



**Regional Centre for
Mapping of Resources
for Development**

STAKEHOLDER ENGAGEMENT PLAN AND INFORMATION DISCLOSURE

Issue No. 1 2022

**REGIONAL CENTER FOR MAPPING OF RESOURCES FOR
DEVELOPMENT**

Version 1

Date of Approval

**Prepared by: Gender Environment and Indigenous Peoples Specialist (ESS focal
person**

Acknowledgement

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Special appreciation is extended to regional and global partners including initiatives under the AFRIGEO Secretariat, the Convention on Biological Diversity Secretariat, and other collaborating organizations that continue to strengthen regional cooperation in geospatial data, environmental monitoring, and sustainable development.

RCMRD also recognizes the important role of civil society organizations, research institutions, Indigenous Peoples and Local Communities, women's networks, and private sector stakeholders whose engagement and perspectives contribute to improving environmental governance and ensuring that geospatial information supports inclusive and sustainable development outcomes.

Finally, RCMRD appreciates the dedication of its staff and technical teams whose commitment to innovation, collaboration, and stakeholder engagement has made the development of this plan possible. Their continued efforts will ensure that stakeholder participation remains central to the implementation of RCMRD programs and projects across the region.

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Introduction

The Regional Centre for Mapping of Resources for Development (RCMRD) recognizes that meaningful stakeholder engagement and transparent information disclosure are essential for

effective environmental and social safeguards, inclusive decision-making, and sustainable development. As a regional intergovernmental organization supporting Member States through geospatial services, Earth Observation data, digital platforms, and policy advisory initiatives, RCMRD's activities influence environmental governance, land use planning, climate resilience, and community livelihoods across Eastern and Southern Africa.

This Stakeholder Engagement Plan and Information Disclosure Framework establishes a structured approach for identifying, informing, and engaging stakeholders throughout the design and implementation of RCMRD-supported programmes, projects, and services. The framework aims to ensure that stakeholders have timely access to relevant information and meaningful opportunities to participate in decision-making processes.

Key stakeholder groups include:

- a) National and local governments within RCMRD Member States
- b) Local communities and community-based organizations
- c) Civil society organizations
- d) Academic and research institutions
- e) Private sector partners
- f) Development partners and international organizations

RCMRD recognizes that many communities across the region operate in multilingual environments and may face barriers related to literacy, digital connectivity, and access to information. In line with emerging global good practices in responsible digital innovation, including advances in language and voice technologies, the Centre is committed to promoting inclusive communication approaches that ensure stakeholders can access and understand information relevant to projects and initiatives that affect them. Accordingly, stakeholder engagement and information disclosure processes will incorporate accessible communication methods, including:

- a) Use of locally appropriate languages
- b) Culturally appropriate communication formats
- c) Alternative formats for communities with low literacy levels
- d) Where appropriate, digital engagement tools such as multilingual platforms and voice-enabled technologies to support participation by communities with limited literacy or digital access

Through this framework, RCMRD seeks to:

- a) Strengthen transparency and accountability
- b) Promote inclusive and culturally responsive stakeholder participation
- c) Build trust between the Centre and its stakeholders
- d) Align stakeholder engagement processes with international environmental and social safeguards standards.

Objectives of the SEP

The objectives of the Stakeholder Engagement Plan are to:

1. Promote inclusive participation of stakeholders in RCMRD programs.
2. Strengthen collaboration among governments, research institutions, and regional partners.
3. Ensure transparent communication and information disclosure.
4. Incorporate stakeholder feedback into project design and implementation.
5. Provide accessible grievance mechanisms.
6. Promote participation of women, youth, and Indigenous Peoples.
7. Promote equitable access to stakeholder engagement and information disclosure through multilingual, culturally appropriate, and low-literacy-friendly communication approaches.
8. Ensure that digital engagement tools, including AI-enabled or automated communication systems, are used responsibly, transparently, and in ways that do not exclude marginalized groups.

Strategic Context

This Stakeholder Engagement Plan (SEP) aligns with key institutional, regional, and global frameworks that guide the mandate and operational activities of the Regional Centre for Mapping of Resources for Development (RCMRD). These frameworks emphasize collaboration, knowledge sharing, inclusive participation, and partnerships among governments, research institutions, development partners, civil society, and communities to support sustainable development across Africa.

