

CHAPTER 9

MONITORING AND EVALUATION AND GRIEVANCE PROCEDURES

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9 MONITORING, EVALUATION AND GRIEVANCE PROCEDURES

Monitoring of project impacts and compensation measures are important parts of the project activities. This is carried out internally by project and GoL staff as well as by external / independent bodies.

9.1 INTERNAL MONITORING

The Concession Agreement between the GoL and NTEC of 3/10/03 states that *'the company shall provide compensation...to communities adversely affected by the project ... (...as indicated by monitoring results ...) ...on the basis of community selection of desirable livelihood or infrastructure outcomes, rather than compensating households directly'*. [Schedule 4, Part 1, Article 9.3]

Furthermore, Article 14 states that categories of affected persons includes *'all those living or working along natural rivers downstream to the Mekong River who will be adversely affected by the operation of the Project either thru loss of land or infrastructure or economic loss or disturbance'* and that *"infrastructure or economic losses will be compensated at replacement cost (on a community consensus basis)"*.

Part 2 of Schedule 4, Article 8 (d) states that *"The (water quality) monitoring program will identify water quality changes as compared to pre-operational conditions ... and where it is not reasonably practical to maintain the conditions ... direct impacts on people permanently living in areas adjacent to (the Xe Bangfai) ... will be mitigated through alternative means of providing water of that quality ..."*.

Thus, an important component of the compensation strategy and implementation relates to;

- (a) How to measure or determine the impact of the NT2 Project; and
- (b) How to determine communities' response to these impacts in terms of reasonable and sustainable compensation for these impacts.

A comprehensive suite of surveys and monitoring programs will be undertaken to monitor, measure and assess relevant aspects of livelihoods and incomes in villages along the XBF. This program will include:

(a) Monitoring programs, some already underway;

- Environment monitoring programs;
- Socio-economic monitoring programs; and
- Fisheries monitoring programs.

(b) Specific surveys to strengthen understanding of specific impacted livelihood conditions;

- Riverbank garden systems and assets studies;
- Paddy culture and irrigation study;
- Domestic water sources and use study;
- Riverside asset study;
- Study of river based access (crossings and transportation; and
- Communications and electrification study.

These surveys and monitoring programs can be considered to be either **indirect** or **direct** determination or assessment of project impact.

9.2 INDIRECT MONITORING AND MEASUREMENT

9.2.1 Hydrological and Water Quality Monitoring

The discharges from the Power Plant and especially the resultant discharges of the receiving rivers, especially the Xe Bangfai, will be monitored at several locations as indicated in Table 9-1, and located in Figure 9-1. Rainfall will also be monitored at these and other stations in order to provide a full hydrological understanding of flows and to serve as an early warning in the case of over bank flooding in the Upper Xe Bangfai. Water Quality will also be monitored as described in Section 40.1.5 above.

Table 9-1: Future Discharge & Rainfall Measuring Stations in Xe Bangfai Basin

Location	Discharge	Rainfall	North	East
Ban Natangchai	Yes	Yes	1,931,000	540,000
Ban Hai (Khouan Pho)	Yes	Yes	1,934,088	545,525
Mahaxai	Yes	Yes	1,925,137	521,416
Nam Kathang Noi	Yes	No	1,953,000	517,000
Nam Kathang - Boung Bao (Rd 12)	Yes	No	1,942,500	524,300
Nam Kathang: just below confluence of Noi and Gnai	No	No	1,949,400	519,400
Downstream of Regulating Dam	Yes	No	1,949,400	519,400
Nam Phit (H.Kharma)	No	No	1,932,700	517,700
Power Station / Regulating Dam	No	Yes	1,954,560	516,640
Gnommalat	No	Yes	1,946,397	518,618

