



Stakeholder Response Mechanism (SRM)

Introduction

UNDP has established the Stakeholder Response Mechanism (SRM) to enhance social and environmental governance within its projects. This mechanism is essential to proactive stakeholder engagement throughout the project lifecycle, aiming to resolve issues proactively to avoid potential conflicts that could escalate costs, delay, or even halt projects.

The SRM provides a formal avenue for stakeholders to voice concerns regarding adverse social or environmental impacts from UNDP projects, particularly when their issues have not been adequately addressed through regular consultation channels with Implementing Partners or UNDP. It facilitates a systematic, predictable, and transparent process to address these issues. It involves collaboration across UNDP Country Offices, Regional Bureaux, Hubs, and Headquarters to ensure a thorough resolution process that satisfies all parties involved and promotes accountability and organizational learning.

“ This development is aligned with broader trends across international and bilateral financial institutions to incorporate compliance and grievance mechanisms, viewed as critical for achieving effective development outcomes. ”

Helping Parties Resolve Disputes

SRM helps project-affected stakeholders, governments and other partners jointly resolve concerns and disputes. It is available when Implementing Partner

The SRM Aims to:

- Improve environmental and social outcomes for communities affected by UNDP projects.
- Enhance UNDP’s ability to manage risks associated with its Social and Environmental Standards.
- Ensure responsive measures to stakeholders’ concerns about social and environmental risks, with special attention to vulnerable groups.
- Integrate feedback and operational learning from the SRM into UNDP’s results-based management and quality assurance processes.
- Reflect and advance best practices in social and environmental grievance resolution expected by various development stakeholders, including governments, civil society, indigenous peoples, and international agencies.

(IP) and UNDP project-level stakeholder engagement processes have not successfully resolved issues of concern. UNDP Eswatini management will lead to a Stakeholder Response; a headquarters function will also support the SRM.

SRM can help affected people, government agencies, and other project and programme stakeholders, start or restart dialogue, facilitate discussions, mediate disputes, enhance understanding of the facts, and undertake other activities that might help resolve concerns and disputes.

Who May Request the Stakeholder Response Mechanism?

Any person or community potentially affected by a UNDP-supported project in Eswatini may file a request for a response from the SRM if they have raised their concerns with IP and/or with UNDP through standard channels for stakeholder consultation and engagement and have not been satisfied with the response. The request must relate to a UNDP-supported project and a possible environmental or social impact and identify how the Requestors have been or may be adversely affected by the UNDP project or programme.

What Happens After the Request is Submitted?

A designated staff of UNDP Eswatini will receive requests and pass them on to the SRM Committee for review. When reviewing requests, the SRM Committee will ask the following questions:

- Does the request relate to a UNDP-supported project?
- Have the requestors provided enough information to establish the possibility that they may be, or may have been, adversely affected by the project?
- Have the requestors attempted to resolve issues through IP or UNDP project stakeholder engagement processes?

If the request appears to be eligible, the appropriate UNDP Stakeholder Response Mechanism staff will then assess the potential for a response process to succeed.

Complaint Eligibility Criteria

For complaints to be eligible under the UNDP Eswatini CO SRM, the complaints must:

- a. Relate to a current or proposed UNDP-supported Eswatini project;
- b. Clear on how complainants or representatives have been experiencing adverse socio-economic or environmental impacts from the UNDP Eswatini CO project; and,
- c. Indicate what steps, if any, have already been taken to try to resolve the complaint, such as the use of IPs project/organizational-level grievance mechanisms, communication with the project manager (or with the project developers for projects that have not yet been approved), and/or communication with the Project Board.

Excluded Complaints

The following complaints are excluded from the UNDP Eswatini CO SRM:

- a. Complaints that relate to UNDP procurement or employment;
- b. Complaints relating to projects that are **not UNDP projects**, projects where UNDP is one of several partners and is not responsible for the specific issues raised, or projects where UNDP's role has ended;
- c. Complaints by people or groups who have already raised the same issue concerning the same proj-

UNDP Staff May:

- Contact the requestor directly to learn more about the situation and issues that have led to the request.
- Contact other stakeholders within UNDP and among programme and project partners, to ask about issues raised in the request and ways to resolve those issues (maintaining confidentiality of the requestor's identity if so requested)
- Suggest specific actions to UNDP and other stakeholders, if it appears that the complaint or dispute may be relatively manageable for the stakeholders to resolve.

If the assessment suggests the need for a process of dialogue and negotiation among the requestor and other stakeholders through the SRM, the UNDP lead staff will propose such a process, and seek agreement among the primary stakeholders - including the requestors, affected people, project sponsors, the host government, and UNDP – on how to proceed. The process will be tailored to the needs of the requestors and stakeholders.

The involvement of the SRM will continue as long as the stakeholders believe it is beneficial, or until agreement is reached. One or more stakeholders may decide not to proceed while the process continues. If stakeholders leave, UNDP will decide if and when the process will end.

When agreement is reached among all participating stakeholders, the SRM will submit a report describing this agreement to UNDP staff, the UNDP Administrator, and all participating stakeholders. Where appropriate, a plan for monitoring the implementation of the agreement will be part of an agreement, and UNDP will issue a monitoring report at least annually.

ect and received an SRM response, unless significant new information is available;

- d. **For National Implementation (NIM) projects:** Unless the complainant fears retaliation, complaints that have not first been brought forward and pursued in good faith a) through an IP GRM (if one exists), or b) through dialogue with the IP's project manager/relevant UNDP staff;
- e. **For Direct Implementation (DIM) projects:** Unless the complainant fears retaliation, complaints that have not first been brought forward and pursued in good faith a) through a project PGM (if one exists) or b) through dialogue with the UNDP project manager; and,
- f. **Anonymous** complaints: unless the complainant has a concern about retaliation or other adverse impacts, make every effort to maintain confidentiality where the complainant has this concern.

Do you want to file a complaint?

Use the following contact details to file an SRM complaint for an unresolved concern or dispute:

Postal address:
P.O. Box 261
Mbabane
Kingdom of Eswatini
H100

Email:
stakeholder.eswatini@undp.org

Phone: +268 7847 8033
Call or Whatsapp anytime between 8am & 5pm