
GRIEVANCE REDRESS MECHANISM (GRM) DESIGN

UPPER CISOKAN PUMPED STORAGE HYDROPOWER 1040 MW

2022

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LIST OF ABBREVIATION

BMP	Biodiversity Management Plan/ <i>Rencana Pengelolaan Keanekaragaman Hayati</i>
EPO	Environmental Protection Officer
CLO	Community Liaison Officer
ESIA	Environmental and Social Impact Assesment/ <i>Penilaian Dampak Lingkungan dan Sosial</i>
FPAP	Forest Partnership Action Plan/ <i>Rencana Aksi Kemitraan Hutan (RAKH)</i>
GBV	Gender-Based Violence/ <i>Kekerasan Berbasis Gender (KBG)</i>
GIS	Geographic Information System/ <i>Sistem Informasi Geografis</i>
GRM	Grievance Redress Mechanism/ <i>Mekanisme Pengelolaan Aduan</i>
K3L	(Division) <i>Keamanan, Keselamatan, dan Kesehatan Lingkungan</i>
LARAP	Land Acquisition and Resettlement Action Plan/ <i>Rencana Aksi Pembebasan Lahan dan Pemukiman Kembali</i>
LMDH	<i>Lembaga Masyarakat Desa Hutan</i>
NGO	Non-governmental Organization/ <i>Lembaga Swadaya Masyarakat (LSM)</i>
OPKON	(Bagian) Operasi Konstruksi
ORMAS	<i>Organisasi Masyarakat/Community Organization</i>
PAP	Project Affected Person/ <i>Warga Terdampak Proyek (WTP)</i>
PLN	Perusahaan Listrik Negara
PLTA	<i>Pembangkit Listrik Tenaga Air/Hydropower</i>
PPK	(Division) <i>Perijinan, Pertanahan, dan Komunikasi</i>
PU	(Division) <i>Perijinan dan Umum</i>
UCPS	Upper Cisokan Pumped Storage
UIP JBT	Unit Induk Pembangunan Jawa Bagian Tengah
UPP JBT 2	Unit Pelaksana Proyek Jawa Bagian Tengah 2
VAC	Violence Against Child/ <i>Kekerasan Terhadap Anak (KTA)</i>

I. BACKGROUND

GRM (Grievance Redress Mechanism) is part of the SCMP (Social and Community Management Plan) integral project of PT. PLN (Persero) to build an Upper Cisokan Pumped Storage (UCPS) Hydropower with a capacity of 1040 MW, hereinafter refers as The Project. PT. PLN (Persero) realizes that in carrying out a project, the direct and indirect impacts that arise on the community and biodiversity in the location and surroundings the project cannot be completely avoided. Complaints from the local community regarding development are predicted to be directly proportional to the complexity of the project. Since the project started with the construction of access roads, PLN already had a GRM from 2017 to 2020. Entering the beginning of the main construction work, in accordance with the requirements of the World Bank's Environmental Social Framework (ESF) contained in the Environmental and Social Commitment Plan (ESCP), PLN is committed to preparing GRM design for project operations that are more complex than the previous period. For that, PT. PLN (Persero) UIP JBT in collaboration with PT. LAPI ITB through Letter of Agreement Number 0019.PJ/HKM.02.01/C44000000/2022 dated 30 May 2022 to prepare a GRM design that refers to Environmental Social Standard-10 (ESS-10).

II. OBJECTIVES

The Grievance Redress Mechanism (GRM) has objectives as follows:

1. To ensure that grievances from communities and stakeholders are well responded and managed in a transparent and timely manner;
2. To establish mechanisms to respond to grievances with understanding, transparency, and culturally appropriate procedures;
3. To develop a grievance procedure that is accessible, transparent and efficient for the community;
4. To facilitate an effective dialogue and channels of communication openly;
5. To manage negative expectations and/or perceptions;
6. To improve project's social performance by evaluating grievances as a basis in taking corrective or preventive action or in developing responsive initiatives;
7. To improve PLN's reputation as a transparent and leading BUMN company in social responsibility in Indonesia;
8. To meet the requirements of international practice.