9.2.2 Water Quality Monitoring

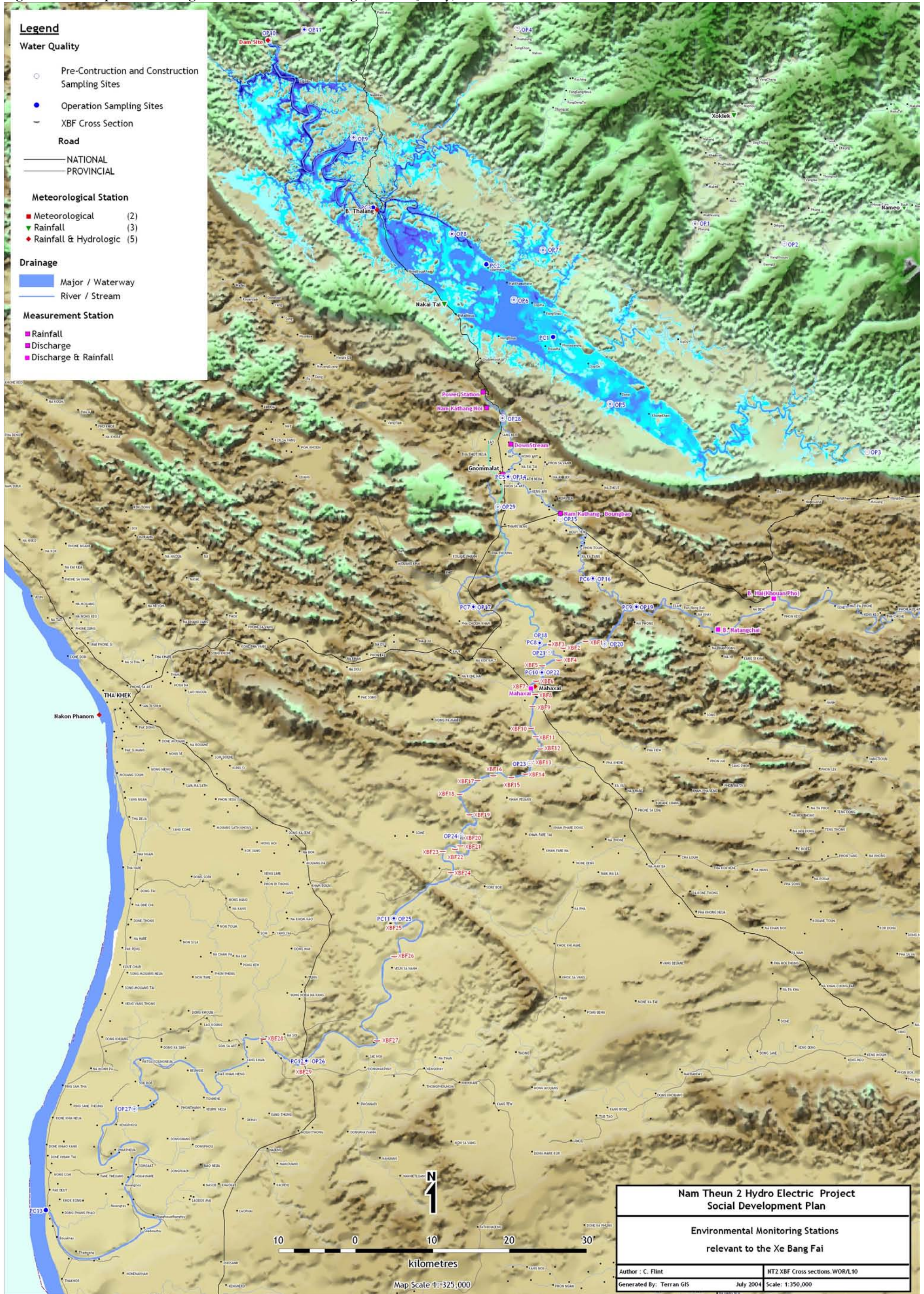
A water quality monitoring program will be established to monitor key water quality indicators and to extend our existing knowledge of water quality before the start of Project construction. During the Operating Phase, monitoring of these same parameters will continue. The Company will be responsible for reviewing the water quality monitoring program and will notify appropriate authorities about any abnormal/dangerous levels in the water that may cause harm to humans or the environment. Where undesirable change is detected, appropriate adjustments to the operational management of the reservoir and off-take facilities will be made.

