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NAM THEUN 2 POWER COMPANY LTD

NTPC GRIEVANCE PROCEDURE

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	24-Dec-10			Jean Pierre K.	Downstream Program

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Related Documents

Document type	Document title	Document reference
Guiding documents	Downstream Grievance Procedure Manual – 2010 Resettlement – Grievance Procedure - 2011	
Subsidiary Documents		

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Acronyms

CA	Concession Agreement for the Nam Theun 2 Project between NTPC and GOL
DGC	District Grievance Coordinator
GC	Grievance Committee
DJO	District Justice Office
GoL	Government of Laos
HH	Household
LWU	Lao Women's Union
NGO	Non-Governmental Organization
NT2	Nam Theun 2
NTPC	Nam Theun 2 Power Company Limited
PAH	Project Affected Household
VA	Village Authority

Definitions

Grievance: For the purpose of this manual, an issue, concern, problem, or claim (perceived or actual) that an individual or group wants a company or contractor to address and resolve.

Complaint: A formal, written grievance that an individual or community group wants a company or contractor to address and resolve. *The formal document that presents the grievance.*

Grievant: An individual or group that has an issue, concern, problem, complaint, or claim [perceived or actual] that he, she, or they want addressed and/or resolved.

Grievance mechanism: An institutionalized and organized method consisting of specified roles, rules, and procedures for systematically resolving complaints, grievances, disputes, or conflicts.

Conflict: A serious and potentially costly dispute over perceived or actual incompatible values or more tangible interests. When acted upon, conflicts are often damaging to all concerned in terms of relationship, time, personnel, and resource and opportunity costs required to resolve them.

Entitlement means a range of measures comprising action, compensation, income restoration support, transfer assistance, income substitution, and relocation support which are due to affected people, depending on the nature of their losses, to restore their economic and social base.

Intermediary/Intermediaries: Individuals or groups that are not a party to a complaint, grievance, or dispute such as facilitators, mediators, process coaches, fact finders, compliance advisors, or community elders who provide assistance to parties that enables them to reach voluntary agreements, secure nonbinding advice, or obtain a binding judgment to settle differences.

Mediation: A way of helping parties voluntarily resolve a dispute using the assistance of an acceptable, impartial, and neutral third party with no decision-making authority

I. Introduction

Grievance mechanisms are important for projects where ongoing risks or adverse impacts are anticipated. They serve as a way to meet requirements, prevent and address community concerns, reduce risk, and assist larger processes that create positive social change.

The NTPC Grievance Mechanism reviews and adjudicates upon grievances submitted by any individual or group, firstly at the village, then at the district level. All parties may utilize technical specialists or witnesses at grievance hearings to substantiate claims.

With the end of the Downstream Program in April 2015 and of the Nakai Resettlement in July 2018 there is no more formal obligation for the GOL to have a grievance mechanism in place and for NTPC to support it,

However, the Nam Theun 2 Project continues to operate in its environment, meaning interactions with a number of communities, leading to potential issues.

Therefore, NTPC, as part of its CSR policy, and the GOL have agreed to together reinstate a NTPC grievance procedure adapted to the operation period and valid for the whole NTPC influence area although its implementation focus on the communities most at risk of operational issues (felt or actual).

Due to the operations context involving a reduced number of issues as well as less funding capacities the system has been dramatically simplified to make it function.

This new NTPC Grievance Procedure reflects the Operations situation and serves as the key agreement document between NTPC and the GOL. And for further revision of this Grievance Procedure shall be undertaken should GOL or NTPC policies change or should a smooth or efficient implementation of the procedure require revision.

II. Purpose of the Grievance Procedure

This procedure aims to disseminate information related to the Grievance Procedure to ensure that the basic rights and interests of Households or communities affected by the operations of the NT2 Project are protected, that concerns are adequately addressed.

The purpose of this procedure is to provide all parties involved:

- a. Guidelines on the Grievance Procedure
- b. Details on all roles and responsibilities
- c. Information regarding the procedure, mechanisms and forms necessary to facilitate the process of a submitted grievance.

III. Scope

This Grievance Procedure shall apply to all members of communities located in the NT2 Project Area who may be affected by NTPC operations and maintenance and wish to raise a grievance, either individually or collectively - where the issue involves more than one member or is on behalf of the group as a whole.

Impact areas have been identified, as grievances related to NTPC will differ. The different impact areas are provided below:

