

Dear Compliance Advisor/Ombudsman,

On behalf of the Affected Community by the Airport Development Project in Presh Shihanouk Province, Cambodia where the SCA Company project to expand the airport which got financial support from the IFC, I would like to send you complaints of the affected community by the airport development project which operating by the SCA Company.

The company had put a post on the community farm land for 4 years ago without any solution.

The affected community whose are living at the project area have inform by the company and also local authority about last 4 years that they will move out from the project site but until now the community don't get any information related to the project event they try to asked the company and also authority.

The affected people do not hesitate to move out if the government needs to develop the country but please provide them just and fair compensate. But actually, the company doesn't provide detail information about the project to the APs, never have consultation with the APs...

The APs use to submit the complaint to the local authority, SCA, Prime Minister Cabinet... to find better solution for them but there are no answers from them.

The affected community are concerning about the project which affected to their livelihood and living standard. 4 years ago that they are waiting to hear better solution from the company but until now there is nothing found better.

The attachment files are:

1. List of affected people who submit complaint (Total 79 complaints)
2. Scan of three of complaints sample
3. Research report of the Airport Development project
4. Map of project site
5. case study of the project

Complaints Summary:

- 32 of families are affected their house and have to relocate
- 6 families are affected house and rice farm land
- 41 families are affected rice farm land
- The affected community would like to see the solution as soon as possible
- 100% of the complaints is would like to get cash compensation
- 44 of complaints owner are female

The hard copy of all complaints will send to your office soon.

With best Regards,

XXXXXXXXXXXXXXXXXXXXXXXXXXXX



## Sample of Complaint filed with the CAO Complaint Committee

To: Complaint Committee  
International Financial Cooperation  
2121 Pennsylvania Avenue NW  
Washington, DC 20433 USA  
Fax: (+1) (202) 522-7400  
Email: [cao-comliance@ifc.org](mailto:cao-comliance@ifc.org)

My name is xxxxxx, male, and I would like to file the complaint regarding the development project for Kang Keng Airport of Preah Sihanouk, located at xxxxxxxx, Preah Sihanouk Province.

This complaint is made on behalf of myself, xxxxx. I have lived in this area since 1979 (see the map if any). I can be contacted at the following address and telephone number:  
(village, commune/quarter, district, province) xxxxxxxx, Preah Sihanouk Province, Cambodia, ZIP code: \_\_\_\_\_  
Telephone number \_\_\_\_\_

Please provide following information if any:

- Describe the name, location and overview of the project (provide a map if available)
  - Describe the action taken by me/us to in trying to solve the issues (specify time and date if any). We respectfully request help to solve the stated problems soon.
  - A list of the names of others whom you have attempted to contact to help solving these issues (attach the name list of the people who have contacted you)  
xxxxxxx
  - The names of any others who support the filing of this complaint  
xxxxxx, Preah Sihanouk Province  
xxxxxxx
- Please answer following question:
- I want to see the solutions offered in the complaint. Compensation in cash

Landlord's thumbprint

(thumbprint)

xxxxxxx

My name is xxxxxx (male). I am affected on the farming land located at xxxxxxxx. I have filed the complaint with Samdech Hun Sen three times, but failed to progress because they wouldn't allow me to meet with Samdech.

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Washington, dc 20433 USA  
Fax: (+1) (202) 522-7400  
Email: [cao-comliance@ifc.org](mailto:cao-comliance@ifc.org)

My name is xxxxxx (male), and I would like to file the complaint regarding the development project of Kang Keng Airport of Preah Sihanouk. Located at xxxxxx, Preah Sihanouk Province.

This complaint is made on behalf of myself, xxxxx  
I have lived in this area since 1979 (see map if available). I can be contacted at the following address and telephone number: (village, commune/quarter, district, province) xxxxx, Preah Sihanouk Province, Cambodia, ZIP code: \_\_\_\_\_  
Telephone number xxxxxx

Please provide following information if any:

- Describe the name, location and overview of the project (provide a map if available)
- Describe the action taken by me/us in trying to solve the issues (specify time and date if any). I respectfully request for help to solve the issues in the complaint soon
- Provide a list of the names of others whom you have attempted to contact in order to help solving the issues (attach the list of names of the people who contacted you)  
xxxxxxxx
- Names of others who support filing the complaint  
xxxxxxxx  
xxxxxxxx

Please answer following question:

- I want to see the solutions offered in the complaint      Compensation in cash  
  
Landlord's thumbprint  
(thumbprint)  
xxxxx

My name is xxxx, (male), and I am affected on the 09 farming lands:

- xxx
- xxx
- xxx
- xxx
- xxx
- xxx
- xxx
- xxx
- xxx

I have filed the complaint with Samdech Hun Sen four times. However, progress failed because they didn't allow me to meet with Samdech.

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2121 Pennsylvania Avenue NW  
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Fax: (+1) (202) 522-7400  
Email: [cao-comliance@ifc.org](mailto:cao-comliance@ifc.org)

My name is xxxxxx, and I would like to file a complaint regarding the development project of Kang Keng Airport, located at xxxxxxxx, Preah Sihanouk Province. This complaint is made on behalf of local people. I have lived in this affected area since 1979 (see the map if available).

I can be contacted at the following address and telephone number:  
(village, commune/quarter, district, province) xxxxx, Preah Sihanouk Province, Cambodia,  
ZIP code: xxxxx  
Telephone number \_\_\_\_\_

Please provide following information if any:

- Describe the name, location and overview of the project (provide a map if available)
  - Describe the action taken by me/us in trying to solve the issues (specify time and date if any). I respectfully request help to solve this soon.
  - Provide a list of the names of others whom you have attempted to contact to help in solving these issues (attach the list of names of the people who contacted you)  
CNRO
  - Names of others who support filing the complaint  
xxxxxxx
- Please answer following question:
- I want to see the solutions offered in the complaint

Compensation in cash

Landlord's thumbprint  
(thumbprint)

xxxx

(xxxxxxx)

My name is xxxxx, (male). I am affected on the residential land xxxx I have filed the complaint with Samdech Hun Sen four times, but failed to progress because they didn't allow me to meet with Samdech.

Type of house, wooden house roofed with zinc-board.