**STAKEHOLDER ENGAGEMENT PLAN (᠎SEP)**

 Strengthening Transparency of the Extractives Industries through EITI Implementation (P176874)

December, 2021

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### List of Abbreviations & Acronyms

|  |
| --- |
|  |
| BO | Beneficial owner  |
| BOD | Board of Directors |
| CGA | Customs General Administration |
| CIT | Corporate Income Tax |
| EITI | Extractive Industries Transparency Initiative |
| EPP | Environmental protection plan |
| GAPCSP | Government Agency for Policy Coordination on State Property |
| GBG | General Budget Governor |
| GDP | Gross Domestic Product |
| GDT | General Department of Taxation |
| IAS | International Accounting Standards |
| IFRS | International Standards on Financial Reporting |
| ISA | International Standards on Auditing |
| JSC | Joint Stock Company |
| GLDF | General Local Development Fund |
| LDF | Local Development Fund |
| LLC | Limited Liability Company |
| MEITI | Mongolia Extractive Industries Transparency Initiative |
| MLSP | Ministry of Labor and Social Protection |
| MMC | Mongolian Mining Corporation |
| MMHI | Ministry of Mining and Heavy Industry |
| MNAO | Mongolian National Audit office |
| MET | Ministry of Environment, and Tourism |
| MOF | Ministry of Finance |
| MPC | Mineral Professional Council |
| MRPA | Mineral Resources and Petroleum Authority |
| MSG | Multi-Stakeholder Group |
| MUST | Mongolian University of Science and Technology |
| NGO | Non-Governmental Organization |
| NSO | National Statistics Office of Mongolia |
| PAM | Petroleum Authority |
| PoM | Parliament of Mongolia |
| PSA | Product Sharing Agreement |
| PWYP | Publish what you pay |
| SAM | Sustainable artisanal mining |
| SE | Stock Exchange |
| SIF | Social Insurance Fund |
| SOC | State-Owned Company |
| SOE | State-Owned Enterprise  |
| SOJSC | State-Owned Joint Stock Company |
| SPIA GASI | General Agency for Specialized Inspection  |
| TEFS | Technical and Economic Feasibility Study |

# INTRODUCTION

The extractive sector is a major part of the economy and main source of economic growth of Mongolia, and in 2019 it represented 23.7% of GDP and earned USD 6.7 billion in exports, which equals to 83.7% of total exports for the year. It is also accounted for 57.5% of total industrial production and 49.9% of total investments (at current prices).

The Government generates a significant proportion of its income from the extractive companies, and in 2020 received **MNT 3.2 trillion** from the sector[[1]](#footnote-1). The government also participates directly in extractive activities through shareholdings in mining companies, especially from Erdenes Mongol LLC and its subsidiaries with its full ownership.

In 2019, the general government budget revenue amounted to MNT 11.9 trillion, which was an increase by MNT 1.9 trillion or 18.6% compared to the same period of the previous year. According to the National Statistics Office of Mongolia (NSO), out of it revenue generated from mineral resource sector amounted to MNT 2.9 trillion, which has increased by MNT 590.7 billion or 25.4% against the previous year. Extractive sector revenue that we confirmed is about MNT 900 billion higher than the statement of NSO due to multiple revenue streams outside the budget, which were covered in the reconciliation.

The Government of Mongolia committed to implement EITI in December 2005 and was admitted as EITI Candidate on 27 September 2007, and after successful Validation against the old EITI Standard of its implementation, the country achieved compliance on October 19th, 2010

Since being admitted to EITI, Mongolia has produced fourteen reports; now produces the first flexible in era of Covid-19 pandemic or fifteenth in total sequence.

In January 2017, the EITI Board approved the 2016 Mongolia EITI results for the first Validation. Later the assessment was made in January 2018 regarding Mongolia’s progress in addressing eight corrective actions established by the EITI Board following Mongolia’s first Validation. In February 2018 Mongolia became the second country to meet all the requirements of EITI standard among over 50 resource-rich countries joined the EITI, which was the remarkable achievement for the country.

The World Bank, mainly through the EITI Multi-Donor Trust Fund (MDTF and EGIP in 2007-2018) had been providing assistance to the Government of Mongolia in implementation of EITI, where Mongolia has made impressive progress in the extractive sector is transparency.

The national EITI process is overseen by a multi-stakeholder group of composed of government, civil society and business.

Perceptions of the sector are deteriorating with more that 75% of the population perceiving corruption to be common practice in Mongolia and mining is regularly cited as one of the most significant problem areas. This is in part due to the lack of public understanding and the absence of opportunities for the public to engage in projects that directly affect them. Furthermore, confusion over functional responsibilities, particularly between local and central government, makes the sector more opaque and difficult to engage with. Some companies make efforts to ensure that local populations benefit from their presence, but this is not systematic or well regulated. There are opportunities to reverse the deteriorating perception trend. Several databases have been created to improve information availability. These are a/ the Computerized Mining Cadaster System, b/ the MonGeoCat: publicly accessible meta-database on geological data and maps, c/ the E-reporting system for Exploration and Production (InfoRep), and d/the EITI e-reporting system. Improving the information available to citizens including the presentation and communication format of the data, along with clearer functional assignments in the sector, will increase the understanding of the public and make it easier to engage in the sector.

# PROJECT DESCRIPTION

The project is consistent with one of the Bank's commitments to supporting resource-rich countries on EITI implementation and broader reforms on sector transparency and good governance.

(The project is aligned with the CPF focus area of public institutions, and sustainability concerted with

Public Financial Management which focuses on improving the quality, professionalism, transparency, and predictability in the interface between the state and its citizens/enterprises.)

The project will therefore focus on (i) Strengthening participation and collaboration among EITI stakeholders; (ii) Preparing for EITI mainstreaming.

The Mongolia EITI Secretariat is being prepared under the World Bank’s Environment and Social Framework (ESF). As per the Environmental and Social Standard (ESS) 10 Stakeholders Engagement and Information Disclosure, the implementing agency should provide stakeholders with timely, relevant, understandable and accessible information, and consult with them in a culturally appropriate manner, which is free of manipulation, interference, coercion, discrimination and intimidation. In compliance with the ESS 10, this Stakeholder Engagement Plan (SEP) was prepared.

The *overall objective of this SEP* is to define a program for stakeholder engagement, including public information disclosure and consultation, throughout the entire project cycle. The SEP outlines the ways in which the project team will communicate with stakeholders and includes a mechanism by which people can raise concerns, provide feedback, or make complaints about project and any activities related to the project. As per the project aims the involvement of the local population is essential to the success of the project in order to ensure smooth collaboration between project staff and local communities and to minimize and mitigate environmental and social risks related to the proposed project activities.