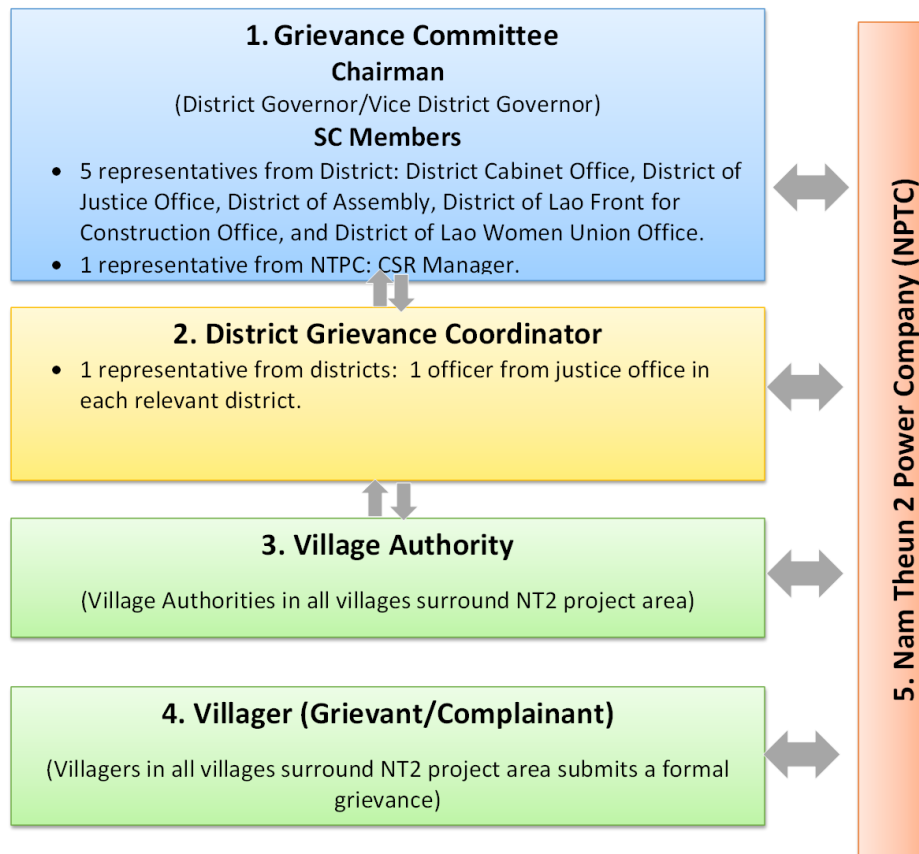
- (a) Upstream areas:
 - The resettlement area around the Nakai Reservoir, Nakai District; Khammouane Province.
 - The Saddle Dams area around the Nakai Reservoir.
- (b) Downstream areas:
 - The area downstream of the Nakai Dam, Khamkerd District, Bolikhamxay Province, including villages located in the vicinity of the Nam Theun River and its tributaries (Nam Phao River, Nam Kata River, and Nam Ngoy River) and accessing the stretch from the Dam Site down to the Theun Hinboun Hydroelectric Project head pond for fishing or collecting aquatic products.
 - Coastal area of Xebang Fai, from the confluence of the Nam Gnom River and the Xe Bangfai River down to the Mekong River, and those villages which may be influenced by the backwater effect upstream of this confluence Nam Gnom-Xe Bangfai confluence (Gnommalath, Mahaxay, Xebangfai, Nongbok districts, Khammouane Province);
 - The Nam Gnom/ Kathang River coastal area when NTPC conduct the special water release into the Nam Kathang River (Gnommalath and Mahaxay District);
 - The Downstream Channel area, Gnommalath and Mahaxay Districts.
- (c) Transmission Line areas: the area of transmission line and towers through the Gnommalath, Mahaxay, Xebangfai Districts, Khammouane Province, and Xayboury, Kaysone Districts, Savannakhet Province.
- (d) Other areas where NTPC infrastructures are operated, maintained or developed

For the purpose of efficiency, the communication efforts will however focus on the areas potentially more at risk.

IV. NTPC Grievance Organization

The NTPC Grievance is organized within five main institutions: Grievance Committee, District Grievance Coordinator, Village Authority, Villager (Grievant/Complainant) and NTPC. The governance of the NTPC grievance is organized as described below:

Figure 1: The governance NTPC Grievance



4.1. Grievance Committee (GC)

4.1.1. Members

Grievance Committee (GC) is composed of 7 people, including chairman and 6 members for each relevant district surround the NT2 project area, as detailed below:

Grievance Committee	Responsibilities
District Governor/Vice District Governor	Chairman
Head of District Cabinet Office	Member
Head of District of Justice Office	Member
Head of District of Lao Front for Construction Office	Member
Head of District of Lao Women Union Office	Member
District of Assembly	Member
CSR manager of NTPC	Member

4.1.2. Main responsibilities

The GC is responsible for managing grievance issues, conducting grievance investigations, coordinating with Grievance Coordinators and NTPC if required, providing resolutions regarding grievance, make a decision or validation on the grievance issues.

Key responsibilities of the Grievance Committee:

Concerning the Grievance procedure the Grievance Committee will mainly:

- Assigning a District Grievance coordinator to be the main point of contact within the Grievance Committee
- Provide guidance to the District Grievance Coordinator to conduct Grievance related activities
- Provide logistical support at the district level to conduct Grievance related activities.
- Conduct grievance investigations
- Receive grievances and grievance report from Grievance Coordinator
- Monitor the effectiveness of the grievance mechanism, types of grievances, if and how they are resolved to further develop the grievance mechanism
- Approve/Reject Grievance claims as proposed by the Grievance Coordinator and Submit to NTPC for further process of consideration and approval.
- Endorse the compensation policy before submitting it to Khammouane Assembly for approval.

4.2. District Grievance Coordinator (DGC)

4.2.1. Members

The District Grievance Coordinator (DGC) is a representative from the District Justice office (as the main coordinator) assigned to deal with grievance issues and mediation in each district surrounding the NT2 project area. When required, in the case of more complex, the District Grievance Coordinator may be assisted by other people from the District Cabinet, Lao Front for National Construction Office, Lao Women Union Office and NTPC CSR officer.

