

SIRAP2 GRM REGISTRY

A. General Information				B. Complainant				C. Complaint Details				D. Details of the Person who received the Complaint			E. Details of who will be responsible to deal with the Complaint		F. Actions taken by the Resolving Officer			G. Final Resolution
No	1. Province	2. Municipality (Type, District, Airport or Bridge)	3. Gender (Male or Female)	4. Occupation	5. Location Address	6. Received Date	7. Type of Complaint (1) Physical Person (2) Intermediary (informal or the AP) (3) Civil Organization (Charity or small groups) (4) Service Organization (Social General Institution) (5) Others, Specify	8. Mode of receiving the Grievance (1) Letter (2) Phone Call (3) Verbal Complaint (4) Suggestion Box (5) Fax (6) Email (7) Others, Specify	9. Location of the problem/issue specified in the complaint (1) Village (2) Construction Site (3) Others, Specify	10. Type of Problem/Complaint (1) Road (2) Land Access (3) Compensation (4) Contractor (5) Contractor's Admin (6) Contractor's Admin (7) Others, Specify	11. Issue time to Complaint (1) 1-2 days (2) 3-5 days (3) 6-10 days (4) 11-15 days (5) 16-20 days (6) 21-30 days (7) 31-45 days (8) 46-60 days (9) 61-75 days (10) 76-90 days (11) 91-105 days (12) 106-120 days (13) 121-135 days (14) 136-150 days (15) 151-165 days (16) 166-180 days (17) 181-195 days (18) 196-210 days (19) 211-225 days (20) 226-240 days (21) 241-255 days (22) 256-270 days (23) 271-285 days (24) 286-300 days (25) 301-315 days (26) 316-330 days (27) 331-345 days (28) 346-360 days (29) 361-375 days (30) 376-390 days (31) 391-405 days (32) 406-420 days (33) 421-435 days (34) 436-450 days (35) 451-465 days (36) 466-480 days (37) 481-495 days (38) 496-510 days (39) 511-525 days (40) 526-540 days (41) 541-555 days (42) 556-570 days (43) 571-585 days (44) 586-600 days (45) 601-615 days (46) 616-630 days (47) 631-645 days (48) 646-660 days (49) 661-675 days (50) 676-690 days (51) 691-705 days (52) 706-720 days (53) 721-735 days (54) 736-750 days (55) 751-765 days (56) 766-780 days 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62	Western Province	Road	Male	Worker	Nano	30/09/2024	5- Worker	4- Verbal Complaint	[3] Work Place	[4] Contractor	1	A disgruntled operator raised a complaint for what he considered harassment from a supervisor.	Mehack Kaso	CLO	30/09/2024	Contractor's Admin	30/09/2024	The mother was raised to the contractor admin for action on the same day.	The contractor admin acknowledged the complaint and called on the disgruntled operator for a meeting.	In response, the contractor accepted the resignation of the disgruntled operator based on his own decision to leave his job. The issue was acknowledged and partly because of the issue of communication with the international/Chinese supervisor who speak little or no English. The contractor management will consider approaches in better communicating with the local operators.	The issue was closed on 1/10/2024.
63	Western Province	Road		Workers	Nano	24/10/2024	5- Workers	4- Verbal Complaint	[3] Work Place	[4] Contractor	1	Two disgruntled workers raised complaint for harassment from the site supervisor.	Mehack Kaso	CLO	24/10/2024	Contractor's HSE Manager & Contractor's Admin	24/10/2024	The mother was raised to the contractor admin and HSE for action on the same day.	The contractor admin acknowledged the complaint and called on the disgruntled operator for a meeting.	In response, the management agreed with the locals for harassment from the site supervisor. Toolbox meetings were scheduled to discuss about the work ethics with the supervisor/Chinese workers. Also on that communication is a key challenge on some Chinese supervisor speak little or no English.	The issue was closed on 27/10/2024.
64	Western Province	Road	Male	Worker	Nano	21/10/2024	5- Worker	4- Verbal Complaint	[3] Work Place	[4] Contractor	1	A worker raised a complaint about the food provided by the contractor to the workers' campsite prepared.	Mehack Kaso	CLO	21/10/2024	Contractor's Admin	21/10/2024	The mother was raised by CLO to the admin.	The admin acknowledge the complaint and agreed to talk with the chef and find ways to improve the food provided.	The Chef was advised to include meat and tuna in the menu and just plain cabbage and rice.	The issue was closed on the 22/10/2024.