Table 9-2: Proposed Water Quality Monitoring Stations Related to Xe Bangfai

Site Number	Coordinates	
	North	East
Xe Bangfai		
SS15	1935000	531000
SS16	1931000	529000
SS17	1930000	523000
SS18	1928000	522000
SS19	1917000	517000
Nam Phit		
SS14	1931000	522000
Regulating Pond		
SS20	Somewhere within Regulating Pond	
Downstream Channel		
SS21	After aeration weir	

Note: actual location of water quality monitoring stations may change

Figure 9-1: Map of Monitoring Stations: Rainfall, Discharge, Water Quality, River Cross Section.



9.2.3 Socio-Economic Surveys and Indicators

Project impact on households will be indirectly measured and monitored by the conduct of socio-economic and health and nutrition questionnaire based surveys. A first survey (25 % sample) was conducted in 2001 to provide data on the socio-economy and livelihoods of villages along the Xe Bangfai. However, the actual baseline socio-economic survey, which will be used to determine compensation, will start at one year prior to COD. Socio-economic surveys will then be undertaken regularly, as follows: COD - 1 year, COD, COD + 2 year and COD + 4 years.

These surveys will focus on cash and imputed income; food and nutrition; and fisheries catch. A negative change (which could be fairly attributed to the impact of the NT2 Project) of any of these parameters in any particular village, and at any time, would trigger the implementation of compensation activities and arrangements to restore cash and/or imputed income, food and nutrition, and/or fisheries catch.

Thus, the main aims of baseline socio-economic monitoring surveys will be to:

- (a) Identify any socio-economic change in project affected areas, whether positive or negative, and especially those that could be attributed to the NT2 Project;
- (b) Measure the levels of poverty;
- (c) Measure the distribution of wealth and resources, to ensure that the compensation program does not result in inequitable use or holdings of resources.

If there are no improvements following compensation programs (or any negative changes due to compensation), then compensation measures will have to be implemented (or increased) to offset these negative impacts, or new measures introduced to improve the existing compensation measures.

Thus, a range of relevant socio-economic indicators – those that will enable NTPC and GoL, and external monitors to measure and analyze general trends and changes in communities along the Xe Bangfai – will be the focus of the socio-economic surveys of communities along the Xe Bangfai. Some of these indicators relate to issues which may be directly impacted by the NT2 project (fisheries catch and income for example), while others relate to more general socio-economic indicators which will help GoL and NTPC understand the context within which they are measuring impact and considering compensation. Some crucial indicators may be measured regularly, while most will be measured as part of the normal schedule of socio-economic surveys.

These indicators, most of which were included in the first XBF study of August 2001, will include:

- Population and household size;
- Livestock holdings, and consumption and sales of livestock;
- Rice and other agricultural production, sale and consumption;
- Fish catch, sale and consumption;
- Household assets (hand tractors, rice mills, water pumps, vehicles, radios, etc.);
- Other sources of income (imputed and cash);
- Percentage of poor households – all households having annual incomes below the national poverty line;
- Land holdings, according to types of land (irrigated paddy according to season, riverbank gardens, orchards, kitchen gardens, swidden land, etc.)
- Type and use of fishing gear, and favoured area for fishing, seasonality of fishing, etc.; and
- Commodity prices at selected market sites. (This will monitor any change in availability, supply and demand and assess whether inflation is having a detrimental effect on communities in the project area such that mitigation measures are being affected and living standards are not improving).

9.2.4 Health and Nutrition Surveys and Indicators

Given that the general health situation of the communities along the Xe Bangfai is rated as ‘poor’, the monitoring of health and nutritional factors is very important. A further degrading of the health status could lead to increased mortality rates. Any increase in diseases or illness, and increased pressure on the health system, or any worsening of the nutritional standard that is attributable to the impact of the NT2 Project will be addressed immediately with appropriate health interventions in order halt any further deterioration (via the Regional Health Program).

A number of key health and nutritional indicators will be included in the socio-economic surveys in order to monitor not only the general health situation in communities along the Xe Bangfai but also specific issues such as water usage, food sources and prevalence of water-borne and other diseases that could be a result of NT2 Project. Health and nutrition indicators will include the following:

- Domestic water sources, e.g. public piped systems, lined wells, unprotected dug wells rain water, protected springs, rivers or ponds;
- Sanitation in terms of use of latrines;
- Presence of acute illness, including malaria and dengue fever;
- Maternal, infant and child mortality rates (recorded at 131.8, 133.8 and 34.3 per 1000, respectively in 2001);
- Blood tests for anemia (hemoglobin rates of less than 7 gm/dl) and moderate anemia (hemoglobin rates of 7-11 gm/dl); and
- Food consumption of mothers and children for nutritional balance and composition of diets.

