

PEOPLE’S COMMITTEE OF NGHE AN PROVINCE

**“Vietnam Improved Land Governance and Databased Project”
(VILG)**

ETHNIC MINORITIES DEVELOPMENT PLAN

*(Issued with Decision No. /QD-UBND in 2019 by the People's Committee of
Nghe An)*

Nghe An, 2019

LIST OF ABBREVIATIONS

| | |
|-------|--|
| DB | Database |
| EMG | Ethnic Minority Group |
| EMDP | Ethnic Minority Development Program |
| MPLIS | Multi-Purpose Land Information System |
| RD | Rural Development |
| GDLA | General Department of Land Administration |
| MONRE | Ministry of Natural Resources and Environment |
| C | Central |
| PC | People's Committee |
| VILG | "Vietnam: Improved Land Governance & Database" project |
| LRO | Land Registration Office |

TABLE OF CONTENTS

| | |
|--|----|
| LIST OF ABBREVIATIONS | 2 |
| TABLE OF CONTENTS | 3 |
| I. OVERVIEW | 4 |
| 1.1. Project Overview | 4 |
| 1.2. Project components..... | 4 |
| II. SUMMARY OF SOCIAL ASSESSMENT | 6 |
| 2.1. Scope, locations where the Ethnic Minority People live in the Project area: .. | 6 |
| 2.2. Economic, cultural and social characteristics of EMs in the Project area... | 7 |
| 2.3. Project Impact assessment | 10 |
| 2.4. Policy framework and legal basis | 11 |
| III. CONSULTATION WITH AND PARTICIPATION OF EM COMMUNITIES | 14 |
| 3.1. Summary of Free, Prior and Informed consultation (FPIC) with EM communities during project preparation..... | 14 |
| 3.2. Framework for free, prior, and informed consultation with EM communities during project implementation..... | 15 |
| IV. ACTION PLAN OF EMDP | 16 |
| V. ORGANIZATION OF IMPLEMENTATION | 24 |
| VI. DISSEMINATION OF ETHNIC MINORITY DEVELOPMENT PLAN AND EM PARTICIPATION..... | 24 |
| 6.1. Disclosure of EMDP..... | 24 |
| 6.2. EM participation | 25 |
| VII. GRIEVANCE REDRESS MECHANISM | 26 |
| VIII. ESTIMATED COST | 26 |
| IX. MONITORING AND EVALUATION | 28 |
| ANNEX 1: LIST OF PARTICIPANTS IN PUBLIC CONSULTATION MEETINGS..... | 30 |
| ANNEX 2: LIST OF PARTICIPANTS IN CONSULTATION WITH STAFF WORKING IN ADMINISTRATIVE/ ECONOMIC ORGANIZATIONS | 35 |

I. OVERVIEW

1.1. Project Overview

The project development objective (PDO) of ‘Vietnam: Improved Land Governance and Database’ Project (VILG) is to improve the efficiency and transparency in land administration services in the selected provinces in Vietnam. The PDO will be achieved through the development and implementation of the national Multi-Purpose Land Information System (MPLIS), a unified system of Land Registration Offices (LROs) and a system for the monitoring and evaluation of land use and management, both at national and sub-national levels.

Specific objectives of the project:

To develop and operate a Multi Purpose Land Information system to better meet the needs of local businesses, enterprises and citizens.

- To improve the effectiveness, efficiency and transparency of land management in the project area through the completion of the land database

- To complete and operate local land database (i.e. cadastral data, planning data, land use planning, land price data, statistical data, land inventory) for land management works, and with connection to the central government and to share land information with relevant sectors (taxation, notary, banks...).

- To improve the public services delivery in the land sector by modernizing the central offices such as improving service standards by providing head-end equipment for the central offices and staff training.

- To improve the effectiveness in disseminating and raising awareness in the communities in the project; Especially for the construction, management and operation of the land information system; monitoring and evaluation system for land management and use.

1.2. Project components

The project would comprise three components as follows:

Component 1: Strengthening Quality of Land Service Delivery. This component will support (a) modernizing and strengthening LROs to provide better land services; (b) training and providing communication systems and awareness raising for stakeholders, including implementation of ethnic minority development plans; and (c) establishing and operating a monitoring and evaluation (M&E) system for land-use management.

The investments under this component will sponsor for quality enhancement of land service delivery by streamlining service procedures and standards, renovating facilities, and building up the capacity of personnel working in LROs in project provinces. The component will also help monitor

the implementation of land use management in accordance with Land Law 2013 and progressively respond to current and emerging economic and social demands for better access to land information and better land services. The component will support unification of business standards and LRO working infrastructure at provincial and district levels. In addition, it will also enhance the participation of the public, corporates, and other stakeholders through communication and awareness campaigns. The activities under this component will facilitate and operationalize the technological advances that will have been brought about in Component 2 of the project and ensure better community participation.

Component 2: Establishment of MPLIS. This component will sponsor the development of the software by funding the IT Expert Panel and implementation of software for the MPLIS; the development and implementation of the national land database through digitizing existing maps and property rights records; verification, updating and integration of cadastral data (both cadastral maps users and land use information), land price data, land use plan data, land disputes and complaints resolution information, and key land resources thematic information. It will also finance limited cadastre surveying and mapping to improve the completeness and accuracy of the existing cadastral information (about 20% of the total project costs); and the enhancement of public engagement in land information services, including the establishment of an MPLIS land portal to facilitate public access to land information based on market demands.

Component 3: Project management will support overall project management, monitoring and evaluation (M&E) of activities and targets.

- *Name of Project:* “Vietnam - Improved Land Governance and Database Project”, Abbreviations: VILG

- *Name of the sponsor:* World Bank.

- *Agency responsible for Project management:* Ministry of Natural Resources and Environment.

- *Line agencies involved in the Project:* People’s Committee of Nghe An Province.

- *Owner of Project:*

+ Proposed project owner: General Department of Land Administration, Ministry of Natural Resources and Environment.

+ Project owner for the area invested to build land database: Department of Natural Resources and Environment of Nghe An province.

- *Duration of the project:* from 2017 to 2022.

- Project location:

+ Undertake to (i) establish the land database, (ii) modernize the organization of the land service delivery, (iii) organize to implement the Ethnic minority development plan, in the territory of 12 districts of Nghe An province, namely: Vinh city, Cua Lo town, Thai Hoa town, Hoang Mai town, and districts: Nghia Dan, Nam Dan, Yen Thanh, Hung Nguyen, Dien Chau, Nghi Loc, Thanh Chuong and Quynh Luu; totaling 305 communes.

+ Undertake the standardization, supplementation, transference of the database of Do Luong district into the system (33 communes will be supplemented with data on planning, land-use plan, statistics, inventory, land tariff and standardization, transferring into the system).

The ethnic minority communities living in Nghe An province will be subject to the project activities.

II. SUMMARY OF SOCIAL ASSESSMENT

PPMU has conducted a social survey and assessment in order to collect the data and information about the ethnic minority people living in the Project area.

2.1. Scope, locations where the Ethnic Minority People live in the Project area:

Nghe An province locates on the central part of the Northern Central region of Vietnam, in geophysical range of 180 33' to 200 01' NL and 1030 52' to 1050 48' EL. It is bounded by East sea to the east, Laos PR to the west, Ha Tinh province to the south, and Thanh Hoa province to the north. Nghe An province is in the East-West economic corridor (linking Myanmar - Thailand – Lao RP – Vietnam) along the National Highway 7 towards Cua Lo sea harbor.

