

Stakeholder Engagement Plan (SEP)

For Photovoltaic Power Plant Sainshand,
Mongolia

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By Desert Solar Power One LLC





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CHAPTER 1. INTRODUCTION

Desert Solar Power One LLC is working to build a 30 MW Solar PV Power Plant in Dornogobi Aimag, Mongolia. The plant is proposed to be located over an area of approximately 83ha and connected via a 2.75km transmission line to the Mongolian main electrical grid sub-station on the outskirts of Sainshand.



Figure 1. Project location Sainshand soum

In this chapter, the possible social-economic impacts caused from the project implementation and related works, which is included as part of a detailed Environmental and social Impact Assessment (furthermore in ESIA) will be evaluated. In addition, here are reflected in detail the information, transparency, consultative meetings, participating parties and implications of the project.



CHAPTER 2. PROJECT DESCRIPTION

2.1 Project Rationale

The Government of Mongolia promotes electric power generation from renewable energies to further increase its total domestic power-generation capacity. Today the main part of energy in Mongolia is produced by coal-fired plants. These plants cause significant short-term and long-term environmental damages. For example, in Ulaanbaatar, the particulate matter pollution during winter is 20 times higher than international standards (Data source: Ministry of Energy Mongolia). Economic growth and a boom in the mining sector are leading to a higher energy demand for the whole country.

2.2 Project Components

The PV project contains three major components, which are PV modules, Mounting system and Invertors.

2.3 Project Phases

The proposed time schedule of the following project phases of the 30 MW PV Power Plant. The time schedule includes the Finance and PPA phase: (approx. 14 months) and EPC construction phase: (approx. 6 months).

CHAPTER 3. REGULATORY CONTEXT

3.1 Relevant Mongolian Stakeholder Engagement Requirements and Legislation

As part of Desert Solar Power One LLC's ongoing commitment to Project stakeholders and general good corporate governance, this SEP is designed to meet international best practice, particularly the EBRD Performance Requirements (PR), as well as the laws of Mongolia. Mongolian law also aligns with good international practice as set out in the United Nations Economic Commission for Europe's (UNECE) Aarhus Convention (2001), which relates to access to information, public participation in decision-making, and public access to justice in relation to the environment.

3.1.1 Mongolian legislation

Relevant Mongolian laws relating to citizens' rights to information about development projects and involvement in environmental protection measures include:



- ✓ Law of Mongolia on Environmental Impact Assessment (EIA Law) (2012),
- ✓ Regional Development Management Law (RDM Law) (2003, amended in 2006).

The EIA Law stipulates that public involvement in the EIA process is required. Article 5.4 of the Law requires the opinion of local residents of the area to be addressed in undertaking and preparing an EIA. However, there is no specific requirement under the Law to demonstrate how the opinions of local residents should be reflected in design or operational aspects.

The RDM Law primarily aims to regulate regional development and to balance social and economic objectives. Respect for the powers of local self-governing bodies in the regional development process is underwritten in the Law. According to the Law, local self-governing bodies are responsible for engaging citizens in the regional development process, by responding to appropriate queries and by encouraging and directing engagement by ‘citizens’ enterprises and organizations.

3.1.2 EBRD Requirements

EBRD are required to meet international best practice and specifically the requirements for stakeholder engagement and public consultation as set out in the EBRD’s PR. In particular, PR 1: Environmental and Social Appraisal and Management and PR 10: Information Disclosure and Stakeholder Engagement.

In summary, the EBRD require effective community engagement through disclosure of project related information and consultation with local communities and other interested stakeholders on matters that directly affect or interest them, to be started at the earliest stage of the environmental and social assessment process and to be continued throughout the life of the project.