# DESCRIPTION OF THE ADMINISTRATIVE, POLICY AND REGULATORY FRAMEWORK

The Stakeholder engagement derives its legitimacy through Article 6.2 of the constitution of Mongolia which was adopted on 13 January 1992 and amended two times, in 14 December, 2000 and 11 November 2019. As the fundamental law of the State, the Constitution defines the structure of the government, basic rights, liberties and responsibilities of its citizens, as well as the powers of the legislative, executive and judicial branches. Article 6.2 mandates that: The land, except owned by the citizens of Mongolia, subsoil, its wealth, forests, water resources, and wildlife shall be the state public property. The state policy on use of the natural resources shall rely on the long term development policy to endorse rights of each citizen in current and future generations to live in healthy and safe environment, consolidate returns from land subsoil wealth at the National Wealth Fund for equal and fair distribution. A citizen shall have the right to know about the impact on the environment from exploitation of land subsoil wealth as part of the right to live in healthy and safe environment. The legal basis to allot a majority of the benefits gained from mineral deposits of the strategic importance in compliance with the principle, under which natural wealth is to be under the people's control, shall be determined by laws." */This 6.2 paragraph was amended by the law of 14 November, 2019/*

## Key National Legal Provisions

Legislation relating to the extractive industries

**Current situation of the legislation system for mining, oil and nuclear energy sector**

Geology, mining, petroleum and heavy industry sectors are governed by around 30 laws including laws on: Minerals, Subsoil, Petroleum and Petroleum Products, Prohibiting Mineral Exploration and Production Near Water Sources, Protected Areas and Forests, Regulations for implementing the Law on Prohibiting Mineral Exploration and Production Near Water Sources, Protected Areas and Forests, on Industrial and Technology Parks, Nuclear Energy, on Common Minerals, Licensing of Business Activities, and 40 relevant other regulations. However, there are a few instances of inconsistencies between the laws and regulations, and non-clarity in implementation mechanisms.

When global trends in mining are increasingly developing towards sustainable, mutually beneficial, and green development movements, there is a greater need for more tailored regulations, particularly on matters such as public services, the sustainable investment environment, and local community engagement.

According to Corruption Risk Assessment in Mining Sector of Mongolia (2016), main reasons for potential corruption risks occurring between the phases of “license granting” and “exploitation” were identified by legal documents in mining sector as follows: 1 – Overly generalized and lack of specialized regulations, 2 – unclear requirements of any regulations, 3 – related rules and procedures are not adequately based on professional methodologies.

Mongolia was assessed as “satisfactory in governance performance” in the 2017 Resource Governance Index Report issued by Natural Resource Governance Institute. However, there were component scores 54 of 100 in Revenue Management, 40 in “Governance of state-owned enterprises” and 42 in Sovereign Wealth Fund or Fiscal Stability Fund of Mongolia, respectively. In other words, the country scored lower than average in these key components and exhibit weak resource governance.

The Law on Minerals and the Law on Subsoil do not provide a comprehensive legal framework for all relations across mine lifecycle, and some of the provisions are not in line with latest development trends. The Minerals Law primarily regulates the relations concerning “licensing”, whereas those relations concerning the investment in and construction in the mining sector, exploitation, processing, production, rehabilitation, and mine closure are out of fair inclusion in the law, so there are still room for advancing and reforming the applicable laws and regulations.

**Main laws regulating the sector, and recent amendments**

The Minerals Law, 2006 (amended twice in 2017, and amendments in 2018, 2019)

**Amendments in 2019:** Enabled registration and reporting of cooperatives and partnerships operating artisanal mining without license, including entities who purchased, exported minerals from them, generating royalty payment from concentrators and processing plants without exploitation license. Moreover, the amendment enabled an increase of the country's foreign exchange reserves without reduction in the amount of gold sold to the Bank of Mongolia and growth of the budget revenue through the expansion of tax base and full collection of royalties.

Law on Controlling the Circulation of Explosives and Explosive Devices, 2013, (2020 revision in 2020)

The Law on Subsoil, 1988

The Law on Common Minerals, 2014

The Law on Nuclear Energy, 2009

The Law on Petroleum, 2014 (revision in 2017)

The Law on Petroleum products, 2005

The Law on Prohibiting Mineral Exploration and Production near Water Sources, Protected Areas and Forests, 2009

The Law on Regulations for the Compliance of the Law on Nuclear Energy, 2009

The Law on Regulations for the Compliance of the Law on Prohibiting Mineral Exploration and Production Near Water Sources, Protected Areas and Forests, 2009, 2015

**State Policies on the Extractive Industry**

**State policy on Mining Sector Development until 2025**

The State policy in the mining sector is aimed at protecting genuine national interests by developing transparent and responsible mining based on the private sector and creating an economy with diversified sectors and the balanced structure within short-to- middle term.

The objectives of the State policy is to enhance quality of exploration, mining, processing of minerals, produce the value-added products and strengthen the competitiveness at the international market through creating the stable environment for its investments and supporting the environmentally-friendly advanced equipment, technology, and innovations.

This policy document intends to define the principles adhered in the mining sector and the sources of growth and improve governing systems. These principles and governing systems will be mainstreamed throughout the sector legislations, middle and long-term programs, sub-programs, and projects.

**State policy on the development of petroleum sector (2018-2027)**

In order to increase investments for the sector, and to improve capacity and qualifications of human resources “The State policy to adopt for the petroleum sector until 2017” was approved by the Government resolution #169 dated 2018.

The major objectives of the State policy on the development of petroleum sector are to intensify petroleum prospecting and exploration, increase petroleum reserves, increase extractions in the petroleum sector of Mongolia, construct a refinery plant and ensure reliable supply of petroleum products.

In order to ensure effective implementation of 6 main objectives reflected in this policy document, the “Action plan to implement the state policy on oil sector development until 2017” was adopted by MMHI minster’s order #A/163 dated 2019.

This revised policy will be realized in two phases, namely the 1st phase covering the period of 2018-2027: deepen the socio-economic impacts and enhance the sector’s competitiveness through the streamlining the state policies and legislative framework for the petroleum sector, improving infrastructure, increasing investments, and establishing a fully or partially state-owned petroleum company; the 2nd phase covering the period of 2012-2027: build solid foundations of the national petroleum sector to ensure stable supply of the petroleum products through the intensification of the prospecting and exploration activities in the areas with strategic importance; increasing the petroleum reserves and its extraction; operationalizing oil refinery plant; and strengthening the capacity of the sector’s human resources.

**State policy for radioactive minerals and nuclear energy**

The objectives of the State policy on the radio-active minerals and nuclear energy are to commence extensive use of nuclear energy for economic and social benefits and produce nuclear energy based on non-toxic for human health, ecologically clean, environmentally-friendly technologies through the deepening investigation of the reserves of these minerals and to becoming one of the leading countries which mine, process and export such minerals for peace intensions.