65	Western Province	Road	Male		Nano	28/10/2025	1- Affected Party	4- Verbal Complaint	[3] Access road	[4] Contractor	1	A resident of Hara town approach the CLO and complained about the survey marks situated in the boundary peg of Bonto drive.	Mehack Kaso	CLO	28/10/2024	Contractor's Admin	28/10/2024	The mother was raised by CLO to the admin.	The admin acknowledge the complaint provide explanation to the marks. In only measuring line and the road will no separate made to one side thought.	Contractor CLO meet with the complainant and clarify survey line and mean for the boundary of the road.	The issue was closed on the 29/10/2024.
66	Western Province	Road		Workers	Nano	14/11/2024	5- Worker	4- Verbal Complaint	[3] Camp site	[4] Contractor	1	A worker voiced a complaint against an international worker for using for using local workers' toilet to fetch water and flush the toilet when water pressure is low.	Mehack Kaso	CLO	14/11/2024	Contractor's Admin	14/11/2024	The mother was raised by CLO to the admin/international worker.	The admin acknowledge the complaint and agreed to talk to all international workers including local on such practice.	The issue was raised in the toolbox meetings and warn of workers not to do the same mistake again.	The issue was closed on the 13/11/2024.
67	Western Province	Road	Male	Workers	Nano	18/11/2024	5- Worker	4- Verbal Complaint	[3] Camp site	[4] Contractor	1	The security officer manning the camp and laydown area raised complaint on the the deduction from their salary if they found dust off during the night shift.	Mehack Kaso	CLO	18/11/2024	Contractor's Admin	18/11/2024	The mother was raised by CLO to the admin.	The admin acknowledge the complaint and agreed to talk with the concerned workers including local on such practice.	The Contractor admin instructs the duty of security officers if need to take a rest or sleep during the shift they should inform the supervisor and not just go and dust off. There are suitable items in the camp and laydown area that they need to watch over.	The issue was closed on the 18/11/2024.
68	Western Province	Road			Nano	18/11/2024	2-Intermediary (on behalf of the public)	4- Verbal Complaint	[3] Access road	[4] Contractor	1	A resident of Hara raised a complaint about the speeding dump trucks of the contractor along the Mundula Hara road that the contractor loaded dump truck almost covered an accident while traveling the highway.	Mehack Kaso	CLO	18/11/2024	Contractor's HSE Manager & Contractor's Admin	18/11/2024	The mother was raised by CLO to the admin.	The admin acknowledge the complaint and forwarded to the supervisor to raise the issue to the contractor during the toolbox meeting.	A toolbox meeting was convened and the issue of speeding along the Mundula Hara road was raised. A follow up behavior training on road safety was conducted to the operation on the 28th Nov 2024.	The issue was closed on the 18/11/2024.
69	Western Province	Road	Male		Nano	18/11/2024	2-Intermediary (on behalf of the public)	4- Verbal Complaint	[3] Access road	[4] Contractor	1	A resident of Hara sent a request through CAC member on the deteriorating state of the Mundula Hara road after the contractor failed to make any query to Hara for the road works.	Mehack Kaso	CLO	18/11/2024	Contractor's HSE Manager & Contractor's Admin	18/11/2024	The mother was raised by CLO to the admin.	The contractor acknowledges the complaint and responded back to the complainant on the issue.	From the outcome of the complaint, the contractor agrees to improve the road using corrosion materials only.	The issue was closed on the 28/11/2024.
70	Western Province	Road	Male		Nano	22/11/2024	2-Intermediary (on behalf of the public)	4- Verbal Complaint	[3] Access road	[4] Contractor	1	A CAC member raised a complaint of the traffic rule during the operation of the road. Most of the public of Hara were not informed of the work schedule.	Mehack Kaso	CLO	22/11/2024	Contractor's HSE Manager & Contractor's Admin	22/11/2024	The mother was raised by CLO to the admin.	The contractor acknowledges the complaint and responded back to the complainant on the issue.	From the outcome of the complaint, the contractor agreed to provide traffic controls along the active work areas to control the traffic.	The issue was closed on the 22/11/2024.