9.3 DIRECT MEASUREMENT AND ASSESSMENT OF IMPACTS

Specific studies will be undertaken at mainly village level but at times also household level, before and after COD, to directly measure livelihoods or physical aspects, which may be affected by the NT2 Project.

9.3.1 Determining Extent and Impact of Erosion

Riverbank strengthening or protection will be considered by NTPC in key areas where

- (a) it is demonstrated that erosion has been caused by the NT2 Project impact, and that erosion is having an impact on livelihoods;
- (b) it is economically and practically feasible, and socially desirable, to consider such riverbank strengthening; and/or
- (c) the value/cost of the potential losses from an economic or cultural perspective are high.

Thus, it is first necessary to determine if the project is causing erosion, and the extent of this erosion, and to determine current and future (project caused) erosion at specific sites. The morphology of the Xe Bangfai river is being monitored by detailed cross-sectional surveys of 29 sites below the confluence of the downstream channel and the Xe Bangfai (see Table 9-3). This monitoring will continue, and intensify at COD and continue for the following five years, after which annual measurements will be undertaken for the next 10 years of the Operational Phase. This monitoring will detect any increase from the natural rate of erosion of the banks.

Where it is established that there is an increase in the rate of erosion due to the NT2 project, NTPC will assess the impact of erosion on riverside assets or livelihood, and will compensate accordingly. Bank stabilization and protection may be required in some circumstances, as determined feasible and practical.

Table 9-3: Xe Bangfai Cross Sections Stations, for Erosion Monitoring

Section no.	Easting	Northing	Section no.	Easting	Northing
XBF1	526830.1	1929838	XBF16	517685	1916472
XBF2	524610.3	1929171	XBF17	516121.2	1915998
XBF3	523374.2	1929512	XBF18	514330	1914606
XBF4	524192.2	1927986	XBF19	515300.2	1912589
XBF5	522525.9	1927418	XBF20	514420.6	1910301
XBF6	521909.8	1925875	XBF21	514418.7	1909501
XBF7	521267.7	1925319	XBF22	513883.5	1909163
XBF8	521825.8	1924558	XBF23	512656	1908926
XBF9	521548.7	1923338	XBF24	513594.3	1906951
XBF10	521427	1921186	XBF25	507800	1902076
XBF11	521886.8	1920365	XBF26	507815.7	1898486
XBF12	522293.7	1919162	XBF27	506145.6	1890112
XBF13	521428.7	1917899	XBF28	494823.9	1890281
XBF14	520834.8	1916648	XBF29	498764	1887762
XBF15	519480.2	1916299			

9.3.2 Monitoring Impacts on Fisheries

The NT2 Project will cause changes in water discharge, changes in water levels, changes in sedimentation and erosion patterns, and changes in water quality of the Xe Bangfai. Such changes will have environmental impacts on aquatic diversity, aquatic ecology and productivity, and thus the livelihoods of fishers. The exact type and level of this impact is difficult to predict and even more difficult to quantify, although the impact is likely to be more pronounced in the dry season than in the wet season, as the amount of NT2 water discharge will be relatively higher in the dry season, compared to the wet season, when the Xe Bangfai itself carries a lot of water.

In general, the Xe Bangfai fisheries will be impacted as follows:

- Reduced fish populations due to less availability of fish food, as a result of sedimentation caused by riverbank erosion;
- Reduced fish populations due to the modification of aquatic habitats and loss of spawning habitats such as rapids, deep pools, aquatic vegetation, etc.;
- Reduced fish populations and possible some species changes, due to changes in migratory patterns of fish; and
- Reduced fish catch by villagers due to (a) smaller fish populations, and (b) lower efficiency of fishing gears in deeper water with higher water velocity.