**The legislation related to EITI implementation in Mongolia**

Within the scope of implementing the EITI in Mongolia, amendments were introduced to the following six laws, namely the Minerals Law (2006), the Law on Nuclear Energy (2009), the Petroleum Law (2014), the Law on Common Minerals (2014), the Law on Infringement (2017), and the Law on Investigating and Resolving Infringements (2017).

The following policy documents were adopted in line with the EITI implementation:

State Minerals Policy, 2014 sets out foundations for introducing the international initiatives on promoting transparent and responsible mining and institutionalizing the economic and social impact assessments;

“The National Program on Combating Corruption” (2016) sets out provisions to ensure transparency of extractive industry;

The Action Plan for the National Program on Combating Corruption (2017) approved by the GOM order includes 6 different measures to be implemented in two stages during the period of 2017-2023.

The GoM issued the order no.381 of 2013 and approved the 2nd stage of the National action plan for Open Governance Partnership (2016-2018) aimed at ensuring the transparency on information of beneficial ownership to use the natural resources.

The Order no.01 of 2006 issued by the GoM states the government commitments to join the the Extractive Industry Transparency Initiative (EITI) and other two orders (the Order no. 222 of 2012 and the Order no. 263 of 2017) of the GoM assigns the relevant stakeholders to implement the specific actions towards ensuring transparency in extractive industry. The GOM Orders no. 190 of 2010 assigned the governors of capital city, aimag, soum and districts to report on annual basis and inform public about taxes, fees, charges, and penalties transferred by minerals exploration and mining license holder to local budget, and cash or in-kind donations provided to the Governor’s secretariat office of capital city, aimag, soum and districts or any budget organization. The template for cooperation agreement between Minerals license holder and local community administration was approved by Order no. 179 of 2016 by GoM; and the template for Product Sharing Agreement was approved by Order no. 104 of 2015 by GoM, respectively.

Over 15 regulations, procedures, memorandum, and plans were approved by Decree of the Prime Minister, and orders and resolutions of the respective Ministers in order to regulate sector specific activities.

In accordance with the resolution of Government No.289 in, the EITI Secretariat transferred from Prime Minister’s office to MMHI, as the chairman of EITI National Council was transferred to Minister of Mining and heavy industry from Prime Minister of Mongolia.

By the Order A/37 dated 2020 “Approval of the form and instructions for its completion” of Minister of MHI, “Report on the activities of business entities and organizations engaged in mineral exploration, mining and production for 20 ... (3-EITI-1)” form was approved by Appendix 1, with instructions for their completion of Appendix 2 and “Report of Petroleum Exploration and Production Entities for 20.. (3-EITI-2)” was approved by Appendix 3, with instructions for their completion of Appendix 4.

Within the framework of this regulation, business entities and organizations engaged in mineral exploration, mining and production shall prepare their activity reports accurately with these forms and submit to the Mongolia Extractive Industries Transparency Initiative (EITI) e-reporting system by April 15 of the following year. Mongolia EITI secretariat shall submit electronically the reconciliation report of entities to the National Statistics Office before May 15th.

In addition, entities engaged in oil exploration and production shall also prepare their operating reports accurately and submit electronically to the EITI e-reporting system before April 15th of the following year. Similarly, Mongolia EITI secretariat shall submit electronically the reconciliation report of entities to the National Statistics Office before May 15th.

**Fiscal policy and regulations**

Budget revenue collection and its allocation

**Budget** means the financial instrument to implement socio-economic objectives, which represents the balance of income and expenditure including the total revenue to be collected in treasury fund for the current year and its allocation activities.

**Budget revenue** consists of tax and non-tax revenues and grants. Equilibrated revenue refers to total budget revenue net of Stabilization Fund and Future Heritage Fund.

Tax revenues comprise taxes, fees and payments as articulated by the General Tax Law. Nontax revenues comprise:

* dividends from fully and partially state and locally owned enterprises for the share of state and local property;
* royalties for the use of state and local property;
* proceeds from privatization, sale and renting of state and local property;
* fines and penalties;
* operational revenue from budget entity;
* loans and grants to the Government; and
* other types of revenues generated into the budget in accordance with respective laws.

**Budget expenditures** consist of recurrent and capital expenditures. Budget expenditures are consumed for implementing the state main functions such as education, health support services, national security, infrastructure, and social welfare.

Mongolia is a country with a general budget. The general budget of Mongolia comprises the state budget, local budgets, the budget of the Social Insurance Fund and the budget of the Health Insurance Fund. The local budget is comprised of aimag, capital city, soum and district budgets. The national Parliament must discuss and approve the State budget, the budget of the Social Insurance Fund and the budget of the Health Insurance Fund, whereas local budget requires approval from City Council of the relevant jurisdiction.

**State budget** means a budget generated, allocated and expended by the President, the Parliament, the Government of Mongolia, the Ministries, and their agencies. State budget accounts for approximately 80% of the National budget.

**Local budget** means a budget approved by Citizens’ Representative Khurals and Governors of aimag, capital city, soums and districts are responsible for collection of revenues and for expenditure relating to their jurisdiction. The Parliament approves the financial support/transfer to local budget or transfers from local budget to the state budget.

**The Social Insurance Fund budget.** Income for the social insurance fund shall come from social insurance premiums paid by employee and employer according to the Social Insurance Law and funding allocated from the state budget. The fund shall be spent to finance social benefits and pensions as specified in the Social Insurance Laws.

**The Health Insurance Fund budget.** The purpose of the Fund is to finance health support services with health insurance premiums paid by the state, citizens and organisations according to the Health Insurance Law.

**Budget laws**

The main legislation applicable to the national budgeting consists of the Constitution of Mongolia, the Fiscal Stability Law, the Budget Law, and other legislative acts enacted in accordance with the Budget Law.

The fiscal policy of Mongolia is regulated by the following laws.

**Budget Law**. The general budget is regulated by the Budget law. The purpose of this law is to establish the principles, systems, composition, and classification of the budget; to implement specific provisions of the budget; to define the rights, duties and responsibilities of bodies that participate in the budget process; and to regulate the procedures applying to budget preparation, budget approval, spending, accounting for, reporting and monitoring.

**Fiscal Stability Law**. The purpose of the Law is to determine and implement budget requirements and management principles to ensure fiscal stability; determine the rights and responsibilities of government organisations in monitoring fiscal stability; create renewable wealth; make investments that support economic development; and generate financial savings from mineral revenues. The Law consists of two major principal sections

The percent of balanced loss in the future, permitted number of debts, percentage of expenditure increase, and estimation process of budget revenues were clarified by this law including:

The consolidated budget revenue shall be estimated by using a structural revenue policy.

The structural balance shall not exceed 2% of GDP of the current fiscal year.

