

Community conflict mitigation measures in road development project in Laos



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Contents in a Nutshell

1. Why Laos?

2. Survey and Research

3. Lessons Learned

4. Future Direction



Source: China Railway International

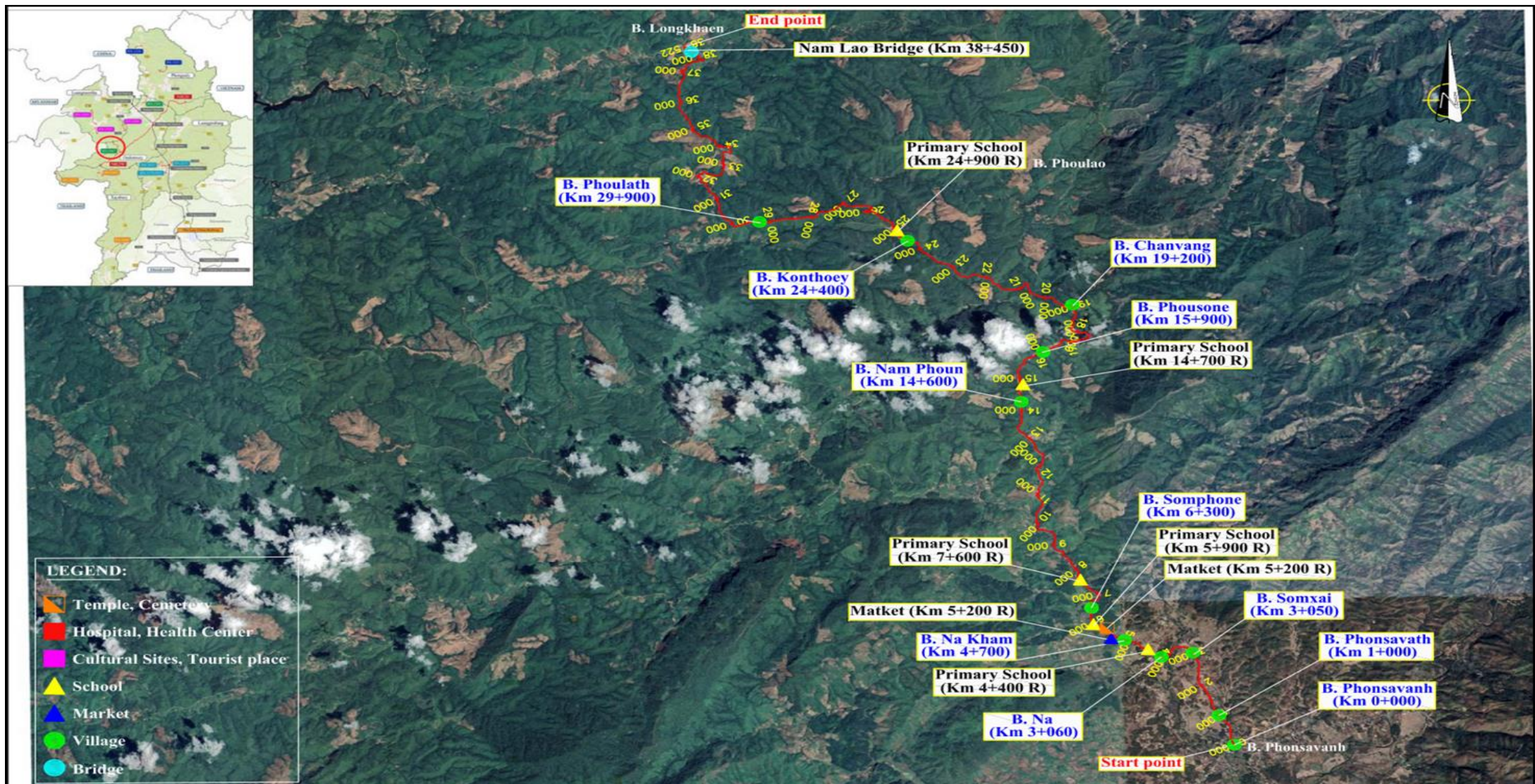
NATION GRAPHICS



Location of Local Roads as approved by DOR, MPWT

Remark: As reference, No. 06348/DOR.MPWT, dated 16 Mar 2022





Location of Local Road No. 1867, Houn District, Oudomxay Province



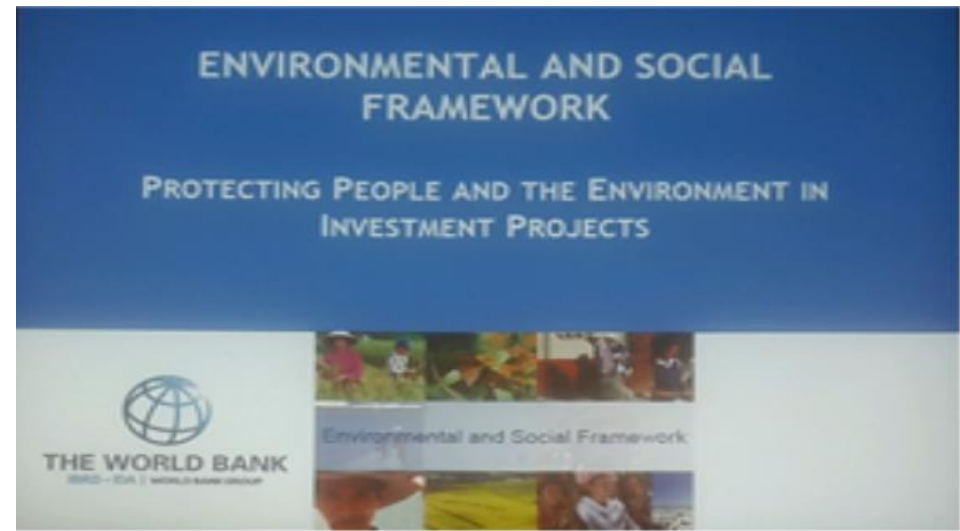
Land acquisition & involuntary resettlement



