

Roles and Responsibilities for the Stakeholder Response Mechanism

Country Offices (RR to designate a member of the management team for this role)	Regional Bureaux and Regional Hubs	Corporate - BPPS
<ul style="list-style-type: none"> • Receive requests and register them in the case management system • Review request eligibility, together with BPPS and the Social and Environmental Compliance Unit (SECU) in OAI • Assess the request to identify opportunities for resolution • Propose a response • Support the implementation of the response • Report on the results in the case management system, and document in project risk log/ROAR as appropriate • Monitor / track the agreement/outcomes of the process using the case management system 	<ul style="list-style-type: none"> • RBx: Receive notification of requests for grievance resolution within the region, when those requests are entered into the case management system • RBx: Have the option to proactively engage the Country Office and BPPS in discussion about the best way to proceed in addressing the request • RBx and Hubs: May develop rosters of relevant issue expertise. May be asked by the Country Office or by BPPS to provide guidance on the response, and/or to become directly involved in communication with national stakeholders • RBx and Hubs: are invited to participate in periodic evaluation and lesson learning exercises undertaken by BPPS 	<ul style="list-style-type: none"> • Maintain a global case management system • Provide backstopping and technical advice to country-level responses • Organize trainings, workshops, webinars on the SRM • Maintain a roster of effective grievance resolution professionals • Lead in the response to requests when it cannot be done impartially and/or effectively at the country level • Liaise with the SECU/OAI on requests that include compliance issues • Compile and analyze case experience • Conduct public outreach to inform global stakeholders about the SRM and support COs in performing parallel outreach at country level • Track SRM cases and report annually on the SRM

Criteria for selection of the SRM CO designee:

- Member of the management team, with responsibility for ensuring quality for country programmes, projects and/or operations
- Highly effective communications, problem solving and interpersonal skills
- Ability to coordinate SRM responses among UNDP project managers, other staff and management involved in SRM response, SRM requester, and other external stakeholders involved in the case