

صندوق دعم الصناعات
الريفية والبيئية والإنعاش الريفي

RURAL AND ENVIRONMENTAL INDUSTRIES
SUPPORT AND RURAL REVITALIZATION FUND



REIS

Environmental Industries Environmental and Social Management System (ESMS)

April 2025



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Abbreviations:

ESMS	Environmental And Social Management System
ESF	Environmental and Social Framework
ESMF	Environmental And Social Management Framework
ESS	Environmental And Social Standards
EGP	Egyptian Pound
Fis	Financial Institutions
VAW&A	Violence Against Women & Girls
MFI	Monetary Financial Institutions
MoSS	Ministry of Social Solidarity
REIS	Rural and Environmental Industries Support Fund
SEP	Stakeholder Engagement Plan
GM	Grievance Mechanism



1 Introduction

The overall objective of the Rural and Environmental Industries Support Fund and Rural Revitalization (REIS) is to enhance the access of the poor and vulnerable groups to economic inclusion opportunities especially living in rural areas through dedicated microlending programs. This will be through addressing credit market gaps for potentially viable micro-borrowers to enable them to get access to finance that would not be available through conventional financing channels due to limitations on the capacities of lending agencies or due to the lack of information about available financing opportunities for microentrepreneurs. The ultimate objective is to build stronger foundations and expand economic opportunities to viable micro-entrepreneurs as a means for reducing unemployment and improving the living conditions for vulnerable groups by helping them find sustainable job opportunities that are maximizing their entrepreneurial skills.

REIS will provide loans to MFIs and to beneficiaries for microeconomic activity or to initiate very small-scale businesses **“Subprojects”**¹.

1.1 ESMS Objectives and scope

REIS endorses the development and implementation of the Environmental and Social Management System (ESMS) to assess and manage the environmental and social (E&S) risks and impacts associated with the activities to be financed “subprojects” directly or through the MFIs to be selected. The associated impacts on affected communities and the environment will be managed in accordance with the national legislations and the ESF. This document provides a description of the ESMS processes to ensure that E&S risks and impacts are duly addressed and managed. The ESMS defines procedures, tools and responsibilities for assessing, managing and monitoring environmental and social risks and impacts associated with the subprojects financed directly or through selected MFIs. The ESMS is intended to be a “living document” in the form that it is periodically reviewed and updated to reflect the lessons learned from the implementation of the sub-projects.

The ESMS is applicable for all subprojects receiving funding from MFIs to be selected and covers all REIS direct and indirect beneficiaries.

2 Environmental and Social Policy

The environmental and social protection policy (E&S policy) was endorsed by REIS board members at the regular meeting dated Monday 24th February 2025. The policy reflects the directions of REIS regarding the environmental and social impact of the activities and interventions implemented or financed by the Fund, and explains the procedures followed by the Fund to ensure that the E&S policy is followed. The Board of

¹ To this ESMS, subprojects are defined as economic activities or assets financed by an MFIs to be selected by RFEI to support the implementation of component 3



Directors of REIS has approved the E&S policy at its regular session held on March 26, 2024. The Policy is in Arabic (attached in Annex 01 and a brief in English is provided below:

“REIS is committed to protecting and enhancing the safety of workers, beneficiaries and partners from any social or environmental impact that may occur to them because of the Fund’s activities and interventions. This E&S policy comes within the framework of legal responsibilities and government directives and is consistent with the requirements of best practices in the field of E&S protection.

We realize that the safety of workers and beneficiaries, whether men, women or children, is of utmost importance in all the work we do and in all the decisions we make, and we believe that all groups of society, regardless of age, disability, gender, race, religion or belief, have an equal right to protection from all types of harm or abuse.

This policy applies to anyone working for REIS, or who works on behalf of the Fund, including directors, the Board of Directors, paid employees, volunteers, activities workers, and employees of associations and partner agencies as well as direct and indirect beneficiaries. Non-compliance with the relevant policy and procedures will be addressed without delay and necessary actions will be taken.”

3 Legal Framework

The relevant National requirements that are applicable to REIS are listed in the following table.

Environmental and Social Framework ESF	
Environmental and Social Standard 1: Assessment and Management of Environmental and Social Risks and Impacts	ESS1 sets out the Borrower’s responsibilities for assessing, managing and monitoring environmental and social risks and impacts associated with each stage of a project supported by REIS through Investment Project Financing, to achieve environmental and social outcomes consistent with the ESSs.
Environmental and Social Standard 2: Labor and Working Conditions	ESS2 recognizes the importance of employment creation and income generation in the pursuit of poverty reduction and inclusive economic growth. Borrowers can promote sound worker-management relationships and enhance the development benefits of a project by treating workers in the project fairly and providing safe and healthy working conditions.
Environmental and Social Standard 3: Resource Efficiency and Pollution Prevention	ESS3 recognizes that economic activity and urbanization often generate pollution of air, water, and land, and consume finite resources that may threaten people, ecosystem services and the environment at the local, regional, and global levels. The current and projected atmospheric concentration of greenhouse gases