4.2.2. Main responsibilities

The key roles and responsibilities of the District Grievance Coordinator are as follows:

- Train the Village Authority (VA) on the NTPC grievance process
- Ensure that all VA understand the NTPC grievance process; assist with dissemination of information materials (posters, etc...)
- Collect or receive the grievances or grievance reports from the village level.
- Coordinate with the Grievance Committee and NTPC to conduct investigation/ mediation if there are any cases of grievance.
- Review complaints, in collaboration with the Grievance Committee and NTPC, provided by the VA, making assessments and conducting examinations to ascertain validity of the claims and the level of compensation to be provided should the claim be valid and require compensation.
- Propose resolution to claims for approval by Grievance Committee and NTPC.
- If the complaint is again determined not to be NTPC related, inform the villager and provide details on why the claim was rejected.
- Monitor the implementation of grievance procedure by VA.
- Maintain records indicating complaints received, decisions made, actions taken, explanations and other relevant details in the logbook provided and provide monthly updates of all grievances.
- Send monthly report to the Grievance Committee.

4.3. Village Authority (VA)

4.3.1. Members

Village authority established composed of head or deputy head of the village as chairman, Lao Front for National Construction (LFNC), Lao Women Union, Village's Veteran Union, Village's Revolutionary Youth, Village Police and other respected persons in the community or ethnic group.

4.3.2. Main responsibilities

The key roles and responsibilities of the Village Authority (VA) are as follows:

- Ensure that all villagers understand the NTPC grievance process; assist with dissemination of information materials (posters, etc...)
- Receive formal complaints from villagers, either verbally or written, and assist the villager if the complaint is verbal, to obtain a written version with signatures/ fingerprints.
- Coordinate and focus group to discuss and identify the issues, gather information and review the facts through a VA meeting/ hearing if required.
- If the complaint is determined to be NTPC related, send pertinent documents to the District Grievance Coordinator.
- If the complaint is determined not to be NTPC related, inform the villager and explain why. Inform villagers that they have the opportunity to submit the complaint directly to the District Grievance Coordinator if he/she believes that the complaint is truly valid. Village Authority to forward documents to District Grievance Coordinator if required.
- Maintain records indicating complaints received, decisions made, actions taken, explanations, etc.
- Provide immediate and monthly report to District Grievance Coordinator.
- Attend a grievance and related meeting as required.

4.4. Villager (Grievant)

The grievant is an individual or group who submits a Grievance. A Grievance is an issue, concern, problem, or claim (perceived or actual) that an individual or group considers to be related to the NTPC and that he/she submits to the Village Authority.

4.5. Nam Theun 2 Power Company Limited (NTPC)

Although GOL takes the lead on the development and operation of the Grievance Procedure, NTPC (Nam Theun 2 Power Company Limited) is responsible for providing sufficient support to enable the Grievance Procedure to be established and operated with all stakeholders effectively.

The main NTPC roles and responsibilities under grievance procedure:

NTPC Management

The CSR-GOL Director and Chief Executive Officer (CEO) provides approval for proposed resolutions and compensation payment, if complaints related to NTPC, and concerning the grievance procedure NTPC will mainly:

- Assign a NTPC Grievance Officer to be the main point of contact within NTPC and other staff as required.
- Provide guidance to the NTPC Grievance Officer to conduct Grievance related activity.
- Establish the NTPC grievance procedure and provide logistical support in the training of the DGC and VA
- Approve/Reject Grievance claims as proposed by the DGC and district grievance committee.

NTPC Grievance Officer

NTPC is responsible for providing sufficient support (a grievance team, with at least one grievance officer) to the GoL to enable the Grievance Procedure to be established and operate effectively. Specific activities which NTPC will assist the GoL with include:

- Develop schedule of implementation (village, district, provincial level)
- Develop grievance procedures, flow charts, communication materials.
- Identify appropriate GoL counterparts (starting with Grievance Committee)
- Develop budgets for supply of necessary materials.
- Conduct training to Grievance Committee, District Grievance Coordinator / District level counterparts if required.
- Supervise training of village Authority.
- Database management
- Develop the compensation policy with the district grievance committee and DGC.
- Prepare the budget for compensation if the grievance claim is approved.

