Indlela yokulungisa izikhalazo

Ukuze kudalulwe 16.12.2024

Ukuthuthukiswa kochungechunge lwenani lemikhiqizo etholakala ezinsizeni zofuzo ngokuhambisana ne-Nagoya Protocol mayelana nokufinyelela nokwabelana ngenzuzo kanye nesu kazwelonke lomnotho wezinto eziphilayo

11 Disemba 2024

# Amakhronimi

I-ESIA Ukuhlola Umthelela Wezemvelo Nomphakathi

-ESMF Lokuphathwa Kwemvelo Nezenhlalakahle

-ESMP Lokuphathwa Kwemvelo Nezenhlalakahle I-GEF Global Environmental Facility

Indlela Yokulungisa Izikhalazo Ze -GRM

I-PMU Project Management Unit

I-RP Responsible Party

-SES Amazinga Omphakathi Nezemvelo

-SESP Yokuhlolwa Kwezenhlalo Nezemvelo

I-SRM Stakeholder Response Mechanism

I-UNDP Uhlelo Lokuthuthukiswa KweNhlangano Yezizwe Ezihlangene

# Okuqukethwe

[IZIFINYEZO](#_bookmark0) [2](#_bookmark0)

[UHLU LOKUPHAKATHI](#_bookmark1) [3](#_bookmark1)

1. [INGEMUVA](#_bookmark2) [4](#_bookmark2)
2. [INCAZELO YE-GRM](#_bookmark3) [5](#_bookmark3)
3. [INHLOSO YE-GRM](#_bookmark4) [5](#_bookmark4)
	1. [Ububanzi nokufaneleka](#_bookmark5) [5](#_bookmark5)
	2. [Inhloso](#_bookmark6) [6](#_bookmark6)
	3. [Izimiso](#_bookmark7) [6](#_bookmark7)
	4. [Ukuqwashisa nge-GRM](#_bookmark8) [7](#_bookmark8)
4. [INQUBO YEZIMPENDULO ZOMKLAMO](#_bookmark9) [8](#_bookmark9)
	1. [Uhlolojikelele lwenqubo yokuphendula izikhalo](#_bookmark10) [8](#_bookmark10)
	2. [Inqubo Yohlelo Lokulungisa Izikhalazo](#_bookmark11) [9](#_bookmark11)
		1. [Isinyathelo 1: Yamukela bese Ubhalisa Isikhalo](#_bookmark12) [11](#_bookmark12)
		2. [Isinyathelo sesi-2: Yazisa, Hlola futhi Yabela Isikhalo](#_bookmark13) [15](#_bookmark13)
		3. [Isinyathelo sesi-3: Yakha Impendulo](#_bookmark14) [16](#_bookmark14)
		4. [Isinyathelo sesi-4: Xhumana Nempendulo futhi Ufune Isivumelwano](#_bookmark15) [16](#_bookmark15)
		5. [Isinyathelo 5: Sebenzisa Impendulo](#_bookmark16) [18](#_bookmark16)
		6. [Isinyathelo 6: Buyekeza Isinqumo](#_bookmark17) [18](#_bookmark17)
		7. [Isinyathelo sesi-7: Vala noma Thumela isicelo](#_bookmark18) [19](#_bookmark18)
		8. [Isinyathelo 8: Ukuqapha Nokuhlola](#_bookmark19) [20](#_bookmark19)
	3. [Indlela Yokuqinisekisa Iphrojekthi](#_bookmark20) [20](#_bookmark20)
5. [IZINDIMA, IZIBOPHO KANYE NEZINSIZA](#_bookmark21) [21](#_bookmark21)
6. [UKUSETSHENZISWA KANYE NESIGCINISO SOLWAZI OLUMUNTU](#_bookmark22) [22](#_bookmark22)

Indlela Yokuphendula Ababambiqhaza Bephrojekthi

# Ingemuva

Ngo-2015, uMnyango Wezemvelo, Amahlathi Nezokudoba (i-DEFF) wethula Isu Likazwelonke Lomnotho Wezinto Ezihlukahlukene (i-NBES). Isu liphathelene nokweseka ukuthuthukiswa kwamabhizinisi kanye nemisebenzi yezomnotho okungenzeka ukuthi incike ngokuqondile ezinhlobonhlobo zezinto eziphilayo ebhizinisini layo eliyinhloko noma efaka isandla ekongeni izinhlobonhlobo zezinto eziphilayo ngemisebenzi yazo. Ukwengeza, i-DEFF inguzakwethu oqalisa ukusebenza kwe-UNDP-GEF 6 Project enesihloko esithi,” Development of Value Chains for Products derived from Genetic Resources in Compliance with the Nagoya Protocol on Access and Benefit Sharing (ABS) kanye ne-National Biodiversity Economy Strategy ( NBES)

Le phrojekthi ihlose ukusekela ukuqaliswa kwe-National Biodiversity Economy Strategy (NBES) ngokugxila ekusetshenzisweni kwemithombo yofuzo yezitshalo zomdabu kanye nezicelo zazo zamanje nezingase zibe khona, kungaba kwezemithi, emikhiqizweni yokunakekelwa komuntu siqu, izimonyo, ama-enzyme noma okungezona ukudla okufanayo. isebenzisa. Izobhekana kokubili nezindaba zokongiwa kwemvelo kanye Nokufinyelela Nokwabelana Ngezinzuzo (ABS) ezixhunywe ekuthuthukisweni kochungechunge lwenani le-bioprospecting ehlukene, kuyilapho isiza abadlali ababalulekile ukuba banqobe izithiyo nezinselele ezihlobene.

Le phrojekthi ibhekana nezindaba zokongiwa kwemvelo kanye Nokufinyelela kanye Nokwabelana Ngezinzuzo (ABS) ezixhumene nokuthuthukiswa kweketango lenani le-Bioprospecting ehlukene ngakho-ke ababambiqhaza ababalulekile kulo mklamo abantu basemakhaya, imiphakathi kanye nabaphethe Ulwazi Lomdabu (IK). Lo mklamo uhlose ukuba nomthelela omuhle kumalungelo abantu njengokusho koMthethosisekelo waseNingizimu Afrika kuMqulu Wamalungelo. Ikakhulukazi imiphumela yephrojekthi izothuthukela ekuthuthukiseni ilungelo lesithunzi, ukulingana nenkululeko, ukusebenza, ukuqeda ukucwaswa ngokobulili kanye nokuthola amalungelo abantu amasiko, ezomnotho kanye nezenhlalakahle.

Le phrojekthi izobhekana nenkinga yayo eyinhloko ngokusebenzisa abashayeli bezindiza be-ABS kanye nezinyathelo zesistimu ze-ABS ezihambisana ne-ABS-conservation nexus yengxenye ye- Bioprospecting. Ngokukhethekile, iphrojekthi izogxila ekucutshungulweni kwezinto eziphilayo kanye nasekuthuthukisweni komkhiqizo, nasekususeni izithiyo nge-R&D kanye nokusebenzisana nababambiqhaza. Le phrojekthi izodala amathuba nemisebenzi ngokuthuthukiswa kochungechunge lwenani olusebenzisa i-Indigenous Biological Resources' (IBR). Ukuthuthukiswa kwala maketango abalulekile kuzothuthukisa ukukhula komnotho we-Bioprospecting ngenkathi kuqinisa ukuxhumana kwe-ABS kwemiphakathi ukuze kuqinisekiswe ukufakwa okuphezulu. Ukuxhumana okukhona phakathi kwemiphakathi yendabuko kanye ne-IBR kuvumela ukuthuthukiswa okufanayo kwakho kokubili ukuze kutholakale inhlalakahle yezomnotho neyomphakathi. Imiphumela esemqoka yephrojekthi ihlanganisa lokhu okulandelayo:

* Sungula noma uthuthukise izivumelwano ze-ABS phakathi kwabanikazi be-TK, izinhlangano kanye nabadlali embonini ye-Bioprospecting ukuze kuthuthukiswe isinxephezelo esinobulungiswa nesilinganayo
* Thuthukisa ukufinyelela, ikhwalithi kanye nethuba lokusebenzisa ama-IBR kuyo yomibili imiphakathi yendabuko, amaqembu ancishwe amathuba kanye nababambiqhaza ababalulekile.
* Ukwenza ngcono izinhlaka zokuphatha ukwandisa ukwabiwa kwezinzuzo ngendlela efanele nelinganayo
* Ukugqugquzela ukuqeqeshwa nokusekelwa ngezimali emiphakathini ukuze kwandiswe ithuba lokubamba iqhaza emnothweni ovikela imvelo
* Le phrojekthi izogqugquzela ukusungulwa okusha, ukwabelana ngokulinganayo kwezinzuzo ezivela kumithombo yofuzo, kuyilapho ifaka isandla kukho kokubili izinhlobo zezilwane nokongiwa kwendawo.
* Le phrojekthi izothuthukisa ukuthuthukiswa kwamandla ahlelekile kweNingizimu Afrika ukuze kuthotshelwe iNqubomgomo yeNagoya ngokusebenzisa izindlela ezithinta ubulili.

