

GRIEVANCE RECORDING MECHANISMS

Methods	Details	Reason for Selection
Continuous Input/Grievance Expression	Input/Grievance Register to be maintained at project site office.	The administrative office of the plant is located in the plant premises. Thus it is appropriate publicly accessible location at which local stakeholders can provide their feedback on the project.
Process Book	The separate register is maintained to record any complaints/suggestions.	The local stakeholder shall be informed about the process book during the SFR. Further, a public notice shall be posted at the site informing the stakeholders about the grievance procedure.
Telephone access	Mr. Russell, Joint Executive Director of the company is responsible and his mobile number +94773635326 & landline +94112381111 shall be available for any stakeholder to comment.	For those who are unable to travel to site or are not literate, they may contact the Project Implementer via telephone. Persons dialing this telephone number will have access to a Project representative who speaks both English and the local language. The stakeholders may also contact the DOE appointed for the Validation, i.e. Mr. G. Ezhilarasu : +91 9841905295
Internet/email access	Email address: 1. Mr. Russell, Joint Executive Director russell@vallibel.com 2. Ms. Irangika Nawaratna, Relationship Manager : irangika@vallibel.com Gold Standard: info@goldstandard.org	Two email id of the project Implementer has been provided for continuous input / grievance for the convenience of stakeholders with internet access. Email address for the Gold Standard's has also been provided along with the details of the DOE (Auditor) for the project.

	DOE: Mr. G. Ezhilarasu gez hilarasu@tuv-nord.com	
Nominated Independent Mediator	No Independent mediator is assigned. However, Mr. Russell, Joint Executive Director has been assigned as the point of contact for all the local issues.	The use of a Nominated Independent Mediator is not being employed. As the use of the process book, telephone and internet will sufficiently capture feedback as necessary. However employees shall be available in case stakeholders have any comments.