



Ministry of Natural Resources and Environment
Department of Environmental and Social Impact Assessment

Case Study on Public Involvement in the ESIA Process, Lao PDR



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UNDP – UNEP Poverty – Environment (PEI)

Component 3 of the PEI supports DESIA in
“Improving effectiveness of environmental
and social impact assessment (ESIA) system

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Abstract



Public Involvement (PI) has become a vital part of environmental decision-making and globally has grown significantly due to rising pressure from the public on investment decisions. Evaluating the public participation process and examining whether it is effective and how to improve future practice requires a systematic analytical framework, which this report seeks to provide. This study has grounded this framework in practical case studies, focused on three projects: Nam Ngiep 1 Hydropower Project, Rubber Plantation and Processing and Potash Mining and Processing.

The quality of the public participation process was measured through an evaluation framework developed from relevant literature, focusing on the different perspectives of participants involved in the public participation process. Document analysis of case studies was used to identify and select participants from stakeholder groups. Other data collection methods included literature reviews, in-depth interviews and focal group discussions.

The overall result from the three case studies indicates that the quality of PI ranges from “acceptable” to “satisfactory”. The quality of PI in the Nam Ngiep 1 hydropower project (NN1) was given a rating of “satisfactory”, or an overall score of 74%, while the rubber plantation and potash mining projects were considered “acceptable” with overall scores of 59% and 64% respectively. It can be said that the PI process of the NN1 project was more effective than that of the other two projects. However, the result also highlights that all three case studies have the same “unsatisfactory” results, in particular the “continued involvement of participants” and “public accessibility to information”.

Although the majority of interviewed stakeholders said they were generally consulted during ESIA preparation and approval processes, all of the “unsatisfactory” results stated above are under evaluation criteria of PI process. The majority of respondents of the three case studies responded that they had difficulty with accessibility to project information during project construction and operation. While the project documents are available online, many districts and village agencies said they had no internet access. Many districts and village offices did not have communication boards or communication centres installed by the Project Developer (PD). Some villages had communication boards but no information had been posted. Moreover, some villagers said that no confirmation given by the PD on project impacts and final mitigation measures. Some district line sectors, that are required to oversee the rubber plantation and mining project operates, said that they had never been consulted or invited to participate in the consultation process. The number of consultation meetings at the village level was not sufficient to clearly explain the information presented to the community. For examples, the village meeting was conducted using a half day event, but the information presented to villagers was highly technical and therefore not understandable by the villagers.

On the other hand, the quality of PI outcome is acceptable and there are no “unsatisfactory” results. About half of the respondents responded that PI helped increase their knowledge and awareness of the PI and their right and building their trust in government agencies and PD. The

public's responsiveness was also good as villagers said that PDs had provided them good roads, better schools and health centres. However, some responded that they were not sure if their comments or concerns had been addressed or incorporated in the ESIA report or specified as conditions in the ECC since nearly half of the respondents indicated that they did not see the minutes of meetings.

Based on the highlighted study results above, there is an urgent need for the government to improve the PI review and monitoring systems to ensure the full compliance of the implementation of Public Involvement Guideline (PIG) by the project developer. The PD should improve the information dissemination system to ensure the public and especially PAPs can easily access updated project information and continuously participate in the project construction and operation stages.

The recommendations for improving PIG and PI process in Laos and PI review guidance are also detailed in this study report.



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Abbreviations

DESIA	Department of Environmental and Social Impact Assessment
DoNRE	Department of Natural Resources Environment of Province/Capital
DNREO	District Natural Resources Environment Office
ECC	Environmental Compliance Certificate
EGAT	Electric Generating Authority Thailand
EIA	Environmental Impact Assessment
E&S	Environmental and Social
EMMP	Environmental Management and Monitoring Plan
EMU	Environmental Management Unit of Project
ESIA	Environmental and Social Impact Assessment
FAO	Food and Agriculture Organization
GoL	Government of Laos
IEE	Initial Environmental Examination
INGO	International Non-Government Organization
Lao PDR	Lao People's Democratic Republic
MoNRE	Ministry of Natural Resources and Environment
MPI	Ministry of Planning and Investment
NN1	Nam Ngiep 1 Hydropower Project
NPA	National Protected Areas
PD	Project Developer
PI	Public Involvement
PEI	Poverty Environment Initiative
PIG	Public Involvement Guidelines
PAP	Project Affected People
PDNRE	Provincial Department of Natural Resources and Environment
RMU	Resettlement Management Unit of Project
SMMP	Social Management and Monitoring Plan
TOR	Terms of Reference
UNDP	United Nations Development Program
UNEP	United Nations Environmental Program
VFI	Village Focus International

1 Introduction

This Public Involvement (PI) Case study was carried out to improve governments understanding of stakeholder involvement engagement during the Environment Social Impact Assessment (ESIA) process. The study was supported by the UNDP/UNEP Poverty Environment Initiative (PEI) in collaboration with the Ministry of Natural Resources and Environment (MONRE), Department of Environmental and Social Impact Assessment (DESIA). The main objective of the Lao PDR PEI¹ is to strengthen capacity of targeted central and provincial authorities to integrate poverty-environment concerns in development planning for sustainable and inclusive growth (<http://www.unpei.org/what-we-do/pei-countries/lao-pdr>). Component 3 of the PEI supports DESIA in “improving effectiveness of environmental and social impact assessment system, particularly for the agriculture and forestry plantation sector, as a safeguard for sustainable and climate-resilient development”. ESIA is applied to assess and manage environmental and social impacts of investment projects. One of the focal areas of support is to improve the level of public involvement in the ESIA process. As part of this work, the PEI has trained over 170 representatives from environmental authorities, mass organizations and NGOs from 11 provinces on how to involve the public in project decision making and in the development of Environmental Impact Assessments (EIA) (MONRE, 2013).

The PI Baseline Study was developed under the joint strategic partnership between MONRE DESIA Information and Communication Center, the UNDP/UNEP PEI and Village Focus International (VFI). VFI is an International Non-Governmental Organization (INGO), which focuses on strengthening local leadership, participation in decision-making, influencing livelihoods, land rights and natural resource management (<http://villagefocus.org/laos>), among other concerns.

2 PIG in Brief



In order to achieve the Lao government’s vision of graduating from Least Developed Country Status in 2020, it will become increasingly important for authorities to ensure the effective management of renewable and non-renewable resources to better ensure such developments benefits the people and protects the countries natural assets. The participation of stakeholders, particularly those directly impacted by economic developments play a critical part in the quality of economic growth. Thus, public Involvement must be seen as a fundamental part of project development and deeply considered by authorities prior to any approvals, particularly for Environmental and Social Impact Assessment (ESIA), Initial Environmental Examinations (IEE) and corresponding Environment Social Monitoring and Management Plans (ESMMP).

¹ Lao PDR PEI has 5 components based at the MPI, MONRE, and National Assembly. MONRE is implementing agency for the PEI Component 3. More information on the Lao PDR PEI is available at: <http://www.unpei.org/what-we-do/pei-countries/lao-pdr>

Needless to say, project developers must ensure public involvement is carried out according to applicable legislation and industry standard during the ESIA process, and equally important, prior to undertaking any project operations in the form of land clearing, construction etc

To further refine the current practice of public involvement in accordance to relevant domestic laws and regulations, the Ministry of Natural Resources and Environment (MONRE) in 2013 approved a Public Involvement Guideline (PIG) that has integrated the EIA process in accordance to past laws and regulations, these include the:

- Environmental Protection Law;
- Decree on Compensation and Resettlement of Local People from Development Projects;
- Policy on environmentally and socially sustainable hydropower development sector, and;
- Directive of building province as strategic unit, district as integrated planning unit and village as development unit in the natural resources and environment sector.

The PIG is a tool created for all stakeholders, especially project developer, to better ensure the effective implementation of public involvement in all EIA/IEE related process. The guide details how project affecting people are involved in the planning and decision making process, along with the expected shared benefits and methods for involving the community in the identification of risks and solutions to overcome known and potential environmental and social impacts from the project.

The objectives of this Guideline are to:



- Ensure all stakeholders have an accurate understanding of public involvement according to the rules, regulations and guidelines, with particular attention to project affected people;
- Ensure that project affected people have reasonable input into the solutions employed to overcome impacts from the project.

The targets of the PIG are to:

- Involve the public in the planning and decision making process of development projects, this includes, resolving social issues and environmental impacts;
- Identify stakeholder benefits;
- Avoiding or minimize conflicts;
- To give opportunity for the public to propose opinions on project implementation including learning and lessons-learned exchange with stakeholders in development of occupational opportunities, local economy, and the protection and management of natural resources and environment.

Public Involvement during the ESIA process in Laos is illustrated in Figure 1 below.

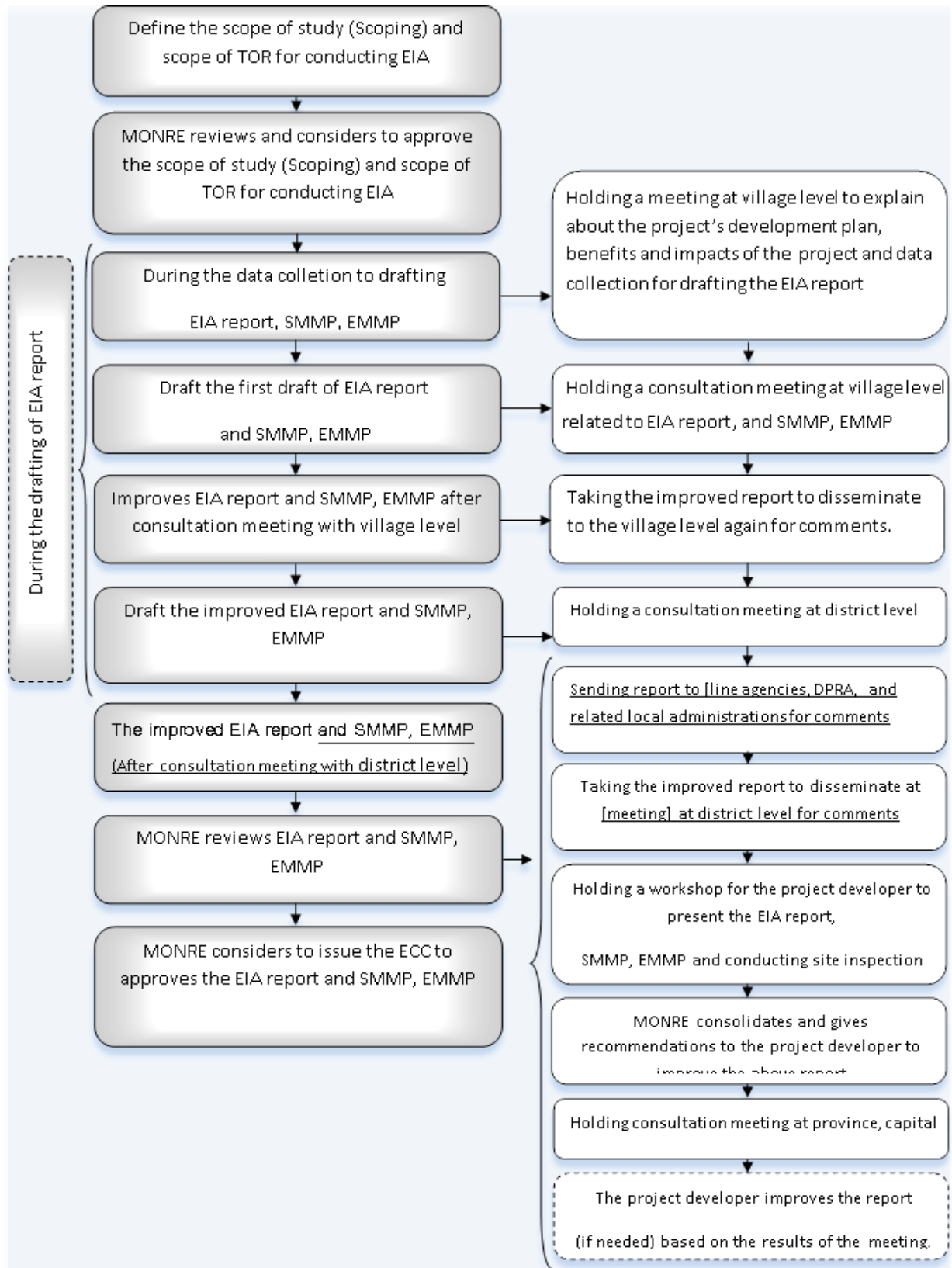


Figure 1 PI Process in the ESIA Study

3 Purpose of the PI Case Studies

The main purpose of the study was five-fold.

