Communications Tools: Facilitator Guidelines

Bridging the Hydropower Policy-Implementation Gap-BPIG

Supported by:

Australian AID

CPWF Mekong

Feb.2014
Using the Posters to Facilitate Discussion and Understanding

Objectives for using Posters

The posters are designed for district government officers to use when having a discussion with villagers. The posters can help facilitate villagers understanding of their role in hydropower development projects. Specifically to include understanding:

- Basic steps involved in hydropower projects
- The information they should receive from the project
- Opportunities they have to participate
- Assistance they should receive
- How they can access help to solve problems they have with the project

With a clearer information and process, the company and government should be able to work better with villagers to maximize benefit from the development and minimize problems and negative impact.

Facilitation Tips

Because the objective is to increase villager understanding, it is most important to help villagers discuss the issues in their own language and at their own pace. It is good to go slow, to give lots of time for discussion, build towards understanding the many issues.

<table>
<thead>
<tr>
<th>Do</th>
<th>Don’t</th>
</tr>
</thead>
<tbody>
<tr>
<td>Form separate group for women</td>
<td>Put women and men in the same group</td>
</tr>
<tr>
<td>Form a separate group for village leaders</td>
<td>Mix village leaders in the other groups</td>
</tr>
<tr>
<td>Ask lots of small questions, such as ‘what kind of tree is this, what are they talking about?’</td>
<td>Ask one big question such as ‘what is the purpose of this picture?’</td>
</tr>
<tr>
<td>Be patient, give the villagers time to answer in their own language</td>
<td>Be impatient, answer for villagers before they have a chance to think</td>
</tr>
<tr>
<td>Help shy villagers have a chance to speak by asking what they think of other people’s answers</td>
<td>Speak over (louder than) villagers when they are speaking (let them talk for a while)</td>
</tr>
<tr>
<td>Ask villagers to explain what they understand now</td>
<td>NEVER ASK, ‘Do you understand?’</td>
</tr>
<tr>
<td>Relate the poster back to this village.</td>
<td>Talk only in the abstract.</td>
</tr>
<tr>
<td>Be casual, talk normally, make jokes with the villagers about the pictures and ask if their village is like the picture.</td>
<td>Be formal, read the guidelines, assume you know what the village is like,</td>
</tr>
<tr>
<td>Introduce the topic of each poster, briefly explaining the meaning of ‘village resettlement, compensation, livelihoods, or grievance redress’. Then begin to ask questions. Do not explain too much, just introduce the topic.</td>
<td>Launch right into the questions without any context.</td>
</tr>
</tbody>
</table>
Questions and Answers for Each Poster

Compensation

Compensation is about how the project (company) will provide cash or other compensation for the assets and opportunities lost due to changes in land use (flooding, construction activities, plantations, forest reserves for watershed improvement).

Official Definition (PMD 192): ‘Compensation means payment in cash or in kind for an asset to be acquired or affected by projects at replacement cost.’ (Article 3)

1. Who is participating?
2. Where are they? What kind of location? Private or public?
3. What are they talking about? What kind of things would you want to tell the company representative? What

1. Who is talking to whom?
2. Who is in the background? What are they doing in the background?
3. What different kinds of lands do you see here?
4. What kind of trees are those? Do you think different trees will be compensated at different rates?
5. What things should you be compensated for?
Key Points for Compensation

‘Project owners shall compensate project affected people for their lost rights to use land and for their lost assets (structures, crops, trees and other fixed assets) affected in full or in part, at replacement costs.’ (PM Decree 192, Article 6, Par 1.)

‘Assessment of compensation for affected fruit/nut trees shall be based on average annual value of the produce multiplied by the number of remaining productive years…. For standing timber trees, the Project shall re-establish a plantation at a new site, where applicable, and provide additional compensation to cover the cost of weeding and other plantation maintenance activities.’ (2432, Article 22, Section 6)

‘Prior to the commencement of project construction, APs shall be fully compensated and resettled and rehabilitation measures shall be in place, although not necessarily completed yet.’ (PM Decree 192, Article 6, Section 10.)

‘APs whose land or incomes are temporarily affected by Project activities are eligible for compensation for the opportunity cost of the loss for the duration of the period of impairment.’ (Implementing Regulations 2432, Article 21, Paragraph 3.)
Resettlement

Resettlement is the physical movement of residents and businesses from an existing location to a new location because the existing location is no longer safe or comfortable because of project impacts.

Official definition (PMD 192): ‘Resettlement refers to all measures taken by the Project owner to mitigate adverse social impacts of a project, fully or partially, on the [Affected peoples], including compensation for lost assets and incomes and the provision of other entitlements, income restoration assistance, and relocation, as needed.’ (Article 3)

1. Who is participating? Who is in the middle? Who is on the ground? Who is at the desk?
2. Where is this meeting?
3. What are they talking about?
4. What will they decide at this meeting?

1. Where are they?
2. What are they looking for?
3. What are in their thoughts?
4. If you were going to move your village, what would you look for in a new location?
5. Who gets to decide where to move?
6. Can villagers participate in deciding where to move?
7. Where do you think they will get their food in the future?
Key Points for Resettlement

‘APs displaced and/or affected due to the loss of income and livelihood shall be provided with ... Transport allowance or assistance in kind to transfer to the resettlement site or their choice of relocation; (b) Food allowance, in cash or in kind to compensate for income lost, during the transition period; (c) Suitable development assistance after displacement during the transition period until they are able to restore their incomes and living standards or reach the targeted level of household incomes on a sustainable basis.’ (PM Decree 192, Article 7).