71	Western Province	Road	Male		Nano	22/11/2024	2-Intermediary (on behalf of the worker)	4- Verbal Complaint	[3] Access road	[4] Contractor	1	A CAC member raised an issue on the temporary barrier for workers during rainy days.	Mehack Kaso	CLO	22/11/2024	Contractor's HSE Manager & Contractor's Admin	22/11/2024	The mother was raised by CLO to the admin.	The contractor acknowledges the complaint and responded back to the complainant on the issue.	From the outcome of the complaint, the contractor agreed to provide temporary barrier for workers during rainy days.	The issue was closed on the 10/12/2024.
72	Western Province	Road	Male		Nano	22/11/2024	2-Intermediary (on behalf of the worker)	4- Verbal Complaint	[3] Access road	[4] Contractor	1	A CAC member raised an issue of safety of workers walking close to moving machinery and power while work in progress, all kind safe.	Mehack Kaso	CLO	22/11/2024	Contractor's HSE Manager & Contractor's Admin	22/11/2024	The mother was raised by CLO to the admin.	The contractor acknowledges the complaint and responded back to the complainant on the issue.	From the outcome of the complaint, the contractor agreed to raise the issue during the toolbox meeting. The issue is important not concerns the safety of workers involved.	The issue was closed on the 25/11/2024.
73	Western Province	Road	Male		Nano	22/11/2024	2-Intermediary (on behalf of the worker)	4- Verbal Complaint	[3] Access road	[4] Contractor	1	A CAC member raised an issue of speeding dump trucks transporting materials to the project site.	Mehack Kaso	CLO	22/11/2024	Contractor's HSE Manager & Contractor's Admin	22/11/2024	The mother was raised by CLO to the admin.	The contractor acknowledges the complaint and responded back to the complainant on the issue.	From the outcome of the complaint, the contractor agreed to raise the issue of speeding during the toolbox meeting. The issue is important and concerns the safety of workers and also the public.	The issue was closed on the 23/11/2024.
74	Western Province	Road			Nano	27/11/2024	2-Intermediary (on behalf of the public)	4- Verbal Complaint	[3] Access road	[4] Contractor	1	Community members of Nambal Road in Hara raised a complaint on dust caused by contractor's vehicle/machinery using the road.	Mehack Kaso	CLO	27/11/2024	Contractor's HSE Manager & Contractor's Admin	27/11/2024	The mother was raised by CLO to the admin.	The contractor acknowledges the complaint and responded back to the complainant on the issue.	From the outcome of the complaint, the contractor agreed to spray the road with water tank to suppress dust. Contractor advised the complaint to every report to the contractor if how issue without from the project related work.	The issue was closed on the 27/11/2024.
75	Tamale Province	Airport	Male		Santa Cruz	15/10/2024	1- Affected Party	2- Phone call	[3] Contractor's Laydown Site	[4] Contractor	1	An asset owner raised a complaint as to who will meet the compensation for commercial trees and fruit trees planted in the MCA land. Part of the trees already been destroyed by contractor to make space for the laydown area and compsite.	Joyline Safeguards specialist/Erg	15/10/2024	Contractor's HSE Manager	15/10/2024	The mother was raised by Egn Safeguards to the contractor	The contractor acknowledges the complaint and responded back to the complainant on the issue. The contractor refused to pay the compensation for the affected trees, claiming the trees are inside the MCA land.	From the outcome, Egn discussed with the contractor and is responsible for the asset compensation as per the CDM's.	The issue was closed on November 2024.	
76	Tamale Province	Airport	Male	CAC	Santa Cruz	14/09/2024	5- CAC member	4- Verbal Complaint	[3] Work Place	[4] Contractor	1	A CAC chairman raised a complaint concerning the duration of the meeting that took about 45 mins. The complainant claimed that CAC chairman is not employed, and only on volunteer basis should not be engaged for longer than expected.	Joyline Safeguards specialist/Erg	14/09/2024	Contractor's HSE Manager	14/09/2024	The mother was raised by Egn Safeguards to the contractor	The contractor acknowledges the complaint and responded back to the complainant on the issue.	The contractor agreed with the complain and will not repeat the same incident.	The issue was closed on 18/11/2024.	