As per EBRD requirements, disclosure of information means providing stakeholders with access to relevant information on:

- ✓ The purpose, nature and scale of the project
- ✓ The duration of proposed project activities
- ✓ Any risks to and potential impacts on such communities and relevant mitigation measures
- ✓ The envisaged stakeholder engagement process,
- ✓ A procedure or policy by which people can make comments or complaints, (a grievance mechanism)

When affected communities are subject to identified risks and adverse impacts from a project, the client is required to undertake a process of consultation in a manner that provides the affected communities with opportunities to express their views on project risks, impacts



and mitigation measures, and allows the client to consider and respond to them. Effective consultation is a two-way process that should:

- ✓ Begin early in the process of identification of environmental and social risks and impacts and continue on an ongoing basis as risks and impacts arise,
- ✓ Be based on the prior disclosure and dissemination of relevant, transparent, objective, meaningful and easily accessible information which is in a culturally appropriate local language(s) and format and is understandable to affected communities,
- ✓ Focus inclusive engagement on those directly affected as opposed to those not directly affected,
- ✓ Be free of external manipulation, interference, coercion, or intimidation,
- ✓ Enable meaningful participation, where applicable,
- ✓ Be documented.

3.1.3 Aarhus Convention

The Convention on Access to Information, Public Participation in Decision-making and Access to Justice in Environmental Matters (the Aarhus Convention) was adopted by the UNECE in 1998. On 5 July 2011, the Meeting of the Parties to the Convention adopted a decision encouraging the accession by states outside the UNECE region and a simplified procedure for doing so.

Article 6 relates to provision for reasonable timeframes for participation, opportunities for early participation (while options are still open) and the obligation to ensure that "due account" is taken of the outcome of the participation are to be applied in respect of such any projects, plans or programs. Article 7 requires Parties to make "appropriate practical and/or other provisions for the public to participate during the preparation of plans and programs relating to the environment".

The Mongolian Government is not currently a signatory, but has stated an interest in acceding to the convention, through a letter to the UNECE during the Meeting of the Parties in July 2011, as mentioned above. In principle, Mongolian Law already aligns with Aarhus Convention requirements, but the letter of intent demonstrates its further commitment to ensuring public participation in environmental and human rights issues. For further information, see: www.unece.org/env/pp/introduction.html.



CHAPTER 4. SUMMARY OF PAST STAKEHOLDER ENGAGEMENT ACTIVITIES

More than 10 meetings with the local citizens and local government have been organized up to this day by the project implementer company since 2012. The most important 4 meetings from those meetings and interviews have the following main purposes. Here are:

- Explain about the Project and process of the detailed assessment of the environmental impact, how to implement the Environment Management Plan (EMP);
- Discuss and determine the potential project impacts associated with the building exploitation of the solar power plant such as power transmission lines, roads and other facilities in the area;
- Grasp the population living and working on the project area and nearby sites, local land use and activities;
- Find and identify the most effective methods to provide information in the future;
- Identify potential impacts arising from the project and the affected participating parties.

It is reflected in detail in Table.1 below. Furthermore, it is recommended to continue jointly relations of participating parties in favorable conditions created during the construction and operation stages at the beginning of project implementation. It is the main base for successful implementation of the project.

Date	Participants	Location	Main theme of discussion
28 th March 2014	Representatives of the Desert Solar Power One LLC, Local representatives	Sainshand, Dornogovi	Introduction on the project to build a 30MW solar power plant in Sainshand soum of Dornogovi province and other information were provided. The advantages of the solar power plant to deliver electricity to local citizens and organizations to create eco-friendly technology and favorable living conditions for the people were explained in detail.
03 th April 2014	Representatives of the Desert Solar Power One LLC and Local representatives	Sainshand, Dornogovi	Information related to the environmental assessment and a detailed report on the work implementation were provided. Provided information on how to produce electricity from solar energy using solar panels, with the emphasis that this project would be the primary solar power plant of Mongolia. Also, Environmental issues, importance of participation



			of local communities to implement the Environmental Management Plan /EMP/ were discussed. Additionally, the need to use guidance, advice and other noteworthy information by professional organizations, researchers and experienced people that provide the results of the field studies and works on vegetation, recovery and reclamation aimed to resolve problems were also highlighted.
04 th August 2014	Representatives of the Desert Solar Power One LLC and local self-governing bodies	Sainshand, Dornogovi	Presented and solved land issues in building a 30MW solar power plant in Sainshand soum, as well as issues regarding state organizations, investors and technology provider-countries to implement the project.
16 th May 2015	Representatives of the Desert Solar Power One LLC and Local representatives	Sainshand, Dornogovi	With the detailed environmental impact assessment, duties of the project implementer were introduced, with which special attention was paid on noise, appearance, economics and asked local citizens whether these were an urgent problem for them. Also, detailed ESIA explained that the solar power plant was planned to keep the impact on the natural environment at the possible minimum level. Here, information concerning the benefits that were received as a result of the project are given.