RCMRD plays a critical role in facilitating regional cooperation through the application of geospatial technologies, Earth Observation (EO), and spatial data infrastructure. Stakeholder engagement is therefore central to ensuring that RCMRD's programs, projects, and digital platforms respond to the needs of diverse stakeholders including policymakers, scientists, development partners, local communities, and private sector actors.

Through its regional mandate, RCMRD works to strengthen institutional partnerships, support evidence-based decision-making, and promote inclusive access to geospatial information that contributes to environmental sustainability, climate resilience, and socio-economic development across its member states.

AfriGEO Secretariat

RCMRD hosts the AfriGEO Secretariat, a continental initiative under the Group on Earth Observations that promotes the use of Earth Observation data and services to support sustainable development across Africa. AfriGEO aims to strengthen African capacity in Earth

Observation and foster collaboration among governments, academia, the private sector, civil society organizations, and local communities.

The AfriGEO Strategic Implementation Plan emphasizes collaborative approaches that enable African institutions to develop and apply Earth Observation solutions for environmental monitoring, climate resilience, disaster risk reduction, agriculture, and natural resource management.

Key principles of the AfriGEO framework that inform RCMRD's stakeholder engagement approach include:

- a) Coordinated action and collaboration across African institutions and regional networks
- b) Strengthening strategic partnerships with governments, research institutions, and development partners
- c) Promoting inclusive access to Earth Observation data, knowledge, and digital platforms
- d) Empowering youth, women, and Indigenous Peoples and Local Communities (IPLCs) through capacity development and innovation
- e) Co-design and co-production of Earth Observation services with end users and stakeholders.

These principles support participatory engagement processes that ensure geospatial information and Earth Observation services respond to real-world development challenges and stakeholder priorities across the continent.

RCMRD Strategic Plan

RCMRD's Strategic Plan emphasizes strengthening partnerships, knowledge exchange, and stakeholder engagement as essential components of its mission to promote sustainable development through geo-information and related technologies.

The strategic plan recognizes that effective collaboration with governments, regional organizations, research institutions, development partners, and communities is necessary to ensure that geospatial technologies and digital platforms contribute to informed decision-making and sustainable development outcomes.

Key stakeholder engagement activities outlined in the RCMRD Strategic Plan include:

- a) Conducting stakeholder consultations across member states to identify user needs and priorities
- b) Organizing regional knowledge-sharing platforms such as the RCMRD International Conference (RIC)
- c) Participating in regional and international geospatial, environmental, and development forums
- d) Maintaining stakeholder databases and institutional partnership networks
- e) Strengthening collaboration agreements and partnerships with regional and international organizations.

In addition to its technical and capacity development roles, RCMRD also contributes to regional biodiversity monitoring and environmental governance. Through its geospatial expertise and data platforms, RCMRD supports regional coordination and data-driven monitoring initiatives related to biodiversity conservation and ecosystem management under the Convention on Biological Diversity.

Through these institutional roles, RCMRD strengthens partnerships and stakeholder engagement to support evidence-based environmental governance and sustainable resource management across the region.

Global Environmental and Climate Frameworks

RCMRD's stakeholder engagement approach is also aligned with key global environmental, climate, and sustainable development frameworks that emphasize inclusive participation, multi-stakeholder partnerships, and knowledge sharing in addressing complex environmental challenges.

RCMRD contributes to these global frameworks through the application of geospatial technologies, Earth Observation, and spatial data infrastructure to support decision-making in areas such as climate change adaptation, biodiversity conservation, disaster risk reduction, land use planning, and sustainable urban development.

In particular, RCMRD supports biodiversity monitoring and environmental reporting through geospatial data platforms that contribute to the implementation of the Convention on Biological Diversity. These efforts support global biodiversity commitments under the Kunming–Montreal Global Biodiversity Framework, which emphasizes science-based monitoring, ecosystem restoration, and inclusive governance approaches.

RCMRD's stakeholder engagement processes also contribute to the achievement of the United Nations Sustainable Development Goals by strengthening partnerships, enhancing institutional capacities, and promoting equitable access to environmental information and digital tools.

Through collaboration with governments, research institutions, regional organizations, development partners, and local communities, RCMRD ensures that geospatial information and Earth Observation services contribute to globally aligned environmental and climate action while remaining responsive to the priorities and development needs of African stakeholders.

