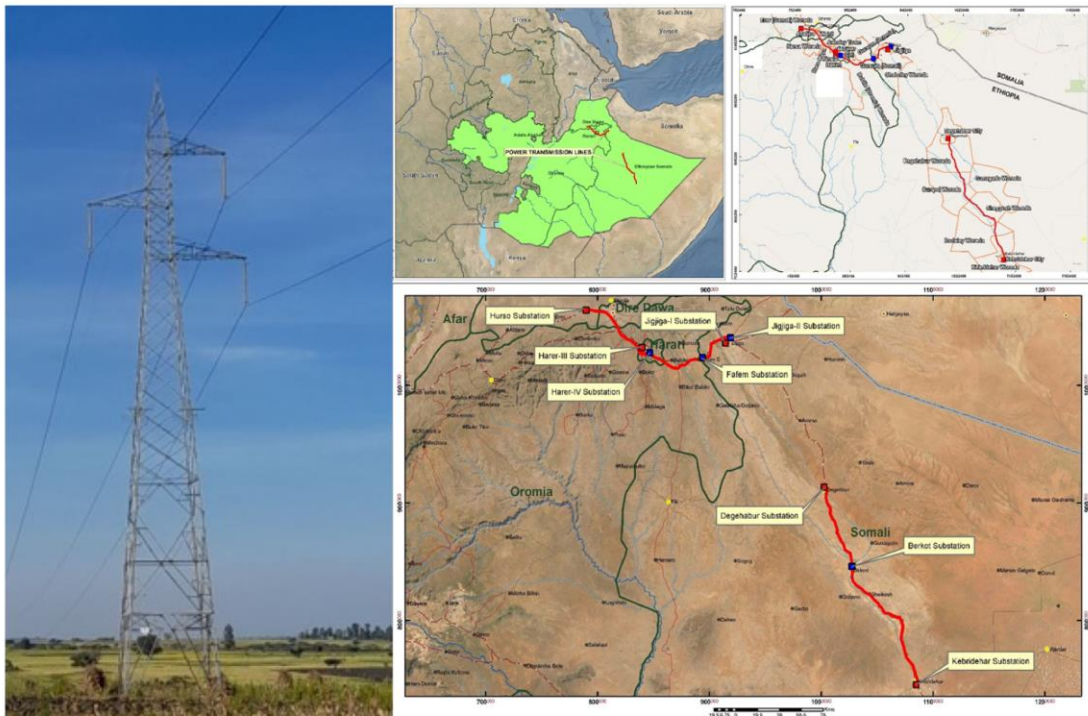




Federal Democratic Republic of Ethiopia
Ethiopian Electric Power



Hurso - Harar - Jigjiga 400kV & Degehabur - Kebridehar 132kV Transmission Line Projects



GRIEVANCE REDRESS MECHANISMS

FINAL REPORT



APRIL 2023

**Federal Democratic Republic of Ethiopia
Ethiopian Electric Power**

**Hurso – Haromeya – Harar IV – Fafen Jiggiga II & Deghabur –
Birqod – Kebridehar Power TL & SS Projects**

**Public Grievance Redress Mechanism
Final Report**

Public Grievance Management Procedure

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List of Acronyms

AfDB	African Development Bank
CBO	Community Based Organization
CRT	Community Relation Team
EDCF	Korea Economic Development Cooperation Fund
EEP	Ethiopian Electric Power
ESAO	Environmental and Social Affairs Office
ESIA	Environmental and Social Impact Assessment
FDRE	Federal Democratic Republic of Ethiopia
GO	Grievance Officer
GRCs	Grievance Redress Committee
GRM	Grievance Redress Mechanism
IFC	International Finance Corporation
KAEIF	Korea-Africa Energy Investment Framework
KV	kilovolt
LILO	line-in-line-out
LMP	Labour Management Plan
LRP	Livelihood Resettlement Plan
MW	Mega Watt
NGO	Non-Governmental Organization
OS	Operational Safeguard
PAPs	Project Affected Persons
PIU	Project Implementation Unit
RAP	Resettlement Action Plan
TL	Transmission Line

1 Introduction

1.1 Background

Ethiopia's main power supply system is made up of a publicly owned and operated interconnected system with a total 4,418 MW installed generation capacity and there are also small operational and active off-grid self-contained systems supplied by diesel generators and hybrid solar-diesel with a total installed capacity of 21.8 MW in 2021.

The energy sector was identified as a priority sector in Ethiopia as laid in the National Development Plan Accordingly, the Government of Ethiopia, with the support of development partners, prioritized investments in the country's electricity sector, to strengthen and expand transmission capacity to meet the energy needs of the country. Access to electricity has been created so far for 47% of the population with 95% in urban and 32% in rural areas (34 % through the main grid and 11 % using off-grid technologies).

The Ethiopian Electric Power (EEP), as an Executing Agency is administering the implementation of the Hurso-Harar IV-Jijjiga II 230 kV & Fafen and Birkod 132/230 kV Power Transmission and Substation Project with the African Development Bank (AfDB) and Korean Economic Development Cooperation Fund (KEDCF) under the Korea-Africa Energy Investment Framework (KAEIF) that was signed between AfDB and Korean Exim Bank as Financiers of the Project.

The ultimate goals of the power transmission line projects are reinforcing and upgrading the transmission network at Harar and Jijjiga to 400 kV level by expanding the 400 kV network from Hurso substation and expanding the Degehabur – Kebridehar 132 kV Power Transmission Line Project from Degehabur to Kebridehar through the new Birkot substation.

The nature and impact magnitude of the proposed project, as per the Ethiopian EIA Guideline and AfDB's Environmental and Social Assessment Procedures, it is classified as Schedule 1 and Category 1, respectively. Thus, the project requires an Environmental and Social Impact Assessment (ESIA).

Therefore, as integral part of the ESIA this standalone Public Grievance Redress Mechanism (GRM) Report is Prepared. A separate workers GRM will be needed to be prepared to handle the workers grievances as provided in the Operational safeguard 5 - Labour conditions, health and safety.

1.2 Project Information

The supply of electrical energy at competitive prices, in sufficient quantity and reliability, and under the aspect of safe supply through reliable equipment, system structures and devices are of crucial importance for the economic development of countries and for the well - being of each individual.

The scope of this project is to develop power transmission development plan for Harar, Jijjiga, Fafem, Birkot and Kebridehar towns and it's surrounding due to the low voltage around the area. Therefore, this Project is designed to reinforce and extend the Ethiopian national high voltage transmission Grid. The Project area starts from the existing Hurso 400 kV substation and extends in the Eastern direction to a major towns of Harar, Fafem and Jijjig. A second arm at 132 kV starts from Kebridehar to Kebridehar via Birkot.

Four (4) new substations will be constructed under this project, three (3) existing substations will be extended, two (2) existing substations will be reconfigured, and one (1) substation will be upgraded. The transmission line from Hurso to Jijjig via Harar will be designed and constructed at 400 kV level but will be operated at 230 kV until the 400 kV

transmission line from Debre Zeit to Hurso substation is constructed. The line is at the preparation phase by the World Bank.

Project Name: Hurso - Harar IV - Jigjiga II 400 kV & Fafem and Birkot 132 kV Power Transmission and Substation Project

Executive Agency: Ethiopian Electric Power (EEP)

Financer: Africa Development Bank (AfDB) and Korea Economic Development Cooperation Fund (EDCF) under the Korea-Africa Energy Investment Framework (KAEIF) that was signed between AfDB and Korean Exim Bank

Project Components

Component 1: Transmission Lines

Sub-Component 1.1: Construction of 400 kV Transmission line. This sub-component comprises construction of 158.3km double circuit 400 kV transmission line from Hurso to Jigjiga through Harar substation.