- (1) To understand the extent of PI for select projects operating in Lao PDR,
- (2) Review how the current PI process employed by project developers and stakeholders alike correspond to the PIG prepared in 2013
- (3) Identify priority areas and activities to raise further awareness and build the capacity of project developers and stakeholders on PI with the support of DEISA, MONRE and development partners;
- (4) Identify and establish criteria and indicators to monitor and evaluate the extend of PI by project developers and the effectiveness of programmes developed to improve PI;
- (5) Use the results of the study to support the revision of the PIG that compliments the EIA/IEE process.

4 Method



A mixed method approach, along with qualitative and quantitative approaches, were employed for this study. Qualitative questions were asked, but in a way that was also conducive for quantitative analysis. Qualitative questions and data provide an understanding of how and why PI was satisfactory or not satisfactory. Quantitative analysis can help us understand the trends and relationships in the data and examine the extent to which qualitative (text, images) processes are occurring across the sample population. The overall research strategy included the

preparation of a literature review and the development of three case studies using a series of in-depth interviews (Figure 2).

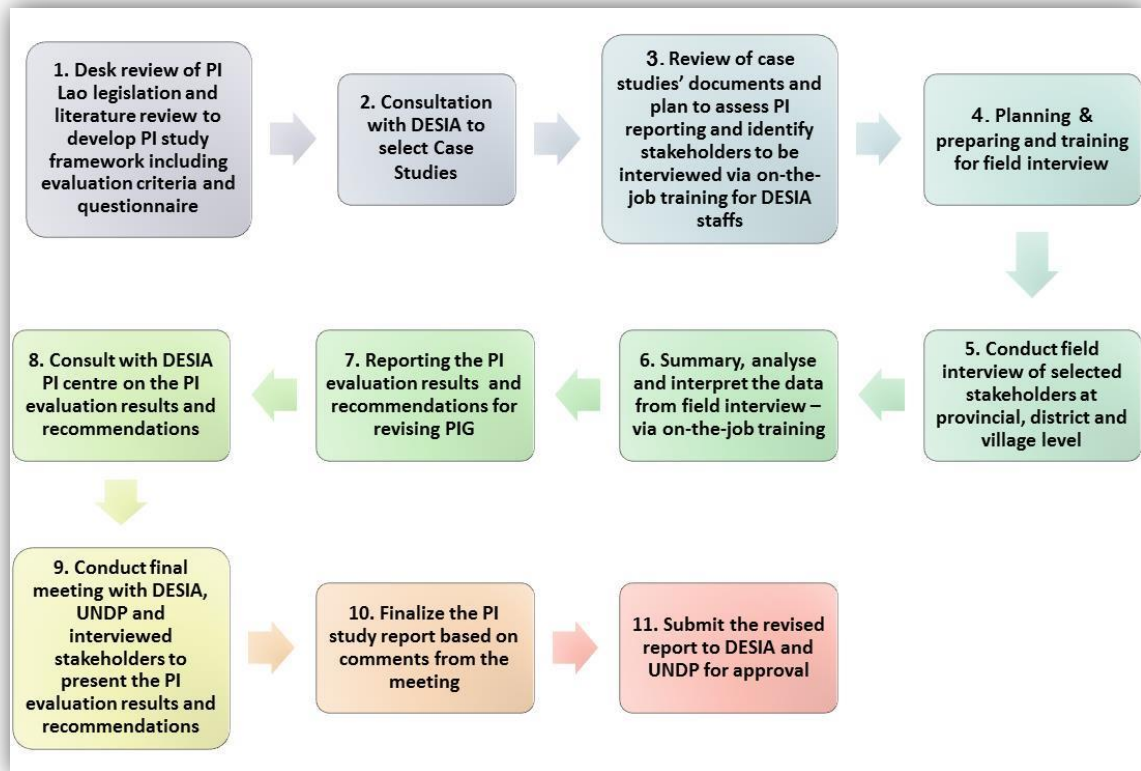


Figure 2 PI Study Framework

4.1 Literature Review (Desk Review)



The purpose of a literature review is to acquire knowledge and develop a comprehensive understanding of previous work related to the research topic (Adams and Schvaneveldt, 1985). The research team completed a review sourcing relevant information from books, journal articles, legal documents, the internet and various reports. The review identified and summarised

best practice in relation to PI and evaluation criteria that helped researchers to formulate a country-specific framework for assessing public participation in Lao PDR EIA process, as shown in Annex 02.

4.2 The Case Study Approach

A case study approach was used to gain insight on the current extent of PI in regards to operational investments. This required an in-depth investigation and analysis of the PI process during the implementation of the project, according to their EIAs and corresponding ESMMPs. Due the limited budget for research, only three cases were selected, consisting of a hydropower, mining and agriculture investment located across Xaysoumboun, Borikhamxay, Khammuane and Sekong provinces. It is important to note that one of the three projects were approved prior to the completion of the PIG, in this case, the project developer followed the old EIA Decree (Prime Minister's Decree 112). The project names and rationale used to select the three cases are summarized in Table 1 below:

Table 1 Rationale for case selection

Name	Rationale for selection
Nam Ngiep 1 Hydropower Project	<ul style="list-style-type: none"> • Represented the energy/hydropower sector • Project located in the northern (Xaysoumboun) and central (Borikhamxay) province • EIA report and ESMMP was approved on 16/7/2012. ESMMP was valid for two years renewable. EIA report and ESMMP were available for review • The PI process conducted before the PIG was endorsed. Project followed the old EIA Decree 112 (2010) • The project involved resettlement • Investors: Joint venture between Lao, Japan (Kansai) and Thailand (EGAT)
Potash Mining and Processing Project	<ul style="list-style-type: none"> • Represented the mining sector • Project located in Khammuane province, central parts of Laos • ESIA certificate No. 5229/MONRE and ESMMP certificate No. 5293/MONRE dated 24 July 2014. The ESMP is valid for two years. • EIA report and ESMMP were available for review • PIG was implemented in the ESIA PI process • The project did not involve resettlement • Investors: Joint venture between Lao and China
Rubber Plantation and processing project	<ul style="list-style-type: none"> • Represented the agriculture and forestry sector • Project located in Sekong province, southern part of Laos • EIA report was approved on the 26/01/2015. EIA report and ESMMP were available for review • PIG was implemented in the ESIA PI process • Investors: Joint venture between Lao (BIDINA Co., LTD) and Vietnam

4.3 On-the-Job Trainings



On-the-job training was conducted for DESIA staffs. This included PI focal points at the department and representatives from the Review Centre, the Planning and Administration Division and the Management and Monitoring Division. The topic of the training included (i) document analysis of case studies for planning and preparing field studies; (2) field study techniques and data collection including interview skills and 3) field

study reporting (data analysis and interpretation and reporting).

4.4 Document Analysis of Case Study

Document analysis was conducted through on-the-job training for DESIA staff (all members of the Information and PI Centre and representatives from each DESIA Centre and Division.

Participants were divided into three small groups to conduct document analysis of selected case studies in order to plan field interviews. This included the preparation of:

- Project descriptions and impacts
- Identification and analysis of all potential stakeholders, such as Project Affected Persons (PAP), Civil Society Organizations and international or local Non-Government Organization, etc.
- Identification of stakeholder persons for interviews and villages for group discussions
- Identification and evaluation of key public concerns and how they were incorporated in the approved ESIA report and ECC conditions (by reviewing all minutes of meeting).



4.5 In-depth Interview and Focus Group Discussion

There were three teams of seven members for three different project cases. In-depth interviews focused on line sectors, while focus group discussions were used to engage PAP groups. Village-level interviews were conducted with three focal groups that included all relevant stakeholders:

Group 1: Village chiefs, elders, village land, village forester and village women's union

Group 2: Female PAPs

Group 3: Male PAPs.

Table 2 below shows the stakeholder groups that were randomly selected for interviews. The interview of the two direct PAPs (to be resettled) at NN1 hydropower project was cancelled due to poor road conditions at the time of field work (rainy season).

Table 2: The Number of Interviewed Stakeholder Groups

Category of Involved Stakeholders	Hydropower-NN1		Agriculture-Forestry-Rubber plantation		Mining - Potash	
	Selected	Interviewed	Selected	Interviewed	Selected	Interviewed
Central level –DESIA	4	4	4	4	4	4
DoNRE	10	10	3	3	4	4
DNREO	12	12	6	6	8	8
Provincial line sectors	10	10	4	4	4	4
District line sectors	12	12	8	8	8	8
Impacted villages	5	3	3	3	4	4
RMU & EMU	2	2				



A generic survey questionnaire (Annex 03) was developed and used for all stakeholders interviews. This allowed the research team to compare results between the different stakeholder-units and between the different projects. The generic survey was adapted for each case study in order to focus on relevant issues and topics of particular concern.

Gender and the degree of representativeness of each stakeholder group were taken into account when selecting the interviewees.

The name of interviewed stakeholders is presented in Table 3 below:

Table 3 The name of interviewed sectors

Stakeholders	NN1	Plantation	Potash
I. Central Level – DESIA			
1. PI Centre	✓	✓	✓
2. Review Centre	✓	✓	✓
3. Monitoring division	✓	✓	✓
4. Planning and Administration Division	✓	✓	✓
II. Provincial Department of Natural Resource and Environment	2 provinces	1 province	1 province
i. Environmental Sector	✓	✓	✓
ii. Geological and Mineral Sector			✓
iii. Water and Hydrology Sector	✓		✓
iv. Forestry Resource Management	✓	✓	
v. Land Management Sector	✓		✓
vi. Land Administration and Allocation Sector	✓	✓	✓
III. District Department of Natural Resource and Environment	4 districts	2 districts	2 districts
i. Environmental Unit	✓	✓	✓
ii. Geological and Mineral Unit			✓
iii. Forestry Resource Management Sector		✓	✓
iv. Land Management Sector	✓	✓	✓
v. Water and Hydrology Unit	✓		
IV. Provincial line sectors	2 provinces	1 province	1 province
i. Industry and Commerce Sector		✓	
ii. Health Department	✓	✓	✓
iii. Energy and Mining Department	✓		✓
iv. Agriculture and Forestry Department	✓	✓	✓
v. Urban and Housing Management Sector		✓	
vi. Labor and Social Welfare Department			✓
vii. Provincial Lao Front Construction	✓		
viii. Provincial Department of Public Works and Transport	✓		✓
ix. RMU	✓		
x. EMU	✓		
V. District line sectors	4 districts	2 districts	2 districts
i. Energy and Mining Office	✓		✓
ii. Industry and Commerce Office		✓	✓

Stakeholders	NN1	Plantation	Potash
iii. Public Works and Transports Office		✓	
iv. Health Office	✓	✓	✓
v. Labour and Social Welfare Office			✓
vi. Agriculture and Forestry Office	✓	✓	✓
vii. District Administration Office	✓		✓
VI. Village – focus group discussion	3 villages	3 villages	4 villages
i. Village Authority Group	✓	✓	✓
ii. Men Group	✓	✓	✓
iii. Women Group	✓	✓	✓

5 Design Evaluation Criteria



The evaluation questionnaire for this study was divided into process and outcome criteria. These two areas were viewed as the most important dimensions of assessing the quality of PI (Table 4 and Figure 3 below). The process criteria were used to determine whether the companies had correctly incorporated PI throughout the ESIA process, abiding by all the relevant laws and obligatory standards, while the field of outcome criteria

focused on knowledge management, feedback mechanisms, the quality and clarity of documents and information provided to the public.

