

Consultation & Communication

For the first half of 2011, the project's ongoing outreach efforts added 851 public consultation sessions to the thousands held since the project began production in 2003. The public gatherings this year have taken place in villages in the oilfield area and all along the pipeline right of way, covering topics ranging from public safety to land use compensation and construction of new roads and wellpads.

The Platform for Consultation and Cooperation

In addition to village level public consultation sessions, the project continues its work with the Platform for Consultation and Cooperation. The Platform provides a process for resolving citizen claims that inevitably arise on a complex project with a long history. Through the Platform, the project works with representatives from four NGOs and the government of Cameroon, and applies a collaborative problem solving approach to claims resolution. Together, the members have built a strong record over the years of mediating claims to the satisfaction of all the parties.



Field investigation trips like this one make up an important part of the work of the Platform. In this case, three Platform members are working out an issue on the pipeline right of way, checking a map as maintenance work continues behind them.

The Platform for Consultation and Cooperation: Successful Resolution of a Case Andre Bvouma-Bvouma will receive much-needed surgery on his arm so he can get back to work and earn a living. His arm was broken in an on-the-job accident during the pipeline construction. He filed a claim because his employer completed its construction contract and left the project area years ago. As a result, he has never been able to obtain funds for his follow-up surgery. Platform members investigated the details of his claim, examined his old injury (below, left) and arrived at a solution. The project agreed to pay the medical costs for his treatment.



Andre Bvouma-Bvouma, Mvilé village (above, right): *“I filed a claim with the Platform in January because additional treatment for my old injury was required. The contractor I worked for during construction has left, because their work was completed. Now, at this meeting, the project has agreed to help me by paying the medical bill for my final surgery. That means I can go back to work and earn a living. The claims process has worked for me.”*



Ebenezer Diwouta, Team Coordinator, FOCARFE, an NGO and Platform member (left): *“Since 2006, the government, the project and the NGOs have all worked together to address claims and issues. The NGO’s role is to make it easier for the population to interface with the project. In the beginning, the cooperation was difficult, but after 1 or 2 years, everybody came together to cooperate for the well-being of the people. That is why we have our name – the Platform of Cooperation and Consultation. The platform has been a very big success.”*

Michel Kenmoe, Inspector, Cameroon Pipeline Steering and Monitoring Committee (CPSP), a Platform member (right): *“CPSP is the interface between the project, the government, and the Cameroonian people. There were challenges in the beginning, but we’ve come a long way since then. Together, we have developed a Platform where if anyone has an issue, the Platform can come together and work it out. The Platform allows us to put anything on the table, and if we need to, we can come out to the field, like we did today to see the grass cutting and to see somebody who has a claim – we can come and see for ourselves and investigate.”*



Consultation
Activity
Statistics

◀ Consultation Meetings Tally

	3rd Qtr 2010	4th Qtr 2010	1st Qtr 2011	2nd Qtr 2011	12 Month Total
Chad					
<i>Sessions</i>	74	63	47	35	219
<i>Attendees</i>	3,930	2,835	3,087	1,817	11,669
Cameroon					
<i>Sessions</i>	61	114	257	200	632
<i>Attendees</i>	1,702	2,540	4,362	2,388	10,992
Project Total					
Sessions	135	177	304	235	851
Attendees	5,632	5,375	7,449	4,205	22,661

Many of the project's consultation meetings are focused on safety within the Oilfield Development Area. For more information on these consultations, which cover vandalism, theft, proper pipeline usage and road safety, see the chapter on *Safety*.

The project also frequently engages in consultation meetings on compensation for land, using reclaimed land and land return procedures. For more information on these land use consultation activities, see the chapters on *Compensation* and *Land Use in the Oilfield Development Area*.

