



Cambodia Agricultural Sector Diversification Project (CADSP-P163264)

Minutes of Grievance Redress Complaint Meeting

Meeting held on 23rd March 2023

Project: Cambodia Agricultural Sector Diversification Project (CASDP)
Date: 23rd March 2023
Venue: AC Leuk Kampose Satrei Office

Participants:

- Mr. Ith Chumnan Chief of the ESS Unit
- Mr. Hong Sophea ES specialist
- Mr. Te Rithy SS Specialist
- Mr. Leng Lang Dy ES focus point
- Mr. Leng Sambath Chief of Con 2-TSP,
- Mr. Sok Sam Ol HEKS staff
- AC members (Attendance list attached)

Background:

The issue of ACs complaining about not receiving information on CASDP grant support first arose in June 2022 during discussions between Kamyra Agritrade Company and CASDP. Although no formal written complaint was submitted, there was verbal communication from Kamyra Agritrade Company representative that ACs involved in cashew production did not receive full information from CASDP on possible participation. Although the CASDP Safeguards Team met with the representative from Kamyra Agritrade Company, Mr. Andreas Groetschel and TSP Cont2 (*See attended list*) at SBK office Phnom Penh on 13 March 2023 for discussed resolution the complaint that raised by AC Preah Vihear during the WB-MTR mission in June 2022 and then the CASDP Safeguards Team had a PDAFF contact point in Preah Vihear responsible for handling complaints, this channel was not used by the ACs in question. The meeting among all of the Cashew Nut ACs along with the TSP was thus organized in order to verify the seriousness of the complaint and how this could be handled.

Stakeholder Attendees:

- Four ACs (AC Leuk Kampos Satrei, AC Rohas Meanchey, AC Rong Rueng, AC Reak Smey) who are supported by Kamyra Agritrade Company which acts as buyer of Cashew Nut products from the ACs.
- As the Swiss Co-operation project HEKS is also working with the ACs in Cashew Nut, AC and were aware of this complaint, a representative was invited to attend the meeting.
- The PDAFF contact point for CHM also participated in the meeting and was introduced again to the AC stakeholders as the contact point for any complaints.

Nature of the Complaint:

- The Complaint was transmitted verbally in June 2022 that information from CASDP on possible access to grant support for productive investments was not provided to all ACs involved in Almond production and some ACs did not apply because of this lack of information.

Meeting Deliberations:

1. According to a meeting with Mr. Andreas Groetschel and Mr. Leng Sambath Chief of Con 2-TSP Cont2 at ABK Phnom Penh officer on 13 March 2023, He said that he did not made a complaint, it was made a complaint by AC themselves, he was just brought a messaged on the complaint from AC to the project as information for resolutions, hence on 23 March 2023,

Safeguards Team planned to meet with the ACs in Preah Vihear for investigation and clarification as well as resolve this complaint.

2. The TSP-Con 2 team confirmed that TSP-Con 2 provided project awareness raising to all 43 ACs in the process of team-up in late 2020 (24-26th Nov 2020).
3. PDAFF confirmed that all 43 ACs were contacted in order to ensure that all the ACs participated in the project awareness raising of CASDP.
4. Four ACs (AC Leuk Kampos Satrei, AC Rohas Meanchey, AC Rong Rueng, AC Reak Smey) who are supported by Kamya Agritrade Company as principal buyer had their members attend the project awareness raising stage conducted by Con 2-TSP on 26th Nov 2020,
5. Three of the ACs who complained about lack of information from CASDP have since prepared and submitted DPI proposals (submitted on 23rd Dec 2022) and received endorsement from AEC on 3rd Jan 2023.
6. One AC (Luek Kampose Satrei) plans to submit a proposal in 2024 as at the current time, the number of DPIs to be submitted by Con-2 TSP has attained the target number for 2023.
7. AC representatives who joined the project awareness-raising workshop delivered by Con-2 seem to have not shared CASDP information to other AC members. The Attendance sheets of the awareness raising carried out by Con-2 show only 1-2 persons attended from each AC and some of these members appear not to have been appropriately chosen in order to transmit information on CASDP to other AC members. In addition, information on the matching grant process was not transmitted or incorrectly transmitted to the other AC members.
8. The AC (Luek Kampose Satrei) that made raised a concern to Mr. Adreas, and they have satisfied and accepted with the results that it's just the issue of poor communication between TSP Cont2 and ACs and it is no serious problem for solving and no adversely affects to the project implementation,
9. Please noted that after conducted the meetings on 23 March 2023 at AC (Luek Kampose Satrei) office to discussion and solving this complaint and your participation during these meetings ACs they have agreed to closed the complaint