Table 1. ESIA Consultation and Past Stakeholder Engagement activities

CHAPTER 5. STAKEHOLDER ENGAGEMENT STRATEGY AND PLAN

5.1 Identification of Project Stakeholder

For a detailed environmental impact assessment, we have executed various activities that were planned as a part of the development of public consultation program to determine the participating parties, individuals, local cooperatives, state and non-government organizations, educational institutions, research and drawing design organizations that are able to impact the project or may be affected by the result of the project.



During our meeting with the local citizens of Sainshand soum, government organizations and non-government organizations, we have exchanged our opinions and identified the Stakeholders within 4 groups. I.e. Stakeholders a) those who may be affected by the project, b) those who may participate in implementation of the project, c) those with possibility to influence and make decision on implementation of the project and d) those who are not affected by the project but interested in implementation of this project (Table 2).

Groups	Stakeholders	№	Detailed names of Stakeholders
1. Stakeholders who may be affected by the Project	DSPO's workers	1	Project Steering Committee and DSPO Director
		2	Project Manager
		3	Project Lawyer
		4	Human Resources Manager
		5	Communication liaison Officer
		6	Conservation Officer
		7	Local Camp Manager
		8	Experts and Engineers
	Local Residents	9	Residents of Aimag centers
	Herders/Trainer of horse race/	10	Herder communities Herder households
	Women and Young people	11	Small enterprises that produce and supply the milk, dairy products in the province center
		12	Bread and bakery products manufacturers
		13	Sewing, hand crafts, felt producers
		14	Entities that engage in irrigation and greenhouse farming
2. Stakeholders who may participate in implementation of the Project	Investor	15	Investor/Lender
	Construction companies	16	International Construction Company
		17	Local Construction Company
	Employees of above company	18	Contractors
		19	Subcontractors
	Suppliers	20	Equipment supplier
21		Service supplier	
3. Possibility to Influence and Make Decision on Implementation of the Project	Government organizations	22	Ministry of Nature and Tourism
		23	Ministry of Energy
		24	General Police Department
		25	State Inspection Agency
		26	National Centre of Renewable Energy
		27	National Electric Distribution Network
		28	National Centre Standardization and Measurements
		29	Bag and Soum Governors
		30	Mongolian University of Science and



		31	Technology
		32	Institute of Biology Mongolian National Broadcasting and Radio
	Non-Government Organizations	33	Mongolian Ornithological Society
		34	Renewable Energy Association
4. Stakeholders who are not affected by the project but interested in implementation of this project	Government organizations	35	Ministry of Foreign Affairs
		36	Ministry of Food and Agriculture
		37	Cabinet of Trade and Industry
		38	Mongolian National University of Agriculture
	Non-Government Organizations	39	World Wide Fund for Nature, Mongolia
		40	Wildlife Conservation Society of Mongolia
		41	The Nature Conservancy of Mongolia
		42	International and National Management Team
		43	Mongolian Tourism Association

Table 2. Identified Groups of Stakeholders

From the survey we have identified 43 stakeholders, distributed in 4 groups, that will be engaged in implementation of the project under the uniformly agreed principle of the participation of all Stakeholders to successfully implement the project.

We have warned that other additional participating parties may continue to be identified during project implementation. For example: International Standardization and Measurement Organization, and etc.

This SEP and the Table 2 will be updated on an on-going basis as new stakeholders are identified throughout the Project life cycle.

5.2 Vulnerable Groups

Amongst the Stakeholder groups, the two vulnerable target groups that were identified from the Sainshand local residents. The vulnerable groups within SEP plan are the following;

✓ Herders/Racehorse Trainers/ groups: in the project area the herders will be split in 2 forms - herder communities and herder households. The herders near Sainshand soum supply their animal raw materials and products directly to the province center, so implementation of our projects will positively affect their livelihoods. For example, it will be possible to increase reliable power supply thus positively influencing the production of milk and dairy products, meat storage, food quality and safety, ability to receive media and information, and increase the capacity of small family productions etc.