77	Tamale Province	Airport	Male	CAC	Santa Cruz	14/09/2024	5- CAC member	4- Verbal Complaint	[3] Work Place	[4] Contractor	1	A CAC member raised a complaint on the expenses incurred for attending the CAC monthly meeting should not be the members expense but the contractor.	Joyline Safeguards specialist/Erg	14/09/2024	Contractor's HSE Manager	14/09/2024	The mother was raised by Egn Safeguards to the contractor	The contractor acknowledges the complaint and responded back to the complainant on the issue.	The contractor agreed with the complain and taking note of the expense, to ensure it does not fall on the CAC members.	The issue was closed on 18/11/2024.	
78	Tamale Province	Airport	Male	CAC	Santa Cruz	14/09/2024	5- CAC member	4- Verbal Complaint	[3] Work Place	[4] Contractor	1	A CAC member raised an issue if the contractor will pay the damage to crops of the site for waste not disposed. Add on to that, he advised the contractor not to use the land owning groups to provide him waste disposal, allow those interested to avoid their land to come for work.	Joyline Safeguards specialist/Erg	14/09/2024	Contractor's HSE Manager	14/09/2024	The mother was raised by Egn Safeguards to the contractor	The contractor acknowledges the complaint and responded back to the complainant on the issue.	The contractor agreed with the complain and consult the land owning groups before disposal of wastes is conducted to avoid will be conducted without landowner's likes consent.	The issue was closed on 18/11/2024.	
79	Tamale Province	Airport	Male	CAC	Santa Cruz	14/09/2024	5- CAC member	4- Verbal Complaint	[3] Work Place	[4] Contractor	1	A CAC member raised an issue on behalf of the workers who were paid of the rate below the minimum wage of 25000. The complaint was from the workers who work 14days and still get paid from the minimum rate.	Joyline Safeguards specialist/Erg	14/09/2024	Contractor's HSE Manager	14/09/2024	The mother was raised by Egn Safeguards to the contractor	The contractor acknowledges the complaint and responded back to the complainant on the issue.	A follow discussion with supervisor Engineer, the contractor agreed to pay on average the minimum wage and not to work 14 days in a fortnight.	The issue was closed on 18/11/2024.	
80	Tamale Province	Airport	Male	CAC	Santa Cruz	14/09/2024	5- CAC member	4- Verbal Complaint	[3] Work Place	[4] Contractor	1	A CAC member raised an issue of bullying and harassment in workplace experienced by some workers.	Joyline Safeguards specialist/Erg	17/09/2024	Contractor's HSE Manager	17/09/2024	The mother was raised by Egn Safeguards to the contractor	The contractor acknowledges the complaint and responded back to the complainant on the issue.	Supervisor Engineer (E) Safeguards discussed with contractor to ensure all workers signed a code of conduct and submit for record to improve, the contractor proceeds to allow all workers to sign the Code of Conduct and share with all.	Issue was closed on 18/11/2024.	
81	Tamale Province	Airport	Male	CAC	Santa Cruz	14/09/2024	5- CAC member	4- Verbal Complaint	[3] Contractor's Laydown Site	[4] Contractor	1	A CAC member raised a complaint on behalf of the workers that the camp site required at least 2 personnel to man during the night.	Joyline Safeguards specialist/Erg	17/09/2024	Contractor's HSE Manager	17/09/2024	The mother was raised by Egn Safeguards to the contractor	The contractor acknowledges the complaint and responded to the issue.	Supervisor Engineer (E) Safeguards discussed with contractor to sign at least 2 security personnel for the night shift.	Issue was closed on 18/11/2024.	
82	Tamale Province	Airport	Male	CAC	Santa Cruz	14/09/2024	5- CAC member	4- Verbal Complaint	[3] Work Place	[4] Contractor	1	A complaint was raised to avoid using 'middleman' for negotiating for jobs.	Joyline Safeguards specialist/Erg	17/09/2024	Contractor's HSE Manager	17/09/2024	The mother was raised by Egn Safeguards to the contractor	The contractor acknowledges the complaint and responded to the issue.	The contractor responded and stated that recruitment will only go through CAC and not through middleman.	Issue was closed on 25/11/2024.	
