

December 9, 2014

Dear Sirs

We want to thank you for taking the time to examine our objection to the JICA loan process. We have some comments as users, which we believe are constructive. We commend your Vision and Mission Statement. We believe these are real goals and not just empty words.

1. We found the JICA guidelines vague so it is difficult for the general public to determine specifics on which guidelines were not followed. We found it an uncomfortable position to point blame on the JICA process when we actually were looking for a means to have a real voice in the process. We believe a more constructive approach would be for JICA to have a mediation process to help resolve the issues from the affected community.

RECOMMENDATION: JICA to set up a mediation process between the affected community and the project management, after an objection is vetted and found reasonable. In this way the affected community will have a voice.

2. According to our review of prior objections, the basis for the objections is all the same; the affected community has no voice in the process and the compensation is unjust.

RECOMMENDATION: JICA to include the signed statement of each of the affected householders of the community as part of the loan documents. In this way the affected community will have a stronger voice to raise constructive input and to facilitate "inclusive development".

The recommendation in the JICA findings that it is too early to determine if the community will suffer actual damages, is perhaps well meaning, but we can point to our experience that early negotiations have a better chance of success. For example, the preferred option of relocating station C6, which Oriental made no technical objections to, was dismissed out of hand because the decision was already made. However, the C6 station at the presently planned location will have little chance of contributing to the success of the metro line 2 project due to its unfavorable station spacing between C5 and C7 which further limits the station walk-in area (C6 "competes" with C7 for passenger) which is anyhow small due to the vicinity of C6 to the West Lake.

Your findings seem to focus more on the compensation and less on our solutions to avoid the compensation. We will continue to work with JICA Vietnam to implement our proposed solutions.

In the last meeting between JICA Deputy Chief Representative and the affected community, the Deputy Chief Representative promised to request the Hanoi Railway Management Board (HRMB) to provide us with a geological survey study as well as evidences for denying our solutions. He also said that the Chief Representative would have a meeting with [REDACTED] Hanoi People's Committee (HPC) on this issue and will let us know on how it went. However, we did not receive any feedbacks since then.

We will follow your recommendation of continuing to work with the HRMB for a reasonable solution for the affected community. We have doubts that we will have a voice without some assistance from a mediator. Perhaps JICA can assist in this process.