

Environmental and Social Management for Thaton Combined Cycle Gas Turbine (CCGT)Power Plant

Setting the Grievance Redress Mechanism (GRM) in Practice

This Memo provides a description of the GRM proposed the Project, and makes recommendations on how to apply it in compliance with the World Bank safeguard requirements.

1. How to formalize a grievance?

1.1 Grievance forms (see attachment)

In case of any concern, question or complaint linked to the construction and operation of the new CCGT Power Plant in Thaton, people can fill in a grievance forms at several entities, namely :

- Village Tract Administration's office :
 - U Kyaw Htun Oo, Village Tract Administrator , Kyar Ban Village
- Village Leaders :
 - U Hpa Lu ,Than Ban
 - U Hpo Pe, Inn Shey
 - U Maung Oo,Nyaung Wyne
 - U Saw Naung , Chair Person , Kyar Ban Village Electrification Committee
- Ethic Leaders:
 - U Aung Nyunt ,Pa-oh Ethnic Leader , Pa-oh Su
 - U Shwe Chit , Kayin Ethnic Leader ,Kayin Su
 - U Nyan Thein , Kayin Literature & Culture , Kayin Su Committee
- The old power plant administrative office:
 - Branch Clerk, Administration Section, Thaton Power Plant

If a person cannot write, another person e.g. a relative, the ethnic leader or village administrator shall be allowed to fill in the form for that person.

1.2 Direct phone number

In alternative to the usage of grievance forms, or as an additional measure, a direct contact number of Thaton Plant Management shall be provided to the citizens for placing grievances. The phone number can be shown in billboards /posters.

(see section 4)

2. What can EPGE do?

- Firstly , formally communicate with the entities listed above and introduce them to the objective of the GRM (which is allowing the people to place their grievances regarding the project in a formal way and assuring everyone will receive an answer);
- Obtain the agreement of the entities to participate in the GRM;
- Print 50 copies of these forms;
- Distribute the grievance forms through the above listed entities /locations;

2.2 Monitor the GRM

EPGE can actively monitor the GRM by contacting the entities once per month to be sure whether a grievance has been placed or not.

2.3 Answer to the grievances

It is suggested that EPGE provides an answer to any grievances received in a short period of time in the form selected by the citizen that placed the grievance.

The GRM shall treat all grievances the same way, that is, not allowing nor promoting discrimination based on age, gender, income level ,ethnicity ,religion or others.

All grievances shall be treated confidentially by EPGE.

2.4. Register of grievances and answers

It is recommended that EPGE keeps a dedicated register for the grievances received and the answers provided, with indication of dates of reception and answer.

3. What can entities do?

The entities are suggested to:

- Provide grievance forms and a pen in locations where the people can have easy access to.
- Write a small instruction stating that people can fill out the forms in case of any complain related to the project.

4. Additional communication measures

EPGE will install billboards or simple paper posters in strategic places within the villages to inform the people that a GRM is available . Strategic places are for example:

- The entrance to the construction site(fence);
- Village Tract Administration Office;

These billboards / posters shall contain the following information:

New Thaton Combined Cycle Power Plant

EPGE is building a new power plant in the compound of Old Thaton Power Plant that is situated near Kyar Ban Village , Thaton-Hpa-an Highway. In case you feel the need to place any concern,question or complaint linked to the construction and operation of this project ,please fill in this form and send to EPGE via from village tract administration office/Thaton Plant Management, etc. EPGE will provide an answer to you in a short period.

Contact number: Thaton Plant Management

09- 250344932/09-43005879

5. Flexibility of the GRM

GRM is a flexibility instrument. This means that the way the GRM is applied and managed can be changed based on any feedback received from the communities, and on “lessons learnt” from its application. In the future it may be proved to be more advantageous to place the grievance forms in different locations, or to provide a different platform grievances, etc. The GRM shall then be adjusted

Attachment

Grievance Redress Form

| | | | | |
|---|-------------------------------------|------------------------------------|---------------------------------|---------------------------------|
| Gender : | | | | |
| Title or Occupation : | | | | |
| Name: (Please do not fill this field if you would like to remain anonymous) | | | | |
| Please mark how you wish to be contacted | <input type="checkbox"/> Post | <input type="checkbox"/> Telephone | <input type="checkbox"/> E-mail | <input type="checkbox"/> Others |
| | <input type="checkbox"/> Personally | | | |
| | Address: | Contact number: | E-mail Address: | Please specify: |
| Preferred language for communication | <input type="checkbox"/> Myanmar | <input type="checkbox"/> Others | | |
| | | Please specify: | | |
| Description of incident or Grievance (What happened? Where did it happen? Who did it happen to? What is the result of the problem?) | | | | |
| | | | | |
| Date of Incident / Grievance: | | | | |
| <input type="checkbox"/> One time incident /grievance? | | | Date: | |
| <input type="checkbox"/> Happened more than once? | | | How many times? | |
| <input type="checkbox"/> On-going (currently experiencing problem) | | | | |
| Do you have suggestions on how to solve the problem? | | | | |
| | | | | |
| I requested you not to disclose my identity to third parties without my previous written consent | | | | |
| Signature : (Please do not fill this field if you would like to remain anonymous) | | | | |
| Location : | | | | |
| Date : | | | | |