V. Grievance Process

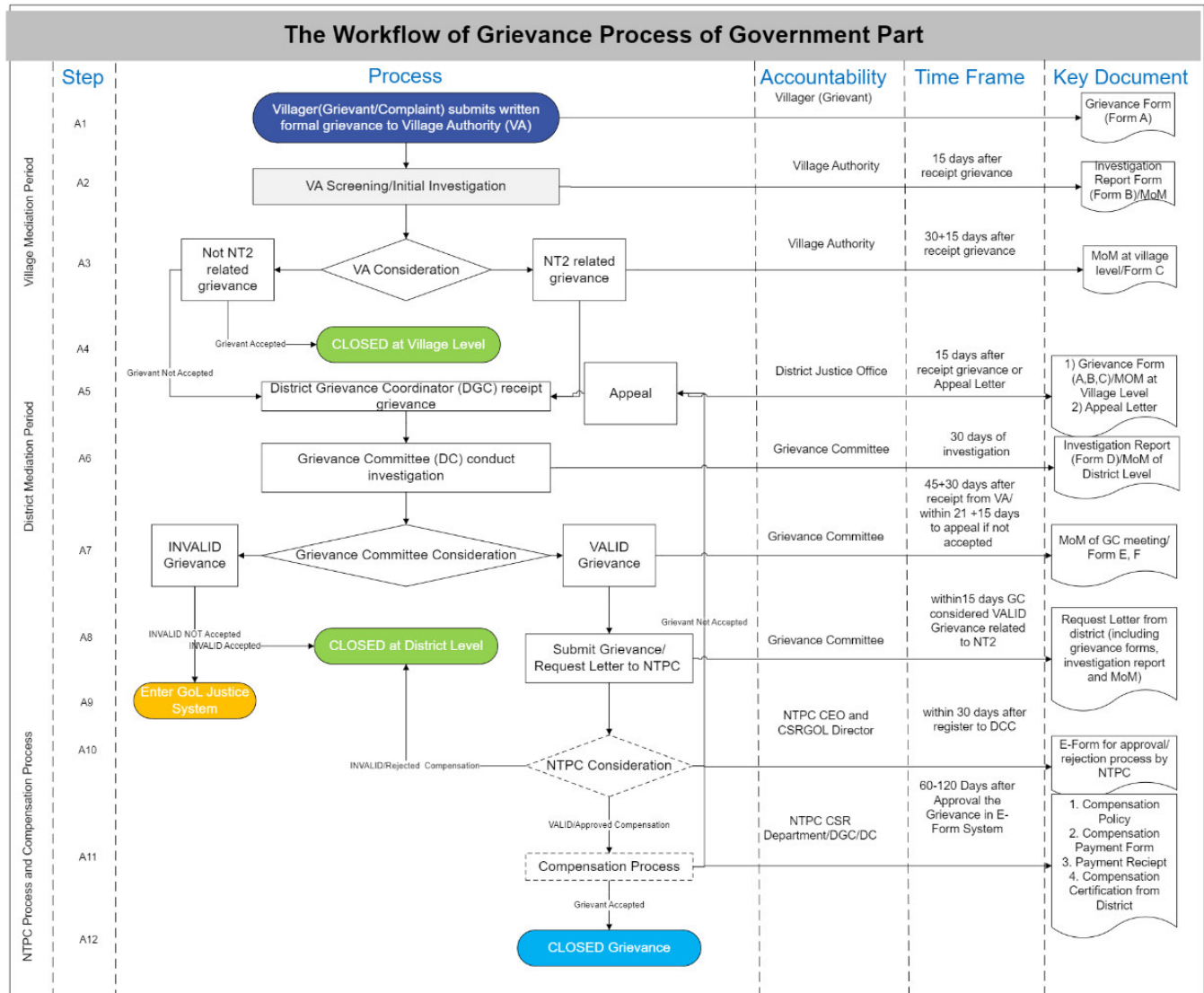
The Grievance Mechanism reviews and adjudicates upon complaints submitted by any individual or groups. Grievance processing time varies depending on the complexity of each complaint. Forms are required to document each step and all information gathered to ensure that the process is transparent. Decisions shall be based on evidence gathered during investigations and be consistent with related laws, regulations and the NT2 Concession Agreement.

The grievance process is divided into two main parts as below:

5.1. The Grievance Process of Government Part

In accordance with the GoL mechanism, firstly at the village and then at the district level as the following workflow:

Figure 2: The Workflow of Grievance Process of Government Part



The basic steps to lodging Complaints are as follows:

Step 1: Villager (Grievant):

A Grievant is an individual or group that has an issue, concern, problem, or claim relating to the operation of the NTPC that he, she, or they want addressed and/or resolved.

A Grievant can also be a person or group of persons that has received compensation for direct impacts and is not satisfied with the compensation package or if, for any reason, the compensation does not materialize according to the CA.

The Grievant has the right to make a claim by preparing a complaint and submitting it to the

Village Authority.

The Grievant must complete Grievance “Form A”, which is made available from the Village Authority (VA) in all villages included within the NT2 Project Area, to express his/her grievance, issue or concerns which he/she believes that it is caused (directly or indirectly) by NTPC operation and submit it to VA. In case a specific form is not available the grievance can be written on an ordinary sheet of paper.

If a Grievant is unable to write, the VA shall accept the complaint verbally and complete the required grievance form and the Grievant must sign/fingerprint the form before processing (**Form A**).

The procedure begins when the **Grievant (either an individual villager or a group)** submits a grievance, either verbally or written to the **Village Authority (VA)**.

A formal submission of the grievance is the appropriate complaint mechanism therefore the grievance should be submitted in writing using the appropriate form. All verbal grievances shall be documented by the VA, using the form provided and signed/fingerprinted by the Grievant for processing. (**Form A**).

Step 2: Village Authority (VA):

The VA is required to provide immediate written confirmation of receiving the complaint and should complete the investigation (**Form B**) within 15 days of receipt.

Within thirty (30) days after receipt of grievance, the VA will meet the grievant to discuss (mediate) the grievance and will advise the complainant of the outcome (**Form C**). In the event that grievances cannot be addressed within thirty (30) days after receipt, the grievance must be addressed within the next 15-day period.

At this level, If the grievance is either a valid NTPC grievance that requires investigation and action/compensation or if the Grievant is not satisfied with the response, the issue is transferred within one month to the next level, led by the District Grievance Coordinator, for further action. If the grievance is not NTPC related or is invalid and if the Grievant is satisfied with the response, the issue is considered closed for NTPC.

