

Summary of Steps for Setting up the Stakeholder Response Mechanism (SRM) in the CO

1. RR designates a CO Focal Point for the SES/SRM, which many COs have already done.
2. CO Focal Point completes the online orientation of the SRM. For now, this means completing the 2 SRM webinars:
 - [Stakeholder Response Mechanism \(Part 1\): Setting Up the SRM in the COs](#)
 - [Stakeholder Response Mechanism \(Part 2\): Responding to a Grievance](#)
3. CO Focal Point makes all programme staff aware of SRM procedures including CO focal point, HQ and RBx roles and responsibilities for receiving and responding to grievances; steps in the SRM response process; and requirements for programme staff to inform Implementing Partners and project stakeholders about the SRM. This, for example, could be done through a simple brownbag presentation to CO staff.
4. CO Focal Point posts this text on the UNDP CO homepage, preferably also in the primary national language:

Social and Environmental Standards, Stakeholder Grievance and Compliance Procedures

The SES are integral to quality assurance and risk management in all UNDP programming. They define in clear and concrete terms what UNDP stands for, in line with our mandate and the UN's normative framework. Stakeholder grievance and compliance review functions underpin the SES. To learn more, please visit the home page of the [Stakeholder Response Mechanism \(SRM\) and the Social and Environmental Compliance Unit \(SECU\)](#).

5. CO Focal Point reviews the current CO project portfolio to identify the projects that could be considered high risk (i.e. those that may have significant S/E impacts and could therefore trigger complaints from project stakeholders). Based on this assessment, the CO Focal Point and managers of high risk projects jointly review Implementing Partner's capacity to address grievances about those projects.

With growing knowledge and experience of the CO's project portfolio and associated risks, the CO Focal Point and programme/project managers should develop a longer term plan to strengthen Implementing Partner capacity to address grievances in high risk sectors or project areas.

6. Once these steps are completed, as a means of confirmation, CO Focal Point send notification to SRM HQ team at jennifer.laughlin@undp.org, including relevant documentation.

CO Focal Points are encouraged to schedule a one-on-one teleconference with the SRM HQ team to discuss ideas and strategies for setting up your SRM.