83	Tamale Province	Airport	Male	CAC	Santa Cruz	14/09/2024	5- CAC member	4- Verbal Complaint	[3] Work Place	[4] Contractor	1	A complaint was raised on behalf of workers concerning the contractor failed to provide food and water for the workers.	Joyline Safeguards specialist/Erg	17/09/2024	Contractor's HSE Manager	17/09/2024	The mother was raised by Egn Safeguards to the contractor	The contractor acknowledges the complaint and responded to the issue on the same day.	The contractor responded and provided food and water to all the workers.	Issue was closed on 18/11/2024.	
84	Tamale Province	Airport	Male	CAC	Santa Cruz	14/09/2024	5- CAC member	4- Verbal Complaint	[3] Work Place	[4] Contractor	1	A complaint was raised on behalf of workers concerning the contractor failed to provide signed contract for the workers.	Joyline Safeguards specialist/Erg	17/09/2024	Contractor's HSE Manager	17/09/2024	The mother was raised by Egn Safeguards to the contractor	The contractor acknowledges the complaint and responded to the issue on the same day.	The contractor responded and proceeds to allow workers to sign contracts to their engagement.	Issue was closed on 18/11/2024.	
85	Tamale Province	Airport	Male	CAC	Santa Cruz	14/09/2024	5- CAC member	4- Verbal Complaint	[3] Work Place	[4] Contractor	1	A complaint was raised on behalf of workers concerning the contractor failed to provide proper PPE to its workers.	Joyline Safeguards specialist/Erg	17/09/2024	Contractor's HSE Manager	17/09/2024	The mother was raised by Egn Safeguards to the contractor	The contractor acknowledges the complaint and responded to the issue on the same day.	The contractor agreed to provide proper PPEs for workers. There is also safety sheet for health, fire and and first aid at a minimum.	Issue was closed on 18/11/2024.	
86	Tamale Province	Airport	Female	CLO	Santa Cruz	14/09/2024	5- CAC member	4- Verbal Complaint	[1] Village/market place	[4] Contractor	1	A complaint was raised by a local market vendor concerning the worker bargaining for cheaper price in the market places. The women vendor stated the price is now acceptable in relation to the price of goods in export expense.	Joyline Safeguards specialist/Erg	17/09/2024	Contractor's HSE Manager	17/09/2024	The mother was raised by Egn Safeguards to the contractor	The contractor acknowledges the complaint and responded to the issue on the same day.	The mother was discussed with the contractor to inform the workers that the price is acceptable in relation to the goods in export is expensive.	Issue was closed on 18/11/2024.	
87	Tamale Province	Airport	Male		Santa Cruz	20/11/2024	2-Intermediary (on behalf of the public)	4- Verbal Complaint	[1] Village/market place	[4] Contractor	1	A complaint was raised by a community member concerning the contractor machinery noisily working along the roadside - all will have an impact in the marine environment.	Joyline Safeguards specialist/Erg	20/11/2024	Contractor's HSE Manager	20/11/2024	The mother was raised by Egn Safeguards to the contractor	The contractor acknowledges the complaint and responded to the issue on the same day.	The mother was discussed with the with the AP and stated the impact will only be temporary. The AP agreed for the work to proceed.	Issue was closed on 20/11/2024.	
88	Tamale Province	Airport			Santa Cruz	20/11/2024	5- CAC member	4- Verbal Complaint	[3] Work Place	[4] Contractor	1	A complaint was raised by a worker, stating that he was harassed by his supervisor.	Joyline Safeguards specialist/Erg	20/11/2024	Contractor's HSE Manager	20/11/2024	The mother was raised by Egn Safeguards to the contractor	The contractor acknowledges the complaint and responded to the issue on the next day.	The mother was discussed by Egn with the contractor and responded to ensure all workers sign the Code of Conduct.	Issue was closed on 21/11/2024.	
89	Tamale Province	Airport			Santa Cruz	30/11/2024	CLO	4- Verbal Complaint	[3] Work Place	[4] Contractor	1	A truck driver raised a complaint after his salary was deducted due to the truck he drove was damaged during working hours and is work related.	Joyline Safeguards specialist/Erg	21/11/2024	Contractor's HSE Manager	21/11/2024	The mother was raised by Egn Safeguards to the contractor	The contractor acknowledges the complaint and responded to the issue on the next day.	CLO discussed with the worker and he was told off after the incident.	Issue was closed on 23/11/2024.	