Table 4 PI Evaluation Criteria

Process Criteria	Outcome Criteria
<ol style="list-style-type: none"> 1. Representativeness 2. Participation rate 3. Early involvement 4. Continues involvement/participation 5. Advanced notification 6. Resource/Information accessibility 7. Understandable language 8. Interaction/comfort: participation method and technique 9. Process flexibility (time and location) 	<ol style="list-style-type: none"> 1. Knowledge and awareness 2. Responsiveness to participant's demands and allow public to influence outcomes 3. Incorporation of public views in the ESIA report 4. Conflict resolution and issues elimination 5. Transparency of decision making process 6. Incorporation of public concerns into the final decision



Figure 3 Breakdown of PI scoring

Indicators were based sort guidance from Lao PDR laws and policy document. The indicator was also based on PI international best practices and principles reviewed by Nadeem & Fischer (2011) and regarding land investments, such as those outlined in the FAO Voluntary Guidelines. The details of process and outcome criteria with indicators as specified in the PIG and supporting references can be found in Annex 02. The interview questionnaire was developed based on the specifications of the PIG, Lao and international best PI practices. Some indicators consisted of both multiple answer questions and open questions. The question with answer choices will be analysed by percentage as example shown in Table 5 below:

Table 5 Example of sub-score calculation

3.2	Participation rate:	Choose 1 answer	Result of respondents (%)	Final Result (%)
3.2.1	How many of the partly PAP participated during consultation meetings?— <i>one choice</i> (Read choice)	1. All/Almost all 2. Around half 3. Under half/one third 4. Almost none/none	80 5 5 10	80
3.2.2	How many of the resettled PAP participated during consultation meetings?— <i>one choice</i> (Read choice)	1. All/Almost all 2. Around half 3. Under half/one third 4. Almost none/none	70 10 15 15	70
The final result of participation rate is satisfactory level which is equal 75% (80+70/75%)				

The interpretation of overall PI quality used was qualitative, and included 4 levels: unsatisfactory, acceptable, satisfactory and excellent. If the total PI quality (sum of process and outcome) was less than 50%, overall PI quality of the case study project was deemed “unsatisfactory”, between 50-70% was “acceptable”, 71%-<90% was “satisfactory” and >90-100% was “excellent” (Table 6)

Table 6 Grade system

Interpretation	unsatisfactory	acceptable	satisfactory	excellent
Process + outcome (%)	<50%	50-70%	71-90%	91-100%

6 The PI Quality of Case Studies

6.1 Brief Profile of Case Studies

Nam Ngiep 1 Hydropower Project (NN1)



The main facility of the Nam Ngiep Hydropower Project is located in Bolikhamxay province. The reservoir has a surface area of 66.9 Km² when at full capacity with effective storage of 1,192 million m³. This covers parts of Xaysomboun province. NN1 is expected to produce about 262MW of power, most of which will be sold to Thailand, with an additional proposed 20 MW supply for domestic use through power purchase agreement with Electricity Du Laos.

Two developers--the Kansai Electric Power Co., Inc., and the EGAT are working closely with Lao Holding State Enterprise (LHSE) to prepare the project.

The ESIA was carried out by an association of two consultant services of the Environmental Research Institute of Chulalongkorn University and NCC Consultant Co., Ltd. The ESIA report was approved on 16/7/2012. The project construction expected to be completed in 2019.

Key Environmental Issues:

- Changes to river morphology and hydrologic flows
- Sedimentation within the reservoir area and on downstream channels of the Nam Ngiep River;
- Loss of natural forest areas and native vegetation within the inundation area (mixed stocked and unstocked forest) resulting in habitat loss for local biodiversity as well as the potential loss of habitat for some species of national significance;
- Fisheries within the Nam Ngiep River will be impacted through construction activities as well as stream alterations during the operation period of the dam;
- Temporary impacts on air quality and noise resulting from construction activities.
- Phou Kao Kuay NPA and Huay Ngua Provincial Protected Area impacts (wildlife, extractive resources, northward connectivity)
- Environmental impacts and forest loss (currently 40%) at resettlement site

Key Social Impacts:

- Around 3,000 people will require resettlement: four villages in the lower reservoir area will be completely inundated, losing their housing, infrastructure and most of their agricultural land, 26 villages impacted by the project area
- In the upper reservoir area three villages will lose farmland for parts of the year.

- In the Construction Area, Hatsaykham hamlet will require resettlement, while two other 'host' villages will be disturbed both by construction activities and by the establishment of the resettlement area.
- Minor impacts are expected downstream through potential changes in water quality and water flow.
- Some households living along the Transmission Lines and along the Access Road will lose land or other assets to the Project.
- Potentially loss of fluvial fisheries-based livelihoods
- A total of 46 communities will be impacted within the Project's greater impact zone (including transmission line to Vientiane)

Source: ESIA Report, 2012

Rubber Plantation and Processing Project

The location of Agri-Forest Rubber plantation and rubber processing factory project is located in Thateng district and Lamarm district – Xekong province under the investment of Lao Bidina Co., Ltd. Agri-forest Rubber plantation and rubber processing factory establishment project has a total area of 2,466.2 ha in Xekong province covering portions of two districts including Thateng District and Lamarm District with most of the area in Thateng village. The rubber plantation area covers 19 villages in Thateng District and 3 villages in Lamarm District and is divided into 109 patches.



The factory area is located at Chouhougneau village, Thateng district, Xekong province. This area is located in the south east of Thateng district; close to the border between Thateng district and Lamarm district. The factory area is located in the only village of Chouhougneau village and the total area of the factory and other facilities covers 5 ha. The agri-forest rubber plantation has a 50 year concession agreement that commenced in 2006. The factory produces around 3, 000 ton of rubber per year. The company hired Environmental Consultant Co.,Ltd (ECL) for ESIA study. The ESIA report was approved on the 26/01/2015.

The environmental impact includes soil contamination, land erosion and sediment, water quality, noise and air emissions, loss of unstock forest. Social impacts will include the impacts on livelihood from the loss of agriculture land. No resettlement or relocation of people.

Source: ESIA Report, 2015

Potash Mining and Processing Project



Potash Mining and Processing Expansion Project of 500,000 ton/year is located at Dontai village, Thakhek district, Khammuan province. The project was located in Thakhek district, Khammuan province under a 49 year concession with a concession area of 32 Km² (3,200ha). The first period of construction and operation of the project was from 2009 to 2012. This is a Chinese investment with a value of 338,000,000 US\$ (90% from China and 10% from Lao government), the

amount of accumulated minerals equalling 548,000,000 m³. The name of the company is Sinoaki Potash Co., Ltd with its headquarter located at Phonephanao village, Saysetha district, Vientiane capital. The environmental consultant company hired to operate the study of environmental and social impact assessment (ESIA) is Sustainable Society Agriculture, Forestry and Environment (SSAFE). ESIA certificate No. 5229/MONRE and EMP certificate No. 5293/MONRE dated 24 July 2014. The ESMP is valid for two years.

The environmental impact will include impact on landscape from mining, soil contamination, land erosion and sediment, water quality, noise and air emissions and loss of unstock forest. Social impacts will include the impacts on livelihood from the loss of agriculture land. No resettlement or relocation of people.

Source: ESIA Report, 2015

6.2 The PI Study Result

The PI study result of the three case studies was presented in the final workshop held on 28 August 2015. The result and identified PI constraints of the three case studies reported below was accepted by the key participants especially by the project developer (NN1PC), PNREOs of Xaysomboun, Borikhamxay, Khamuane and Sekong provinces.

The PI Study Result

The study result is presented using a color coding, which is indicated in Table 7 and 8 below. This color coding represents the overall accumulated result of each indicator. The color is “orange” if the % respondent is < 50%, light blue if it is between 50-70%, light green if it is between 71-90% and dark green if it is between 90-100%. **Orange** means that the quality of PI of the case study was “unsatisfactory”, **light blue** means “acceptable”, **light green** means “satisfactory” and **dark green** means “excellent”.

The analysis of interview data illustrates that the overall PI quality of the selected case studies ranges from “acceptable” to “satisfactory”. The quality of PI in the Nam Ngiep 1 hydropower

project (NN1) was given a rating of “satisfactory”, or an overall score of 74%, while the rubber plantation and potash mining projects were considered “acceptable” with overall scores of 59% and 64% respectively (see Tables 7 and 8). All three case studies applied all PI processes. Table 8 provides an assessment on the level of compliance based on PI process and outcome criteria.

It can be said that the PI process of the NN1 project was more effective than that of the other two projects. However, the result also highlights that all three case studies have the same “unsatisfactory” results, in particular the “continued involvement of participants” and “public accessibility to information”. The result also shows that the rubber plantation and potash mining projects have the same “unsatisfactory” results, in particular the “representativeness of stakeholders”, “continued involvement of participants” and “public accessibility to information”.

Although the majority of interviewed stakeholders said they were generally consulted during ESIA preparation and approval processes, all of the “unsatisfactory” results stated above are under evaluation criteria of PI process. The majority of respondents of the three case studies responded that they had difficulty with accessibility to project information during project construction and operation. While the project documents are available online, many districts and village agencies said they had no internet access. Many districts and village offices did not have communication boards or communication centres installed by the PD. Some villages had communication boards but no information had been posted. Moreover, some villagers said that no confirmation given by the PD on project impacts and final mitigation measures. Some district line sectors, that are required to oversee the rubber plantation and mining project operates, said that they had never been consulted or invited to participate in the consultation process. The number of consultation meetings at the village level was not sufficient to clearly explain the information presented to the community. For examples, the village meeting was conducted using a half day event, but the information presented to villagers was highly technical and therefore not understandable by the villagers.

On the other hand, the quality of PI outcome is acceptable and there are no “unsatisfactory” results. About half of the respondents responded that PI helped increase their knowledge and awareness of the PI and their right and building their trust in government agencies and PD. The public’s responsiveness was also good as villagers said that PDs had provided them good roads, better schools and health centres. However, some responded that they were not sure if their comments or concerns had been addressed or incorporated in the ESIA report or specified as conditions in the ECC since nearly half of the respondents indicated that they did not see the minutes of meetings.

