



ICT4 Compliance

Reporting Made Easy

IGRM

**Online-Integrated
Grievance Redress
Mechanism**

www.ict4compliance.com

IGRM

- IGRM is a management tool to capture, manage, resolve, mitigate negative impacts, report to management and the public and contribute to positive relations with local communities and stakeholders.

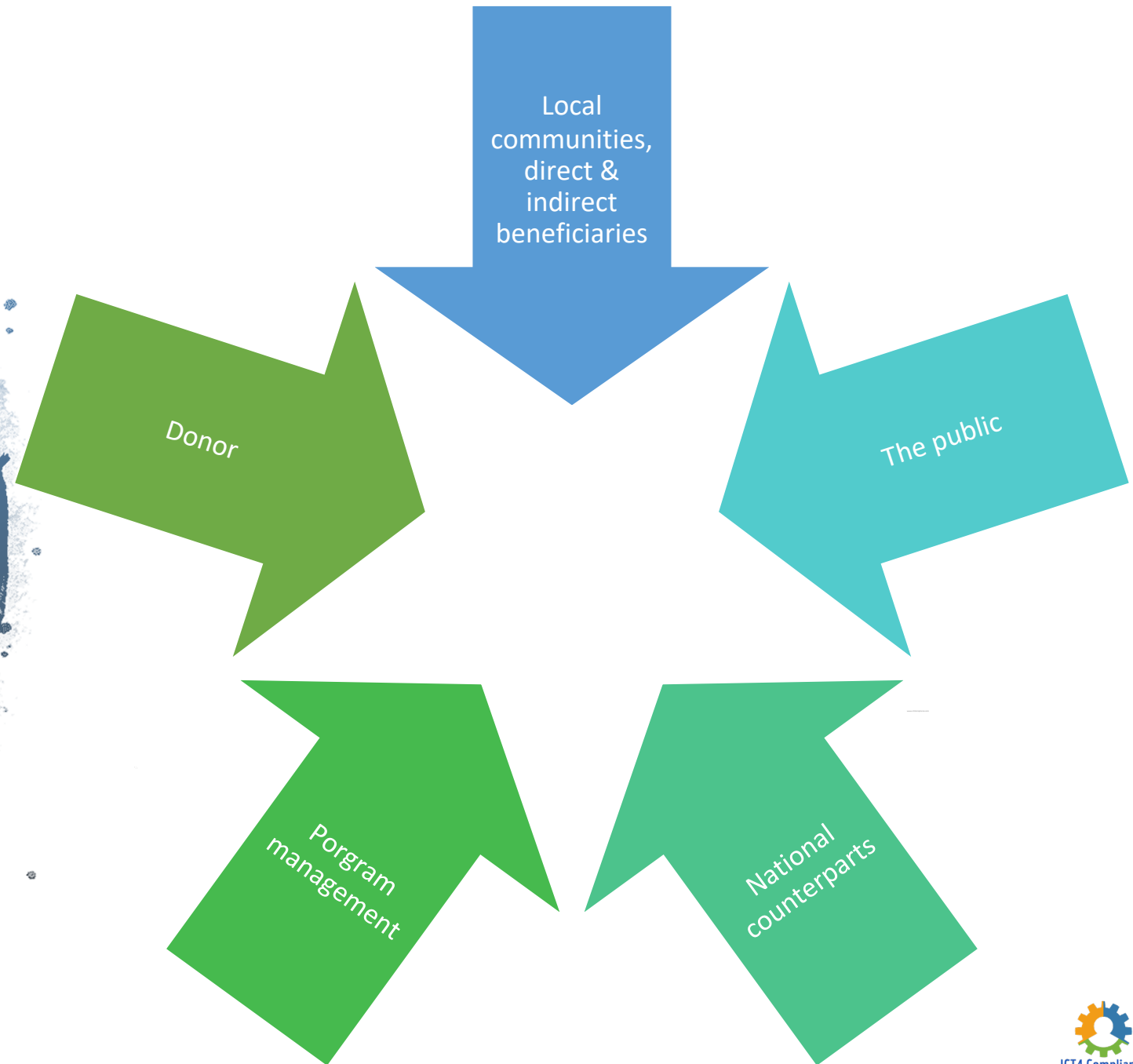
What is original in this IGRM

IGRM has multi real-time reporting dashboards, populated with performance indicators and assigned to different stakeholders