CBD Secretariat and Biodiversity Governance

RCMRD also contributes to regional collaboration on biodiversity monitoring and environmental governance through its strategic engagement as a Convention on Biological Diversity (CBD) Secretariat. Through this alignment, RCMRD provides geospatial data, Earth Observation technologies, and technical expertise to support biodiversity assessment, ecosystem monitoring, and environmental reporting across the region.

RCMRD's geospatial platforms and monitoring systems support countries in tracking changes in ecosystems, land use, and natural resources, thereby strengthening national and regional

capacities to meet biodiversity conservation commitments. These efforts contribute to the implementation of global biodiversity targets under the Kunming–Montreal Global Biodiversity Framework.

Recognizing the critical role of local knowledge and inclusive governance in biodiversity conservation, RCMRD also supports stakeholder engagement approaches that involve Indigenous Peoples and Local Communities (IPLCs) in environmental monitoring, participatory mapping, and ecosystem management. These approaches contribute to strengthening the recognition of Indigenous knowledge systems and community-based stewardship of natural resources.

In addition, RCMRD acknowledges the importance of gender-responsive biodiversity governance and aligns with the advocacy and engagement efforts of networks such as the CBD Women’s Caucus, which promotes the meaningful participation of women in biodiversity policy processes and environmental decision-making. Through its gender-responsive stakeholder engagement strategies, RCMRD aims to ensure that women, Indigenous communities, youth, and other marginalized groups are actively involved in biodiversity monitoring initiatives and environmental governance processes. These activities contribute to the implementation of global biodiversity targets under the Kunming–Montreal Global Biodiversity Framework.

Through collaboration with governments, research institutions, conservation organizations, and development partners, RCMRD facilitates data-driven biodiversity monitoring and supports inclusive stakeholder engagement processes that integrate scientific knowledge, local expertise, and community participation in biodiversity conservation and ecosystem management.

Global Environmental and Sustainable Development Frameworks

RCMRD’s stakeholder engagement approach is further aligned with global development frameworks that emphasize multi-stakeholder partnerships and inclusive governance in addressing environmental and climate challenges.

In particular, RCMRD contributes to the achievement of the United Nations Sustainable Development Goals by strengthening institutional partnerships, improving access to environmental information, and supporting evidence-based decision-making through geospatial technologies.

By integrating geospatial data, Earth Observation systems, and collaborative stakeholder engagement approaches, RCMRD supports regional efforts to address climate change, biodiversity loss, environmental degradation, and sustainable land management while ensuring that development interventions remain inclusive and responsive to the needs of African communities.

Principles of Stakeholder Engagement

Stakeholder engagement at RCMRD is guided by the following principles:

- a) **Inclusiveness** : Ensure representation of diverse stakeholders including marginalized groups.
- b) **Transparency**: Provide timely and accessible information on RCMRD activities.
- c) **Participation**: Promote stakeholder participation in project planning and implementation.
- d) **Cultural Respect**: Recognize traditional knowledge systems and community governance structures.
- e) **Accountability**: Respond to stakeholder feedback and concerns.
- f) **Do-No-Harm**: Ensure geospatial information does not expose sensitive environmental or cultural sites.
- g) **Linguistic Inclusion**: Ensure that stakeholder engagement and information disclosure are accessible in locally appropriate languages and formats that reflect the linguistic diversity of affected stakeholders.
- h) **Digital Accessibility**: Use communication tools that are accessible to stakeholders with low literacy, limited digital skills, or weak connectivity, including voice-based and offline-compatible approaches where appropriate.
- i) **Responsible Digital Engagement**: Ensure that digital and AI-enabled engagement tools are transparent, fair, culturally responsive, and do not reinforce exclusion, bias, or misuse of stakeholder data.

Stakeholder Identification

RCMRD works with a diverse network of stakeholders.

