

**Vietnam Rubber Group**

**The Socialist Republic of Vietnam**

Independence – Freedom – Happiness

No: 314/QD-HDTVCSVN

HO CHI MINH CITY, 16 July 2014

**DECISION**

**on the receiving and responding to feedback and petition and providing information to individuals and organisations on rubber development projects of VRG in Cambodia and Laos**

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**THE EXECUTIVE BOARD OF VIETNAM RUBBER GROUP**

Based on the Decision No 249/2006/QD-TTg issued on 30/30/2006 by the Vietnam Prime Minister regarding the establishing of the Main Company-Vietnam Rubber Group;

Based on the Position Paper issued on 28/2014/ND-CP issued on 10/04/2014 of the Vietnam Government regarding the regulation concerning the organization and operation of Vietnam Rubber Group;

Based on the recommendation of the General Manager of Vietnam Rubber Group manifest through the Petition No 20039/TTr-CSVN on 11/7/2014,

**DECIDES**

**Article 1.** to issue accompanied with this Decision the Mechanism on the receiving and responding to feedback and petition and providing information to individuals and organisations on rubber development projects of VRG in Cambodia and Laos.

**Article 2:** This decision is effective from the signing date.

**Article 3:** The Executive Board, the General Managing Committee, the office chief of the group, the project investors, the steering committee for rubber development in Cambodia, the steering committee for rubber development in Laos and the relevant units of Vietnam Rubber Group are responsible for executing this decision.

Recipients:

FOR THE EXECUTIVE BOARD

-As above

CHAIR

- Filing: VT, BCDCPC

[STAMP AND SIGNATURE]

Vo Sy luc

## **MECHANISM**

### **on the receiving and responding to feedback and petition and providing information to individuals and organisations on rubber development projects of VRG in Cambodia and Laos**

#### **I. General regulations**

##### **Article 1: Applicability:**

1. This mechanism regulates the receiving and responding to feedback and petition (F&P) of individuals and organizations about VRG's rubber development projects in Cambodia and Laos.
2. The issues concerning rubber development of VRG is limited within the rubber development projects of VRG and within the responsibilities and rights of investors stipulated in the land concessions contract signed with local government to conduct rubber plantation, and is conform to the regulations of the local countries which include:
  - For Cambodia - Land Law, the Sub-decree on State Land Management , the Subdecree on Economic Land Concessions, Forest Law and Protected Areas Law
  - For Laos the – Land Law, Forest Law, Law on Investment Promotion, Decree on State Land Lease and Concessions, Decree on the Implementation of the Land Law, Decree on the Compensation and resettlement of the Development Project
3. The mechanism is applicable to all VRG members having investment in Cambodia and Laos, which is included in the attached list in Annex 1.

##### **Article 2: Languages used for F&P and contact**

The F&P submitted to VRG is in the local language; or in Vietnamese or English with clear content; with name, address, phone number (or post address in case of further correspondence) of individuals, organisations having F&P to make it easy for responses.

##### **Article 3: Means and address to submit F&P:**

1. F&P is submitted in written document. Individuals and organisations can send the document to VRG Representative offices' addresses in Clause 3 of this article.
2. The address of individuals and organisations is put in the Receiving Note - Annex 1 attached. VRG Representative office is not responsible if the contact information is incorrect and therefore the answer is not able to reach the sender.
3. Addresses to receive F&P:
  - a. In Cambodia: 92 Norodom Boulevard, Daun Penh, Phnom Penh
  - b. In Laos: T4 Street, Hongke village, Muong Xaysettha, Vieng Chan
  - c. Offices of the member Units in the local countries.
4. The VRG representative office, or member company office as appropriate, will issue a written receipt to the individual or organisation who has submitted the F&P request, which will have a unique reference number, assigned to this request. Depending on the means through which the F&P request was submitted, this receipt can be issued by hand or in the post. The format of the receipt which will be given by VRG is provided in Annex 2.

## **II. Receiving and responding to F&C and publicise results of examination**

### **Article 4: Receiving F&P:**

1. Representative offices of VRG abroad, within their responsibility, will decide whether to report to VRG to appoint a unit/ department to take lead, unit(s)/ department (s) to cooperate to resolve the issue; at the same time copy the Standing unit of the VRG rubber development steering committee in Laos and Cambodia (VRG's RDSC) to follow up and provide direction.
2. VRG Representative office abroad have the responsibility to organise, appoint a focal person to receive and provide instruction to individuals, organisations submitting F&P; maintain a log book to document the F&P and forward to the relevant VRG members to process, follow up on, and report on the result of the examination of the issues as required.
3. VRG will not respond to or provide information in the following cases: (i) the information local government prohibit the investor to provide unless with approval of relevant authority; (ii) the issues that are beyond the rights, responsibilities of foreign investors have to comply, as outlined by the relevant national laws, as described in Article 1.2; (iii) anonymous letters with no information and whereabouts of the sender; (iv) request to provide information that does not concern the project.