The VA sends the complaint and other pertinent documents to the District Grievance Coordinator (DGC), a representative of the District Justice Office.

Step 3: District Authority (DGC and DC):

The DGC records the grievance on the logbook and database.

Within fifteen (15) days of receipt, the DGC then contacts Grievance Committee (relevant district offices and NTPC), if required. The Grievance Committee (GC) to collaborate in collecting information and evidence for another thirty (30) days of investigation (**Form D**).

Within forty-five (45) days of the receipt, DGC invites Grievance Committee (relevant district offices and NTPC) and the Complainant to discuss the grievance and the Grievant is informed of the outcome of the investigation and the decisions made (**Form E and Form F**). In the event that a grievance is not addressed within the forty-five (45) day period, the grievance must be addressed within the next thirty (30) day period.

At this level, If the Complainant is satisfied with the outcome, the issue is closed. If the Complainant is not satisfied with the outcome, the Complainant may submit an appeal (**Form G**) to DGC within twenty-one (21) days if there is additional relevant information for reconsideration. Within fifteen (15) days of receiving the appeal, the DGC then contacts NTPC, Grievance Committee and, if required, the Grievance Committee (GC) to collaborate in collecting additional information and evidence for another thirty (30) days of investigation after receipt. Within forty-five (45) days of receipt of appeal the DGC invites NTPC, Grievance

Committee and the Complainant to discuss the appeal and the Complainant is informed of the outcome of the investigation and the decisions made. If the Complainant is still dissatisfied with the outcome, he/she can then submit his/her complaint to the District Cluster People's Court ("Sanh Pasason Khet") to enter the GoL justice system.

5.2. The Grievance Process of NTPC Part

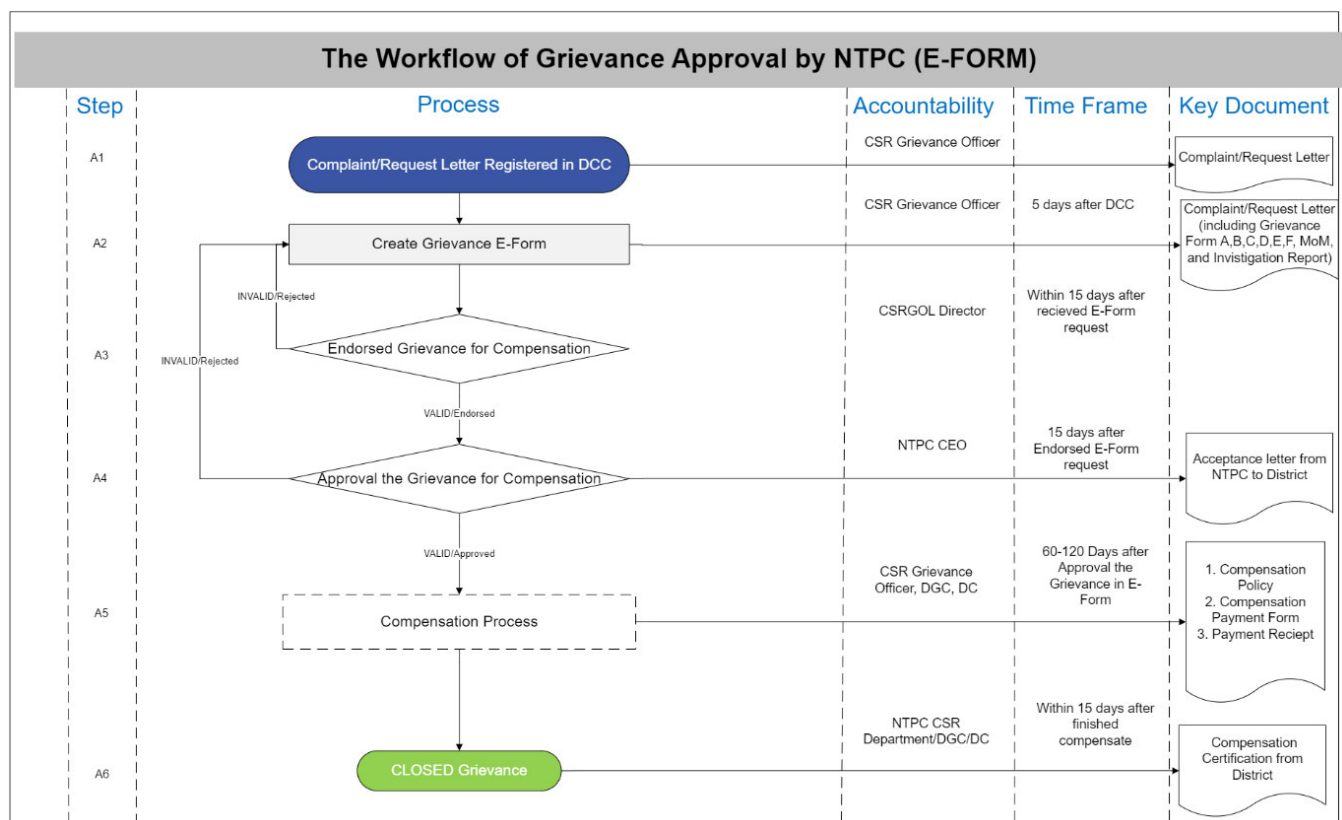
Step 1: Participate in grievance process of Government Part:

NTPC's CSR department will participate in the government's grievance process as needed, particularly during village-level investigations. CSR representatives will serve on grievance committees to help assess complaints and make decisions before submitting an official letter to NTPC.