Primary Stakeholders

- a) Governments of RCMRD member states
- b) National mapping agencies
- c) Environmental and land management institutions
- d) Local communities and Indigenous Peoples
- e) Civil society organizations

Strategic Regional and international stakeholders

Key partners include:

- a) AfriGEO
- b) Africa Space Agency
- c) South African Space Agency(SANSA)
- d) African Union
- e) IGAD
- f) CIFOR-ICRAF
- g) Regional Centre of Excellence
- h) World Bank
- i) UN agencies
- j) Development banks
- k) international research institutions
- l) RCMRD CBD secretariat

- m) Gender and Environment Data Alliance
- n) European Union
- o) Bill and Melinda Gates Foundation
- p) CBD women's caucus
- q) Indigenous Peoples of Africa Coordinating Committee(IPACC)
- r) Alliance for Indigenous Peoples and Local Communities for Conservation in Africa(AICA)

Research and Knowledge Stakeholders

- i. Universities
- ii. Research institutions
- iii. Academic networks
- iv. Geospatial research institutions

These institutions collaborate with RCMRD in research and innovation programs.

Private Sector Stakeholders

- i. Geospatial technology companies
- ii. Drone service providers
- iii. Satellite data providers
- iv. Environmental consulting firms

Capacity Development Stakeholders

RCMRD provides training to:

- i. Government professionals
- ii. Non government Organizations
- iii. Students
- iv. Private sector practitioners

Training programs support capacity development in geospatial technologies across Africa.

Vulnerable and Marginalized analysis

RCMRD will identify stakeholder groups that may face barriers related to language, literacy, disability, digital access, or limited familiarity with formal consultation processes. These groups may include speakers of underrepresented local languages, communities in low-connectivity settings, low-literacy users, women with limited digital access, and Indigenous and pastoralist communities whose participation may depend on oral and community-based communication channels

Stakeholder Engagement Platforms

RCMRD engages stakeholders through multiple platforms.

Conferences

The **RCMRD International Conference (RIC)** brings together researchers, policymakers, and practitioners to discuss innovations in Earth observation and geospatial technologies.

AfriGEO

AfriGEO organizes:

- regional symposiums
- Earth observation policy dialogues
- technical exchanges
- hackathons and innovation challenges.

Capacity Building Programs

RCMRD conducts training programs to strengthen skills in:

- a) GIS
- b) Remote sensing
- c) Drone mapping
- d) Biodiversity and seascape conservation
- e) geospatial data analysis
- f) climate monitoring.
- g) Social safeguards(Gender and intersectionality integration)
- h) Feminist participatory researches
- i) Participatory mapping
- j) Disaster Risk Reduction

Community Engagement

Where projects involve communities, RCMRD will apply inclusive engagement methods including:

- a) Community consultations
- b) Participatory mapping exercises
- c) Focus group discussions
- d) Key informant interviews
- e) Participatory action planning sessions
- f) Field surveys

To ensure meaningful participation of low-literacy and linguistically diverse groups, these engagement processes may be supported by:

- a) Interpreters and local facilitators
- b) Visual communication tools (maps, diagrams, illustrations)
- c) Oral or voice-based communication methods
- d) Other culturally appropriate and accessible communication approaches.

Digital Platforms

RCMRD uses digital engagement tools to improve geospatial information and these include i

- i. Geoportals
- ii. Online dashboards
- iii. Web platforms
- iv. Webinars.
- v. Voice-enabled, multilingual, or low-bandwidth engagement channels,

Information Disclosure

RCMRD will disclose information in ways that are timely, understandable, and accessible to diverse stakeholder groups. Information disclosure will be undertaken through multiple channels to ensure broad access and inclusive communication.

Information may be disclosed through:

- i. Official RCMRD websites and geoportals
- ii. Project reports and technical publications
- iii. Policy briefs and knowledge products
- iv. Conferences, workshops, and training events
- v. Stakeholder consultation meetings and outreach activities

To ensure that stakeholders with low literacy levels, limited internet access, or diverse linguistic backgrounds are not excluded, RCMRD will also use accessible communication approaches such as:

- i. Locally appropriate languages
- ii. Simplified communication materials
- iii. Visual communication tools (maps, infographics, illustrations)
- iv. Voice-based or oral communication methods where appropriate

Information disclosure processes will also consider the sensitivity of geospatial and digital data, ensuring that transparency is balanced with the need to protect communities, culturally sensitive sites, and vulnerable groups.