Ngakho-ke imiphumela yephrojekthi ilawula imithelela yezenhlalo engase ibe khona endaweni yokufinyelela okulungile nokulinganayo kanye nokwabelana ngenzuzo kumaketango yenani asebenzisa Imithombo Yemvelo Yomdabu ngokuvumelana nezimiso zokongiwa kwemvelo nokusetshenziswa okuzinzile. Ngakho-ke imiphumela yephrojekthi isekela isimo sokuvikela umphakathi kanye nemvelo kulo mkhakha.

Nokho kulindeleke ukuthi iProjekthi izoba nomthelela ngqo nangokungaqondile, ngendlela eyakhayo noma engemihle emiphakathini esendaweni yeProjekthi nasezindaweni ezizungezile. Le mithelela ingaba nomthelela empilweni yabantu abahlala nabasebenza kule miphakathi, ngaleyo ndlela kudale izikhalazo. Lezi zikhalo ezingaba khona zingase zihlobane nanoma iyiphi ingxenye yeProjekthi futhi zingase zizwakale futhi zivezwe amaqembu ahlukene okuhlanganisa abantu ngabanye, amaqembu, imiphakathi, izinhlaka, noma ezinye izinhlangano ezithintekile noma okungenzeka zithintwe imithelela yeProjekthi kwezenhlalo noma kwezemvelo.

Ngenxa yalokho, lo mbhalo umele i-Project's Grievance Redress Mechanism (GRM) eqinisekisa ukuthi abantu ngabanye, abantu, kanye nemiphakathi ethintwa amaphrojekthi iyakwazi ukufinyelela ezinqubweni ezifanele zokuxazulula izikhalo zokulalelwa nokubhekana nezikhalazo nezingxabano ezihlobene nephrojekthi.

#  Incazelo ye-GRM

I-A Grievance Redress Mechanism (GRM) iwuhlelo lwenhlangano olwasungulwa ama-ejensi kahulumeni ukuze kubhekwane nokukhathazeka kwababambe iqhaza mayelana nomthelela wezinqubomgomo, izinhlelo, kanye nokusebenza. Ama-GRM ahlinzeka ngendlela efinyelelekayo, yokuhlanganyela, nephumelelayo yokuxazulula izinkinga ngezingxoxo kanye nokuxazulula izinkinga futhi asebenze njengempendulo "yomugqa wokuqala" ezikhalweni zababambiqhaza okungazange kuvinjwe ukuxoxisana ngokuqhubekayo. Ama-GRM aklanyelwe ukuhambisana, hhayi ukufaka esikhundleni, amashaneli asemthethweni asemthethweni, njengoba ababambiqhaza bahlale begcina inketho yokuphishekela amakhambi asemthethweni asemthethweni. Ama-GRM abhekana nokukhathazeka okuvamile, kuyilapho izindaba ezihilela

inkohlakalo noma ukwephulwa kwamalungelo okungathi sína zidluliselwa ezigungwini zokuziphendulela ezisemthethweni.

# Inhloso ye-GRM

## Ububanzi nokufaneleka

### Ububanzi

Le GRM izosetshenziswa ezikhalweni zababambiqhaza kanye nezikhalazo, ezicatshangelwayo noma ezingokoqobo, eziphathelene nemisebenzi yeProjekthi (Echazwe ngenhla) kanye nemisebenzi yabalingani bayo Abanesibopho Nosonkontileka maqondana nokuqaliswa kwephrojekthi. Isikhalazo noma isikhalo wudaba, ukukhathazeka, inkinga, noma isimangalo (esicatshangelwayo noma esingokoqobo) ukuthi othile obambe iqhaza noma ithimba lomphakathi elihlobene neProjekthi kanye nemisebenzi nemisebenzi yozakwethu Abanesibopho Nosonkontileka. Indlela yokusebenza ayivimbeli ukufinyelela ezinqumweni zezomthetho noma zokuphatha.

### Ukufaneleka kwezikhalazo

* **Izikhalazo ezifanele**

Ukuze ufaneleke ukuthola impendulo yeProjekthi ye-GRM, isikhalazo kufanele siphathelene nale phrojekthi kanye nemisebenzi yayo. Ngaphezu kwalokho, isikhalazo kufanele:

* Bonisa ukuthi umsebenzi wephrojekthi udale noma ube negalelo kanjani , noma ongase ubangele noma ube negalelo ekulimaleni kwezenhlalo noma kwemvelo
* Kwenziwe umuntu noma abantu (ngokuqondile noma ngommeleli ogunyaziwe) abangathintwa ngokusobala ngokulimala okushiwo esikhalazweni.

Uma ulwazi olwengeziwe ludingeka ukuze kunqunywe ukufaneleka, i-GRM kufanele ifune lolo lwazi kummangali ngaphambi kokwenza isinqumo sokufaneleka.

### Izikhalazo ezingafanelekile

* Noma yisiphi isikhalo esitholwa yiProjekthi sifakwe ngokukhwabanisa noma ngonya.
* Izikhalazo eziphathelene namaphrojekthi okungewona achazwe ngenhla Iphrojekthi.
* Izikhalazo zabantu noma amaqembu asevele eveze udaba olufanayo mayelana nephrojekthi efanayo futhi athola impendulo ye-GRM, ngaphandle uma ulwazi olusha olubalulekile lutholakala noma kube noshintsho oluphawulekayo ezimweni.
* Izikhalazo ezingaziwa.

## Inhloso

1. Project's Grievance Redress Mechanism (GRM) kuhloswe ngayo ukwelekelela ukusebenzelana kwababambiqhaza okusebenzayo kweProjekthi kanye Nozakwethu Abanesibopho Somsebenzi kuwo wonke umjikelezo wephrojekthi. Ukuxoxisana okuphumelelayo nababambiqhaza kudala amathuba okuxazulula izinkinga ebezingaholela ekungqubuzaneni. I-GRM isebenza njengesinyathelo sezimo lapho, ngaphandle kokubonisana nababambiqhaza ngokushesha, abanye ababambiqhaza banokukhathazeka mayelana nemithelela engaba khona yephrojekthi noma yohlelo kubo. I-GRM ihloselwe ukuthi ifinyeleleke, ihlanganyele, isheshe, futhi iphumelele ekuxazululeni izinkathazo ngengxoxo, ukuthola amaqiniso ngokuhlanganyela, ukuxoxisana, nokuxazulula izinkinga.

Inhloso yalo mshini ukwenza lokhu:

* + Nikeza ngenqubo ebikezelwayo, esobala, nethembekile kuzo zonke izinhlangothi ukuze kuxazululwe izikhalo, okuholela emiphumeleni ebonakala njengefanele, esebenzayo, nehlala njalo.
	+ Yakha ukwethembana njengengxenye ebalulekile yemisebenzi yobudlelwane bomphakathi; futhi
	+ Nika amandla ukukhonjwa okuhlelekile okwengeziwe kwezinkinga ezivelayo namathrendi, ukuqondisa isenzo sokulungisa kanye nokuzibandakanya kwangaphambilini.

## Izimiso

Izimiso eziqondisayo 1zokwakhiwa kwe-UNDP GRM yilena elandelayo:

1. **Okusemthethweni: ukunika amandla ukuthembana okuvela emaqenjini ababambiqhaza okuhloselwe ukusetshenziswa kwawo, kanye nokuba nesibopho sokuziphatha ngendlela efanele yezinqubo zezikhalazo.** Ukuziphendulela ekuqinisekiseni ukuthi abathintekayo ohlelweni lwezikhalazo abakwazi ukuphazamisa ukuziphatha kwayo ngendlela efanele ngokuvamile kuyisici esibalulekile ekwakheni ukuthembana kwabathintekayo.
2. **Kuyafinyeleleka: ukwaziwa yiwo wonke amaqembu ababambiqhaza ahloselwe ukusetshenziswa kwawo, kanye nokuhlinzeka ngosizo olwanele kulabo abangase babhekane nezithiyo ezithile zokufinyelela.** Izithiyo zokufinyelela zingabandakanya ukuntula ukwazi indlela, ulimi, ukufunda nokubhala, izindleko, indawo ebonakalayo kanye nokwesaba ukuphindiselwa.
3. **Okuqagelekayo: ukuhlinzeka ngenqubo ecacile neyaziwayo enesikhathi esiyinkomba sesigaba ngasinye, kanye nokucaca ku i izinhlobo kwe inqubo futhi umphumela etholakalayo futhi kusho kwe monitoringi ukufezekiswa .** Ukuze indlela yethenjwa futhi isetshenziswe, kufanele inikeze ulwazi lomphakathi mayelana nenqubo eyinikezayo.

