

DISCLOSURE PLAN

DHC Community Grievance Management Plan

1. BACKGROUND

A Community Grievance Mechanism (CGM) was developed by DHC in July 2021 in compliance with the international standards on social performance to ensure that project related grievances can be identified, documented, solved and monitored. The GMP will be maintained throughout the Project's lifecycle.

To ensure the CGM's efficiency in addressing grievance that raised by the Project Affected People (PAPs), it is necessary to disclose the GMP to relevant stakeholders including local authorities and project-affected communities, as well as to have an internal training for the Project staff on the GMP functions.

2. PURPOSE & OBJECTIVES

The purpose of the grievance mechanism is to support the creation and maintenance of harmonious relationships with project affected communities by channelling any legitimate anger and discontent through an open, fair and timely resolution process instead of choosing uncontrolled or aggressive ways of 'making their voice heard'.

The purpose of this communication plan is to outline how to effectively raise community awareness of the mechanism so that communities trust to use it as the preferred mechanism to purpose redress for legitimate complaints or to raise issues of concern.

The plan aims to meet this purpose by delivering on the following objectives:

- Keep target audiences informed and aware of the GMP,
- Enhance the coordination between DHC and government authorities in managing grievances, and
- Ensure that all DHC Project staff, particularly the Community Liaison Officer (CLO) are well aware of the GMP for more efficient implementation.

3. TARGET AUDIENCES

The GMP disclosure will target internal stakeholders, local authorities and key community stakeholders in affected communities with tailored sets of key messages relevant to the concerns of the audiences. Audiences include:

- DHC project staff, particularly the Social Manager and CLO, s sub-contractors
- Local authorities:
 - Son Tay and Kon Plong District PC leaders
 - PC leaders of the affected communes including Dak Rin, Dak Nen Commune of Kon Plong District and Son Lien, Son Long, Son Dung, Son Tan of Son Tay district
- Key informants (specifically the village heads and Communist Party leaders) of the Project's affected villages in the six affected communes.

Table 1 represents the list of affected communities.

Table 1 List of Affected Communities

No.	District	Affected communes	Affected villages	Impact	
1	Kon Plong	Dak Nen	Dak Puk	Physically and economically displaced for the reservoir area and resettlement sites Host community of the resettlement sites	
			Xo Thak		
			Dak Tieu		
				Dak Lai	Host community of the Resettlement sites
				Dak Lup	
				Xo Luong	
				Tu Thon	
				Tu Ret	
2			Dak Ring	Dak Lan Dak La Dak Doa	Economically displaced – reservoir area
3	Son Tay	Son Lien	Nuoc Vuong	Physically and economically displaced for the reservoir area and resettlement sites Host community of the resettlement sites	
4		Son Long	Ra Manh		
			Mang Hin		
5		Son Dung	Dak Lang		
6		Son Tan	Bai Mau	Economically displaced – power plant, O&M house and other auxiliary works	

4. KEY MESSAGES

4.1. General Key Messages

- In line with international good practice, DHC is willing to receive legitimate grievances from PAPs who believe that they have been harmed by Project activity and where the PAP is requesting information or action from the Project.
- The grievance mechanism will only accept grievances regarding Project-related activities and Project-related resettlement.
- This mechanism DOES NOT replace the access to Vietnamese Government’s administrative or legal avenues of redress. DHC will ensure that any grievances received by DHC related to government matters will be forwarded to the government for redress and will be monitored by DHC. In all cases, people retain the right to pursue redress through legal avenues.
- GMP is provided **at no cost** to grievant and **without retribution**.

4.2. Why DHC has a grievance mechanism:

- To communities: DHC wants to maintain a trustful and harmonious relationship with communities and people in the vicinity of the project by giving PAPs access to a **transparent, fair, and timely** method of lodging grievances, and to achieve mutually satisfactory resolution.
- To local authorities:
 - Confirm with Authorities that the GMP did not touch or changed the Grievance Government Process. DHC wants to maintain a trustful and harmonious relationship with communities and people in the vicinity of the project by giving PAPs access to a **transparent, fair, and timely** method of lodging grievances, and to achieve mutually satisfactory resolution.
 - DHC is required to do this by the Project's lenders in line with international standards and it seeks the support of local authorities to implement the process to the requirement and satisfaction of the Project's lenders while considering the concerns of local authorities.