(a) Socio-economic and health baseline surveys (Section 9.2):

Both the cash and imputed income from fisheries, and the nutritional value of the fisheries to all Xe Bangfai villages will be measured as part of the baseline socio-economic and health surveys. Thus, the Project will be able to regularly monitor nutritional and livelihood data before and after the start of operation, which will enable the Company and the GOL to identify potential losses in fisheries.

(b) Monitoring of actual fish catches:

The Project's current "fish catch per unit effort" (CPUE) baseline study in 7 villages is monitoring and developing an understanding of the fishery catch in the Xe Bangfai. This study will be expanded to include 10 villages (12.5 % of XBF villages) and improved by the parallel conduct of a framework study of fish catch in these villages. It will continue during the operational phase of the Project in order to directly assess any changes in the fisheries, by comparison of operational phase data with pre-operational data collected.

The NTPC and the GOL will use the results of these two types of studies to facilitate informed discussions in each village as to how the Project is impacting the fisheries in the Xe Bangfai. If it is established that the Project has impacted on the fisheries aspects of livelihoods of the communities then adversely affected communities will be compensated.

A monitoring programme will be established to monitor the catch and thereby impact of the project in the downstream areas.

The aim is to develop a participatory monitoring system with a three tier approach:

1. At village level 1-2 villagers per village (depending on importance of the fishery) will be trained to become fisheries monitors. They don't have to be fishers themselves; more important is that they are bright reliable and likely to be around when monitoring takes place.

Monitoring will take place in a total of 235 villages covering the areas of Xe Bangfai (mainstream and hinterland villages), Nam Phit, Nam Kathang/Gnom and Nam Theun Downstream. It is estimated that a total of 342 village based fisheries monitors will be involved.

2. District staff from the six districts involved (Khamkerd, Gnommalath, Mahaxai, Xe Bangfai, Nongbok and Xaybouli) will support and supervise the village based monitors. Each staff member will cover 10-13 villages. Hence, 21 fisheries staff from the six DAFO offices will be needed for supervision of the monitoring programme.
3. Technical assistance. A team of one international fisheries expert (part time/shared with the Fisheries Compensation Programme), and one Lao Fisheries Officer will be employed to manage the monitoring programme. The team will link with the PAFO (Provincial Agriculture and Forestry Office) in the three provinces of Khammouane, Bolikhamxay and Savannakhet but the main work will be with the district based supervisors.

The monitoring program will stretch over a period of eight years (from COD-3 to COD+5) or until the yields in the various impacted rivers has stabilised.

9.3.3 Determining Impacts on Riverbank Assets

In some villages, buildings of various types and purpose are close or very close to the riverbank. These may be shops, houses, temples (cultural property) and other structures. Such buildings in villages on the Upper or Middle XBF could be affected by erosion from the Project.

To determine the potential impact of erosion on riverside assets and structures, a baseline study of all physical assets long the river bank (within 30 m of the current bank) in the Upper and Middle Xe Bangfai (25 villages) will be undertaken 18 months prior to COD. Following COD, regular trips (minimum of once per quarter in the first two years) down the Xe Bangfai will be conducted by NTPC and RMU staff to visually detect abnormal erosion, and impacts on previously identified village infrastructure and livelihoods. Apart from these formal trips, villagers along the Xe Bangfai will also be able to alert District Compensation Committees of abnormal erosion rates and affect on village infrastructure and livelihoods. Following such alert, NTPC and RMU will inspect the site within seven days.

Thus, a combination of (a) cross-section monitoring, (b) baseline study of riverside assets, (c) regular inspection trips and (c) ad-hoc reports and inspections will be used to determine impact of erosion on river bank assets.

9.3.4 Determining Extent of Loss of Riverbank Gardens

Riverbank gardens will be effected by both (a) NT2 discharges causing erosion and thus slumping of some riverbank garden areas, and (b) the higher water levels flooding the mid and lower riverbank gardens. In determining the extent of riverbank garden loss, and particularly the resulting impact on livelihoods, it must be recognized that there are a variety of types of riverbank gardens along the Xe Bangfai (see Figure 30-4):

- Gardens above the riverbank;
- Riverside crop gardens, usually planted at the end of the rainy season; and
- Riverside vegetable gardens, planted in the dry season

Any determination of the effect by the NT2 project must take into account this variation in type and tenure of riverbank garden. NTPC and GoL, together with village authorities, will determine the potential impact of the NT2 Project on riverbank gardens by three means:

- (a) Baseline socio-economic surveys (see Section 9.2.3);
- (b) A study of river gardens in each village, focusing on the 'gardening system', tenure and income or food productivity will be undertaken during the 2 years prior to COD. The hydrology modelling of the NT2 Project and consequent change on river height will enable a good prediction of the Project's impact on each type of riverside garden, and thus the impact of livelihoods and economy of each village; and
- (c) Consultations with villagers.

