

UNDP's Project Concern Feedback Form



The United Nations Development Programme (UNDP) via its [Social and Environmental Standards](#) came into effect on 1 January 2021, which provides an avenue for stakeholders to provide feedback or report concerns, complaints or grievance issues that you may have over UNDP's proposed or on-going projects. UNDP's Social and Environmental Standards (SES) underpin our commitment to mainstream social and environmental sustainability in our Programmes and Projects to support sustainable development.

UNDP is committed to avoiding or minimizing unintended harm to stakeholders that may directly or indirectly result from its work. Stakeholders are strongly advised to make an effort to raise any concerns, complaints or grievances to the relevant UNDP Project Manager, UNDP's local project partners (government agency or NGOs) prior to contacting UNDP Malaysia for Stakeholder Response Mechanism (SRM) through this form.

Please complete the form and e-mail it to srm.my@undp.org. Alternatively, you may mail the form to:

SRM Focal Point,
United Nations Development Programme (UNDP)
Level 10, Menara PjH
No. 2, Jalan Tun Abdul Razak
Precinct 2
62000 Putrajaya.
Fax: +60-3-8881-0458

We are not able to receive phone calls at this time and apologize for the inconvenience.



CONTACT DETAILS

1. Are you a person or authorized representative of persons affected by UNDP's projects or activities? (Please mark 'X' next to your answer)

Yes

No

If you checked "No" above, please explain your role:

2. Have you raised your concern with UNDP's Project Manager, the implementing/executing partners or the Project Board?

Yes

No

If you checked "No" above, please follow the instruction below

**If you have not raised your concern with the responsible UNDP Project Management team including local partner or relevant UNDP project/programme manager, please do so.*

(Mandatory fields are marked with *)

3. Your Full Name*:

4. Email address*:

5. Telephone Number*:

6. Best way to contact you*:

Telephone

Email

Note: Requests for Stakeholder Response will be handled through UNDP Country Offices unless you indicate that you would like your request to be handled through UNDP Regional Bureau for Asia Pacific or UNDP Headquarters.



PROJECT DETAILS

1. Which UNDP-supported project are you concerned about? (if known):
2. Please provide a short description of your concerns about the project. Please describe the types of environmental and social impacts that may occur, or have occurred, as a result. Please attach any relevant documents.
3. Provide further details on the location (up to 100 words) *:
4. Please introduce yourself or your community (up to 500 words) *:
Please describe yourself or your community to help our understanding of the issues.

If you are an authorized representative, please attach the document with:

- a. The individuals or groups you represent, and
 - b. Evidence of authorization for you to represent the affected people.
5. Have you discussed your concerns with the government representatives and UNDP staff responsible for this project?
- Yes No

COMMUNICATION HISTORY

1. Please provide information regarding to whom, how and when you raised your concern and the responses so far. Please attach any documents that may help UNDP to understand the case further*:

Official's Name and Title	Official's Contact Details	Estimated Contact Dates	Response received (Please attach the relevant documents)



2. OPTIONAL: Would you like your name(s) to remain confidential?

Yes No

If you checked "Yes" above
Please state why*:

After the assessment of the eligibility of concern you raised, UNDP staff will discuss whether and how to maintain confidentiality of your identity.