**သထုံခေတ်ဋ္ဌ့ သုံးခေတ်အားပေးစက်ရုံအသစ်တည်ဆောက်ခြင်းလုပ်ငန်းနှင့်ပတ်သက်ပြီး
တိုင်ကြားရန်သတ်မှတ်သည့်ပုံစံ**

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| အမျိုးသား () (သို့) အမျိုးသမီး () (သင့်လျော်ရာကွက်လပ်တွင် ✓ ဖြည့်ပါ) | | | | |
| အလုပ်အကိုင်/ရာထူး | | | | |
| အမည် - (ဖြည့်စွက်သူကအမည်မဖော်လိုပါကအမည်ဖြည့်စွက်ရန်မလိုပါ။) | | | | |
| သင့်အမည်ရှိ ဆက်သွယ်စေလို သည့်ကို တစ်ခက်ပါ သက်ဆိုင် ရာကွက်လပ်တွင် ဖြည့်စွက်ပေးပါ | <input type="checkbox"/> ကတိုက်မှ တဆင့် <input type="checkbox"/> လူကိုယ်တိုင် | <input type="checkbox"/> ကယ်လီဖုန်း ဖြင့် ကယ်လီဖုန်း နံပါတ် | <input type="checkbox"/> ဂရိတ်ဆေး အင်တာနက် စာပို့စနစ် ဖြင့် အီအေး လိပ်စာ | <input type="checkbox"/> အခြားမူလား ဖြင့် အခြားဆက်သွယ်ရမည့် နည်းလမ်း ကိုဖော်ပြပါ။ |
| ဆက်သွယ် ရာတွင် အသုံးပြုလိုသည့် ဘာသာစကား | <input type="checkbox"/> မြန်မာဘာသာ စကား | <input type="checkbox"/> အခြားဘာသာစကား အခြားဘာသာစကားကိုဖော်ပြပါ။ | | |
| ထိစိုက်နှစ်နာသည့်အဖြစ်အပျက်ကိုအောက်ပါကွက်လပ်တွင်ရှင်း လင်းဖော်ပြပါ။ (ဘာဖြစ်ခဲ့သလဲ၊ ဘယ်မှာဖြစ် ခဲ့သလဲ၊ ဘယ်သူ့အပေါ်ဖြစ်ပျက်ခဲ့သလဲ၊ ဖြစ်ပျက်သည့်ပြဿနာ၏ အကျိုးဆက်ကဘာလဲ၊ စသဖြင့်ဖော်ပြပါရန်။) | | | | |
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|---|------------------------|
| မြစ်ပျက်သည်အနွှဲ | |
| <input type="checkbox"/> တစ်ကြိမ်တစ်ခါသာဖြစ်ခဲ့သည်အဖြစ်အမှတ်ဖြစ်သည် | အနွှဲ |
| <input type="checkbox"/> တစ်ကြိမ်ထက်မကဖြစ်ခဲ့သည်အဖြစ်အမှတ်ဖြစ်သည် | ဘယ်နှစ်ကြိမ်ဖြစ်ခဲ့သလဲ |
| <input type="checkbox"/> လက်ရှိအတွက်ဖြစ်စေ၊အနာရသည်အဖြစ်အမှတ်ဖြစ်သည် | |
| မြစ်ပျက်သည်ကိုစွဲအတွက်သင့် တွင် ပြေစွမ်းရန်နည်းလမ်းအကြံပြုချက်ရှိပါသလား (အောက်ပါတွက်လက်တွင်း ရွင်းလင်းရေးအားမပါ) | |
| | |
| <input type="checkbox"/> ကျွန်ုပ်တို့အဖွဲ့အစည်းသည်သဘောတူညီချက်မရှိပဲ ကျွန်ုပ် အမည်ကိုအခြားသူအား ခေါ်ပြခြင်းမပြုရန် မေတ္တာရပ်ခံပါသည်။ | |
| လက်မှတ်ရေးထိုးရန် (သင့်အမည်ကိုမသိစေရန်အတွက် လက်မှတ်ရေးထိုးရန်မလိုပါ) | |
| ဖုန်းနံပါတ် | |
| ဝန်ဆောင်မှု | |