

Frequently Asked Questions (FAQs)

WHAT IS THE PH-EITI FEEDBACK MECHANISM?

The PH-EITI Feedback Mechanism is a platform that allows individuals and organizations to provide feedback, raise concerns, and report issues related to the extractive industries in the Philippines. It serves as a channel for stakeholders to engage with the PH-EITI and contribute to the promotion of transparency, accountability, and good governance in the sector.

WHAT KIND OF CONCERNS CAN I REPORT?

Some examples of reports that can be submitted include:

- Alleged violations of environmental regulations or standards by extractive companies
- Issues regarding revenue transparency and accountability in the extractive sector
- Complaints about the social and environmental impacts of specific mining projects
- Suggestions or recommendations for improving the EITI process
- Instances of corruption or unethical practices within the extractive industry
- Requests for information or clarification regarding EITI reports or disclosures

HOW CAN I SUBMIT FEEDBACK OR RAISE A CONCERN?

Stakeholders can provide feedback using various channels and modalities:

- Online Feedback Form:
 - Go to <https://pheiti.dof.gov.ph/contact-us/>
 - Fill out the form and attach supporting documents and photos, if needed.
 - You will receive a unique ID number for your report, which allows you to track its status.
- PH-EITI Facebook Messenger:
 - Visit <https://www.facebook.com/PhilippineEITI>, the official Facebook page of PH-EITI.
 - Click the "Message" button and provide the necessary details. You can attach supporting documents and photos as well.
 - You will receive a unique ID number for your report to monitor its status.

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WHAT INFORMATION SHOULD I PROVIDE WHEN SUBMITTING A REPORT?

Please provide as much detailed information as possible, including:

- Background information about the concern
- Issue being raised
- Relevant parties involved
- Action being requested
- Any supporting documentation or evidence

WHAT HAPPENS AFTER I SUBMIT MY FEEDBACK OR CONCERN?

Once a report is submitted, the complainant will receive a unique ID for their report, which allows them to track its status. All received reports, regardless of the platform, will be published on PH-EITI's website at <https://pheiti.dof.gov.ph/responses-to-issues-and-concerns/>. The status of each report, whether it is still being processed or completed, will be indicated.

Upon receiving your submission, the PH-EITI Secretariat will review and assess the information provided. If necessary, additional clarification or supporting documents may be requested. Please be aware that while the PH-EITI strives to address all concerns, it may not have the authority to resolve every complaint. Nevertheless, the PH-EITI is committed to closely monitoring and facilitating the resolution process to the best of its ability. Rest assured that all submissions will be handled with utmost confidentiality.

WHAT CAN I EXPECT FROM THE PH-EITI REGARDING MY CONCERN?

The PH-EITI's role is to facilitate transparency and accountability in the extractive industries. We will work diligently to ensure that your concern is duly acknowledged, investigated, and communicated to the relevant stakeholders. However, please note that the PH-EITI's mandate is limited, and we may need to collaborate with other government agencies or entities to address specific issues.

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HOW LONG WILL IT TAKE TO RESOLVE MY CONCERN?

Each report is expected to be processed and completed within 57 days from the submission date. The timeframe for resolving concerns may vary depending on the complexity and nature of the issue raised. We will make every effort to expedite the process and provide timely updates on the progress. However, please understand that some matters may require thorough investigation, engagement with various stakeholders, or coordination with other entities. Rest assured that we are dedicated to ensuring that progress continues until a resolution is achieved.

If you have any further questions or need additional assistance, please do not hesitate to reach out to the PH-EITI Secretariat through our contact details provided on our website.