

ESS 10: STAKEHOLDER ENGAGEMENT AND INFORMATION DISCLOSURE			
10.1	STAKEHOLDER ENGAGEMENT AND DISCLOSURE The nature of the project is to ensure meaningful engagement of all groups, in particular participation from Indigenous Peoples, marginalised and vulnerable groups.	Continue to implement the annual cycle of public information, citizen engagement, civil society, and action plan development and implementation with citizens.	M&E Officer, NCDDS
10.2	PROJECT GRIEVANCE MECHANISM The project grievance mechanism as per the NCDDS policy on environmental and social safeguards includes the following: <ul style="list-style-type: none"> ✓ Civil society engagement where stakeholders can submit complaints through verbal comments to Community Accountability Facilitators (CAFs), NCDDS, or any public forum where there is participation from citizen, civil society and stakeholders; ✓ Civil society engagement where stakeholders have the right to submit a complaint to ombudsman officer at sub-national level (i.e. province or district); ✓ Civil society engagement where stakeholders have the rights to submit a complaint to the project technical team at sub-national level. Project team will record and review all complaints received at project quarterly meetings; ✓ Civil society engagement where stakeholders have the right to submit a complaint directly to the Partnership Steering Committee (PSC). 	OPERATIONS POLICIES AND PROCEDURES MANUAL (OPP) 31 July 2019, and Environmental and Social Safeguards for Sub-National Democratic Development (ESS) 31 May 2019 are The Grievance mechanism as per the NCDDS policy on environmental and social safeguards will be implemented throughout the life of the project.	M&E Officer, NCDDS