The percent of increase in total expenditure of the National budget of particular year shall not exceed the greater of i) the percent of increase in non-mineral GDP of that year or ii) the average increase percentage of non-mining GDP of the previous consecutive 12 years,

The present value of the Government debt shall not exceed 60% of GDP of that fiscal year *(this article is re-edited by the amendment law dated Sep 9, 2016).*

The budget policy shall be defined by the mid-term fiscal framework statement approved in accordance with the special requirements of budget. This framework statement shall involve the financial objectives of Government, the expected budget performance, macro-economic (employment level, Consumer Price Index, etc.) projections and budget projections (budget balance, budget investment) of three subsequent consecutive years.

**Law on Special Funds of Government**. The purpose of this law is to determine the type of Government special funds and to regulate relations with respect to generating, expending, reporting of performance, and monitoring of such funds.

**The Law on Future Heritage Fund**. The Law on Future Heritage Fund was enacted in 2016 and became effective on January 1, 2017. The purpose of the law is to:

* Establish the Future Heritage Fund to implement the principle of balanced distribution of revenues from non-renewable minerals to the present and future generations.
* Regulate relations may arise with respect to setting out the organizational system and structure which is responsible for revenue collection, wealth distribution and management, performance reporting and monitoring of the Fund.
* Build up sustainable and effective system for macro-economic governance.

Information on fiscal policy, the level of budget allocation, local transfers (via joint local development fund or directly to aimag), and the legal environment for mandatory local payments must be disclosed on the Ministry of Finance's websites such as [www.mof.gov.mn](file:///C%3A%5CUsers%5CTsolmon%5CDesktop%5CDelhiin%20Bankny%20Tusul%5Cwww.mof.gov.mn), [www.iltod.gov.mn](file:///C%3A%5CUsers%5CTsolmon%5CDesktop%5CDelhiin%20Bankny%20Tusul%5Cwww.iltod.gov.mn), https://shilendans.gov.mn.

For the purposes of regular provision of knowledge and information about the budget to citizens, increasing citizens’ control and participation in the budget and improving transparency, the Ministry of Finance has been preparing the “Citizens' Budget” brochure since 2018 in the form of “infographics” or “pictorial information” as an example of Mongolia's draft budget and budget execution information. The brochure is available at [www.mof.gov.mn](file:///C%3A%5CUsers%5CTsolmon%5CDesktop%5CDelhiin%20Bankny%20Tusul%5Cwww.mof.gov.mn), [www.iltod.gov.mn](http://www.iltod.gov.mn) and social media pages of the Ministry of Finance.

## World Bank Environmental and Social Standard on Stakeholder Engagement

The World Bank’s Environmental and Social Framework (ESF)’s Environmental and Social Standard (ESS) 10, “Stakeholder Engagement and Information Disclosure”, recognizes “the importance of open and transparent engagement between the Borrower and project stakeholders as an essential element of good international practice” (World Bank, 2017: 97). Specifically, the requirements set out by ESS10 are the following:

* “Borrowers will engage with stakeholders throughout the project life cycle, commencing such engagement as early as possible in the project development process and in a timeframe that enables meaningful consultations with stakeholders on project design. The nature, scope and frequency of stakeholder engagement will be proportionate to the nature and scale of the project and its potential risks and impacts.
* Borrowers will engage in meaningful consultations with all stakeholders. Borrowers will provide stakeholders with timely, relevant, understandable and accessible information, and consult with them in a culturally appropriate manner, which is free of manipulation, interference, coercion, discrimination and intimidation.
* The process of stakeholder engagement will involve the following, as set out in further detail in this ESS: (i) stakeholder identification and analysis; (ii) planning how the engagement with stakeholders will take place; (iii) disclosure of information; (iv) consultation with stakeholders;

(v) addressing and responding to grievances; and (vi) reporting to stakeholders.

* The Borrower will maintain and disclose as part of the environmental and social assessment, a documented record of stakeholder engagement, including a description of the stakeholders consulted, a summary of the feedback received and a brief explanation of how the feedback was taken into account, or the reasons why it was not.” (World Bank, 2017: 98).

A Stakeholder Engagement Plan proportionate to the nature and scale of the project and its potential risks and impacts needs to be developed by the Borrower. It has to be disclosed as early as possible, and before project appraisal, and the Borrower needs to seek the views of stakeholders on the SEP, including on the identification of stakeholders and the proposals for future engagement. If significant changes are made to the SEP, the Borrower has to disclose the updated SEP (World Bank, 2017: 99). According to ESS10, the Borrower should also propose and implement a grievance mechanism to receive and facilitate the resolution of concerns and grievances of project-affected parties related to the environmental and social performance of the project in a timely manner (World Bank, 2017: 100).

For more details on the WB Environmental and Social Standards, please follow the below links:

[www.worldbank.org/en/projects-operations/environmental-and-social-](http://www.worldbank.org/en/projects-operations/environmental-and-social-framework/brief/environmental-and-social-standards) [framework/brief/environmental-and-social-standards](http://www.worldbank.org/en/projects-operations/environmental-and-social-framework/brief/environmental-and-social-standards) and [http://projects-](http://projects-beta.vsemirnyjbank.org/ru/projects-operations/environmental-and-social-framework/brief/environmental-and-social-standards) [beta.vsemirnyjbank.org/ru/projects-operations/environmental-and-social-](http://projects-beta.vsemirnyjbank.org/ru/projects-operations/environmental-and-social-framework/brief/environmental-and-social-standards) [framework/brief/environmental-and-social-standards](http://projects-beta.vsemirnyjbank.org/ru/projects-operations/environmental-and-social-framework/brief/environmental-and-social-standards)

# BRIEF SUMMARY OF PREVIOUS STAKEHOLDER ENGAGEMENT ACTIVITIES

The project preparation has been engaging with various project stakeholders since April 2021. The basis of the grant proposal is the official request from the Ministry of Finance on April 21, 2021.

The Table below summaries the methods used to consult with key informants.

#### Table 1. Summary of Previous Engagement Activities

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| ***Project stage*** | **Topic of consultation** | **Methods used** | **Timetable: Location and dates** | **Target stakeholders** | **Responsibilities** | **Key issues raised** |
| *Preparation* | Project scope and design outlinesProject implementation arrangements | one-on-one meetings, DiscussionsDiscussions | April 2021, Ulaanbaatar , MongoliaEITI National Secretariat, WB Team and ADB (online)April 2021, | MMHI, MOFImplementing agency | WB team, EITI International SecretariatEITI National Secretariat | * Achievements from previous EITI projects funded by WB,
* opportunities for new funds; Country status in EITI and perspectives discussed.
 |
| Project design | Summary findings | April 2021, Ulaanbaatar, Mongolia | MMHI | EITI National Coordinator | Finalizing key activities for new EITI project |

The environmental and social documents of the Project including Stakeholders Engagement plan (SEP), Environmental and Social Commitment Plan (ESCP) and detailed project activities lists were disclosed in both English and Mongolian on November 30th, 2021 on the Mongolia EITI website (http://www.eitimongolia.mn/a/201) for comments and feedback using project communication channels such as project email and telephone. No comments or feedback have been received by the end date as set in formal announcement.

