



The South Asia Growth Fund III (or ‘the Fund’) is a climate focused fund managed by GEF Capital Partners, South Asia. The documented procedure is intended to provide a mechanism for external stakeholders to raise any grievances related to portfolio investments of the Fund. The process of grievance redressal is managed by the South Asia Grievance Officer (“SAGO”).

### **How to Register Grievance?**

A person, community or other external stakeholder can submit their questions or concerns by using the independent reporting channel. To use this channel, click the link on our website’s “Contact Us” page: <https://gefcapital.com/capital-partners/contactus/>

### **What Details to Include?**

Stakeholders are at first encouraged to reach out directly to the concerned portfolio company. In cases where the grievance is not addressed sufficiently at the portfolio company level, interested parties may submit their query to the Fund, in writing via the reporting channel, and are encouraged to provide the following information:

- a) Name and contact information of the sender;
- b) Name of the company to which the concern relates;
- c) Description of the concern and any supporting documentation.
- d) Date of the incident or action giving rise to the complaint (if applicable).
- e) Specific remedy sought (if applicable);
- f) Details of redressal provided by the Portfolio Company;
- g) Any other information as deemed appropriate by the sender.

### **What Happens After a Complaint or Query is submitted?**

1. Once submitted, the sender will receive immediate confirmation that it has been registered in the channel for review.

***External Stakeholder Communication Mechanism  
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2. Thereafter, the SAGO will conduct preliminary assessment to determine whether the grievance is admissible.
3. The decision of pre-assessment will be communicated with an acknowledgement and appropriate next steps, if any. If your complaint is deemed inadmissible you will be notified and informed of the reasons.
4. If your complaint is admissible, the SAGO will review the content of the communication and draft a response, which will be sent to the sender within 30 business days from the receipt of the communication, or as soon as reasonably practicable thereafter
5. The SAGO may contact the portfolio company to seek relevant information, and may carry out additional investigations, as deemed necessary. Basis outcome of such investigations, the SAGO shall engage with portfolio company to develop a Supplemental Corrective Action Plan (SCAP) to address and correct identified deficiencies.
6. The SAGO will then send a follow-up response to the sender on the SCAP within 90 business days from the receipt of the original communication, or as soon as reasonably practicable thereafter.
7. Information about grievance handling procedures is available on the Fund's website. There is no cost or fee associated with submitting a question or concern through this procedure. Interested and affected parties may submit queries or concerns without fear of retribution and may request that the Fund not disclose the names of individuals to the portfolio company without prior permission.
8. The SAGO will log and track all public inquiries received including date received; date the response was sent; and issues raised.