Nghe An province has a natural area of 16,490.25 km², consisting of 17 districts, 21 administrative units at district level (01 city, 03 towns, and 17 districts), namely: Vinh city, Cua Lo town, Hoang Mai town, Thai Hoa town, and 17 districts: Nghia Dan, Nam Dan, Yen Thanh, Hung Nguyen, Nghi Loc, Que Phong, Quy Chau, Ky Son, Tuong Duong, Con Cuong, Anh Son, Tan Ky, Thanh Chuong, Quy Hop, Quynh Luu, Dien Chau and Do Luong. Nghe An has a total of 480 administrative units at the commune level.

Population – Ethnicity: According to the statistic in 2018, Nghe An has a population of 3.1 million people. The ethnic minority region and the mountainous area cover 252 communes, with 1,339 villages and hamlets (of which 94 communes are in Zone III, 112 communes in Zone II, and 46 communes in Zone I; 1,175 villages/ hamlets are ranked in special difficult

conditions). 27 communes of 7 boundary districts share 468.281km of boundary line with Laos RP. The mountainous and EM region covers 13,745 km², counting to 83% of total natural area of the province; the EM population density is 40 persons /km², while the average population density of the province is 184 person/km².

The population in EM and mountainous area totals 1,197,628 people (counting to 41% of total provincial population) of which the EM people count to 466,161 people, counting to 15,2% of total provincial population and 36% of the population in the mountainous area. The province is the nest of 39 ethnic groups, of which the EM groups that dominate in the population are: Thai, Tho, Kho Mu, H'Mong and O Du. Inventory of 5 main EM groups in Nghe An province are listed below:

| Nr | District | Ethnic minority groups | | | | | | | | | |
|--------------|--------------|------------------------|----------------|---------------|---------------|--------------|---------------|--------------|---------------|-----------|------------|
| | | Thai | | Tho | | Kho Mu | | H'Mong | | O Du | |
| | | HHs | Person | HHs | Person | HHs | Person | HHs | Person | HHs | Person |
| 1 | Ky Son | 2,795 | 18,241 | | 0 | 3,328 | 25,279 | 3,470 | 26,183 | | |
| 2 | Tuong Duong | 7,335 | 54,105 | 78 | 578 | 1,460 | 10,786 | 303 | 2,473 | 44 | 374 |
| 3 | Con Cuong | 7,673 | 47,347 | 271 | 1,883 | | 0 | | 0 | | |
| 4 | Quy Chau | 6,958 | 45,867 | 21 | 140 | 83 | 586 | | 0 | | |
| 5 | Que Phong | 7,893 | 58,577 | | 0 | 390 | 2,591 | 323 | 3,237 | | |
| 6 | Quy Hop | 8,890 | 53,070 | 3,636 | 18,655 | | 0 | | 0 | | |
| 7 | Nghia Dan | 3,472 | 20,225 | 4,538 | 26,649 | | 0 | | 0 | | |
| 8 | Tan Ky | 2,261 | 13,767 | 3,427 | 17,650 | | 0 | | 0 | | |
| 9 | Anh Son | 318 | 2,107 | | 0 | | 0 | | 0 | | |
| 10 | Quynh Luu | 458 | 1,940 | | 0 | | 0 | | 0 | | |
| 11 | Thanh Chuong | 2,338 | 10,383 | | | | | | | | |
| 12 | Thai Hoa | 495 | 2,479 | 635 | 3,272 | | | | | | |
| Total | | 50,885 | 328,108 | 12,606 | 68,827 | 5,262 | 39,242 | 4,096 | 31,893 | 44 | 374 |

Source: Statistics on EM people in Nghe An province, 2017

2.2. Economic, cultural and social characteristics of EMs in the Project area

The mountainous and mid-land region is the birthplace of the EM people, accounting for more than three quarters of the provincial area and the population accounts for a quarter of the provincial population. This region is bounded by the mountainous area of Thanh Hoa province to the north, 3 provinces of Laos RP

to the west, the mountainous area of Ha Tinh province to the south, and the delta and coastal districts to the east.

Rivers and streams in the mountainous area in Nghe An run through complicated topographic region which is divided and featured with sharp fails and falls toward the mountain direction. Valleys created by river and stream erosion and invation have attracted important residential spots to wet rice cultivation. The economic activities of the EM people in this region mainly focus along river valleys, river banks or upstream of rivers. The valleys with steep or sloping land are all cultivated by EM people in their common way as the shifting cultivation on terrain.

The population distribution of the EM people in Nghe An mountainous area is distinguished by either the integrity of the EM groups in the northern part of Vietnam or the quite obviously local specific feasture. The living areas of the EM groups are neither clearly distinguished by the ethnic boundary nor the administrative boundary. They intermingle, though some are quite isolated but not popular. Some regions are quite populated with Thai EM people, such as Quy Chau, Que Phong, Con Cuong, Tuong Duong, Quy Hop; or with H'Mong and Kho Mu EM groups such as in Ky Son distirct; or O Du EM group in Tuong Duong district; Tho EM group in Nghia Dan, Thai Hoa, Tan Ky, Quy Hop districts. Some local groups live quite independently from their populated communities such as Tay – Poong EM people in Tho EM group (living in Phong hamlet, Tam Thai commune, Tuong Duong district), or Dan Lai – Ly Ha EM people in Tho EM group (living in Mon Son, Luc Da), etc.

The population density is not even spatically. In valleys where the land is convenient to produce and cultivate, the population density is high, and people keep immigrating there also. The problem of land conflicts in the history as well as in present is always a headaching and pressing issue to all the administrative levels.

It is noted that because of the topography-based living style, there is a quite difference in the elevation of the resident area (houses, villages). Many ecological habitats are really different: the high-land, the mid-land, and the low-land. Therefore, farming methods practiced in the different regions remarkably differs. Thai EM people live in the riparian in mid-stream of Ca river, taking quite large valleys where are suitable and convenient to grow wet-rice and husbandry. Most of Tho EM people live in low-hilly areas where are suitable for growing rice, rooted and fruited vegetable crops. Some local Tho EM people expertise in catching fish along rivers and streams with traditional means and experience. In the upstream and starting places of streams are the living places of Kho Mu and O Du EM people. The slash-and-burn economy is associated with nomadic farming, so the green cover on the slopes are worn and washed

away very quickly, and soil is degraded accordingly. In the high mountains, H'Mong EM people consider the shifting cultivation as their main source of living. The traditional nomadic living style still remains in the thought and farming methods of the EM people. However, they start lowering their residence, begin to prepare the cascade fields. In certain places, the initial results are very encouraging (for example, Na Ngoi commune in Ky Son district).

It is remarkable that in the mountainous region in Nghe An, regardless their residence is intermingled or isolated, in populated towns or in high-mountains or in remote areas, their EM relations are remained quite closely. Though, the mountainous market is not yet developed but in crowded places or spots, in festivals or entertainments, men and women functions, etc. are still favorable conditions for them to meet, visit, and intensify their healthy ethnic relations.

In recent years, executing the guidelines and policies of the Party and the Government for the people living in the mountainous area in specific and in the country nationwide, Nghe An province has promulgated many practical policies and guidelines for socioeconomic development to benefit the mountainous people and EM people, especially the policy on granting forest-land to EM people. Thankfully, the material and spiritual life of the EM and mountainous people has been improved, the policies on social security and welfare are executed; visiting, motivating people, rewarding gifts, offering houses of affection, houses of unification to the poor EM households, social-benefited households, people with meritorious services; rewarding pupils and students who overcome difficulties, study well, etc. motivating the people, making them happy and confident with the policies of the Government and the Party, encouraging them to work facinately and produce more in order to raise up and erase the hunger, eliminate the poverty, and changing the appearance of the rural and EM areas. The awareness and knowledge in various aspects of the communities have been improved constantly, therefore, the dissemination and propagation on policies and laws are remarkably facilitated. Undertaking the procedures on land-use rights to the EM people in the province is rarely affected or dominated by specific rules of the EM communities.