	(GHG) threatens the welfare of current and future generations. At the same time, more efficient and effective resource use, pollution prevention and GHG emission avoidance, and mitigation technologies and practices have become more accessible and achievable.
Environmental and Social Standard 4: Community Health and Safety	ESS4 recognizes that project activities, equipment, and infrastructure can increase community exposure to risks and impacts. In addition, communities that are already subjected to impacts from climate change may also experience an acceleration or intensification of impacts due to project activities.
Environmental and Social Standard 9: Financial Intermediaries	REIS will finance economic inclusion for beneficiary households using micro-credit schemes. The selected financial intermediaries will develop and adopt an environmental and social management system (ESMS) following the Environmental and Social Standard 9 (ESS9).
Environmental and Social Standard 10: Stakeholder Engagement and Information Disclosure	This ESS recognizes the importance of open and transparent engagement between the Borrower and project stakeholders as an essential element of good practice. Effective stakeholder engagement can improve the environmental and social sustainability of projects, enhance project acceptance, and make a significant contribution to successful project design and implementation.
E&S National legislations that are relevant to the project	
Environmental assessment for projects is included in the environmental legislation in Government of Egypt: Law 4/1994 modified by Law 9/2009 and by Law 105/2015.	
Law 48/1982 regulates the quality of freshwater resources. It includes standards for ambient water quality as well as limits for discharging wastewaters in different water bodies.	
The Labor Law 12/2003 is the main legislation for occupational health and safety issues.	
Law No. 48 of 1978: it regulates employment in the civil sector Law No. 18 of 2015 concerning the Civil Service: It regulates public sector employment including working conditions for civil servants; setting the retirement age for the sector; and setting out the wage structure for civil servants. It is the most recent law on Egypt's civil service, and its scope is assumed to be like Law No. 48 of 1978. Law No. 148 of 2019 on social insurance pension system. The new unified program covers 26 categories of workers, including public- and private-sector employees, civil servants, and self-employed persons Child Law no. 12 of 1996, amended by Law no. 126 of 2008 and its executive regulation issued by decree no. 2075 of 2010. The Child Law is a general law for the protection of the rights of the child, introduced several amendments increasing the minimum age for children employment.	



Decree No. 118 of 2003 concerning the employment of children in hazardous work. It sets forth a list of jobs for which children under the age of 18 shall not be employed. It does not exclude specific sectors as a whole or specific types of employment.

Decree No. 113 of 2003 regulates preparatory and complementary work which needs to be finished by workers before or after the end of work. Its scope is not specified in the law, however, since it is an executive decree of the Labor Law it is likely to have the same scope.

Decree 115 of 2003 determines the works that are intermittent by their nature and in which the worker may stay at the place of work more than 10 hours a day but maximum 12 hours a day. It covers work that is deemed intermittent by nature, including certain types of farming, transport (including land, air and water), port work and shipping.

Law No. 83 of 2002 on Economic Zones of a Special Nature regulates employment relations, organization, and management in Economic Zones of a Special Nature. It sets out that in these zones, foreign nationals may only account for 25% of a firm's workforce.

The Law on the Rights of Persons with Disabilities of 2018 regulates the social protection, training and the right to work of people with disabilities. Its specific scope is unclear.

Social Security Law No. 79/1975, as amended, and its executive regulations.

Law No. 203 for the year 1991, addressing special requirements for employees working in the public commercial (business) sector of the State.

Child Law No 126 of 2008.

Labor Law and the Social Insurance and Pensions Law-Decree no. 168/2007 and its amendment no.162/2019, which originally referred to article No.26 of Labor Law 12 of the year 2003

Laws relating to prohibition of GBV (SEA-SH): Presidential Decree No. 50 of 2014, its amendments in 2017; and recent amendment to law 141/2021 carried out in August 2021 amending some articles of the 58/1937 Penal Law, to increase the penalty for sexual harassment, including sexploitation.

4 Environmental and Social Procedures

This section describes the key steps to ensure the subprojects will be carried out in accordance with REIS's E&S policy and the legal framework provided in section 3.

4.1 Recruitment/appointment of REIS environmental and social management system officer.

REIS ESMS officer will be responsible for the overall implementation of the ESMS in coordination with REIS Management and ESMS officers at the MFIs to be selected. The ESMS officer will also be responsible for the overall reporting on the implementation of the ESMS to MoSS Social specialist.

4.2 Include the contractual requirements for implementing REIS ESMS on the MFIs subprojects to be financed as described in section 1 (ESMS scope).

The Subsidiary Financing Agreement to be signed between REIS and each MFI will include the following requirements for each MFI:



- 1- Implement the REIS ESMS procedures that are relevant to the selection, management and monitoring of the subprojects including (exclusion of ineligible subprojects, preparing of E&S instruments, if any, ensure compliance with the relevant E&S laws and regulations, etc.)
- 2- Appoint/hire an ESMS officer to implement the ESMS at the MFI level.
- 3- Designate a senior management representative to have overall accountability for environmental and social performance of MFI subprojects that receive support from the Project.
- 4- Screen all proposed MFI subprojects against the exclusion list set out in the REIS ESMS.

4.3 Selection of the subprojects

At the level of the MFIs, selection of the subprojects to be financed will be carried out according to the following steps:

4.3.1 E&S Screening List/Exclusion List

All the proposed subprojects will be screened by the MFIs ESMS officers, and ESMS officer from REIS will review and verify the screening, and following projects will be excluded:

1. Subprojects that are associated with high or substantial environmental or social risks as per the ESF definition and projects classified as Category C, Scoped B or B as per the Egyptian Environmental law.
2. Subprojects that involve/are:
 - a. Any resettlement related activities, forced eviction, adverse social and economic impacts from land acquisition or restriction on land use.
 - b. Purchase or use of pesticides or pesticides that are not legally approved by the ministry of agriculture
 - c. Located in areas of natural habitat or will result in loss, conversion or degradation of natural habitats or critical natural habitats
 - d. Impacts on physical cultural resources, which are defined as per ESS 8.
 - e. Activities in the catchment areas of international waterways and shared aquifers.
 - f. Production or trade in any product or activity deemed illegal under host country laws or regulations or international conventions and agreements, or subject to international prohibitions
 - g. Listed in IFC Exclusion List (2007)².