Step 2: Grievance Approval by NTPC

Upon receipt of the complaint or request letter and related documents submitted by DGC (**Form A, B, C, D, E, and F**). NTPC grievance officer is tasked to register to NTPC Document Controller (DCC), and then submit to the grievance e-form system for further decision and approval by CSGOL Director, and Chief Executive Officer (CEO) respectively as the detail below workflow:

Figure 3: The Workflow of Grievance Approval by NTPC



Upon the result of decision from NTPC Management, the NTPC grievance officer will communicate with DGC and district grievance committee:

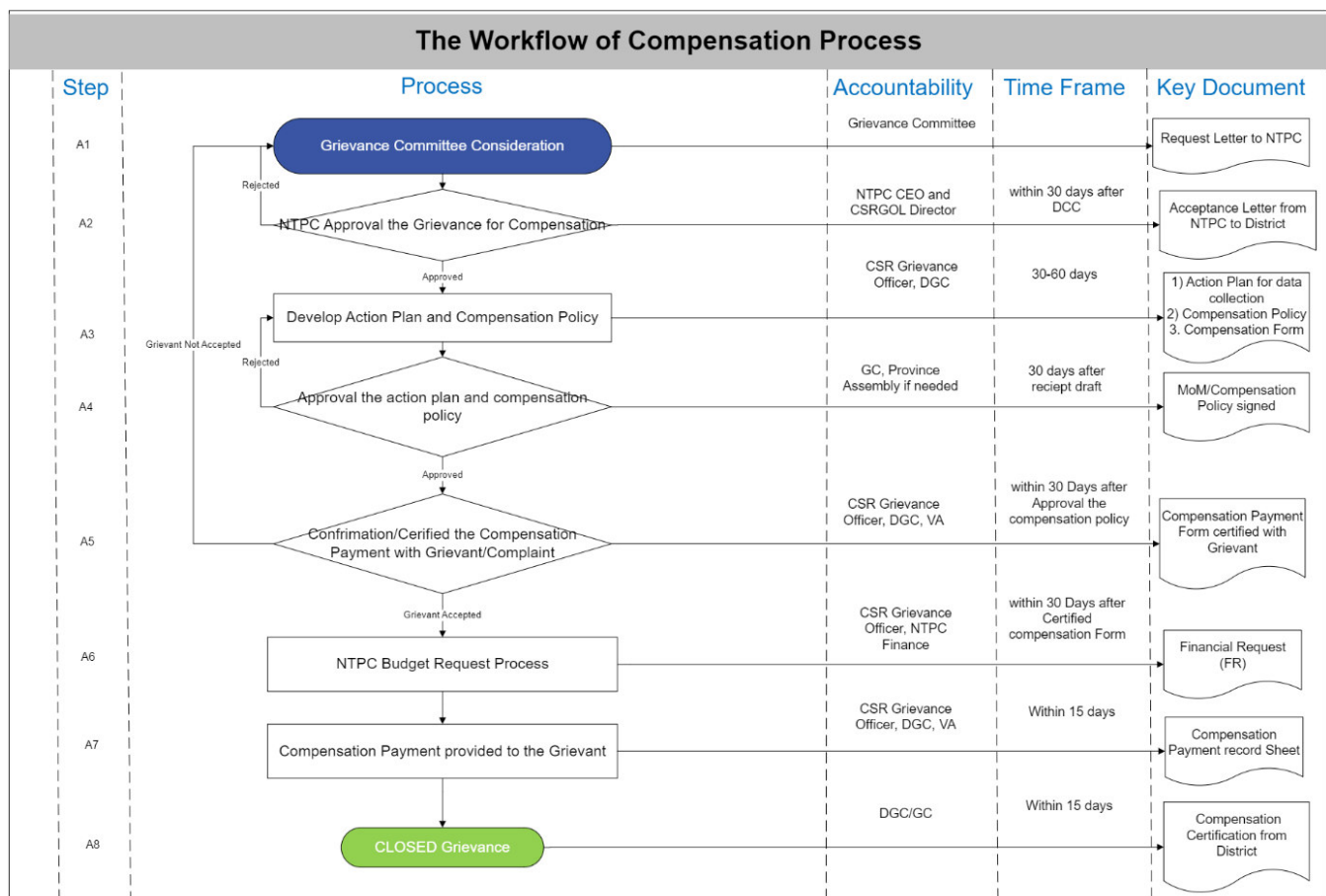
- i. *An invalid/rejected NTPC related complaint. The grievance is NTPC related but is classified as invalid due to a number of reasons which shall be explained by the NTPC grievance officer, and the reasons are accepted by the complainant and are considered CLOSED.*

- ii. An invalid/rejected NTPC related complaint. The grievance is NTPC related but is classified as invalid due to a number of reasons which shall be explained by the NTPC grievance officer, The Grievant is not satisfied and submits an appeal with additional relevant information to substantiate his/her claim with the district level (**Form G**).
- iii. A Valid/approved NTPC related complaint. The grievance is related to NTPC and is valid and requires action or compensation. CSR grievance officer will work with DGC and district grievance committee for compensation process (data collection, define the compensation policy, confirm the compensation payment with Grievant, and provide the compensation payment).

