365

As the Local Stakeholder Consultation took place before the requirement to apply the Grievance Mechanism, the different methods for the grievance mechanisms could not be discussed with the stakeholders during the conference. Therefore, stakeholders and participants of the LSC are informed about the idea and the procedure of the new established mechanisms through this document.

If Stakeholders have any comments, observations or grievances about the project, we propose the following feedback methods.

If you have any comments and/or suggestions to the proposed methods, please submit these to atmosfair and Pro Climate International during the two-months Stakeholder Feedback Round.

	Method Chosen (include all known details e.g. location of book, phone, number, identity of mediator)	Justification
Continuous Input / Grievance Expression Process Book	<p>Location: Buea Office of Pro Climate International Buea-Town Opposite Buea-Town Market</p> <p>Other partner offices in case of further partner organisation</p>	<p>The grievance expression process book will be made available in the office of Pro Climate International in Buea-Town. The templates for the comments will be available in every book in English and in French. The format will be according to the proposed template by the Gold Standard.</p> <p>Entries will be checked by staff members of Pro Climate International.</p> <p>In case of further project partners in Cameroon, additional Grievance Expression Process Books will be made available in their offices. In that case, all beneficiaries of the stoves will be informed about the exact location of the book in their area.</p>
Telephone access	<p>Mr Jean Claude Tsafack MTN: (+237) 76272887 Fixed: (+237) 23332 3652</p> <p>Gold Standard: +41 (0) 22 788 7080</p>	<p>Stakeholders can reach the project responsible and coordinator of Pro Climate International, Mr. Jean Claude Tsafack, via two telephone numbers. These include the biggest mobile grid provider in Cameroon, namely MTN, as well as a fixed number. Users can therefore choose the cheapest number according to their provider and the specific tariff.</p> <p>Jean Claude Tsafack is a bilingual Cameroonian who speaks English and French. Thus, he can answer calls from all users in the project region.</p> <p>All comments received via phone calls will be registered and archived by the project coordinator in the same way as in the grievance expression process book.</p> <p>Additionally, the contact details of the Gold Standard regional office in Cairo will also be made available to the stakeholders.</p>
Internet/email	<p><u>Jean Claude Tsafack</u> tsafack@pci-cameroon.org</p>	<p>Stakeholders that have an own e-mail account can directly write their comments to the</p>

access	<p><u>Atmosfair:</u> bratschke@atmosfair.de</p> <p><u>Gold Standard:</u> info@goldstandard.org</p>	<p>implementing organization and the director Jean Claude Tsafack. As mentioned above, these issues can be addressed in either French or in English language. Furthermore, the Stakeholders can directly get in touch with the project proponent atmosfair and the responsible person for the project.</p> <p>All comments received via email will be registered and archived by the project coordinator in the same way as in the grievance expression process book.</p> <p>Additionally, the email details of the Gold Standard office in Geneva are given.</p>
Nominated Independent Mediator (optional)	Not chosen	<p>A mediator shall not be chosen as the project is not bound to a specific location. Users of the stoves are not solely living in one specific area and are spread throughout different cities and villages. Therefore, it is difficult to nominate an independent mediator which would be responsible for all users in the project regions. The nomination of several mediators would also result in major coordination obstacles.</p> <p>Concluding, the project proponents do not intent to nominate an independent mediator and will apply the above mentioned mechanisms.</p>