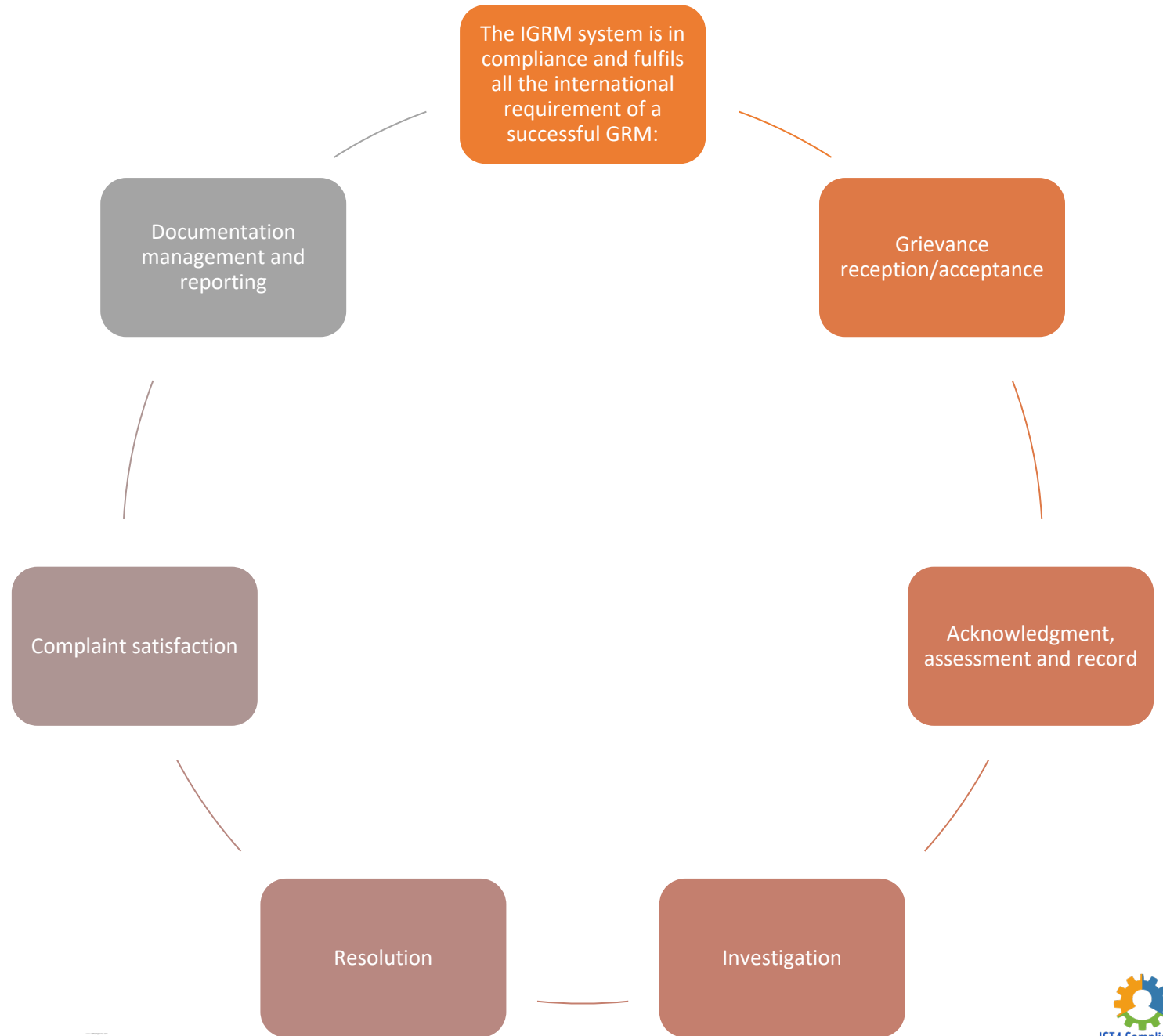
Real-time indicators can be set to input, process, output, impact/outcome, exogenous, proxy indicators