However, the knowledge of EM people about the land policies is limited, especially of women who less participate in and hardly pay attention to the land issues. It is deemed that their economic and living conditions are restricted so they only concentrate and put their mind on business, domestic works, and partially, they are usually benefited with supports from domestic and foreign organizations and individuals so it builds up their laziness and dependence on being supported.

In order to make the EM people to understand better and well about their benefits and rights when they are both named on the Certificates and to ensure that the certificates to be granted under the Project shall have the names of both husband and wife written on, the Project should strengthen and intensify the communication, instruction, explanation and provision of information on policies, laws and regulations on land to the EM people.

2.3. Project Impact assessment

Positive impact

The project is expected to mainly bring positive impacts to the communities in the project area, including the interests of ethnic minorities, as follows:

- *Reducing administrative time and increasing efficiency for land users:* The implementation of administrative procedures through the internet will increase the transparency of information in the declaration and implementation of human procedures. It saves time and efficiency in reaching out to government agencies and employees. Based on administrative reforms, travel and paper costs, along with issues of bureaucracy and distractions, will be minimized.

- *Improvement of the business environment:* With the transparency of land information and the convenient retrieval of information, investors can obtain the information they need to serve their business (e.g. using status and information of the plot, the requirements and the procedures of the contract without visiting the plot).

- *Improved administrative procedures for public services and land users:* Based on the sharing of land information between related public services, such as notary offices, law enforcement agencies, laws and tax authorities. This represents a significant improvement in the accelerated coordination of public settlements for land users. In particular, the link between the notary offices will avoid the overlap in the notary service as the notary can check whether the parcel is notarized in another location before they carry out notary services. This will also result in a reduction in the cost of the verification process and verification of the records as it is available on the MPLIS system. Households and individuals who can benefit from the linkage between the Notary Public offices can reduce the risks and costs involved. They can check whether their plots are in the project area, or plan for new development or in a dispute. This will minimize the risk of land transactions.

Negative impact

The project will focus on improving the legal framework, building and operating MPLIS on the basis of existing land data for better land management

and socio-economic development. The project does not propose to build any civil works, so there will be no land acquisition leading to physical and economic displacement or restriction of land use. There will be no impact on the exploitation of natural resources and vice versa, so the negative impact on the implementation of the project is almost none. However, land dispute among some land users may occur when the information related to land users is clear, specific and transparent. This issue will be considered and discussed during consultation with EM community in stage of project implementation.

2.4. Policy framework and legal basis

2.4.1. Current legal regulations of Vietnam for ethnic minority groups

The Party and the State of Vietnam have always considered the issue of ethnicity as an important strategic issue in development plan of the country. All ethnic minorities in Viet Nam have full citizenship rights and are protected by fair and equitable statutes in accordance with the Constitution and the Law. The basic policy is "Equality, solidarity, mutual assistance for mutual development", in which the priority issue is "ensuring the sustainable development of ethnic minority and mountainous areas".

The Constitution of the Socialist Republic of Vietnam in 2013 recognizes the right to equality among ethnic groups in Viet Nam (Article 5) as follows:

“1. The Socialist Republic of Vietnam is a unified nation of all ethnic groups living in Vietnam.

2. Ethnic minorities, unity, mutual respect and mutual development; All acts of stigma and discrimination are strictly forbidden.

3. The national language is Vietnamese. Ethnic groups have the right to use their own language and scripts, to preserve their national identity and to promote their fine customs, customs, traditions and culture.

4. The State shall implement the policy of integrated development and create conditions for ethnic minority people to develop their internal strength and develop together with the country. ”

The Constitution, amended in 1946, 1959, 1980, 1992, and by 2013, states that "all peoples are equal, united, respected and helped one another to grow together; all acts of discrimination, ethnic discrimination; Ethnic Minorities has the right to use their own language and script, maintain their identity, culture customs, and traditions. The State shall implement the policy of comprehensive development and create favorable conditions for ethnic minority people to promote their internal strength to catch up with the national development. ”

Land issues are of a political nature and can have an impact on the socio-economic development of many countries, especially in developing countries.

Land policy has a great impact on the sustainable development and opportunities for socio-economic development for all people in both rural and urban areas, especially the poor.

Article 53 of the Constitution and Article 4 of the Land Law 2013 clearly state the ownership of land as follows: "Land is owned by the entire people and is managed by the State. The State grants land use rights to land users according to the provisions of this Law. "Under this regulation, land is owned by the entire people, the state acts as the owner's representative for management and the State grants land use rights to land users under the form of land allocation, land lease and recognition of land use rights in accordance with the provisions of Land Law.

Article 27 of the Land Law 2013 stipulates that the State is responsible for development of policies on residential land and land for public activities for ethnic minorities in accordance with customs, traditions, cultural dignity and the practical situation of each region; development of policies to facilitate for ethnic minorities who are directly involved in agricultural production in the countryside to have land for agricultural production.

Article 28 of the Land Law of 2013 stipulates that the State shall be responsible for establishing and managing the land information system and ensuring the right of organizations and individuals to access to the land information system; To promptly announce and publicize information to organizations and individuals; Competent State agencies and people in the field of land management and land use are responsible for facilitating and providing land information for organizations and individuals in accordance with provisions of laws.

Article 43, Land Law 2013 on "Collecting comments on land planning and land use planning" stipulates that state agencies shall formulate land planning and land use planning as provided for in paragraphs 1 and 2 of Article 42 This law will be responsible for collecting comments from people on land planning and land use planning. "Citizens' consultation will take place through public disclosure of the content of land use planning and planning, through conferences and direct consultations.

Article 110 of the Land Law 2013 stipulates the exemption and reduction of land use fees and land rental in cases: using land for implementation of policies on houses and residential land for the people with meritorious services to the revolution, for poor households, for households and individuals of ethnic minorities living in areas with especially difficult socio-economic conditions, in bordering areas or islands; Using agricultural land of households and individuals of ethnic minorities.

Under the provisions of the Land Law, a population community consists of a Vietnamese community living in the same village, hamlet, residential quarter, and similar residential area with traditional, customary or common family lineage. The allocation or lease of land must give priority to households and individuals who are ethnic minorities without land or lack of productive land in the locality (Article 133).

The State requires the application of socio-economic policies for each region and each ethnic group, taking into account the specific needs of ethnic minority groups. Socio-economic development plan and strategy for Vietnam's socio-economic development focus on ethnic minorities. Some of the major national programs, such as Program 135 (infrastructure for poor, remote, and remote areas) and Program 134 (removal of temporary housing) for ethnic minority have been implementing.

2.4.2. WB's operational policy on indigenous peoples

The WB's Policy 4.10 (revised in 2013) requires the Borrower to conduct a process of free, prior and informed consultation (FPIC) with the EM communities of the potential adverse and positive effects of the project leading to broad community support for the project. FPIC will be conducted at the beginning and throughout the project cycle. The purpose of this consultation is to avoid or minimize the negative impacts of the project on ethnic minority people, to ensure that project activities are consistent with local culture and customs, and to encourage local community participation in decision-making in line with the World Bank policies.

WB's safeguard policies defined that the indigenous people is group (a) self-identified as members of separate indigenous cultural group that are recognized by other groups; (b) together occupied separate habitat on geographically; or ancestral territory in the project area and shared natural resources in this environment or territory; (c) cultural regulations under a separate habits and custom in comparison with mainstream culture and society; (d) indigenous language often different with official language of the country or the region.