90	Tamale Province	Airport	Male	CLO	Santa Cruz	23/11/2024	CLO	4- Verbal Complaint	[3] Work Place	[4] Contractor	1	The asset owner in the MCA land complained that the contractor is sleeping, states the location area and its transportation, the advised not to close the area until a resolution is conducted for the issue for compensation.	Joyline Safeguards specialist/Erg	21/11/2024	Contractor's HSE Manager	23/11/2024	The mother was raised by Egn Safeguards to the contractor	The contractor acknowledges the complaint and responded to the issue.	An resolution was conducted for the issue by an forestry officer from the government, and compensation was paid. The assets now moved out from the AP Hara plantation.	Issue was closed on 23/11/2024.	
91	Indragiri Province	Bridges	Male	CAC	Lu2	18/01/2025	CAC	4- Verbal Complaint	[3] Work Place	[4] Contractor	1	A local of Sumatra community raised a complaint about odor/pungent smell coming from the septic tank due to overflow of the system.	Tomoa Dol CAC (Ba)	18/01/2025	Contractor's HSE Manager	18/01/2025	The mother was raised to the contractor Project Manager	The contractor acknowledges the complaint and responded to the issue.	The contractor constructed a new septic with improved design to address the leakage problem.	The issue was closed.	
92	Indragiri Province	Bridges	Male	CAC	Lu2	19/01/2025	CAC	4- Verbal Complaint	[3] Work Place	[4] Contractor	1	A local of Sumatra community raised a complaint about the removal of the log used by contractor for temporary bridge.	Charles S CAC (Bnc)	19/01/2025	Contractor's Site Manager	19/01/2025	The mother was raised to the contractor Project Manager	The contractor acknowledges the complaint and responded to the issue.	The contractor removed the logs and placed them only in safe distance from the access road and the construction site.	The issue was resolved on 30/01/2025.	

93	Madaba Province	Bridges	Male	AP	Lot2	27/01/2025	Affected person	4- Verbal Complaint	[3] Work Place	[4] Contractor	1	A local of Bira community raised a complaint for the removal of the log used by contractor for temporary bridge	Sam Wadaramo	AP	27/01/2025	Contractor's Site Manager	27/01/2025	The mother was raised to the contractor Project Manager	The contractor acknowledges the complaint and responded to the issue.	PSF intervened and support the contractor in consulting the AP, clarified the compensation amount as per the valuation report	The issue was resolved on 30/01/2025.
94	Madaba Province	Bridges	Male	AP	Lot2	30/01/2025	Affected person	4- Verbal Complaint	[3] Work Place	[4] Contractor	1	A local of Bira community raised a complaint the existing drainage systems that does not drain out into the pits which cause immediate flooding	Tom Bou	AP	30/01/2025	Contractor's Site Manager	30/01/2025	The mother was raised to the contractor Project Manager	The contractor acknowledges the complaint and responded to the issue.	ES Office informed the site supervisor of the complaint and the issue was actioned after the rainy season stops.	The issue was resolved on 30/01/2025.
95	Madaba Province	Bridges	Male	AP	Lot2	19/01/2025	Affected person	4- Verbal Complaint	[3] Work Place	[4] Contractor	1	A local of Bira community raised a complaint concerning the log used for temporary bridge that blocks the access road.	Ruth Tsagari	C/O	19/01/2025	Contractor's Site Manager	19/01/2025	The mother was raised to the contractor Site Manager	The contractor acknowledges the complaint and responded to the issue.	The logs were moved out from the access road and piled at a safe area from the access road.	The issue was resolved on 30/01/2025.
96	Madaba Province	Bridges	Male	AP	Lot2	27/01/2025	Affected person	4- Verbal Complaint	[3] Work Place	[4] Contractor	1	The AP (parent) of the child(s) attached to be demolished that were built on the Right of Way (ROW) raised a complaint concerning the compensation amount to be paid. He was not agreed with the valuation rate as provided by M&D and PSF.	Ruth Tsagari	C/O	27/01/2025	Contractor's Site Manager	27/01/2025	The mother was raised to the contractor Site Manager	The contractor acknowledges the complaint and responded to the issue.	PSF intervened and support the contractor in consulting the AP, clarified the compensation amount as per the valuation report. The AP eventually agreed on the rate.	The issue was already resolved.
