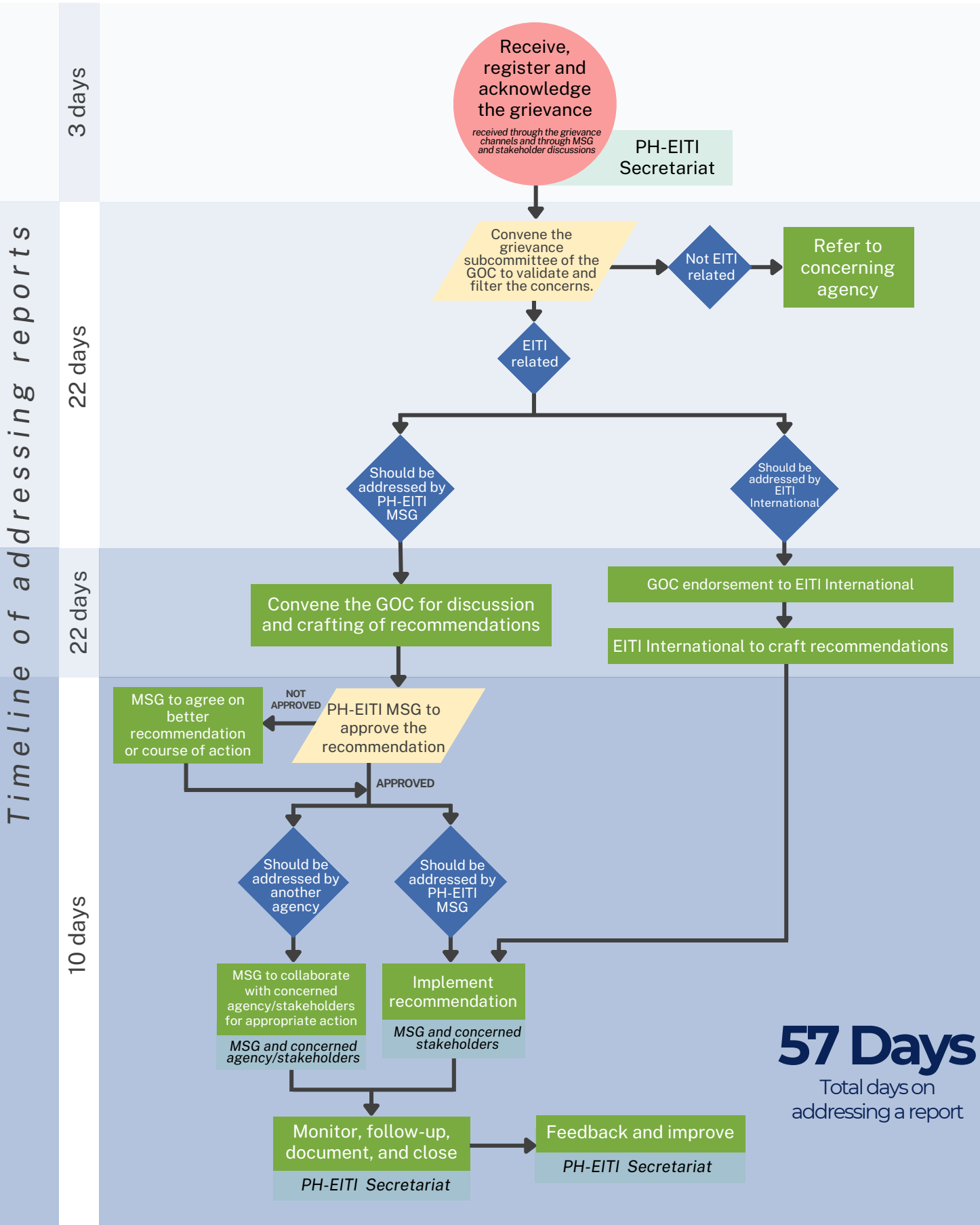


The Feedback Mechanism Process



3 days

22 days

22 days

10 days

Timeline of addressing reports

Explaining the Process

Upon receipt of the report, a subcommittee under the Governance and Oversight Committee (GOC) will undertake a careful and systematic evaluation of the weight and relevance of each concern. The subcommittee will decide whether the concern falls within the scope of the EITI. If the concern is outside the purview of EITI, it will be referred to the appropriate agency.

EITI-related reports will undergo filtering to determine whether they can be resolved by the PH-EITI MSG or by EITI International. In either case, both bodies will formulate recommendations to address the concerns raised in the report. The MSG will then review the recommendations and approve them if deemed appropriate. However, if the MSG does not approve, the body may seek to find a better course of action to address the issue at hand.

The Secretariat will make the results of the evaluation process publicly available on the PH-EITI website, including the status of the report and its resolution. Anonymous complainants will be able to monitor the status of their concerns through this section of the website. Complainants who provide their contact information will be provided with regular updates by the Secretariat within one month of the report being received.

Steps	Responsibility Center	Timeline
<p>1. Stakeholders to send their feedback/report. Platforms:</p> <ul style="list-style-type: none"> • Online Feedback Form (accessible at the PH-EITI Website) • PH-EITI Facebook messenger • PH-EITI stakeholder activities • MSG meetings <p>Information that should be provided include the following:</p> <ul style="list-style-type: none"> • Background information about the concern • Issue being raised • Relevant parties involved • Action being requested • Any supporting documentation or evidence 	<p>Concerned stakeholders</p>	<p>3 days</p>
<p>2. The PH-EITI Secretariat shall consolidate and screen incoming reports. The Secretariat will provide the complainants with a unique ID number, which will allow them to track the status of their report.</p>	<p>Secretariat</p>	<p>3 days</p>

Steps	Responsibility Center	Timeline
<p>3. The PH-EITI Secretariat will prepare a docket for each report. The Secretariat may gather additional information from the complainant or from other relevant stakeholders. The Governance and Oversight Committee (GOC) shall then convene to discuss the validity of the reports, and whether these are within the scope of EITI. Reports not within the coverage of EITI will be relayed to concerned agencies.</p> <p>Some examples of reports that can be submitted include:</p> <ul style="list-style-type: none"> • 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 	GOC	22 days
<p>4. EITI-related reports will be filtered, whether they can be resolved by the PH-EITI MSG or by EITI International. Both bodies will craft recommendations to address the concern.</p> <p>If the complainant requests a face-to-face discussion with the reported party, the GOC will facilitate mediation to seek a resolution for the dispute. The GOC can provide assistance by offering advice, recommendations, and potential solutions to address the issue.</p>	GOC or EITI International	22 days
<p>5. The MSG will review the recommendations. If the MSG approves the recommendation, the proposed measures will be implemented. But if the MSG will not approve, the body may opt to agree on a better course of action.</p>	MSG and concerned stakeholders	10 days
<p>6. The PH-EITI Secretariat shall disclose the results of the evaluation process, which will include the status and resolution of the reports, through the PH-EITI website. In addition, the Secretariat will provide regular updates to complainants who have provided their contact information within one month from the time the report was received.</p>	Secretariat	Once recommendations are implemented