Information disclosed may include:

- a) Project objectives, scope, and expected outcomes
- b) Environmental and social safeguards requirements and mitigation measures
- c) Opportunities for stakeholder participation and consultation
- d) Research findings and technical assessments
- e) Relevant spatial datasets and geospatial information products

- f) Project progress updates and key milestones
- g) Guidance materials, policy briefs, and knowledge products where relevant

Grievance Redress Mechanism

The Regional Centre for Mapping of Resources for Development (RCMRD) shall maintain a Grievance Redress Mechanism to receive, register, assess, address, and resolve complaints raised by project-affected persons, institutions, and stakeholders in relation to RCMRD-supported projects, programmes, and services. The purpose of the GRM is to strengthen accountability, transparency, and inclusive participation while ensuring that concerns related to environmental, social, governance, land, data, consultation, and implementation issues are addressed in a timely and fair manner

Purpose of the GRM

The GRM is intended to:

- a) Provide an accessible and transparent platform for complaints and feedback
- b) Resolve grievances fairly and promptly
- c) Identify root causes of complaints and improve project design
- d) Strengthen stakeholder trust and institutional responsiveness
- e) Serve as the first line of response before escalation to judicial or external accountability systems
- f) Provide accessible, language-appropriate, and culturally responsive channels for complaints and feedback, including for stakeholders with low literacy or limited digital access.

Types of Complaints

The GRM shall handle complaints related to:

- a) Communication, consultation, and stakeholder engagement
- b) Project implementation and process
- c) Procurement and service delivery
- d) Staff conduct and contractor behavior
- e) Environment, health, safety, social, or community impacts
- f) Land and resource use concerns
- g) Data privacy, digital safeguards, and misuse of geospatial data
- h) Gender, SEA/SH, and exclusion concerns.
- i) Exclusion arising from language barriers or inaccessible communication methods
- j) Misuse, bias, or unfair outcomes related to digital platforms, automated systems, or AI-enabled tools used in RCMRD-supported activities
- k) Concerns related to voice-based or multilingual communication tools, including privacy, misinterpretation, or exclusion.

Criminal matters such as rape, defilement, or corruption shall be referred to the relevant legal authorities.

Institutional GRM Structure

Tier	Institutional Level	Key Responsibilities
Tier 1	Community Level Grievance Committee	Receive complaints, register grievances, facilitate local dialogue and attempt early resolution.
Tier 2	Local / National Technical Committee	Investigate complaints, coordinate with local authorities, conduct mediation and recommend corrective actions.
Tier 3	RCMRD GRM Desk (Headquarters)	Register grievances in the institutional database, coordinate investigations with project teams and safeguards unit.
Tier 4	RCMRD Senior Management / Governing Council	Review escalated grievances, provide final institutional decisions and policy guidance.

GRM Workflow Process

- 1) Complaint Submission: Individuals, communities, institutions or stakeholders submit grievances through community committees, email, phone, website, or project offices.
 - 2) Receipt and Registration: The grievance is formally recorded in the GRM logbook and assigned a reference number.
 - 3) Acknowledgement: The complainant receives confirmation of receipt within 5–7 working days.
 - 4) Screening and Categorization: The grievance is categorized (environmental, social, land use, consultation, data governance, gender issues etc.).
 - 5) Investigation and Assessment: Responsible technical teams investigate the grievance and identify root causes.
 - 6) Proposed Resolution: Corrective measures are proposed through dialogue, mediation or technical intervention.
 - 7) Communication of Decision: The proposed solution is communicated to the complainant.
 - 8) Escalation (if necessary): If the complainant is not satisfied, the grievance is escalated to higher institutional levels.
 - 9) Final Decision: RCMRD management or governing council issues final resolution where required.
 - 10) Case Closure: The grievance is formally closed once resolution is accepted or final decision made.
11. Monitoring and Reporting: All grievances are recorded and periodically reviewed to improve project implementation.

