

The background of the page is a composite image. The top portion shows a city skyline with various skyscrapers under a clear sky. The bottom portion shows a large-scale open-pit mine with deep, terraced levels and a dirt road. A small truck is visible on the road in the lower right. The entire image has a blue color overlay.

**PH-EITI**

# FEEDBACK MECHANISM

Addressing concerns related to extractive activities and EITI implementation

# INTRODUCTION

The Philippine Extractive Industries Transparency Initiative (PH-EITI) aims to promote transparency and accountability in the extractive industries through the disclosure of information on extractive activities and revenues. As part of its commitment to stakeholder engagement and dialogue, the PH-EITI Multi-Stakeholder Group (MSG) recognized the need for a feedback mechanism that would provide a process for stakeholders to raise concerns related to extractive activities and the implementation of EITI in the country.

The PH-EITI undertook a process to develop the feedback mechanism, which included a review of the grievance mechanism of EITI International. The recommendations of the Harvard Negotiation and Mediation Clinical Program (HNMCP) were also reviewed and used as guidance for the crafting of the PH-EITI's own feedback mechanism.

## FOR THE RECORD



The PH-EITI has a feedback form available on its website, which requires stakeholders to provide their name, email address, contact number, organization name, and a feedback message. The Secretariat carefully reviews all submissions received through this form and places any that require attention from the MSG on the agenda for the next meeting.

However, the previous feedback mechanism employed by PH-EITI suffers from low usage by stakeholders, possibly because of

inadequate communication about its existence, purpose, and reporting capabilities.

Aside from the online feedback form, the PH-EITI annually conducts roadshows and a national conference where stakeholders are provided a venue to raise and discuss EITI-related concerns and issues. The responses or specific actions taken on recommendations, issues, and concerns raised by stakeholders are published on the PH-EITI website (<https://pheiti.dof.gov.ph/responses-to-issues-and-concerns/>).

# FEEDBACK CHANNELS

In line with the recommendation made by the Harvard Negotiation and Mediation Clinical Program (HN MCP) to the EITI International grievance mechanism and to help ensure that stakeholders have access to the feedback mechanism, the PH-EITI reporting system covers multiple channels and modalities.

## Online Feedback Form

The PH-EITI maintains an online feedback form on its website. To enable the submission of anonymous messages to safeguard complainants against potential reprisals, the form does not require complainants to provide their names and contact details, which will now be optional.

To help manage and categorize the reports received via the feedback form, stakeholders have the option to choose the subject of their report. These options include the PH-EITI MSG or the National Secretariat, PH-EITI data, unlawful extractives operation, possible breach of civil society participation in natural resource governance, or other concerns.

Stakeholders are also given the option to upload photos or documents as supporting documents that could help explain their concerns. Furthermore, stakeholders are asked what kind of outcome they would prefer concerning their message.

## PH-EITI's Facebook Messenger

Besides the feedback form on the website, reports can be sent via PH-EITI's Facebook messenger ([facebook.com/PhilippineEITI](https://www.facebook.com/PhilippineEITI)). An automated response will be set up to help stakeholders send in their concerns.

## PH-EITI stakeholder activities

The PH-EITI annually conducts roadshows and a national conference where stakeholders are provided a venue to raise and discuss EITI-related concerns and issues. The Secretariat documents all concerns for discussion and recommendations of the MSG.

## MSG meetings

The MSG acts as a platform for fostering dialogue on natural resource management, aiming to build trust and minimize conflicts among stakeholders. Any concerns raised during MSG meetings will be given due acknowledgment, just like the reports received from other feedback channels.

All of these feedback platforms, both online and offline, will be actively promoted through various PH-EITI channels and events. The aim is to encourage stakeholders to take part in reporting issues related to the extractives sector. A designated member of the PH-EITI Secretariat will oversee all reports received via all platforms.