

**Grievance Redress Mechanism (GRM)**  
**For Project-Affected Parties**  
**LASED III**

**By ESS/MLMUPC Team for**  
**Land Allocation for Social and Economic Development Project III**  
**LASED III (P171331)**  
**April, 28<sup>th</sup> 2022**

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## Grievance Redress Mechanism

### I. Objective

- This Grievance Redress Mechanism (hereinafter called GRM) is for all individuals who think that they have been adversely affected by LASED III activities, including by the Social Land Concession (SLC) process, the Indigenous Communal Land Titling (ICLT) process, and by the subsequent infrastructure and agricultural development in SLC and ICLT communities. All individuals have unrestricted access to this mechanism, which applies to only LASED III, with fairness and transparency to eventually obtain appropriate solutions.
- Under LASED III, the planning and implementation of these activities<sup>1</sup> are undertaken according to requirements described in the Project Implementation Manual (PIM) and the Environmental & Social Management Framework (ESMF), Stakeholder Engagement Plan (SEP), Resettlement Policy Framework (RPF), Cultural Heritage Protection Framework (CHPF), and Indigenous People Planning Framework (IPPF), and complaints can, but need not, refer to alleged non-compliance with the provisions of these documents.
- The Mechanism is linked to the existing grievance mechanisms of Cambodia (District's Ombudsman system, Cadastral Commission).<sup>2</sup> The use of the mechanism does not affect the applicant's ability to obtain a judicial or administrative solution in the event that the complainant finds that an acceptable solution to a complaint<sup>3</sup> has not been achieved under the mechanisms described in this GRM.

### II. Goals

- Every person affected by LASED III can obtain a just process as described in this GRM.
- Every individual affected by LASED III will be well aware of the GRM and has the right to file a grievance over any negative impacts of the project's activities.
- All stakeholders will be well aware of this mechanism, such as:
  - How to file a grievance
  - Grievance Procedure, and
  - Decision-making period.

### III. Principles of GRM in LASED III

- **Openness and Transparency:** The project records all feedback/complaints lodged, including the result, content, and the time spent on deliberating and resolving the grievances. The summary content of the records will be regularly updated. The project considers all feedback/complaints received as the opportunity to improve the project.
- **Fairness:** All grievances will be deemed to have been lodged willingly and will be assessed on the basis of their merits, regardless of the identity or status of the complainant. The complaint will be

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<sup>1</sup> There is a separate GRM for workers.

<sup>2</sup> Based on SEP, p. 28. The District's Ombudsman system in Cambodia can be found in [https://pic.org.kh/images/2013Research/20141202-Complaint\\_Mechanisms\\_in\\_Cambodia\\_and\\_ASEAN-ENG.pdf](https://pic.org.kh/images/2013Research/20141202-Complaint_Mechanisms_in_Cambodia_and_ASEAN-ENG.pdf), p. 2.

<sup>3</sup> Complaint refers to an expression of grief, pain, or dissatisfaction. Source: Merriam-Webster Dictionary, online, accessed January 12, 2022, <https://www.merriam-webster.com/dictionary/complaint>

objectively assessed in accordance with the relevant laws and rules and the operating guidelines of LASED III. In relevant cases, the validity of complaints / grievances will be assessed in the light of the operational and 'do-no-harm' provisions of the PIM, ESMF, and other related ESF, including, SEP, CHPF, IPPF, RPF, and LWCP.

- **Accessibility:** The project aims to ensure that all project-affected persons and other stakeholders are able to access this GRM free of charge. A complainant can lodge a complaint in person (in writing or verbally) or through the Community Development Coordinator or a representative organization or institution. Organizations – e.g. NGOs and other CSOs – that are not 'partner organizations' can also, if requested by one or more complainants who feel that they have been adversely affected by project activities, submit complaints on their behalf. Information on this mechanism will be available in Khmer, and will be posted on the project website, published in project documents, especially documents focusing on the grassroots, such as internal measures of poor institutions, technical manuals, and leaflets. Information on the GRM will also be provided at meetings at the start of the interaction with all potential beneficiary communities.
- **Responsiveness and Efficiency:** The project will work to process and respond to all feedback/complaints in a timely and efficient manner. Feedback/complaints will be acknowledged within 5 business days. The mechanism will take up to 30 business days after the grievance was submitted to process, leaving time for collection and examination of evidence (if necessary). Additional time may be required for negotiations with the parties to the complaint, but this resolution shall not exceed 45 business days.

**Anonymity and Confidentiality:** Individuals or institutions submitting feedback/complaints may request anonymity, in which case their names will not be made public. Confidentiality will also be observed during the period in which the GRM is considering a case (e.g., the source and any person, contractors or entity accused of wrongdoing should be protected). If they are found to have committed a minor wrongdoing of which they are accused, they will be explained about the misunderstanding, accept the mistake, and undertake any required mitigating action. But, in cases of crimes, for instance, fraud, theft, that violated Cambodian law, there will require action by a court of law.

