

MPRL E&P Pte Ltd.

Community **Operational** **Grievance Mechanism**



Myanma
Oil & Gas
Enterprise



DOCUMENTED GRIEVANCES FROM **Mann Field**



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1. Introduction

MPRL E&P has designed an operational grievance mechanism (OGM) process to reflect IFC standards. The grievance mechanism provides access for communities to lodge concerns and complaints that can be effectively addressed.

MPRL E&P's objective is to ensure communities are given a voice and to ensure impact associated with operations affecting the environment and surrounding communities are monitored and effectively addressed.

Receiving a social license to operate is a driving factor to establishing an effective partnership with community stakeholders.



1.1 Objective

MPRL E&P aims to:

- Implement a safe and secure system that effectively receives complaints/concerns associated with our operations
- Provide stakeholders with an opportunity to develop a partnership with MPRL E&P by working together to minimize risk and address concerns
- Resolve concerns received in a timely manner with all primary stakeholders involved in a confidential space
- Ensure the views of each complainant are respected and not discriminated against



2. Progress Update

- Grievance Mechanism was piloted in 3 of 14 communities surrounding Mann field. Through information dissemination sessions, community members received information on how to access the grievance mechanism and what the process entails (April – June 2014)
- Grievance Mechanism was rolled out to the rest of the communities in July 2014
- Additional information, education, and communication (IEC) materials such as information boards, vinyl sheets, and leaflets and cartoons have been developed and disseminated to improve community awareness (October 2014)
- MPRL E&P undertook a periodic review of the Grievance Mechanism procedures to strengthen grievance resolution processes (December 2014)
- Based on review findings, MPRL E&P staff, including field managers, received additional tools and training in timely grievance resolution. (February 2015)
- MPRL E&P has set key performance indicators (KPIs) to monitor and evaluate the effectiveness of the Grievance Mechanism. (February 2015)

- Community volunteers received Training-of-Trainers (ToT) on the grievance mechanism process in order to disseminate information to community members and increase the level of community awareness (May 2015). Community volunteers are delivering information sessions on the OGM process to members of at least 50 percent of households in all communities.
- A knowledge, attitudes, and practices (KAP) survey of 420 households was conducted to assess level of community awareness on the basic functioning of and attitudes toward the OGM as well as current practices and barriers. (July-September 2015)
- In Fiscal Year (2017-2018), 16 MOGE staffs and 54 volunteers have received OGM Awareness. 2766 households from the 14 communities were given 552 OGM information Sessions through Volunteers. (May 2015 – December 2017)

Participant in OGM Awareness Sessions (FY 2017-2018)		OGM Information Sessions (May 2015 – Dec 2017)
MOGE Staffs	Volunteers	Communities
 16	 54	 552

OGM Information Session (July - September 2017)				
Sessions	Household	Village	Time (Hour)	Coverage %
2	40	2	1.5	1

2.1 Operational Grievance Mechanism (OGM) Awareness Raising Campaign in Mann Field

In this quarter of fiscal year 2017-2018, the CSR & Communication Team launched a two-phase campaign [see graphic below] to raise awareness about its Operational Grievance Mechanism selected target community groups in Mann Field with the aim of promoting their interest, awareness and confidence in the process. The campaign was based on the results of the knowledge, attitude and practice (KAP) survey that had been conducted in 2015 to establish a baseline level of community knowledge, attitudes and practices.



Using simple random sampling, 420 households in the community were selected from the 14 target communities in Mann Field. According to the survey results;

1. 40% had not heard of the OGM,
2. Only 50% knew about the basic functioning of the OGM, and could name at least two primary pieces of information that could be included in the complaint form and at least one method of submitting it.
3. Grievances are generally regarded as
 - (a) Crop damage,
 - (b) Oil or produced water spillage,
 - (c) Soil damage, and
 - (d) Electrical hazard.
4. 10% had low confidence that a complaint would receive a response, or would be effectively resolved.
5. Communities think that posters, pamphlets and notice boards are the best sources of knowledge, while community volunteers come second and village administrators last.

Phase I	Communities	Participants	Sessions
	Mae Bayt Kone	98	5
	Nan U	71	4
	Ywar Thar	203	4
	MaGyee Chaung	122	5
	Total	494	18

Phase II	Communities	Participants	Sessions
	Let Pan Taw	81	2
	Aye Mya	96	3
	Lay Eain Tan	110	4
	Auk Kyaung	67	1
	Total	354	10

Goal of the OGM Campaign

Improved engagement between MOGE, MPRL E&P and the 14 communities in Mann Field

Objectives of the OGM Campaign

- To increase in awareness about OGM in targeted communities by 30%.
- To increase by 30% in the number of respondents who can utilize the mechanism efficiently.
- To increase by 10% in the level of trust in the OGM which will help build a better relationship between the three stakeholders.