# STAKEHOLDER MAPPING AND ANALYSIS

The ESS 10 recognizes two broad categories of stakeholders- one, Project Affected Parties; and two, Other Interested parties. **Project-affected parties** include those likely to be affected by the project because of actual impacts or potential risks to their physical environment, health, security, cultural practices, well-being, or livelihoods. These stakeholders may include individuals or groups, including local communities. They are the individuals or households most likely to observe/feel changes from environmental and social impacts of the project. The term “**Other interested parties**” (OIPs) refers to: individuals, groups, or organizations with an interest in the project, which may be because of the project location, its characteristics, its impacts, or matters related to public interest. For example, these parties may include regulators, government officials, the private sector, the scientific community, academics, unions, women’s organizations, other civil society organizations, and cultural groups.

**Stakeholder Mapping**. Project recognizes that national stakeholders are diverse and heterogeneous, therefore stakeholder mapping is done horizontally. Each stakeholder/ group is rated for the relative importance- starting from rating from 1 to 5 stars. Five being high and is to be accorded full scale attention. This helps in assigning importance for further analysis. The Universal mapping and the relative importance are presented below.

***Table 2. Stakeholder Mapping***

|  |  |  |
| --- | --- | --- |
|  | **National Stakeholders** | **Significance** |
| 1. | Ministry of Mining and Heavy Industry | \*\*\*\*\* |
| 2. | EITI National Council | \*\*\*\*\* |
| 3. | EITI MSG | \*\*\*\*\* |
| 4. | World Bank | \*\*\* |
| 5. | EITI International Secretariat | \*\*\*\* |
| 6. | EITI National Secretariat | \*\*\*\* |
| 7. | Ministry of Finance | \*\*\*\* |
| 8. | Ministry of Environment and Tourism | \*\*\* |
| 9. | Mineral Resources and Petroleum Authorities of Mongolia | \*\*\* |
| 10. | Extractive companies in National Council and MSG | \*\*\*\* |
| 11. | Civil society (NGO Coalition members) in National Council and MSG | \*\*\*\* |
| 12. | Donors (ADB, GIZ, EBRD) | \*\* |
| 13. | Sub-national EITI Council | \*\*\* |
| 14. | General department of Taxation Authorities | \*\*\* |
| 15. | Anti-Corruption Authorities | \*\*\*\* |
| 16. | Local community | \*\*\*\* |

**Stakeholder Analysis.** The stakeholders of high and substantial significance (ranked 5\* and 4\* during universal mapping) are analyzed in the Table below. The analysis includes the current status of the stakeholder, raised concerns and issues during consultations, their expectations from the project, significance of the risk of unmet expectations and enabling conditions required to mitigate those risks.

***Table 3. Stakeholder Analysis***

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **1. Subgroup** | **2. Current Status** | **3. Concerns and issues** | **4. Expectations** | **5.** **Risks** | **6. Enabling Qualifiers** |
| Ministry of Mining and Heavy Industry (MMHI) | Chairs both National Council and MSG, Project Steering Unit | Has poor connections with local authorities. | Lead in enacting law on transparency in mineral resources sector; | Substantial | Facilitates the work of National Council and MSG |
| Ministry of Finance | MOF has sufficient experience in implementation of donor-funded projects. | Poor support of Sub-national Councils. | Successful implementation of the project’s objectives through efficient use of allocated funds. | Substantial | Facilitates the donor coordination, monitor implementation of the Project. |
| EITI National Secretariat | MEITI is the key stakeholder in coordination and implementation of the EITI in the country.  | Lack of effective cooperation between stakeholders and EITI processes. | As a implementing unit, successful implementation of the project objectives in line with Work Plan activities and EITI Standard requirements, close coordination with all stakeholders. | Substantial | Executes all decisions made by National EITI Council and MSG, assists in implementing corrective actions issued by International EITI Secretariat and EITI Board. |
| Extractive companies | Representing extractive sector in EITI, participating in preparing yearly EITI reconciliation reports | Lack of understanding of the EITI benefits | Fully participation at EITI Report preparation, shall seek to meet EITI standard.  | Substantial | Enabling information disclosure about payments and beneficial owners for the EITI report |
| Civil society (NGO Coalition members) | One of the active and responsible stakeholders in the process, providing consultancies in performing activities with Work Plan | Coordination with Coalition. | Providing consultancies, trainings, seminar and informational campaigns at national and local levels will raise public awareness | Substantial | Providing advocacy and capacity building activities Members of NGO Coalition “Transparency forDevelopment” engaged in transparency and accountability, environment and budget transparency issues |

# INSTITUTIONAL ANALYSIS

The national institutions of high significance have been analyzed in the below Table.

***Table 4. Institutional Analysis***

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Sl No | **Sub group/agency** | **Current Role** | **Change/****Adjustments suggested** | **Rationale** |
| 1 | EITI National Secretariat (MEITI) | Facilitation and implementation of EITI process in the country | EITI National Secretariat will be the PIU staff to procure consulting services to implement all components of the project | Secretariat is familiar with International EITI requirements, policies and procedures.  |
| 2 | EITI MSG | Supervision of EITI activities and control over Work Plan implementation | EITI MSG will implement effective outreach activities with civil society groups and companies, to inform stakeholders of the government’s commitment to implement the EITI | MSG will address the bottlenecks and challenges during the project implementation, as it represents three sectors (government, private and NGOs) involved in the EITI |
| 3 | MMHI | Development and implementation of the state policy and creating favorable environment to attract national and foreign investments | Will establish the PIU to implement the EITI activities | The MMHI mandate and the EITI objectives are common, therefore the MMHI was assigned as the implementing agency |
| 4 | CSOs | Providing assistance in EITI promotion and advocacy | CSOs will provide assistance in conducting surveys, trainings, round tables and informational campaigns | Coalition of CSOs “Transparency for Development” was instrumental in promoting EITI concept at local, regional and national levels. |
| 5 | Extractive Companies | Annual reporting for EITI | Consultation in law enactment and support  | Transparency law is needed for companies to make the sector open and responsible. |
| 6 | Local Governments and Sub-national EITI Councils | Annual reporting for EITI | They will promote EITI at local level to community | More trust and promotion are needed at local level. |

# IMPACT ASSESSMENT AND RISK MANAGEMENT

The role and responsibilities of different (key) actors are listed at different levels. Please note impacts, as of now are ‘potential’.