Currently, on the project site, there are no foreseeable disputes on land-use ownership in regard to herder households' winter, spring, fall and summer camp sites, due to the Certificate on land use rights that has been issued to the Desert Solar Power One LLC for 25 years. Additionally, conclusions of the Research Institutes on the historical, archaeological and paleontological artifacts are enclosed with the land-use permission license.

✓ Women and Young people groups: Considering the high unemployment rate of Sainshand soum women and youth, this group can be considered as vulnerable. During project implementation the entities' management can form a work place on the following directions, so we need to assist them in providing work for women and young people. Included are:

- ✓ Enterprises to deliver milk and dairy products to the province center
- ✓ Bread and bakery products manufacturers
- ✓ Sewing, hand-crafts, felt producers
- ✓ Entities engaged in irrigation and greenhouse farming, etc.

Visible gender discrimination in Dornogovi province is non-existent, so everybody has an equal right to be employed and express their opinions, but during our meetings and conversation with housewives and recent graduates from school or those who belong to the group having no education, it is clear that implementation of this project will have significant impact on the social-economic situation of these 2 groups.

5.3 *Communication Process and Methods*

An analysis on Project stakeholders is presented in Table 3 below. Means of communication with different stakeholder groups and audiences will be attuned to their comfort levels with different locations, languages, media and disclosure materials.

Table 3 contains identified stakeholders and communication methods and tools as well as the communication details for such interaction.

Project communications process is conducted in Mongolian language and will be in English in case foreign experts and investors have taken part in.



Group of Stakeholders	Target Stakeholders	Communication details	Communication method and tools							Responsibility
			Meetings /group/individual/	Project leaflet in Mongolia	Disclosure of Documents	Developer's website	emails	Bulletin Boards	Required to official letters/contracts	
DSPO's workers	DSPO's Director Project Steering Committee Manager and Officers Experts Engineers	<ul style="list-style-type: none"> - Communication will be undertaken on site by DSPO's office - Organize to orientation seminar for workers - Ongoing reporting to provide regular updates on project implementation phases - worker grievance procedure 	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Project Manager and Lawyer
Local Residents	Residents of Aimag Center	<ul style="list-style-type: none"> - Organize the open day of the project introduction - Introduce to the public about project process through local mass media - Inform to local stakeholders about employment opportunities, required qualifications, procedures, job openings, training and workshops. - Provide local residents with information on Stakeholder Engagement Program and upcoming stakeholder meetings - Ongoing reporting on ESIA and SEP. - Grievance procedure 	Yes/group	Yes	Yes	Yes	Yes	Yes	No	Communication Liaison Officer



Herders	Community and single family of herders	<ul style="list-style-type: none"> - Provide herders with information on Stakeholder Engagement Program and upcoming stakeholder meetings. - Ongoing reporting on ESIA and SEP. - Grievance procedure 	Yes/group	Yes	Yes	Yes	Yes	Yes	No	Communication Liaison Officer
Women's and Young peoples	Enterprises to deliver milk and dairy products to the province center, Bread and bakery products manufacturers , Sewing, hand-crafts, felt producers, Entities engaged in irrigation and greenhouse farming	<ul style="list-style-type: none"> - Introduce the project through TV and newspapers purposed for them - Organize meetings with women and young people at labor age - Make co-stakeholder discussions on how project implementation can positively affect the livelihood and provide assistance - Ongoing reporting to provide regular updates on project implementation phases - Provide information on Stakeholder Engagement Program and upcoming stakeholder meetings. - Inform vulnerable groups about employment opportunities, required qualifications, procedures, job openings, training and workshops. - Ongoing reporting on ESIA and SEP. - Grievance procedure 	Yes/group	Yes	Yes	Yes	Yes	Yes	No	Communication Liaison Officer