Sub-Component 1.2: Construction of a total of 212 km of 132 kV and 66kV Transmission Lines. This sub-component comprises construction of (a) 202 km single circuit 132kV transmission lines from Degahabur to Kebridehar through Birkot, (b) 2.77 km double circuit 132 kV lines to interconnect the existing Fiq, Harar III & Jigjiga II lines to new Fafem and Harar IV substations through Line-in-Line-Out (LiLo) arrangement and, (c) 7 km double circuit 66 kV to replace the existing single circuit 66 kV line from Harar III to Harar II substation.

Component 2: Substations

Sub-Component 2.1: Substation construction will involve the construction of four (4) new substations (Harar IV 230/132/33/15 kV, Jigjiga II 230/132/33/15 kV, Fafem 132/33 kV and Birkot 132/33 kV). In the future, Harar IV and Jigjiga II substations will be upgraded to 400 kV level, consequently, adequate space has been considered in the design of these two substations.

Sub-Component 2.2: Substation extension will include the extension of three (3) existing substations (Hurso, Degahabur and Kebridehar); and reconfiguring of existing 132 kV Jigjiga substation and 132 kV Harar III substation and upgrading of 66 kV Harar II substation.

1.3 Project Location

The proposed Hurso -Harer-Jigjiga 400 kV power transmission line, Substation and associated substation projects is located in Eastern part of the country. The project crosses and influences a number of Woredas and Kebeles found in 3 Regional states (Somali, Oromia and Harari) and one city administration, Dire-Dawa. The proposed 158.3 km transmission line project traverses a total of 12 Woredas and 41 Kebeles found in the three regional states and one city administration.

The Degehabur – Kebridehar Transmission Line and Substation Project is located in South-Eastern Ethiopia, within the Somali National Regional State. It stretches over five Woredas and two administration towns in two zones. These are Kebridehar and Degahabur towns and Degehabur Woredas of Jara Zone and Bodaley, Kebridehar and Shaygosh Woredas and Kebridehar town of Koraha Zone.

The locations of the Project Area and the administration maps for the two TL Corridors are shown in Figure 1, 2 and 3.

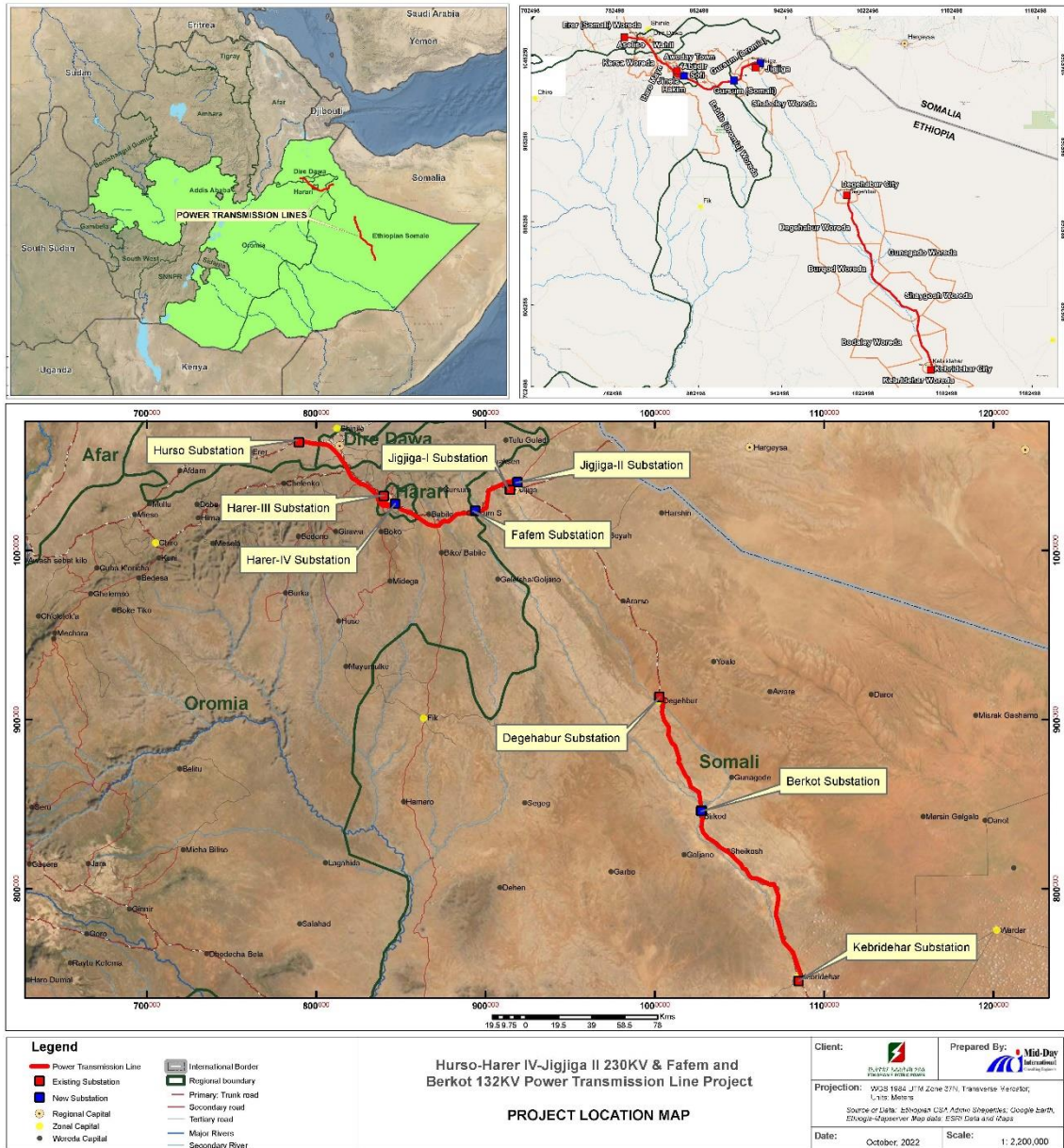


Figure 1: Location of the Proposed Hurso – Harar – Jigjiga & Degehabur – Kebridehar TL and Substation Project