1 Inothi Lesiqondiso se-UNDP ku-GRM, 2017: [https://ses-](https://ses-toolkit.info.undp.org/sites/g/files/zskgke446/files/SES%20Document%20Library/Social%20and%20Environmental%20Standards/Supplemental%20Guidance_Grievance%20Redress%20Mechanisms.pdf) [toolkit.info.undp.org/sites/g/files/zskgke446/files/SES%20Document%20Library/Social%20and%20Environmental%20Standards/Suppleme](https://ses-toolkit.info.undp.org/sites/g/files/zskgke446/files/SES%20Document%20Library/Social%20and%20Environmental%20Standards/Supplemental%20Guidance_Grievance%20Redress%20Mechanisms.pdf) [ntal%20Guidance\_Grievance%20Redress%20pdfchanims](https://ses-toolkit.info.undp.org/sites/g/files/zskgke446/files/SES%20Document%20Library/Social%20and%20Environmental%20Standards/Supplemental%20Guidance_Grievance%20Redress%20Mechanisms.pdf)

1. **Ukulingana: ukufuna ukuqinisekisa ukuthi labo abahlukumezekile banokufinyelela okunengqondo emithonjeni yolwazi, izeluleko kanye nobuchwepheshe obudingekayo ukuze bahlanganyele ohlelweni lwezikhalazo ngemibandela efanelekile, enolwazi nenhlonipho.** Lapho ukungalingani kungalungiswa, ukungalingani okucatshangelwayo kungabukela phansi kokubili umbono wenqubo enobulungiswa kanye nekhono le-GRM lokufinyelela izixazululo ezihlala isikhathi eside.
2. **Okusobala: ukugcina amaqembu esikhalazweni aziswa ngenqubekelaphambili yaso, kanye nokuhlinzeka ngolwazi olwanele mayelana nokusebenza kohlelo ukuze kwakhiwe ukuzethemba ekusebenzeni kwayo kanye nokuhlangabezana nanoma yiziphi izithakazelo zomphakathi ezisengozini.** Ukunikeza obala mayelana nokusebenza kwendlela kubabambiqhaza ababanzi, ngezibalo, izibonelo noma ulwazi oluningiliziwe mayelana nokusingathwa kwamacala athile, kungabaluleka ukubonisa ukuba semthethweni kwawo futhi kugcinwe ukwethenjwa okubanzi. Ngesikhathi esifanayo, ukugcinwa kuyimfihlo kwengxoxo phakathi kwezinhlangothi kanye nobunikazi bomuntu ngamunye kufanele bunikezwe lapho kunesidingo.
3. **Amalungelo ayahambisana: lezi zinqubo ngokuvamile ziba yimpumelelo kakhulu uma zonke izinhlangothi zivuma ukuthi imiphumela ihambisana namalungelo asebenzayo kazwelonke nawamazwe ngamazwe.** Izikhalazo azivamisile ukumiswa ngokwamalungelo futhi eziningi aziphakamisi amalungelo abantu noma ezinye izinto ezithinta amalungelo. Noma ngabe, lapho imiphumela inemithelela kumalungelo, kufanele kuqikelelwe ukuthi ihambisana nezindinganiso ezisetshenziswayo ezweni lonke nasemhlabeni jikelele futhi ayikuvimbeli ukufinyelela kwezinye izindlela zokulungisa.
4. **Ukunika amandla ukufunda okuqhubekayo: ukudweba izinyathelo ezifanele zokuhlonza izifundo zokuthuthukisa indlela yokusebenza futhi ukuvimbela esizayo izikhalo futhi ukulimaza.** Ukuhlaziywa okuvamile kwemvamisa, amaphethini, nezimbangela zezikhalazo; amasu nezinqubo ezisetshenziselwa ukuxazulula izikhalo; kanye nempumelelo yalawo masu nezinqubo, kungenza isikhungo esiphethe i-GRM sithuthukise izinqubomgomo, izinqubo, kanye nezinqubo zokuthuthukisa ukusebenza nokuvimbela ukulimala esikhathini esizayo.
5. **Ngokusekelwe ekuzibandakanyeni nasengxoxweni: ukubonisana namaqembu ababambiqhaza okuhloselwe ukusetshenziswa kwawo ekwakhiweni kwawo nasekusebenzeni kwawo, futhi kugxilwe engxoxweni njengendlela yokubhekana nokuxazulula izikhalo.** Ukuze kube nendlela yokukhalaza yezinga lokusebenza, ukuxoxisana njalo namaqembu ababambiqhaza abathintekayo mayelana nomklamo nokusebenza kwe-GRM kungasiza ekuqinisekiseni ukuthi ihlangabezana nezidingo zabo, ukuthi bazoyisebenzisa ekusebenzeni, nokuthi kunentshisekelo efanayo ekuqinisekiseni impumelelo yayo.

## Ukuqwashisa nge-GRM

Iphrojekthi izokwazisa ngokuqhubekayo imiphakathi ethintekile kanye neqembu elibanzi lababambe iqhaza ngemininingwane ye-GRM, ngokuqondile noma ngokusebenzisa ozakwethu ababhekene necala lendawo noma osonkontileka. Lokhu kuzobandakanya ulwazi mayelana nokuthi abantu bangayaphi nokuthi bangakhuluma nobani uma benezikhalo. Lolu lwazi

luzomenyezelwa kabanzi futhi njalo, phakathi nesikhathi sokubonisana nomphakathi, ngemihlangano kanye nokusabalalisa amapheshana.

Ulwazi luzohlinzekwa ngefomethi kanye nolimi oluqondakala kalula kubantu bendawo kanye/noma ngomlomo ezindaweni lapho amazinga okufunda nokubhala ephansi ngesikhathi sokuxoxisana nababambiqhaza.

#  Inqubo Yempendulo Yephrojekthi

## Uhlolojikelele lwenqubo yempendulo yezikhalazo

1. GRM izosebenza kumazinga amabili:
	* Ezingeni Lokuphathwa Kwephrojekthi, ngaphansi kokuqondisa koMphathi Wephrojekthi, osekelwa uphiko lokuphatha iphrojekthi.
	* Ezingeni le-UNDP:
		+ **Ukuqinisekiswa Kwephrojekthi** : uma isikhalazo singaxazululwanga ezingeni le- GRM ngemva kwezinsuku ezingu-60, isikhalazo sidluliselwa eBhodini Lomklamo njengengxenye yendima ye-UNDP Yokuqinisekisa Iphrojekthi ngokubonisana nokweseka Ibhodi Lomklamo. I-UNDP ibhekelela umsebenzi WokuQinisekisa Iphrojekthi, ngaphansi kokuqondisa kwePhini Lomele Isakhamuzi se-UNDP.
		+ **Indlela Yokuphendula Ababambiqhaza Behhovisi Lezwe** : uma isikhalazo singaxazululwanga ngemva kwezinsuku ezingu-60 kuZinga Lokuqinisekisa Iphrojekthi, isikhalazo sidluliselwa eHhovisi Lezwe Le-UNDP (CO) Lokusebenza Kwezikhalazo Zababambe iqhaza.
		+ **Indlela Yokuphendula Ababambiqhaza Endlunkulu:** uma isikhalazo singaxazululwanga ngeHhovisi Lezwe Lezwe le-UNDP (CO) Lokusebenza Kwezikhalo Zababambe iqhaza, sidluliselwa ku-UNDP Headquarter Stakeholder Response Mechanism **.**

 

**COMPLAINT ESCALATION FLOWCHART**

Note: the complainant has the option to bring the complaint directly to any of the GRM/SRM windows, and to transfer the complaint to another window at any time, or to abandon the process

**PMU GRM**

**Receives complaint**

**(direct or referral)**

**GRM**

**resolves**

**?**

**Yes within 60 days**

**No: Referral to PB Project Assurance**

**Project Assurance resolves**

**Project Assurance Receives complaint**

**?**

**Yes within 60 days**

**(direct or referral)**

**No: Referral to SRM**

**CO SRM**

**Receives complaint**

**CO SRM**

**resolves**

**?**

**Yes**

**(direct or referral)**

**No: Referral to corporate SRM**

**HQ SRM**

**HQ SRM (AM)**

**receives complaint**

**resolves**

**?**

**Yes**

**SECU**

At anytime if a complainant claims non - compliance with UNDP’s SES, it gets referred to the SECU (upon complainant request or agreement)

**(direct or referral)**

**No: Referral to another mechanism (e.g., national administrative or judicial system)**

**Another appropriate recourse**

**Document and close**

Ummangali unenketho yokuletha isikhalazo ngokuqondile kunoma yiliphi iwindi le-GRM noma le- SRM, futhi adlulisele isikhalazo kwelinye iwindi nganoma yisiphi isikhathi, noma ukuyiyeka inqubo. Noma nini , uma ummangali ethi akahambisani ne-UNDP's Social and Environmental Standards (SES), udluliselwa Ophikweni Lokuthobelana Nezenhlalakahle Nezemvelo uma ummangali ecela noma isivumelwano.

