

► Grievance Redressal Mechanism

Employment Intensive Investment Programme, Jordan – Phase VI

June 2024

Programme Objective:

The Employment Intensive Investment Program (EIIP) in Jordan Phase VI is contributing to provide short term employment opportunities to refugees and host communities that will support in providing critical income support to help families to cope with economic difficulties, building Social Cohesion, Peace and Stability through green jobs and sustainable Infrastructure projects.

The programme is contributing to sustainable development goals: 5,8,9 and 11



BMZ No: 2022 40570

ILO No : JOR/22/03/DE

Linkages to ILO's Priorities

ILO Programme & Budget (2022-2023) Outcome 3

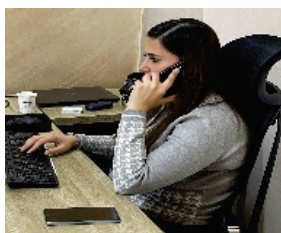
Economic, social, and environmental transitions for full, productive, and freely chosen employment and decent work for all; and Output 3.4. Increased capacity of Member States to promote peaceful, stable, and resilient societies through decent work.

Country Programme Outcome (CPO): JOR109

Enhanced youth access to employment among Syrian refugees and Jordanian host communities.

Decent Work Country Programme for Jordan (2018-22)

Outcome 1.3: Increased job creation in the construction and infrastructure sectors for Syrians and Jordanians.



Phone calls by beneficiaries to receive information



KFW

At a glance

Duration: 2022 - 2024

Target Beneficiaries: 2,500 jobs.

Decent paid job creation: 220,000 P. days

Geographic Focus: Northern and Middle Governorates of Jordan.

Number of Municipalities: 16

Budget: EUR 18 million.

Funded by: German Federal Ministry for Economic Cooperation and Development (BMZ) through German Development Bank (KfW)

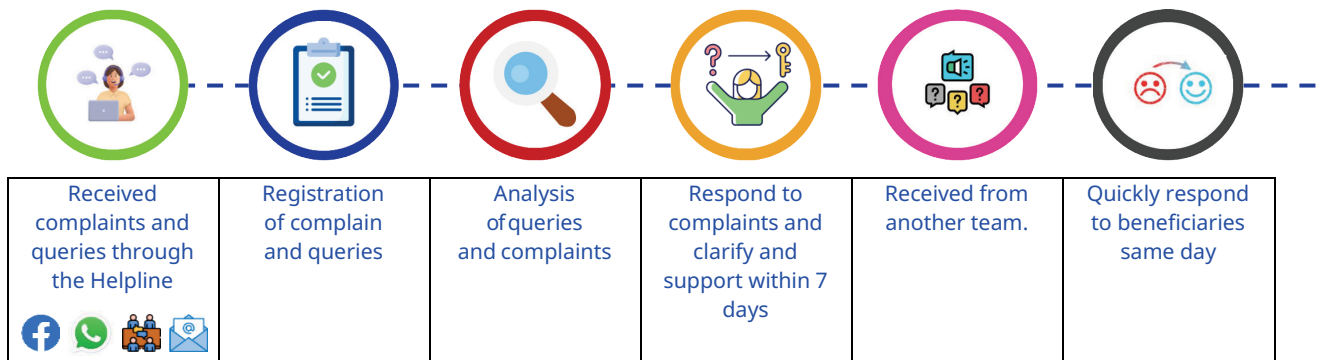
Project Component and target

1. Capacity Building of Stakeholders
2. The project providing policy level support and guidelines .The project supported building the capacity of 220 stakeholders including public and private sector on EIIP , Technical, Management and Inclusion of Women & PwD.
3. Agroforestry Development
4. 345 Hectar of Area of afforestation supported (land preparation, plantation, protection etc.).
5. 100,000 number of trees planted (on site & 100,000 saplings in nursery).
6. Municipal Community Infrastructure Development
7. 16 Municipality supported through community Infrastructure EIIP Projects in projects that will help local communities.
8. Skills / Enterprise Development
9. 1,300 EIIP workers Skills & Enterprise Development including Youth, Women and Persons with Disability.