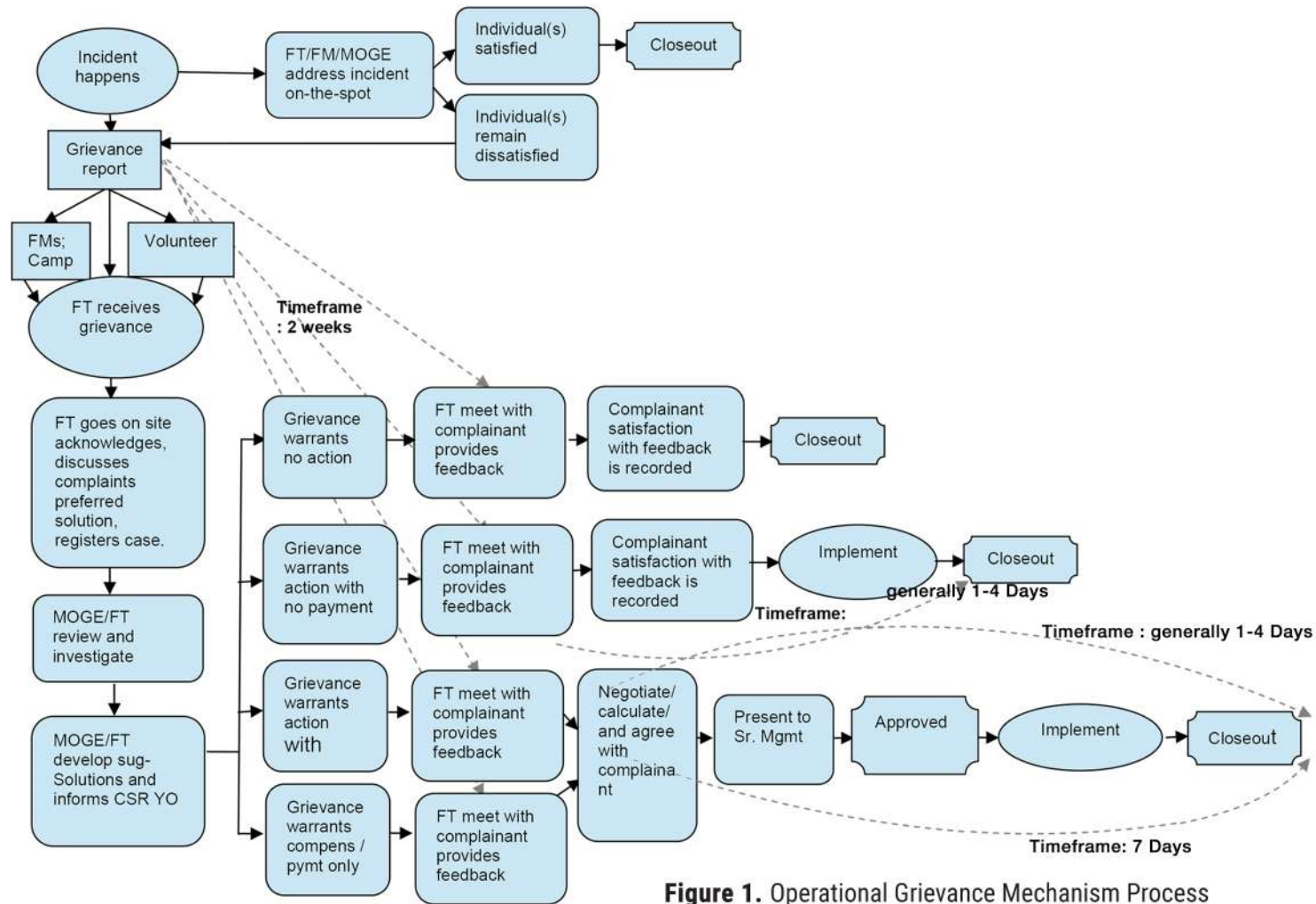


Figure 1. Operational Grievance Mechanism Process

2.2 At-A-Glance: Key Performance Indicators

In March 2015, MPRL E&P began tracking the OGM process’s performance against key indicators. Meeting targets for average time to acknowledgement (3 days) and exceeding targets for the level of satisfaction reported by complainants on the OGM process and outcome (50%), there is room for improvement in some other key areas.