III. GENERAL PROVISIONS

1. The Parties in this mechanism consist of PLN, Contractor¹, Engineer Supervision Consultant, GRM Consultant, and GBV Consultant;
2. Grievance handling process is carried out with the principles of equality, openness, convenience, accuracy, and participation;
3. This mechanism is carried out by the parties under the coordination of the GRM Consultant;
4. Grievances/complaints can arise from stakeholders including PAPs, local government (district, village and sub-district), ORMAS, NGOs, and residents other than PAPs;
5. Stakeholders who submit grievances/complaints are called complainants;
6. The complainant can submit a grievance/complaint on behalf of the complainant themselves or to represent someone to the reporting contact;
7. The confidentiality of the complainant's data is protected by The Parties in accordance with the provisions of the Law of the Republic of Indonesia Number 27 of 2022 concerning Protection of Personal Data;
8. Each grievance/complaint must be resolved no later than 14 (fourteen) working days starting from the date the grievance/complaint is received;
9. Complainant can take legal action in the process of resolving grievances/complaints;
10. Grievance handling recapitulation reports are provided every month, semester and yearly.

IV. GRIEVANCE CATEGORIES

Grievances can be categorized into several categories as follows:

- a. Category 1, related to acquisition of land and other assets, resettlement, and social conflicts (within the scope of LARAP implementation);
- b. Category 2, related to the environment, environmental pollution, flora and fauna, as well as natural disasters (ESIA, BMP, FPAP);
- c. Category 3, related to gender, Gender-Based Violence (GBV), and Violence Against Children (VAC);
- d. Category 4, related to Covid-19;
- e. Category 5, related to labor, work accidents, violations of the worker's code of ethics (K3L), and construction impacts (physical and non-physical) which are the responsibility of the contractors.

¹ There are 4 packages of work with different contractors in the construction of the UCPS hydropower. Package 1: Civil Works – Upper Dam, Lower Dam, Power Station dan Waterworks; Package 2: Electromechanical Equipment – Pump-Turbine, Generator-Motor and Auxiliary Equipment; Package 3: Transmission Line; dan Package 4: Hydraulic Metal Works.

V. GRIEVANCE HANDLING PROCESS

Grievance handling process is divided into 3 phases: the incoming grievance phase, the verification phase, and the grievance resolution phase.

A. Grievance Incoming Phase

1. Complainant can submit grievances through several channels as follows:
 - a. The GRM Consultant, complainant can visit the GRM Consultant basecamp or through the GRM facilitator on duty in the field. The GRM Consultant Basecamp is located at Anggalaya Village, Sirnagalih Village, STA 4+100 New Access Road or can be seen on the google map <https://maps.app.goo.gl/ihvDvjXB3msZYsmv5>;
 - b. PLN, can go through the UPP JBT 2 Cisokan office at Ciangkong, Cipongkor District, West Bandung Regency or UIP JBT on Jalan Karawitan 39 Bandung City;
 - c. Contractor, at contractor basecamp;
 - d. Engineer Supervisor Consultant, through visiting Engineer Supervisor Consultant *basecamp* at Ciangkong, Cipongkor District, West Bandung Regency;
 - e. GBV Consultant; or
 - f. SMS/Phone/WhatsApp to hotline number **+62881-1311-311**² or e-mail at grm.pltacisokan@pln.co.id³.
2. The recipient of the grievance fills out the grievance form when the grievance is received. If the grievance goes to someone other than the GRM Consultant, then the recipient forwards the grievance form to the GRM Consultant to be entered into the database;
3. The grievance form must be completed with the signatures of the recipient and the complainant;
4. After the grievance is entered into the database, the GRM Consultant checks whether the grievance is an old or new grievance.
 - a. If the grievance is old and has been resolved, the GRM Consultant will return to the complainant to explain that the grievance has been resolved. If the complainant agrees, then the complainant signs the grievance closing form. However, if the complainant does not agree, then the grievance is considered incomplete and will enter the verification phase.
 - b. If it is an old grievance that has not been resolved or is a new grievance, then the grievance will enter the verification phase
5. Specifically for work accidents and gender-based violence (GBV), the incident must be reported by the person in charge of the work, i.e. Contractor and/or GBV Consultant, to

² Smartphone is held by GRM Consultant

³ E-mail is managed by PPK UIP JBT

PLN UIP JBT less than 24 hours after the incident. Furthermore, PLN UIP JBT is required to report the incident to the World Bank no later than 24 hours after the incident

B. Grievance Verification Phase

This phase consists of 2 parts:

1. Field survey, aims to obtain detail information about grievances. The survey is carried out by related parties (accompanied by the GRM Consultant) as follows:
 - a. Category 1 by PLN (UPP JBT 2 Land (*bagian Pertanahan*) and General (*Umum*)),
 - b. Category 2 by PLN (UPP JBT 2 K3L),
 - c. Category 3 by GBV Consultant,
 - d. Category 4 by the PLN Covid-19 Task Force,
 - e. Category 5 by the Contractor.