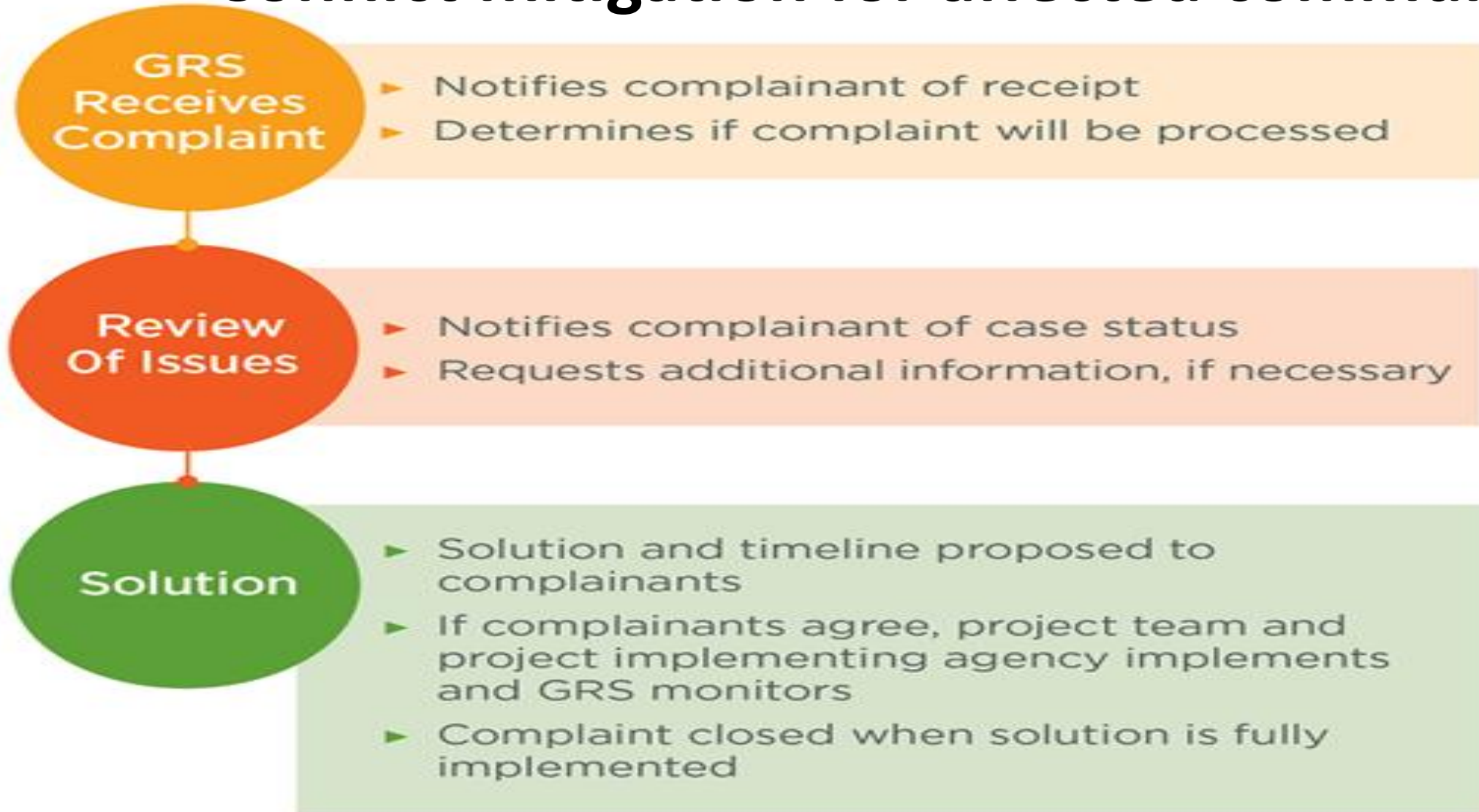
Stakeholders participation



Indigenous people



Conflict mitigation for affected community



Complaint Form
World Bank Grievance Redress Service (GRS)

1. Contact Information *This information must be provided. The GRS does not process anonymous complaints.*

Name	Click or tap here to enter text.
Phone Number (Country Code-Number)	Click or tap here to enter text.
Email Address	Click or tap here to enter text.
Gender	<input type="checkbox"/> Male <input type="checkbox"/> Female <input type="checkbox"/> Other <input type="checkbox"/> N/A (for organizations or representatives of a community)

Are you a representative submitting this complaint on behalf of the complainant(s)? Yes No

If you selected **Yes**, please attach a copy of the representational authority signed by the complainant(s)/members of the community.

Do you consent to have your personal information shared with the Borrower(s) and/or relevant third parties (e.g., contractors or project implementing agency) of the project you are complaining about? Yes No

If you selected **No**, please elaborate: Click or tap here to enter text.

Do you fear retaliation for making this complaint? Yes No

If you selected **Yes**, please elaborate: Click or tap here to enter text.

2. Project Information

Project Name: Click or tap here to enter text.

Country: Click or tap here to enter text.

Project Location (Province, City, etc.): Click or tap here to enter text.

3. The Complaint

Please explain the type of harm you believe the World Bank-supported project has caused or is likely to cause you or your community.

Social Yes No

Environmental Yes No

Other Yes No

Comments: Click or tap here to enter text.

What action was taken by the project-level grievance mechanism to resolve the complaint?
Click or tap here to enter text.

How do you wish to see your complaint resolved?
Click or tap here to enter text.

1. Signature: *You may print the form and sign it. Alternatively, you may click in the box below and add a photo of your signature if you prefer.*

..... 

Date of complaint:

Please attach supporting documents, if available.

The GRS will process your personal data submitted in this form in accordance with the [GRS Personal Data Privacy Notice](#). The GRS will not disclose any information that may reveal your identity without your consent.

You may submit your complaint via email to grievances@worldbank.org, mail or hand delivery to the World Bank Headquarters or any World Bank Country Office. If you experience any difficulties in completing the form, please contact us at grievances@worldbank.org.