Table 7 Calculating method of PI quality

Interpretation	Unsatisfactory	Acceptable	Satisfactory	Excellent	Overall PI Quality
	<50%	50-70%	71-90%	91-100%	
Process + Outcome	40	60	80	95	
Hydropower NN1	40x2 (yes)=80	60x1(yes)=60	80x11(yes)=880	95x1(yes)=95	74%
Rubber Plantation and Processing Project	40x3(yes)=120	60x10(yes)=600	80x2(yes)=160	0	59%
Potash Mining and Processing Factory	40x3(yes)=120	60x6(yes)=360	80x6(yes)=480	0	64%

Table 8 Overall Result of PI Quality

Evaluation Criteria	Evaluation Results Against PIG		
	Hydropower NN 1	Agri-Forest Rubber	Mining Potash
The Evaluation Result of the PI Process Criteria			
1. Representativeness of stakeholders	Yes	Yes	Yes
2. Participation rate	Yes	Yes	Yes
3. Early involvement	Yes	Yes	Yes
4. Continues involvement of participants	Yes	Yes	Yes
5. Advanced notification	Yes	Yes	Yes
6. Information accessibility	Yes	Yes	Yes
7. Understandable Language	Yes	Yes	Yes
8. Interaction/comfort: method and technique	Yes	Yes	Yes
9. Process flexibility: time and location	Yes	Yes	Yes
The Evaluation Result of the PI Outcome Criteria			
10. Knowledge and awareness	Yes	Yes	Yes
11. Responsiveness and influence	Yes	Yes	Yes
12. Incorporation of public views in the ESIA report	Yes	Yes	Yes
13. Conflict resolution and issues elimination	Yes	Yes	Yes
14. Transparency of decision making process	Yes	Yes	Yes
15. Incorporation of public concerns into the final decision	Yes	Yes	Yes
The Overall PI Quality= PI Process + PI Outcome			
	74% Satisfactory	59% Acceptable	64% Acceptable

PI Evaluation Result of Nam Ngiep 1 Hydropower Project

The quality of PI of the NN1 project was rated as “satisfactory” with an overall score of 74% with a number of process criteria, such as “time and location” and “advance notice” being given the best score of excellent. There were 11 “satisfactory” results (73%) that included five process criteria (representativeness , participation rate, early involvement, understandable language and interaction/comfort: participation method and technique) and six outcome criteria (incorporation of public views in the ESIA report, conflict resolution and issues elimination, transparency of decision making process, incorporation of public concerns into the final decision). There were two “unsatisfactory” results (13%) from the process criteria that included “continues involvement” and “information accessibility”.

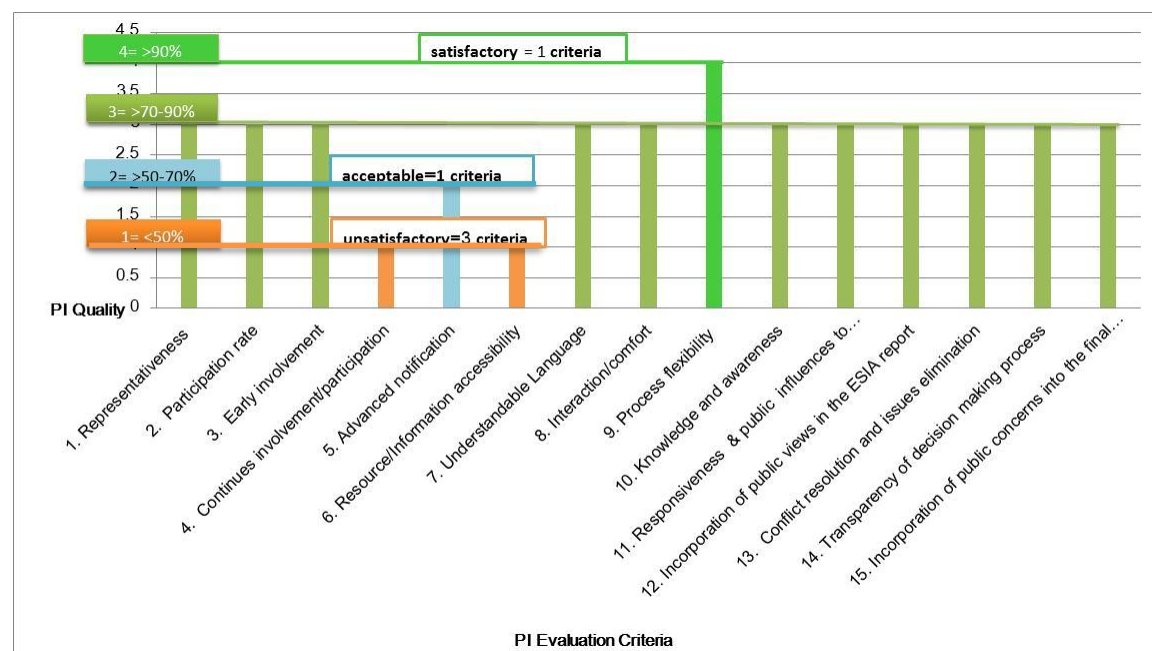


Figure 4 PI Evaluation Result of Nam Ngiep 1 HydropowerProject

PI Evaluation Result of Rubber Plantation and Processing Project

The quality of PI of the Rubber Plantation Project had an overall rating of “acceptable,” with a score of 59%. There were 10 “acceptable” results (67%) that included four process criteria (early involvement, advance notice, understandable language, Interaction/comfort: method and technique) and all six outcome criteria (incorporation of public views in the ESIA report, conflict resolution and issues elimination, transparency of decision making process, incorporation of public concerns into the final decision). There are two “satisfactory” results (13%) from the process criteria (participation rate and interaction/comfort: participation method and technique). The “unsatisfactory” results were from three process criteria that included “representativeness”, “continues involvement” and “information accessibility”.

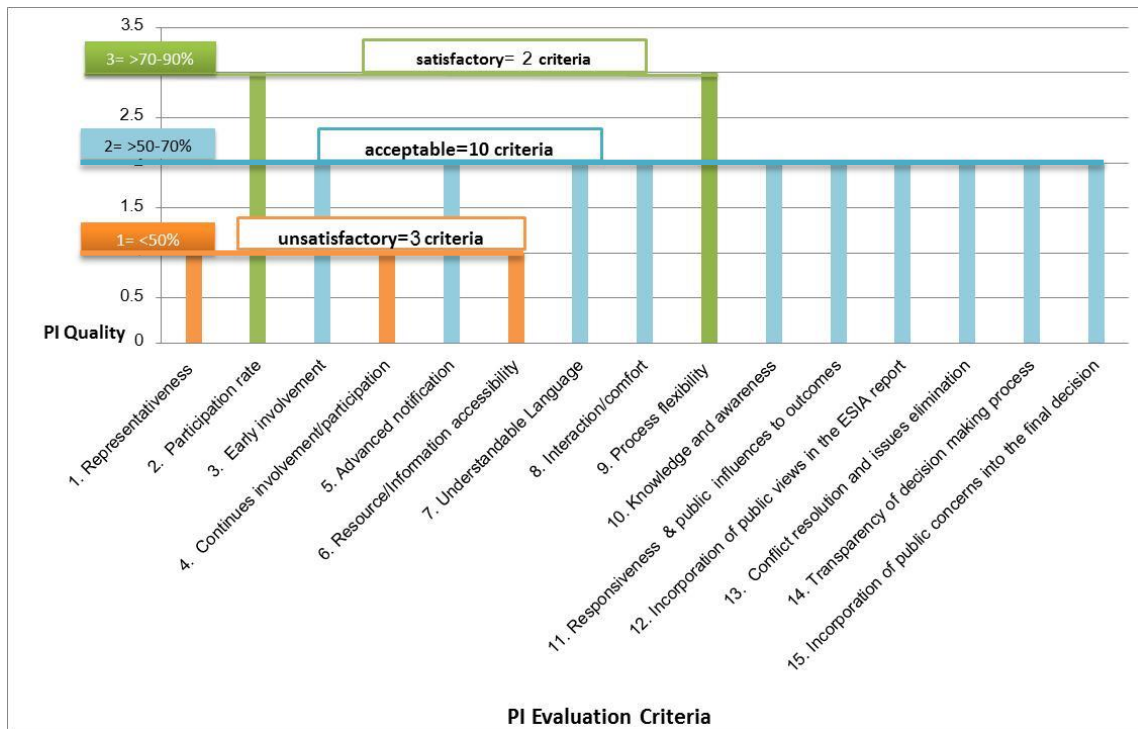


Figure 5 PI Evaluation Result of Rubber Plantation and Processing Project

PI Evaluation Result of Potash Mining and Processing Project

The quality of PI of the Potash Mining Project is given the overall rating of “acceptable,” with a score of 64%. There were six “satisfactory” results (40%) that included four process criteria (early involvement, participation rate, Interaction/comfort: method and technique and process flexibility: time and location) and two outcome criteria (knowledge and awareness and conflict resolution and issues elimination).

The six “acceptable” results (40%) included two process criteria (advance notice and understandable language) and four outcome criteria (responsiveness and influence, incorporation of public views in the ESIA report, transparency of decision making process, incorporation of public concerns into the final decision).

The “unsatisfactory” results accounts for 20% of the overall score that were a result of three process criteria including “representativeness”, “continues involvement” and “information accessibility”.

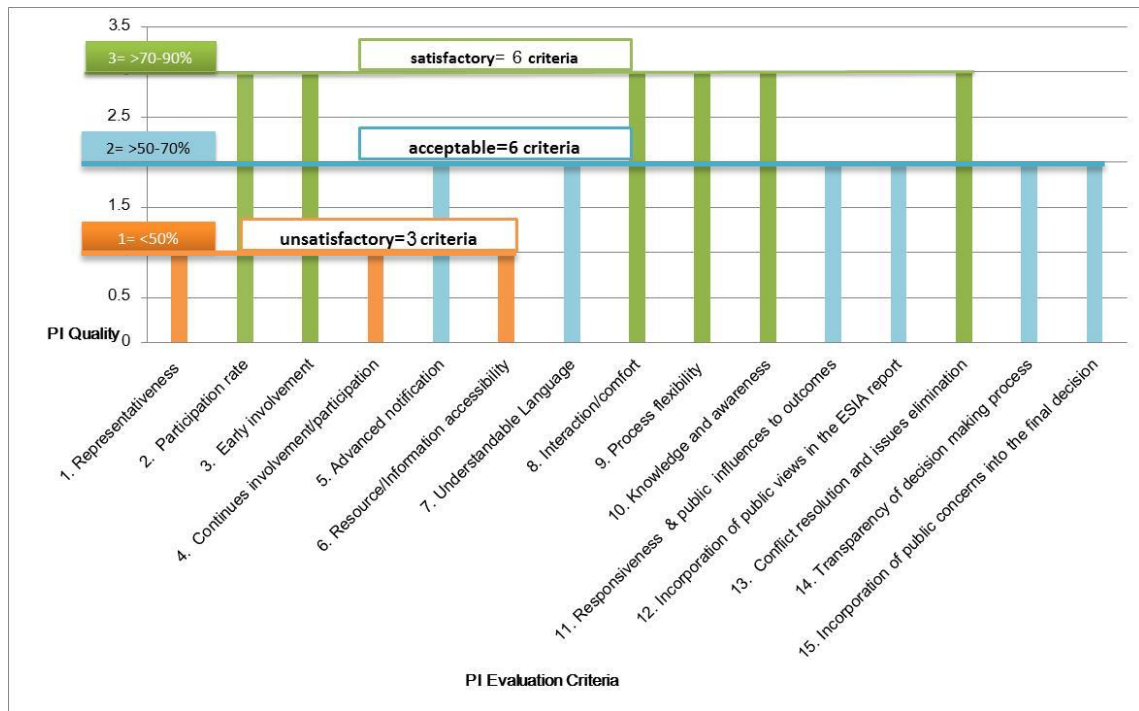


Figure 6 PI Evaluation Result of Potash Mining and Processing Project

6.3 Summary of Key Results and Issues of Implementing PI

The summary of key study results of the three (3) case studies is summarized in Figure 7 below.

