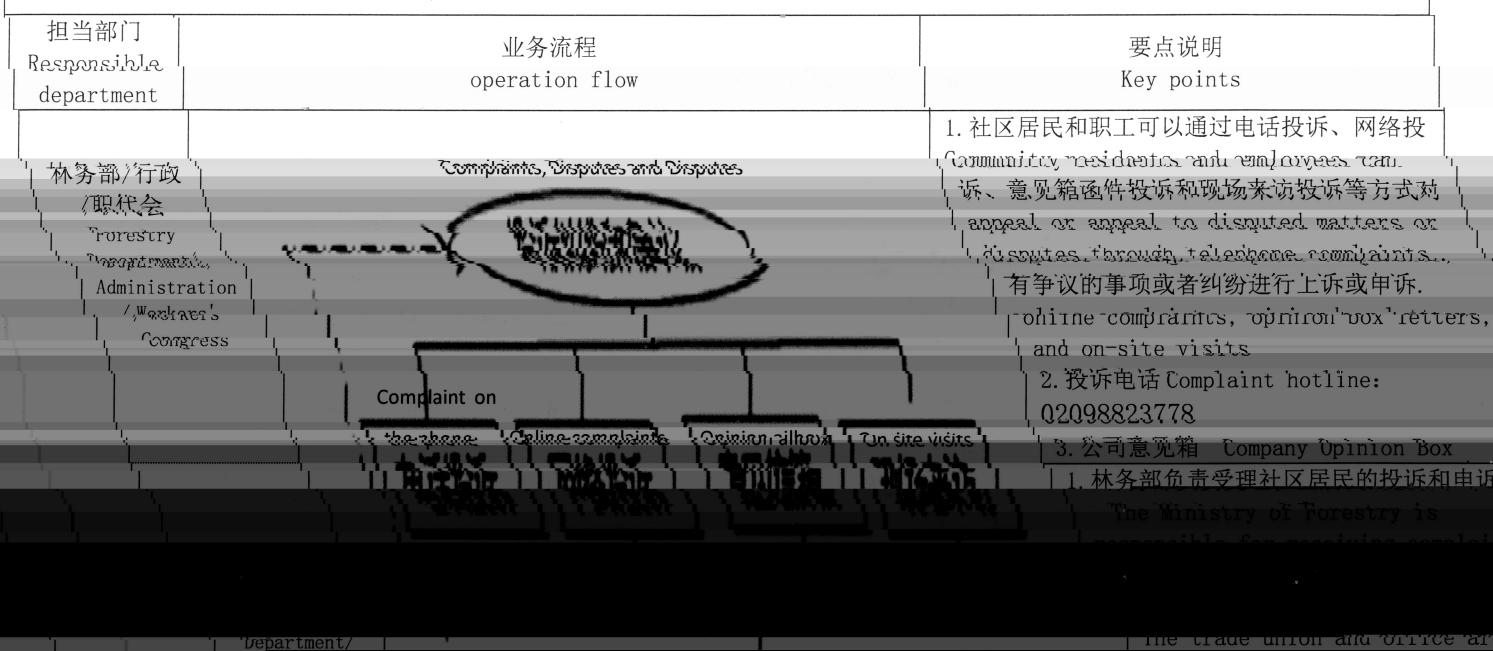
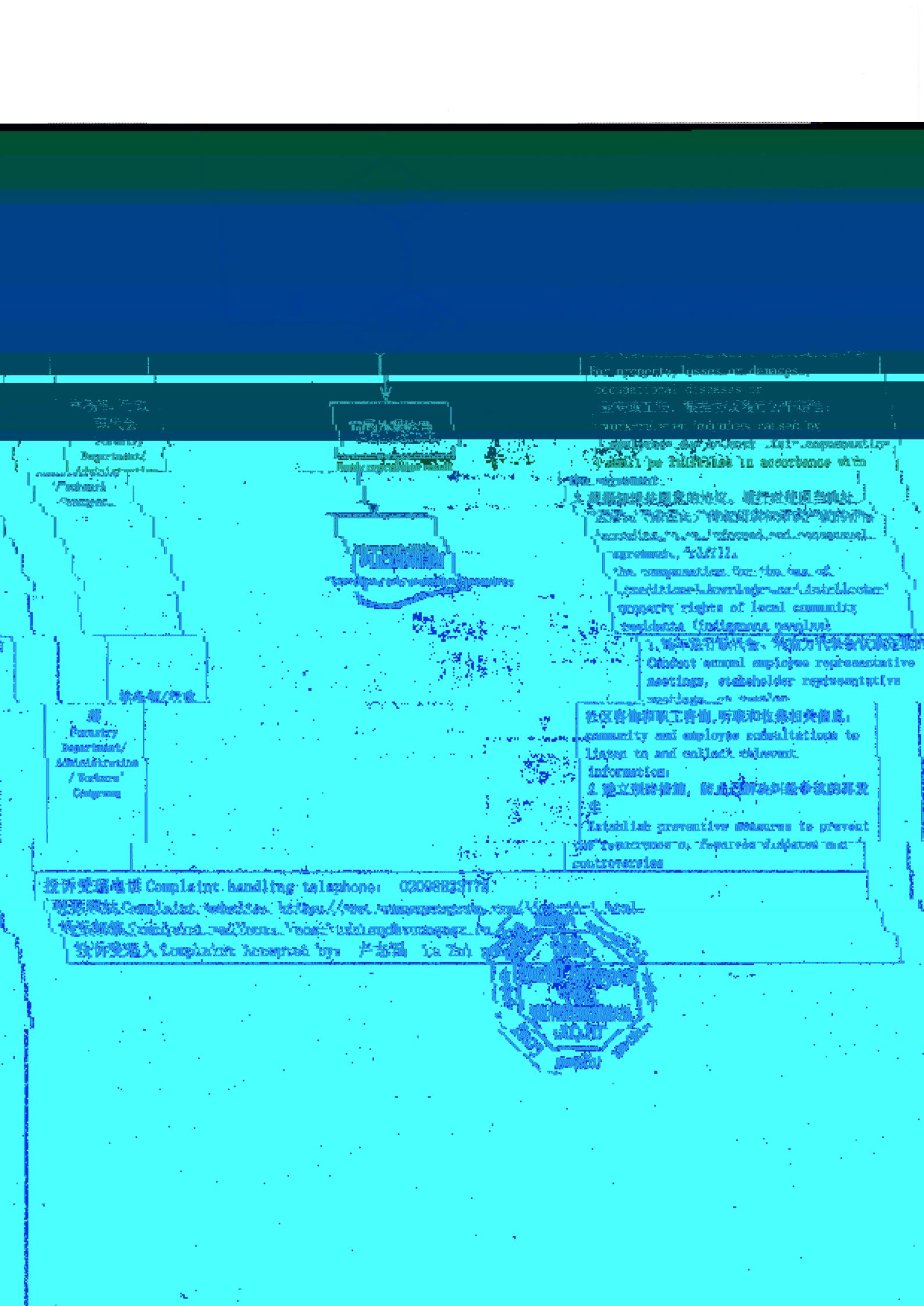