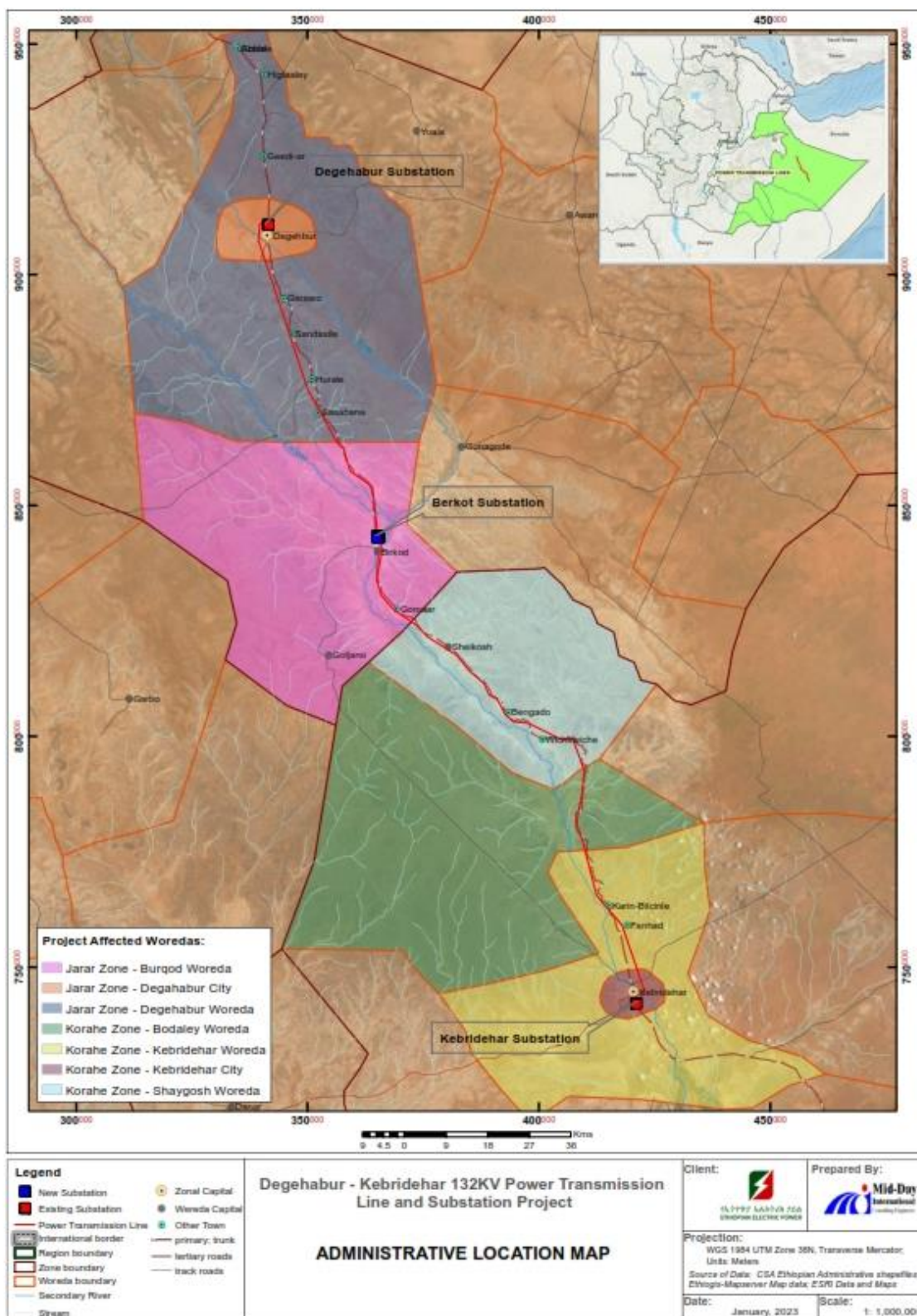


Figure 2: Administration Map of the Proposed Degehabur – Kebridehar TL and Substation Project

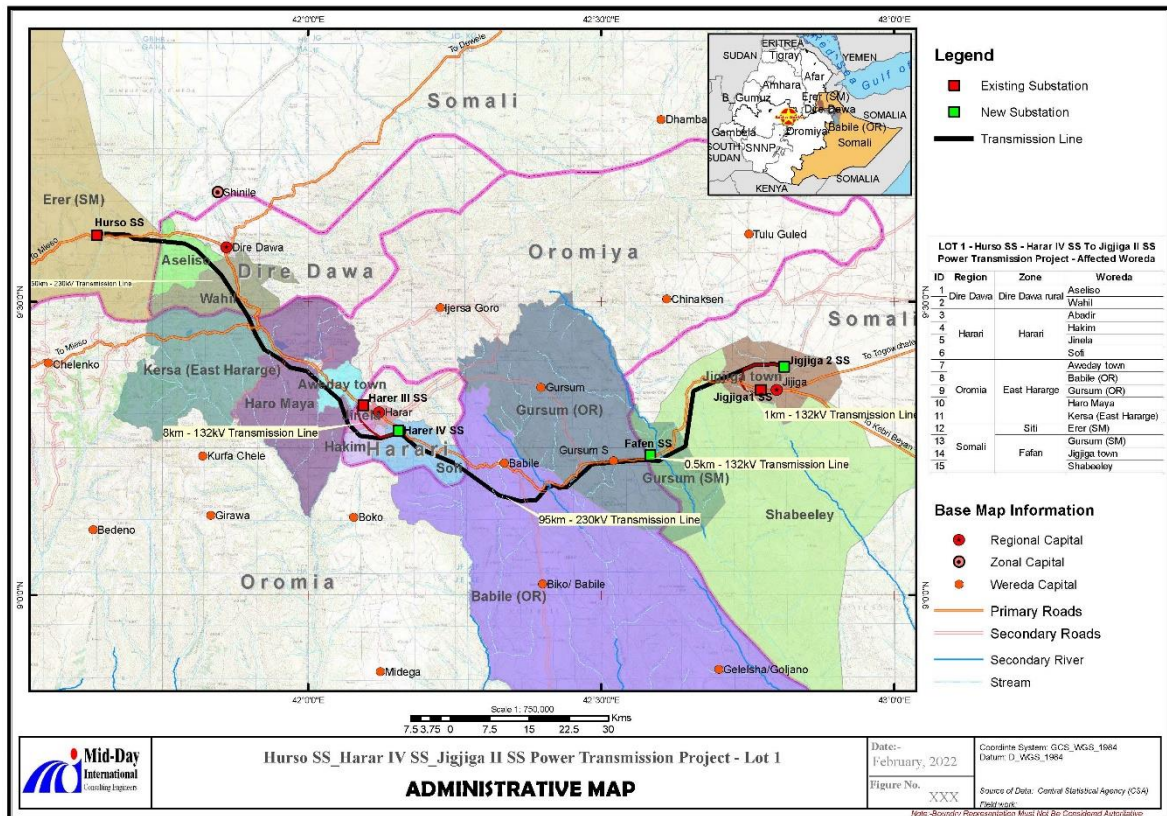


Figure 3: Administration Map of the Proposed Hurso - Harar IV - Jigjiga II 400 kV TL and Substation Project

1.4 Purpose and Scope

A complaint or grievance in the context of this plan is an issue, concern, problem, or claim (perceived or actual) that an individual stakeholder or community group has related to the Hurso – Harar – Jigjiga 400kV & Degehabur – Kebridehar 132kV TL and Substation Projects, EEP and its contractors' operations and activities that might give grounds for complaint.

Grievances can encompass minor concerns as well as serious or long-term issues. They might be felt and expressed by a variety of parties including individuals, groups, communities, entities, or other parties affected or likely to be affected by the social or environmental impacts of the Project. It is essential to have a robust and credible mechanism to systematically handle and resolve any complaints that might arise in order that they do not escalate and present a risk to operations or the reputation of the project. If well-handled, an effective grievance mechanism can help foster positive relationships and build trust with stakeholders.

Any person or group who is affected by project activities (i.e. detrimental impact on the community, environment, or their quality of life) has a right to raise a complaint and EEP has the responsibility to respond within a reasonable time period. As a general policy, EEP will work proactively towards preventing complaints through the implementation of impact mitigation measures (as identified by the ESIA and RAP).

Therefore, this Public Grievance Management Procedure provides guidance to EEP on receiving, registering, assessing and resolving community complaints or grievances emanating from project related activities. The fundamental objective of this procedure is to:

- Provide a predictable, transparent, and credible process to all parties for resolving grievances, resulting in outcomes that are seen as fair, effective, and lasting;
- Facilitate effective dialogue and open lines of communication with the public;
- Manage expectations and/or negative perceptions towards the project activities;
- Minimize grievances;
- Build trust as an integral component of broader community relations activities;
- Improve the project's social performance by evaluating complaints as a basis for taking remedial or preventive actions or developing responsive initiatives; and
- Meet requirements of international best practice.