GRS contact information:

The World Bank
Grievance Redress Service (GRS)
MSN MC 10-1018
1818 H St NW
Washington, DC 20433, USA

Email: grievances@worldbank.org


Website: www.worldbank.org/grs

Complaint Submission Form



Stakeholders participation:
Right of Way,
Grievance Redress Mechanism

Social: Project Impact Areas- ROW Safety case

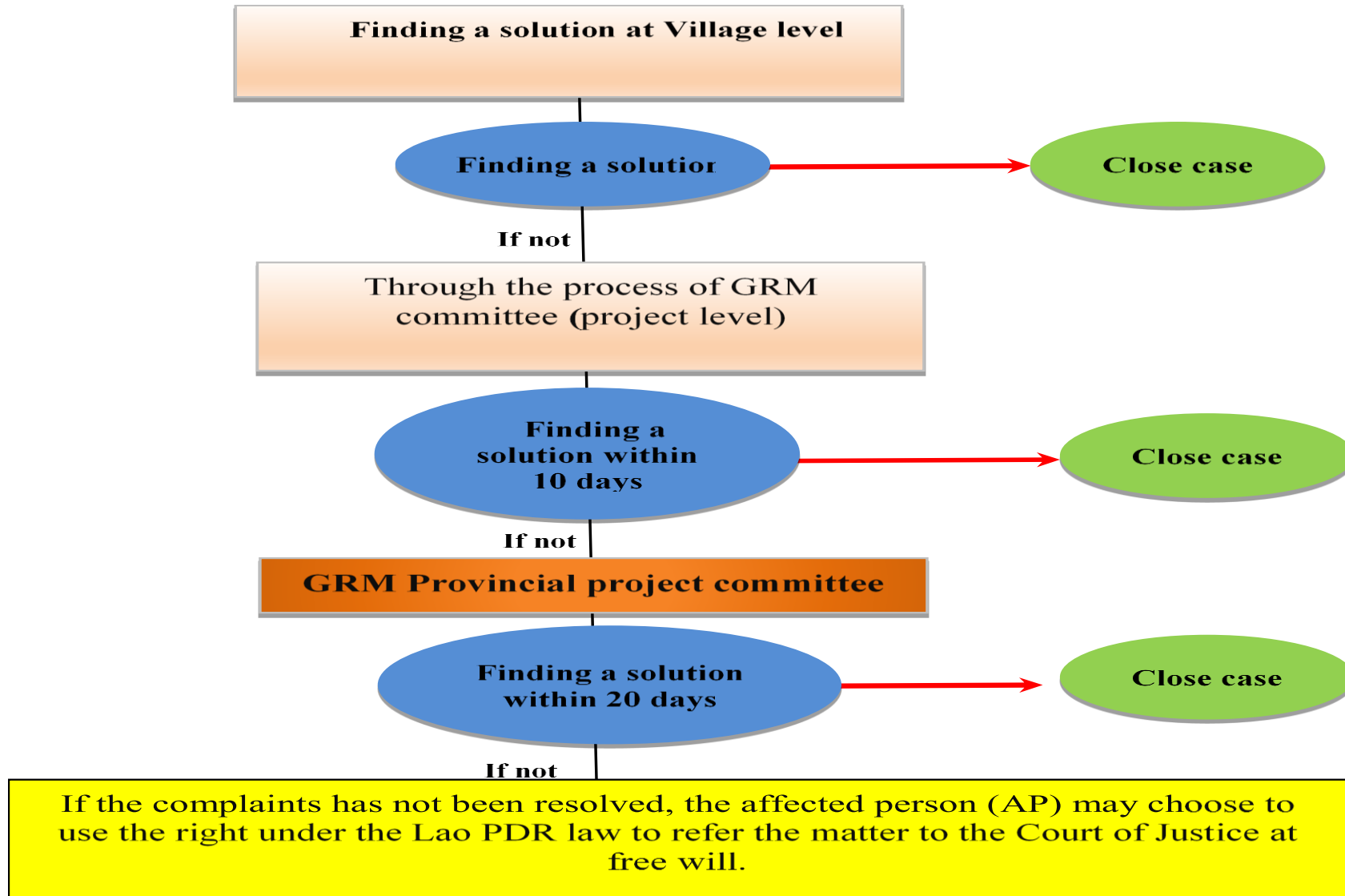
NR2 Adjacent Village	NR2 Site Status
<p data-bbox="249 402 1075 474">Safety Alert! (Top Priority)</p> <ul data-bbox="249 531 1312 1216" style="list-style-type: none">- Request for immediate action for slope protection- Tonner bags are not efficient, permanent slope protection structures should be employed- Distance from house boundary to ROW limit was approx. 5m.- Living environment degradation	 <p>The 'NR2 Site Status' column contains four photographs. The top-left photo shows a steep, exposed dirt slope with a house visible on the crest. The top-right photo shows a two-story house under construction on a dirt slope, with wooden scaffolding and a blue roof. The bottom-left photo shows a construction site with wooden structures and a dirt area. The bottom-right photo shows a steep dirt slope with some vegetation and trees.</p>