Step 3: Compensation Process

Upon the result of decision from NTPC management, the grievance is valid and approved NTPC related complaint. CSR grievance officer will work with DGC and DC for compensation process as below workflows:

Figure 4: The Workflow of Compensation Process



VI. Annexes

Annex 1: Grievance Forms

Annex 2: Relationship with procedures and GOL Laws

Annex 1: Grievance Forms

Lao People's Democratic Republic Peace Independence
Democracy Unity Prosperity

Province: _____

District: _____

Village: _____

Grievance No.: _____

(Form A)

Grievance Form

To: Village Authority

Subject: _____

1. Mr. Mrs./ Ms. _____ age: _____ year
From(village): _____ House No: _____ Family No.: _____
submit a grievance about _____

That I believe that the impact is due to the operation of the following parties:

☐ : NTPC

☐ : Government

☐ : Others specify _____

Details of grievance provided on _____ pages attached.

Therefore, I submit this application for your kind consideration and take action.

At Ban _____, Date ____/____/____

Received by
(Village Authority)

Yours faithfully

Submitted by
(Compliant)

Signature/ fingerprint

Signature/ fingerprint

Cut/ detach here (provide receipt to grievant)

RECEIPT

Refer to grievance No: _____, dated ____/____/____, Submitted by: Mr./ Mrs./ Ms _____

A villager of Ban: _____, House No: _____ Family No.: _____

Topic of grievance: _____

Received by:
(village Authority)

Submitted by:
(Compliant)

Signature

Signature/ fingerprint

Grievance details:

This image shows a blank sheet of white paper with horizontal ruling lines. The lines are evenly spaced and extend across the width of the page. There are no margins, text, or other markings on the paper.

Photos or additional details:

Result of initial examination/investigation:

- ☐ : Physical Cultural Resources related
- ☐ : Not Physical Cultural Resources related to NTPC
- ☐ : Community Complaint
- ☐ : Individual Complaint



Lao People's Democratic Republic Peace Independence
Democracy Unity Prosperity

Province: _____

District: _____

Village: _____

(Form B)

Initial Examination/Investigation Report by Village Authority

Refer to Grievance No: _____, Dated: ____/____/____, Submitted by Mr./
Mrs./MS. _____ a villager of Ban, _____
House No: _____, Family No: _____, District _____, Province _____

Topic grievance: _____

After receiving above grievance, VA of village has started investigating and collecting relevant information. People involved in the investigation and interview are as following:

No.	Name	Position/ Status	Signature
1			
2			
3			
4			
5			
6			

Result of field examination/Investigation:

Photos/Additional details:

All parties involved in this examination / investigation certified that the mentioned information above is corrected.

This report is prepared at Ban _____, Dated: ____/____/____

Villager Authority:

1. Mr./ Mrs. _____

4. Mr./ Mrs. _____

2. Mr./ Mrs. _____

5. Mr./ Mrs. _____

3. Mr./ Mrs. _____

6. Mr./ Mrs. _____



Lao People's Democratic Republic Peace Independence
Democracy Unity Prosperity

Province: _____

District: _____

Village: _____

(Form C)

Minutes of Grievance Hearing At Village Level

Refer to Grievance No: _____ / Dated: ____/____/_____, Submitted by Mr./ Mrs./
Ms./_____ a villager of Ban, _____ House No:
_____, Family No: _____, District _____, Province _____
Topic of grievance: _____

On the date ____/____/_____ The village Authority and the complainant(s) organized hearing
meeting for considering the above grievance. People involved in the investigation and interview
are as following:

No.	Name	Position/ Status	Signature
1			
2			
3			
4			
5			
6			
7			

List of the complainant and his/her witness:

No.	Name	Position/ Status	Signature
1			
2			
3			
4			
5			

**If attended people outside of VA and complainant and witnesses, then an attendance sheet should be attached.*

Result of initial examination/ investigation by VA:

- ☐ : Not related to NTPC
☐ : Related to NTPC- Not valid
☐ : Related to NTPC- Valid

Outcome of discussion:

Resolutions purposed by complainant:

Resolutions purposed by VA:

Conclusion agreed upon by both parties:

☐ : The complaint is closed due to:

☐ :The complaint is being forwarded to the District Grievance Coordinator due to:

The result is:

☐ : Accepted as Not NTPC related and CLOSED

☐ : Accepted as NTPC -invalid and CLOSED

☐ : Accepted as NTPC -valid and awaits further action at the DGC

The minutes prepared at Ban _____, Dated ____/____/____

Village Authority	Complainant
_____ VA member 1	_____ Name/ Signature/ fingerprint
_____ VA member 2	Witness of Complainant _____ Name/ Signature/ fingerprint
_____ VA member 3	_____ Name/ Signature/ fingerprint
_____ VA member 4	Certified by Head of village (with stamp)



Lao People's Democratic Republic Peace Independence
Democracy Unity Prosperity

Province: _____

(Form D)

District: _____

Field Examination/ Investigation report

By DGC

Refer to Grievance No: _____ / Dated: ____/____/_____, Submitted by Mr./ Mrs./ Ms./_____ a villager of Ban, _____ House No: _____, Family No: _____, District _____, Province _____

Topic of grievance: _____

Which was handed over by the VA of Ban _____, Dated ____/____/____

On the date _____, Grievance Coordinator of _____district together with _____

Organized village level investigation/ meeting/ review to collect additional information related to the above grievance. People involved in the investigation/ meeting /review are as following:

No.	Name	Position	Signature
1			
2			
3			
4			
5			
6			
7			
8			
9			
10			

Noted of field examination/ investigation:

Photos/Additional Details:

All parties involved in this examination/ investigation certified that the mentioned information above is corrected.