Following COD, and if required by any particular village, a study will be undertaken to assess the actual effect of the new discharge regime on riverside gardens and productivity, and the success of village strategies to re-establish gardens under the new hydrology and morphology regime.

9.3.5 Determining Impacts on Household Water Sources

A water quality monitoring program will be established operated by NTPC to monitor water quality prior to the project and then after COD. This will enable a determination of any changes in the quality of water following operation of the NT2 project.

Use of XBF waters for domestic use may be a problem during the early years of operation due to water quality problems in the reservoir. Some villagers currently use XBF waters (or riverside 'springs') during the wet season, dry season or both seasons for various domestic uses. For example, in the dry season, water could be extracted from at least three sources in and around the XBF:

- (a) directly from the river;
- (b) from shallows wells dug on the side of the river; and
- (c) from small springs / flowing from the side of the banks (actually groundwater, not XBF).

We do not yet know exactly in what season or for what domestic uses XBF waters are used. Thus, in parallel to the riverbank garden study (above), a household water source study will be undertaken to determine, for each village, the source and seasonality of water use by villagers. This study will provide a better understanding of the various types and seasonality of household water supply systems and sources for villages, which will enable NTPC to better predict impact and plan compensation. The effect on water quality as measured by the monitoring program will then be used to determine the effect of the Project on each type of household water source.

However, on the assumption that, during the first 2 to 4 years of operation of the NT2 project, the dry season water quality of the Xe Bangfai river may well be a problem in terms of domestic water use, proactive measures to develop alternative water sources in those villages currently depending on dry season Xe Bangfai water for household use will be determined.

9.3.6 Determining Impact on Access across Xe Bangfai (and Tributaries)

Communities living along the Xe Bangfai and its tributaries use several modes to cross the river in dry season, including temporary bamboo bridges, walking across rapids or shallow areas, ferries and dry season vehicle crossings (Nam Oula, Nam Pheet, Xe Noy). The increased water level in the dry season will make river crossings impossible. In order for the Project to consider restoration of key crossing points with safe modes of crossing – where it is deemed practically and economically feasible – the impact of the NT2 on such access needs to be determined.

To this end, a study will investigate the objective, means and infrastructure used to cross the Xe Bangfai and tributaries (affected by backwater), and the seasonality of such access. Following this study, a prediction of the impact of the NT2 Project on such access will be made. For example, it may be determined that current dry season bamboo bridges may no longer be feasible, while dry season ferry operation may be more difficult, or possibly made easier by the increased water levels. Dry season low

level crossings such as on the Xe Noy may no longer be possible. Following commencement of project operations, the NT2 Project impact on access across the Xe Bangfai will be closely monitored, and pre- or post-COD compensation undertaken as required.

9.4 EXTERNAL MONITORING

External monitoring is carried out by two bodies: an Independent External Monitor (IEM) and a Panel of Social and Environmental Experts (PoE). This will ensure that independent views on project achievement are made available.

9.4.1 Independent External Monitor

The Independent External Monitor (IEM) will be engaged to supplement and backstop the internal monitoring. The IEM will monitor the change of livelihood and standard of living among the relocated people. While the main objective of the NT2 Resettlement Policy is to ensure that PAPs are better off after resettlement, achievement of this objective may be difficult to judge by those implementing the Plan. To overcome this, monitoring and evaluation by an independent institution will be conducted. The candidate organization or individuals will have extensive experience in social surveys and familiarity with the local language and socio-economic conditions.

9.4.2 Panel of Social and Environmental Experts (PoE)

A three member Panel of Experts (PoE) has been established by the GOL with approval and guidance from the World Bank. It is mandated to provide GoL with an independent assessment and review of environmental and social issues associated with the NT2 Project. The PoE is required to act independently of both GoL and NTPC and in accordance with relevant World Bank guidelines, and protect both the environment and the interests of those affected by the NT2 Project.