2 Legal and other Requirements

2.1 National Legal Requirements

2.1.1 The Constitution of the Federal Democratic Republic of Ethiopia (FDRE)

As the major binding law for all national and regional policies, laws and regulations, the Constitution has several provisions relevant to consultation and participation. The right of the public and the community to full consultations and participation is enshrined in the following articles:

- Article 92.3 states that people have the right to full consultation and to the expression of views in the planning and implementation of environmental policies and projects that affect them directly;
- Article 35.6 that states that women have the right to full consultation in the formulation of national development policies, the designing and execution of projects, and particularly in the case of projects affecting the interests of women;
- Article 43.2 states that nationals have the right to participate in national development and to be consulted with respect to policies and projects affecting their community; and
- Article 44(2) of the Constitution further stipulates that all people who have been displaced or whose livelihoods have been adversely affected as a result of State programs shall have the right to receive adequate monetary or other alternative compensation, including relocation and resettlement assistance.

2.1.2 Environmental Impact Assessment (Proclamation No. 2991/2002)

Public Participation (Article 15): (1) The Environmental Protection Authority or the relevant regional environmental agency shall make any environmental impact study report accessible to the public and solicit comments on it. (2) The Authority or the relevant regional environmental agency shall ensure that the comments made by the public and in particular by the communities likely to be affected by the implementation of a project are incorporated into the environmental impact study report as well as in its evaluation.

Grievance Procedures (Article 17): (1) Any person dissatisfied with the authorization or monitoring or any decision of the Environmental Protection Authority or the relevant regional environmental agency regarding the project may submit a grievance notice to the head of the Authority or the relevant regional environmental agency, as may be appropriate.

2.1.3 Environmental Pollution Control Proclamation (Proclamation No. 300/2002)

Right to standing (Article 11): (1) Any person shall have, without the need to show any vested interest, the right to lodge a complaint at the Environmental Protection Authority or the relevant regional environmental agency against any person allegedly causing actual or potential damage to the environment, and (2) When the Authority or regional environmental agency fails to give a decision within thirty days or when the person who has lodged the complaint is dissatisfied with the decision, he may institute a court case within sixty days from the date the decision was given or the deadline for decision has elapsed.

2.1.4 Expropriation of Land Holdings for Public Purposes and Payment of Compensation Proclamation (Proclamation No. 455/2005)

Complaints and Appeals in Relation to Compensation (Article 11):

- 1) In rural areas and in an urban center where an administrative organ to hear grievances related to urban landholding is not yet established, a complaint relating to the amount of compensation shall be submitted to the regular court having jurisdiction;
- 2) Where the holder of an expropriated urban landholding is dissatisfied with the amount of compensation, he may lodge his complaint to the administrative organ established by the urban administration to hear grievances related to urban landholdings;
- 3) The organ referred to in Sub-Article (2) of this Article shall examine the complaint and give its decision within such short period as specified by directives issued by the region and communicate its decision to the parties in writing;
- 4) A party dissatisfied with a decision rendered in accordance with Sub-Article (1) and (3) of this Article may appeal, as may be appropriate, to the regular appellate court or municipal appellate court within 30 days from the date of the decision. The decision of the court shall be final.

2.1.5 Council of Ministers Regulation No.472/2020. Expropriation and Valuation, Compensation and Resettlement

This is a Regulation enacted by the Cabinet to guide and facilitate the implementation of Proclamation No. 1161/2019. Based on the provisions of the Proclamation, the Regulation specifies procedural details of public consultation including the following:

- The authority that has the power to determine on public purpose shall consult stakeholders with public utility owners, justice organs, those who work on youth, women and disabled people, other stakeholders and landholders whose land is to be expropriated before expropriation decision is made;
- The procedure for consultation with landholders shall include the following elements:
 - A written notice shall be sent to all concerned land holders;
 - The consultation shall proceed where 75% or more of land holders whose land is to be expropriated are present;
 - Consultation to be conducted six months before expropriation takes place where the land is urgently required for an investment that has national or regional significance; and
 - The conditions of women, elders, and vulnerable groups shall be considered when conducting consultations.

2.2 AfDB's OS Requirements on Project Grievance and Redress Mechanisms

The Operational Safeguard (OS) requirement on Project Grievance and Redress Mechanisms (GRM) is presented in AfDB's OS1 and OS5.

According to OS1 the aim of a project GRM is to enable people fearing or suffering adverse impacts to be able to be heard and assisted and the main advantages of establishing and maintaining an appropriate GRM linked to a Bank-funded project are:

- Helping maintain good development conditions in the field, conducive to harmonious sustainable development;
- Minimising the risk of violent or otherwise destructive behaviours, and their associated economic and social costs;
- Helping to protect the most vulnerable local groups and individuals; and
- Alleviating the risk of dispute or conflict escalation, such as cases being brought to the Bank's Independent Review Mechanism.

Hence, the OS1 related to GRMs requires that:

- Client shall establish a credible, independent and empowered local GRM to receive, facilitate and follow up on the resolution of the affected people's grievances and concerns regarding the environmental and social performance of the project;
- The local GM needs to be sufficiently independent, empowered and accessible to the stakeholders at all times during project cycle; and
- All responses to grievances shall be recorded and included in project supervision formats and reports.

According to OS5 (labour conditions, health and safety), the client ensures that a workforce Grievance Mechanism (GM) is permanently available to workers (including workers supplied by third parties) and their organizations to raise reasonable workplace concerns in a transparent manner without fear of retribution.

The GM is made known to workers at recruitment. The mechanism does not impede access to other judicial or administrative remedies that might be available under the law or through existing arbitration procedures, nor does it substitute for grievance.

The AfDB's Draft of the Updated ISS, public consultations, E&S OS10 (Stakeholder Engagement and Disclosure of Information) which will be adopted soon states that:

- The Client will respond to concerns and grievances of project-affected parties related to the environmental and social performance of the project in a timely manner.
- The GM will be proportionate to the potential risks and impacts of the operation or project and will be accessible and inclusive. Where feasible and suitable, the grievance mechanism will utilize existing formal or informal grievance and conflict resolution mechanisms, supplemented as needed with project-specific arrangements.
- The GM is expected to address concerns promptly and effectively, in a transparent manner that is culturally appropriate and readily accessible to all project-affected parties, at no cost and without retribution. The mechanism, process or procedure will not prevent access to judicial or administrative remedies.
- Handling of grievances will be done in a culturally appropriate manner and be discreet, objective, sensitive and responsive to the needs and concerns of the project-affected parties. The mechanism will also allow for anonymous complaints to be raised and addressed.

3 Grievance Resolution Procedures

3.1 Need for Grievance Redress

Prior to commencing construction works on the Project, EEP has completed a comprehensive Environmental and Social Impact Assessment (ESIA) and Resettlement Action Plan (RAP) in February 2023 to identify and address key social and environmental issues that may arise as a result of realization of the project. Following the ESIA and RAP, two important documents namely (i) Labour Management Plan (LMP) and (ii) Stakeholder Engagement Plan are prepared. All these social and environmental documents and plans mentioned above can and do help reduce the likelihood and volume of grievances that could occur during the actual project construction and operation, but they cannot pre-empt all grievances.

However, experiences strongly suggest that implementation of infrastructure development projects like Hurso – Harar – Jigjiga 400kV & Degehabur – Kebridehar 132kV TL which involve significant social and involuntary resettlement and environmental issues is a complex process, which can involve conflicts, disagreements and grievances on the part of Project Affected Persons (PAPs) and other stakeholders. Therefore, it would always require a robust Grievance Redress Mechanism (GRM); and these Transmission Line Projects are one such Projects.