In this survey, photos of grievance are documented and its spatial data are taken with GPS, as well as signing of grievance form. The field survey is carried out no later than 1 day after the grievance is received.

2. Analysis, consists of:
 - a. Discussion of the parties with the GRM Consultant to determine whether the grievance is related to the construction of the UCPS hydropower. If related, the grievance will be followed up. If not, then the related party accompanied by the GRM Consultant will return to the complainant to explain this matter. If the explanation is accepted by the complainant, both parties will sign the grievance closing form and the grievance is declared as closed;
 - b. Spatial analysis using GIS;
 - c. Search for a solution to be offered to the complainant as well as the stages/technical implementation of the solution.

C. Grievance Resolution Phase

1. After the solution design and technical implementation have been formulated, the relevant parties accompanied by the GRM Consultant return to the complainant to discuss and agree on this matter;
2. Once agreed, the solution is implemented no later than 14 working days after the date the grievance was received. The GRM Consultant monitors and alerts relevant parties to resolve grievances in a timely manner and as agreed;
3. Grievance that cannot be resolved within 14 working days after the grievance is received will be noted down as **outstanding**, unless there is a technical reason which states that the resolution of the grievance requires more than 14 working days. GRM Consultant monitors the resolution of this outstanding grievances;

4. If the grievance solution has been implemented by the relevant party and can be accepted by the complainant, then both parties are required to sign the grievance closing form and the grievance is declared as **closed**;
5. All technical grievance handling processes are documented visually and become part of the grievance handling report;
6. If the grievance cannot be resolved, PLN UIP JBT needs to mediate. If the complainant is not satisfied with the settlement or mediation that has been carried out, then the complainant can take formal legal channel (litigation)..

VI. COORDINATION BETWEEN RELATED PARTIES AND THE STAKEHOLDERS

Coordination of the parties in the grievance handling mechanism is carried out in the following pattern:

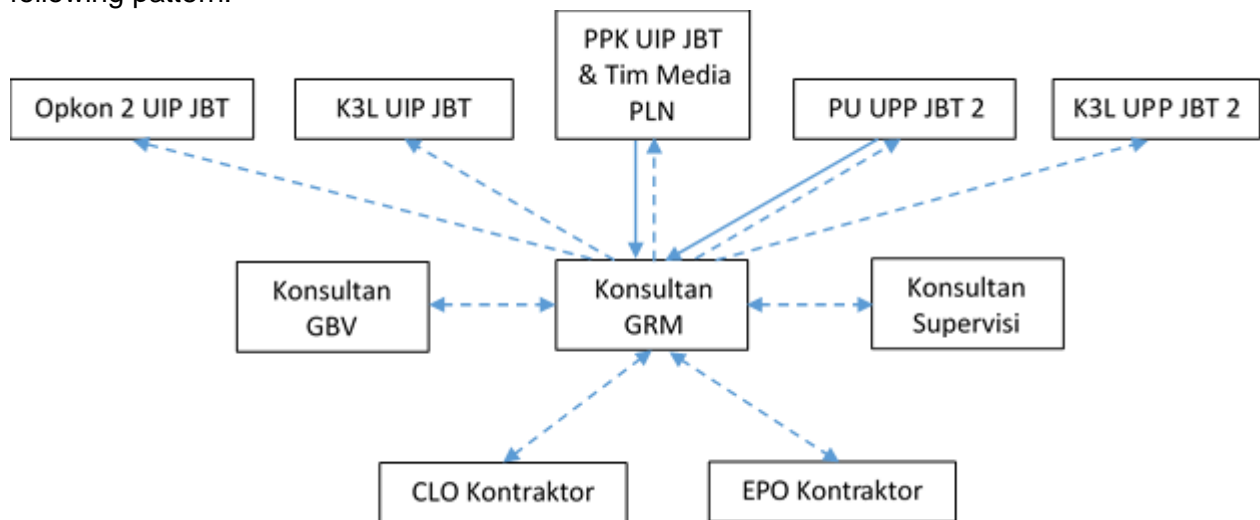


Figure 1. Coordination of Parties

Source: GRM Consultant Analysis, 2022

Descriptions:

- = instruction/direction
- - - = coordination

The GRM Consultant can also coordinate with other stakeholders, as shown in Table 1 below.