Njengomphumela wale nqubo yamaleveli amabili, **ummangali angaphakamisa umuntu othobelayo nganoma yisiphi isikhathi ngokusebenzisa** :

1. Indlela Yokulungisa Izikhalazo Zephrojekthi - bheka isigaba 4.2
2. IHhovisi Lezwe Le-UNDP Indlela Yokuphendula Ababambiqhaza
	* Vakashela amahhovisi e-UNDP eNingizimu Afrika aku-351 Francis Baard Street, UN House Level 08, Metropark Building
	* Call, SMS noma WhatsApp: 063 409 4761
	* Thumela i-imeyili ku-srm.za@undp.org

Imininingwane nge-SRM iyatholakala [kusizindalwazi se-UNDP yaseNingizimu Afrika](https://www.undp.org/south-africa/projects/stakeholder-response-mechanism-country-office-level) .

1. I-UNDP SECU, uma isikhalazo sihlobene nokungathotshelwa kwe-UNDP SES : I-imeyili: secuhotline@undp.org

Imininingwane ngenqubo ye-SECU itholakala kuwebhusayithi [ye-UNDP](https://www.undp.org/accountability/audit/secu-srm/social-and-environmental-compliance-review) .

## Inqubo Yohlelo Lokulungisa Izikhalazo

Indlela Yokuphendula Izikhalo kufanele kube inqubo elula lapho ababambiqhaza bengakwazi khona ukuhambisa izikhalazo zabo mahhala futhi, uma kunesidingo, ngokungaziwa noma

ngokusebenzisa abantu besithathu. Kufanele ivumele izimpendulo ukuthi zithunyelwe ngefomethi engaphezu kweyodwa.

Kuzolandelwa inqubo elandelayo ukubhekana nokuxazulula isikhalazo:



Umthombo: *Inothi Lesiqondiso, i-UNDP Social and Environmental Standards (SES), Ukuzibandakanya Kwababambiqhaza, Isiqondiso Esingeziwe: Indlela Yokulungisa Izikhalazo*

|  |  |  |
| --- | --- | --- |
| **Inqubo** | **Incazelo** | **Umkhawulo Wesikhathi** |
| Isinyathelo isikhalo | 1: | Thola | * Ubuso Nobuso
* Ifoni, Incwadi noma i-imeyili
* Ifomu Lezikhalazo Eligcwalisiwe nelithunyelwe (ku-inthanethi noma mathupha noma egameni lommangali)
* Izikhalazo zomphakathi noma imibhikisho (ekhulunywayo noma engakhulumi), okuhlanganisa izimpawu noma

izivimbamgwaqo | 5 izinsuku zokusebenza |
| Isinyathelo sesi-2: Yazisa, Hlola futhi Unikeze Ukubaluleka Kwezikhalazo | * Bhalisa isikhalazo
* Bika isikhalazo
* Hlola ukufaneleka
* Faka isikhalazo kusistimu yokulandelela
* Khuluma ngokuthola isikhalazo
 | ngenombolo |
| Isinyathelo sesi-3: Yakha Impendulo | - Yakha impendulo efanele futhi uhlonze isixazululo kuye ngokubaluleka |  |
| Isinyathelo sesi-4: Xhumana Nempendulo futhi Ufune Isivumelwano | * Phenya futhi uthintane nezinhlangano ezifanele ukuze uqonde izindaba ngokugcwele futhi wenze izenzo okuvunyelwene ngazo
* Xhumana nempendulo kummangali
* Vumelanani ngendlela ehlongozwayo eya

phambili yokuxazulula isikhalo | Izinsuku ezingama-60 (kusukela ekwamukelweni kokuthola) |
| Isinyathelo sesi-5: Sebenzisa Isinqumo | * Lapho kuhlangatshezwana nesivumelwano, qhubekela nesinyathelo esihlongozwayo
* Gada impumelelo yesinqumo
 | khona phambili |
| Isinyathelo sesi-6: Buyekeza Impendulo | * Xhumana ngemiphumela yesinqumo kubabambiqhaza
* Khomba uma kudingeka esinye isenzo
 |
| Isinyathelo sesi-7: Vala ngaphandle noma Thumela isicelo | * Vala isikhalazo uma impendulo iphumelele
* Lapho kuhlulekile, dlulisela isikhalo ku-Project

Assurance |
| Isinyathelo sesi-8: Ukuqapha Nokuhlola | * Gada impumelelo eqhubekayo yesinqumo
* Imiphumela futhi ifakwe ezinhlelweni

zokuqapha iphrojekthi | okuqhubekayo |

### Isinyathelo 1: Thola bese Ubhalisa Isikhalo

Inqubo yokubika isikhalo kufanele ifinyeleleke kalula. Imigudu ekhethwayo yokubika isikhalo ingaxoxwa nomphakathi njengengxenye yokuxoxisana nomphakathi okuhlanganisa imihlangano/izithangami/izigcawu zokuphendula ezingeni lephrojekthi noma lomphumela.

Isikhalo singatholwa yi- PMU , Uzakwethu Onesibopho noma Omele Usonkontileka bese sidluliselwa kuMphathi Wezikhalazo . Izikhalazo zingathunyelwa:

* + - * ngokubhala
			* ngocingo
			* noma ethulwe ngomlomo komele iphrojekthi yendawo, usonkontileka noma umqalisi esebenzisa imininingwane yabo yokuxhumana efanele.

Kungenjalo, izikhalo zingathunyelwa ngokubhaliwe, ngocingo noma zethulwe ngomlomo kuMphathi Wezikhalazo kusetshenziswa le mininingwane elandelayo:

* Igama: Mnu Khuthadzo Mahamba – Imenenja Yezikhalazo- DFFE
* I-imeyili: BiotradeZA@DFFE.gov.za
* Ikheli: Private Bag X447, Pretoria, 0001, Environment House, 473 Steve Biko Road, Pretoria, 0002
* Inombolo yocingo ye-DFFE: 086 111 2468

Kubantu abadinga usizo, isimangalo singafakwa ngoqokelwe ukumela abanye abathembekile. Izicelo zingathunyelwa ngazo zonke izilimi ezisemthethweni zaseNingizimu Afrika. Inketho yesikhalazo engaziwa 2itholakala ngeFomu lesikhalazo.

Zonke izikhalo zabathintekayo zizofakwa kusetshenziswa **Ifomu Lezikhalazo** elingezansi:

### Ukugcwaliswa ngummangali noma egameni lommangali

|  |
| --- |
| **Irekhodi Lezikhalazo** |
| Inombolo yesithenjwa: (Ukusetshenziswa Okusemthethweni Kuphela) |  |
| Ongaziwa3 | □ Yebo | □ Cha |
| Igama eligcwele |  |
| Ubulili | □ Owesilisa | □ Owesifazane | □ Okunye |
| Ubudala |  |
| Ulwazi lokuxhumana: | Ikheli/Idolobhana/Iziphathimandla Zomdabu kanye Newadi: |
| Ucingo: |
| I-imeyili: |

2 ongaziwa ngegama

|  |  |  |  |
| --- | --- | --- | --- |
| Indlela yokuxhumana ekhethwayo | □ Incwadi | □ Ngocingo | □ I-imeyili |
| Ulimi oluncanyelwayo lokuxhumana |  |
| **Incazelo Yezikhalazo** |
| Incazelo Yesikhalazo noma Isigameko *(Kwenzekeni?**Kwenzeke kuphi?**Kwenzeke kubani? Uyini umphumela wenkinga?)* |  |
| Usuku Lwesigameko/Isikhalo |  |
| Uhlobo Lwesigameko/Isikhalaz o (maka kokukodwa bese ufaka usuku) | □ Isigameko/isikhalo kanye (Usuku ) |
| □ Isigameko/isikhalo senzeka izikhathi ezingaphezu kwesisodwa (Usuku ) |
| □ Isigameko/isikhalo esiqhubekayo (Usuku ) |
| Yini ongathanda ukuyibona yenzeka ukuze kuxazululwe inkinga? |  |
| Amazwana engeziwe: |  |

Umphathi Wezikhalazo uzongena, abhale futhi alandelele zonke izimpendulo ezitholiwe ngaphakathi kwesizindalwazi esivikelekile **sezikhalazo** ngezansi. Izikhalazo zizonikezwa inombolo yecala futhi amarekhodi okuxhumana/ukubonisana wonke azoxhunywa nokufakiwe okufanelekile futhi afakwe. Isizindalwazi sizogadwa njalo nguMphathi Wezikhalazo ukuze kutholakale izimpendulo eziphindelelayo ukuze kuthuthukiswe ukuncishiswa okufanele. Okungenani ulwazi olulandelayo luzorekhodwa:

* Inombolo yecala.
* Igama lommangali kanye nemininingwane yokuxhumana.
* Usuku lwesikhalazo.
* Imininingwane yesikhalazo.
* Izinqumo ezixoxiwe zavunyelwana neqembu(elikhona) okukhulunywa ngalo.
* Izenzo ezenziwe (kuhlanganise nezinsuku); futhi
* Umphumela wezenzo ezisetshenzisiwe.