Number of cases field	77
Number of cases addressed	77
Average time to acknowledgement (days) Target 1- 3 days	1
Average time to feedback (days) Target 14 days	7
Average duration to closure (days) Target 30 days	23
Average time to compensation (days) Target 7 days	9
% satisfied with the process Target 50%	100
% satisfied with the outcome Target 50%	98

Table 1. Key Performance Indicators

3. Current Challenges

- Effectively addressing all complaints and/or concerns received within an appropriate timeframe.
- Additional stakeholder’s decision is required, especially Township Land Management Committee.

4. Grevances Received & Addressed

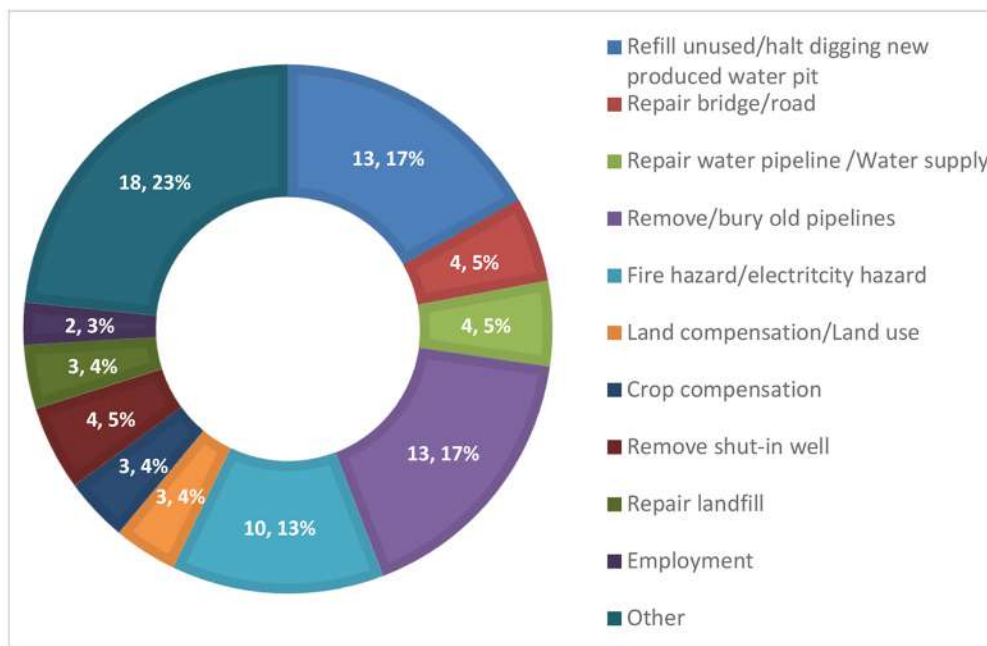


