

# Stakeholder Response Mechanism

*Social and Environmental Management System*



## IS A UNDP PROJECT, PROGRAMME OR OPERATIONS AFFECTING YOU?

*Let's Resolve it Together!*

As part of its responsibility, UNDP is committed to ensuring that its Projects and Programmes do no harm to the communities and their environment. To ensure accountability to this commitment, UNDP Zambia Country Office has established a Stakeholder Response Mechanism (SRM).

## WHAT IS AN SRM?

*An SRM is a procedure that ensures UNDP Stakeholders (individuals/communities) affected by UNDP projects/programmes have access to air and resolve their concerns/grievances jointly.*

## DO YOU HAVE ANY FEEDBACK OR GRIEVANCE?

*If you believe a UNDP-supported project or programme has harmed, or is likely to harm, you, your community, or the environment, you may request help from UNDP Zambia Country Office SRM and/or UNDP's HQ Social and Environmental Compliance Unit (SECU).*

## WHAT TO PUT IN THE REQUEST

*Name, Address, Contact details of the complainant, Description the issue/grievance/complaint*

## PROCEDURE

1

Submit your Feedback or Request through

Email-[ses.zm@undp.org](mailto:ses.zm@undp.org),  
[project.concerns@undp.org](mailto:project.concerns@undp.org) &  
[secuhotline@undp.org](mailto:secuhotline@undp.org)  
Phone: +260779311777

or SES Focal Person at UN House Alick Nkhata Road.

2

UNDP Confirms receipt of the request within five (05) Business days.

3

Assessment of the Grievance will be done within ten (10) Business Days from the day the grievance was received.

4

Complainants receive response on the course of action within Five (05) Business days after assessment is done.

5

Implementation of the agreed course of action.

6

Review the course of action.

7

Close out or refer the Grievance.

For more info visit our website  
<https://www.undp.org/zambia/stakeholder-response-mechanism>