Within the VILG project area, ethnic minority groups in the project areas are likely to receive long-term benefits from being communicated in order to be aware of the laws and have access to land information and land services. Ethnic minority development planning (EMDP) is an action plan to maximize potential positive impacts and mitigate potential negative impacts that may occur during implementation of the project activities. To ensure the reduction of poverty and sustainable development, at the same time, fully respect human dignity, human rights, economic values and cultural identity of ethnic minorities.

III. CONSULTATION WITH AND PARTICIPATION OF EM COMMUNITIES

3.1. Summary of Free, Prior and Informed consultation (FPIC) with EM communities during project preparation

The Department of Natural Resources and Environment of Nghe An province has coordinated with the mountainous districts in the Project area to organize consultation meetings with the EM people in 05 communes in 3 districts (Ngoc Lam commune, Thanh Son commune in Thanh Chuong district; Tien Nghia commune in Thai Hoa town; Nghia Mai and Nghia Lac communes of Nghia Dan district). The consultation results are summarized as below:

(Detailed information about the consulted people are presented in Annex 1 and Annex 2)

The group of subjects being consulted includes: (1) land administration officials such as management staff in departments, sectors, offices of natural resources and environment, chairmen/ chairwomen of communal people's committee, communal cadastral officials, and so on (2) land users including both businesses and organizations; (3) EM communities. Results of the consultation are summarized as below:

Unit:%

| No. | Contents of consultation | Managing staff | | | Organization | | | EM people | | |
|-----|---|----------------|---------|------|--------------|---------|------|-----------|---------|------|
| | | good | average | weak | good | average | weak | good | average | weak |
| 1 | Status of land information supply by land registration agencies to land users in localities | 70 | 30 | 0 | 75 | 20 | 5 | 60 | 30 | 10 |
| 2 | IT applying and using skills | 70 | 30 | 0 | 80 | 10 | 10 | 80 | 10 | 10 |
| 3 | Dealing with land administrative by land registration agencies | 65 | 25 | 10 | 60 | 30 | 10 | 60 | 25 | 15 |
| 4 | Dealing with land complaints and disputes | 65 | 20 | 15 | 60 | 25 | 15 | 50 | 25 | 25 |
| 5 | Knowledge disseminating and awareness raising for communities about land information | 50 | 40 | 10 | 50 | 40 | 10 | 50 | 40 | 10 |

After PPMU's introduction of the 'Vietnam Improved Land Governance and Database' project, its specific targets and benefits, most of the consulting people, especially EM ones, expressed the agreement and supports for the project. They proposed to have early project implementation so that necessary land information can be provided to them more conveniently.

To avoid the project's undesired impacts on the EM groups, most of consulting people accepted with the following proposed solutions:

- Strengthening the land information supply to land users in multiple forms (as well as for public services) to limit the complaints and disputes in land by citizens and businesses.

- Disseminating the information about the importance of land information for awareness raising for the EM groups and for the poor in multiple forms which are culturally and customarily appropriated.

- Training computer skills for hamlet's/village's staffs and citizens.

3.2. Framework for free, prior, and informed consultation with EM communities during project implementation

PPMU shall establish a consultation frame including issues on gender and intergeneration to provide the consulting opportunities and participation of EM communities, EM's organizations, and other civil organizations in project activities during the project implementation. The consultation framework shall clarify (i) targets of consultation, (ii) contents of consultation; (iii) consultation methods; and (iv) information feedback. Based on the consultation framework, a consultation plan shall be developed and implemented as following: (i) Targets of consultation and fundamental information required from them; (ii) determining issues needed for consultation; (iii) selecting the consultation methods which are relevant for targets of consultation and culture of EM groups; (iv) selecting the locations and times for consultation appropriate with culture and custom of EM groups; (v) budgets for implementation; (vi) implementing consultation; and (vi) use of consultation results and responses.

Some common and effective consultation methods are (i) community meeting or group discussion (ii) interviews with the key information providers or in-depth interviews; (iii) use of structured questionnaires; (iv) Mobile exhibition and demonstration. The selected methods and languages shall be accordant with the cultures and practices of EM communities. Also, adequate time shall be allocated for gaining broad support from people involved.

Relevant, adequate, and available project's information (including negative and potential impacts) need to be provided to EM people in the ways that are most culturally appropriated during the project implementation.

IV. ACTION PLAN OF EMDP

Based on results of consultation and assessment, an action plan including following activities is proposed to ensure that the EM people receive the maximal socio-economic benefits of the project in culturally appropriated manner, including training to enhance the capacity of the project implementing agencies.

Activity 1: Establish a district-level community consultation group.

To build a way for disseminating information and receiving feedbacks from land users (especially the EM communities), a district-level community consultation group (DCCG) shall be established. Representatives from EM board of project district, land management and registration offices, PPMU, communal leader board and cadastral officials, communal fatherland front and women's union. People's Committee of Nghe An shall issue a decision to establish the group and its mechanisms of operation. The group's tasks are to disseminate project's information and implement meaningful consultations with EM communities focusing on project's activities with aims to obtain EM's consent and board support and to promptly provide EM's feedback to PPMU implementing units and EM communities as below:

- The needs for land information by local EM communities;
- The EM's cultures and practices to be considered during the project implementation;
- Customs in EM's land uses to be considered during land-related processes and land information delivery;
- Constraints in disseminating information to, consulting with and getting participation of EM communities during the project implementation and the use of project's results;
- Solutions for the mentioned constraints to guarantee maintaining the EM's broad supports for the project and the effective and sustainable use of project's results;

Acceptances of complaints and coordination between the relevant agencies in solving complaints and responding back to complainants in a satisfactory and timely manner.

Project's PPMU and relevant units shall maintain regular consultations with DCCG during the project implementation.

Culturally appropriated and useable consultation methods are community meeting, target-based group discussion (i.e. women or vulnerable groups), deep interviews with major information providers (i.e. village patriarchs, heads of hamlet(s) / villages, cadastral officials, representative(s) from relevant services

delivery agencies), and model exhibition. The methods shall be included with gender, intergenerational, and voluntary issues without any interferences.

Consultation shall be two-way, where announcement and discussion are done together with dialogue and response. Consultations are made with goodwill, freedom, without any obligations (no people with influences shall be involved in the meeting), and with full information to people involved in the consultation for gaining consent and broad support from EM communities. Methods of access shall be guaranteed to deal with gender issues, relevant to the needs of disadvantaged and vulnerable groups, respectful to the comments from vulnerable groups, and included with other stakeholders. If land users are EM they shall be provided with highest possible amount of information, which is culturally appropriated during the project implementation, monitoring and evaluation with aims for involvement and integration. Information are included with but not limited to the project's concepts, design, proposal, protection, implementation, monitoring and evaluation.

All information on the project activities to be consulted with EM community shall be provided to EM people in two ways. Firstly, information shall be shared in the monthly meeting between the heads of hamlets/villages and leaders of communal people's committees or consultation group for later transferring to hamlets' citizens in village meetings in a culturally appropriated way and relevant EM languages. Secondly, announcements in Vietnamese and EM language(s) (if required) will be made public at the communal people's committees in at least a week before the consultation event. Early announcement is to guarantee to provide sufficient time for citizens to understand, evaluate and analyze information related to the proposed activities before consultation.