There is a special case in the complaint mechanism for the Indigenous Communities (IC). As mentioned in the SEP, Indigenous peoples (IP), as individuals and as groups or communities, have the same rights of access to all levels of the GRM as other citizens. To facilitate IP access to the GRM, the project will support and pay the costs of a facilitator, chosen by the complainant from within the IC and conversant in the IC language or dialect, who will serve as an advocate for the complainant during the process and ensure the rights of the indigenous minority are protected.

Grievances relating to decisions, actions or omissions within the IC (for example, on rights to use of ICLT land) will be handled within the IC, following culturally acceptable dispute resolution processes, in the first instance. ICs will form community-level grievance redress committees. The members of these committees will receive training on key principles of dispute resolution, including ensuring gender and intergenerational balance, but will be free to follow a process in line with the traditions of the IC. Complainants who are not satisfied with the outcome of this process have the right to submit a grievance to the Provincial GRM through the methods described in this document.

Complaints concerning involuntary resettlement may require GDR/MEF (General Department of Resettlement/ Ministry of Economy and Finance) involvement as per the SOP-LAR (Standard Operation Procedures for Land Acquisition and Involuntary resettlement) and the SEP and RPF for LASED III. The LASED III National or Provincial Grievance Redress Committee will inform the GDR of complaints related to involuntary resettlement to determine the extent of GDR's involvement in handling the complaint.

#### IV. Institutional Arrangement for grievance redress mechanisms during implementation of LASED III

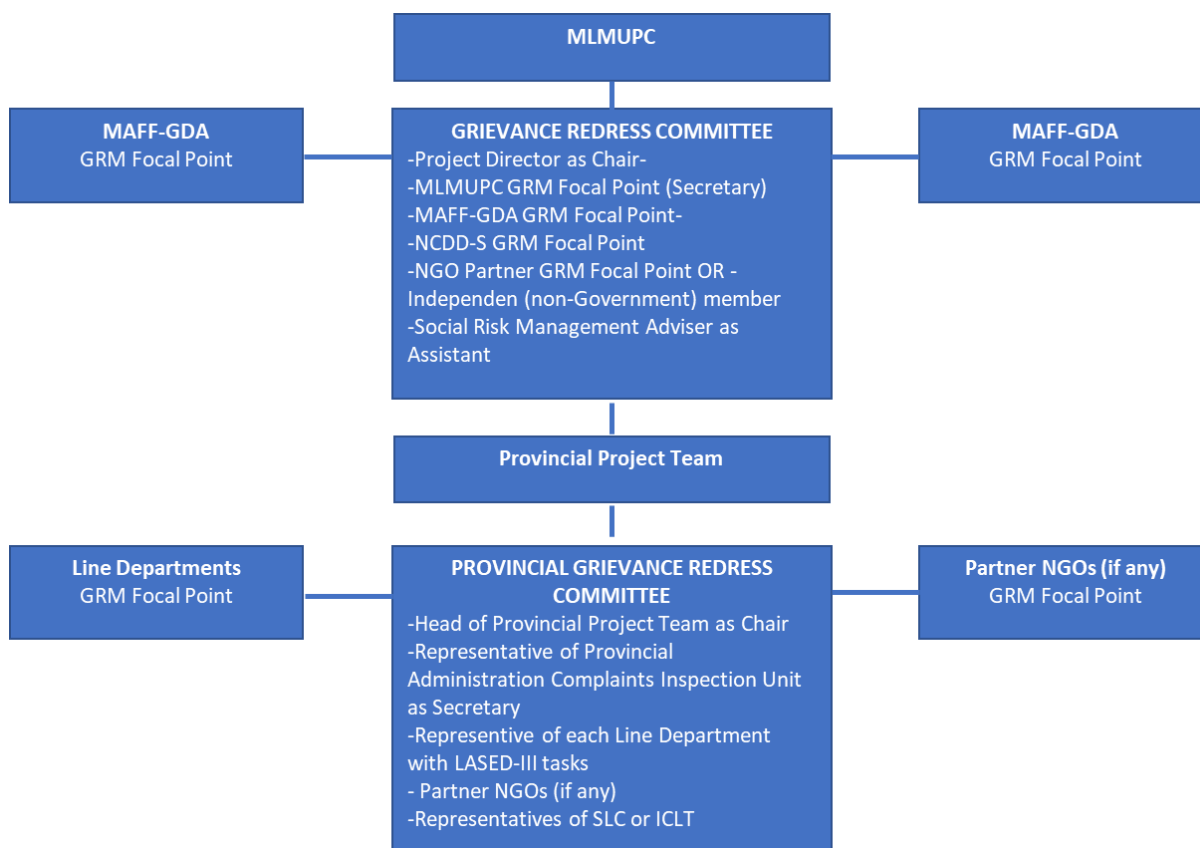
- **The National Grievance Redress Committee** is located at the Ministry of Land Management, Urban Planning, and Construction (MLMUPC). The committee comprises:
  - Project Director *Chairperson*  
*H.E. Roth Hok (Tel: 012 823 714, Email: hokroth@gmail.com)*
  - Grievance Redress Officer from MLMUPC *Member*  
*Mr. Rithy Rattanakcheyseth (Tel: 017 988 333, Email: rcheyseth@yahoo.com,)*
  - Grievance Redress Officer from MAFF *Member*  
*Mr. Khy Kosal (Tel: 081 839 345, Email: kosalkhy@yahoo.com)*
  - An independent member (non-governmental organization) in charge of handling complaints to be selected in agreement with the World Bank,
  - National Social [or E&S] Risk Management Adviser/Consultant, Secretary