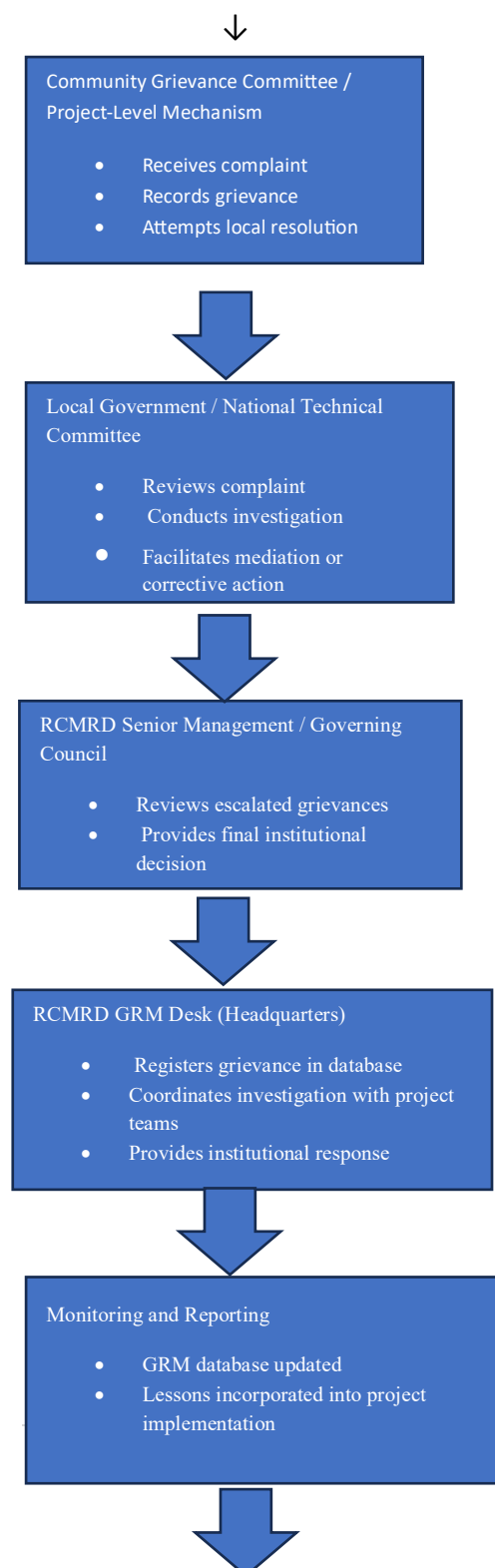
Grievance Redress Mechanism (GRM) Workflow Diagram

This workflow illustrates the grievance handling process for RCMRD projects, aligned with the institutional structure: Community → National → RCMRD → Governing Council.

COMPLAINT SUBMISSION

Complaint Submission: Individuals, communities, institutions, or stakeholders may submit grievances through community committees, email, phone, website, project offices, or other accessible and language-appropriate channels, including oral reporting where literacy barriers exist.

(Community members, institutions, stakeholders)



Resolution and Case Closure

- Decision communicated to complainant
- Case recorded and closed

Suggested Timeline for Grievance Handling

Process Step	Recommended Timeline
Acknowledgement of complaint	Within 5–7 days
Screening and categorization	Within 7 days
Investigation and assessment	Within 14–30 days
Resolution and response	Within 30 days
Appeal review (if required)	Within 15 days

Monitoring and Learning

All grievances will be tracked in the GRM database maintained by the RCMRD safeguards unit. Periodic analysis of grievances will be conducted to identify recurring issues, improve project design, strengthen stakeholder engagement, and enhance institutional accountability.

Roles and Responsibilities

RCMRD Management

Provide oversight for stakeholder engagement activities.

Safeguards focus person (Gender and IPLC Specialist)

Responsible for:

- Managing stakeholder engagement processes
- Ensuring inclusive participation
- Monitoring safeguard compliance
- Overseeing grievance redress.

Project Managers

Responsible for:

- Implementing engagement activities

- Documenting consultations
- Reporting stakeholder concerns.

Contractors and Partners

Partners implementing RCMRD projects must comply with stakeholder engagement requirements and report grievances to RCMRD.

Monitoring and Reporting

RCMRD will monitor the effectiveness and inclusiveness of stakeholder engagement and information disclosure processes using the following indicators:

- Number of consultations conducted in locally appropriate languages
- Number of engagement materials produced in simplified, translated, visual, or oral formats
- Level of participation by low-literacy, linguistically marginalized, and digitally excluded groups
- Number of grievances related to digital access, language barriers, or misuse of automated tools
- Periodic assessment of whether AI-enabled or digital engagement tools operate fairly, transparently, and without exclusionary effects

These indicators will support continuous learning and improvement of stakeholder engagement practices and help ensure that communication approaches remain inclusive, accessible, and responsive to stakeholder needs.