Moreover, the project activities shall have active participation and instruction (either official or unofficial) of local personnels such as heads of hamlets, members in the hamlets' teams of mediation, etc. Communal board of supervision shall closely monitor the involvement of local organizations and personnels in various VILG's activities. Inputs for monitoring and evaluation may be the EM's ability to access to land information system established in the project, benefits from the receivable information, etc. By allowing different stakeholders (in EM groups) involved in making project's plan, implementation, monitoring and evaluation, it will be able to guarantee the EM people to receive socio-economic benefits from the project in culturally appropriated ways. With the participation of EM community, it will strengthen the transparency and efficiency of the land information established in VILG, and the project's objectives for EM groups will be achieved. Building capacity for stakeholders, especially the consultation group, shall help avoiding the existing constraints in

local community consultation such as one-way consultation, insufficient information, hasty and obligated manners.

Activity 2: Communication campaign using modern communication tools

- Communication strategies

An appropriated communication strategy shall be established and implemented to promote the citizens', especially EM's and vulnerable groups', needs for land information. At the same time, it expresses the stronger commitment of local authorities in solving the constraints in complete land information services delivery. VILG's communication strategies (CS) and project operation manual (POM) shall consider the contents and requirements made by citizens in the local community consultations, and not miss the vulnerable groups and their benefits. CS shall establish a two-way environment for dialogue, which means it is a channel for project's information transferred to community, and also a channel for listening, responses and feedbacks to the communities' concerns. Given that, a comprehensive communication strategy to support the project shall be designed and implemented. A draft of communication strategy shall deal with following issues:

- The service delivery parties

✓ Ways to achieve and strengthen the commitment of both central and local authorities and personnels in reforming existing land information system. This is a social mobilization process to gain land users' belief. As a result, the land administration agencies shall establish a favorable environment with supports from VILG; the regular involvement of land users shall be guaranteed by consulting for their concerns about the benefits of land use as well as access to land information; reliable delivery of land information in localities. Moreover, local personnels shall strengthen their communicating skills; understanding, facilitating, and making forums for communities to response during the VILG project implementation.

✓ Ways to build the bases for the community participation in discussions and dialogues with land officials on different topics including their concerns and the need for an understanding of their land use rights as well as land information to be acquired from the project's information system;

✓ Ways to build communication bases at various levels (reporting sessions for citizens, hamlet meetings, etc.) to be able to receive feedbacks on the activities of services delivery parties and their ability in solving the increasing demands on the land information services, which is also a VILG's result. Procedures for the feedback mechanism shall be clear and transparent with special focus on the vulnerable group. E.g. Issues associated to information

receiving channel and stakeholders shall be responsible for handling the feedbacks within an anticipated amount of time. Prompt guidance and satisfaction of land users' concerns and suggestions shall be achieved by communication strategies and monitoring processes.

- The users

✓ How to strengthen the needs and maintain the use of land information services, especially in the vulnerable group.

✓ How to make changes in communicating behaviors, especially in different EM groups in the project area. Communication strategies and documents shall be designed in the way that accounted for differences in behavior cultures among various EM groups and made appropriate changes to fit with these behaviors.

✓ How to adjust the activities in local disseminating sessions in land information in the communication campaigns to solve specific needs of various EM groups in terms of languages and cultures. Strategy shall be considered with differences in information sharing among various EM group, and taking advantage of reliable communication structures and mechanisms, and both EM's official and unofficial organizations to disseminate the project information, and allowing supports and consultation with EM's people in land use using relevant languages and in culturally appropriated ways. Local personnels are encouraged to proactively support the inaccessible group.

✓ Mechanisms for clearing constraints, barriers, and difficulties raised from EM's practices and religions, and for responding to stakeholders' queries.

- Community accessing communication

Relevant communication documents for disseminating: Making and disseminating a complete set of printed and audiovisual documents (i.e. files, flyers, posters, documentary, training programs, TV's advertisements, radio, etc. attached with relevant logos, messages, and mottos) for the targeted groups in communication campaigns. It is necessary to guarantee transferring main messages and knowledge to VILG's stakeholders including the vulnerable groups. This shall contribute to awareness raising for land users, changing their attitudes and behaviors in seeking for land information in long-term and making changes and maintaining encouraged behavior. Documents design shall be appropriated (both in social and cultural aspects are acceptable) for targeted groups using standards for making communication documents (clear, concise, well-organized, and completed, etc.). Documents shall be carefully developed for effective sharing with intellectual, working, and EM families where Vietnamese is their second language. Hence, a non-technical language and

illustrations shall be used. These documents shall be tested in selected communities in the project areas for completeness and effectiveness assessment. Finally, it is crucial to direct and train stakeholders in the effective uses of communication documents as already determined in the communication strategies.

Communication campaign: Public communication campaigns can be appropriated for one-dimensional information sharing. The campaigns shall be focused on the information in specific areas, where local television and radio can be used for broadcasting. Communal broadcasting can be an effective way for disseminating to a large group of people with relatively low cost. However, communal broadcasting may not be saved at all time and not be used in areas where people are sparsely inhabited. Pieces of music, skits or easy-to-remember mottos, if appropriately used can help to solve the mentioned issues with some level of effectiveness. Public information (including maps, planning, and procedures in an accessible way) delivery at both district and communal levels is useful. Before MPLIS implementation, the communication campaigns shall be implemented focusing on the fundamental benefits and knowledge of access and use of MPLIS's land information and relevant fees (if any). These campaigns shall be implemented by meeting, public media or dissemination of printed or audiovisual IEC documents depending on the local social contexts.

Participation of local information focal persons: Local authorities are encouraged to participate and promote the village's personnels, especially community organizations and trade union. Focal points of contact shall be village/hamlet heads since many studies demonstrated their importance and effectiveness in communication. These organizations and individuals are mainly local EM inhabitants thus, they shall be very active in disseminating policies and programs to relevant local residents. Each locality shall decide the most relevant and effective information focal points in the local contexts.

Consulting: Evaluations shown that there are people with no knowledge of land laws and how to apply them in practice (legal explanation). Given that, consultants with EM communities is required along with MPLIS.

Regular local meetings: regular communal (and ward) meetings including question and answer sessions might be one of the most effective ways to support the local communities in project participation by receiving and responding to their concerns. In urban area, it shall provide the citizens participating with local land administration officials in close manner. Information for the poor, however, shall be provided by direct visit to their houses or in meetings with the poor since the poor usually misses common meetings.

Modern tools: PPMU shall prepare the communication contents and make use of easy-to-understand tools such as DVD with Vietnamese language, and in some VILG's components, project's contents might be translated into EM languages (if required). These will be prepared for use during the operation process in localities based on the DCCG. Access to and use of MPLIS and LROs' services are some contents introduced in this communication tool. This communication tool will be archived in the communal cultural centers or PC for introducing about VILG and land information management and access.

Modern equipment: PPMU shall consider to equip computers at the communal or hamlet's offices to allow EM people to access to information (with training and instruction). PPMU shall strengthen land information access and sharing to EM people.

Activity 3: Training for village / hamlet heads, village patriarchs, and prestigious people in the community

In order to equip knowledge and presentation skills for dissemination, creative use of knowledge, management skills, skills in solving problem for EM communities during implementation of assignments of village / hamlet's heads, etc., mobilization of EM households' participation and support for implementing the project' objectives,. PPMU shall coordinate with CPMU in organizing training courses for village / hamlet's heads, village patriarchs, and prestigious people of communities, etc. so that they can provide supports during the project implementation. Training courses shall be organized as soon as possible and through the process of project implementation.

Activity 4: Organize meetings in villages, hamlets, etc. and communes.

In hamlets and villages where there are large populations of EM groups, PPMU and DCCG shall organize communal and hamlet's meetings with EM people for responding to their questions and concerns (with translations into EM's languages (if any)). These activities shall be started before the project implementation and maintained during the project's cycle.