4.4 E&S Risk Categorization

Following the screening of the subprojects, the latter will be categorized as per the national system (law 4/1994 modified by Law 9/2009 and by Law 105/2015) as follows:

- Identify the category of the sub-project according to national classification (Category A or B) and type of National Instruments needed (EIA Form A or Form B), if any.

² <https://ifc.org/en/what-we-do/sector-expertise/sustainability/ifc-exclusion-list-2007>



- **Moderate Risk:** Category B, requiring Form B EIA and Category A
- **Low risk:** Special condition projects that do not require the EIA but will be licensed given that the project developer will comply with certain standard requirements or projects that are not subject to environmental licensing system.

4.5 E&S Due Diligence

Depending on the category of the project as per the national system, prepare the adequate E&S instrument as per the requirements of Egyptian Environmental Affairs Agency (EEAA):

- For Moderate risks projects, fill-in appropriate form: Category B projects: requiring Form B EIA (less detailed than Category C EIA) or Category A projects: requiring Form A EIA (fewer requirements as compared with the Form for Category B projects).
- For Low-risk project: Obtain all licenses and authorizations as needed.

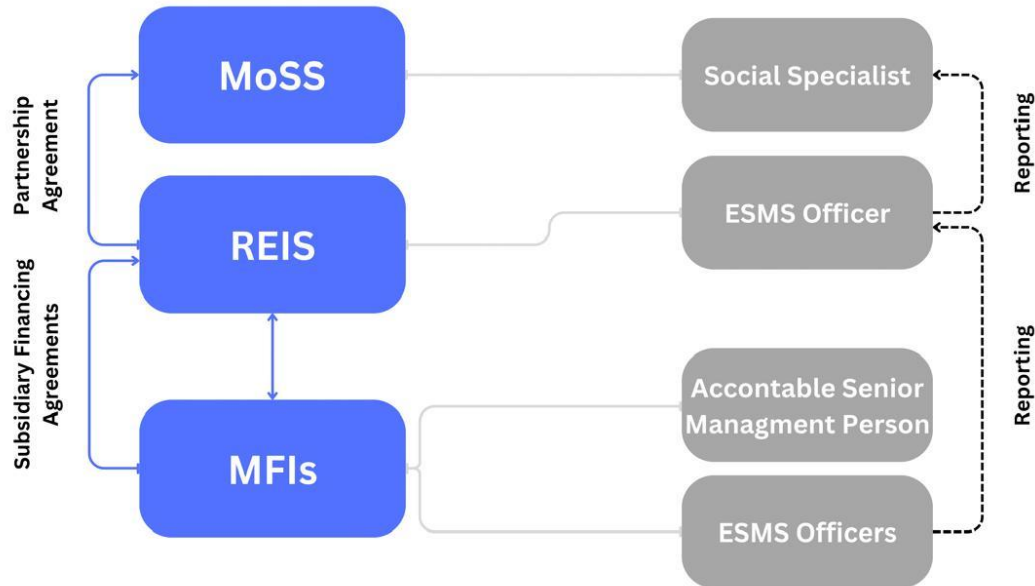
4.6 E&S Monitoring and reporting

REIS will have the overall monitoring responsibility of the subprojects across the MFIs. Each MFI will monitor the E&S performance of the subprojects during their life cycle in accordance with the E&S instrument prepared, if any, and will report on monthly basis on the implementation of all the above steps to REIS ESMS officer. If project activities change, then the risk classification will be reassessed, and as needed E&S instruments to be revised.

In cases of Incidents the MFI will report to the REIS as per the reporting requirements and REIS will report immediately to MoSS through channels below.

5 Organizational Set-up

The following figure provide the organizational structure for REIS ESMS implementation:



5.1 Roles and Responsibilities

REIS	Senior management	<ul style="list-style-type: none"> Endorsing the ESMS policies Support and lead the implementation of a sustainable ESMS Overall accountability for ESMS performance
	REIS ESMS officer	<ul style="list-style-type: none"> Day to Day overall implementation of the ESMS Coordination with REIS Management and ESMS officers at the MFIs to be selected. Provide capacity building to MFIs ESMS officers Provide guidance as needed to the MFIs on screening and management of E&S risks Review and ensure MFIs ESMS officers are carrying out steps under section 4.3 Ensure MFIs Grievance Mechanism (GM) for projects and workers functions properly. Review MFI E&S monthly performance report and prepare aggregate report to MoSS on periodical basis Update the ESMS on regular basis and ensure lessons learned are well cascaded to all MFIs Liaise with MoSS Social officer on frequent basis
MFIs	Senior management	<ul style="list-style-type: none"> Support and lead the implementation of a sustainable ESMS



		<ul style="list-style-type: none"> • Overall accountability for ESMS performance at the MFI level
	ESMS officer	<ul style="list-style-type: none"> • Day to Day implementation of steps section 4.3 • Report the ESMS implementation status monthly. • In case of incidents, report immediately to REIS ESMS officer • Monitor the subprojects' implementation and ensure compliance with the ESMS requirements. • Review the E&S instruments, if needed and ensure compliance with the ESMS requirements. • Register complaints received and ensure workers have mechanism to use to submit a complaint,

5.2 Grievance Mechanism for Workers

REIS ensures that employees, beneficiaries of all categories, implementing partners and service providers have the necessary confidence to speak out or act if they are dissatisfied with anything or have complaints related to the social or environmental impact of the activities and work of the Fund or any of its employees or Its partners or service providers.