9.5 CONFLICT RESOLUTION AND GRIEVANCE PROCEDURES

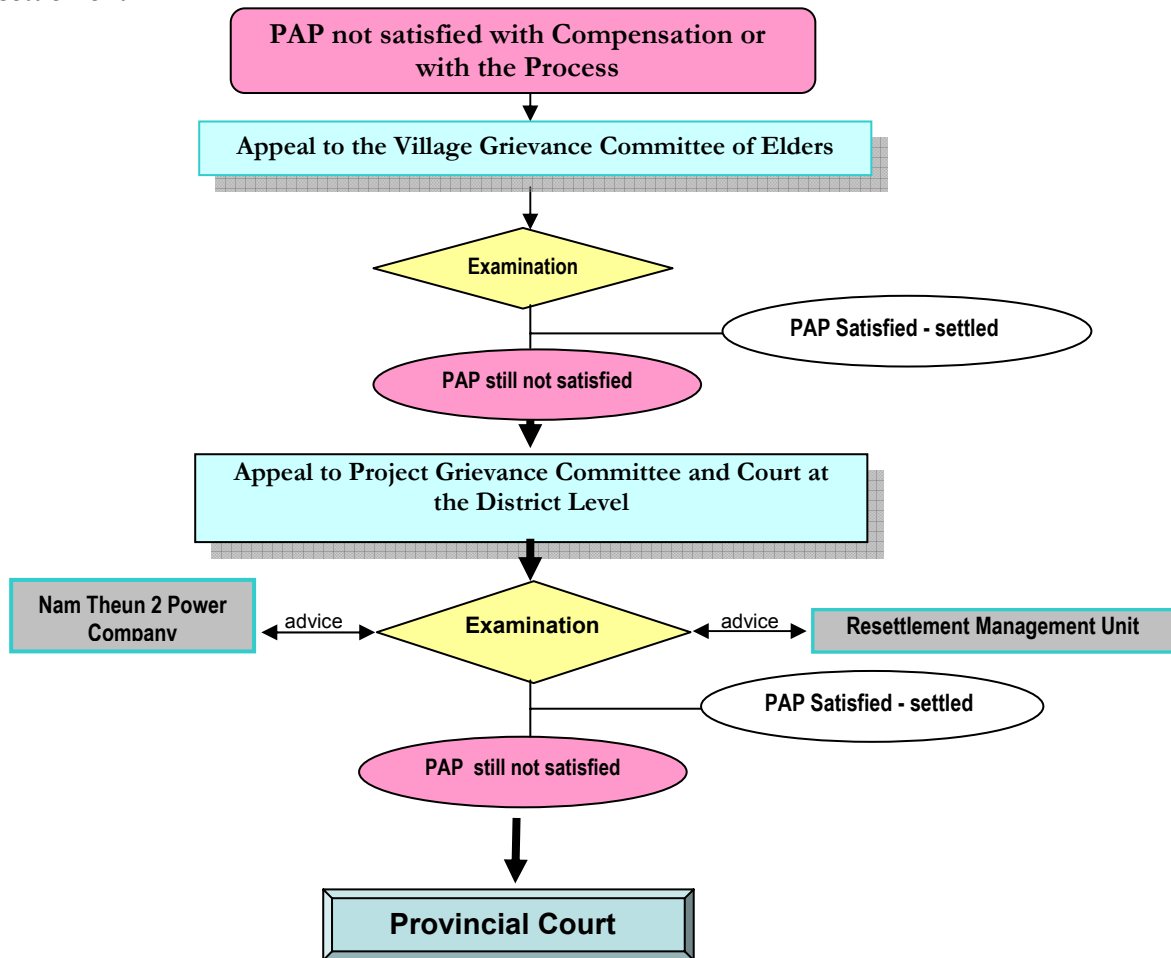
Because of different perceptions, values, objectives and responsibilities among different stakeholders, a range of conflicts may occur among and between affected people, resettled villages, district authorities, the RMU, central government and others. Obviously, the most important step in conflict resolution is conflict avoidance, and the consultative and participatory nature of decision making under the SDP is aimed at reducing the occurrence of disagreements and conflicting positions. In instances where disagreements do occur, it is similarly important that they are resolved quickly before positions harden and the conflict escalates. Different approaches may be required according to the level that any conflict has reached, while at the same time, recognizing that the earlier a potential conflict is recognized and dealt with, the higher the chance of a successful outcome. These phases of conflict development and appropriate interventions can be summarized as follows:

- ❖ Conflict avoidance: > Consultation & participation in planning, decision making
- ❖ Simple disagreements > Informal negotiation, discussion and mediation
- ❖ Early conflict development > Reference to Village Resettlement Committee
- ❖ Conflicting positions taken > Reference to Grievance Committee as District level.
- ❖ Intractable conflict > Refer conflict to Provincial Court.

To ensure that the basic rights and interests of resettlers are protected, that concerns are adequately addressed and that entitlements are delivered, a grievance procedure has been designed for the NT2 Project. An independent Grievance Committee will be established. It will be chaired by a senior provincial official, probably from the Justice Department, with other members the Lao Women's Union, the Ethnic Council, civil society, a resettled villager representative and a member of the Resettlement Committee. Justice departments at district and provincial levels are already responsible for resolving village conflicts and property disputes, while the LWU and Ethnic Council are active in solving problems faced by village women and the elderly.

If an affected person or group of persons is not satisfied with the compensation package or if, for any reason, the compensation does not materialize according to the CA, he or she has the right to make a claim. There are three basic steps to resolve grievances, as depicted in Figure 9-2.

Figure 9-2: Steps in the Grievance Process Regarding Issues of Compensation and Resettlement



The first step is for a householder or a group of householders to approach the Village Resettlement Committee (VRC) to present their grievance and allow its consideration at the lowest level of the resettlement hierarchy, where frequently issues can be resolved through discussions and adjustments. If the VRC cannot resolve the complaint or if the claimant is not satisfied with their decision, the next step can be taken, either by the claimant or the VRC on his/her behalf.

The second step is to present the grievance or complaint to a Grievance committee to be formed at the District level. This committee will be based in the District court, but will also have representatives from all relevant departments, as they will be in a good position to resolve issues brought to their attention by affected individuals. This Committee must respond to any claim within 15 days.

At this district level the NTPC's RO and the GOLs RMU would be primary witnesses in order to both;

- (a) respond to the claimants grievance in terms of prior activities undertaken etc; and
- (b) to ensure that the claim is reviewed within the context of the existing policy, regulations, procedures and entitlement limits, and that the compensation awarded does not go beyond established matter of practice or outside the limits of the budgets.

The findings of the Grievance Committee are binding on the RMU and RO. The Committee must maintain a public book showing all claims received and the decisions made, which must be made within 30 days. The Grievance Committee cannot award compensation that goes beyond what is established as a matter of practice or what would be outside the limits of the budgets within which they are operating. If

the above action does not yield any results, then the claimant has the right to present their case to Provincial Court. Access to the Court is obviously a last resort. It will be in the interest of the RO and the RMU to resolve issues before they are brought to the Committee.

A conflict between RO and RMU would in the first instance be resolved at the RC level. If this is not acceptable to either party, then the matter will be reviewed by the Vice Prime Minister responsible for NT2. If still no agreement is reached, the matter shall be handled according to the Consultation and Dispute Procedures set forth in the CA.

While every effort will be made to resolve conflicts by mutual agreement of the parties involved, in some cases, arbitration and adjudication on disagreements and conflicts by an external mediator will be required. Responsibility for arbitration and the means of adjudication will vary according to the parties involved, but will need to be referred to a higher level of authority than the parties concerned. The strategy for this is outlined as follows:

Parties to the conflict	Final decision/adjudication	Key mediator/arbiter
Within village disputes	Majority decision of village meeting	Village Chief.
Disputes between Village	Joint agreement of appointed village representatives	Relevant district authority.
Village - RMU/district disputes	Joint agreement of both parties endorsed by province	Grievance Committee
RMU-district disputes	Joint agreement of both parties endorsed by province	Grievance Committee and Provincial authorities

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