Thus, EEP has prepared this grievance management and reporting mechanism to receive and facilitate resolution of the affected communities' concerns and complaints about the project's environmental and social performance as well as to report to external stakeholders.

The most important step in conflict resolution is conflict avoidance. Therefore, the consultative and participatory nature of decision making under the implementation of this project is aimed at reducing the occurrence of disagreements and conflicting positions. In instances where disagreements do occur, it is 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. It is critical to recognise that the sooner a potential conflict is identified and dealt with, the greater the chance of a successful outcome. These phases of conflict development and appropriate interventions can be summarised as follows:

- | | |
|----------------------------------|--|
| i) Conflict avoidance: | Consultation and participation in planning & decision making |
| ii) Simple disagreements: | Informal negotiation, discussion and mediation |
| iii) Early conflict development: | Consult Kebele or Woreda Representative |
| iv) Conflicting positions taken: | Refer conflict to GRC |
| v) Intractable conflict: | Refer conflict to regular court |

The best means of addressing any complaints or claims is through dialogue. Thus, when a complainant has a complaint/grievance, she/he will first discuss the issue with the Project Level ESAO. If the ESAO is not able to address the grievance, the complaints should be passed on to the GRC. The grievance redress system is outlined below.

3.2 Types of Grievances

EEP shall strive to ensure that the construction and operation of the Project will not result in adverse impacts for those living near to its project site or for other potentially affected stakeholders. However, should there be any issues, EEP shall hear any concerns or grievances or comments and suggestions related to the project activities. Example of grievances shall include, but are not limited to:

- Mishandling of the land acquisition process;
- Inadequate compensation;
- Damage to private and common assets and properties;
- Restriction of access to natural and common property resources;
- Loss of communal grazing and forestlands;
- Air, water and land pollution ;
- Practices that endanger the health, safety and security of community;
- Traffic congestion and accidents to people and livestock;
- Influx of job seekers to the project area and conflicts;
- Public Health and Sanitation;
- Waste and spoil disposal;
- Local inflation; and
- Lack of meaningful consultation.

3.3 Grievance Resolution Principles

The scale and complexities of stakeholder engagement activities envisaged in this procedure require a good grievance management mechanism. But, what are the features or components of a good grievance management mechanism? Principles of a good grievance mechanism are proportionality to the risk and adverse impacts, cultural appropriateness, accessibility, transparency and accountability, and protection against retribution (see Box 1). These principles apply perfectly to these projects and hence, are closely followed in designing the current grievance management and reporting mechanism.

Box 1: Principles of a Good Grievance Mechanism

- 1) Proportionality:** Scaled to risk and adverse impact on affected communities,
- 2) Cultural Appropriateness:** Designed taking into account culturally appropriate ways of handling community concerns,
- 3) Accessibility:** Clear and understandable mechanism that is accessible to all segments of the affected communities at no cost,
- 4) Transparency and Accountability:** To all stakeholders,
- 5) Appropriate Protection:** A mechanism that prevents retribution and does not impede access to other remedies.

EEP has several recent experience in managing community grievances successfully. However, the grievance management mechanism was mostly both informal and the grievance receipt, processing and resolution processes were not systematically documented. Hence, the Hurso – Harar – Jigjiga & Degehabur – Kebridehar TL Projects GRM is required to adopt a more formal and document procedures to provide evidences

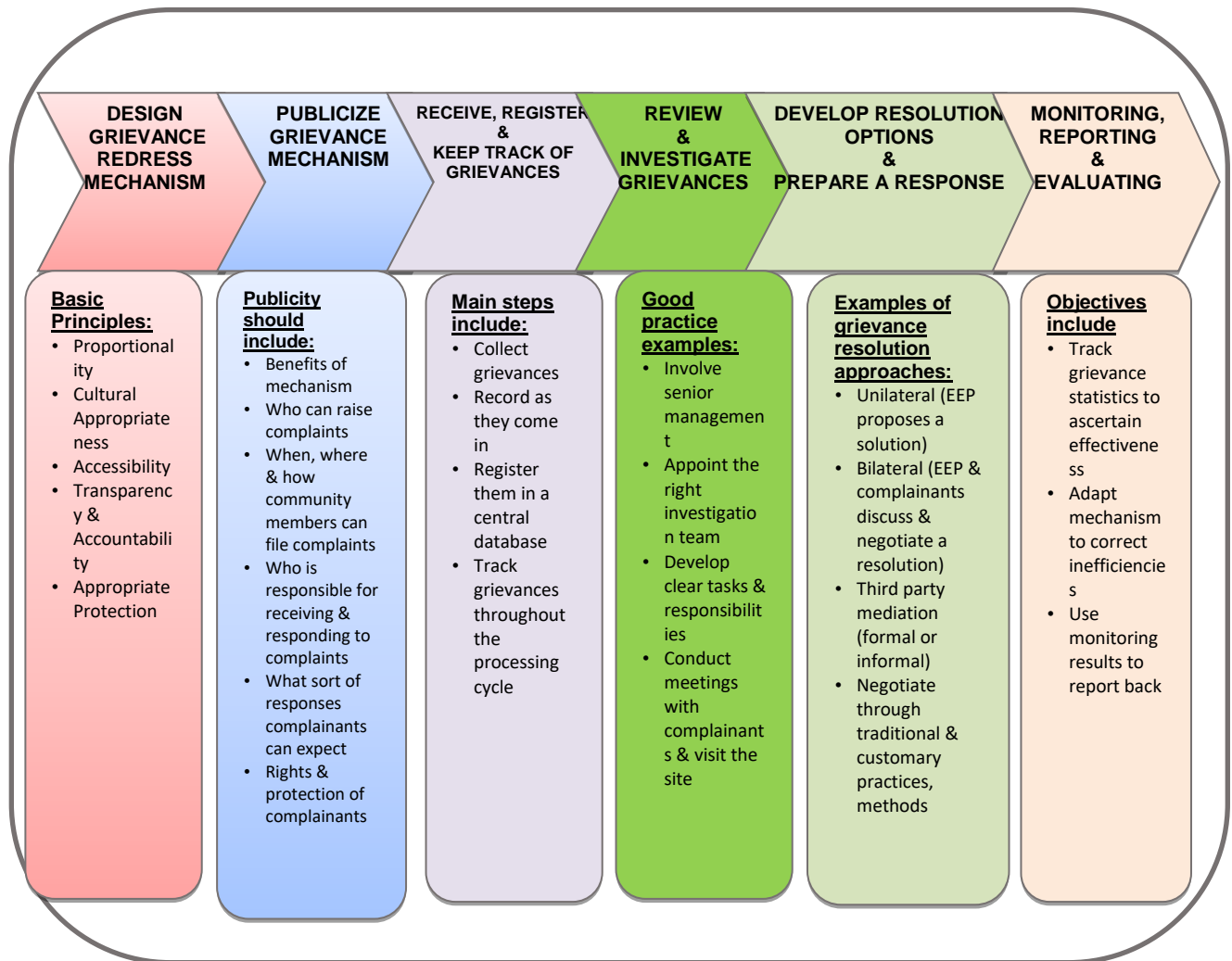
to any interested third parties (including affected communities themselves) that any complaint is taken into consideration and, where founded, promptly addressed and sufficiently resolve the grievances and responding to stakeholder requests. Therefore, while the channels to receive complaints may remain informal as adapted to the cultural context and to facilitate communities' access to the mechanism, the GRM of CRT will be more formal and capable of regularly recording all grievances and documenting how they are processed and or addressed. Moreover, the Project's GRM will have differentiated reporting channels that reflect communication, engagement and reporting requirements of external stakeholders. Anonymous complaints will be received by phone, verbally or in written form and complaints boxes etc.