REIS is also keen to have a declared mechanism for receiving complaints and reporting violations regarding violations or illegal activity, or any practice that conflicts with the social and environmental protection policy.

The complaint mechanism for workers allows submitting complaints in certain categories as follows:

- **Discrimination**
Grievances may arise if employees feel targeted due to their race, gender, age, disability, or other personal characteristics.
- **Working conditions**
Employees have the right to work in safe environments. Working conditions include the terms and conditions of employment (e.g., rights related to hours of work, wages, overtime, compensation and benefits), nondiscrimination and equal opportunity, worker's organization, among other factors that contribute to the physical, mental, and emotional well-being of employees in the workplace
- **Harassment (complaints under this category will be reported to the MoSS immediately)**
Different types of harassment include unwelcome behavior, comments, or actions, including sexual harassment and bullying, threats, violence, etc. Employees who do not feel psychologically safe at work can complain under that section.
The complaints under this category / section will be taken seriously with no tolerance, and it will be directed or referred to VAW&G services such: National Council for Women Hotline (15115), MoSS Women's Administration Unit Hotline, MoSS complaints log, which will follow procedures mentioned in the VAW&G Action Plan.
- **Workload**



Long working hours, excessive workload, and inadequate support systems such as shift timings, leave and vacation policy, and office etiquette

- **Communication silos**

Lack of open communication in the workplace is another major cause of frustration and resentment. Not making time for employees, not being open to feedback,

- **Cyber bullying**

With the rise of digital communication, employees may raise a grievance regarding bullying, sending abusive or threatening messages through emails, messages, or social media platforms, as harassment and bullying are not limited to face-to-face interactions.

- **Compensation and benefits**

Inadequate **Compensation and Benefits**. Adequate **compensation and benefits** are foundational to establishing a strong employee relationship. Employees may have concerns about their **compensation** or **benefits** packages, which can lead to resentment and decreased morale, Employees may express grievances regarding the adequacy or fairness of their **benefits** package, including health insurance, retirement plans, and other perks according to and based on their contracts.

Procedures of handling complaints:

- Submission
- Registration in the GM log
- Eligibility
- Consultation phase with complainant and other parties as needed
- Complaints review:
 - h. Recommendation
 - i. Investigation
- Monitoring

Workers will be encouraged to discuss their grievance and complaint informally with their direct managers. In cases where the direct manager is related to the subject of the complaint, the employee would most probably choose to directly submit a formal grievance. For all cases where the employees decide to submit a formal grievance, the following provides details about the step-step procedure they will be using:

REIS has a complaint mechanism that allows the workers to file / submit complaints through the ESMS officer, the dedicated email, or any other governmental complaining means. The ESMS officer will handle the case according to the procedures:

The ESMS focal person is identified and known to all workers, and will have the authority to initiate an investigation after getting the approval from the executive director of REIS, or raising the complaint to the board members if necessary



Complaints cases are closed within 1 month at a max, and if the complainant wishes to submit an appeal, the complainer can submit his/her complaint through the **Governmental Complaints Portal**:

- URL: <https://www.shakwa.eg/GCP/Default.aspx>
Hotline 16528

Appeal cases are resolved within 1 month.

Complaints are filed and managed with total respect of their confidentiality.

In case of violence against women and girls (VAW&G) related complaints, those can be submitted through the following channels (Complaints under this category will be reported to the MoSS immediately):

- National Council for Women (NCW) Hotline 15115.
- Governmental Complaints Portal URL: <https://www.shakwa.eg/GCP/Default.aspx>
- Governmental Complaints Portal Hotline 16528. Women's Administration Unit, MoSS.
- The ESMS officer from the REIS will coordinate with MOSS regarding the complaints received

The 15115 Hotline is a nationwide complaint system for women that resides in Egypt women's national machinery (the National Council for Women "NCW") that is an independent entity with core mandate to empower and protect women in Egypt. The Women's Administration Unit, in MoSS is mandated with receiving and resolving any complaints from women regarding any issues that they face, including those related to sexual exploitation and abuse / sexual harassment (SEA/SH). Through the unit, women can also access support and guidance related to psychosocial support, sheltering, among other key resources and services.

Defined Workflow:

1. Complaint Receipt: Channels for Receiving Complaints:

- **Designated Complaints Email:** A specific email address is available for receiving complaints. (ruralfund@moss.gov.eg)
- **Executive Director:** Complainers can send them directly to the Executive Director of the REIS either in person or via email. The Executive Director will direct complaints to the Environmental and Social Development Officer to handle the complaint.
- **Environmental and Social Development Officer:** Complaints about the environment or social effects can be sent directly to the Environmental and Social Protection Officer of REIS either in person or via email. The officer is committed to keeping confidentiality in cases where the complainant does not wish to show their identity.

Confidential complaints will receive a code for easier communication and will be handled throughout the full process as anonymous and respecting confidentiality of the complainant.