Channels and ways to access to land information and documents, preference policies, and information feedback mechanism are also introduced in these meetings with EM groups.

PPMU shall coordinate with public media (local radio, television, or news) in disseminating mentioned information in the local public media.

Documents used for citizen meetings and communal consultation are provided by PPMU based on CPMU's templates, legal documents or disseminating communications. Documents and information are made in a

simple way with clear mottos and illustrations. If funds can be allocated, some key contents will be translated into EM's languages (if any) for sharing in the local EM communities.

Activity 5: Training for land administration officials

Training and strengthening the roles, responsibilities, and skills of personnels in state land management in localities (LROs) and to guarantee for solving land administrative procedures to meet the needs of EM's people.

Organizing orientation workshops for land officials in accessing and working with ethnic minorities. Particular attentions are paid to: (1) the special needs of EM communities, and (2) importance of the roles and responsibilities of involved personnels in the Communist Party's strategies, guidelines, and lines, and the State's policies and laws related to the socio-economic development in the EM's areas. Strengthening services quality of personnels involved in services delivery in land information and administrative procedures; (3) communicating skills in working with EM people.

Activity 6: Establishing supporting services for accessing to land information and land registration for ethnic minorities communities

LRO's branches shall provide supporting services for accessing to land information and land registration for EM groups in the rural and mountainous areas by appointing personnels to regularly work with them in the communal PC. At the same time, training the communal personnels in query, acceptance, and use of land information system in internet for providing land information to EM groups as well as for conforming land transaction contracts.

Branches of LROs shall consult with communal leaders, villages'/ hamlets' heads and communal community participatory group (CCPG) for making regular plans and working schedules to fit with the conditions of EM groups. Villages'/hamlets' authorities shall make these plans and working schedules public to citizens for convenient use in their own needs.

Project shall promote the activities of local organizations such as Youth Union, Women Union, and other civil social organizations. These organizations may strengthen the efforts in information transparence in the EM communities by getting involved in the plan making process with participation and capacity building. Supporting personnels from local organizations, especially Youth Union and Women Union, are highly encouraged for employment.

Procedures for transactions and access to land information will be established in communes. Also, other land-related procedures are implemented at communal offices. Communal land officials will support local residents to avoid inconveniences. Forms for transactions and access to land information

will be public in communal PC offices /villages' cultural offices or the meeting rooms).

Activity 7: Establishment of a dispute settlement mechanism.

In the project's training courses, local land administration officials shall be informed to notice PPMU about any EM-related land issues despite the results of local mediation were success or failed.

Grievance redress mechanism (GRM) and monitoring mechanisms are established in the EMDP and shall be implemented pursuant to POM and CPMU's guidance.

To support these mechanisms, VILG's PPMUs shall appoint personnels in charge of tracking the implementation of the GRM and reporting the results of solving and mitigating the complaints to the CPMU and the Bank.

To minimize potential disputes and complaints which may be raised during project implementation, the State official dispute settlement mechanism is needed. The project shall establish an official channel to receive land-related complaints and disputes through the GRM. Beside of the official channel, EM groups are encouraged to use unofficial/traditional institutions in the communities such as village/hamlet's heads, village patriarchs, etc. for resolving their complaint and disputes. Each village and hamlet shall establish a mediation team to support the communal PC in mitigating and resolving disputes.

Activity 8: Monitoring and evaluation.

The Project Monitoring System is designed to examine the level of acceptance and satisfaction of the communities including the Kinh and Ethnic minority people in land management services in the participating districts.

Internal monitoring by the VILG Central Board and PPMUs will be monthly implemented in the project area. The internal monitoring aims to review progress of implementation of the approved EMDP and compliance issues. If any issues/problems are identified, remedies will be proposed and implemented to resolve the issues. A semi-annual internal monitoring report will be submitted to the Bank for review. The World Bank project Team will also carry out supervisions to support PPMUs for implementation of the EMDP and resolve issues raised during project implementation. A final monitoring and evaluation will be conducted after completion of all activities of EMDP for 6-12 months to evaluate the extent to which the objectives of the EMDP have been achieved and any necessary action need to be implemented additionally to achieve objectives of the EMDP.

In addition, the Provincial VILG Committee in collaboration with the People's Committees of districts and PPMUs to organize workshops to evaluate and draw experience in the implementation process.

V. ORGANIZATION OF IMPLEMENTATION

– CPMU is responsible for training and directing the implementing agencies and monitoring the implementation of EMDPs pursuant to EMDF and project's POM.

– Chairman of provincial PC is responsible for approving provincial EMDPs, directing the implementation of the plans, and allocating sufficient funds for project implementation.

– Provincial Department of Natural Resources and Environment (DONRE) and VILG's PPMU shall coordinate with district PCs in organizing the implementation of EMDP pursuant to project's POM.

– VILG's PPMU shall appoint a staff as a social focal person. This staff is responsible for coordinating and supervising the implementation of the EMDP and preparing internal monitoring report to submit to CPMU and the Bank every 6 months.

– Representatives from provincial/district Boards of ethnic minorities, DCCGs and communal land administration officials shall coordinate with VILG's PPMU to organize consultation sessions; evaluating and consulting issues associated with project implementation, and EM people; monitoring the community's acceptance and satisfaction of the land information management / access to services in project's districts, including residents in the areas (both ethnic majority and minority groups).

– EM communities are responsible for monitoring and reporting about the implementation of project in the communities and project's negative impacts on the communities.

– Regular reports from VILG's PPMU (every 6 months) shall include status of the EMDP implementation, EM's feedbacks on the project's activities in the province and the plan for implementation of follow-up activities.

During the implementation process, any difficulties shall be informed to the VILG's PPMU and provincial steering committee for proper and timely responses.

VI. DISSEMINATION OF ETHNIC MINORITY DEVELOPMENT PLAN AND EM PARTICIPATION

6.1. Disclosure of EMDP

PPMU has shared EMDF in technical training and EM community consultation sessions and uploaded it on the local websites.

EMDP draft was consulted with local authorities and EM communities before submitting to WB for approval. The approved EMDP will be promulgated to EM groups again using simple and easy-to-understand languages in the village / hamlet meetings and be archived in the communal PC, communities' cultural offices to provide EM communities an opportunity to access to and to understand the plan. The approved EMDP will also be uploaded on the WB's website.

During the project implementation, any change or impacts occurred, they will be updated in the EMDP. Updated EMDP will be submitted to the WB for approval and later promulgated to EM communities in the project areas.

6.2. EM participation

To ensure the EM participation in the project implementation, meaningful consultation shall be made in a free way with sufficient information provided before the implementation of project activities. PPMU has consulted EM communities including the beneficial and influencing households for evaluating their needs for the land information services delivery. The feedbacks from EM communities are guaranteed to be considered during the project design and implementation.

During the EMDP preparation, community consultations were made by public meetings, individual interviews, and group discussions. Residents in hamlets from project areas including beneficiaries and affected people were participated and involved in the discussion and information sharing. Women, the vulnerable groups, and the Youth were invited and encouraged to speak up. EM groups in communes from the project areas were also consulted. Their representing organizations such as communal and hamlets' Women Union, Co-operative, Farmer Association, and Youth Union were consulted as well.

EM community consultations were made for 04 project communes focusing on following issues: a) positive and negative impacts on the households and communities, b) avoidances or mitigations of negative impacts on the communities, and c) socio-economic opportunities provided to EM households and communities by the project.

Consultation meetings were organized with the participations of all stakeholders including provincial board of ethnicity, representatives from district offices such as office of ethnicity, land registration, women union, and representatives from project communes to interact with provincial board of ethnicity, district offices of ethnicity and question on the released policies for

EM people as well as completed and ongoing programs in the project areas related to land use.