Complainants can also submit their grievances or concerns on any potential adverse impacts caused by the project via email, [LASEDIIGRM@GMAIL.COM](mailto:LASEDIIGRM@GMAIL.COM).

- **The Provincial Grievance Redress Committees** are located at the provincial/ municipal halls or the Provincial Departments of Land Management, Urban Planning, Construction, and Cadaster (please see Appendix 1 for PCHC of each SLC and titled IC sites). The committee comprises:
  - Project Coordinator/Project Manager *Chairperson*
  - Representative of each relevant department *Member*  
LASED III activities in the province *Member*
  - A member from the Provincial Grievance Redress Unit *Secretary*
  - A trained community representative<sup>4</sup> in the operation of GRM of each SLC site or ICLT Site *Member*

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<sup>4</sup> They will be invited in the meetings by the PCHU when complaints from his/her community are considered / processed



GRM Institutional Responsibilities (SEP, p. 31)

## V. Duties of the Grievance Redress Committee

- Duties and Responsibilities of the National Grievance Redress Committee include:
  - a. Compile and maintain a record of all feedback/complaints filed and the results of seeking a resolution
  - b. Conduct capacity building and provide support and guidance, including GRM processes, to all implementing agencies and partners
  - c. Intervene directly to support grievance redress if necessary and when grievances that cannot be resolved at the Provincial level are transferred to the central level. The Project Director must monitor the implementation of the grievance redress mechanism with the assistance of the national social risk management consultant.
  - d. Conduct step-by-step review of the implementation of the provincial GRM
  - e. Review the progress and, if necessary, make recommendations for the management of complaints filed at the national level. For instance, in the case where MAFF handles the complaint, the Ministry as IA shall assign a focal person for the grievance redress mechanism.
  - f. Prepare periodic reports on the status of complaints management including (i) number and type of complaints, (ii) information on complaints resolution (number of resolved complaints, how resolved, and which complaints remain unresolved under the GRM) and (iii) recommend actions on measures to strengthen the GRM and the scale of complaints resolution, to the project management. The project will track grievances and provide to the World Bank a bi-annual report on project grievances received with gender disaggregated data and information on how grievances were addressed.
  
- Duties and Responsibilities of Provincial Grievance Redress Committees as an institution that implement grievance redress mechanisms directly at the sub-national level, include:

- a. Record information in a standard form<sup>5</sup> (Annex 1) and explain the rights of the complainant and include detailed information in the complaint records and conduct a preliminary review of the complaint (to determine whether it is related to the project). Complaints unrelated to LASED III may be forwarded to another institution. But the Committee may investigate complaints that are not related to specific issues. For such complaints, the complainant will receive only a brief explanation.
- b. Prepare a letter confirming receipt of feedback/complaint and notifying the parties concerned of the action(s) to be taken and confirming the rights of the complainant.
- c. Conduct investigations.
- d. Prepare a factual report for the Provincial Grievance Redress Committee by trained staff of the committee
- e. Provincial Grievance Redress Committee examines the facts and questions the complainants and other stakeholders and decides on actions
- f. Provincial Grievance Redress Committee will meet to review the report and decide on actions, including:
  - i. Take no action
  - ii. Take action to resolve the complaint
  - iii. Forward the complaint to the National Grievance Redress Committee if the provincial committee cannot resolve this complaint.
- g. A letter of notification will be sent to the complainant. The institution or staff member who recorded the complaint will receive a copy of the letter.
- h. Maintain records (GRM log) of all complaints distinguished by type of complaints
- i. Submit periodic reports on the status of complaints management to the National Grievance Redress Committee and update to the Bank in every Implementation Support Mission