***Table 5. Potential Risks/Impacts and Mitigation Measures***

|  |  |  |  |
| --- | --- | --- | --- |
| **Positive Impacts** | **Negative Impacts** | **Risks** | **Mitigatory Measures**(may include enlisting NGOs, capacity support, capacity building etc) |
| The project will enhance the capacity of the EITI National Secretariat and Multi-Stakeholder Group in Mongolia to comply with the EITI Standards.It will set out mechanisms to identify and engage with stakeholders to generate wide and active public debate on extractive sector transparency issues. | None | The first risk is associated with conservative attitude and pessimism of pertinent officials and policy makers towards the government commitments to EITI requirements and standards, the other is related to unwillingness of private and state-owned extractive companies to disclose financial and production data, and the final one is due to low advocacy capacity of CSOs and poor awareness about the EITI activities and processes among the public at large. | The project will develop and implement “Strengthening participation and collaboration among EITI stakeholders and Preparing for EITI mainstreaming” for 2022-2023 and support EITI processes in the country.The project will finance diverse range of capacity building and outreach activities to improve capacity of key stakeholders and increase awareness raising among population at large about extractive industries and engage citizen for accountability and policy-making processes that have constrained development progress in Mongolia. |

# IMPLEMENTATION ARRANGEMENTS FOR STAKEHOLDER ENGAGEMENT

## Implementation Arrangements

Ministry of Mining and Heavy industry will be the implementing agency for the project. The Project Implementing Unit (PIU) will be Mongolia EITI Secretariat under the MMHI, which will be responsible for day to day management of project activities. It will recruit the National EITI Secretariat staff to join the PIU staff to support implementation of the project activities. The PIU will hold administrative, fiduciary, procurement, environmental and social (E&S) risk management, and monitoring responsibilities. The PIU will also deploy the staff needed for proper implementation of the environmental and social risk mitigation measures, as this project will be implemented under the new ESF standards. Funding resources $ 2.000 will be allocated from TF and MMHI for implementation of SEP including trainings and publication.

## Roles and Responsibilities

The PIU Communication Specialist will take responsibility for and lead all aspects of the stakeholder engagement. He/She will coordinate and implement various activities envisaged in the SEP. The PIU will

need to closely coordinate with other key state and non-state stakeholders.

The roles and responsibilities of key actors/stakeholders are summarized in the Table below.

#### Table 6: Responsibilities of key actors/stakeholders in SEP Implementation

|  |  |
| --- | --- |
| **Actor/Stakeholder** | **Responsibilities** |
| MMHI/PIU | * Planning and implementation of the SEP;
* Leading stakeholder engagement activities;
* Management and resolution of grievances;
* Coordination/supervision of contractors on SEP activities;
* Supervision/monitoring of implementation Consultants;
* Manage the Grievance Redress Mechanism (GRM) and maintain the GRM database;
* Monitoring of and reporting on environmental and social performance to GOM and the World Bank
 |
| National EITI Council and MSG | * Develop and approve the strategic development trends and decisions;
* Represent the EITI at the public outreach activities;
 |
| Contractors/sub- contractors/individual consultants | * Support PIU in the public outreach activities implementation;
* Prepare, disclose and disseminate various information and advocacy materials;
* Develop and implement the capacity building activities;
 |
| CSOs | * Support in community outreach;
* Actively participate in the project activities.
 |

## Stakeholder Engagement Methods to be used

***Mass/social media communication***

Mongolia EITI website <http://www.eitimongolia.mn/>, Mongolia-EITI-Facebook-page, ([https://www.facebook.com/EIT,IMongolia/](https://www.facebook.com/EIT%2CIMongolia/)), Twitter (<https://twitter.com/eitimongolia>) and other social media channels, will be used to communicate with the population at large throughout the project’s lifecycle. Social media channels will be used as much as possible to disseminate information as rates of social media use (especially Facebook) appear to be high across users of different age and background throughout the country.

#### Communication materials

Written information will be disclosed to the public via a variety of printed materials including brochures, flyers, posters, etc. They will be designed specifically and distributed both in print and online form. EITI will also update its website regularly (at least on a quarterly basis) with key project updates and report s on the project’s environmental and social performance both in Mongolian and English. The website will also provide information about the grievance mechanism for the project (see next sub-section).

#### Grievance redress mechanism

In compliance with the World Bank’s ESS10 requirement, a specific grievance mechanism will be set-up for the project. Dedicated information materials will be created to help citizens familiarize themselves with the grievance redress channels and procedures through relative web-sites and social networks.

#### Training, workshops

Trainings and workshops will be provided to build the capacity of key stakeholders to promote and advocate for EITI development in the country. Broader training on EITI to civil society and other stakeholder groups (e.g. Media, Public Organizations, Parliamentarians) will be implemented to increas e knowledge and generate interest on extractive sector and EITI.

#### Study tours

Exchange of experience with other EITI countries will be implemented to enhance the national capacity to leverage EITI for broader extractive sector reforms.

#### Tools and Techniques for Stakeholder Engagement under Covid-19 Situation

With the outbreak and spread of COVID-19, people have been mandated by national or local law, to exercise social distancing, and specifically to avoid public gatherings to prevent and reduce the risk of the virus transmission. Government of Mongolia has taken various restrictive measures, some imposing strict restrictions on public gatherings, meetings and people’s movement. At the same time, the genera l public has become increasingly aware and concerned about the risks of transmission, particularly through social interactions at large gatherings.

Adoption of below listed recommendations on public consultations and stakeholder engagement in WB- funded projects1 will be subject to the evolving coronavirus situation in Mongolia, and restrictions put in place by the Government. The PIU will:

* + - Review the country COVID-19 spread situation in the project area, and the restrictions put in place by the government to contain virus spread;
		- Assess the associated potential risks of virus transmission in conducting various engagement activities;
		- Avoid public gatherings (taking into account national restrictions), including public hearings, workshops and community meetings, and minimize direct interaction between project agencies and beneficiaries / affected people;
		- If smaller meetings are permitted, conduct consultations in small-group sessions while observing the principle of social distancing. If not permitted, make all reasonable efforts to conduct meetings through online channels, including google, webex, zoom and skype meetings;
		- Be sure that all PIU members articulate and express their understandings on social behavior and good hygiene practices, and that any stakeholder engagement events, if conducted, be preceded with the procedure of articulating such hygienic practices.
		- Diversify means of communication and rely more on social media and online channels. Where possible and appropriate, create dedicated online platforms and chat groups appropriate for the purpose, based on the type and category of stakeholders;
		- Employ traditional channels of communications (TV, newspaper, radio, dedicated phone-lines, public announcements and mail) when stakeholders do not have access to online channels or

1 [Technical Note: Public Consultations a nd Stakeholder Engagement in WB-supported operations when there are](https://worldbankgroup.sharepoint.com/sites/wbunits/opcs/Knowledge%20Base/Public%20Consultations%20in%20WB%20Operations.pdf) [constraints on conducting public meetings](https://worldbankgroup.sharepoint.com/sites/wbunits/opcs/Knowledge%20Base/Public%20Consultations%20in%20WB%20Operations.pdf), issued on March 20, 2020

do not use them frequently. Such channels can also be highly effective in conveying relevant information to stakeholders, and allow them to provide their feedback and suggestions;

* + - Employ online communication tools to design virtual workshops in situations where large

meetings and workshops are essential, given the preparatory stage of the project. Webex, Skype, and in low ICT capacity situations, audio meetings, can be effective tools to design virtual workshops. The format of such workshops could include the following steps:

* + - * ***Virtual registration of participants*:** Participants can register online through a dedicated platform.
			* ***Distribution of workshop materials to participants, including agenda, project documents, presentations, questionnaires and discussion topics*:** These can be distributed online to participants.
			* ***Review of distributed information materials*:** Participants are given a scheduled duration for this, prior to scheduling a discussion on the information provided.
			* ***Discussion, feedback collection and sharing*:**
				+ Participants can be organized and assigned to different topic groups, teams or virtual

“tables” provided they agree to this.