Isizindalwazi sezikhalazo

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Inombol o yecala** | **Usuku Lwesikhalaz o** | **Umamukel i** | **Ummangali (Igama noxhuman a nabo)** | **Incazelo Yesikhal o** | **Okubalulekil e** | **Isinyathel o (1-8)** | **Izinqum o Kuxoxw e Ngazo** | **Izenzo Ezisetshenzisiw e (ezinezinsuku)** | **Ubhekene Nesinqum o** | **Isimo (kuvuliwe/kuvaliwe)****- Umphumela wezenzo** | **Okutholakel e** | **Isixazulul o** | **Idethi yokuphum a** | **Amazwana engeziwe / Ukulandelel a** |
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |

### Isinyathelo sesi-2: Vuma, Hlola futhi Unikeze Isikhalazo

*Ukuvuma*

Umphathi Wezikhalazo kufanele azise ukuthi uzitholile izimpendulo ngokushesha okukhulu, kodwa kuze kube yizinsuku eziyisikhombisa kusukela osukwini ezithunyelwe ngalo futhi uzokwazisa ummangali ngesikhathi esibekiwe lapho impendulo ingalindelwa khona. Ifomu **Lerisidi Lempendulo** elingezansi liyosayinwa futhi ikhophi inikezwe ummangali.

### Ukuthunyelwa/ukulethwa kummangali ukuze amukele isikhalo esitholiwe

|  |
| --- |
| **Ifomu Lerisidi Yezikhalazo** |
| Inombolo yesikhalazo: |  |
| Idethi Yokuthunyelwa: |  |
| Usuku okuhloswe ngalo lomhlangano wokuqala ukubhekana nesikhalo: |  |
| Igama: |  |
| Ikheli kanyenemininingwane yokuxhumana: |  |
| Isikhalazo Samukelwe ngu: |  |
| Igama Lomxhumanisi Wezikhalazo |  |
| Imininingwane Yokuxhumana Yomxhumanisi Wezikhalazo | Ucingo: I-imeyili: Ikheli: |

Ukucatshangelwa okwengeziwe ekwamukeleni izikhalazo.

* Amazinga okufunda nokubhala kufanele acatshangelwe lapho kunikezwa ummangali isiqiniseko sokuthi usitholile, futhi ukuvuma ngomlomo kufanele kuhambisane nokuvuma okubhaliwe.
* Lapho kufanele khona ukuvuma kufanele kuhlinzekwe ngoMphathi Wezikhalazo.

*Ukuhlola*

Izinyathelo ezilandelayo zizokwenziwa ngesikhathi ukuze kugwenywe ukubambezeleka kokuxazulula isikhalo:

1. Nquma ukuthi isikhalazo siyafaneleka yini.
	1. Izikhalazo ezifanele zibandakanya zonke lezo ezihlobene ngokuqondile noma ngokungaqondile neProjekthi futhi ezingena ngaphansi **koHlelo** Lwendlela Yokuphendula Izikhalo njengoba kushiwo ngenhla.
	2. Izikhalazo Ezingafaneleki zingase zihlanganise lezo okusobala ukuthi azihlobene neProjekthi noma imisebenzi yosonkontileka bayo, izinkinga zabo zingaphandle kobubanzi benqubo Yenqubo Yokuphendula Izikhalo noma lapho ezinye izinqubo zomthetho noma zomphakathi zingaba ezifanele kakhulu ukubhekana nesikhalo.
2. Uma isikhalo sithathwa **njengesingafaneleki** singanqatshwa kodwa incazelo egcwele mayelana nezizathu zalokhu kufanele inikezwe ummangali futhi irekhodwe kuDathabheyisi Yezikhalazo.

*Isabelo*

Uma isikhalo sifaneleka, uMphathi Wezikhalazo uzobiza Ithimba Lokuphatha Izikhalazo elakhiwe uchwepheshe we-PMU Wezokuvikela Zezenhlalakahle Nezemvelo kanye nelungu le-PMU eliphathelene nesikhalazo (ngokwesibonelo, umuntu we-PMU obhekele Okukhiphayo). Ithimba lizonikeza isibopho senhlangano sokwenza impendulo. Umphathi Wezikhalazo unesibopho sokuxhumanisa impendulo Yephrojekthi esicelweni esifanelekile.

|  |
| --- |
| **Irekhodi Lezikhalazo (Ukusetshenziswa Okusemthethweni)** |
| Inombolo Yesikhalo |  |
| Idethi Yokuthunyelwa |  |
| Idethi eqondiwe yokuxazulula |  |
| Igama eligcwele: |  |
| Ikheli kanyenemininingwane yokuxhumana: |  |
| Isikhalazo sitholwe ngu: |  |
| Igama Lomxhumanisi Wezikhalazo: |  |
| Incazelo yesikhalazo: |  |
| Ukuhlolwa Kwezinga Lezikhalazo: |  |
| Yabela Isibopho Senhlangano |  |
| Isaziso ku-UNDP CO | □ Yebo | □ Cha |

Inqubekelaphambili ngenqubo kufanele ifakwe kuDathabheyisi Yezikhalazo.

### Isinyathelo sesi-3: Yakha Impendulo

Ithimba labaphathi bezikhalo lizothola ulwazi oluningi ngangokunokwenzeka kumuntu othole isikhalazo, kanye nakummangali ukuze lizitholele mathupha ukuqonda ngesikhalo:

1. Hlaziya inkinga.
2. Yenza uphenyo nokuhlola okudingekayo. Vakashela isayithi, uma kudingeka, ukuze ucacise abathintekayo kanye nezindaba ezihilelekile. Qoqa imibono yabanye ababambiqhaza okuhlanganisa nabasebenzi bephrojekthi, uma kunesidingo futhi uhlonze izinketho zokuqala zokukhokhelana izinhlangothi ezike zacabanga.
3. Uma isikhalazo siphathelene nokulimala ngokomzimba, (isib. isitshalo, indlu, impahla yomphakathi) thatha isithombe somonakalo futhi urekhode indawo ngqo ngokunembe ngangokunokwenzeka.

Hlola izixazululo ezingaba khona futhi uqoqe izinsiza ezengeziwe abantu abanjengamaQembu Abophezelekile, Umphathi we-PMU kanye nabasebenzi beHhovisi Lezwe le-UNDP njengoba kudingeka ukuze baphakamise impendulo yesikhalazo. Umphathi Wezikhalazo unomthwalo wemfanelo wokuxhumanisa inqubo kanye nokubiza imihlangano nabantu abengeziwe bezinsiza.

### Isinyathelo sesi-4: Xhumana Nempendulo futhi Ufune Isivumelwano

Umphathi Wezikhalazo ubhala isixazululo esihlongozwayo futhi asidlulisele kubo bonke abathintekayo, okuhlanganisa nempendulo ebhaliwe kummangali. Umphathi Wezikhalazo uzoletha isixazululo esihlongozwayo zingakedluli izinsuku ezingama-60 ngemuva kokuthola isikhalazo. Lapho ethola isixazululo esihlongozwayo, ummangali uzocelwa ukuba avume noma aphikise izenzo eziphakanyisiwe, ukuze isikhalazo sivalwe noma sicutshungulwe ukuze kuqhutshekwe nophenyo/ukulamula. Impendulo kufanele ibhalwe phansi, ngolimi olufinyeleleka kalula kummangali. Umphathi Wezikhalazo angaphinde axhumane nommangali ngocingo, noma amise umhlangano ukuze kubuyekezwe futhi kuxoxwe ngempendulo ehlongozwayo.