2. **Acknowledgment Notification:** An acknowledgment will be sent to the complainant confirming receipt of the complaint and informing them of the expected follow-up within 2 working days of receiving the complaint.
3. **Screening and Verification Mechanism:** Upon receipt of a complaint, each one must undergo a screening and verification process by the Environmental and Social Development Officer to ensure correct understanding.
 - a. **Complaint Classification:** Finding the type of complaint (administrative, financial, service-related, human resources, etc.).
 - **Administrative Complaints:** Related to internal workplace issues such as salaries, promotions, and working conditions.
 - **Financial Complaints:** About financial issues, such as unpaid dues or incorrect salaries.
 - **Service-Related Complaints:** Relating to the quality or delays of services provided to citizens.
 - **Human Resources Complaints:** Concerning recruitment, appointments, or complaints about colleagues or management.
 - **System and Technology-Related Complaints:** Related to work systems or technology that affects work processes.
 - **Complaints Related to Abuse of Administrative Authority or Harassment:** Including all forms of harassment.
 - b. **Identification of Relevant Department:** Deciding the department or entity responsible for investigating the complaint based on its nature.
 - c. **Investigation of the Complaint:** The responsible party investigates the complaint, which involves: 1) Gathering necessary information from all concerned parties. 2) Communicating with relevant individuals to verify the validity of the complaint.
 - **Formation of a Complaint Resolution and Investigation Committee :** If a complaint requires in-depth investigation, a specialized committee is formed to study the case.
 - **Ensuring Integrity:** It is necessary to ensure there is no conflict of interest or bias in the investigation process.
 - **Transparency:** A clear and transparent communication channel must be provided between the department responsible for reviewing the complaint and the complainant.
4. **Analysis of Possible Solutions:** After the investigation, potential solutions are analyzed based on the type of complaint, and the most proper solution is selected.



5. **Decision Making:** Based on the investigation and analysis, a decision is made either to resolve the complaint or dismiss it (if found unjustified).
6. **Notification:** The complainant is informed of the decision, including the adopted solutions, or required actions within a maximum of 1 month.
7. **Complaint Closure:** Once the issue is resolved, the complaint is closed after confirming the implementation of the solution and informing the complainant, ensuring the total duration for reviewing, addressing, and closing the complaint does not exceed 1 month.

Roles and Responsibilities:

- **The Environmental and Social Development Officer** manages the initial reception and registration of complaints, classifies complaints according to their type and forwards them to the relevant department and handles providing clear feedback to complainants about the actions taken.
- **Complaint Resolution and Investigation Committee:** A group of specialists for incidents investigations.
- **Decision-Making Authority:** The Complaint Resolution and Investigation Committee manages approving decisions on complaints and deciding required solutions.

Follow-up and Performance Reporting:

- **Periodic Reports:** Periodic reports (quarterly) should be prepared, detailing the number of complaints received, resolved cases, and the time taken to process complaints as well as analysis by categories of complaints received. The report will include **Key Performance Indicators (KPIs):** Such as the time taken to resolve complaints, the success rate of resolved complaints, and complainant satisfaction.
- **Continuous Evaluation and Improvement:** REIS should revisit the system periodically to enhance its efficiency based on feedback received.

6 Monitoring and Reporting

The reporting frequency is illustrated in the following figure:



MFIs will Notify REIS of any incident or accident related to subprojects which have, or are likely to have, a significant adverse effect on the environment, the affected communities, the public or workers, including, inter alia, cases of Violence Against Women & Girls (VAW&G), and accidents that result in death, serious or multiple injury immediately after learning of the incident or accident. Provide sufficient detail regarding the scope, severity, and possible causes of the incident or accident, indicating immediate measures taken or that are planned to be taken to address it, and any information provided by any contractor and/or supervising firm, as appropriate. Subsequently, prepare a report on the incident or accident and propose any measures to address it and prevent its recurrence.

7 External communication and Information Disclosure

The summary of the ESMS will be disclosed on the website and social media channels of REIS as well as the grievance mechanism channels for workers and for the public. Simplified environmental and social monitoring reports will be disclosed on a bi-annual basis, including the activities of the different non-governmental organizations (NGOs)

8 Grievance Mechanism for the public

REIS is committed to the duty of care to protect and enhance the safety of beneficiaries and partners from any environmental and social damage that may occur to them because of REIS activities and interventions.

We realize that the safety of workers and beneficiaries, whether men, women or children, is of utmost importance in all the work we do and in all the decisions we make, and we believe that all groups of society, regardless of age, disability, gender, race, religion or belief, have an equal right to be protected from all types of harm or abuse

The GM includes various uptake channels such as:

- REIS Social Media Channels:
 - LinkedIn: <https://www.linkedin.com/company/reis-fund>
 - Facebook: <https://web.facebook.com/reisfund>
 - Instagram: <https://www.instagram.com/reisfund>



- Website: <https://reis.moss.gov.eg/>
- REIS safeguard focal person Medhat.abdelrasheed@moss.gov.eg

Complaints cases are closed within 1 month at a max, and if the complainant wishes to submit an appeal, complainer can submit his/her complaint through **Governmental Complaints Portal**:

- URL: <https://www.shakwa.eg/GCP/Default.aspx>
- Hotline: 16528

Appeal cases are resolved within 1 month.

Complaints are filed and managed using the GM/complaints module of management information system (MIS). With total respect of the confidentiality of the complaints

Categories of complaints include:

- Mistreatment of beneficiaries
- Exploitation in all its forms (sexual, physical, emotional)
- Abuse in all its forms (sexual, physical, emotional)
- Bullying and exploitation of professional or social influence
- Child labor
- Violence against Women & Girls
- Discrimination of any type
- Poor quality of services provided by REIS
- Services delay
- Exclusion of receiving services or benefits provided by REIS
- Environmental impacts

In case of Violence Against Women & Girls (VAW&G) related complaints, those can be submitted through the following channels:

- National Council for Women (NCW) Hotline 15115. Women's Administration Unit, MoSS.
- Governmental Complaints Portal URL: <https://www.shakwa.eg/GCP/Default.aspx>
- Governmental Complaints Portal Hotline: 16528
- The ESMS officer from the REIS will coordinate with MOSS regarding the complaints received

The 15115 Hotline is a nationwide complaint system for women that resides in Egypt women's national machinery (the National Council for Women "NCW") that is an independent entity with core mandate to empower and protect women in Egypt. The Women's Administration Unit, in MoSS is mandated with receiving and resolving any complaints from women regarding any issues that they face, including those related to sexual exploitation and abuse / sexual harassment (SEA/SH). Through the unit, women can also access support and guidance related to psychosocial support, sheltering, among other key resources and services.