* + - * + Group, team and table discussions can be organized through social media means, s uch as webex, skype or zoom, or through written feedback in the form of an electronic questionnaire or feedback forms that can be emailed back.
			* ***Conclusion and summary:***The chair of the workshop will summarize the virtual workshop discussion, formulate conclusions and share electronically with all participants.
		- In situations where online interaction is challenging, information can be disseminated through digital platform (where available) like Facebook, Twitter, WhatsApp groups, Project web links/ websites, and traditional means of communications (TV, newspaper, radio, phone calls and mails with clear description of mechanisms for providing feedback via mail and / or dedicated telephone lines. All channels of communication need to clearly specify how stakeholders can provide their feedback and suggestions.
		- In situations where it is determined that meaningful consultations that are critical to the conduct of a specific project activity cannot be conducted in spite of all reasonable efforts on the part of the client supported by the Bank, the project team will discuss whether the proposed project activities can be postponed by a few weeks in view of the virus spread risks. This would depend on the COVID-19 situation in the country, and the government policy requirements to contain the virus spread.

## Information Disclosure

The website of the Mongolia EITI ([www.eitimongolia.mn](http://www.eitimongolia.mn)) is being used to disclose EITI project related documents, including those on environmental and social performance in Mongolia and English during project preparation. All future project related materials will be disclosed on this website. Project updates and easy-to-understand guides to the EITI terminology will also be provided on the website. All information brochures/fliers will be posted on the website. Contact details of the Grievance Focal Point will also be made available on the website. MMHI PIU will update and maintain the website regularly (at least on quarterly basis); the National EITI Council will maintain and sustain the website upon the project completion.

# STAKEHOLDER ENGAGEMENT ACTIVITIES

In order to meet best practice approaches, the project will apply the following principles for stakeholder engagement:

* Openness and life-cycle approach: public consultations for the project will be arranged during the whole life-cycle, carried out in an open manner, free of external manipulation, interference, coercion or intimidation;
* Informed participation and feedback: information will be provided to and widely distributed among all stakeholders in an appropriate format; opportunities are provided for communicating stakeholders’ feedback, for analyzing and addressing comments and concerns;
* Inclusiveness and sensitivity: stakeholder identification is undertaken to support better communications and build effective relationships. The participation process for the project is inclusive. All stakeholders at all times encouraged to be involved in the consultation process. Equal access to information is provided to all stakeholders. Sensitivity to stakeholders’ needs is the key principle underlying the selection of engagement methods.

#### Table 7. Summary of Stakeholder Activities and Preferred Notification Means

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Subgroup** | **Levels of Engage-****ment** | **Project Phases** | **Channels of Engagement** | **Venue** | **Frequency** | **Instruments** | **Purpose** | **Responsible party** |
| Ministry of Mining and Heavy industry  | Notification | Implementation, post implementation | Written | virtual, | As needed | Progress | To keep | PIU |
|  |  |  | requests | visits, |  | reports, | Informed |  |
|  |  |  | via official | official |  | Official | On Progress  |  |
|  |  |  | letters and | Mee-tings |  | requests |  |  |
|  |  |  | e-mails |  |  | and letters |  |  |
|  |  |  |  |  |  |  |  |  |

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| World Bank | Interactiv | Planning, | E-mails, | virtual, | Quarterly | Aide | To keep | PIU |
|  | e | Implemen | preparatio | site visits | reports, | Memories, | informed |  |
|  | Collabora | tation | n, | to the | biannual | monitoring | about the |  |
|  | tion |  | implement | target | missions, | reports, | project |  |
|  |  |  | ation | districts, | regular | Due | implementa |  |
|  |  |  | support | VCs | monitoring | diligence | tion |  |
|  |  |  | and |  | visits as | reports | progress, |  |
|  |  |  | supervision |  | needed |  | challenges |  |
|  |  |  | missions, |  |  |  | faced and |  |
|  |  |  | prior |  |  |  | seek for |  |
|  |  |  | review of |  |  |  | approvals |  |
|  |  |  | bids, mid- |  |  |  | for the |  |
|  |  |  | term |  |  |  | project |  |
|  |  |  | review |  |  |  | transaction |  |
|  |  |  |  |  |  |  | s and |  |
|  |  |  |  |  |  |  | procureme |  |
|  |  |  |  |  |  |  | nts |  |
| EITI | Interactiv | Implemen | E-mails, | virtual, | reports, | Validation | To keep | National |
| International | e | tation | implement | site, VCs | missions, | reports, | informed | EITI |
| Secretariat | Collabora |  | ation |  | regular |  | about the | Secretariat |
|  | tion |  | support |  | monitoring |  | project |  |
|  |  |  | and |  | as needed |  | implementa |  |
|  |  |  | supervision |  |  |  | tion |  |
|  |  |  |  |  |  |  | progress |  |
| EITI National | Informati | Implemen | implement | SIC | quarterly | Council | To keep | National |
| Council | on | tation, | ation | conferen |  | meetings | informed | EITI |
|  |  | post | support | ce hall |  |  | about the | Secretariat |
|  |  | implemen | and |  |  |  | project |  |
|  |  | tation | supervision |  |  |  | achievemen |  |
|  |  |  |  |  |  |  | ts and seek |  |
|  |  |  |  |  |  |  | for advice |  |
|  |  |  |  |  |  |  | on strategic |  |
|  |  |  |  |  |  |  | decisions |  |
| Extractive | Informati | Implemen | face-to- | virtual, | as needed | progress | To keep informed about the project achieve ments | National |
| companies | on | tation | face | official |  | reports | EITI |
|  |  |  | meetings, | meetings |  |  | Secretariat |
|  |  |  | workshop |  |  |  |  |
|  |  |  | s |  |  |  |  |
| Civil society | Informati | Implemen | face-to- | virtual, | quarterly | progress | To keep | National |
| and Mass | on | tation | face | official |  | reports | informed | EITI |
| Media |  |  | meetings, | meetings |  |  | about the | Secretariat |
|  |  |  | workshop |  |  |  | project |  |
|  |  |  |  |  |  |  | achievemen |  |
|  |  |  |  |  |  |  | ts |  |

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| National EITI | Notificati | Implemen | face-to- | khukuma | as needed | progress | To keep | PMU |
| Secretariat | on | tation, | face | t office |  | reports | informed |  |
|  |  | post | meetings, |  |  |  | about the |  |
|  |  | implemen | workshop |  |  |  | project |  |
|  |  | tation |  |  |  |  | achievemen |  |
|  |  |  |  |  |  |  | ts |  |

# GRIEVANCE REDRESS MECHANISM

The project stakeholders and citizens can submit complaints regarding the EITI project activities through the project-based Grievance Redress Mechanism (GRM) and the World Bank Grievance Redress Service (GRS).