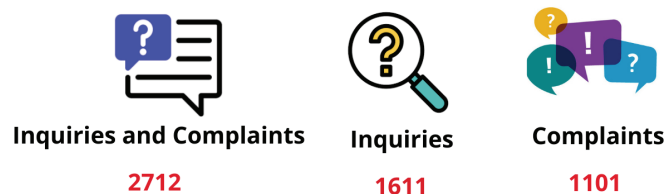


Grievance Redressal Mechanism

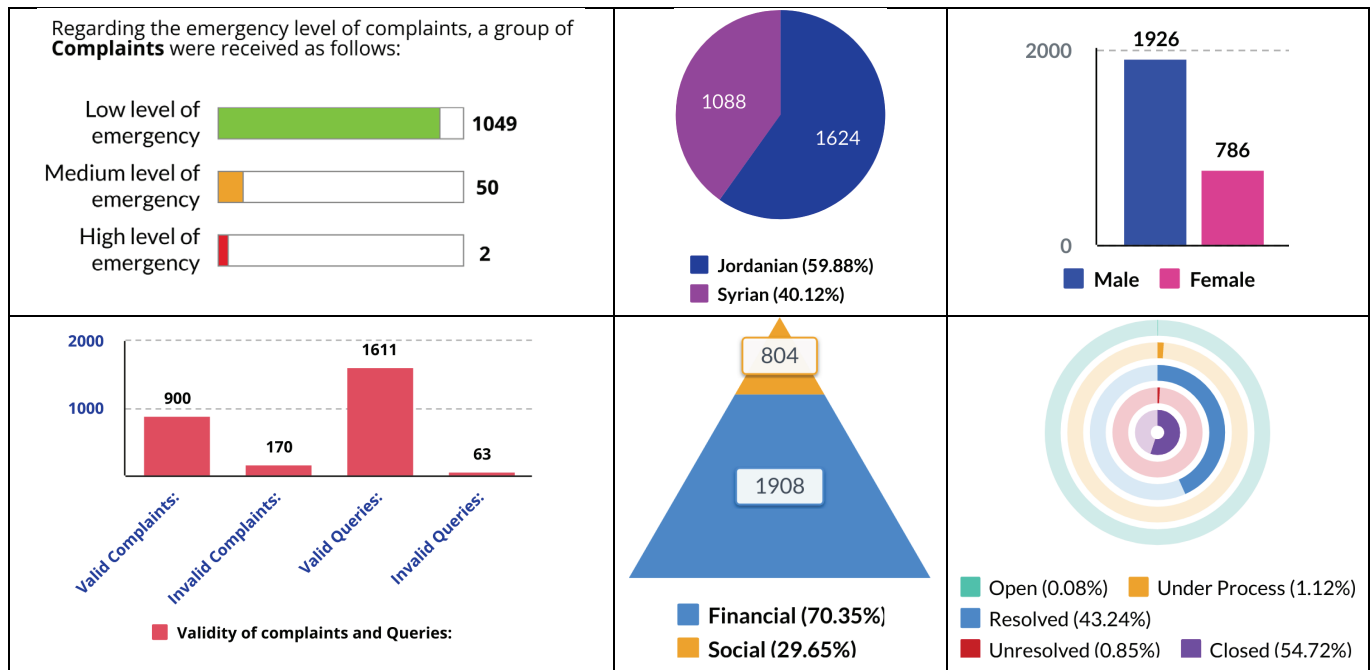
EIIP programme has established a user's friendly Grievance redressal mechanism especially for the workers to record, analyse and readdress their concern and quarries on time. It is providing an opportunity to workers and stakeholders to lodge their complain and receiving information on time for transparent process and right to information. It also helps management to understand the issues and solving on time. Since the beginning of the sixth phase, the helpline has received complaints and inquiries in daily basis. It is crucial that the EIIP continues to prioritize effective communication with its stakeholders especially the workers to maintain its positive impact and advance its objectives.



Complaint category:



Level of emergency and validity of complaints and queries regarding the emergency level of complaints, including gender and nationality, types of complaints:



Contact details
Shailendra Kumar Jha –
Chief Technical Advisor
ILO Amman
Jordan

T: + 962 6 5653991
M. 962 799165609
E: Shailendra@ilo.org@ilo.org

Website: www.ilo.org
f International Labour Organization
X @ilo
@iloarabstates