	Satisfactory Criteria	Acceptable Criteria	Unsatisfactory Criteria
PI Process	<ul style="list-style-type: none"> Public participation rate Early involvement Interaction/comfort: method and technique Process flexibility: time and location 	<ul style="list-style-type: none"> Advanced notification Understandable language 	<ul style="list-style-type: none"> Representatives Continues involvement Information accessibility
PI Outcomes	<ul style="list-style-type: none"> Increase in knowledge and awareness Conflict resolution and issue elimination 	<ul style="list-style-type: none"> Responsiveness of public views in the ESIA report Transparency of decision making process Incorporation of public into the final decision 	

Figure 7 Summary of PI Study Results of 3 Case studies

Key issues PI from the three case studies are summarized as below:

1. The stakeholder category in the consultation meeting at each level was not clearly specified in the current PIG;
2. The participation rate in the consultation meetings (at village level) was not specified in the PIG or in the ESIA related legislations;
3. The PI process began since data collection which was not consistent with the new ESIA instruction No. 8030 stating that PI shall start since Scoping Report and TOR;
4. Currently, the dissemination of PI takes place at the district consultation level – of which only village authorise or its representative is invited to participate;
5. Many consultation meeting times/series at each level specified in the PIG which was not able to comply with due to each consultation meeting is costly;
6. The allocation of responsibility for PI activity planning at each consultation meeting at each level (especially the responsibility between PD and environmental authority) was not clearly defined and not consistent with the new ESIA instruction No. 8030;
7. The guideline for PI report writing including PI Minute of Meeting form or checklist for PI activity planning were not available;
8. The PI review and monitoring guidelines and evaluation checklist were not available;
9. The capacity on planning, reporting, reviewing and monitoring of PI activities of environment authorise at central, provincial and district was limited;
10. The understanding and awareness of PI process in the ESIA process of line sectors at central, provincial, district and village was also limited;
11. The coordination between environmental authorities and line sectors and affected communities was not well-coordinated and not continuously. The line sector participants/representatives participated was not consistent (each time different person) which had difficulty to follow up the discussed issues.

7 Conclusion and Recommendation



Public involvement is very important part of Environmental Impact Assessments. When done effectively, PI can significantly help reduce conflict between the project developer and stakeholders and greatly improve the quality of the ESIA process and short, medium and long term outcomes. When PI implemented effectively, the process should not pose any delay to project development and may in fact help speed up the project by facilitating local people to participate and cooperate in projects development through cooperative efforts and the gathering of useful opinions during data collection and ESIA report preparation and review.

From this study, it is clear that government and project proponents should initiate PI since preparation and review the Scoping Report and Terms of Reference and continue PI throughout the projects life. The adoption of early PI at the planning stage will support the wider requirements of project planning and enhance the trust and relations between the project and local communities. The responsible government agency and PD should ensure the planning of PI activities are inclusive of all stakeholders and represent all PAPs. The PD should improve information dissemination to ensure the public and especially PAPs can easily understand and access updated project information. There is an urgent need for the government to improve the PI review and monitoring system to ensure full compliance with public involvement requirements.

The key recommendation for the revision of the PIG

1. The PI stakeholders of each investment project sector (energy-hydropower, mining, agriculture-forestry, and infrastructure and industry project) shall be clearly defined in the revised PIG. In the final workshop the majority of participants suggested that the list of PI stakeholders shall be divided into 3 categories including:
 - A **“must”** stakeholder list – the PD **must** consult or involve all stakeholders specified in this list
 - A **“should”** stakeholder list - the PD **should** consult or involve all stakeholders specified in this list
 - A **“voluntary”** stakeholder list” – other interested parties
2. The number of stakeholders that participate in PI events undertaken by the PD should/must be in line with GoL policies and regulations, such as the land policy;
3. The PI process shall commence during initial project preparation and review during the Scoping Report and TOR for the ESIA;
4. The number of consultation meeting series/times at each level (provincial, district and village) shall be reduced to be realistic and consistent with current situation and context. The number of consultation meetings at each level shall not be fixed as the PD shall ensure the fulfilment of achieving the PI objectives, for each consultation meeting, at each level, no matter how many times they need to occur.
5. Responsibility for PI activity planning at each consultation meeting at each level (especially the responsibility between PD and environmental authorities) shall be consistent with the new ESIA instruction No. 8030;
6. The guideline for PI report writing must include a form for completing minutes of meetings or checklists for PI planning. Once developed these tools must be disseminated and training delivered;
7. The PI review and monitoring guidelines must contain an evaluation checklist. Once this task is completed the new tool must be disseminated and training delivered;
8. The capacity on planning, reporting, reviewing and monitoring of PI activities from environmental authorities at central, provincial and district shall be improved through an intensive training and on-the-job training;

9. The dissemination of PI in the ESIA process for central, provincial, district, including local communities, shall be conducted across the country;
10. The coordination and information/documentation distribution between environmental authorities and line sectors and affected communities shall be improved by developing and implementing a systematic PI communication system.

The recommended road map for improving PI process in Laos PDR is presented in Figure 8 below.

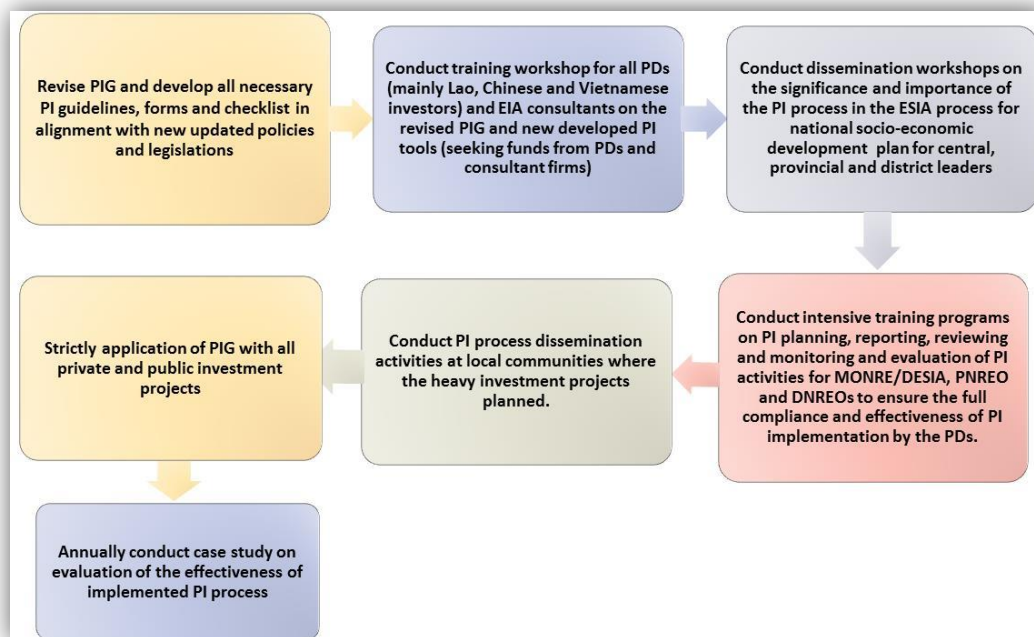


Figure 8 The recommended road map for improving PI process in Laos PDR

The specific recommendations to each PI evaluation criteria are presented in annex 01.

8 Final Outcome of PI Study

As stated earlier, this PI study employed a participatory and learning-by-doing approach. The selected DESIA staff especially the staffs from DESIAs PI centre were involved in all stages of this study. Selected DESIA staffs have received trainings on PI in the review of ESIA reports, planning and preparing for data collection (field interviews), data analysis, and interpretation and reporting of study results. As a result of active participation and contribution of DESIA staff, the final outcomes of this study include:

1. The case study results on the quality of PI for Nam Ngiep 1 Hydropower, rubber plantation and processing and Potash mining and processing project, see section 6.2
2. The summary of PI study results and issues associated with PIG implementation, see section 6.3
3. Recommendations for revising PIG and PI process in Laos, see section 7
4. The checklists for reviewing PI process in the ESIA process, see annex 01

5. PI Evaluation Criteria with indicators for evaluation of quality of PI process, see annex 02
6. PI evaluation questionnaire, see annex 03
7. The increased capacity of participated DESIA staffs (especially PI staffs) on PI review in the ESIA report, planning and preparing for data collection (field interview), data analysis, and interpretation and reporting of study result.

9 Limitation of the Study

This study aimed to evaluate the effectiveness of public participation in development projects in Laos through examining the perception and experience of various stakeholder groups in the PI process.

The field study found that line sectors, including environment authorities at provincial and district level have limited understanding of public involvement. For this reason, it took the team a greater amount of time to explain the ideology of PI and to complete the interview process. There were also a number of financial constraints on the research budget so the team was not able to investigate any infrastructure projects. Since the study was conducted in the rainy season, there was limited access to some important PAP villages, such as resettlement villages.

It is recommended that future studies on the quality of PI shall be expanded to cover both private and public investment projects with different investors such as Lao, Chinese, Vietnamese and different sectors. The criteria of selection of case studies shall consider the size of projects (IEE and ESIA) and the type of impacts (with and without resettlement). Different weightings for different PI processes should be considered so the most important criteria, such as responsiveness to public comments and public's influence to final outcomes, are brought to the forefront.



10 Annexes

Annex 01 PI Review Checklist

Table 9 Review Guidance of PI Process

No.	Criteria	Review Checklist
1	Representativeness (inclusive): include all the interested and affected public or at least their representatives (this varies by the selected case)	1. Check the list and stakeholder group of participants of all consultation meetings at all levels
2	Participation rate (fair): Number or percentage of participants	1. Sum number of participated PAPs of all villages / total PAPs (direct PAPs) 2. Sum number of participated PAPs of all villages / total PAPs (direct PAPs)
3	Early involvement (informative): The public has a right to be informed early in an understandable manner and that the opportunities should be provided to the prospective affectees to present their concerns at the initial stages of the project	1. Simply check if PI or PI process dissemination meeting happened during the preparation of scope of study TOR for ESIA study 2. Check the direct PAPs (resettlers) involve since early stage of resettlement planning (site selection and house design)
4	Continues involvement: Scoping report and TOR-> data collection -> report preparation-> review and approval of ESIA report – monitoring and follow up (project construction and operation or extraction/ processing phases) -> Decommissioning phase	ESIA report preparation and review: 1. Check the consistent participant lists of each consultation meetings at each level (village, district and provincial/capital levels) 2. Check the baseline study approaches (survey and interview, focus group discussion) 3. Check the adequate number of PI consultation meetings at least: <ul style="list-style-type: none"> • 1 PI process and project disimaton meeting in each village during scoping report and ToR preparation • 2 village consultation meeting times (1st meeting presents draft ESIA report and 2nd presents improved ESIA report) • 2 district consultation meeting times (1st meeting presents improved draft ESIA report and 2nd presents improved ESIA

No.	Criteria	Review Checklist
		<p>report)</p> <ul style="list-style-type: none"> • 1 Technical workshop with PD and site visit • 1 Provincial meeting at provincial/capital level • Check if all line sectors at all levels received ESIA report and returned their comments within 50 working days <p>The number of meetings (especillay at village level) can be increased to ensure public knowledge of project impacts, proposed mitigation measures, PI processes and etc.</p> <p>Monitoring and follow-up phase:</p> <ol style="list-style-type: none"> 1. Conduct interview of PAPs (direct and indirect) if they are communicated about the project activities (esp. harmful activities) and to ensure the adequateness of E&S mitigation measures 2. Interview direct PAPs (resettlers) if they are continuously consulted since resettlement planning throughout the livelihood and income restoration period 3. Check the if PD has provided accessible company website, communication board and communication centers with necessary and updated information in local language in all affected villages and districts 4. Check if PD regularly submit the required progress reports in a timely fashion and updated plans to environmental authorities and key line sectors as required 5. Check if the conflict resolution mechanism/ Grievance Unit to receive opinions, complaints and appeals from the project affected people, and ensure that PAPs are aware of and have good understanding <p>Project decommissioning phase:</p> <ol style="list-style-type: none"> 1. PD checking with [related] line agencies and local administration, communicate with local people to ensure they are aware of