Consultation mechanism and participation of EM people in the project implementation: before implementation, voluntary participation with sufficient information provided to gain wide agreements of EM groups as well as during the project implementation with meeting minutes. Communities' feedbacks were considered and included in the project design. Useable consultation methods and participation are group discussions, interviews with key people, prestigious people, and model demonstration. Consultation methods and participation shall be culturally appropriated with EM groups, dealt with gender and intergenerational issues, and included with vulnerable groups.

VII. GRIEVANCE REDRESS MECHANISM

Two-level grievance redress mechanism was established for the project including the community and the authority levels. In each project commune, a mediating team will be established to receive and deal with concerns or conflicts by traditional meditations. If complaints cannot be solved at the community level, it will then be sent to the authority level by communal, district, and provincial one-stop shops, and then to the court.

Social focal person of PPMU is responsible to receive citizens' complaints (if any) and work with local authorized agencies in solving the cases and to monitor the cases until the end. The results shall be informed in written documents to complainants. Complaints and solving results shall be reported in specific in reports of EMDP implementation and submitted to CPMU and WB.

VIII. ESTIMATED COST

Estimated costs for implementation of this Ethnic Minority Development Plan include costs for implementing activities mentioned in this report. The budget will come from the project cost.

The total budget is estimated about US \$16,000 (in words: sixteen thousand US dollars).

| No. | Contents | Unit | Quantity | Unit price (USD) | Price (USD) |
|-------------------|--|------|----------|------------------|---------------|
| Total | | | | | <i>16,000</i> |
| <i>Activity 1</i> | <i>DCCG and workshops (twice per year)</i> | | | | <i>4,000</i> |

| | | | | | |
|-------------------|--|-------------------------------|------------|--------------|--|
| - | Wages for DCCGs (personnels from natural resources and environment, local ethnic management, and culture, and representatives from EM groups) | | | | <i>Working in plurality</i> |
| - | Other expenses (travel, printing, ...) | | 4 | 1,000 | 4,000 |
| Activity 2 | <i>Use of modern and effective communication tools</i> | | | | <i>Mainstreamed in sub-component 1.3 component 1</i> |
| - | Making communication contents (audiovisual DVD) | | | | |
| - | Broadcasting and making DVD | | | | |
| Activity 3 | <i>Training for village's / hamlet's heads</i> 1 training workshop (120 persons for 1 day) | <i>workshop</i> | 2 | 2,000 | 4,000 |
| Activity 4 | <i>People meetings in villages / hamlets</i> (25 meeting sessions per year for 4 years) | <i>meeting session</i> | 120 | 50 | 6,000 |
| Activity 5 | <i>Training for land officials</i> (orientation workshops for land officials in access to EM groups) (2 workshops per province) | | | | <i>Mainstreamed in project's training programs & other central and local programs</i> |
| Activity 6 | <i>Establish support services for land information access and land registration for ethnic minorities communities</i> | | | | <i>Budgets allocated from regular operation funds of LROs</i> |
| - | Budgets to support LROs in organizing support services for land information access and land registration for ethnic minorities communities in the rural and mountainous areas (20 communes * 2 times per year) | | | | |
| - | LRO to provide training for communal staffs in supporting land information access and using land information system on internet | | | | |
| Activity 7 | <i>Community mediation team</i> | | | | 1,000 |

| | | | | | |
|-------------------|--|----------|---|-------|--|
| - | Training workshop to strengthen skills for land officials and mitigating teams in hamlets (100 persons x 1 day) | workshop | 2 | 1,000 | 2,000 |
| Activity 8 | Monitoring and evaluation | | | | Mainstreamed in sub-component 3 |
| - | Monitoring and evaluation of project activities in terms of ethnic groups, poverty / near poverty / not poverty statuses, and gender | | | | |

IX. MONITORING AND EVALUATION

Provincial project management unit (PPMU) of VILG is responsible for internal monitoring on the EMDP implementation. Monitoring reports will be submitted to the World Bank for review and comments every 6 (six) months. Monitoring and evaluation activities should be conducted twice a year during project implementation to identify issues that may require remedy action from PPMU.

Monitoring and evaluation criteria of EMDP implementation are as below:

TABLE 1: M&E CRITERIA OF THE EMDP IMPLEMENTATION

| Monitoring and evaluation activities | Basic indicators |
|---|---|
| 1. Progress of the EMDP | <ul style="list-style-type: none"> • Implementation of free, prior and informed consent with EM people • Implementation of activities proposed in the EMDP • Any delay in implementation, reason and solutions for the delay. |
| 2. Community consultation and participation of EM people | <ul style="list-style-type: none"> • Information disclosure and consultation with Ethnic minority communities, commune authorities, village and hamlet leaders, and local mass organizations; • Participation of Ethnic minority communities, representatives of hamlets, hamlets ... and local mass organizations in implementation and monitoring of the EMDP implementation. • Participation of EM women and vulnerable group |
| 3. Implement potential negative mitigation measures | <ul style="list-style-type: none"> • Implementation of all measures to mitigate negative impacts from the project must be effectively implemented. |
| 4. Implementation of specific development interventions for local ethnic minority communities | <ul style="list-style-type: none"> • Assess effectiveness of the implementation of the action plan. |

| | |
|----------------------------|---|
| 5. Complaints / Grievances | <ul style="list-style-type: none">• Ethnic minority communities have a clear understanding of the grievance mechanism; resolving their complaints in timely and satisfactorily and culturally appropriate manner. |
|----------------------------|---|

ANNEX 1: LIST OF PARTICIPANTS IN PUBLIC CONSULTATION MEETINGS

| TT | Full name | Address/ Organizaiton | Male | Female |
|---------------------------------|------------------|------------------------------|-------------|---------------|
| I. Thanh Chuong district | | | | |
| <i>Ngoc Lam commune</i> | | | | |
| 1 | Khoong Thị Loan | Xop pe hamlet | | x |
| 2 | Lô May Thém | Xop pe hamlet | x | |
| 3 | Lô Thảo Thong | Xop pe hamlet | x | |
| 4 | Lô Thanh Hoàn | Xop pe hamlet | x | |
| 5 | Lương Văn Quyết | Cha Luan hamlet | x | |
| 6 | Lô Xuân Tiến | Cha Luan hamlet | x | |
| 7 | Lô Văn Thủy | Cha Luan hamlet | x | |
| 8 | Lô Thị Hạnh | Cha Luan hamlet | | x |
| 9 | Kha Văn Mi | Cha Luan hamlet | x | |
| 10 | Lô Văn Nghệ | Cha Luan hamlet | x | |
| 11 | Trần Văn Trung | Kim Lien hamlet | x | |
| 12 | Nguyễn Văn Tĩnh | Kim Lien hamlet | x | |
| 13 | Lương Văn Tuấn | Kim Lien hamlet | | |
| 14 | Lô Thị Kim | Kim Lien hamlet | | x |
| 15 | Lương Văn Thành | Kim Lien hamlet | | |
| 16 | Kha Văn Quý | Kim Lien hamlet | | |
| 17 | Vi Thị Thiù | Kim Lien hamlet | | x |
| 18 | Lô Văn Khoa | Ma hamlet | | |
| 19 | Vi Văn Phê | Ma hamlet | | |
| 20 | Lương Thị Thoan | Ma hamlet | | x |
| 21 | Lô Thị Mùi | Ma hamlet | | x |
| Total | | | 15 | 06 |
| Thanh Son commune | | | | |