RCMRD will monitor stakeholder engagement through:

- Consultation records
- Stakeholder participation metrics
- Grievance tracking
- Annual safeguard reports.

Conclusion

Stakeholder engagement is fundamental to the success of RCMRD's mission of supporting sustainable development through geospatial technologies. Through transparent communication, inclusive participation, and strong partnerships with governments, research institutions, and communities, RCMRD ensures that its programs respond effectively to stakeholder needs. By aligning its stakeholder engagement approach with international safeguards standards, RCMRD strengthens collaboration, enhances accountability, and supports evidence-based decision-making for sustainable development across Africa.

Amendments shall be approved by the Director General and, where required, endorsed by the Governing Council.

EFFECTIVE DATE

This Environmental and Social Safeguards Policy shall come into effect upon approval and signature by the Director General of RCMRD.

Approved by:

Name: Dr. Emmanuel Nkurunziza

Title: Director General

A handwritten signature in black ink, appearing to read 'Emmanuel Nkurunziza', with a large, stylized flourish above the name.

Signature:

Date: 26th March 2022

ANNEX

GRIEVANCE FOLLOW-UP REPORT

Date Complaint Received	Day____/ Month ____/Year _____	
Time Complaint Received		
Name of Complainant (optional)		
Type of Complainant	☐ Internal Stakeholder (staff) ☐ Internal Stakeholder (beneficiary) ☐ External Stakeholder	
Complainant Contact Information	Address: Telephone: Email:	
Type of Complaint	☐ Communication (e.g. information on the project or consultation related issues) ☐ Project and Process-Application (e.g. registration, eligibility, beneficiary selection, etc.) ☐ Project Process- Implementation (e.g. beneficiary agreement, vouchers, distribution of inputs, training, etc.) ☐ Project Performance (e.g. failure to implement as promised or commitments) ☐ Legal (e.g. non-compliance with Laws & Regulations) ☐ Environment, Health, Safety, Social or Community ☐ Other (specify)	
Grievance Level	☐ Level 1 (Low Risk) ☐ Level 2 (Substantial Risk) ☐ Level 3 (High Risk)	
PMU Action or measure to be taken		
Requires PMU Manager's Safeguards focus person Intervention	☐ YES ☐ NO	If yes, explain why:
Requires Grievance Committee Intervention	☐ YES ☐ NO	If yes, explain why:
Grievance Resolution Offered	☐ Accepted ☐ Not Accepted:	

TO BE COMPLETED BY COMPLAINANT

COMPLAINANT INFORMATION	
(This section will not be completed if anonymity was requested by the complainant.)	
Name:	
Address:	
Phone:	
Email:	
COMPLAINT INFORMATION	
Complaint Date:	
Complaint Location:	
Complaint Details:	
What should be considered to avoid a repeat of the problem?	
What is the proposed solution for the complaint?	
Name of person completing this form:	
Signature:	
Date:	

Stakeholder and Power Analysis Tools

This document provides practical tools for stakeholder identification, analysis, and engagement planning for projects implemented or supported by the Regional Centre for Mapping of Resources for Development (RCMRD). These tools support stakeholder engagement requirements under safeguards frameworks used by major development partners such as the Green Climate Fund, World Bank, and African Development Bank.

Stakeholder Identification Template

Stakeholder Category	Stakeholder Name / Group	Role or Interest in Project	Level of Influence	Level of Interest

Stakeholder Power–Interest Analysis Matrix

This matrix helps project teams determine how stakeholders should be engaged based on their level of influence (power) and interest in the project.

Stakeholder	Level of Power / Influence	Level of Interest	Engagement Strategy

Stakeholder Engagement Strategy Tool

Stakeholder Group	Key Concerns / Interests	Engagement Method	Frequency of Engagement	Responsible Unit

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Vulnerable and Marginalized Group Analysis

Group	Potential Barriers to Participation	Language needs	Literacy barriers	Preferred communication format	Special Engagement Measures	Digital access constraints	Responsible Officer

Information Disclosure Planning Tool

Information Type	Target Stakeholder	Disclosure Method	Timing	Language of disclosure	Accessibility format (written / oral / visual / voice-enabled)	Connectivity	Responsible Unit