## **VI. Grievance Redress Process**

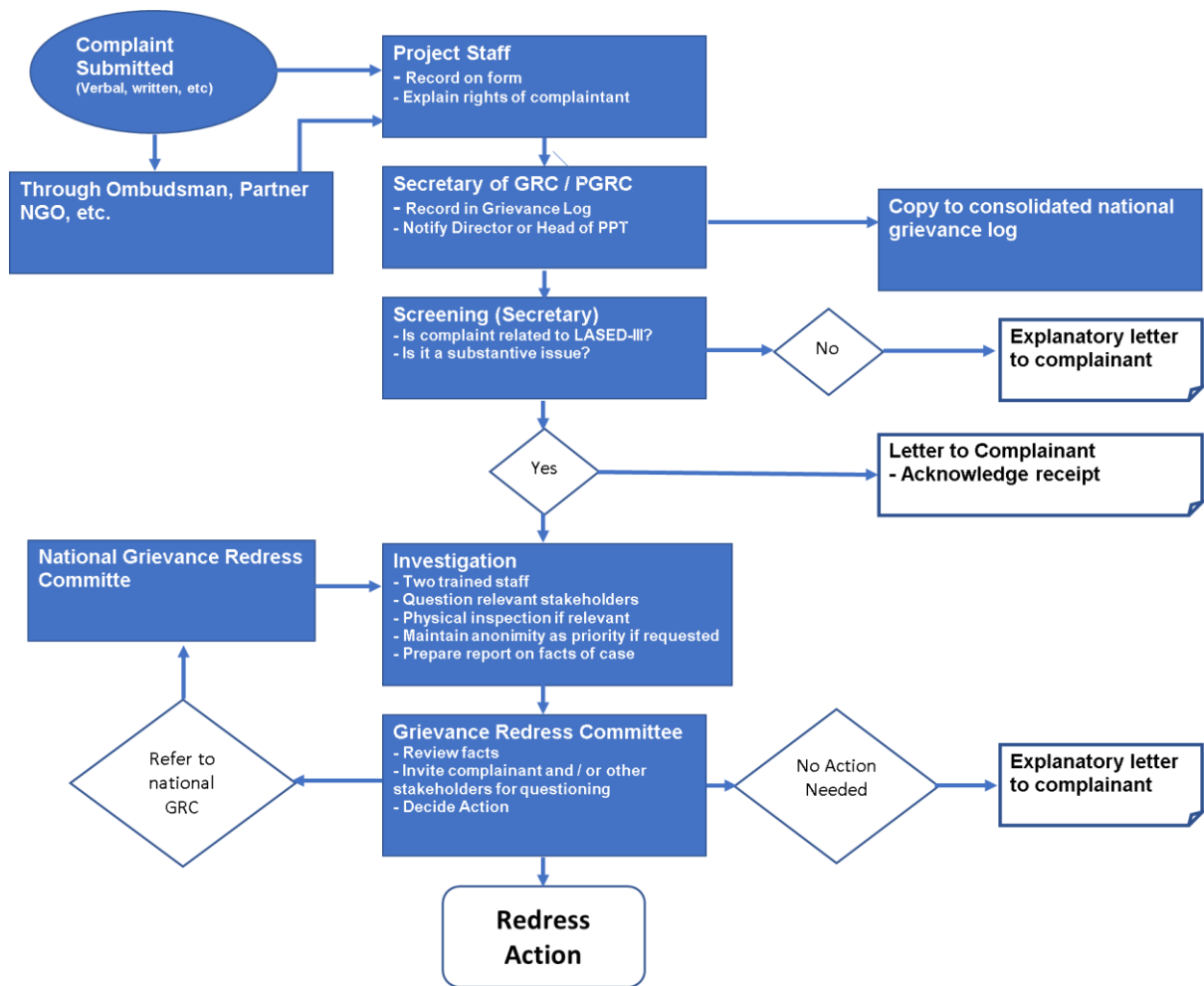
- All individuals or their representatives who think they are adversely affected by LASED III can lodge verbal or written complaints (including through email, phone, or in person) to project staff or implementing agencies or partner institutions (see Appendix 1). They can also submit their grievances or concerns on any potential adverse impacts caused by the project via email, [LASEDIII GRM@GMAIL.COM](mailto:LASEDIII GRM@GMAIL.COM).
- The primary uptake for complaints is the Provincial Grievance Redress Committee. However, affected parties can submit grievances directly to the Central Grievance Redress Committee or to staff of implementing agencies or partner institutions supporting implementation.
- Project staff and partner institutions who receives a grievance will be required to document and submit the grievance to the Provincial Grievance Redress Committee upon receipt.
- After receiving the complaint, the secretary of the Provincial Grievance Redress Committee will take the following steps:
  - Enter the details in the complaints record (Appendix 2)
  - Record the complaint in grievance log and notify director or head of Provincial Project Team, then copy to consolidated national grievance log
  - Complaints that are not related to the project can be forwarded to other institutions. For complaints that do not relate to specific investigable issues (e.g., general complaints on the project design or land allocation procedures), only brief letters of explanations may be provided.