‘All replacement land for agriculture, residential and businesses shall be provided with secured land titles and certificates and without any additional cost, sales taxes, fee, and surcharge to the APs at the time of transfer.’ (PM Decree 192, Article 10, Paragraph 2) (Also: Article 24, Paragraph 3, Implementing Regulations).

‘During planning, construction and operation periods, project owners shall consider local cultural and religious properties, practices and beliefs.’ (PM Decree 192, Article 11, Paragraph 1)

‘Subsistence Allowance: All relocating APs shall receive adequate subsistence allowance in food rations or their cash equivalent during the transition period until the full restoration of livelihood in line with the targets set forth in the RP.’ (Implementing Regulations, Article 22, Paragraph 9.)

‘Resettlement transition period will be minimized and the acquisition of assets, compensation, resettlement and rehabilitation activities for a segment/section or phase ... will be completed at least one month prior to the initiation of construction work under the respective segment/section or phase thereof.’ (Implementing Regulations, Article 12, Paragraph 3.)
Livelihoods

Livelihoods means the way that people produce food for consumption, produce marketable goods for sale, earn an income, or produce other goods for use or sale, in order to have a comfortable, healthy life respecting local traditions and customs.

Livelihoods should be rehabilitated at least to pre-project levels, according to PMD 192: ‘Rehabilitation means assistance provided to seriously affected people due to the loss of productive assets, incomes, employment or sources of living that require to be compensated in order to improve, or at least achieve full restoration of living standards to prepare project level.’ (Article 3)

1. What kinds of trees are these?
2. What do you see in the forest?
3. What could the villagers find in the forest? Is this important to their livelihoods?
4. What do you think they are planting in the field? Could this be maize? Could this be upland rice?
5. Who is meeting?
6. Who is at the desk?
7. Who is standing?
8. Who is talking?
9. What are they discussing?
10. What does each picture represent?

1. Who is meeting?
2. Who is at the desk?
3. Who is standing?
4. Who is talking?
5. What are they discussing?
6. What does each picture represent?
7. Do you think these activities would be good for your livelihood?
8. What additional things would help?
9. Who do you think gets to decide which livelihood activities you do?
10. Would you need to improve your skill and knowledge to do any of these?
Overall Questions

1. Is it fair if our livelihoods are worse than before? If we are poorer than before the project?
2. Is it fair if we have less food available than before?
3. What if we have less food, but we can make more money and buy food?
4. What if we have to move and we don’t yet have any extra food or money? Who will support us until we can grow new food?

Key Points for Livelihoods

‘This decree aims to ensure that project affected people are compensated and assisted to improve or maintain their pre-project incomes and living standards, and are not worse off than they would have been without the project.’ (PM Decree 192, Article 1.)

‘All relocating APs shall receive adequate subsistence allowance in food rations or their cash equivalent during the transition period until the full restoration of livelihood in line with targets set forth in the RP [resettlement plan].’ (Implementing Regulations, Article 22, Paragraph 9.)
Grievance

Grievance redress is the process by which various stakeholders (villagers, government, project, or private sector) discuss issues to avoid future problems, reduce the impact of current problems, or seek compensation for past problems, to maximize the smooth operation of the project and minimize the negative impact.

- What will you do if you have a problem with the project?
- Who will represent village concerns?
- Who will go talk with the company or the government?

1. Who is meeting here?
2. What do you think they are doing?
3. Who are they electing? Who can represent village concerns to the district?

1. Who is meeting?
2. Does the company join this meeting?
3. Does someone from the district government join the meeting?
4. Who can talk with the company? Anyone or only the representatives?
5. What document are they looking at?
6. What document will the committee produce?
7. Who will they send the document to?
8. How long should they wait to try to resolve the problem at the village level before they move to the district?
1. If their questions are not resolved at the village level, who will they talk with next?
2. Who can take their concerns to the district committee?
3. Who is on the district committee?
4. Does the company representative join the district committee?
5. What information should the company share with the district committee?
6. How long should they wait to try to resolve the problem at the district level before they move to the central level?

1. Where do you think this is?
2. Who can talk with the company / government?
3. What will these people present to the company / government?
4. What can they expect from the company / government?
5. How long should they wait to try to resolve the problem with the company/government before they move on to the court of law?

1. What is this?
2. Who is sitting behind the bench?
3. Who is presenting information?
4. What are they presenting?
5. Who will pay for this trip to the court of law?
6. How would you get to the court?
Key Points for Grievance

Receive all concerns, complaints, or grievances
- The committee and representatives should hear all the concerns expressed by affected villagers, wither in written or oral form.

Transparency
- Provide access to information on inventories, entitlements, and compensation rates (the company representative on the GRC should provide this information)
- Conduct business in a transparent manner, in public locations.

Maintain written records
- Maintain written records of all meetings and all complaints and concerns raised through the mechanism
- Make records available for public dissemination
- Provide reports and records to appropriate authorities (local, provincial, and central).

Work collaboratively towards consensus
- Attempts should be made by the project to discuss at the project (village) level before complaints are forwarded to the GRC.
- All members should agree, including representatives of villagers and village leaders, before a resolution is finalized
- Villagers must accept a solution before it is completed, or they have the opportunity to take their complaint to a higher level (central office or courts).