| | | | | |
|---------------------------|------------------|--------------------|-----------|-----------|
| 1 | Lô Biên Phòng | Cha Coong 1 hamlet | x | |
| 2 | Lô Bún Súng | Cha Coong 1 hamlet | x | |
| 3 | Lô Hoàng Thanh | Cha Coong 1 hamlet | x | |
| 4 | Lô Khăm Sấn | Cha Coong 1 hamlet | x | |
| 5 | Vi Văn Công | Cha Coong 1 hamlet | x | |
| 6 | Lô Thị Hoài | Cha Coong 1 hamlet | | x |
| 7 | Lữ Xuân Nghệ | Thanh Binh hamlet | x | |
| 8 | Hắt Văn Dần | Thanh Binh hamlet | x | |
| 9 | Hắt Thị Hương | Thanh Binh hamlet | | x |
| 10 | Cụt Đoàn Vông | Thanh Binh hamlet | x | |
| 11 | Lữ Văn Hải (Vân) | Thanh Binh hamlet | x | |
| 12 | Lo Văn Nam | Dai Son hamlet | x | |
| 13 | Vi Văn Tĩnh | Dai Son hamlet | x | |
| 14 | Vi Thị Thu | Dai Son hamlet | | x |
| 15 | Lo Thị phương | Dai Son hamlet | | x |
| 16 | Lo Văn Tám | Dai Son hamlet | x | |
| 17 | Lục Thị Tâm | Nhan Can hamlet | | x |
| 18 | Lô Hải Hương | Nhan Can hamlet | x | |
| 19 | Lương Phò Hương | Nhan Can hamlet | x | |
| 20 | Lương Búa Thông | Nhan Can hamlet | | |
| 21 | Lo Văn Tăng | Nhan Can hamlet | | |
| 22 | Lo Thị Hoàn | Nhan Can hamlet | | x |
| Total | | | 16 | 06 |
| II. Thai Hoa town | | | | |
| <i>Nghia Tien commune</i> | | | | |
| 1 | Hồ Thị Luật | Hamlet 5 | | x |
| 2 | Nông Thị Lý | Hamlet 6 | | x |
| 3 | Chu Ngọc Hiếu | Hamlet 6 | x | |

| | | | | |
|--------------------------------|-------------------|-----------|-----------|-----------|
| 4 | Sầm Văn Thắng | Hamlet 4 | x | |
| 5 | Phạm Đức Quý | Hamlet 2 | x | |
| 6 | Chu Huy Tuấn | Hamlet 1 | x | |
| 7 | Vi Thị Biên | Hamlet 6 | | x |
| 8 | Lương Thị Thu Quý | Hamlet 10 | | x |
| 9 | Hồ Quang Vinh | Hamlet 4 | x | |
| 10 | Vũ Văn Yên | Hamlet 2 | x | |
| 11 | Dương Văn Hường | Hamlet 5 | x | |
| 12 | Vi Hữu Đạt | Hamlet 8 | x | |
| 13 | Cụt Thị Lương | Hamlet 7 | x | |
| 14 | Vũ Thị Hưng | Hamlet 1 | x | |
| Total | | | 10 | 04 |
| III. Nghĩa Đan district | | | | |
| <i>Nghĩa Mai commune</i> | | | | |
| 1 | Trương Minh Tuyên | Hamlet 1B | x | |
| 2 | Hoàng Văn Chiêm | Hamlet 1B | x | |
| 3 | Hoàng Văn Tới | Hamlet 1B | x | |
| 4 | Hoàng Văn Bước | Hamlet 1B | x | |
| 5 | Hoàng Văn Anh | Hamlet 1B | x | |
| 6 | Hoàng Văn Thành | Hamlet 1B | | |
| 7 | Hoàng Văn Vị | Hamlet 1B | x | |
| 8 | Hoàng Thị Thương | Hamlet 1B | x | x |
| 9 | Hoàng Hữu Hùng | Hamlet 1B | x | |
| 10 | Lò Văn Thời | Hamlet 2A | x | |
| 11 | Lô Văn Thái | Hamlet 2A | x | |
| 12 | Vi Thị Xanh | Hamlet 2A | x | x |
| 13 | Lang Văn Lau | Hamlet 2A | x | |
| 14 | Lang Văn Trường | Hamlet 2A | x | |

| | | | | |
|---------------------------------|-----------------|-------------|-----------|-----------|
| 15 | Lương Văn Đua | Hamlet 2A | x | |
| 16 | Lang Văn Định | Hamlet 2A | x | |
| 17 | Lang Văn Thái | Hamlet 2A | x | |
| 18 | Lang Văn Thêm | Hamlet 2A | x | |
| 19 | Lô Thị Hối | Hamlet 2A | | x |
| 20 | Lang Văn Sơn | Hamlet 2A | x | |
| Total | | | 17 | 03 |
| <i>Nghia Lac commune</i> | | | | |
| 1 | Lê Thị Hiêm | Gay hamlet | | x |
| 2 | Vi Văn Tùng | Gay hamlet | x | |
| 3 | Vi Thị Quý | Gay hamlet | | x |
| 4 | Hà Văn Dương | Gay hamlet | x | |
| 5 | Hà Thị Hương | Gay hamlet | | x |
| 6 | Lương Thị Nghĩa | Gay hamlet | | x |
| 7 | Hoàng Văn Niên | Gay hamlet | x | |
| 8 | Lô Thị Mỹ | Gay hamlet | | x |
| 9 | Hà Văn Hợp | Gay hamlet | x | |
| 10 | Hoàng Văn Tâm | Gay hamlet | x | |
| 11 | Hoàng Văn Minh | Gay hamlet | x | |
| 12 | Vi Thị Liên | Vang hamlet | | x |
| 13 | Lô Văn Chùm | Vang hamlet | x | |
| 14 | Lô Văn Tuấn | Vang hamlet | x | |
| 15 | Lương Văn Lệnh | Vang hamlet | x | |
| 16 | Lương Văn Tăng | Vang hamlet | x | |
| 17 | Lương Thị Minh | Vang hamlet | | x |
| 18 | Lê Văn Giáp | Vang hamlet | x | |
| 19 | Lương Văn Tuyên | Vang hamlet | x | |
| 20 | Lương Văn Thiết | Vang hamlet | x | |

| | | |
|--------------|-----------|-----------|
| Total | 13 | 07 |
|--------------|-----------|-----------|

**ANNEX 2: LIST OF PARTICIPANTS IN CONSULTATION WITH
STAFF WORKING IN ADMINISTRATIVE/ ECONOMIC ORGANIZATIONS**

| Nr. | Full name | Position held/ Organizaiton | Male | Female |
|--------------|------------------|------------------------------------|-------------|---------------|
| 1 | Nguyễn Xuân Đức | Enterprise | 1 | |
| 2 | Vũ Tuấn Phong | Enterprise | 1 | |
| 3 | Hồ Hữu Hưng | Enterprise | 1 | |
| 4 | Nguyễn Duy Trà | Enterprise | 1 | |
| 5 | Nguyễn Thị Hiền | Enterprise | | 1 |
| 6 | Trần Văn Dũng | Enterprise | 1 | |
| 7 | Nguyễn Đức Vân | LRO, Thai Hoa branch | 1 | |
| 8 | Nguyễn Văn Tiến | LRO, Thanh Chuong branch | 1 | |
| 9 | Phan Thị Nga | LRO branch in Vinh city | | 1 |
| 10 | Nguyễn Thị Hương | LRO, Hoang Mai branch | | 1 |
| 11 | Nguyễn Đức Kiên | LRO, Hung Nguyen branch | 1 | |
| Total | | | 07 | 04 |