Annex 01: REIS ESMS policy



سياسة الحماية الاجتماعية والبيئية

هذه الوثيقة تعكس توجهات وسياسة (صندوق دعم الصناعات الريفية والبيئية والإنعاش الريفي) فيما يتعلق بالأثر الاجتماعي والبيئي للأنشطة والتدخلات التي ينفذها أو يمولها الصندوق، وتوضح الإجراءات التي يتبناها الصندوق لضمان إتباع سياسة الحماية، وقد وافق مجلس إدارة (صندوق دعم الصناعات الريفية والبيئية والإنعاش الريفي) على وثيقة سياسة الحماية في جلسته العادية المنعقدة يوم 24 فبراير 2025. وسيتم مراجعتها دورياً لضمان توافقها مع التطورات وأفضل الممارسات.

عناصر سياسة الحماية الأساس (الحماية الاجتماعية – الحماية البيئية)

يلتزم (صندوق دعم الصناعات الريفية والبيئية والإنعاش الريفي) بواجب الحماية وتعزيز سلامة العاملين والمنتفعين والشركاء من أي أضرار اجتماعية قد تقع عليهم نتيجة أنشطة وتدخلات الصندوق، كما أنه يلتزم بواجب الحرص على عدم وقوع أي أضرار بيئية أو تهديدات للبيئة نتيجة أنشطة وتدخلات الصندوق، وبأي هذا الالتزام بممارسات الحماية في إطار المسؤوليات القانونية والتوجيهات الحكومية ويتوافق مع متطلبات أفضل الممارسات المعمول بها في مجال الحماية والتنمية المستدامة. نحن ندرك أن سلامة العاملين والمنتفعين سواء من الرجال أو النساء أو الأطفال لها أهمية قصوى في جميع الأعمال التي نقوم بها وفي جميع القرارات التي نتخذها، ونؤمن أن جميع فئات المجتمع، بغض النظر عن العمر، أو الإعاقة أو الجنس أو العرق أو الدين أو المعتقد، تتمتع بحق متساو في الحماية من جميع أنواع الأذى أو سوء المعاملة.

الهدف العام:

تهدف هذه السياسة إلى حماية المجتمعات والبيئة على حد سواء، مع ضمان أن جميع الأنشطة التي ينفذها صندوق دعم الصناعات الريفية والبيئية والإنعاش الريفي تتم بطريقة مسؤولة ومستدامة.

(صندوق دعم الصناعات الريفية والبيئية والإنعاش الريفي) سوف يقوم بحماية جميع المنتفعين الذين يتلقون خدمات أو ينخرطوا في أنشطة خاصة بالصندوق من الأذى، كما سيقوم الصندوق بالحرص على عدم الإضرار بالبيئة بأي شكل سواء مؤقت أو دائم، سواء لحظي أو على المدى البعيد.

تنطبق هذه السياسة على أي شخص يعمل بصندوق دعم الصناعات الريفية والبيئية والإنعاش الريفي، أو من يعمل بالنيابة عن الصندوق بما في ذلك المديرين ومجلس الإدارة والموظفين الذين يتقاضون أجوراً والمتطوعين والعاملين في الأنشطة وموظفي الجمعيات والجهات الشريكة، وستتم معالجة عدم الالتزام بالسياسة والإجراءات ذات الصلة دون تأخير وقد يؤدي في النهاية إلى الفصل/الاستبعاد من الصندوق، ويشمل ذلك الالتزام بإجراء تقييم الأثر البيئي والاجتماعي لجميع الأنشطة قبل تنفيذها.

الفئات التي تشملها سياسة الحماية:

1. العاملين من الذكور والإناث بصندوق دعم الصناعات الريفية والبيئية والإنعاش الريفي بمختلف مستوياتهم ومواقعهم الوظيفية.
2. المستفيدين من أنشطة الصندوق على النحو التالي:

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- البالغين من الذكور والإناث المستفيدين المعرضين للخطر، وهم أي شخص بالغ يحتاج إلى الرعاية والدعم، أو يعاني أو معرض لخطر سوء المعاملة أو الإهمال، ونتيجة لتلك الاحتياجات فهو غير قادر على حماية نفسه من الإساءة أو الإهمال أو المخاطرة به أثناء الأضرار في أنشطة ينفذها صندوق دعم الصناعات الريفية والبيئية والإنعاش الريفي.
- الأطفال من الذكور والإناث.
- السيدات من الفئات الأكثر ضعفاً والأكثر عرضة للخطر الذي يشمل أي شكل من أشكال العنف أو الاستغلال القائم على النوع الاجتماعي.

أشكال الضرر الاجتماعي الذي يمكن أن يقع على المنتفعين:

- إساءة معاملة المنتفعين من أنشطة صندوق دعم الصناعات الريفية والبيئية والمعرضين لخطر الإهمال وسوء المعاملة.
- الاستغلال أو الاعتداء بجميع أشكاله (الاعتداء الجنسي، والجسدي، والعاطفي، والإهمال)
- البلطجة والتسلط وأستغلال النفوذ الوظيفي أو الائنفوذ الاجتماعي
- الاستغلال الجنسي
- الاتجار بالأطفال
- العنف المنزلي
- الاستدراج أو طلب الرشاوى المالية أو الجنسية
- العنف القائم على النوع الاجتماعي

حماية المنتفعين بجميع فئاتهم تشمل:

- حماية المنتفعين من سوء المعاملة.
- منع الإضرار بصحة المنتفعين أو تهديد نمط حياتهم أو تشويه سمعتهم أو أستغلالهم بأي شكل
- ضمان أن المنتفعين يحصلون على خدمات الصندوق في ظروف تتفق مع معايير الجودة والرعاية والأمان.