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<sup>5</sup> The standard form (appendix 1) will be used at all levels.

- Prepare a letter
  - a. Confirming receipt of the complaint to complainant within five days;
  - b. Notifying the relevant parties of the action(s) to be taken; and
  - c. Confirming the rights of the complainant.
- The resolution procedure includes:
  - Preliminary review and record on form of complaints
  - The complaint shall be investigated by two officers assigned by the head of the national or provincial GRM committee. Investigations include interviewing the complainant, project staff, and other stakeholders such as local authorities, examining evidence and relevant documents. All project staff must cooperate with the investigation team including provision of documents if needed.
  - If the complainants request anonymity, the investigation team must not do anything to reveal the identity of the complainant. However, in some cases, a complaint cannot be investigated when the complainant's identity is not revealed to the GRM. In such cases, the Committee shall still aim to solve the grievance to the extent possible based on the information provided.
  - The investigation team shall complete the investigation and submit a factual report to the committee.
  - At the provincial level, the investigation team has no duty to make any recommendations but to report on the facts. The Provincial Grievance Redress Committee will meet to review the report and decide on the following actions:
    - a. Take no action
    - b. Take action to resolve the complaint. If the complainant is not satisfied with the proposed resolution, the complainant can submit the grievance to the National Grievance Redress Committee
    - c. Forward the complaint from the Provincial Complaint Handling Committee to the National Grievance Redress Committee if the provincial committee cannot resolve this problem. In such cases the complainant should be notified that the grievance has been submitted to the National Committee.
    - d. If the National Grievance Redress Committee cannot resolve the complaint, then the complainants can submit the case to the LASED III Project Steering committee.
    - e. The grievances can ultimately be submitted to the courts if the complainant does not accept the decision by the highest levels of the project's grievance redress procedure
  - A letter of notification of the proposed resolution or decision will be sent to the complainant.
  - The institution or an officer who records the complaint will receive a copy of the letter.
  - If possible, the investigation and decision of the Grievance Redress Committee should be completed within 30 days after the grievance was submitted. If this cannot be done during this period, the Committee should consider and approve a delay of no more than 15 days. The Affect People (AP) must be notified of the delay.





Flow Diagram of Grievance Redress Mechanism (SEP, p. 33)

All project staff, in particular members of the GRC will receive training on what action to take if they are notified of a grievance. This will include

- 1) how to explain the rights of the stakeholder submitting the grievance, the grievance process, and the option of remaining anonymous; and
  - 2) recording the grievance on a standard form (Annex 1); and
- passing the completed grievance form together with any written complaint or other documentary evidence to the Secretary of Provincial Grievance Redress Committee (PGRC).

## Annex 1: GRIEVANCE RECORD FORM

### LASED III

#### RECORD FORM FOR NOTIFICATION OF ANY PROJECT RELATED GRIEVANCE

**Note: Any LASED III project staff member who is notified of a grievance must record the grievance on this form, either immediately or as soon afterwards as possible**

Commune: .....

District: .....

Province: .....

Name of the plaintiff.....

Contact details of plaintiff (telephone, e-mail, physical address as relevant)

Does the plaintiff request anonymity: Yes..... No.....

Date and time of receiving grievance.....

Grievance Method:

Phone call		Face to face verbal			Writing		Other	
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Grievance recorded by (name/ position) .....

**Describe the grievance as fully as possible below.**

**Type of grievance:** .....

- |   |   |  |
|---|---|--|
| <input type="checkbox"/> Economic/livelihood impact | <input type="checkbox"/> Impact on crops, structures    | <input type="checkbox"/> FPIC for ICs                          |
| <input type="checkbox"/> Land acquisition           | <input type="checkbox"/> Land tenure impact             | <input type="checkbox"/> SEA/SH/GBV                            |
| <input type="checkbox"/> Restriction of access      | <input type="checkbox"/> Community health (noise, dust) | <input type="checkbox"/> Stakeholder engagement / consultation |
|   |   | <input type="checkbox"/> Other .....                           |

Description:

Has the complainant been informed of his / her rights? Yes / No

Has the complainant been informed of the next steps of the process and how long it will take? Yes / No

## Annex 2: GRIEVANCE REGISTER

Province: .....

District/Khan: .....

Commune/Sangkat: .....