Impendulo ehlongozwayo kufanele ihlanganise:

* Ukusho kabusha okucacile kokukhathazeka kwabamangali okwenziwa yiMenenja Yezikhalazo.
* Incazelo enemininingwane yempendulo ehlongozwayo, nencazelo yokuthi kungani uMphathi Wezikhalazo eyiphakamisa; futhi
* Uhlu lwezinketho zommangali, uma kubhekwa impendulo ehlongozwayo. (Lezo zinqumo zingase zihlanganise, phakathi kokunye: isivumelwano sokuqhubeka; isicelo sokubuyekezwa kwesinqumo sokufaneleka, isinqumo sokudluliselwa, noma uhlelo lokubuyekezwa kokuthotshelwa komthetho; inkhulumomphendvulwano eyengeziwe ngesenzo esihlongozwayo; noma ukubamba iqhaza ekuhloleni okuhlongozwayo kanye nenqubo yokuzibandakanya. )
* Isikhathi esilindelwe sokuxazulula okuhloswe ngaso ukuxazulula noma yiziphi izikhalo zingakapheli izinsuku ezingama-60 kusukela ngosuku esamukelwe ngalo.

Lesi sifanekiso esilandelayo sigcwaliswe uMphathi Wezikhalazo bese sithunyelwa kummangali ukuze acele isivumelwano futhi aqhubeke nesixazululo.

|  |
| --- |
| **Impendulo Yokuxazulula Izikhalo** |
| Inombolo yesikhalazo: |  |
| Usuku Lokuxhumana: |  |
| Igama lommangali: |  |

|  |  |
| --- | --- |
| Ukusho kabusha Kwesikhalo/ Ukukhathazeka |  |
| Isixazululo/Impendulo Ehlongozwayo | Isimo sokufaneleka: |
| Isixazululo Esihlongozwayo: |
| Incazelo: |
| Uhlu lwezinketho zokuqhubekela phambili | 1. Isivumelwano sokuqhubeka nesixazululo esingenhla.
2. Isicelo sokubuyekezwa kwesinqumo sokufaneleka,
3. Isinqumo sokudlulisela, noma
4. Uhlelo lokubuyekezwa kokuthobelana.
5. Ingxoxo eyengeziwe ngesenzo esihlongozwayo.
6. Cela ukubamba iqhaza ohlelweni oluhlongozwayo lokuhlola nokuzibandakanya
7. Okunye okumele kuphakanyiswe ummangali
 |
| Idethi eqondiwe yokuxazulula | *(Izinsuku ezingu-30 kusukela ekutholeni isikhalazo)* |
| Isikhalazo Samukelwe ngu: |  |
| Igama Lomxhumanisi Wezikhalazo |  |
| Imininingwane Yokuxhumana Yomxhumanisi Wezikhalazo | Ucingo: I-imeyili: Ikheli: |

### Isinyathelo sesi-5: Sebenzisa Impendulo

Kubalulekile ukuthi ummangali (abamangali) bayiqonde ngokugcwele kokubili impendulo ehlongozwayo, nokuthi yiziphi izinqumo abangazenza ngemva kokucabangela impendulo ehlongozwayo. Ummangali angavumelana noma angavumelani nempendulo ehlongozwayo. Uma kunesivumelwano, uMphathi Wezikhalazo angaqhubeka nempendulo ehlongozwayo. Izenzo okuvunyelwene ngazo ngesikhathi sokulamula zizokwenziwa ngesikhathi. Ngokufanelekile, umugqa wesikhathi uyobe ususunguliwe futhi ubhalwe phansi ukuze kusetshenziswe izenzo

ezifanele ngesikhathi sokulamula noma ekuphenduleni ngokushesha inkinga ngaphambi kokulamula.

Inqubekelaphambili kufanele ifakwe kusizindalwazi sezikhalazo. Uma kungenzeka, isixazululo sesikhalazo sizotholakala esidlangalaleni ukuze kugcinwe abanye abathintekayo benolwazi mayelana nenqubo kanye nomphumela wayo. Kodwa-ke, lokhu kuzonqunywa ngokuvumelana nezintandokazi zobumfihlo zabo bonke abathintekayo. Umphathi Wezikhalazo unomthwalo wemfanelo wokwengamela ukuqaliswa kwezinyathelo okuvunyelwene ngazo ukuze kuxazululwe isikhalazo.

### Isinyathelo sesi-6: Buyekeza Isixazululo

Kubalulekile ukuthi uMphathi Wezikhalazo kanye nababambiqhaza baqaphe ukusebenza ngokubambisana. Lapho ukuqaliswa kwezivumelwano okufinyelelwe kuzo kuyinqubo enezinyathelo eziningi, futhi kunengozi ethile yokuqaliswa, uMphathi Wezikhalazo kufanele afune ukuzibophezela kubo bonke ababambiqhaza ukuze “babuyele etafuleni” lapho kudingeka ukubhekana nezinselele ngesikhathi sokuqaliswa.

Umphathi Wezikhalazo kufanele agcwalise isifanekiso esingezansi, ngokuhambisana nezimpendulo okuvunyelwene ngazo ngesikhalo esithile futhi aqaphe ukuqhubeka.

|  |
| --- |
| **Izenzo Zokuxazulula Isikhalazo (Ukusetshenziswa Okusemthethweni)** |
| Kuthunyelwe ku: |  |
| Isenzo | I-WHO | Nini | Kuqediwe (Y/N) |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
| Isu lokuxhumana impendulo: |  |
| Impendulo/Isixazululo: |  |
| Phuma ngemvume: |  |
| Usuku: |  |

### Isinyathelo sesi-7: Vala ngaphandle noma Thumela isicelo

Isinyathelo sokugcina siwukuvala isikhalazo. Uma impendulo ibe yimpumelelo, uMphathi Wezikhalazo kufanele abhale phansi isixazululo esigculisayo. Ezimeni lapho kube khona ubungozi obukhulu, imithelela kanye/noma ukumenyezelwa okungekuhle, kungase kufaneleke ukufaka imibhalo ebhaliwe evela kummangali ebonisa ukwaneliseka ngempendulo. Kokunye, kuyokwanela kuMphathi Wezikhalazo ukuthi aqaphele isenzo esithathiwe nokuthi impendulo yayenelisa ummangali kanye nenhlangano/uhlelo. Uma ukuvala sekwenzekile, lokhu kufanele kurekhodwe Kulogi Yezikhalazo.

Uma isikhalo singakaxazululwa, uMphathi Wezikhalazo kufanele abhale phansi izinyathelo ezithathiwe, ukuxhumana nommangali (kanye nabanye ababambiqhaza uma kube nomzamo omkhulu wokuqala noma wokuphothula inqubo yababambe iqhaza abaningi), bese edlulisela isikhalazo kuMqinisekiso Womsebenzi (Project Assurance). Isigaba 4.3). Umphathi Wezikhalazo udinga ukubhala umphumela wezingxoxo nommangali ngendlela ebeka kucace ukuthi yiziphi izinketho ezanikezwa nge-GRM nokuthi kungani ummangali ekhethe ukungazilandeli.

Kufanele igcwaliswe uMphathi Wezikhalazo uma zonke izenzo okuvunyelwene ngazo seziqediwe

|  |
| --- |
| **Isiphetho** |
| Ingabe isikhalazo Sanelisekile? | □ Yebo | □ Cha | Impendulo esuka ku Mphathi Wezikhalo: |  |
| Ingabe Isikhalazo Sivaliwe? | □ Yebo | □ Cha | Isikhalazo Sithunyelwe kabusha? | □ Yebo | □ Cha |
| Isiginesha Yomphathi Wephrojekthi: |  | Usuku: |  |
| Usuku: |  | Inombolo Yesikhalazo Entsha: |  |

### Isinyathelo sesi-8: Ukuqapha Nokuhlola

Lo msebenzi uzoqapha izikhalo njengengxenye yokuphathwa okubanzi koHlelo Lo msebenzi. Lokhu kuhlanganisa:

* Ukuqapha kungase kube lula njengokushaya ucingo nommangali kanye nengxoxo ne- PMU ukuze kuqinisekiswe ukuthi impendulo eqondile isetshenziswe ngokugcwele. Ngakolunye uhlangothi, ukuqapha okuphumelelayo kungase kudinge imihlangano eqhubekayo yeqembu lababambe iqhaza elifinyelele esivumelwaneni (isb. ukubuyekeza ukuqaliswa kwesethi yezibopho zokubonisana nabantu bomdabu, noma ukuqaliswa kwendlela entsha yokuthuthukisa ukubhaliswa kwabavoti).
* Lapho kwamukelwe izikhalo, kuzosatshalaliswa isaziso nge-elekthronikhi esiya kumphathi weProjekthi.