**The project based GRM** is intended to serve as a mechanism to:

* Allow for the identification and impartial, timely and effective resolution of issues affecting the project;
* Strengthen accountability to beneficiaries, including project affected people, and provide channels for project stakeholders and citizens at all levels to provide feedback and raise concerns.

Having an effective GRM in place will also serve the objectives of: reducing conflicts and risks such as external interference, corruption, social exclusion or mismanagement; improving the quality of project activities and results; and serving as an important feedback and learning mechanism for project management regarding the strengths and weaknesses of project procedures and implementation processes.

The GRM will be accessible to a broad range of Project stakeholders who are likely to be affected directly or indirectly by the project. These will include beneficiaries, community members, project implementers/contractors, civil society, media—all of who will be encouraged to refer their grievances and feedback to the GRM.

The GRM can be used to submit complaints, feedback, queries, suggestions or compliments related to the overall management and implementation of the EITI, as well as issues pertaining to sub projects that are being financed and supported by the project, including:

* Mismanagement, misuse of Project Funds or corrupt practices ;
* Violation of Project policies, guidelines, or procedures, including those related to child labor, health and safety of community/contract workers and gender violence;
* Disputes relating to resource use restrictions that may arise between or among affected communities; and
* Grievances that may arise from members of communities who are dissatisfied with the eligibility criteria, community planning measures, or actual implementation of community energy investments or socio-economic infrastructure.

The GRM for the EITI will be based on the relevant sectoral Laws of Mongolia on settlements of complaints.

The GRM’s functions will be based on the principles of transparency, accessibility, inclusiveness, fairness

and impartiality and responsiveness.

***Timelines.***The EITI GRM will establish clearly defined timelines for acknowledgment, update and final feedback to the complainant. To enhance accountability, these timelines will be disseminated widely to Project stakeholders. The timeframe for acknowledging receipt of a feedback will not exceed 14 days from the time that it was originally received; if an issue is still pending by the end of 30 days the complainant will be provided with an update regarding the status of the grievance and the estimated time by which it will be resolved; and all grievances will be resolved within 45 days of receipt.

***Structure.***The project GRM will be established at the national level only. To ensure that the GRM is accessible, citizens will have the option to report their complaint/feedback through the website and/or to the PMU designated member who will also serve as the grievance focal point (GFP) at the national level. He will be responsible for maintaining feedback logs, and if needed, for liaising with other government structures.

Grievances can be submitted directly to PMU in writing, or by email at the following addresses and telephone numbers:

**Contact person:** Mr.Tsolmon Shar, EITI lead specialist of TA9752-MON ADB/Coordinator, Mongolia EITI Secretariat/secretary of EITI MSG.

**Tel: 976-70110525**

**Email**: eiti.secretariat.mn@gmail.com

Web-based complaints can be made on the Mongolia EITI website (www.eitimongolia.mn ).

***Appeal Mechanism.***If the complaint is still not resolved, the complainant may escalate/appeal to a higher level of GRM within the project at the central level. If s/he is not satisfied with the decision, then s/he can submit his/her complaint to the appropriate court of law.

*Grievance Log.* The Grievance Focal Point will maintain the grievance log to ensure that each complaint has an individual reference number and is appropriately tracked, and recorded actions are completed. The log should contain the following information:

* Name of the PAP, his/her location and details of his / her complaint.
* Date of reporting by the complaint.
* Date when the Grievance Log was uploaded onto the project database.
* Details of corrective action proposed, name of the approval authority.
* Date when the proposed corrective action was sent to the complainant (if appropriate).
* Details of the Grievance Committee meeting (if appropriate).
* Date when the complaint was closed out.
* Date when the response was sent to the complainant.

***Monitoring and Reporting****.* The PMU Grievance Focal Point will be responsible for:

* + Collecting and analyzing the qualitative data on the number, substance and status of complaint s and uploading them into the single project database;
	+ Monitoring outstanding issues and proposing measures to resolve them;
	+ Submitting quarterly reports on GRM mechanisms to the project leadership, including the following:
		- Status of GRM implementation;
		- Qualitative data on number of received grievances (suggestions, complaints, requests, positive feedback);
		- Quantitative data on the type of grievances and responses, issues provided and grieva nces that remain unresolved;
		- Level of satisfaction by the measures (response) taken;
		- Any correction measures taken.

**The World Bank GRS.** Communities and individuals who believe that they are adversely affected by a World Bank (WB) supported project may submit complaints to existing project-level grievance redress mechanisms or the WB’s Grievance Redress Service (GRS). The GRS ensures that complaints received are promptly reviewed in order to address project-related concerns. Project affected communities and individuals may submit their complaint to the WB’s independent Inspection Panel which determines whether harm occurred, or could occur, as a result of WB non-compliance with its policies and procedures. Complaints may be submitted at any time after concerns have been brought directly to the World Bank’s attention, and Bank Management has been given an opportunity to respond. For information on how to submit complaints to the World Bank’s corporate Grievance Redress Service (GRS), please visit *h*[*ttp://www.worldbank.org/en/projects-operations/products-and-services/grievance-red ress-*](http://www.worldbank.org/en/projects-operations/products-and-services/grievance-redress-service)[*service*](http://www.worldbank.org/en/projects-operations/products-and-services/grievance-redress-service). For information on how to submit complaints to the World Bank Inspection Panel, please visit [*www.inspectionpanel.org*](http://www.inspectionpanel.org/)*.*

A complaint may be submitted in Mongolian, English, although additional processing time will be needed for complaints that are not in English. A complaint can be submitted to the Bank GRS through the following channels:

* By email: grievances@worldbank.org
* By fax: +1.202.614.7313
* By mail: The World Bank, Grievance Redress Service, MSN MC10-1018, 1818 H Street Northwest, Washington, DC 20433, USA
* Through the World Bank Country Office in Mongolia, 5th Floor, MCS Plaza Building, Seoul St 4, Ulaanbaatar eapnews@worldbank.org, Tel. +976 7007 8200
1. Mongolia EITI 2020 or 15th Report, flexible, Inception Report, page 5, produced by Grant Thornton audit LLC. [↑](#footnote-ref-1)