Form Number	Name of Plaintiff	Main issues/problems in the complaint	Date of Receipt	Received by	Status	Outcome

## Appendix 1: Provincial Grievance Redress Committees

The Provincial Grievance Redress Committees are located at the provincial/ municipal halls or the Provincial Departments of Land Management, Urban Planning, Construction, and Cadaster. The committee comprises:

### PGRM in Rattanakiri

Project Coordinator/Project Manager Chairperson  
 Mr. Ly Ouksaphea, Position: Director of PD-LMUPCC  
 Tel: 012 663 661, Email: lyousakphea@yahoo.com

Representative of PGRM Secretary  
 Mr. Uch Vanny, Position: Focal person of ESS in Rattanakiri  
 Tel: 097 4151 323, Email: .....

Representative of MAFF Member  
 Mr. KHEAV LUCH, Position: Focal person of MAFF  
 Tel: 012 868 526, Email: kheav.luch@gmail.com

Representative of SLC Member  
 Mr. KEO MOEUNCHEY, Position: Focal person of SLC  
 Tel: 097 7480 590, Email: keomoeunchey77@gmail.com

Representative of ICLT Member  
 Mr, ....., Position: Focal person of ICLT  
 Tel: ....., Email: .....

A trained community representative in the operation of GRM of SLC team or ICLT Member team

- SLC:
  - o Site: Konmom District  
 Mr, ....., Position: .....  
 Tel: ....., Email: .....
- ICLT:
  - o Site: La'in Kren  
 Mr, ....., Position: .....  
 Tel: ....., Email: .....
  - o Site: La'in Choung  
 Mr, ....., Position: .....  
 Tel: ....., Email: .....
  - o Site:  
 Mr, ....., Position: .....  
 Tel: ....., Email: .....
  - o Site: La'in  
 Mr, ....., Position: .....  
 Tel: ....., Email: .....
  - o Site: Rock  
 Mr, ....., Position: .....  
 Tel: ....., Email: .....
  - o Site: LaLai  
 Mr, ....., Position: .....  
 Tel: ....., Email: .....
  - o Site: Sala

- Mr, ....., Position: .....
- Tel: ....., Email: .....
- Site: Lae
  - Mr, ....., Position: .....
  - Tel: ....., Email: .....
- Site: Krarla
  - Mr, ....., Position: .....
  - Tel: ....., Email: .....
- Site: Krae
  - Mr, ....., Position: .....
  - Tel: ....., Email: .....
- Site: Phum Pi
  - Mr, ....., Position: .....
  - Tel: ....., Email: .....
- Site: Ta ngach
  - Mr, ....., Position: .....
  - Tel: ....., Email: .....
- Site: Korng Koy
  - Mr, ....., Position: .....
  - Tel: ....., Email: .....
- Site: Chheung
  - Mr, ....., Position: .....
  - Tel: ....., Email: .....
- Site: Ton
  - Mr, ....., Position: .....
  - Tel: ....., Email: .....
- Site: Ka Chanh
  - Mr, ....., Position: .....
  - Tel: ....., Email: .....
- Site: Ka Loung
  - Mr, ....., Position: .....
  - Tel: ....., Email: .....
- Site: Ka Tieng
  - Mr, ....., Position: .....
  - Tel: ....., Email: .....
- Site: Thouy Ampil
  - Mr, ....., Position: .....
  - Tel: ....., Email: .....
- Site: Khnaeng
  - Mr, ....., Position: .....
  - Tel: ....., Email: .....
- Site: Thouy Tom
  - Mr, ....., Position: .....
  - Tel: ....., Email: .....
- Site: Sieng Say
  - Mr, ....., Position: .....
  - Tel: ....., Email: .....
- Site: Tompourng Reung Toch

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Representative of MAFF Member  
Mr, NHEM SIDOCH, Position: Focal person of MAFF  
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Representative of SLC Member  
Mr, ....., Position: Focal person of SLC  
Tel: ....., Email: .....

Representative of ICLT Member  
Mr, ....., Position: Focal person of ICLT  
Tel: ....., Email: .....

A trained community representative in the operation of GRM of SLC team or ICLT team Member

- SLC:
  - o Site: Kohnhek District  
Mr, ....., Position: .....  
Tel: ....., Email: .....
- ICLT:
  - o Site: Gati  
Mr, ....., Position: .....  
Tel: ....., Email: .....
  - o Site: An Doung Krorleang  
Mr, ....., Position: .....  
Tel: ....., Email: .....
  - o Site: PO Trom  
Mr, ....., Position: .....  
Tel: ....., Email: .....
  - o Site: O'Rona  
Mr, ....., Position: .....  
Tel: ....., Email: .....
  - o Site: Srae Ktom  
Mr, ....., Position: .....  
Tel: ....., Email: .....
  - o Site: Srae Lvy  
Mr, ....., Position: .....  
Tel: ....., Email: .....
  - o Site: O'Chra  
Mr, ....., Position: .....  
Tel: ....., Email: .....