No.	Criteria	Review Checklist
		<p>decommissioning schedule, project closure plan and other activities to be carried out of the post-closure of the project.</p> <p>2. For the mining sector, check if consultation meeting with local administration, PAP and local people on the pit closure plan and rehabilitation of the mineral mining to involve them in planning and give comments on these plans.</p>
5	Advanced notification: a notice with sufficient times/duration (number of working days) and documents given to environmental authorities, line agencies and communities to review and prepare for upcoming consultation meetings	1. Simply count the number of working days before meetings/events took place from the noticed date (by the date of meeting conducted minus the date of notice issued)
6	Resource/Information accessibility: Different means of providing information to the public via documents, media, hotline news, information and communication and notice boards	<p>This mostly done during monitoring of project site and visiting affected communities:</p> <p>1. Participate in the project monitoring and follow up</p> <p>2. Check if the project/company website, communication boards and communication centers containing full and updated information on project activity schedule and progress;</p> <p>3. Check if the given/disseminated information is presented in an understandable language or local language if necessary</p> <p>4. Check if the PD submitted required documents (update plans and progress reports) timely</p> <p>5. Interview communities or stakeholders if received and can access to project document and information easily</p>
7	<p>Understandable/Language:</p> <p>Oral and/or written information is presented in an understandable or local language. Ethnic facilitator provided during consultation if required</p>	<p>PI planning and during consultation stages:</p> <p>1. Check if baseline data of PAPs focus on ethnic and illiteracy groups in the ESIA report or list of participants attached with the agenda</p> <p>2. Advise the PD to provide ethnic facilitator to help explain the given oral information to the public during the consultation meeting at village level</p>

No.	Criteria	Review Checklist
		<ol style="list-style-type: none"> 3. Simply observe or check if the participants understand the oral information given during each consultation process 4. Check if written information is presented in Lao or local language if available and necessary
8	<p>Interaction/Comfortable environment/ facilitation: methods and techniques:</p>	<p>This mainly happened during the consultation meetings:</p> <ol style="list-style-type: none"> 1. Participate in the consultation meetings 2. Simply observe the reaction of participants with the information speakers such as do they actively participate by asking or answering questions or are they just silent/quiet? 3. Silence or quietness can be interpreted two ways: participants understand everything or do not understand at all, either of these ask the sleepy or tired persons a random question to check if they follow the given information; 4. Observe surroundings in the meeting environment such as space of meeting room: not too cold or too hot, good atmosphere and friendly facilitators and energizing and participatory methods 5. Observe the method and techniques used by PD staffs to encourage/motivate the participants' participation
9	<p>Process flexibility: time and location/venue:</p> <p>Accessible location and convenient timing for the majority of stakeholders. The public or responsible government agency can choose the place and time for public consultation and participation</p>	<p>This should be done at PI planning stage:</p> <ol style="list-style-type: none"> 1. Check who arranges the location and time – should be government agency 2. Check the distance between the meeting venue and affected villages 3. Check with participants if they have been provided with transportation and financial compensation for the loss of wages/working time in order to enable them to participate; 4. Check if the location is suitable compared with number of participants (not too small and in the sun or rain)

Table 10 Some review guidance of PI outcome

No.	Criteria	Review Checklist
1	<p>Knowledge and awareness</p> <p>The increase in the knowledge of participants about the project's impacts, the awareness of participants about the PI in the ESIA process and ensure that PAPs correctly understand</p>	<ol style="list-style-type: none"> 1) Conduct rapid evaluation at the end of each consultation meeting 2) Conduct interview of PAPs during field mission or site monitoring and inspection
2	<p>Responsiveness to participant's demands, allow public to influence outcomes:</p> <p>Public influences change in project design, follow the preference of PAPs regarding house design, increase in number of meeting as required by PAPs and so on</p>	<ol style="list-style-type: none"> 1) Check if the PD's responses to public demands, for example: <ul style="list-style-type: none"> • Increase number of consultation meetings • Improve local infrastructure • Improve local environmental quality • Change in project design, resettlement house design or project alternatives • Public choose the location and time of consultation meetings • Etc.
3	<p><i>Incorporation of public views in the ESIA report: Public comments were incorporated in the revised ESIA report</i></p>	<p>Review if ESIA and ESMMP were continuously improved/revised based on :</p> <ul style="list-style-type: none"> • Comments on from all village meetings • Comments from all district meetings • Comments from technical meeting and site visit • Comments from provincial, capital meetings • Comments from line sectors and other interested parties
4	<p><i>Conflict resolution and issues elimination</i></p>	<p>During the monitoring and follow up mission, check if:</p> <ul style="list-style-type: none"> • The mechanism to validate authenticity of claims was available • Overall knowledge management/log of all claims/grievances: Complaints/claims and responds <ul style="list-style-type: none"> ○ Minutes of meeting ○ Reports and all PI related documents ○ Corresponding letter • No. of challenging issues (reported/fixed/pending) • No. of complaints/claims issues (reported/fixed / pending)

No.	Criteria	Review Checklist
5	Transparency of decision making process: building trust in the proponent and the competent authority	<ul style="list-style-type: none"> • Documents/Material/Minutes sharing and available to the public • Table with updated list and presentation of the stakeholder (based on the stakeholder analysis conducted during the Scoping Phase) • Tables and schedules indicating timing, duration, location, and participants in consultation activities at village/district, district/provincial and provincial/central levels • Tables with list of disclosure materials, timing, methods of disclosure and target groups including disclosure of the minutes of the consultation meetings
6	Incorporation of public concerns into the final decision: Incorporate the key public concerns as ECC condition	<ul style="list-style-type: none"> • Check if key public concerns/issues are addressed in the approved ESIA report and set as conditions in the ECC, if not justification made to public? • Final outcome of resolutions to issues raised including the Project Proponent's responses and feedback from the stakeholders; whether they are satisfied with the responses



Annex 02 Detailed Indicators of Evaluation Criteria

Process Criteria

The field of Process Criteria examines the process by which PI is/was conducted, with a particular focus on PI of the village level and the process by which the company and GoL agencies set up the public consultation steps required by EIA ministerial instructions and decree 192. There are nine indicators in this field (table 15).

Table 11 Detailed Indicators of Evaluation Criteria

No.	Detailed Indicators of Evaluation Criteria	Reference to standards and legislation.
1.	Representativeness (this varies between the selected cases)	
	<p>Include all the interested and affected public or at least their representatives:</p> <ul style="list-style-type: none"> • Project Affected People • Interested parties depending on selected cases • Line sectors depending on selected cases • Environmental authorities (DESIA, PONRE and DONRE) <p>Focus inclusive: Men, women, the elderly, youth, displaced persons, and vulnerable and disadvantaged persons or groups.</p>	<ul style="list-style-type: none"> • EPL No. 29 /NA, 2012: art 48 • Decree No. 192/PM, 2005: • PM Decree 135 • Ministerial Instruction No. 8030/MONRE, 2013 (I,1.2) • PIG No. 707/MONRE, 2013. Part II: • IFC standard 7, p. 3: Indigenous Peoples' • IFC std 1, p.8 Focus inclusive:
2	Participation rate:	
	Number of participants (out total direct/indirect impacted persons/ or total stakeholders- TBD)	<ul style="list-style-type: none"> • Law No. 29 /NA, 2012: art 20 & 21: IEE and EIA • Ministerial Instruction No. 8030/MONRE, 2013: ESIA • PM Decree 135 • PIG No. 707/MONRE, 2013. Part II: PI Participants
3	Early involvement:	
	<ul style="list-style-type: none"> • Since Scoping Report and TOR 	<ul style="list-style-type: none"> • Ministerial Instruction No. 8030/MONRE, 2013 (II,2.3) • PIG No. 707/MONRE, 2013. Part III, Section 2 Activities & 3: PI Timeframe • Zhou 2012, pp.10-11: PI in EIA Process in USA • UNEP 2002, pp.168-169: PI in the

No.	Detailed Indicators of Evaluation Criteria	Reference to standards and legislation.
		EIA Process <ul style="list-style-type: none"> • FAO: PI in the EIA Process
4	Continuous involvement/participation	
	<p>Scoping report and TOR:</p> <ul style="list-style-type: none"> • Identify affected parties and concerns • Information dissemination on the approved Scoping report and TOR and PI process <p>Data collection:</p> <ul style="list-style-type: none"> • Village meetings on project profile and impacts • Survey and interview of PAP <p>Report preparation:</p> <ul style="list-style-type: none"> • Village meetings on draft report • Village meeting on the 1st improved report • District meeting on 2nd improved report from the village meeting • District meeting on the 3rd improved report from district meeting <p>Report Review by the MONRE:</p> <ul style="list-style-type: none"> • Send to line ministries for comments – within 5 days – send back within 50 days • Technical workshop with PD and site visit • Final Consultation meeting at provincial/capital level <p>Monitoring of report implementation:</p> <ul style="list-style-type: none"> • with line agencies and related local administrations, Disseminate inform on IEE/EIA report to PAP • with line agencies and related local administrations, Communicate with local people and PAP on the project construction activities that may generate impacts from time-to-time such as the local people may be affected from site clearance, rock explosion, transportation, the use and storage of materials and hazardous chemicals, water discharge from water storage basin and others; 	<ul style="list-style-type: none"> • Ministerial Instruction No. 8030/MONRE, 2013: (II) ESIA • PIG No. 707/MONRE, 2013. Part II (1.2): PI in ESIA process, • PIG No. 707/MONRE, 2013. Part III (3): PI Timeframe • Zhou 2012, pp.10-11: PI in EIA Process in USA • UNEP 2002, pp.168-169: PI in the EIA Process • FAO: PI in the EIA Process • Sarawuth 2011,p.123: EIA in Thailand

No.	Detailed Indicators of Evaluation Criteria	Reference to standards and legislation.
	<ul style="list-style-type: none"> • Information accessibility to EIA report, SMMP, EMMP, and report on the implementation of such report and the project development plans through different means such as data and information, brochures, photos, notice board, newspapers, website and others sources • Expression of opinions: The local people or groups of people can express their opinions on the project implementation through different ways such as: <ul style="list-style-type: none"> ○ Send their comments to the project developer or related Government organizations through website, posts and others. ○ Send complaints and appeals to the project developer and related Government administrations, resulted from the implementation of the project which are wrong doing and unfairness under the law and regulations; • The project developer: should create a mechanism to consider the opinions and appeals of the PAP • Government organizations: should have a Grievance Unit to receive opinions, complaints and appeals submitted by the project affected people <p>Project decommissioning phase:</p> <ul style="list-style-type: none"> • PD with [related] line agencies and local administrations communicate with local people to be aware of the time schedule, project closure plans and other activities of the post-closure of the project to be carried out. • For the mining, Consultation meetings with local administrations, PAP and local people on the pit closure plans and rehabilitation of the mineral mining to involve them in planning process and 	

No.	Detailed Indicators of Evaluation Criteria	Reference to standards and legislation.
	comment provision for these plans.	
5	Notification in advance	
	<ul style="list-style-type: none"> • Village meeting: sending a letter to DNREO and distribution of related documents within 7 working days before the meeting takes place • District meeting: sending a letter to PNRED and distribution of related documents within 7 working days before the meeting takes place • Provincial and capital meeting: sending a letter to MONRE and distribution of related documents within 7 working days before the meeting takes place • MONRE – sending a letter to line ministries for comments – within 5 working days of receiving ESIA report 	
6	Resource/Information accessibility	
	<ul style="list-style-type: none"> • Documents: EIA report, SMMP, EMMP, and report on the implementation of such report and plans, newsletter published in 15 days or monthly, and notification of conducting harmful construction activities • Media: video, television, newspapers, magazines, brochures, notice boards, radios, speakers, websites and others. • Hotline news: brief, up-to-date and facts; suitable languages for the targeted groups and local contexts; proceeded by related organizations • Information and Communication Centers: provide news and opinions for the public, located: <ul style="list-style-type: none"> ○ in the area of local communities where they can have easy access to the information; ○ at least at 2 locations such as: community areas which are affected by the investment project and the main office of the investment project; 	<ul style="list-style-type: none"> • PIG No. 707/MONRE, 2013. Part IV: PI Method • UNEP 2002, P.173 table 2 • Martonakova, n.d. slide 3 • SESO: Information Disclosure p.11-12: • IFC std 1, p.8 • Zhou 2012, p.37: • ADB 2011, p.20:

No.	Detailed Indicators of Evaluation Criteria	Reference to standards and legislation.
	<ul style="list-style-type: none"> • a notice board consists of: <ul style="list-style-type: none"> ○ Name and address of the project developer; ○ The project details: objectives, types, scale, layouts, and maps showing the location of the project and others; ○ The project benefits and negative impacts on the environment and society. ○ In case there is resettlement, the details of compensation and resettlement area of the project affected people should be mentioned; ○ the name, contact and address of the person whom the public can send its official comments on the project investment to the project developer; ○ The date, time, and meeting venue in case of holding a meeting. • The study tour to the project: to the pilot project under the operation and visit of resettlement area and new production area 	
7	Understandable Languages	
	<ul style="list-style-type: none"> • All of the ESIA reports and plans should be in Lao • Use specific ethnic languages and facilitators (if necessary) to ensure the understanding for the participants • Information shall be made available in an understandable manner for non-expert public • The Company shall ensure that the Company's website shall have Lao language navigation • provide sufficient, relevant information in a form that is easily understood by non-experts (without being simplistic or insulting); 	<p>PIG No. 707/MONRE, 2013. Part III (1.1): Dissemination of information of the project</p> <p>SESO, p.11-12</p> <p>Decree No. 02/PM, 2015, Sustainable hydropower development policy, p.4</p> <p>ADB 2011, p.20:</p>

No.	Detailed Indicators of Evaluation Criteria	Reference to standards and legislation.
8	Interaction/comfort: participation methods and techniques	
	<ul style="list-style-type: none"> • Well planned and focused on negotiable issues • An egalitarian environment to all of the participants for expression of their concerns • Supportive mediators/facilitators during the public consultation • Workshop and group discussion • Questions and answers • Levels of participation • Provide appropriate means and opportunities for them to express their views; 	<p>SESO, p.11-12 UNEP 2002, p.172: PIG No. 707/MONRE, 2013. Part III (5): Implementation methodology & IV (2)</p>
9	Process flexibility(time and location)	
	<p>Each phase needs to define date, time of the public involvement to inform the community and ensure that the public can involve or express their full opinions:</p> <ul style="list-style-type: none"> • Provide sufficient time for PAPs, especially indigenous women and disabled peoples, to express their opinions • Allow enough time for the stakeholders to review, consider and respond to the information given and its implications; • Select appropriate venues and time of the events to encourage maximum attendance and free exchange of views of all of the stakeholders (including those who may feel less confident of expressing their views); and • Choose appropriate venues and times of the events to suit the stakeholders (helping them to be familiar with surrounding event setting areas 	<p>PIG No. 707/MONRE, 2013. Part III (5): Implementation methodology</p> <p>Martonakova (a), n.d.</p> <p>IFC standard 7, p. 3 indigenous peoples:</p> <p>UNEP 2002, p.172: UNEP 2002, p.185:</p>

Outcome Criteria

The field of Outcome examines a variety of different ways in which the project has shared and managed information with affected people and general public. There are six indicators in this field (table 16)

Table 12 Outcome Criteria and Indicators

No.	Criteria/indicators	Legal Ref. incl. international practice
1.	Knowledge and awareness	
	<ul style="list-style-type: none"> • Increase in the knowledge about the project's impacts of participants • Increase in the awareness about the PI in the ESIA process of participants • Increase in the knowledge about the PAP's rights of participants 	PIG No. 707/MONRE, 2013. Cpt I: PI Objectives and Targets
2	Responsiveness to participant's demands and allowance of public involvement to influence the outcomes	
	<ul style="list-style-type: none"> • Response to public demands on increase in number of public consultation meetings • Response to public demands on provision of resources and facilities for PI (ethnic facilitators, transport facilities and daily allowance) • Response to public demands on revision process of the company's policies of recruiting local laborers into the project implementation • Response to public demands on community development: building roads, sanitation systems, health care centers and education • Public influence on the revision process of mitigation measures for environmental and social impacts especially compensation, resettlement and livelihood and income restoration programs • Public influence on selecting venue and time for public consultation meetings and methods for sending its comments • Public influence on selecting resettlement village and house designs 	<ul style="list-style-type: none"> • Decree No. 192/PM, 2005: • PM Decree 135 • SESO • PIG 2013 <p>Several literature review cited in Nadeem & Fischer (2011)</p> <p>UNEP 2002, P. 168</p>

No.	Criteria/indicators	Legal Ref. incl. international practice
3	Incorporation of public views in the ESIA report	
	<ul style="list-style-type: none"> • Response to all of the questions, issues raised or comments made by the stakeholders in the ESIA report • Adequate significance and coverage given to the environmental concerns/impacts • adequate significance and coverage given to the socio-economic/socio-cultural concerns/impacts • adequate significance and coverage given to physical/spatial concerns/impacts • alternatives given for the project resulted from the consideration process (especially the designs of flow regimes and resettlement sites) • Justification given acceptable to the participants, if their raised concerns were not covered in the ESIA report 	<p>PIG No. 707/MONRE, 2013. Cpt II (1.2.c) and Cpt VI (5)</p> <p>Several literature review cited in Nadeem & Fischer (2011)</p>
4	Conflict resolution and issues elimination	
	<ul style="list-style-type: none"> • a mechanism to consider the opinions, appeals of the PAP • A Grievance Unit to receive opinions, complaints and appeals from the project affected people • Number of claims (resolved/pending) • Number of concerns/issues (responded/pending) 	<ul style="list-style-type: none"> • EPL No. 29 /NA, 2012: art 48 • Decree No. 192/PM, 2005: • PM Decree 135 • Ministerial instruction No. 8030/MONRE, 2013: (II) ESIA • PIG No. 707/MONRE, 2013. Cpt IV (3) • IFC Standard 1, P.9
5	Transparency of decision making process	
	<ul style="list-style-type: none"> • Shared minutes of each public consultation meeting • Documentation (filling of all claims, complaints, minutes of meeting) • Justification on whether their concerns were incorporated into the final discussion or not • Trust in the proponent and the competent authorities • PI involved in 4 stages (data collection process, ESIA report preparation and review, during project construction/operation and project closure or decommissioning) 	<ul style="list-style-type: none"> • Ministerial instruction No. 8030/MONRE, 2013: (II) ESIA • PIG No. 707/MONRE, • UNEP 2002, p.163, • ADB 2011, p.20, 35: • ADB 2012, p.6: • Zhou 2012, p.36:

No.	Criteria/indicators	Legal Ref. incl. international practice
	<ul style="list-style-type: none"> Clarity about contact person of proponent and community representatives 	
6	Incorporation of public concerns into the final decision	
	<ul style="list-style-type: none"> The key concerns raised by the participants adequately considered/incorporated into the final decision/conditions of ECC Trade-off or compensation to the PAP identified and negotiated The conditions of approval technically and financially achieved 	<ul style="list-style-type: none"> Ministerial instruction No. 8030/MONRE, 2013: (II) ESIA PIG No. 707/MONRE, 2013. Cpt II (1.2)



Annex 05 Interview Questionnaire

Village Questionnaire -Assessment of Public Involvement (PI)

This form is used for the interviews with the project affected village; the village authorities including the chiefs, elderly, land unit, foresters, Women Union and representatives of the village (*households who lost land to company, households were otherwise affected, and households and households who didn't lose any land and are not affected*) will be invited to attend a meeting (maximum 12 people). The meeting should be organized as a focused-group discussion, preferably divided into a) one with only village authorities/village eldest b) one with project affected villagers (male) and c) one with project affected villagers (female).

Project name: _____ Project code: _____
 _____ Main Company name (if other than project name): _____

Examiner:	1. _____	Date:	__ __ __
	2. _____		
	3. _____		

Interviewees:	Name/Position	If impacted by the project, how?
	1. _____	
	2. _____	
	3. _____	
	4. _____	
	5. _____	
	6. _____	
	7. _____	
	8. _____	

1. General information about the village

1.1	Village name:	
1.2	District:	
1.3	Province:	
1.4	Total population:	_____ female: _____
1.5	Total households:	_____
1.6	What type of official land documents do villagers have?— <i>multiple choices</i> <i>(Read choice)</i>	1. Land Title 2. Land Use Certificate from LUP/LA 3. Land Survey Map 4. Land Tax Declaration 5. Certificate from Village Chief 6. Others, specify: _____ 7. None
1.7	Tell us more about the recent history of this village? (e.g. what has changed over the last 10 years, what is better now, what is not so good, how many investment projects have used the village land etc.)	

2. General questions about consultation

2.1	Did any kinds of participation take place before or since the company started implementation of its project (received/acquired land within the village)?— one choice (Read choice)	<ul style="list-style-type: none"> • Yes • No, (stop interview)
2.2	If yes, when and how were villagers involved? About what specifically were you consulted? open question	
2.3	By whom were you consulted?— multiple choice (Read choice)	<ol style="list-style-type: none"> 1. Company staff 2. MONRE/DESIA GoL staffs 3. Provincial GoL staff 4. District GoL staff 5. If others please specify:_____

3. Process criteria

Read to respondents: Now I will ask about the process of the public involvement

3.1	Representativeness and composition:	
3.1.1	Who was consulted?— multiple choice (Read choice)	<ul style="list-style-type: none"> • All villagers • Village authorities • Village eldest • Only Project affected people (PAP) • If others specify:_____
3.1.2	Do you think that participants represented all categories of relevant PAP? Please explain! open question	
3.2	Participation rate:	
3.2.1	How many of the partly PAP participated during consultation meetings?— one choice (Read choice)	<ol style="list-style-type: none"> 1. All/Almost all 2. Around half 3. Under half/one third 4. Almost none/none
3.2.2	How many of the resettled PAP participated consultation meetings?— one choice (Read choice)	<ol style="list-style-type: none"> 5. All/Almost all 6. Around half 7. Under half/one third 8. Almost none/none
3.2.3	If only few/none of the project affected people participated, please explain why? open question	
3.3	Early involvement	

3.3. 1	At which time of the project cycle stage were main stakeholders consulted? — one choice (<i>Read choice</i>)	<ol style="list-style-type: none"> 1. From the beginning on/very early 2. From data collection 3. After the project started some implementation 4. After the project has fully started operation
3.4	Continues involvement	
3.4. 1	Were the stakeholders consulted during the preparation of EIA report?	<ul style="list-style-type: none"> • Yes • No, why not?
3.4. 2	How many village meetings have the main stakeholders participated in the preparation of EIA report? one choice (<i>Read choice</i>)	<ul style="list-style-type: none"> • More than 4 village meetings • 4 village meeting • 3 village meeting • 2 village meeting • 1 village meeting • None
3.4. 3	Did the main stakeholders and/or their representatives participate in the consultation meeting during ESIA report review?	<ul style="list-style-type: none"> • Yes • No, why not?
3.4. 4	How many district/provincial meetings have the main stakeholders and/or their representatives participated during ESIA report review? one choice (<i>Read choice</i>)	<ul style="list-style-type: none"> • More than 4 meetings • 4 meetings, • 3 meetings • 2 meetings • 1 meeting • None
3.4. 5	Do you have the feelings that the number of consultation meetings was adequate? — one choice (<i>Read choice</i>)	<ul style="list-style-type: none"> • Yes • No • Don't know
3.4. 6	Why did the villagers consider the number of consultation adequate/not adequate? Open question	
3.4. 7	Were you continuously consulted during the project construction/operation?	<ul style="list-style-type: none"> • Yes • No, why not?
3.4. 8	By which means were the main stakeholders continuously consulted/involved during the project construction/operation? multiple choice (<i>Read choice</i>)	<ul style="list-style-type: none"> • Information dissemination • Communication on harmful construction activities • Information accessibility • Expression of opinions (send complaints) • Participation in resettlement activities • Participation in monitoring mission by govt agencies (being interviewed) • The study tour to the pilot project under operation and the visit of resettlement area and new production area