Indicators are designed in compliance with SDG reporting

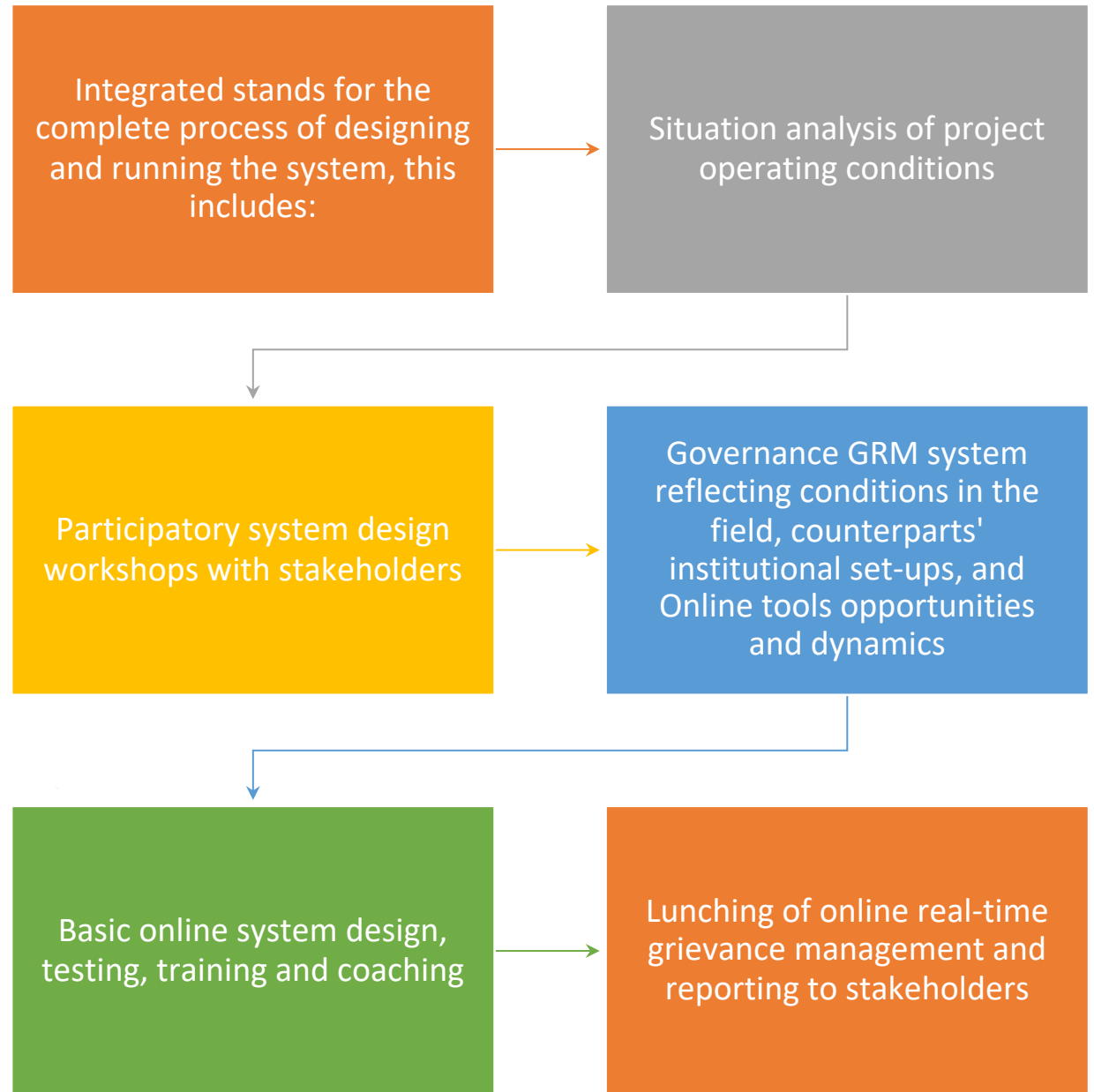
IGRM Stakeholders



IGRM Processes



Integrated GRM



IGRM – IM Features



Based on ongoing field experience



Developed with Design Thinking tools



Multuser connection



Cyber security, privacy and data integrity



Supported by in-person and online training and coaching



Cost effective to manage and maintain



Easy to update and customize as per project and field conditions and requirements



English / Support

Prototype

Satisfaction of Complainants (Sector)

● Satisfied ● Unsatisfied ● In Process

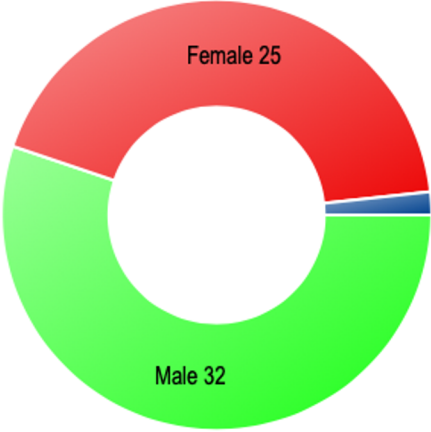
- Electricity
- Wastewater
- Drainage
- Schools
- Roads
- Health
- Hospitals



Satisfaction of Complainants

● Male ● Female ● Other

- Satisfied
- Unsatisfied
- In Process



Grievance Entry

Add IGRM

Name

National Id

House No.

Flat No.

Neighborhood

Street

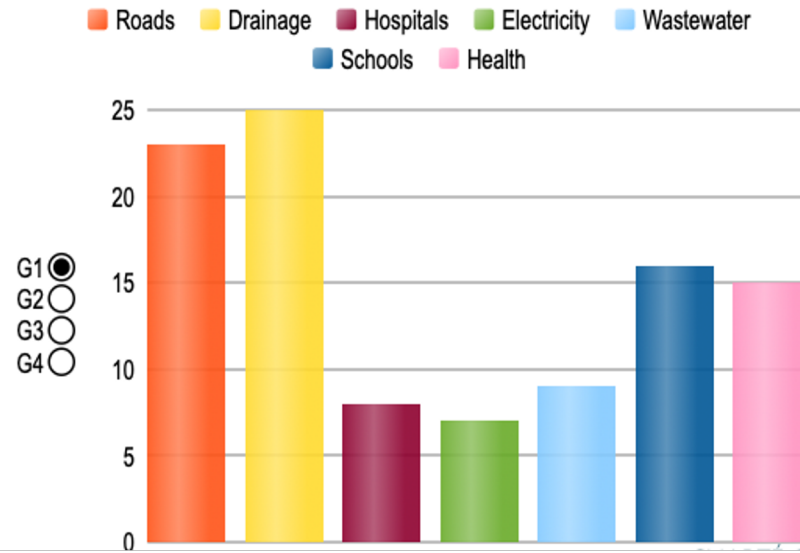
Village

Town

City

Reporting Dynamic Dashboard

Average Duration of Work-Suspension at Project Sites Due to Grievances (Days)



Cumulative Number of Complaints Per Sector According to Status