Grievance Complaints Logging System (GCLS)

- In provincial level, the **Environment and Social Unit** under the Provincial Public Works and Transport of Oudomxay Province will collect documents on complaints, and send them directly to EDPD/PTI, or put them into the GCLS system.

Grievance Complaints Logging System (GCLS)

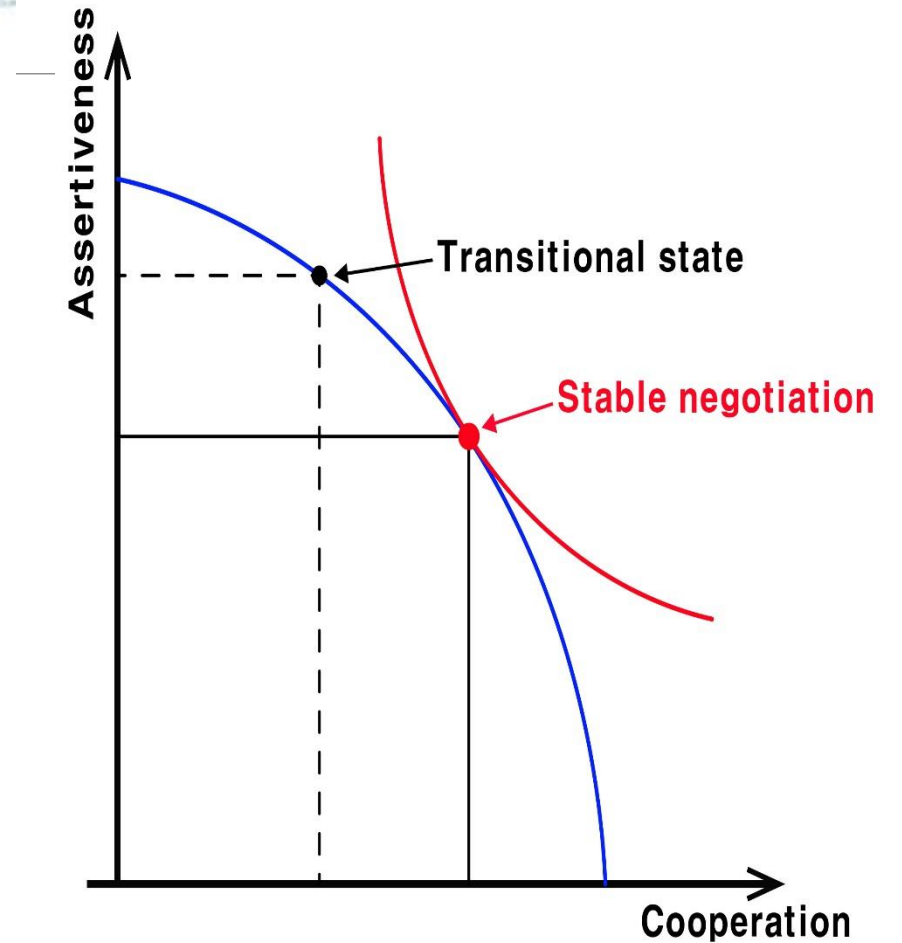
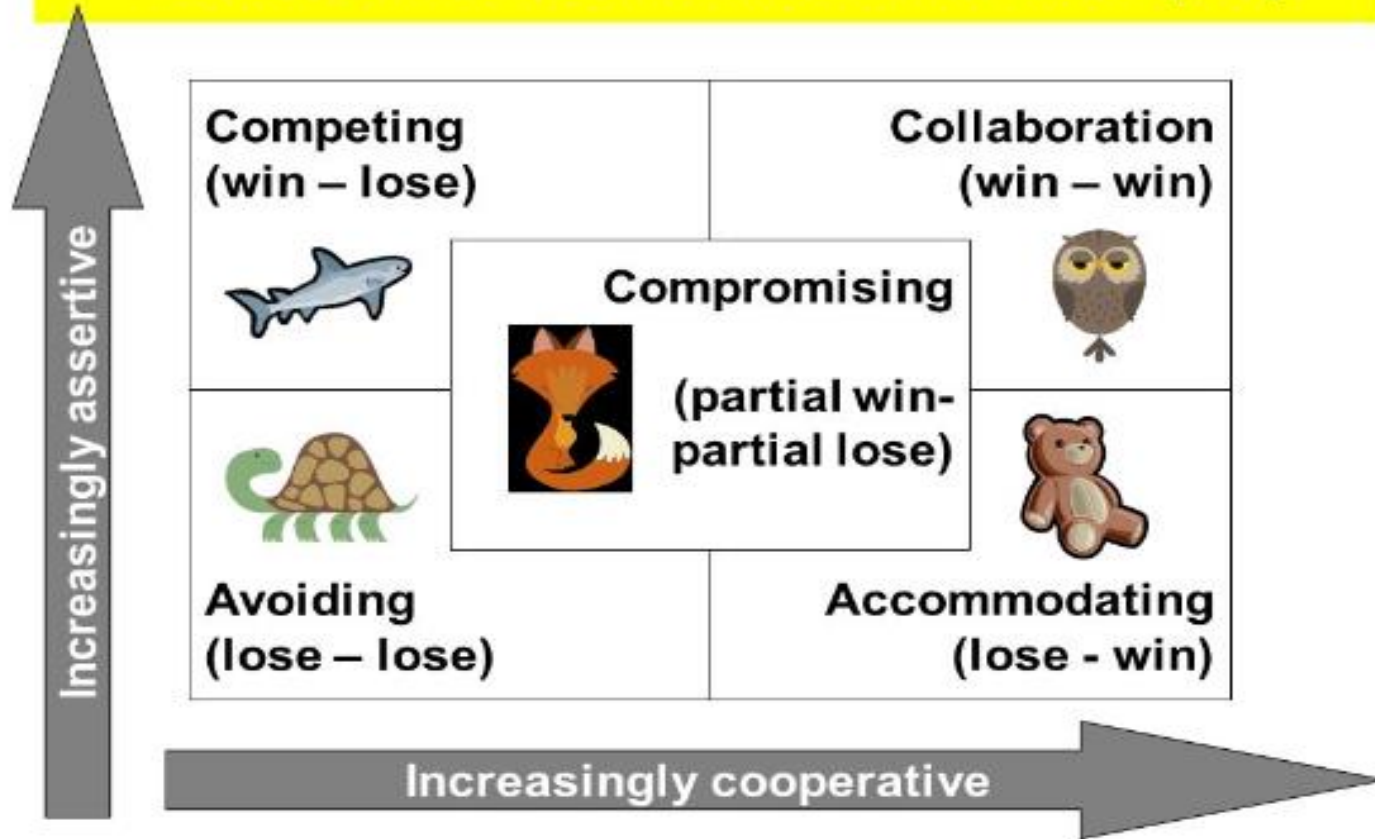
- In province, a 'Conflict Resolution Committee (CRC)' will be established. The CRC will appoint a Secretariat who will be responsible for monitoring and facilitating the resolution of complaints.
- The affected person (AP) (or the affected person's representative) may send complaints in various ways such as by letter, telephone, text message and email to the CRC or based on other options is to present his problem during a public meeting with the project staff.