الإطار القانوني:

- تم وضع هذه السياسة على أساس التشريعات المصرية والسياسات والتوجيهات المختلفة التي تسعى إلى حماية المواطنين من الرجال والسيدات والشباب والأطفال في جمهورية مصر العربية وذلك على النحو التالي:
- قانون حماية البيئة رقم 4 لسنة 1994 والمعدل بالقانون رقم 9 لسنة 2009 واللائحة التنفيذية له .
 - توجيهات جهاز شئون حماية البيئة المصري
 - قانون حماية الطفل ولائحته التنفيذية (قانون الطفل المصري رقم 12 لسنة 1996 والمعدل بالقانون 126 لسنة 2008)

التوعية والتدريب:

المقر الرئيسي : ١٩ شارع المراغي - العجوزة - الجيزة
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سيعمل صندوق دعم الصناعات الريفية والبيئية والإنعاش الريفي على توفير مستوى مناسب من التوعية والتدريب لجميع الأطراف ذات العلاقة، ويشمل ذلك:

- تنظيم دورات تدريبية للعاملين والمتطوعين والشركاء حول تنفيذ سياسة الحماية.
- تقديم مواد توعوية للمنتفعين بجميع فئاتهم حول حقوقهم وآليات الحماية المتوفرة.
- عقد تدريبات او ورش عمل او اجتماعات مع الشركاء والجمعيات الأهلية المشاركة في أنشطة الصندوق.

السرية وتبادل المعلومات:

يطلب صندوق دعم الصناعات الريفية والبيئية والإنعاش الريفي من جميع الموظفين والمتطوعين والشركاء الحفاظ على سرية البيانات والمعلومات الخاصة بالمنتفعين، ويحرص على ألا تتم مشاركة المعلومات إلا بما يتماشى مع اللوائح العامة والضوابط القانونية المعمول بها لحماية البيانات.

آليات المتابعة:

- إعداد تقارير دورية توضح الالتزام بالسياسة ومدى تأثيرها على المنتفعين والبيئة.
- إجراء متابعة وتقييم دوري للأثر البيئي والاجتماعي للمشروعات، مع تطبيق خطط تصحيحية عند الحاجة.
- وضع مؤشرات الأداء الرئيسية مثل (نسبة المشاريع التي تم تقييم أثرها البيئي والاجتماعي قبل التنفيذ / عدد الدورات التدريبية المنفذة وعدد المستفيدين منها / معدل الشكاوى المعالجة خلال فترة زمنية محددة (ربع سنوي/ سنوي) / نسبة المشروعات التي تطبيق خطط الاستدامة البيئية / مستوى رضا المنتفعين عن الخدمات المقدمة بناء على استبيانات دورية).

التسجيل وحفظ السجلات:

- يحتفظ صندوق دعم الصناعات الريفية والبيئية والإنعاش الريفي بسجل مكتوب يحتوي الشكاوى التي تتعلق بأي أضرار اجتماعية أو احتياجات حماية اجتماعية أو بيئية، ويجب أن يتضمن هذا السجل:
- تفاصيل الشخص المعني وطبيعة الشكاوى
 - الإجراءات المتخذة بشأنها وسبب اتخاذها
- وعلى أن تكون جميع السجلات موقعة ومؤرخة ومحفوظة بشكل آمن وسري بما يتماشى مع اللوائح العامة لحماية البيانات.

حماية البيانات والخصوصية:

- ضمان عدم مشاركة المعلومات الخاصة بالمنتفعين إلا وفق الضوابط القانونية.
- إنشاء/استخدام نظام إلكتروني آمن لتخزين البيانات وحمايتها من الاختراق أو سوء الاستخدام.

التوظيف والاختيار الآمن:

يلتزم صندوق دعم الصناعات الريفية والبيئية والإنعاش الريفي بالتوظيف الآمن وممارسات التوظيف الآمنة حيث يتبع سياسات وإجراءات تغطي تعيين جميع الأفراد الموظفين والمتطوعين وتضمن شفافية الإجراءات وتحقق مبدأ المنافسة العادلة سواء في اختيار فرق العمل أو الشركاء التنفيذيين أو مقدمي الخدمات المختلفة.

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وسائل التواصل الاجتماعي:

- يجب أن يكون جميع الموظفين والمتطوعين والشركاء التنفيذيين ومقدمي الخدمات على دراية بسياسة وإجراءات وسائل التواصل الاجتماعي الخاصة بصندوق دعم الصناعات الريفية والبيئية والإنعاش الريفي والالتزام بها
- منع النشر أو التداول أو إعادة النشر لأي بيانات تخص عمل الصندوق أو أي بيانات أو معلومات تخص أيًا من المتنفعين، أو العاملين، أو الشركاء، أو مقدمي الخدمات دون موافقة أو اتفاق.
- وضع مدونة سلوك إلكترونية لضمان استخدام الهواتف المحمولة والتقنيات الرقمية بشكل مسؤول وآمن تجاه المتنفعين والجهات الخارجية التي يتعامل معها الصندوق والتوعية بها.