3.4 Grievance Resolution Procedure

As a formal and documented mechanism, Hurso – Harar – Jigjiga & Degehabur – Kebridehar TL and Substation Project's grievance management will follow certain structured and established grievance resolution techniques and processes. The first step, after designing a GRM is to widely publicize it among its intended users, i.e., affected communities and stakeholders. Once the mechanism is put in place and well known to its users, the next step will be receiving, registering and tracking grievances. Grievances will be received by phone, verbally, emails, text messages, website, suggestion/complaints boxes. Staffs who are responsible for the GRM will then review and investigate the grievance they received, which will then be followed by preparation of resolution options and a response to the aggrieved party.

The client will use local grievance and redress mechanism such as community elders, spiritual leaders to resolve affected people's grievances and concerns about the environmental and social performance of the project. The local grievance mechanism will be accessible to the stakeholders at all times during the project cycle, and all responses to grievances are recorded and included in project supervision formats and reports.

Finally, in addition to its use for reporting, effectiveness of the GRM in addressing social and environmental grievances presented by users will be assessed through monitoring and evaluation of the mechanism (see Figure 4 for a basic design of a GRM).



(Adapted from IFC 2009: Addressing Grievances from Project-Affected Communities)

Figure 4: Basic Design (Principles and Processes) of Project-Level Grievance Mechanism

Project-Level Grievance Resolution Mechanism is presented below:

Publicize Grievance Mechanism: EEP will proactively inform affected communities and the wider stakeholder group of the details of the Procedure. This will include information about where people can go and who they can talk to if they have any grievances. This information shall be widely and regularly publicized, throughout the duration of the public consultation exercise, through meetings and the distribution of fliers. EEP will provide the information in a format and languages that are readily understandable by the local population and/or orally in areas where literacy levels are low during routine stakeholder engagement.

Receive and Register Grievance: EEP will nominate Community Liaison Officer or Grievance Officer (GO) whose primary role is to be the point of contact for grievances and comments. They will act as points of contact within relevant Woredas and/or Kebeles. The Liaison Officers will receive complaints verbally as well as in writing. Both written and verbal complaints, channeled through the GO, will be recorded in the Complaints Register.

Complainants may be received from a number of sources such as individuals, communities, non-governmental organizations, government officials and businesses. All complaints will be handled according to the steps set forth in this Procedure and grievances and comments shall be sent to the address below, where possible by using the Grievance Form provided in Appendix A.

Anyone person can submit grievances in writing, telephonically, verbally or by completing the attached Grievance Form (Appendix A) to:

Ethiopian Electric Power	Tadesse Biru Odda
Mexico Square, K.Kare Center Building	Environment, Health & Safety Director
Tel. +251 115 580 803, +251 115 580 602	Phone: +251 116 676 393
P.O.Box 1588, Addis Ababa, Ethiopia	Mobile: +251 911 771 230
	Email to: tadesse.odda@gmail.com

All grievances shall be logged using the Grievance Form provided in Annex 1. EEP will log, document and track all grievances received within a secure EEP Grievance Database system. The Grievance Officer will centralize the complaints registry and assure that every affected person, group or community has an individual case number and that follow-up and corrective actions are implemented. This registry includes the following information, among other things:

- Case number;
- Complainant's name and contact details;
- Date on which the complaint was received;
- Details of complaint;
- Name of the person who received the complaint;
- History of other complaints/queries / questions (if known);
- Date when implementation action(s) began and ended;
- Resolutions discussed and agreed with the party(ies) in question;
- Actions implemented (including dates);
- Date when the complaint was resolved; and
- Outcome of the actions implemented;
- Dates when the required notifications were sent to the affected party, etc.

The systematized information will be kept on file in the Grievance Officer's office and entered into the Grievance Database System. The identity of the parties who file complaints will be confidential as appropriate.

The Grievance Database shall be established and updated weekly by the Grievance Officer. The Grievance Database shall specify whether grievances have been resolved and a statement of satisfaction shall be signed by the complainant. Where it has not been possible to resolve grievances to the satisfaction of both parties, this shall be specified in the database and all unresolved grievances shall be assessed during third party monitoring/audit.

EEP shall acknowledge receipt of any grievance within 3 business days from the date it was submitted and shall inform the complainant about the timeframe in which a response

can be expected. Comments may take longer to process and response to comments shall be completed within 10 working days depending on the issue.

A Grievance Form provided in Annex 1 shall be signed and a copy provided to the complainant. The acknowledgement shall include grievance case number, the person at EEP responsible for tracking the grievance and their contact details and the expected date for completing the investigation into the grievance (where appropriate).

Review and Evaluate Grievance: EEP shall review and evaluate all grievances submitted, and will involve other departments, contractors and senior management as required in the process in order to fully understand the circumstances that led to the grievance being raised. This shall be performed in a timely manner to avoid delaying the resolution of a grievance. EEP shall aim to resolve any grievances within 15 days from the date that it was received. This timeframe can be extended to 30 days for more complex grievances. EEP may need to contact the complainant during the investigation period for further information.

The following steps shall be performed in a timely manner to avoid delaying resolution of a grievance:

1. Obtain as much information as possible from the person who received the complaint, as well as from the complainant to gain a first-hand understanding of the grievance. Speak with the person who lodged the complaint to learn as much as possible about the case (What happened? When? Who was involved?). It is important to listen attentively to the person who expresses a complaint (in some case simply listening attentively with empathy will calm the situation and set the foundation for a speedy and suitable resolution).
2. Undertake a site visit, if required, to clarify the parties and issues involved. Gather the views of other stakeholders including EEP's and the contractor's employees, if necessary and identify initial options for settlement that parties have considered.
3. Determine whether the grievance is eligible.
 - Eligible grievances include all those that are directly or indirectly related to the project and that fall within the scope of the Grievance Mechanism as outlined above.
 - Ineligible Complaints may include those that are clearly not related to the project or its contractors' activities, whose issues fall outside the scope of the Grievance Mechanism procedure or where other EEP or community procedures would be more appropriate to address the grievance.
4. If the grievance is deemed ineligible it can be rejected however a full explanation as to the reasons for this must be given to the complainant and recorded in the Grievance Database.
5. If the grievance is eligible, determine its severity level. This will help to determine whether the grievance can be resolved immediately or requires further investigation and whether senior management will need to be informed of the grievance.
6. If the grievance concerns physical damage, (e.g. crop, house, community asset) take a photograph of the damage and record the exact location as accurately as possible.
7. Inform the complainant of the expected timeframe for resolution of the grievance.
8. Enter the findings of the investigation in the Grievance Database.

Develop Resolution Option and Prepare Response: All grievances shall be dealt with on a case by case basis. However, all will require further discussions with complainants and community members that seek to jointly identify and select measures for grievance settlement. This will help to increase ownership of solutions and to mitigate perceptions that resolutions unfairly benefit EEP.

Once the investigation has been completed, the results will be communicated to the aggrieved party. If the complainant accepts the proposed resolution, the agreed actions are implemented. After resolution, the grievance shall be formally closed out. This includes requesting the complainant sign a completion form to document satisfaction with resolution actions, documenting actions taken, and closing out in the Grievance Register.

In cases where a complainant is unsatisfied with and/or unwilling to accept the resolution actions proposed, the grievance may be escalated to the woreda Appeals Committee for review and final decision. The Appeals Committee reviews the case and determines if further reasonable action is possible. If options for reasonable, and justified corrective actions are exhausted, a written notice shall be provided to the claimant notifying him or her that their grievance is being closed and all the supporting documentation of resolution actions and the Complaints Procedure will be turned over to the claimant in case the claimant wishes to pursue any legal or administrative remedies which may be available.

