



The GEF/UNDP/ASEAN Project on Reducing Pollution and Preserving Environmental Flows in the East Asian Seas through the Implementation of Integrated River Basin Management (IRBM) in the ASEAN Countries

**Have a question
or concern?**

**The IRBM Project GRM Help
Desk is here to assist you.**



What is the Integrated River Basin Management (IRBM) Project?

Rivers play a vital role in sustaining life, supporting communities, and driving economies. The IRBM Project aims to protect these essential water systems across six ASEAN Member States. By improving river basin management, we can reduce pollution, secure freshwater flows, and prepare for climate change challenges.

IRBM Project Sites



This graphic is not drawn to scale and is provided for illustration purposes only.

Our Goal

To establish effective river basin management systems that keep rivers healthy, reduce pollution, and ensure enough clean water flows for people, nature, and livelihoods

Our Mission

We're working to strengthen how rivers are governed and managed by:



Reducing pollution from farms, factories, and other land-based activities



Protecting and conserving water flows for communities and ecosystems



Helping communities adapt to climate change through better planning and practices

About the IRBM Project GRM

The IRBM Project values your feedback and provides a Grievance Redress Mechanism (GRM) to address project-related concerns through a fair, transparent, and timely process. The GRM ensures that:

- Those affected by the project have a voice
- Concerns are addressed promptly and openly
- Project activities respect social and environmental safeguards

Who can submit a grievance?

Anyone, including individuals, groups, and communities, who believes they have been or will be negatively affected by the IRBM Project can submit expressions of concern or complaints related to project implementation and non-compliance with social and environmental safeguards. Click [here](#) to read the UNDP Social and Environmental Standards.

How to submit a grievance?

Step

1

Contact the GRM Help Desk

For initial concerns or questions about the GRM process, please contact:

Ms. Nancy Bermas, Regional Project Manager, IRBM Project

Phone: (+632) 8929-2992 loc. 115

Email: nbermas@pemsea.org

Website: www.pemsea.org

Step

2

Submit Your Grievance

You can submit your grievance or complaints verbally, in writing, or electronically. We encourage written submissions for clear documentation. You may submit your concerns containing the following information:

- Your name and contact information
- A clear description of the issue, including the location, date, and specific impacts
- Any supporting documentation

Confidentiality and Protection

All grievances and/or complaints will be treated with confidentiality. Information shared during the grievance process will only be used for the purpose of addressing the concern. We are committed to protecting those who submit grievances from any form of retaliation or reprisal.

Timeline for Resolution

The IRBM Project aims to resolve any complaints promptly and efficiently. The following timeline provides a general guideline:

Acknowledgement

Grievances will be acknowledged within **3-5 business days** of receipt.



Assessment and Investigation

An initial assessment and investigation will be conducted within **15-20 business days**.



Resolution

We aim to reach a resolution within **30 business days**.

National Implementing Partners

Ministry of Environment, Cambodia

Ministry of Environment, Indonesia

Ministry of Natural Resources and Environment, Lao PDR

Ministry of Energy Transition and Water Transformation, Malaysia

Department of Environment and Natural Resources, Philippines

Ministry of Agriculture and Environment, Viet Nam



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Learn more about
the IRBM Project

