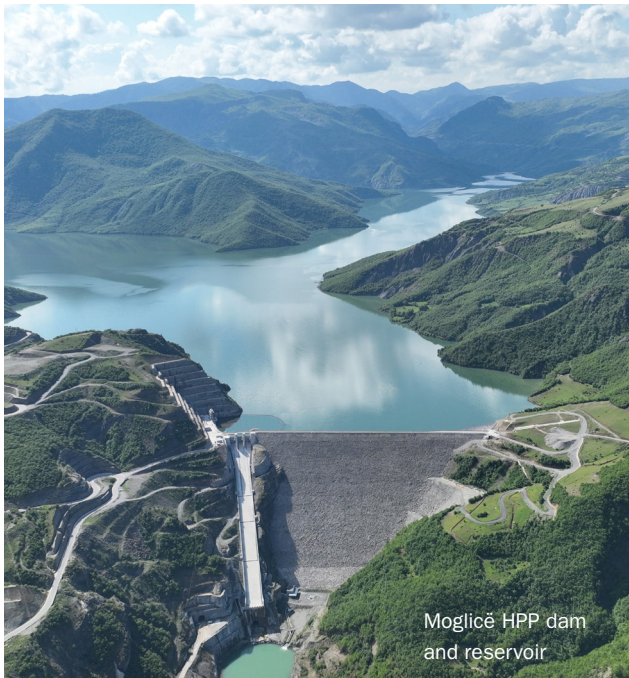


## Devoll Hydropower Project

Devoll Hydropower Sh.A. (DHP) is an Albanian registered company, part of the Norwegian Statkraft Group. In line with a Concession Agreement, DHP is responsible for the implementation and operation of the Devoll Hydropower Project along the Devoll River, in southeast Albania. The Concession Agreement is based on a BOOT model and was signed with the Government of Albania on 19.12.2008, approved by the Albanian Parliament through the Law no. 10083, dated 23.02.2009, amended.

DHP has constructed and is operating two large scale hydropower plants (Banja and Moglice) with a combined capacity of approximately 269 MW. DHP is also an energy trader in the local and regional energy market.

Based on the 4<sup>th</sup> Supplement to the Concession Agreement (Law no. 83/2023), Statkraft is developing a new pumped-storage hydropower project titled “PS Moglicë Extension”.



Moglicë HPP dam  
and reservoir

## Contacts

### Devoll Hydropower Sh.A.

**Banja Public Information Office**  
Fshati Shtepanj, Njësia Administrative Gostimë  
Bashkia Cërrik, Elbasan, Shqipëri

**Moglicë Public Information Office**  
Diga Moglicë, Fshati Maliq-Opar, Njësia Administrative  
Moglicë, Bashkia Maliq, Korçë, Shqipëri

**GRM contact person**  
Mr. Ervin Dedja  
Tel.: +355 (0) 4 450 1301  
Email: [grievance.albania@statkraft.com](mailto:grievance.albania@statkraft.com)

#### DEVOLL HYDROPOWER SH.A.

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Statkraft is a leading company in hydropower internationally and Europe's largest generator of renewable energy. The Group produces hydropower, wind power, solar power, gas-fired power and supplies district heating. Statkraft is a global company in energy market operations. Statkraft has more than 6,000 employees in over 20 countries.

Renew the way the world is powered

# DEVOLL HYDROPOWER PROJECT

INFORMATION LEAFLET ON GRIEVANCE  
REDRESS MECHANISM

SEPTEMBER 2024

## Grievance Redress Mechanism

Devoll Hydropower Sh.A. (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 Banja and Moglicë 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 Offices 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, damages);
- Financial malpractice, impropriety;
- Attempts to conceal any of the above

## More information

More information on DHP, its projects and the GRM can be obtained at DHP's Public Information Offices or in the company's website.

