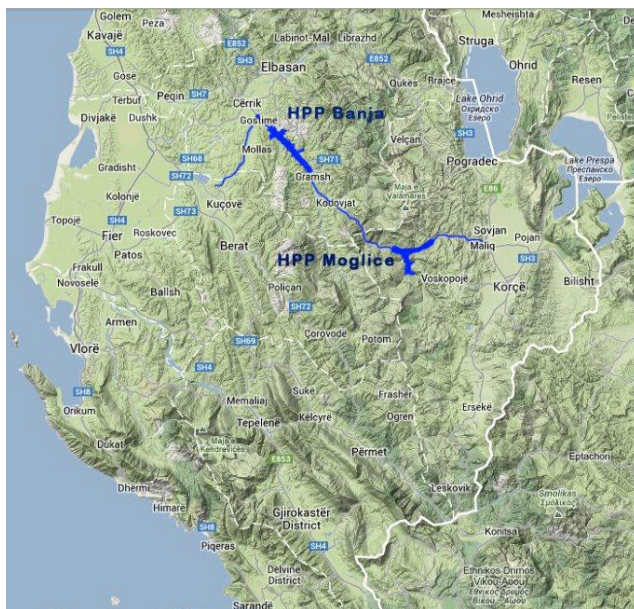


## Devoll Hydropower Project

Devoll Hydropower Sh.A. (DHP) is an Albanian registered company, owned and operated by the Norwegian power company Statkraft AS.

The Albanian government, through an open international tender, awarded to DHP a BOOT (Build, Own, Operate and Transfer) concession. The scope of this concession is to develop hydroelectric power plants in the Valley of the Devoll River, located in the southeast part of Albania. The Concession Agreement was ratified by the Albanian Parliament and entered in force on 1 April 2009.

The total installed capacity of this project will be approx. 280 MW, when completed in 2019.



## DHP's Commitment

The environmental and social responsibilities are considered an integral part of the project development.

DHP is committed to achieve an equilibrium between the economy, environment and social factors in all its activities.

## Contacts

**DEVOLL HYDROPOWER SH.A.**  
DHP's Public Information Centre Gramsh  
Lagjja Holta, Gramsh, Albania

**DHP's Public Information Office Nikollarë**  
Nikollarë Village, Moglicë Commune, Korçë

**DHP's Public Information Office Banjë**  
Shtepanj Village, Gostimë Commune, Elbasan

### GRM Contact Persons:

**Mr. Alban Avdiu**  
**Mr. Ervin Dedja**  
Phone: +355 (0) 4 450 1301

**Ms. Erma Çekrezi**  
Phone: +355 (0) 4 450 1310

e-mail: [grievance@devollhydropower.al](mailto:grievance@devollhydropower.al)

web: [www.devollhydropower.al](http://www.devollhydropower.al)

### DEVOLL HYDROPOWER SH.A.

ABA Business Centre  
Office No. 1204  
Papa Gjon Pali II Street,  
Tirana,  
Albania

Statkraft is Europe's leader in renewable energy. The group develops and generates hydropower, wind power, gas power and district heating, and is a major player on the European energy exchanges. Statkraft has 3.300 employees in more than 20 countries.

# DEVOLL HYDROPOWER PROJECT

## GRIEVANCE REDRESS MECHANISM LEAFLET

SEPTEMBER 2013



## Grievance Redress Mechanism

DHP has established a Grievance Redress Mechanism (GRM). This is to ensure that anyone with a complaint or concern about the DHP Project activities can tell us and get feedback from us on how the company will address this concern or issue. The procedure applies to past and present project activities.

This mechanism is established recognizing the importance of transparency and accountability.

The concerns and complaints of project-affected people and other stakeholders can be freely made and will be addressed in a manner that is fair, objective and constructive.

DHP will review all grievances that are submitted. If DHP finds that a grievance is not related to DHP activities or if the Project is in compliance with the Albanian and International Standards that DHP is committed to, we will explain this to you in writing. If DHP finds that the subject of the grievance is a result of DHP activities and does not comply with DHP's Environmental and Social commitments, we will investigate the issue and contact you to suggest and agree on an appropriate resolution. DHP will handle your grievance as confidential.



## Reporting a Grievance

You can report a grievance to us by:

- Visiting our Public Information Offices in Gramsh, Banjë and Nikollarë and filling out a Grievance Form
- Send a letter to our offices
- Contact DHP in person, through email or on the phone

Feedback will be provided to you.

## Mechanism's Core Steps

### 1. REGISTRATION OF COMPLAINTS

When we register your Grievance, we will proceed to process it. Complaints should be in writing. If you notify us verbally of your grievance by coming to one of our Information Centres, we will assist you in filling in the form. After registering your complaint it shall be processed through the Grievance Redress Mechanism.

### 2. ACKNOWLEDGEMENT OF COMPLAINT

Your complaint will be acknowledged in written within 15 days. This is to confirm that your Grievance has been registered and is being processed through the DHP Grievance Redress Mechanism. The Acknowledgement will inform you also on the grievance number, contact person, the process and the estimated time line for the complaint resolution.

### 3. GRIEVANCE RESOLUTION

DHP designated Units / Committees review your complaint. Within 30 days of acknowledging your complaint we will contact you to either provide our resolution or to give an update on the grievance status.

#### 4A. APPEAL

If you are not satisfied with the solution provided by DHP, you have the possibility to file an appeal for review of your case by DHP. The complaint may also be freely taken to any other alternative level of redress outside of DHP.

#### 4B. AGREEMENT

If you are satisfied with the DHP's proposed solution we will ask you to sign an agreement statement to this effect to formalise the corrective actions to be executed by DHP to resolve the Grievance.

### 5. SOLUTION IMPLEMENTATION

After reaching an agreement for the Grievance resolution, DHP shall implement the agreed corrective actions.

## Grievances You Can Raise

You can raise a complaint or concern with DHP if you believe that the Project has had or is having a negative effect on you or your household.

### EXAMPLES OF GRIEVANCES COULD INCLUDE, BUT ARE NOT LIMITED TO:

- Consequences of the project or project activities negatively influencing your everyday life;
- Negative effects on a person, household or community group (e.g. financial loss, loss of resource, physical harm);
- Criminal activity;
- Financial malpractice, impropriety;
- Attempts to conceal any of the above