## 投诉申诉处理流程图

## Complaint and Appeal Handling Flowchart





国务院行政  
委员会

国务院发展  
规划委员会  
Department/  
Advisory  
Committee  
for  
Planning

国务院/国务院  
办

国务院  
扶贫  
办  
Poverty  
Reduction  
Department/  
Advisory  
Committee  
for  
Poverty  
Reduction

投诉受理电话 Complaint handling telephone: 02098133778

投诉网址 Complaint handling website: <http://www.worldbankgroup.com/zh-hans/zh-hans/>

投诉邮箱 Complaint email: [WorldBankChina@worldbank.org](mailto:WorldBankChina@worldbank.org)

投诉受理人 Complaint handler: 卢志刚 (Lu Zhi-Gang)

项目协调员  
Project  
Coordinator

项目执行机构  
Project  
Execution  
Institution

For property losses or damages,  
occupational diseases or  
occupational injuries caused by  
work-related activities carried by  
the World Bank in accordance with  
agreements, the World Bank will provide  
adequate compensation in accordance with  
the compensation conditions and  
conditions, coverage and distribution  
property rights of local community  
residents (indigenous peoples).

1. 每年举行圆桌会、流域代表会和区域  
居民圆桌会等会议，听取当地居民代表的  
意见并就相关问题进行磋商。  
Establish annual round-table representative  
meetings, stakeholder representative  
meetings, and regional  
meetings.

就项目和职工咨询，听取当地居民代表的  
意见并就相关问题进行磋商。  
Establish preventive measures to prevent  
controversies or disputes related to  
information.

1. 建立预防措施，防止因信息或数据的不实  
而引发的争议。

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