استخدام الهواتف المحمولة وغيرها من التقنيات الرقمية (مدونة السلوك الإلكترونية):

يجب أن يكون جميع الموظفين والمتطوعين على دراية بسياسة صندوق دعم الصناعات الريفية والبيئية والإنعاش الريفي الإجراءات المتعلقة باستخدام الهواتف المحمولة وأي تقنية رقمية أخرى وأن يفهموا أنه من غير القانوني تصوير المتنفعين من الرجال، أو الشباب، أو السيدات أو ذويهم من الأطفال دون موافقة صريحة مكتوبة من الشخص، كما يجب الحرص على عدم إستغلال أي صور للمتنفعين أو العاملين أو الشركاء أو مقدمي الخدمات في أي مواد ترويجية أو توثيقية لأنشطة الصندوق دون الحصول على موافقة مكتوبة من الأشخاص محل المواد المستخدمة.

كما يجب أن يكون جميع الموظفين والمتطوعين والشركاء التنفيذيين ومقدمي الخدمات على دراية بسياسة صندوق دعم الصناعات الريفية والبيئية والإنعاش الريفي التي تمنع إستغلال المتنفعين ومسؤوليتهم لاستخدام صورهم دون رغبتهم، أو تقييد حصول المتنفعين على خدمات الصندوق بشرط الظهور في مواد دعائية أو توثيقية أو ترويجية لأنشطة الصندوق.

كشف الفساد / الشكاوى / المقترحات:

يحرص صندوق دعم الصناعات الريفية والبيئية والإنعاش الريفي على وجود آلية معلنة لتلقى الشكاوى والإبلاغ عن المخالفات/ وتشمل هذه الآلية:

- قنوات متعددة لتقديم الشكاوى سهلة الوصول إليها.
- التمتع بتقديم الشكاوى دون الخوف من أي عواقب سلبية.
- تحقيقات شفافه ومعالجة الشكاوى في إطار زمني معقول مع تقديم تقارير عن النتائج

الاستدامة البيئية:

- إلزام جميع الأنشطة والمشروعات بدمج معايير الاستدامة، بما في ذلك إدارة الموارد الطبيعية وتقليل النفايات.
- وضع خطط لتعويض أي أضرار بيئية ناتجة عن الأنشطة، مثل زراعة الأشجار أو تحسين البنية التحتية البيئية وتنفيذها.
- تعزيز الشراكات مع منظمات بيئية محلية ودولية لدعم جهود الاستدامة.

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Annex 02: Complaint Online Form:



البوابة الإلكترونية لمنظومة الشكاوى الحكومية الموحدة

المواطن أولاً

الرئيسية - من المنظومة - تسجيل - حماية السرية

الرئيسية - English - الرئيسية - أسئلة متكررة - خريطة الموقع

حساب المنظومة على الفيسبوك: <https://www.facebook.com/shakwa.egypt> | قناة المنظومة على اليوتيوب: <https://www.youtube.com/shakwaegypt> | حساب المنظومة على التويتر: <https://twitter.com/EgyptShakwa> | حساب المنظومة على المنسجرا

عن منظومة الشكاوى الحكومية

أنشئت منظومة الشكاوى الحكومية الموحدة بموجب قرار السيد رئيس الجمهورية رقم 314 لسنة 2017 لتختص بتلقي وفحص وتوجيه جميع الشكاوى والرد عليها إلكترونياً، ويمتد نطاق عملها لجميع الوزارات والمصالح والأجهزة الحكومية ووحدات الإدارة المحلية والهيئات العامة وغيرها من الجهات الحكومية والأشخاص الاعتبارية العامة، بما يجعلها قناة تواصل رسمية ذو اتجاهين بين المواطن والحكومة بأجهزتها المختلفة.

متابعة الشكاوى

لمتابعة إجراءات فحص الشكاوى يرجى إدخال الرقم القومي ورقم الشكاوى.

الرقم القومي رقم جواز السفر

رقم الشكاوى

[بحث](#)

توجيهات

أهم أرقام الطوارئ

أهم أرقام الطوارئ

(الخدمة 122) (الكهرباء 121) (انقطاع المياه 125) (الصرف المصحى 175) (طوارئ الغاز 129) (طوارئ الصحة 105) (الإسعاف 123) (المطافئ 180) (بجدة الطفل 16000) (الأسن العام 115)

دخول

اسم المستخدم

كلمة السر

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[نسيت كلمة السر](#)

مستخدم جديد [انقر هنا للتسجيل](#)

تسجيل

للتسجيل الشكاوى جديدة أو متابعة الشكاوى سابقة

لمتابعة الشكاوى سابقة

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Governmental Complaints Portal

citizen comes first

الرئيسية - من المنظومة - تسجيل - حماية السرية

الرئيسية - English - الرئيسية - أسئلة متكررة - خريطة الموقع

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About Government Complaints Portal

Government Complaints portal is an online portal which applies an integrated administration system and replicates world best practices in dealing with people's complaints. Several mechanisms are featured through the System including receiving, examining and processing complaints as well as making use of such complaints in improving performance.

To Follow A Previous Complaint

To Submit A New Complaint Or To Follow A Previous One

Sign in

Username

Password

[Sign in](#)

[Forgot your password?](#)

New user [Click here to Register](#)

Check Your Complaint Status

Follow up your complaint by inserting your national ID and the complaint number.

National ID/Passport ID

Reference No

[Search](#)

Announcements

Emergency numbers

Health Hotline 105 - Police 122 - Electricity 121 - Water 125 - Sewage 175 - Gas 129 - Ambulance 123 - Fire Station 180 - General Security 115 - Tourism 126 - Railway 15047

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