**PGRM in Kratie**

Project Coordinator/Project Manager Chairperson  
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Representative of PGRM Secretary  
Mr. CHHOY KIMCHHAY, Position: Focal person of ESS in KRT  
Tel: 097 2626 591, Email: .....

Representative of MAFF Member  
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Representative of SLC Member  
Mr, ....., Position: Focal person of SLC  
Tel: ....., Email: .....

Representative of ICLT Member  
Mr, ....., Position: Focal person of ICLT  
Tel: ....., Email: .....

A trained community representative in the operation of GRM of SLC team or ICLT team Member

- SLC:
  - o Site: Sambo District  
Mr, ....., Position: .....  
Tel: ....., Email: .....
- ICLT:
  - o Site: Pon Chea  
Mr, ....., Position: .....  
Tel: ....., Email: .....
  - o Site: O’kork  
Mr, ....., Position: .....  
Tel: ....., Email: .....
  - o Site: Pa Klæe  
Mr, ....., Position: .....  
Tel: ....., Email: .....
  - o Site: Roveang  
Mr, ....., Position: .....  
Tel: ....., Email: .....

**PGRM in Preah Vihea**

Project Coordinator/Project Manager Chairperson  
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Representative of ICLT Member  
Mr, ....., Position: Focal person of ICLT  
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A trained community representative in the operation of GRM of SLC team or ICLT team Member

- SLC:
  - o Site: Choam Khsant District  
Mr, ....., Position: .....  
Tel: ....., Email: .....
- ICLT:
  - o Site:  
Mr, ....., Position: .....  
Tel: ....., Email: .....



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Project Coordinator/Project Manager Chairperson

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Representative of MAFF Member

Mr. SIV CHOEUN, Position: Focal person of MAFF  
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Representative of SLC Member

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Representative of ICLT Member

Mr, ....., Position: Focal person of ICLT  
Tel: ....., Email: .....

A trained community representative in the operation of GRM of SLC team or ICLT team Member

- SLC:
  - o Site: Stoung District  
Mr, ....., Position: .....  
Tel: ....., Email: .....
  - o Site: Prasat Balangk District  
Mr, ....., Position: .....  
Tel: ....., Email: .....
  - o Site: Sandan District  
Mr, ....., Position: .....  
Tel: ....., Email: .....
  - o Site: Prasat Sambour District  
Mr, ....., Position: .....  
Tel: ....., Email: .....
- ICLT:
  - o Site: Pon Chea  
Mr, ....., Position: .....  
Tel: ....., Email: .....

**PGRM in Steung Treng**

Project Coordinator/Project Manager Chairperson

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Mr. MAO BUNNARATH, Position: Focal person of ESS in ST

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Representative of MAFF Member

Mr. TUM NYRO, Position: Focal person of MAFF

Tel: 012 939 643, Email: [nyro999@yahoo.copm](mailto:nyro999@yahoo.copm)

Representative of SLC Member

Mr, ....., Position: Focal person of SLC

Tel: ....., Email: .....

Representative of ICLT Member

Mr, ....., Position: Focal person of ICLT

Tel: ....., Email: .....

A trained community representative in the operation of GRM of SLC team or ICLT team Member

- SLC:
  - o Site: Sesan District  
Mr, ....., Position: .....  
Tel: ....., Email: .....
- ICLT:
  - o Site: Ka Tot  
Mr, ....., Position: .....  
Tel: ....., Email: .....
  - o Site: Rom Port  
Mr, ....., Position: .....  
Tel: ....., Email: .....

**PGRM in Tbong Khmoum**

Project Coordinator/Project Manager Chairperson  
Mr. Pouch Sothearith, Position: Director of PD LMUPCC  
Tel: 012 393 981, Email: [Pouchsothearith168@gmail.com](mailto:Pouchsothearith168@gmail.com)

Representative of PGRM Secretary  
Mr. Try Sengheang, Position: Focal person of ESS in TBK  
Tel: 077 668 789, Email: [try\\_sengheang@yahoo.com](mailto:try_sengheang@yahoo.com)

Representative of MAFF Member  
Mr. TUM NYRO, Position: Focal person of MAFF  
Tel: 012 939 643, Email: [nyro999@yahoo.copm](mailto:nyro999@yahoo.copm)

Representative of SLC Member  
Mr. Sok Rathana, Position: Focal person of SLC  
Tel: 011 499 985/069 737 385, Email: [sokrathana.tbk@gmail.com](mailto:sokrathana.tbk@gmail.com)

Representative of ICLT Member  
Mr, ....., Position: Focal person of ICLT  
Tel: ....., Email: .....

