KNOW YOUR GRM:

The Caribbean Digital Transformation Project (CARDTP) is a transformative initiative implemented by the Government of Grenada, St. Vincent, St. Lucia and Dominica. This program aims to *increase access to digital services, technologies and skills by governments, businesses, and individuals in the participating Eastern Caribbean countries*.

Through CARDTP, we are aiming to address key barriers and build the Eastern Caribbean's Digital Economy, fostering growth, creating jobs, and improving service delivery across the region.

The Project Focuses On:

- Increasing access to digital services and connectivity

- Providing digital skills training

- Enhancing technology-enabled employment opportunities

- Promoting growth and job creation

- Encouraging Technology Adoption among businesses.

The project takes an ecosystem-based approach, involving government agencies, social and economic sectors, and modernizing the public sector.

Safeguarding Project Activities

As part of the project, we have thoroughly assessed potential environmental and social risks. We have identified any potential impacts that could affect people or the environment and have minimized the risks. These efforts are documented in the **Environmental and Social Management Framework**, which can be accessed at this link.

However... We Don't Know Everything!

While we strive to anticipate all impacts, some issues might arise unexpectedly. To ensure that all concerns are addressed, we have established the **Grievance Redress Mechanism (GRM)**.

How Does the GRM Work?

If you feel the project activities are affecting you or the environment, we

want to hear from you! Here's how you can raise a grievance:

1. **Receive Grievance:**

   You can contact the GRM team if you believe the project is having a negative effect.

2. **How to Let Us Know**

   You can reach the project's Manager (PM) and Environmental and Social Specialist (ESS) by completing the Grievance information form from the link provided below:

   GRIEVANCE INFORMATION FORM LINK

   or Scan the QR code below

Record:

Once your grievance is received, we will record it and may ask you to confirm that the details are correct.

3. **Screening:**
   Our PM and ESS will screen your complaint to ensure it relates to project activities.

4. **Acknowledgment:**
   You will be acknowledged with a written or phone response, and we will inform you when we will get back to you.

5. **Investigation:**
   If your complaint is valid, we will investigate thoroughly and take steps to prevent it from happening again.

6. **Action:**
   We may adjust the project's plans or activities if necessary to mitigate any issues.

Now You Know Your GRM!

Together, we can make the **Digital Economy in Grenada** a success. Your feedback is valuable, and we are committed to resolving any concerns as we work toward a brighter, more connected future.

For further information or assistance, don't hesitate to reach out!

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