Legal action by complainant is a more formal rights based approach that shall only be taken if all other approaches have failed or when there are serious conflicts about facts and data. The final decision will be taken by the arbitrator or courts based on compliance with laws, policies, standards, rules, regulations, procedures, past agreements or common practice.

3.5 Grievance Management Approach

The proposed approach for grievance resolution combines traditional or community-based resolution with an EEP-based mechanism, and potential use of the legal system if complainants prefer. It provides for multiple entry points to the system, formal recording of concerns, multiple resolution pathways depending on the nature of the grievance, use of traditional conflict resolution mechanisms where possible, active consultation, and an appeal system.

Although they remain largely informal and traditional, communities in the Project area have effective community-based conflict resolution processes. For some of the potential conflicts that may arise in relation to the Project's land acquisition, it is both less expensive and more appropriate to consider the use of traditional conflict resolution mechanisms. For example, issues such as PAPs' land ownership (title deeds) and boundaries between plots owned by different PAPs, can best be resolved through traditional conflict resolution processes within the community. To enhance the effectiveness of the community-based conflict resolution processes, EEP, working with Clan leaders and community elders, will develop a detailed protocol for their use.

EEP, will continue to work closely with representatives of the communities to run this grievance redress mechanism for the Project and to address affected communities' concerns and complaints. Combined with effective community engagement, this grievance redress mechanism that is a joint effort between the Project and communities is expected to promote trust and enhance communication.

Where a grievance relates to EEP's management of the ESIA/RAP/LRP and to compensation will be dealt with in accordance with the GRM set out in the section below. Project construction and operation impacts shall also be managed in accordance with the GRM. The law or existing arbitration procedures will also be used as an option where the complainants are not satisfied with the proposed GRM.

3.6 Mechanism for Dealing with Grievances

To ensure that the basic rights and interests of complainants are protected, that concerns are adequately addressed and that entitlements are delivered, a grievance procedure has been designed for the Project.

The proposed GRM shall establish a seven member Grievance Redress Committee (GRC) (See Section 4 below).

A schematic process for dealing with issues, grievances and complaints is presented in Figure 5.

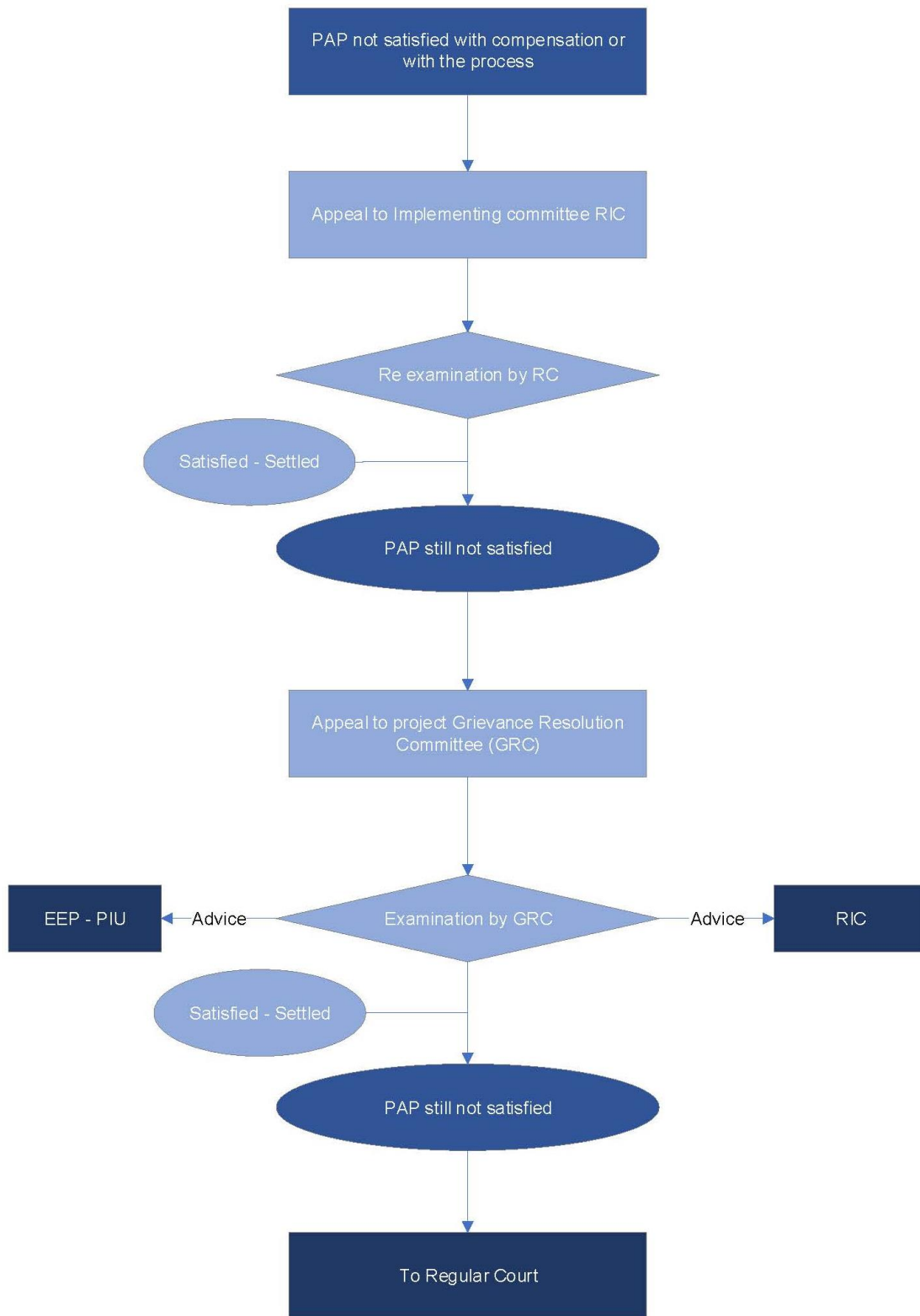


Figure 5: Typical Grievance Resolution Process and Options

4 Roles and Responsibilities

Grievance management and reporting is entirely the responsibility of the EEP through its Environment and Social Affairs Office (ESAO). However, **Grievance Redress Committee (GRCs)** will be established at the Woreda and Kebele level. The main function of the GRCs would be arbitration and negotiation based on a transparent and fair hearing of the cases of the parties in dispute. They are responsible to hear the grievances of PAPs and other stakeholders and arbitrate disputes in order to arrive at amicable solutions based on negotiation and in a transparent and fair manner.

The GRCs will be independent and careful selection of the members is crucial to ensure its autonomy. Presence of female members on the GRCs is crucial in order to ensure better consideration of gender issues for grievance resolution. With the help of their leaders, project affected community members will democratically elect and nominate their representatives. The composition of the GRCs is shown in Table 4.

Table 1: Composition of Woreda Grievance Redress Committees

1	Representative of Chief Woreda Administration Office	Chair-Person
2	Representative from Women, Children & Social Affairs Office	Secretary
3	Representative from Woreda Office of Agriculture	Member
4	Representative of Kebele Social Court (from appellant Kebele)	Member
5	Witness NGO/CBO (Active within the Woreda)	Member
6	PAPs Representatives from appellant Kebele (1 Male & 1 Female)	Member
	Total	7

EEP/GRC will be responsible for the implementation of external grievance management and reporting with differentiated channels for different stakeholders. The following are among key tasks and responsibilities of the Grievance Redress Mechanisms to be carried out by GRC:

- Regularly record all grievances received and how they have been addressed;
- Develop and keep updated a record of all consultations with stakeholders;
- Regularly prepare and file minutes of meetings;
- Ensure that the Project Contractor regularly register grievances and redressing actions;
- Document all actions agreed during meeting and follow up the implementation;
- Prepare an annual report on stakeholder consultation activities, grievance management, environmental and social performance and implementation of mitigation activities; and
- Regularly give feedback and updates to communities with adapted methods;

5 Monitoring and Reporting

5.1 Monitoring

The main purpose of monitoring is recording information to track the performance of the system by comparing its outcomes against certain previously established benchmark indicators or program's management requirements. This entails good record keeping. Grievance records must be made available to management and interested stakeholders at all times.