Investor	Investor and Lender	<ul style="list-style-type: none"> - Submit the project documents in accordance with requirements of the investors and update - Ongoing reporting and updates regarding implementation of the ESIA and other requirements. - To report to Lenders of SEP. 	Yes/individual	No	No	No	Yes	No	Yes	Project Manager
Construction companies	International Construction Company Local Construction Company	<ul style="list-style-type: none"> - To inform local construction companies of potential collaboration opportunities with Developer. - Communication will be undertaken on site by DSPO's office. - Communicate selected local construction company of obligations and compliance requirements. 	Yes/individual	No	No	Yes	Yes	No	No	Lawyer
Employees of above company	Contractors Subcontractors	<ul style="list-style-type: none"> - Communication will be undertaken on site by DSPO's office. - Introduce EMP for all employees who is working on the contractual basis and involve them in comprehensive training on labor protection and safety - Oblige them to work following the DSPO's charter and grievance 	Yes/individual	Yes	No	Yes	No	No	No	Lawyer and Communication Liaison Officer



Suppliers	Equipment supplier	<ul style="list-style-type: none"> - Communication will be undertaken on site by DSPO's office. - To inform local equipment and service suppliers of potential collaboration opportunities with Developer. 	Yes	No	No	Yes	Yes	No	Yes	Lawyer and Communication Liaison Officer
	Service supplier									
Government organizations	Ministry of Nature Environment and Tourism (MNET)	<ul style="list-style-type: none"> - Approve and monitoring to ESIA with EMP. - Receive the Environmental audit report in each 2 years and make recommendations. 	Yes	No	No	Yes	Yes	No	Yes	Environmental Conservation Officer
	Ministry of Energy (ME)	<ul style="list-style-type: none"> - Support the marketing of energy by the policy - Monitoring and Evaluation 	Yes	Yes	Yes	Yes	Yes	Yes	Yes	DSPO's Director
	General Policy Department (GPD)	<ul style="list-style-type: none"> - Take 30 MW PV Power Plant under police protection 	Yes	No	No	No	No	No	Yes	DSPO's Director
	State Inspection Agency (SIA)	<ul style="list-style-type: none"> - Energy distribution activities to be monitored under the applicable law. 	Yes	No	No	No	No	No	Yes	DSPO's Director
	Bag and Soum Governors	<ul style="list-style-type: none"> - Organize works to introduce monetary and non-monetary benefit for residents and herders when solar power plant will be put into operation - Jointly discuss the results of monitoring studies on environmental protection and the biodiversity 								
	National Centre of Renewable Energy	<ul style="list-style-type: none"> - Set a price and tariff for energy 	Yes	No	No	No	No	No	Yes	DSPO's Director



	National Electric Distribution Network	-								
	National Centre Standardization and Measurements	- Adhere to the international and national standards on the Solar Power Plant - Ensure electricity meter	Yes	No	No	No	No	No	Yes	Project Manager
	Mongolian University of Science and Technology and Institute of Biology	- Environmental Impact Assessment Monitoring - Preparing the specialists - Provide training, organize advertisement and develop manuals on Renewable energy issues of purposed for the public	Yes	No	No	No	No	No	No	Project Team
	Mongolian National Broadcasting and Radio	- Coordination to obtain official responses from the remaining telecommunication and radio service providers	Yes	No	No	Yes	Yes	Yes	No	Communication Liaison Officer
Non-Government Organizations	Mongolian Ornithological Centre	- Reporting on the outcomes of pre-construction breeding bird survey. - Make monitoring on how the project activity impact on Bird dynamics, proliferation and movement - Write a scientific article by survey work results	Yes	No	No	No	No	No	No	Environmental Conservation Officer
	Renewable Energy Association	- Give professional advices on Renewable energy direction	Yes	No	No	No	No	No	No	Environmental Conservation Officer
Stakeholders who aren't affected by the Project but interesting Parties										



Government organizations	Ministry of Foreign Affairs Ministry of Food and Agriculture University of Agriculture Cabinet of Trade and Industry	- Who might require that they undertake certain inspections or auditing exercises or updates on the implementation of the Project.	Yes	No	No	No	No	No	Yes	Project Team and Communication Liaison Officer
Non-Government Organizations	World Wide Fund for Nature, Mongolia Wildlife Conservation Society of Mongolia The Nature Conservancy of Mongolia International and National Management Team Mongolian Tourism Association	- It is possible to implement programs from the domestic and international non-government organizations on the definite directions who is focused on the successful implementation of this project.	Yes	No	No	No	No	No	Yes	Project Team and Communication Liaison Officer