## **Article 5: Responding to F&P at member units**

1. The member units are responsible for receiving and reporting to the VRG representative offices in the local country in response to individuals and organizations submitting F&P.
2. In case the F&P is of complex content and relates to different VRG members that need time to coordinate, verify, and reach consensus on the measures, the Representative Office need to inform to individuals and organisations about the response process as well as the extension of time to answer the F&P.
3. VRG Representative Office is responsible
  - a) to follow up on the response to F&P of VRG members;
  - b) implement reporting mechanism as stipulated in article 7;
  - c) inform the responses to individuals and organizations submitting F&P.
  - d) report to Standing members of the RDSC which can take necessary measures to strengthen administrative discipline in responding to F&P of individuals and organisations.

## **Article 6 : Responding the F &P results**

1.VRG representatives in local countries will respond to the individual or organisation which submitted the F&P request within 30 days of it receipt. In the case of complex requests described in Article 5.2, an interim response will be provided by VRG to the individual or organisation within 30 days, which will include an update of progress on the request so far and an estimated timeframe for when a formal response will be provided.

2In the case that F&P falls in the criteria described in Article 4.3, VRG shall not provides any response but only explains how their request does not meet the criteria in 30 days. Depending on the specific case and and when possible, VRG will recommend the alternative authorities to whom the F&P request should be made.

3All correspondence between VRG representatives and the individual or who submitted the F&P request must cite the reference number given in the receipt.

4. In case F&P are representative (many individuals and organizations submit the same F&P), the results of responses will be publicized on mass media or posted.

### **III. Organisation within the VRG to put the decision into effectiveness**

#### **Article 7: Reporting system**

On the quarterly, bi-annual, annual basis: before the 20<sup>th</sup> of last month of the quarter, relevant units are responsible for synthesizing the results of feedback mechanism to the Representative Office at the local country, which will report back to standing members of the RDSC.

#### **Article 8: Executing organizations**

1. VRG Representative Office in local countries, VRG members with investment in Cambodia and Laos are required to execute this Mechanism.
2. Within 30 days of authorization of this Decision, VRG representative offices and VRG member units are required to publicly disclose the details of this mechanism by distributing and posting copies at their offices, as well as through local government administrative offices.
3. The copies of this mechanism must be translated to local languages as well as to English.
4. During the implementation, in case of any difficulties or troubles, members inform to the VRG Representatives in countries to report back to VRG to make necessary adjustment.

For the Executive Board  
Chair  
[Stamp and Signature]  
Vo Sy Luc

**ANNEX 1**  
**LIST OF VRG RUBBER PROJECTS IN CAMBODIA**

<b>No</b>	<b>Projects</b>	<b>Location</b>	<b>Area of concession land</b>
1	Phú Riêng - Kratie	District Snoul, province Kratie	8,349
2	Đông Nai - Kratie	District Sam Bo, province Kratie	7,097
3	Đông Phú - Kratie	District Sam Bo, province Kratie	9,345
4	Vketi	District Snoul, province Kratie	5,059
5	Dâu Tiêng - Cambodia	District Snoul, Chlong, province Kratie	7,972
6	Dâu Tiêng - Kratie	District Snoul, Chlong, province Kratie	6,592
7	Tân Biên - Kampong Thom	District Santuk, province Kampong Thom	8,100
8	Mê Kông	District Prasat, Rovieng, province Preah Vihear, province Kampong Thom	8,000
9	Phước Hòa - Kampong Thom	District Santuk, province Kampong Thom	9,184
10	Bà Rịa - Kampong Thom	District Santuk, province Kampong Thom	5,914
11	CRCK II	District Stoung, province Kampong Thom; District Chikraeng, province Seam Reap	9,235
12	Beanheak	District Prasat Balangk, province Kampong Thom; District Chikraeng, province Seam Reap	9,480
13	CRCK	District Sandal, province Kampong Thom	6,155
14	Hoàng Anh Mang Yang k	District Veun Sai, province Rattanakiri	7,195
15	Krông Buk - Rattanakiri	District Andong Meas và Tavien, province Rattanakiri	6,765
16	Eah'leo BM	District Lumphat, province Rattanakiri	8,400
17	Chư Prông K	District Phala, province Steung Treng	7,400
18	Bình Phước 1	District Keosema, province Mondulkiri	5,100
19	Tây Ninh - Siêm Riệp	District Trapeang Prasat, province Oddo Meanchey	7,600

**LIST OF VRG RUBBER PROJECTS IN LAOS**

<b>No</b>	<b>Projects</b>	<b>Location</b>	<b>Area of concession land</b>
1	Công ty Việt Lào	District Bachiang, province Champasak	10,064 ha
2	Công ty Quasaco	District Mường Phìn và Sê Phon, province Savannakhet	8,371 ha



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Receiver  
(With signature and name)