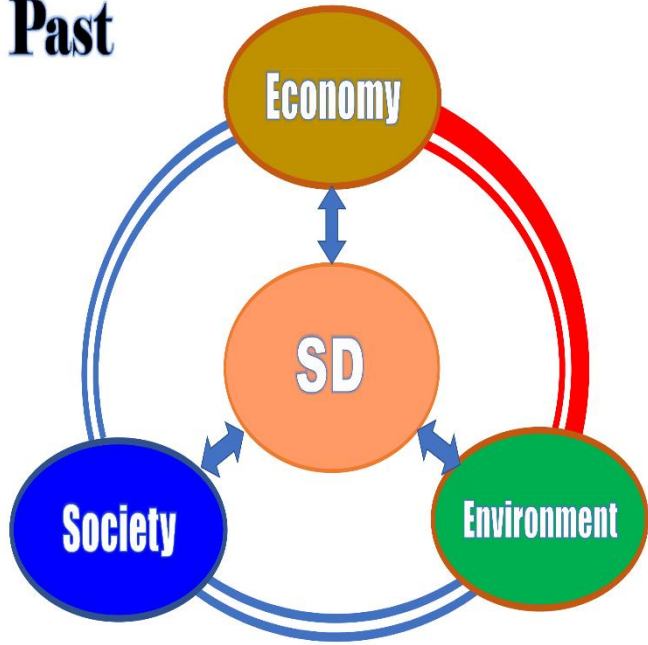
Steps in Grievance Complaints Logging System (GCLS)

Conflict mitigation through Pareto Optimization

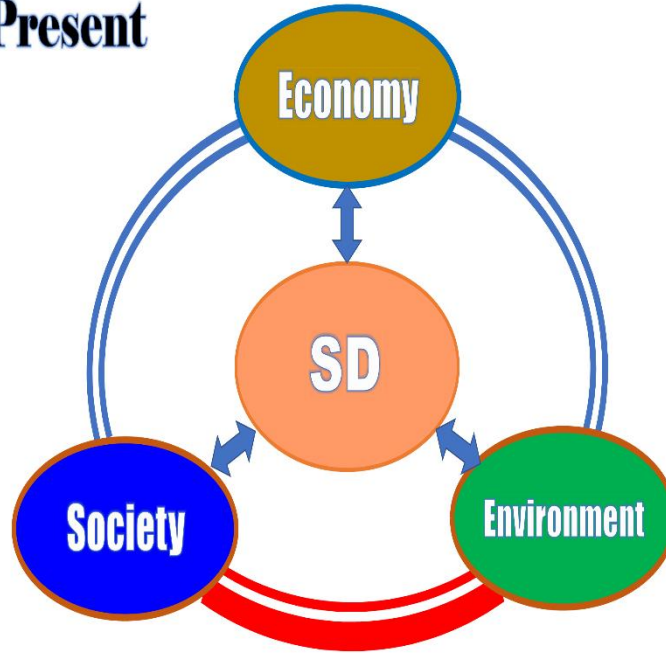
Thomas Kilmann Conflict Mode Instrument [TKI]