Table 1. Other Stakeholders that Work with GRM Consultant

No.	Stakeholders	Details
1.	Provincial Government	West Jawa Province Government
2.	District Government	Bandung Barat District Government, Cianjur District Government

No.	Stakeholders	Details
3.	Sub-district Government	<ul style="list-style-type: none"> • Cipongkor, Rongga (Bandung Barat) • Campaka, Cibeber (Cianjur)
4.	Village Government	<ul style="list-style-type: none"> • Cijambu, Sirnagalih, Karangsari, Sarinagen (Cipongkor); • Cibitung, Sukaresmi, Cicadas, Bojongsalam (Rongga); • Karangnunggal, Girimulya (Cibeber); • Margaluyu (Campaka)
5.	TNI-Polri (Police)	Koramil Sindangkerta, Koramil Gunung Halu, Polsek Sindangkerta, Polsek Gunung Halu
6.	Local community	<ul style="list-style-type: none"> • PAP • Local religious and community leaders • Local Community Organization (ORMAS) • Local Non-governmental Organization (NGOs) • LMDH

VII. REPORTS AND MONITORING EVALUATION

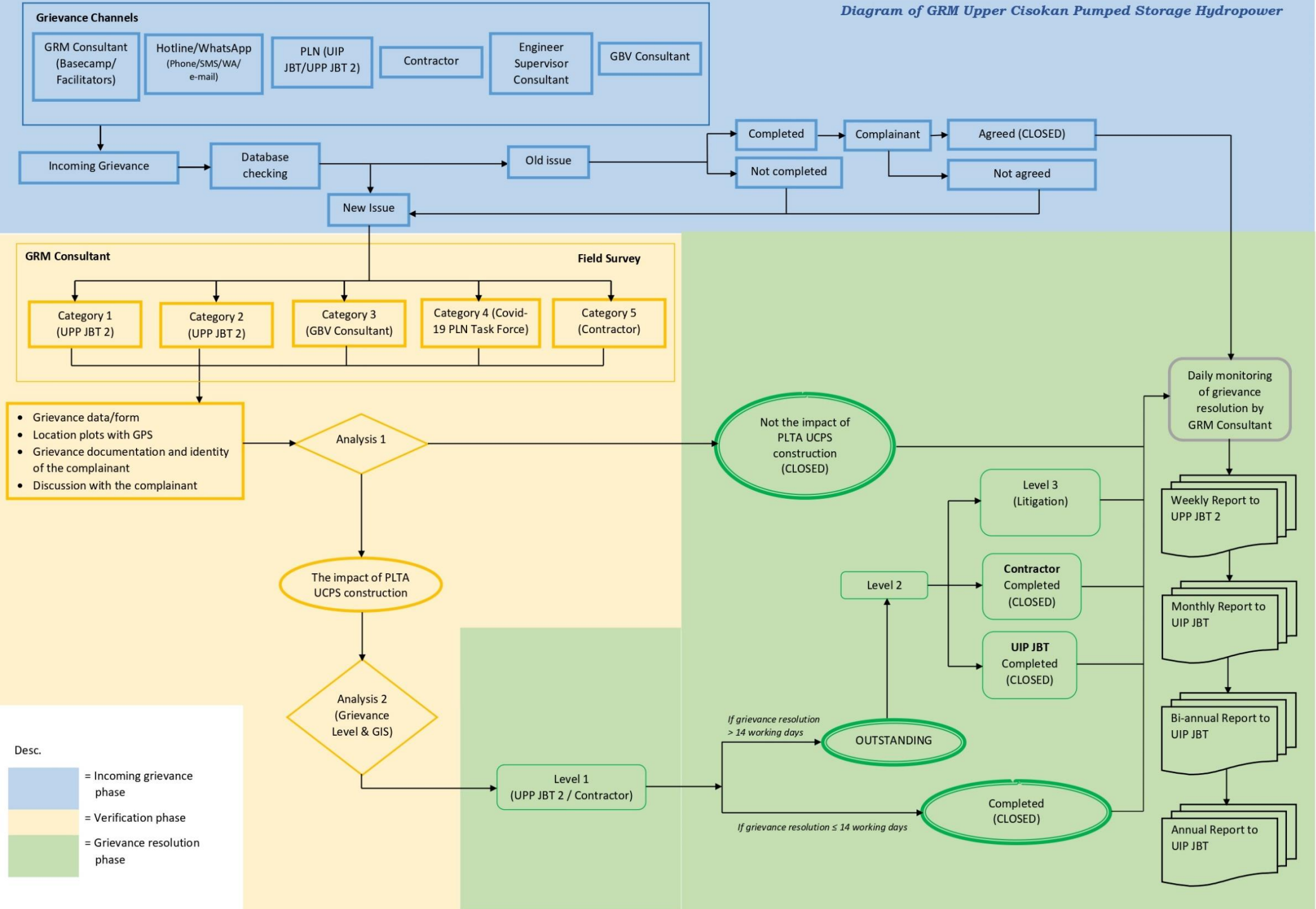
1. The implementation of grievance mechanism is reported periodically in the form of Weekly, Monthly, Semester/Bi-annual and Annual Reports;
2. The GRM Semester/Bi-annual Report and Annual Report are part of the project report from PLN UIP JBT to PMO (PLN Central) to be consolidated as the UCPS Hydropower Project Implementation Report from PLN to the World Bank;
3. Evaluation of the grievance handling system is carried out by the GRM Consultant on an annual basis and discussed together with the related parties in a coordination meeting for future improvements.


