

CBE COMPLEX CONSTRUCTION PROJECT (PHASE 1)

GRIEVANCE REDRESS MECHANISM

The Central Bank of Eswatini has engaged Ingebo Joint Venture for the construction of its new headquarters. A Grievance Redress Mechanism has been developed to receive, address and resolve grievances arising from the project. Below are steps on how to register your grievance.

Issues We Address



Environment & Property: We address concerns regarding noise, dust, illegal dumping, and damage to local property like fences or utility lines.



Safety & Traffic: Reporting speeding construction trucks or traffic issues caused by the project to ensure community safety.



Social Impact: Addressing cultural insensitivity, loitering, or negative impacts on local shops and community welfare.

How to Report Your Concern



Call / SMS: register your complaint by calling or sending a text message to **7808 6638**.



Email: Send email to grievances@centralbank.org.sz



Grievance box: Use grievance boxes located in the main project site.

All reports are handled with full confidentiality.

The 4-Step Resolution Path

Registration



Your issue is formally logged into the system and assigned a unique ID for tracking

Assessment



An initial investigation is conducted to understand the root cause of the grievance.

Resolution



We provide a fix or repairs and reach an agreement on the outcome within **7-14 days**.

Escalation



If you are not satisfied, the case is appealed to CBE management and higher project authorities for review.

Key Contacts and Accessibility



Social & GBV Officer: Lungile Ginindza (+268 7808 6638)
Community Liaison Officer (CLO): Goodwill Maziya (+268 7694 2042)
CBE Hotline: (+268 7808 6084)



CBE GRM email: grievances@centralbank.org.sz



Language Inclusivity: This mechanism and all related reporting forms are available both English and Siswati.