A trained community representative in the operation of GRM of SLC team or ICLT team Member

- SLC:
  - o Site: Ponhea Kraek District  
Mr, ....., Position: .....  
Tel: ....., Email: .....
- ICLT:
  - o Site:  
Mr, ....., Position: .....  
Tel: ....., Email: .....

**PGRM in Battambang**

Project Coordinator/Project Manager Chairperson  
Mr, ....., Position: Focal person  
Tel: ....., Email: .....

Representative of PGRM Secretary  
Mr, ....., Position: Focal person  
Tel: ....., Email: .....

Representative of MAFF Member  
Mr, ....., Position: Focal person  
Tel: ....., Email: .....

Representative of SLC Member  
Mr, ....., Position: Focal person  
Tel: ....., Email: .....

Representative of ICLT Member  
Mr, ....., Position: Focal person of ICLT  
Tel: ....., Email: .....

A trained community representative in the operation of GRM of SLC team or ICLT team Member

- SLC:
  - o Site: Samlot District  
Mr, ....., Position: .....
  - Tel: ....., Email: .....
- ICLT:
  - o Site:  
Mr, ....., Position: .....
  - Tel: ....., Email: .....

**PGRM in Kompong Chhnang**

Project Coordinator/Project Manager Chairperson  
Mr, ....., Position: Focal person  
Tel: ....., Email: .....

Representative of PGRM Secretary  
Mr, ....., Position: Focal person  
Tel: ....., Email: .....

Representative of MAFF Member  
Mr, ....., Position: Focal person  
Tel: ....., Email: .....

Representative of SLC Member  
Mr, ....., Position: Focal person  
Tel: ....., Email: .....

Representative of ICLT Member  
Mr, ....., Position: Focal person of ICLT  
Tel: ....., Email: .....

A trained community representative in the operation of GRM of SLC team or ICLT team Member

- SLC:
  - o Site: Rolea B'ier District  
Mr, ....., Position: .....
  - Tel: ....., Email: .....
- ICLT:
  - o Site:  
Mr, ....., Position: .....
  - Tel: ....., Email: .....

**PGRM in Banteay Meanchey**

Project Coordinator/Project Manager Chairperson  
Mr, ....., Position: Focal person  
Tel: ....., Email: .....

Representative of PGRM Secretary  
Mr, ....., Position: Focal person  
Tel: ....., Email: .....

Representative of MAFF Member  
Mr, ....., Position: Focal person  
Tel: ....., Email: .....

Representative of SLC Member  
Mr, ....., Position: Focal person  
Tel: ....., Email: .....

Representative of ICLT Member  
Mr, ....., Position: Focal person of ICLT  
Tel: ....., Email: .....

A trained community representative in the operation of GRM of SLC team or ICLT team Member

- SLC:
  - o Site: Phnom Srok District  
Mr, ....., Position: .....
  - Tel: ....., Email: .....
- ICLT:
  - o Site:  
Mr, ....., Position: .....
  - Tel: ....., Email: .....

**PGRM in Udor Meanchey**

Project Coordinator/Project Manager Chairperson  
Mr, ....., Position: Focal person  
Tel: ....., Email: .....

Representative of PGRM Secretary  
Mr, ....., Position: Focal person  
Tel: ....., Email: .....

Representative of MAFF Member  
Mr, ....., Position: Focal person  
Tel: ....., Email: .....

Representative of SLC Member  
Mr, ....., Position: Focal person  
Tel: ....., Email: .....

Representative of ICLT Member  
Mr, ....., Position: Focal person of ICLT  
Tel: ....., Email: .....

A trained community representative in the operation of GRM of SLC team or ICLT team Member

- SLC:
  - o Site: Chongkal District  
Mr, ....., Position: .....
  - Tel: ....., Email: .....
- ICLT:
  - o Site:  
Mr, ....., Position: .....
  - Tel: ....., Email: .....

**PGRM in Siem Riep**

Project Coordinator/Project Manager Chairperson  
Mr, ....., Position: Focal person  
Tel: ....., Email: .....

Representative of PGRM Secretary  
Mr, ....., Position: Focal person  
Tel: ....., Email: .....

Representative of MAFF Member  
Mr, ....., Position: Focal person  
Tel: ....., Email: .....

Representative of SLC Member  
Mr, ....., Position: Focal person  
Tel: ....., Email: .....

Representative of ICLT Member  
Mr, ....., Position: Focal person of ICLT  
Tel: ....., Email: .....

A trained community representative in the operation of GRM of SLC team or ICLT team Member

- SLC:
  - o Site: Svayleu District  
Mr, ....., Position: .....
  - Tel: ....., Email: .....
- ICLT:
  - o Site:  
Mr, ....., Position: .....
  - Tel: ....., Email: .....