VIII. INFORMATION DISCLOSURE

The Grievance Redress Mechanism (GRM) is informed to the community and the relevant District Government by holding a meeting and giving handouts of the UCPS Hydropower Project Grievance Handling Mechanism. Before the main construction work is carried out, PLN UIP JBT and the GRM Consultant will conduct a Grievance Redress Mechanism (GRM) socialization to the West Bandung and Cianjur District Governments including the sub-district and village levels, and the communities at The Project site.

Furthermore, grievance handling reports are disclosed to the public every semester through The Project website. Design of the Grievance Redress Mechanism (GRM) will be evaluated and may be revised as The Project progresses according to the results of the evaluation. Any changes to the GRM will be notified to the public through The Project website.

Diagram of GRM Upper Cisokan Pumped Storage Hydropower





PT PLN (Persero)

UIP JBT

ASLI

FORMULIR PENGADUAN/KELUHAN

Formulir A - Pencatatan Aduan

Hari / Tanggal :

Nomor Kode Aduan :

Lokasi Aduan :

STA :

S
E

(di mark dengan GPS)

RT/RW :

Dusun/Kampung :

Desa :

Nama Pelapor :

No. KTP :

No. Kontak Pelapor :

Kategori Aduan (Lingkari Salah Satu) :

1. LARAP

2. ESIA, BMP, FPAP

3. Gender, KBG, dan KTA

4. Covid-19

5. Ketenaga-kerjaan, kecelakaan kerja, pelanggaran kode etik (K3L)

Uraian aduan :

Jalur aduan :

Uraian rencana tindak lanjut :

Mohon dilengkapi dengan foto kondisi diadukan dan foto KTP pelapor

PT PLN (Persero)
UPP JBT 2

Penerima Aduan,

Pelapor,

Formulir B - Berita Acara Pengembalian Aduan

Pada hari ini Tanggal bulan Tahun, telah dilakukan pengembalian Pengaduan Nomor kepada Saudara/i

Nama :

Alamat :

Pekerjaan :

No kontak/HP :

Pengaduan tersebut dikembalikan karena tidak relevan dengan 5 kategori aduan sebagai berikut ini:

1. LARAP; Penjelasan

2. ESIA, BMP, FPAP; Penjelasan

3. Gender, KBG, KTA; Penjelasan

4. Covid-19; Penjelasan

5. Ketenagakerjaan, Kecelakaan Kerja, Pelanggaran Kode Etik; Penjelasan

6. Di luar proyek PLTA Upper Cisokan Pumped Storage

(lingkari salah satu dan isi penjelasan)

Catatan:

(Kolom ini diisi oleh petugas apabila pengadu tidak sepakat dengan hasil verifikasi dan petugas akan menindaklanjuti aduan)

Penerima Aduan,

Pelapor,

Formulir C - Berita Acara Penyelesaian Aduan

Pada hari ini _____ tanggal _____ bulan _____ tahun _____, telah dilakukan pengembalian Pengaduan Nomor _____ kepada Saudara/I ...

Nama :

Alamat :

Pekerjaan :

No kontak/HP :

selaku Pengadu/Pelapor

Bahwa Pengadu/Pelapor telah menyampaikan aduannya kepada Proyek pada tanggal (aduan tercatat di Formulir A dengan Nomor)

Bahwa Proyek telah merespon atas pengaduan tersebut dengan:

Bahwa Pengadu telah menerima penyelesaian atas Aduan yang dimaksud. Dengan demikian, Aduan Nomor dinyatakan TELAH DISELESAIKAN.

Pelapor,

Petugas GRM,