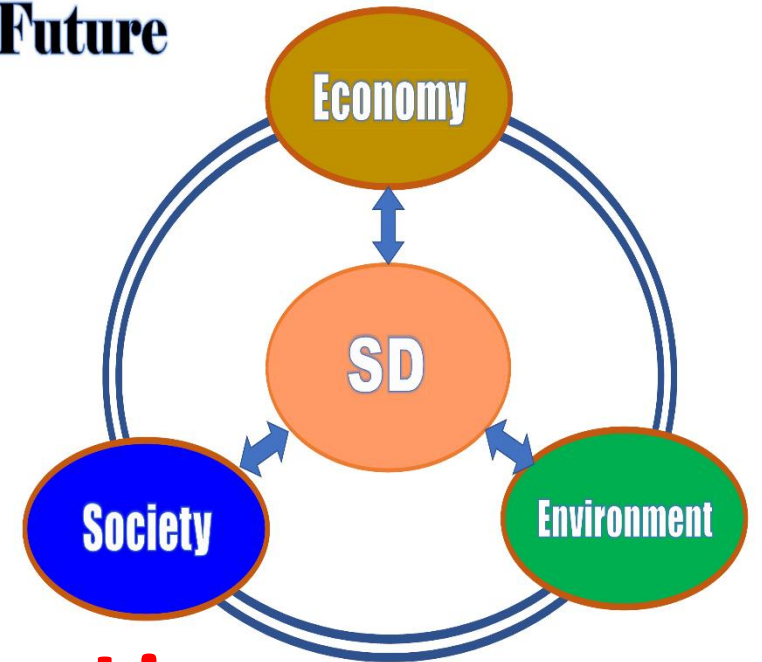
Past



Present

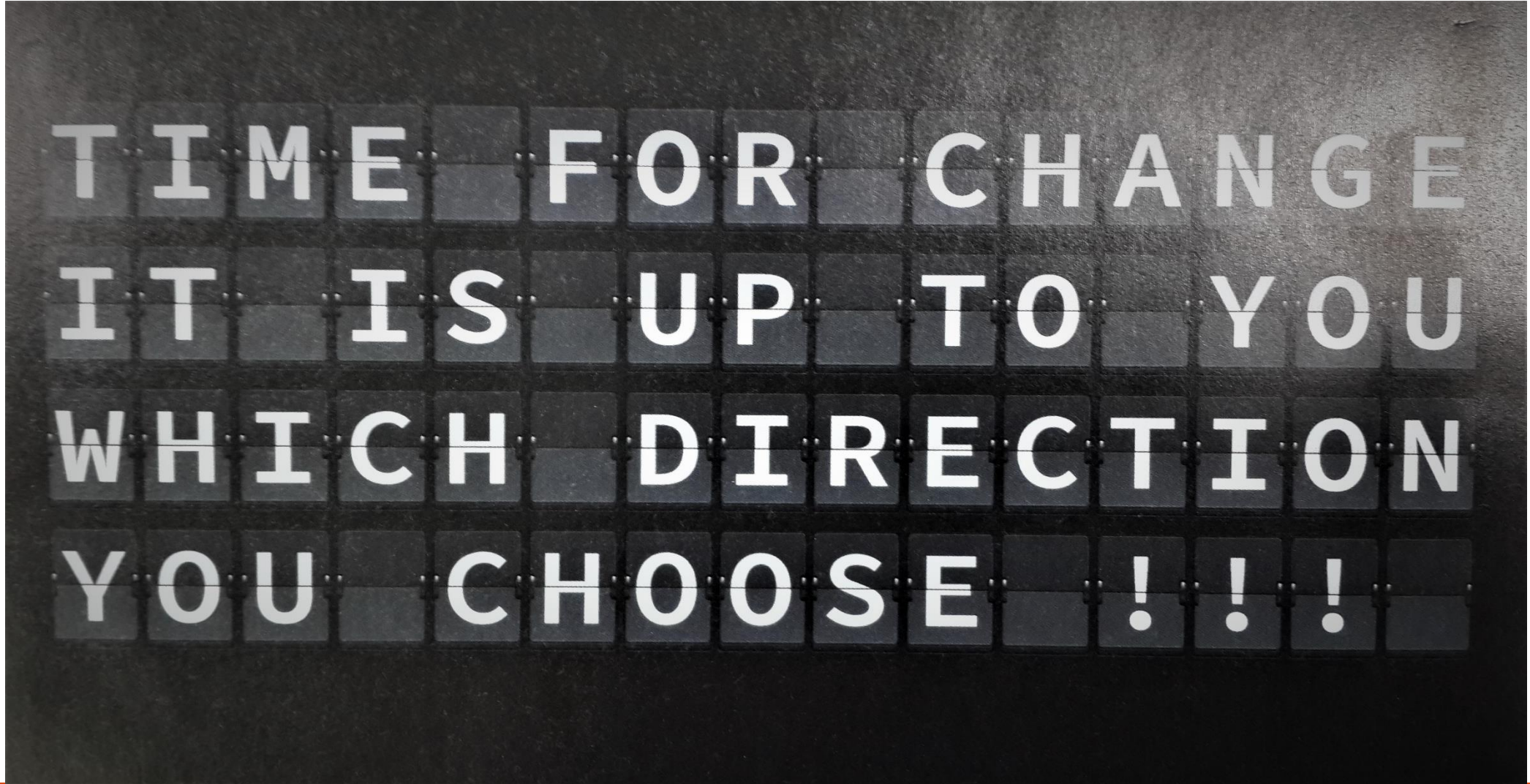


Future



Directivity Emphasis to Triple Bottom Line

Sustainable Future for Asia and the World



Let's continue the conversation!

Post questions and comments in the IAIA23 app.



Coworkers

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Cho, Jung-Sang (CNS Envitech.)