Amarekhodi ezikhalo azokwenziwa atholakale ku-PMU ngaso sonke isikhathi. Imibiko yangaphakathi yekota izohlanganiswa uMphathi Wezikhalazo bese isakazwa ethimbeni labaphathi. Le mibiko yezikhalo izophinde ifakwe embikweni wenqubekelaphambili wekota futhi izofaka:

* Inani lezikhalazo ezifakwe esikhathini sokuqhubeka ngeleveli nohlobo.
* Inani lezikhalazo ezingaxazululiwe ngemva kwezinsuku ezingu-60.
* Inani lezikhalazo zendaba efanayo noma efanayo.
* Izinyathelo ezithathiwe zokufaka lezi zimpendulo ekwakhiweni nasekusetshenzisweni kwephrojekthi.

Le mibiko kanye namanye amarekhodi azotholakala ukuze abuyekezwe ngaphandle uma kudingeka. Ukubika izikhalo kuzoba yingxenye yombiko wonyaka wamaProjekthi.

## Indlela Yokuqinisekisa Iphrojekthi

Abakhonondayo abangagculisekile ngempendulo ye-GRM Yokuphathwa Kwephrojekthi (Isigaba 4.2), noma abakhathazekile ngempendulo embi, bangase balethe isikhalazo sabo kumsebenzi WokuQinisekisa Umsebenzi weBhodi Lephrojekthi osetshenziswa yi-UNDP. Ukwengeza, i-UNDP Project Assurance izothola izikhalazo ezingakaxazululiwe ezidluliselwe kuMphathi Wephrojekthi.

Izikhalazo ezilethwe emsebenzini WokuQinisekiswa Kwephrojekthi ye-UNDP zizobhekwa ngokwezinqubo ezibekwe ngezansi. I-UNDP izofuna ukuxazululwa kwezikhalazo kanye nozakwethu bezwe kanye nabanye abathintekayo (isb. Ukwenza Uzakwethu, amanye amalungu eBhodi Lomklamo), ngokucutshungulwa okufanele kokugcinwa kuyimfihlo uma kucelwe Abamangali. Inqubo yokubhekana nezikhalazo ezilethwe kumsebenzi we-UNDP Wokuqinisekisa Iphrojekthi ngokuvamile izobandakanya Imenenja Yomklamo kanye nanoma iziphi izisebenzi ezidingekayo, abaxhumanisi bangaphandle, njll., ngaphansi kokuqondisa Kommeleli Wesakhamuzi we-UNDP kanye/noma Iphini Lomele Umhlali. Ngezikhalazo ezidluliselwe kuMphathi Wezikhalazo, umsebenzi Wokuqinisekisa Iphrojekthi uzo:

1. Ngena bese ulandelela isikhalazo.
2. Buyekeza amadokhumenti atholwe kuMphathi Wezikhalazo futhi uthintane neThimba Lokuphatha Izikhalazo ngaleli cala.
3. Ezinsukwini ezi-5 zokuthola, thintana nommangali ukuze ubuyekeze futhi acacise izindaba eziphakanyiswe ecaleni futhi uhlole izinketho zokuxazulula (ngenketho yokuhlinzeka ngosizo lwezobuchwepheshe kummangali ukuze kusekelwe ukusebenzelana kommangali ngempumelelo).
4. Ngokufanelekile, xhumana nabamele abaphezulu Bozakwethu Osebenzisayo namanye amalungu eBhodi Lephrojekthi ukuze ucacise izinkinga futhi uhlole izinketho zokuxazulula.
5. Ngokufanelekile, dlala indima yokulamula phakathi kwezinhlangothi ukuze uthole isixazululo sesikhalazo (ngenketho yokwenza inkontileka nomlamuli wangaphandle).
6. Lapho kukhonjwa ubungozi obungase buthinte ukubusa kwephrojekthi kukonke (isb. isidingo esingaba khona sokumisa izingxenye zephrojekthi noma ukushintsha ukwakheka kwephrojekthi), qinisekisa ukuthi Ibhodi Lomklamo linolwazi olugcwele ngobungozi futhi liqondisa ukwenziwa kwezinqumo zephrojekthi mayelana nempendulo efanele;
7. Sekela Ibhodi Lephrojekthi ukuze libhekane futhi lilungise ubungozi kanye nokulimala okubangelwa iphrojekthi ngokusobala noma enikela kukho ngokusobala.
8. Uma isikhalazo sixazululwa zingakapheli izinsuku ezingama-60 sitholiwe, bhala phansi ukuthi ummangali uyasamukela yini isinqumo, futhi siqhubeke nokuqapha kuze kube zonke izenzo zephrojekthi okwavunyelwana ngazo njengengxenye yesinqumo sezithathwe.
9. Uma isikhalazo singaxazululiwe ezinsukwini ezingama-60 ngemuva kokudluliselwa emsebenzini wokuqinisekisa iphrojekthi (noma uma ummangali ecelwa nganoma isiphi isikhathi), nikeza ummangali ithuba lokudlulisela ku-UNDP Stakeholder Response Mechanism kanye/noma kunoma yiziphi izikhungo zikazwelonke ezinegunya. ukubhekana nezindaba eziphakanyiswe.

Ezikhalweni ezitholwe ngokuqondile kubamangali, umsebenzi Wokuqinisekisa Iphrojekthi uzoqala ngokwenza isinqumo sokufaneleka (okufana nesinyathelo sesi-2 sezinga lokusebenza Lokuphathwa Kwephrojekthi ye-GRM eshiwo ngenhla) bese uqhubeke usuka esinyathelweni sesi-2 senqubo Yebhodi Lomklamo njengoba kuvezwe ngenhla, ngaphandle leso sinyathelo sesi-2 sezikhalazo ezitholwa ngokuqondile umsebenzi Wokuqinisekisa Iphrojekthi sizoba “Ukubonisana Nomphathi Wezikhalazo mayelana necala, ukuvikela ubumfihlo Bommangali uma eceliwe.”

# Izindima, Izibopho kanye Nezinsiza

Ukuqaliswa Kokusebenza Kwendlela Yokuphendula Ababambiqhaza Yomklamo kuzoba umthwalo omkhulu weMenenja Yezikhalazo. Umphathi Wezikhalazo uzosekelwa Iphrojekthi ebanzi, Ozakwethu Abanesibopho Nosonkontileka. Izindima nemisebenzi eyahlukene yilena elandelayo:

|  |  |
| --- | --- |
| **Umuntu onomthwalo wemfanelo** | **Izindima** |
| **Umphathi Wezikhalazo** | * Ukudidiyela inqubo yeNdlela Yokulungisa Izikhalazo, uhlelo lokuphatha kanye nokuqoshwa ngokwezinyathelo ezichazwe eSigabeni 4.2 esinikeza isiqondiso ngezisombululo zezikhalazo nezikhalo ngokubonisana neminyango ethintekayo futhi kuqinisekiswe ukuhambisana kokulungiswa kwazo zonke izikhalo ezitholiwe mayelana noMklamo.
* Ukudidiyela umsebenzi wophenyo wethimba labaphathi bezikhalazo
* Khuthaza ukuqwashisa ngeNdlela Yokulungisa Izikhalazo kubo bonke ababambiqhaza kuphrojekthi
* Hlanganyela ne-Project Assurance, Ihhovisi Lezwe i-SRM, i-HQ SRM kanye ne-SECU ekuphenyweni kwezikhalazo kanye nesivumelwano sokulungisa esamukelwe ngokuqondile noma esidluliselwe kulezi zindlela zokuziphendulela.
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| **Umuntu onomthwalo wemfanelo** | **Izindima** |
| **Bonke Ozakwethu Abanesibopho Nosonkontileka** | * Thola futhi ubonge noma yiluphi udaba, ukukhathazeka, isikhalazo noma isikhalo esivela emphakathini, ngomlomo noma ngokubhala. Bazorekhoda udaba bese belubika kuMphathi Wezikhalazo ngokuhambisana nenqubo yeNdlela Yokulungisa Izikhalazo.
* Ukuzibandakanya ophenyweni lwezikhalazo njengoba kudingekile kuye ngohlobo nobukhulu besikhalo futhi njengoba kuyalelwa ithimba