In addition to meeting reporting needs of the project, results of the monitoring exercise could and do inform management decision leading to amendment of plans and programs of the project. Thus, EEP's executives and senior management of the Project Management will keep abreast about the project's environmental and social performance through periodic reviews and monitoring reports.

Based on monitoring results and performance reviews, project management team at the highest levels will take the necessary corrective actions required to improve the social and environmental performance of the Project.

An appropriate grievance monitoring results shall be part of the EEP's monthly progress reporting. These reports and other records will be made available to the public and other external stakeholders review if required.

The ESAO will monitor grievances routinely as part of the broader management of the Project.

5.2 Reporting

In addition to the regular internal project monitoring monthly reports, by ESAO will regularly report to external stakeholders on the Project's environmental and social performance, including consultation and disclosure activities as well as accomplishments of the GRM, if any. These reports will be prepared monthly as well as annually and disclosed to different stakeholders with adapted methods or channels that are suitable to the communication needs of various stakeholder groups.

The monthly grievance report will include:

- The number of grievances logged in the proceeding period by level and type;
- The number of stakeholders that have come back stating they are not satisfied with the resolution;
- The number of grievances resolved between EEP and complainant, without accessing legal or third party mediators, by level and type;
- The number of grievances of the same or similar issue;
- EEPs' responses to concerns raised by the various stakeholders;
- The number of grievances unresolved by level and type; and
- Measures taken to incorporate these responses into project design and implementation.

These reports and other records will be made available for external review if required. An appropriate grievance report shall be part of EEP's annual reporting. Annual reports will be made available to the public. A hard copy will be located at the EEP site office and an electronic copy will be made available online.

Annex 1: Public Grievance Form

Public Grievance Form የህዝብ ቅሬታ ማቅረቢያ ቅጽ				
Case No (for office use): የመዝገብ ቁጥር (በቢሮ ሰራተኛ የሚሞላ)፤				
Contact Information የአድራሻ መረጃ	Name ስም፤			
	Address አድራሻ፤			
	Telephone ስልክ፤			
	Fax ፋክስ፤			
	Email ኢሜይል፤			
Please state whether you wish for your details to remain confidential ማንነትዎ እንዳይታወቅ ከፈለጉ ይግለጹ	<input type="checkbox"/> I wish to raise my grievance anonymously ማንነቴ ሳይገለጽ ቅሬታዬን መግለጽ እፈልጋለሁ			
	<input type="checkbox"/> I request not to disclose my identity without my consent ካለእኔ ፈቃድ ማንነቴን ለሌላ እንዳይገለጹ እጠይቃለሁ			
	<input type="checkbox"/> I don't wish my details to be confidential ማንነቴ ለሌላ ቢገለጽ ችግር የለብኝም			
[Note that we may need to contact you regarding your grievance but will not share your details with a third party without your permission.] ቅሬታዎን በተመለከተ አስፈላጊ ሆኖ ሲገኝ ልናናግርዎ እንችላለን፤ ይሁን እንጂ የሰጡንን መረጃ ለሌላ ሰዕተኛ ወገን ካለእርስዎ ፈቃድ አሳልፈን አንሰጥም				
How would you prefer to be contacted? Please tick a box በምን መንገድ እንድናገኝዎ ይፈልጋሉ፤ ሳጥኑ ራደት ያድርጉ	<input type="checkbox"/> By Post በፖስታ	<input type="checkbox"/> By phone በስልክ	<input type="checkbox"/> By E-mail በኢሜይል	<input type="checkbox"/> In person በግንባር
What is your preferred Language for communication የትኛውን ቋንቋ ይመርጣሉ	<input type="checkbox"/> Amharic አማርኛ	<input type="checkbox"/> Somaligna ሶማሊኛ	<input type="checkbox"/> English እንግሊዘኛ	<input type="checkbox"/> Other, Specify ሌላ ከሆነ ይጥቀሱ
Comments አስተያየቶች				
Please provide your comment. አስተያየትዎን እዚህ ያስፍሩ				
If this comment needs a resolution, what is your suggested resolution? ይህ አስተያየት መፍትሄ የሚሻ ጉዳይ ከሆነ መፍትሄው ምን ቢሆን ብለው ይመክራሉ?				
Grievances ቅሬታዎች				

Public Grievance Form የህዝብ ቅሬታ ማቅረቢያ ቅጽ	
<p>Please provide details of your grievance, including description of the problem, who it happened to, when, where and how many times, as relevant.</p> <p>ቅሬታዎን በዝርዝር ያቅርቡ፤ ችግሩ ምን እንደሆነ፣ ማንን እንደጎዳ፣ መቼ፣ የት እና ስንት ጊዜ እንደተከሰተ፣ እንደየ አግባብነቱ</p>	
<p>What is your suggested resolution for the grievance, if you have one?</p> <p>ለቅሬታው የመፍትሄ ሀሳብ ካለዎት ይግለጹ</p>	
<p>How to submit this form to EEP / GRM committees that will be openly provided to ensure openness and accountability</p> <p>ይህን ቅጽ ለአኤታ ወይም ለቅሬታ ኮሚቴ በምን መንገድ እንደሚልኩ</p>	<p><input type="checkbox"/> By post / በፖስታ፣ email አሜል፣ phone number/ስልክ ቁጥር Ethiopian Electric Power, PO Box 15881, Addis Ababa, Ethiopia. ኢትዮጵያ ኤሌክትሪክ ኃይል፣ ፖ/ሳ/ቁጥር 15881፣ አዲስ አበባ ኢትዮጵያ።</p> <p><input type="checkbox"/> By hand በእጅ፣ Ethiopian Electric Power, Head Office or Project Site Office or Woreda Liaison Office ኢትዮጵያ ኤሌክትሪክ ኃይል ዋና መስሪያ ቤት ወይም ፕሮጀክት ሳይት ቢሮ ወይም ወረዳ ላይዘን ቢሮ፡ Mexico Square, K.Kare Center Building P.O.Box 1588, Addis Ababa, Ethiopia Tel. +251 115 580 803, +251 115 580 602</p> <p>Tadesse Biru Odda Environment, Health & Safety Director Phone: +251 116 676 393 Mobile: +251 911 771 230 Mailto: tadesse.odda@gmail.com</p>
Date ቀን	
Signature ፊርማ	
Internal Use Only	
Grievance received by:	
Date:	
Reference number	
Grievance closed by:	
Date of closure:	
Complainant's signature to confirm satisfaction with closure	

Annex 2: Grievance Log Template

SI/ N	Date received	Location received	Name/ Anonymous/ Group	Grievance	Type of grievance	Category	Person responsible to follow-up	Proposed solution	Received solution with date and by whom	Is Complainant Satisfied (Y/N, if N, why?)

Annex 3: Communications Log Template

SI/ N	Date received	Location received	Name/ Anonymous/ Group	Topic	Type of submission	Responsible to follow-up	Proposed solution / response	Solution / response provided, with date and by whom	Is submitter Satisfied (Y/N, if N, why?)