Conclusion:

It appears that the main factor which generated the complaint was poor communication and misunderstanding of the project approach and methodology. While the awareness raising process was carried out, limitations on the numbers of awareness events organized by CASDP meant that only a small number of representatives from each AC could attend. These attendees may not have been appropriate for the role of attending the awareness raising and transmitting information to the other AC colleagues.

In order to avoid such issues in the future, the Safeguards Team recommended to TSP and to PDAFF to ensure that AC attendees invited to awareness meetings are chosen carefully and are informed that they are expected to transmit information on CASDP to their fellow members. Based on the outcome of this meeting, the ACs agreed that the issue of poor communication was not the fault of CASDP and agreed with the conclusions of this meeting.

The AC members who participate in this meeting with the conclusions of this meeting. The PDAFF Focal Person shall remain in close contact with the ACs for further details.

Minute Taker
Hong Sophea
National ES Specialist

បញ្ជីវត្តមាន

កម្មវិធី: (ឃ្លា លើស្ម័គ្រ) ៣១: (ឃ្លា ឧបករណ៍) របស់ សហគ្រាស ក្នុង ម៉ោង វិសាលភាព ស្រុក ស្រាវជ្រាវ យក ទៅ ប្រើប្រាស់ ក្នុង ការងារ
 កាលបរិច្ឆេទ: 23/03/2023

ល.រ	ឈ្មោះ: ឃ្លា ឧបករណ៍	ភេទ	តួនាទី	អង្គការ	ភូមិ	ឃុំ	ជនជាតិ	ទូរស័ព្ទ	ហត្ថលេខា
1	ហង់-អរ	ប	TSP-Com-2	SBK	PP			0889454222	[Signature]
2	ណា សុផ្លែ	ប	TSP-Com-2	SBK	P-P			0974633613	[Signature]
3	សុខ សុផ្លែ	ប	អ្នក PC	HEKS				012872626	[Signature]
4	សុខ ឆាយ	ប	សុខ ឆាយ	គិរីវង្ស				0882012970	Chay
5	ឆាយ-ឆាយ	ប	ឆាយ	AC គិរីវង្ស				0976767071	BMMMS
6	គីល សុផ្លែ	ប	គីល សុផ្លែ AC	គិរីវង្ស	បុរ	គិរីវង្ស		0885071797	[Signature]
7	សុផ្លែ-សុផ្លែ	ប	សុផ្លែ-សុផ្លែ	គិរីវង្ស				0888742944	[Signature]
8	ហង់ សុផ្លែ	ប	ហង់ សុផ្លែ	MAFF-PCO	P-P			012518109	[Signature]
9	សុផ្លែ-សុផ្លែ	ប	សុផ្លែ-សុផ្លែ	MAFF-PCO	P-P			012758003	TRH
10	សុផ្លែ សុផ្លែ	ប	សុផ្លែ សុផ្លែ	គិរីវង្ស	P-P			0976681888	[Signature]
11	សុផ្លែ សុផ្លែ	ប	សុផ្លែ sequel.	MAFF-PCO	P-P			097739249	[Signature]
12	សុផ្លែ សុផ្លែ	ប	សុផ្លែ Safeguard	MAFF-PCO	P-P			012445458	[Signature]