Table 3. Stakeholders and Communication Methods and Tools



CHAPTER 6. DISCLOSURE AND CONSULTATION PROGRAM

As we move forward with the project work, additional consultative meetings in the future are scheduled. The project implementer should perform the following activities as minimum. Here are:

- Be open and ready on available positions for local citizens and other participants to consider the draft of a detailed assessment of the environmental impact. Publicize on the website information about the solar power plant of 30MW in Sainshand soum that includes a conclusion of the general evaluation of the detailed assessment of the environmental impact.
- Necessary to be able to make comments and express their opinions about the project.
- Make open the final version of the detailed assessment of the environmental impact for local citizens and other participants.
- Have a plan of the public consultation and publication of information.
- Should be implemented the Grievance mechanism for local citizens may be arisen in respect of the construction, operation and use of Solar power plant. Make open the Monitoring and Environmental audit report.
- Develop a plan for meeting of the participating parties during the project implementation.
- Make the Public Health and Safety Plans of the project. Hereby to install the solar screens and show for local citizens potential hazards during exploitation and to explain how to control it. In this document should be surveillance presented Emergency Preparedness and Responses along with the Grievance mechanism to provide feedback.

DSPO intends to provide all relevant information to the public. Environmental and Social Impact Assessment (ESIA), Environmental Management Plan (EMP) and Stakeholder Engagement Plan (SEP) are documents will be made available on the website (<http://www.mup-group.com>).

In addition, official hard copies are available at the following;

1. Ministry of Energy (ME), Mongolia
Government Building XIV, Chingis Avenue
Ulaanbaatar 17060
2. Ministry of Nature Environment and Tourism (MNET), Mongolia
Government Building II, United Nation's Street 5/2
Ulaanbaatar 15160



www.mne.mn

3. Desert Solar Power One LLC
 Khan-Uul District, 2-r khoroo
 Chingis Avenue, BTT center-403
 Telephone:+ 976-70112029
 Fax:+976-11-342018

Official documents will remain in the duration of the project, and the Stakeholder Engagement Plan will be yearly updated.

Table 4 provides a summary of the envisaged approach to be followed as part of the SEP which has been developed on the basic data of the information and analysis of the current situation.

Information to be disclosed / issue to be discussed	Timeframe	Communication / media tool	Location	Opportunity for stakeholder comment
Scoping				
Project description, seeking initial opinions	ESIA Scoping stage completed	Meetings with all relevant Stakeholders and representatives, Sainshand soum, III Bag	Sainshand,Dornogovi Sainshand soum, III Bag office	At meetings
Disclosure				
ESIA package disclosure: EIA, this SEP, Environmental Management Plan (EMP)	1 July 2013 and 10 th September and 2016	Advertisements and leaflets stating that the ESIA package is available for public review and comment, to be posted in local and national newspapers (Today and Daily News), and on the Project parent companies websites (www.....) in English and Mongolian, and EBRD website in English Email documents upon request	Electronic copies at (web address to be determined at a later stage) Paper copies available for review at: <ul style="list-style-type: none"> • Soum Governors offices • DSPO's LLC offices • Lenders' websites 	Stakeholders will be able to submit comments at any time before finalization using the contact details in the above section . of this report
ESIA consultation				
Notification of ESIA Stakeholders consultative meeting	At least 30 days before the first consultation	Public notice in physical locations in Sainshand soum, on Project implementing company	Public notice in suitable national and regional newspapers Placement of	Through stakeholder comment form and at consultation events



	event	website in Mongolian	notices in public areas	
ESIA findings, SEP	At least 30 days after the above notification is published	Public consultation event to be facilitated in Mongolian, to be staffed by an ESIA team member along with DSPO's Project staff member. The non technical summary will be used to explain the Project, the ESIA process and key findings in English and Mongolian. Regional government leaders and NGOs should be invited to this event	A public location in Sainshand soum centre, easily accessible to all residents of the soum and to herders.	At the event Public grievance mechanism
	At least 30 days after ESIA package Disclosure	Meeting with key high level stakeholders including relevant government departments	DSPO's office or Government office in Sainshand soum and/or Ulaanbaatar, as deemed suitable by the consultees	At the meetings