3.5		Advanced notification
3.5.1	Were you notified and informed about any major events, tasks, meetings or activities early enough? — one choice (Read choice)	<ul style="list-style-type: none"> • Yes • No If No, please explain: _____
3.5.2	Were the stakeholders given sufficient time to raise their concerns during the public consultation meetings — one choice (Read choice)	<ul style="list-style-type: none"> • Yes • No If No please specify: _____
3.5.3	Did the stakeholders receive relevant documents to prepare for the public consultation meetings early enough? — one choice (Read choice)	<ul style="list-style-type: none"> • Yes, at least 7 days before the meeting took place • No, under 7 days before the meeting took place • No, did not receive any document in advance at all If No please specify: _____
3.5.4	How the villagers were informed about the upcoming consultation meetings? open question	
3.6		Information accessibility
3.6.1	Were project information/EIA reports and any of other important documents accessible by the majority of the stakeholders? — one choice (Read choice)	<ol style="list-style-type: none"> 1. All information was provided to us 2. Most information was provided to us 3. Information was only provided after request 4. Information was very difficult to obtain
3.6.2	By which means of the information accessibility available for the stakeholders? multiple choice (Read choice)	<ul style="list-style-type: none"> • Document availability • Media, _____ • Hotline news • Information and Communication Centres • Notice board
3.6.3	Were the information and communication centres and notice boards easily accessible by the majority of stakeholders? — one choice (Read choice)	<ul style="list-style-type: none"> • Yes • No • If No, please explain: _____
3.6.4	What was the information available on the notice board? multiple choice (Read choice)	<ul style="list-style-type: none"> • Name and address of the project developer; • The project details: objective, type, scale, layout, and maps showing the location of the project and other; • The project benefits and negative impacts on the environment and society.

		<ul style="list-style-type: none"> • In case there is resettlement, the details of compensation and resettlement of the project affected people; • the name and address of the person who the public can send official comments on investment project to the project developer; • the date, time, and meeting venue in case of holding a meeting.
3.6.5	Were improved documents/assessments based on the comments made during the village meetings disseminated again to the villagers to gain their comments and certification?— one choice <i>(Read choice)</i>	<ol style="list-style-type: none"> 1. Yes, several times 2. No, only the first time
3.6.6	How was the progress and the development of the project communicated? – one choice <i>Read choice</i>	<ol style="list-style-type: none"> 1. We had the feeling to be updated about all activities/changes/progresses of the project 2. We had the feeling that we were updated about most activities/changes/progresses 3. We had the feeling that we were not updated enough about activities/changes/progresses
3.6.7	If some problems occurred regarding the accessibility of information, please explain (why? Especially who had problems, etc.) open question	
3.7 Understandable/Language		
3.7.1	How understandable was oral information provided to you?— one choice <i>(Read choice)</i>	<ol style="list-style-type: none"> 1. Very understandable/very clear 2. Most of the information was understandable 3. Very difficult to understand <p>Explain why understandable/not understandable:</p>
3.7.2	How understandable was printed information provided to you?— one choice <i>(Read choice)</i>	<ol style="list-style-type: none"> 1. Very understandable/very clear 2. Most of the information was understandable 3. Very difficult to understand <p>Explain why understandable/not understandable:</p>
3.7.3	Were information and document given by the ethnic facilitators or written in local language (if needed)?	<ul style="list-style-type: none"> • Yes • No <p>If No, please explain: _____</p>
3.8 Interaction/comfort: participation method and technique		
3.8.1	How did you perceive the interaction with the people providing you with	<ol style="list-style-type: none"> 1. Very comfortable (did feel free to speak up/ask questions)

	information?— one choice (Read choice)	<ol style="list-style-type: none"> 2. Mostly ok 3. Very uncomfortable (did not feel comfortable to speak up/very top down) <p>Explain why comfortable/not comfortable:</p>
3.8.2	Did the process provide an egalitarian environment for all of the participants with the expression of their concerns?	<ul style="list-style-type: none"> • Yes • No <p>If No, please explain: _____</p>
3.8.3	Was there any provision of supportive mediators/facilitators during the public consultation meetings?	<ul style="list-style-type: none"> • Yes • No <p>If No, please explain: _____</p>
3.9	Process flexibility(time and location)	
3.9.1	Were the timing and venue of public consultation appropriate and easily accessible by the majority of the stakeholders?	<ul style="list-style-type: none"> • Yes • No <p>If No, please explain: _____</p>
3.9.2	How flexible was the consultation process structured in terms of timing and location?— one choice Read choice	<ol style="list-style-type: none"> 1. We had the option to decide on or change timing/location for all major events 2. We had only limited say in deciding on timing/location 3. We had no say in deciding on timing/location
3.9.3	How flexible was the consultation process in terms of knowledge sharing and feedback? – one choice Read choice	<ol style="list-style-type: none"> 1. We could influence the way how information was shared. We could use our way to provide feedback 2. The way how information was shared and how we had to provide feedback was regulated, however with some flexibility 3. The way how information was shared and how we had to provide feedback was very regulated with no flexibility
3.9.4	Where were consultations held? – multiple choice Read choice	<ol style="list-style-type: none"> 1. At the village hall 2. At the village heads office 3. In PAP's houses 4. At a district/village cluster governments office 5. At the companies/project office 6. If others specify: _____
3.9.5	Were stakeholders provided with transport facilities (if needed) to reach the venue of the consultation meeting?	<ul style="list-style-type: none"> • Yes • No
3.9.6	Were the stakeholders provided with financial compensation for the loss of wages/working time to enable them to participate?	<ul style="list-style-type: none"> • Yes • No

3.9.7	Were the stakeholders given sufficient time for the submission of their written comments on the ESIA report?	<ul style="list-style-type: none"> • Yes • No If No, please explain: _____
3.9.8	Were the stakeholders given sufficient time to raise their concerns during the public consultation?	<ul style="list-style-type: none"> • Yes • No If No, please explain: _____
3.9.9	Were all of the resettled PAP consulted at the planning of settlement process – i.e. before selecting resettlement sites and house designs?	<ul style="list-style-type: none"> • Yes • No, why not?

4. Outcome criteria

Read to respondents: Now I will ask about the outcomes of the consultations.

4.1	Knowledge and awareness	
4.1.1	Do you think that the participation process significantly increased the knowledge about the project's impacts of the participants? — one choice <i>(Read choice)</i>	1. Yes, a lot 2. A little bit 3. Not at all
4.1.2	Do you think that the participation process significantly increased the awareness about the PI in the ESIA process of the participants? — one choice <i>(Read choice)</i>	1. Yes, a lot 2. A little bit 3. Not at all
4.1.3	Do you think that the participation process significantly increased the knowledge about the PAP's rights of the participants? — one choice <i>(Read choice)</i>	1. Yes, a lot 2. A little bit 3. Not at all
4.2	Responsiveness and influence	
4.2.1	Do you think that adequate detailed information regarding the project development plans, expected benefits and environmental and social impacts were communicated? – one choice <i>Read choice</i>	1. Yes 2. No If No, Explain why:
4.2.2	How would you rate the overall influence you had during the whole consultation process? – one choice <i>Read choice</i>	3. Very high 4. Medium 5. Low/None Explain why:
4.2.3	How do you judge the responsiveness of the company to meet the participants' demands? – one choice <i>Read choice</i>	1. Very high 2. Medium 3. Low/None
4.2.4	Was the ESIA report improved based on the comments given by the stakeholders?	1. Yes 2. No If No, Explain why:
4.3	Incorporation of public views in the ESIA report	3.
4.3.1	Were adequate significance and coverage given to environmental concerns/impacts? one choice <i>(Read choice)</i>	1. Yes 2. Ok 3. No

4.1	Knowledge and awareness	
4.3. 2	Were adequate significance and coverage given to socio-economic/socio-cultural concerns/impacts? one choice (Read choice)	1. Yes 2. Ok 3. No
4.3. 3	Were adequate significance and coverage given to physical/spatial concerns/impacts? one choice (Read choice)	4. Yes 5. Ok 6. No
4.3. 4	Were the proposed alternatives given for the project due consideration (especially the designs of flow regimes and resettlement sites)	1. Yes 2. No If No, Explain why:
4.3. 5	Were the participants/stakeholders' representatives informed about how their concerns incorporated in the ESIA report and project design?	1. Yes 2. No If No, Explain why:
4.3. 6	Were justification given acceptable for the participants, if their raised concerns were not covered in the ESIA report?	1. Yes 2. No If No, Explain why:
4.4	Conflict resolution and issues elimination	
4.4. 1	Did the process provide any mechanism to validate authenticity of claims?	• Yes • No If No, please explain: _____
4.4. 2	In case of conflicts, were any genuine attempts made to resolve conflicts?	• Yes • No If No, please explain: _____
4.4. 3	Were you able to reduce or eliminate serious challenges/concerns you had at one point? – one choice Read choice	• Yes • No • Don't know
4.4. 4	How was the information about the overall progress or conflicting issues managed?— multiple choices (Read choice)	1. Very transparent 2. Mostly transparent 3. Not transparent at all
4.4. 5	In case of conflicts, were your claims/complaints resolved? – one choice Read choice	1. All resolved 2. Most of them Half 3. A few of them 4. None
4.4. 6	If conflicts between the company and the villagers arose, how did the company deal with them? – one choice Read choice	5. Discussed it through to find a consent 6. Discussed, but did not totally solve the conflict to all affected people's satisfaction 7. Was not willing to discuss at all

4.1	Knowledge and awareness	
4.4.7	If you had questions or concerns, was it always clear who you had to contact?— once choices Clarity about contact person (Read choice)	1. Very clear 2. Some confusion 3. Not clear Please specify, who:
4.5	Transparency of decision making process	
4.5.1	Were the participants provided with the opportunities to see minutes of each public consultation meeting? – one choice Read choice	1. Always 2. Mostly 3. Never
4.5.2	Were the participants informed or given justification whether their concerns were incorporated into the final discussion or not?— once choices (Read choice)	1. Very clear 2. Some confusion 3. Not clear Please specify, who:
4.5.3	Did the consultation process help building trust in the proponent and the competent authorities?— once choices (Read choice)	4. Very clear 5. Some confusion 6. Not clear Please specify, who:
4.6	Incorporation of public concerns into the final decision	
4.6.1	To which level were the public views incorporated into the final decision making process/conditions of approval? – one choice Read choice	1. High level 2. Medium level 3. Almost no incorporation/Not incorporated
4.6.2	Were new opportunities for trade-off or compensation to the PAP identified and negotiated?	1. Yes 2. No If No, Explain why:
4.6.3	Were the conditions of approval technically and financially achieved?	1. Yes 2. No If No, Explain why:

5. Other comments or information you want to tell us

6. How would you improve the PI process if you were working for the government or the company?

THANK YOU FOR YOUR TIME

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