4.3. One Portal Grievance System

- All grievances submitted through the mechanism from any receiving window will be gathered and classified by the DHC's Community Liaison Officer. The CLO will:
 - Collect and classify the grievance forms,
 - Forward classified grievance form to relevant parties,
 - Explain and facilitate the people for mediation when necessary, and
 - Process any feedback from APs to improve the effectiveness of the mechanism.
- The DHC is not responsible for resolving the resettlement-related grievance cases. Our role is to help make sure the appropriate parties are aware of grievances from PAPs and to support the parties to reach transparent, fair and timely redress of grievances through the proper channels.

4.4. Grievance Procedure

The grievance procedures consist of the following steps:

- Step 1: Registration of grievances (1 working day)
 - The grievance should be registered to the Project staff, ideally the CLO through verbal or in written form through grievance forms.
 - Grievance forms are provided free-of-charge at the i) Project's office or any PC office of the affected commune.
 - Within 24 hours upon receipt, NSRP Grievance Officers will formally register the grievances collected into a central Grievance Register.
- Step 2: Acknowledgement of Grievance:
 - Within 3 working days upon the registration of the grievance, CLO will send a written follow-up form to the grievant.
 - The acknowledgement could be to communicate a resolution, a progress update or to reject the grievance. In case of rejection, a detailed explanation will be provided to the grievant.
- Step 3 & 4: Classification, Investigation and resolving grievance
 - CLO will look into the circumstances of the case, speak with the parties involved, and confer with relevant stakeholders to come up with a proposed resolution. For grievances of complex nature, a third party may be consulted before making a decision on how the grievance will be addressed.

- DHC is responsible for maintaining follow-up about the grievance once per month throughout the process until a resolution is achieved or until the grievance passes to the legal system.
- Step 5: Delivery of Resolution (or Response) to Grievant:
 - Once the investigation is complete, a written report discussing the outcomes of investigations and proposed resolution will be developed that is reasonable and proportional to the grievance.
 - In cases where the proposed resolution is not accepted by the grievant, the resolution will be revised and presented to the grievant again. If this revised resolution is still not accepted, the grievant will be advised to seek redress thru an alternate forum.

5. ACTIVITIES

5.1. Internal Training

The target audiences for internal training include DHC CLOs and managers.

Target audience	Frequency & duration	Responsible person	Contents	Target date
DHC's CLOs	One (01) training session	Consultant	<ol style="list-style-type: none"> 1. Project knowledge/ key messages 2. Community Grievance Management Plan <ul style="list-style-type: none"> • What is a grievance • Community expectations • The Community Grievance Mechanism • Roles & Responsibilities 3. Messages 4. Forms 5. Handling complaints 6. Specialized training on templates and database management 7. Safety and security 8. Communications, messaging techniques and facilitation 	Implementation month 1
DHC managers	One (01) training session	Consultant	<ol style="list-style-type: none"> 1. Project knowledge/ key messages 2. Community Grievance Management Plan 	Implementation month 1

5.2. Disclosure Activities Schedule

The target audiences include Local authorities and key stakeholders from affected communities.

Target audience	Specific key messages	Methods	Tools	Target date	Frequency & Duration
Leaders of Son Tay and Kon Plong District PC	<ul style="list-style-type: none"> There is <i>no overlap</i> between the GMP and the GoV mechanism. The GoV's strong cooperation is needed for effective redress of resettlement-related grievances. DHC seeks DPC's help to <i>endorse officially the disclosure of the DHC GMP</i> to affected communes through issuing letters. 	Formal meetings	<ul style="list-style-type: none"> Letters Summary of the GMP 	Month 1 of implementation	One meeting per each target audience
CPC Chairmen and relevant officials of six affected communes (Dak Rin, Dak Nen Commune of Kon Plong District and Son Lien, Son Long, Son Dung, Son Tan of Son Tay district)	<ul style="list-style-type: none"> Key messages about the GMP The CPC's strong coordination is needed for effective redress of resettlement-related grievances The CPCs should inform DHC immediately when any community related concern is brought to their attention. 	Formal invited group meetings	Letters Official letter from DPC Summary of the GMP	Month 1 of implementation	One (01) meeting per commune
Key informants of the Project's affected villages in the six affected communes	<ul style="list-style-type: none"> Key messages about the GMP DHC needs the village heads' help in disseminating information about the CGMP to their villagers. 	Formal meetings at village cultural houses	Brochure/ Flyers with key message of the GMP	Month 1 of implementation	One (01) meeting per village
Villagers	<ul style="list-style-type: none"> Key messages about the GMP 	Informal engagement Public broadcast	Brochure/ Flyers with key message of the GMP	Month 1 of implementation	Ongoing