Table 4. Summary of Disclosure and Consultation



CHAPTER 7. GRIEVANCE PROCEDURE

The resolution of public grievances is the ultimate responsibility of the managerial staff at Desert Solar Power One, but will be coordinated by the Communication Liaison Officer (CLO). DSPO and the Contractor(s) will receive and consider all comments and complaints associated with the Project. Any person or organization may send comments and/or complaints in person, by phone, post or email using the contact information provided at the end of the document.

All comments and complaints will be responded to either verbally or in writing, as indicated by the complainant on the Grievance Form, if contact details of the complainant are provided.

Grievance information will be recorded in a grievance log by the CLO. This information will include basic details such as:

- Stakeholder name and contact details
- Details of the nature of the grievance
- Date received and responded to
- Date closed out, and
- How it was submitted, acknowledged, responded to and closed out

Individuals do not have to give their name and can request their name be kept confidential. However, DSPO cannot directly communicate responses to anonymous grievances.

The main function of the grievance log will be to prioritize grievances for action, based on their gravity and legitimacy.

Dedicated grievance boxes will be provided at a number of convenient locations, in order to collect grievances from community members. Proposed grievance box locations are:

- ✓ One grievance box at the soum Governor's offices in Sainshand
- ✓ DSPO main entrance
- ✓ One location convenient for local residences in Sainshand soum, and

The grievance boxes will be weather proof and locked, and will be checked once a week initially, and then depending on usage levels, once in two weeks. The responsibility for checking the boxes would lie with the CLO. Grievance forms will be widely disseminated among local communities in order to streamline the grievance mechanism. A standard grievance form is given in Appendix A, which will be translated into Mongolian.



Grievances submitted through other channels, including telephone, email and letters, as well as in person at meetings will also be accepted, and put through the same single grievance mechanism.

It should be noted that this mechanism does not take the place of complainants' legal rights. Even if a person submits a grievance, he or she may use other legal avenues to resolve their grievance.

DSPO will monitor the way in which grievances are being handled by the Contractor(s) and ensure they are properly addressed within deadlines specified above.

A separate, internal grievance mechanism is available for DSPO's employees and will also be made available for contracted workers, once they begin working.

CHAPTER 8 REPORTING

The SEP Report of participating parties should be presented once in year to the Civil Community Meeting of Sainshand soum of Dornogovi province after what to receive proposals to be reflected in the action plan for next year.

The Action Plan to be implemented next year will be approved jointly with the Governor of Sainshand soum. In addition, the DSPO's Project Team will provide project updates on its website.

Contact address for the Public:

1. Communication Liaison Officer

M.GANTUGS
Desert Solar Power One LLC
Telephone: +976-99002126
Email: baidrag23@yahoo.com

2. Lawyer Officer

Ts.BAKHARKHAL
Desert Solar Power One LLC
Telephone: +976-88076676
Email: bilegtanhai@yahoo.com



Appendix A. Community Grievance Form

<i>If you wish to remain anonymous, please do not fill the first three rows below.</i>	
Full name	
Contact Information <i>Please include how you wish to be contacted (i.e. mail, telephone or e-mail). If you wish to remain anonymous, please do not fill this box.</i>	Postal Address: Telephone number: E-mail address:
Preferred language (please draw _____)	Mongolian Russian Other
<i>Please start below this line, if you wish to remain anonymous.</i>	
Description of feedback or grievance (<i>What happened? Where did it happen? Who did it happen to? What is the result of the problem?</i>):	

Date of incident / grievance _____

One time incident / grievance date.....

Happened more than once? How many times?

Still on-going (i.e. currently experiencing problem) Y / N (*please circle*)

How would you like to see this problem resolved?

.....

.....

Signature _____ Date _____



Please return this form to: Desert Solar Power One LLC “Sainshand 30 MW Solar PV Power Plant” Project or any of the grievance boxes listed below. Location of grievance boxes: (to be determined)