97	Western Province	Road	Male	AP	Lot2	08/02/2025	3-Intermediary(on behalf of the public)	7- Solomon Star	[3] Main access road	[7] Traffic accident	1	A vehicle involved in a road accident at the construction site which caused the vehicle to veer off the road. The driver blamed the contractor (CCCC) for not properly compacting the loose gravel and careless motorists who caused the traffic accident. It was later verified by the Police officers in Hono that the driver of the concerned vehicle was under the influence of alcohol and nothing to do with the road condition as claimed.	Solomon Star News reporter	Reporter	08/02/2025	Contractor's Site Manager	08/02/2025	The mother was raised to the contractor Site Manager	The contractor received the report and responded to the issue through the involvement of Hono Police.	The contractor reported to the Police to conduct an investigation to the traffic accident. From the investigation, it was noted that the driver of the vehicle was under the influence of alcohol, and not the loose gravel from the roadwork as claimed.	The issue was resolved on 28/02/2025.
98	Western Province	Road	Male	AP	Hono	13/03/2025	3-Intermediary(on behalf of the public)	6- Email	[3] Main access road	[4] Contractor	1	A worker of another contractor reported a complaint to the supervisor engineer for a speeding dump truck driver. The complainant observed that all contractor (CCCC) drivers do not adhere to speed limit and often violated the speed limit.	Andi Debel, Bevan Enico	AP	13/03/2025	Contractor's Site Manager	13/03/2025	The mother was raised reported to the supervisor engineer safeguards team, who then forwarded to the contractor Site Manager	The contractor received the report and responded immediately by calling all dump truck drivers for a refresher session.	The dump truck drivers were called on to attend a refresher session on traffic safety and defensive driving on the same day. The session also covers proper covering of the aggregates transport, with the speed limit of 40km/h.	The C/O emailed the complainant on the same day, informing the approach taken to address the complaint raised. The issue was resolved on the 14/03/2025.
99	Western Province	Road	Male	AP	Hono	25/03/2025	Affected person	4- Verbal Complaint	[3] Work Place	[4] Contractor	1	A local workshop worker/mechanic raised a complaint to the supervisor engineer about the supervisor (transmission) unfair treatment to worker.	Rowena Tolono	High site engineer	25/03/2025	Contractor's Site Manager	25/03/2025	The mother was raised reported to the supervisor engineer safeguards team, who then forwarded to the contractor Site Manager	The contractor received the report and responded immediately by calling the supervisor concerned to discuss the matter.	The supervisor explained Report that he raised the voice to the AP because he was not happy with his performance. The Site Manager intervened and diffused the AP to the Road construction away from the workshop.	The issue was resolved on the 26/03/2025.
100	Madaba Province	Bridges	Male	AP	Lot1	11/04/2025	Affected person	4- Verbal Complaint	[3] Work Place	[4] Contractor	1	A member of the Ulsana tribe raised a complaint against two (2) persons who shown interest in the laydown area of Bridge 1 and 2. The complainant urged the contractor not to listened to any other individuals apart from his tribe and CAC members.	Botholomew	Member of Ulsana tribe	11/04/2025	Contractor's Site Manager	11/04/2025	The mother was raised through PSF office in Hono.	The GRM was reported to supervisor Engineer (S&E) team at site to follow-up with the AP.	The supervisor engineer and contractor meet with the AP and explained that no any agreement was signed with the other party (the parent) as claimed. The complainant apologized for misunderstanding and not getting the both side of the story.	The issue was resolved on 30/04/2025.
101	Tamash Province	Airport	Male	AP	Santa Cruz	09/05/2025	3-Intermediary(on behalf of the public)	4- Verbal Complaint	[3] Assets compensation	[3] Compensation	4	A local of Santa Cruz raised a complaint on behalf of the community who want their land/area to be compensated by the Ministry of Communication and Infrastructure (MCA). Also, call on MCA to consider access fee and environmental damage claim as part of the deal's compensation.	Henry Telt and Dolly Meraiga	C/O and MEAH officers	09/05/2025	Director MCA	13/05/2025	The mother was raised through PSF office in Hono by the supervisor engineer on the 03 May 2025.	The GRM is recorded by PSF and forwarded to MCA director for follow-up action on the issue raised.	The MCA director responding to the grievance in a form of letter. The letter is currently being drafted and will be responding to all the points raised.	Progressing.