This report prepared at Ban _____, dated ____/____/____

District Grievance Coordinator:	Complainant
1. _____	_____
2. _____	
NTPC Grievance Officer	Head of Village
1. _____	_____

Disagreement with elements of the investigation results:	
_____,	_____
(Name / position/ signature)	(Name / position/ signature)
Details:	



Lao People's Democratic Republic Peace Independence
Democracy Unity Prosperity

Province _____

(Form E)

District: _____

**Minute of Grievance Hearing
At District Level**

Refer to Grievance No: _____ / Dated: ____/____/____, Submitted by Mr./ Mrs./

Ms./_____ a villager of Ban, _____ House No: _____

Family No: _____, District _____, Province _____

Topic of grievance: _____

Which was handed over by the VA of Ban _____, Dated ____/____/____

On the date _____, District Grievance Coordinator of _____ district and the
VA of _____ village
together with _____

Organized district grievance meeting for considering above grievance. People involved in meeting
are as following:

No.	Name	Position	Signature
1			
2			
3			
4			
5			
6			

**if list is longer, a separate sheet can be used which needs to be note on this form*

The result of examination/investigation from form D:

- ☐ : Not Related to NTPC
- ☐ : Related to NTPC-Not valid
- ☐ : Related to NTPC-Valid-No action required
- ☐ : Related to NTPC-Valid-Action required

Details result:

Outcome of discussion:

Resolution purposed by Complainant:

Recommendation by the DGC

☐ The complaint is closed due to:

☐ The complaint requires further investigation to assess action and compensation required.
Details regarding next steps (including deadlines) are as follows:

The minutes is prepared at Ban _____, dated ____/____/____

District Grievance Coordinator: _____

Grievance Committee Member: _____

NTPC Grievance Officer: _____

☐ Agree and acknowledge results.

☐ Do not agree and acknowledge that I have twenty-one days (21) in which to submit an appeal.

Complainant:

_____,

(name and signature/ fingerprint)



Lao People's Democratic Republic Peace Independence
Democracy Unity Prosperity

Province: _____

(Form F)

District: _____

**NTPC Related Grievance Committee Meeting
At District Level**

Refer to Grievance No: _____, Dated: ____/____/____, Submitted by

Mr./ Mrs./ Ms./ _____ a villager of Ban, _____ House No: _____

Family No: _____, District _____, Province _____

Topic of grievance: _____

Which was classified as NTPC related by _____, Dated ____/____/____

On the date _____, Grievance Committee and Grievance Coordinator of concerned district organized NTPC Related Grievance meeting at _____ for identifying and making decisions on above grievance. People involved in the meeting are as following:

List of people involved in the decision-making process

No.	Name	Position	Signature
1			
2			
3			
4			
5			

**if list is longer, a separate sheet can be used which needs to be note on this form*

Outcome of meeting:

Results:

- ☐ NTPC Related – Action required
☐ NTPC Related – No action required
☐ Others: _____ (Specify)

Details of result:

Purpose action:

Schedule of next steps:

This proposal prepared at Ban _____, Dated ____/____/____

District Grievance Coordinator:

NTPC Grievance Officer:

Grievance Committee
(Head of Grievance committee or rep)

- ☐ Agree and acknowledge results.
- ☐ Do not agree and acknowledge that I have twenty-one days (21) in which to submit an appeal.

Complainant:

(name and signature/ fingerprint)



Lao People's Democratic Republic Peace Independence
Democracy Unity Prosperity

Province: _____

District: _____

(Form G)

**Appeal
At District Level**

Refer to a Grievance with village registered No: _____, Dated: ____/____/____,

Submitted by Mr./ Mrs./Ms. _____ a villager of _____

House No: _____, Family No: _____, District _____, Province _____

Topic of grievance: _____

Which resulted in:

- ☐ Related to NTPC – Not valid
☐ Related to NTPC – Valid
☐ Not related to NTPC

As it was considered on ____/____/____ which I disagree with decision result. I, thus, submit this appeal with additional evidence request for reconsideration.

Additional comments/ details:

Resolution purposed by Complainant:

This appeal prepared at Ban _____, Dated ____/____/____

Received By:

Submitted By:
Complainant

(position/ signature)

(signature/ fingerprint)

Additional and details information:

Annex 2: Relationship with Procedures and GoL Laws

- The Constitution, May 6, 2003
- Civil Procedure Lao, 2004 (*Part IV, chapter 3, Article 79, 80*)
- Justice Ministerial Regulation No. 210/MOJ dated 19 October 2009
- Grievance Mediation Law of National Assembly (Updated version) No. 17/NA dated 7 July 2022
- The Land Law, Revision of 21st October 2003
- Law on Water and Water Resources, No. 005, November 11, 1996
- The NT2 Concession Agreement (CA)