Figure 2. Complaints received, by type: September 2014 – December 2017



Received and Closed Cases by Quarterly September 2014 – December 2017

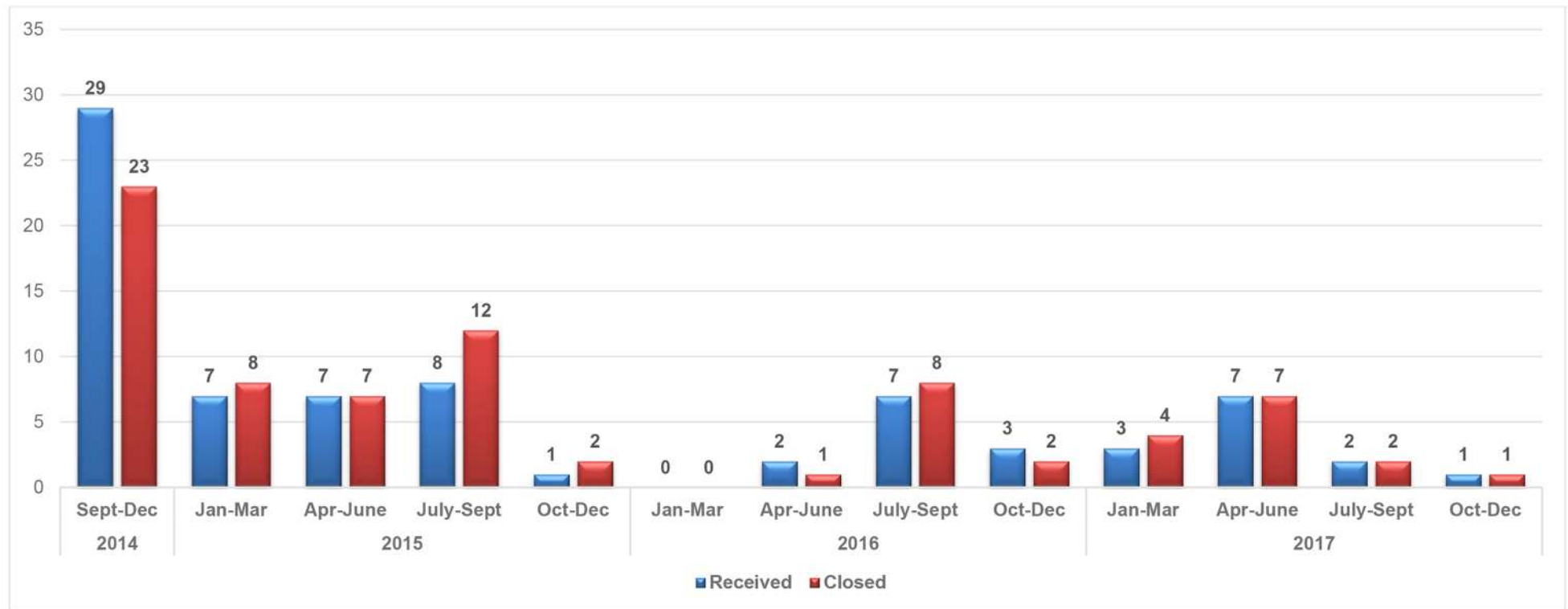


Figure 3. Received and Closed Cases by Quarterly September 2014 – December 2017

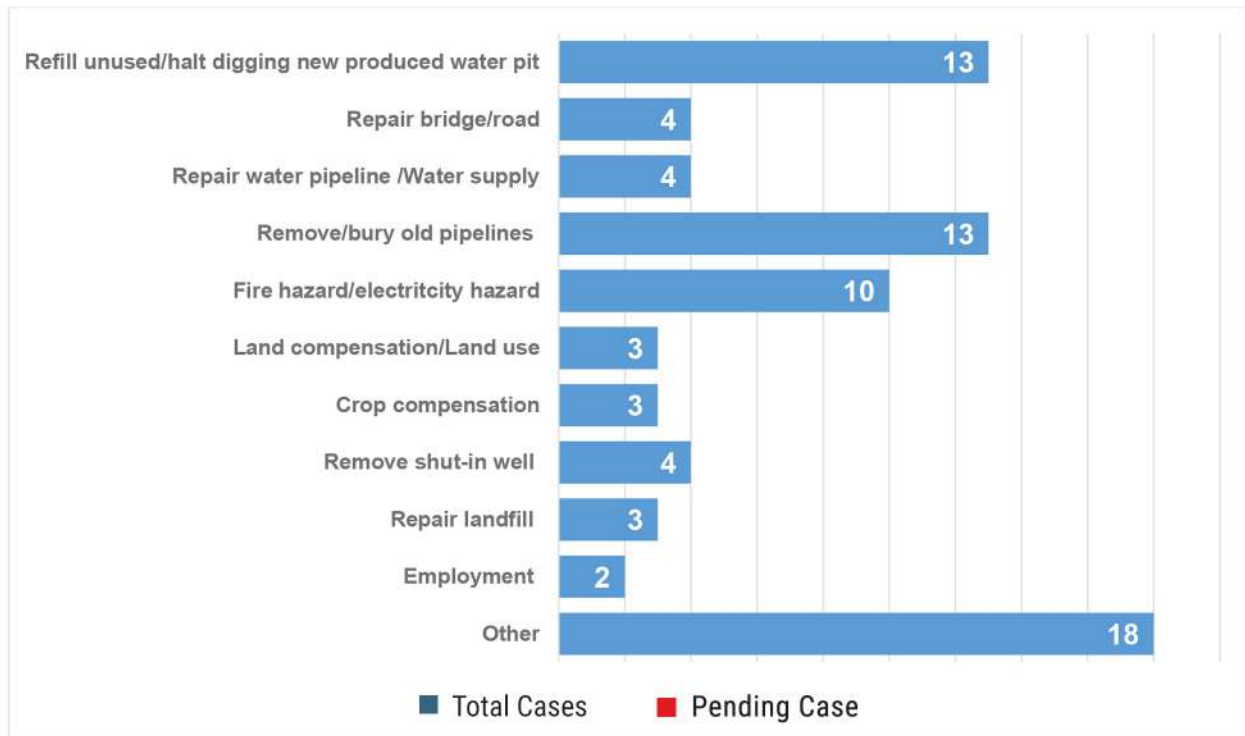


Figure 4. Total and Pending cases, by type: September 2014 – December 2017

5. Next Steps

- MPRL E&P will measure the effectiveness of the OGM awareness program by tracking change in the level of community awareness of the OGM process.
- In Fiscal Year (2017-2018), the third phase of OGM awareness raising campaign is scheduled in January 2018.



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