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
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

Indigenous people

Stakeholders participation
Conflict mitigation for affected community

GRS Receives Complaint
- Notifies complainant of receipt
- Determines if complaint will be processed

Review Of Issues
- Notifies complainant of case status
- Requests additional information, if necessary

Solution
- Solution and timeline proposed to complainants
- If complainants agree, project team and project implementing agency implements and GRS monitors
- Complaint closed when solution is fully implemented
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: ☐ Male ☐ Female ☐ Other ☐ 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**

<table>
<thead>
<tr>
<th>NR2 Adjacent Village</th>
<th>NR2 Site Status</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Safety Alert! (Top Priority)</strong></td>
<td></td>
</tr>
<tr>
<td>- Request for immediate action for slope protection</td>
<td></td>
</tr>
<tr>
<td>- Tonner bags are not efficient, permanent slope protection structures should be employed</td>
<td></td>
</tr>
<tr>
<td>- Distance from house boundary to ROW limit was approx. 5m.</td>
<td></td>
</tr>
<tr>
<td>- Living environment degradation</td>
<td></td>
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</tbody>
</table>
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)

1. Finding a solution at Village level
   - Finding a solution
     - Close case
   - If not
     - Through the process of GRM committee (project level)
     - Finding a solution within 10 days
       - Close case
     - If not
       - GRM Provincial project committee
     - Finding a solution within 20 days
       - Close case
     - If not

If the complaints has not been resolved, the affected person (AP) may choose to use the right under the Lao PDR law to refer the matter to the Court of Justice at free will.
Conflict mitigation through Pareto Optimization

Thomas Kilmann Conflict Mode Instrument [TKI]

- Competing (win – lose)
- Collaboration (win – win)
- Compromising (partial win - partial lose)
- Avoiding (lose – lose)
- Accommodating (lose - win)

Increasingly assertive

Increasingly cooperative

Assertiveness

Cooperation

Transitional state
Stable negotiation
Directivity Emphasis to Triple Bottom Line
Sustainable Future for Asia and the World

TIME FOR CHANGE
IT IS UP TO YOU
WHICH DIRECTION
YOU CHOOSE !!!
Let’s continue the conversation!
Post questions and comments in the IAIA23 app.

Coworkers

Ryu, Jae-Keun (Advisor to KSEIA, Korea Federation of Environmental Societies)

Lee, Chun-Won (Dongsung Eng.)

Cho, Jung-Sang (CNS Envitech.)