



SUMMARY OF 1ST PUBLIC STAKEHOLDER CONSULTATION MEETING
ON
THE PROJECT FOR UPGRADING QUALITY OF HEALTH SERVICE OF SIEM REAP
PROVINCIAL HOSPITAL

1 Introduction

1. Sustinat Green (hereinafter SG) is conducting an assessment to support the design and development of the proposed project for Upgrading the Quality of Health Service of Siem Reap Provincial Hospital which is located at 2thnou St, Mondul 1 Village, Svay Dangkum Commune, Siem Reap City, Siem Reap Province, Cambodia.

2. The public stakeholder consultation was conducted to support the above-proposed project which was participated by the relevant local stakeholders including a representative of the Ministry of Health (MoH), representative of Siem Reap Provincial Health Department, the commune and village chief, and expected project-affected people. The meeting allowed the local stakeholders to freely express their opinions regarding the proposed project's concern, potential impacts, and mitigation measures.

3. The public stakeholder consultation activities were guided by the JICA Stakeholder Engagement and Consultation guidelines. The policies promote transparency, accountability, and the disclosure of information in a participatory manner.

2. Objective

4. The public stakeholder consultation aims to undertake the following:

- Providing communities in the project area with information about the project regarding its overall objectives and goals;
- Present information regarding the locations of the facility;
- Present anticipated environmental and social impacts of the project and proposed mitigation measures;
- Discuss potentially affected persons;
- Gather concerns and suggestions from the stakeholders on environmental and social issues related to the construction and implementation of the project.

3. Methodology

5. 1st Public stakeholder consultation meeting (Introductory of the project): to inform the project information to the relevant stakeholder and gather their opinion, concerns, suggestion, and



recommendation from them. There were 28 participants who were present in the meeting hall including representatives of the Ministry of Health, Siem Reap Provincial Health Department, Siem Reap Provincial Hospital, commune and village chiefs, and expected project-affected people from the relevant villages.

❖ **Opinion survey**

6. During the same period of the public stakeholder consultation meeting, a feedback survey was subsequently conducted with the relevant stakeholder to analyze their view of the proposed project. There are around 22 people who obtained the survey sheet to provide the post-feedback survey.

4. Results of Stakeholder Meetings

7. The result of key concerns and suggestions and some of the responses after the stakeholder meeting are summarized in the table as below:

Date, Venue, Participants	Key Concerns and Suggestions	Response
Public Consultation meeting with related stakeholders		
02 nd May 2023 09:00 AM – 11:00 AM - Venue Svay Dangcum Commune - (28 Participants including 7 females) - List of the participant provides in the annex below.	1) Smoke and odors from hospital waste incineration are the major problems that the hospital burns almost every day, making it difficult to do business and affecting people’s health, especially those living near the incinerator. 2) Suggestion to the hospital to help build a fence or wall to prevent smoke and odors, and/or to make the chimney higher to reduce the smoke on the people and to burn the hospital waste every 2 to 3 days, do not burn every day to reduce disturbance. 3) The sound of oxygen production is loud and disturbing.	Mr. Lim Heng , Deputy Director of Siem Reap provincial hospital responded: – For this issue, in the past, there were no houses near the hospital. Later, people came to build houses next to the hospital fence, especially behind the incinerator, and they built houses that were 4 to 5 stories higher than the chimney. Therefore, it will affect those who live or do business nearby. – Responding to the request for the hospital to incinerate the waste every 2 to 3 days, the hospital cannot do this because the amount of waste has increased and the hospital not only incinerates wastes itself, it also received incineration wastes from clinics or private hospitals in the province. – Sound problems caused by oxygen production can be very disruptive during an outbreak of Covid-19, which requires a lot of oxygen. However, now there is not as much production as before, only to supply the needs of provincial and district



Date, Venue, Participants	Key Concerns and Suggestions	Response
		hospitals, and the use of oxygen is not required pay.
	1) Vendors' sales along the fence, especially in front of the hospital, are disorderly and unsanitary that need to be improved.	– For the vendor problem in front of the hospital, it is outside the control of the hospital and the hospital does not charge rent from the seller.
	2) The problem with providing medical services, which is difficult/needs to go to many different buildings for treatment, medication, or consultation.	– The hospital is currently building new buildings that need to demolish some old buildings for land to build, which requires relocation of some buildings.
	3) Asked donors or project owners to consider the need and add medical waste management to their plans, as medical liquid waste should treatment first before being discharged and medical waste incinerators should emit less smoke and have enough capacity for the future where the waste will increase.	ESIA consultant (Sustinat Green) response: – Will bring this request to the project owner or donor for further consideration.

5. Summary Results of the Meeting

8. The following are Issues and Suggestions raised during the meeting:

- Smoke and odors from hospital waste incineration are the major problems, making it difficult to do business and affecting people's health.
- The sound of oxygen production is loud and disturbing.
- Vendors' sales in front of hospitals are unhygienic and disorderly.
- Request donors or project owners to consider the need and add medical waste management to their plans, medical liquid waste treatment plant, and incinerators that emit less smoke and have enough capacity for future demand.

9. Feedback survey result:

- All the participants 22 people except the SG team conducted a feedback survey.
- The results of the overall evaluation of the meeting organizing, presentation, giving information, and educational showed that the score of 5 (Very Good) was 67.42%, 4 (Good) was 24.24% and 3 (Fair) was 8.33%.
- If there will be one more stakeholder meeting of this hospital improvement project, 18 out of 22 are interested to attend, and 4 need more time to consider.
- Possible negative environmental and social impact of the proposed project, mostly people choose worsened roadside noise/vibration during construction, traffic congestion during



construction, and medical and general waste treatment. For the improvement, they chose all of the provided answers.

- There are 20 out of 22 who support the proposed project and 2 need more time to consider.
- Participant comments and suggestions: please help manage the solid waste especially incineration medical waste, and speed up construction, and hope to see more public consultation meetings like this one.
- Based on the results of the feedback survey, shows that the stakeholder meeting is meet its expectations and it was efficient and effective.

6. Conclusion

10. As the result of public consultation and opinion survey, the project for Upgrading the Quality of Health Service of Siem Reap Provincial Hospital was supported by 20 out of 22 due to the project will provide benefits for local people such as advanced technology for treatment/medical service, best service for local people and no need to find the treatment service at abroad and improve the quality of Siem Reap hospital. Whereas, the other 2 needed more time to consider.

11. Nevertheless, the authority and people also have concerns about some activities during project construction and operational phases such as noise/vibration disturbance, transportation of construction materials, and medical waste management in the hospital. Meanwhile, they suggested a project that limits the speed of driving, properly pack and cover the construction material for the activities of transportation, and re-checks on medical waste incinerator to avoid the smell and smoke spreading to the environment and people living near the hospital; especially those living near the incinerator.

12. Thus, it can be concluded that there are not many concerns from the relevant stakeholders on the proposed project. The proposed project was strongly supported by the local authority and people.



Appendix

1. 1st Public Consultation Meeting Photo