eliLawula izikhalo. |
| **Umphathi wephrojekthi** | * Qinisekisa ukuthi le nqubo yeNdlela Yokuphendula Ababambiqhaza isetshenziswa kuwo wonke amaphrojekthi kanye nokusebenza kozakwethu Abanesibopho kanye Nosonkontileka kanye nemisebenzi
* Sebenzisa izilawuli ezidingekayo ukuze kuncishiswe izingozi ezingase zibangele izikhalazo zababambiqhaza.
 |
| **Ukuqinisekiswa Kwephrojekthi** | * Buyekeza izikhalo ezitholwe yi-GRM kanye nemiphumela yazo, sebenzisane noMphathi Wezikhalazo ukuze kutholwe impumelelo, izifundo ezitholiwe, izinselele kanye nokuthrendayo, futhi ubike ukuhlaziya kwayo Ebhodini Lomklamo. Uma umphumela wesikhalo uyisinxephezelo, umsebenzi we-UNDP Wokuqinisekisa Iphrojekthi unomthwalo wemfanelo wokuqinisekisa lo mphumela kanye nokusebenzisana neBhodi Lomklamo ukuze kutholwe ukuthi isinxephezelo sizofinyelelwa kanjani njengoba kudingeka.
* Thola imibiko yekota ngezikhalo ezivela ezingeni Lokuphathwa Kwephrojekthi le-GRM, futhi usebenzisane nabasebenzi bayo ukuhlonza impumelelo, izinselele, izitayela kanye nezifundo ezifundiwe ekuphenduleni izikhalazo.
* Nikeza imibiko efingqiwe ku-PB yazo zonke izikhalazo ezitholiwe (zombili lezo ezitholwe yizinga lokusebenza le-GRM kanye nomsebenzi Wokuqinisekisa Iphrojekthi) nganoma yiziphi izenzo ezinconyiwe.
* Dalula umsebenzi we-GRM (okuhlanganisa ukubhaliswa kwamacala, imibiko efingqiwe ngamacala angawodwana, imibiko yamathrendi noma amaphethini, kanye nezenzo ezithathwe ngokusabela kumathrendi namaphethini) ku-PB nakubabambiqhaza bephrojekthi, ngokubika ngezikhathi ezithile (okungenani ingxenye yonyaka) abezindaba/izinkundla ezifinyeleleka kubabambiqhaza bephrojekthi kanye nokuvikela ukugcinwa kuyimfihlo kobunikazi babamangali lapho kunesidingo;
* Ukuqapha imizamo yoMphathi Wezikhalazo yokwazisa ababambiqhaza bephrojekthi mayelana ne-GRM, nokuqinisekisa ukufinyeleleka, ukubikezelwa, ukubeka izinto obala, ukuba semthethweni, kanye nokwethembeka kwenqubo ye-GRM;
* Ukuhlinzeka ngemfundo eqhubekayo yamalungu e-PB kanye

nezikhungo zawo eziphathelene nezinqubomgomo, izinqubo, namandla adingekayo ukuze kuvinjelwe izingozi nemithelela |

|  |  |
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| **Umuntu onomthwalo wemfanelo** | **Izindima** |
|  | engaholela ezikhalweni, nokukhuthaza ukuxazululwa kwezikhalazo ngendlela eyakhayo. |

# UKUSETSHENZISWA KANYE NESIGCINISO SOLWAZI OLUZWAYO

Ulwazi oluqoqwe maqondana nezikhalazo lungaqukatha imininingwane yomuntu siqu yabamangali, nezinto ezibucayi. Ngakho-ke, kufanele kuqashelwe kakhulu ukugcina imfihlo nokuvikela lolu lwazi olubucayi.

ENingizimu Afrika, uMthetho Wokuvikelwa Kolwazi Lomuntu Siqu No.4 wezi-2013, ovame ukubizwa ngokuthi “POPIA”, ulawula futhi unikeze imihlahlandlela yokuqoqwa, ukugcinwa kanye nokusetshenziswa kwedatha ebucayi evela kubantu ngabanye. I-POPIA ihlose ukuvikela abantu bemvelo nabasemthethweni ekulimaleni ngokuvikela imininingwane yabo siqu futhi ibeka imibandela eyisishiyagalombili yokucubungula okusemthethweni kolwazi lomuntu siqu, ngaleyo ndlela ilinganisela ilungelo lobumfihlo namanye amalungelo, ikakhulukazi ilungelo lokufinyelela olwazini.

Imibandela eyisishiyagalombili ibekwe kanje (iNingizimu Afrika, 2013):

* Ulwazi lomuntu siqu lungacutshungulwa kuphela ngendlela efanele nesemthethweni futhi kuphela ngemvume yesihloko sedatha noma umuntu onekhono lapho isihloko sedatha sincane.
* Ulwazi lomuntu siqu lungase lucutshungulwe kuphela ngezizathu ezithile, ezichazwe ngokucacile nezisemthethweni.
* Ulwazi lomuntu siqu angeke lucutshungulwe ngenjongo yesibili ngaphandle uma lokho kucubungula kuhambisana nenjongo yokuqala.
* Izinyathelo ezifanele zizothathwa ukuze kuqinisekiswe ukuthi ulwazi lomuntu siqu oluqoqiwe luphelele, lunembile, aludukisi futhi luthuthukisiwe lapho kunesidingo.
* Isihloko sedatha okuqoqwa kolwazi lwaso sizokwaziswa ukuthi i-NT iqoqa lolo lwazi lomuntu siqu nokuthi ulwazi luzosetshenziswa ngayiphi injongo.
* Ukucubungula kuyadingeka ukuze kwenziwe izenzo zokuphothulwa noma ukusebenza kwenkontileka lapho isihloko sedatha siyingxenye yayo.
* Ulwazi lomuntu siqu luzogcinwa luvikelekile engcupheni yokulahlekelwa, ukufinyelela okungekho emthethweni, ukuphazamiseka, ukuguqulwa, ukucekelwa phansi okungagunyaziwe nokudalulwa.
* Izihloko zedatha zingacela ukuthi ulwazi lwazo lomuntu siqu lugciniwe yini, kanye nokulungiswa kanye/noma ukususwa kwanoma yiluphi ulwazi lomuntu siqu oluphethwe ngazo.

I-POPIA ithi umuntu ubuye abe:

* Ilungelo lokwazi ukuthi yiluphi ulwazi olugciniwe, lusetshenziswa kanjani, nokuthi uMnyango Wezezimali Kazwelonke (NT) ungaludalula nini;
* ilungelo lokulungisa imininingwane yabo - i-NT izogcina imininingwane ivuselelwe noma njengoba ithathwe isihloko sedatha; futhi
* ilungelo lokuhoxisa imvume - abantu bangahoxisa imvume ebhalwe phansi futhi iqondiswe kusiKhulu soLwazi noma iPhini leSikhulu soLwazi ku-PAIA@treasury.gov.za.

Ngokulandela i-POPIA, ulwazi oluhlobene nabantu ngabanye kanye nababambiqhaza kuphrojekthi kuzobhekwana nalo ngale ndlela elandelayo:

* Zonke izikhalo zisingathwa ngokuyimfihlo, kulandela inqubo echazwe kulo mbhalo.
* Bonke abamangali bayaziswa ngendlela isikhalazo sabo esisingathwa ngayo ngokuyimfihlo nokuthi imininingwane yabo ivikelwa futhi igcinwe kanjani.
* Irejista Yezikhalazo kanye nanoma imaphi amadokhumenti ahlobene (okuhlanganisa namafomu asayiniwe, izithombe, izitatimende ezibhaliwe, nobunye ubufakazi obusekelayo) kuyogcinwa endaweni evikelekile esekelwe ku-inthanethi 'esekelwe emafini' (isb. I-Google Drayivu).
* Ukufinyelela kuRejista kuzokhawulelwa kubaphathi beProjekthi kanye nakubantu ngabanye ababizwe kuSijobelelo P-6-III kuphela, kanye nezindima zokwengamela ezinezibopho zenkontileka kuphrojekthi (isb. I-OE Environmental & Social Safeguards Lead) ukuze bakwazi ukwenza ucwaningomabhuku ngendlela efanele futhi banakekele. ukwengamela okuvamile kwenqubo ye-GRM. Noma ubani onokufinyelela kufanele abe nephrofayela yokungena ezinikele (iphasiwedi evikelwe) futhi akumele abelane ngemininingwane yakhe yokungena nanoma ubani omunye.
* Amakhophi angaxhunyiwe ku-inthanethi eRejista yezikhalazo, izingxenye zerejista nanoma yimaphi amafomu agcwalisiwe ngeke enziwe, aphrintwe noma kwabelwane ngawo noma nini.
* Akunaso isikhathi lapho ulwazi oluqukethwe kuRejista yezikhalazo, nanoma yiluphi olunye ulwazi oluphathelene nezikhalazo, luyokwabelwana ngaso esidlangalaleni noma nabantu besithathu abangebona ozakwethu benkontileka kuphrojekthi.
* Ukubikwa kokusebenza kwe-GRM (embikweni okungenzeka ibe sesidlangalaleni, njengombiko weQuarterly Safeguards Report) ngeke kubhalwe igama - wonke amagama nemininingwane yokuxhumana, kanye nanoma yiluphi olunye ulwazi oluhlonzayo, luzosuswa kudatha ebikiwe. Imiphumela izobikwa ngokuhlanganisiwe (okungukuthi kungabhekiselwa kunoma yiziphi izikhalo noma abamangali).