

SIRAP2 GRM REGISTRY

A. General Information																C. Complainant Details										13. Details of the Person who received the Complaint			14. Details of who will be responsible to deal with the complaint			15. Actions taken by the Receiving Office			16. Final Resolution
No	1. Province	2. Infrastructure Type (Road, Airport, or Bridges)	3. Gender (Male or Female)	4. Occupation	5. Location Address	6. Received Date	7. Type of Complaint: [1] Affected Person(s); [2] Intermediary (on behalf of the AP); [3] Civil Organization (Church or small groups); [4] Service Organization (Local Govt 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/Grievance: [1] Trace; [2] Land Access; [3] Compensation; [4] Contractor; [5] Construction; [6] Resettlement Site; [7] Others. Specify	11. Issue related to: [1] Contractor; [2] DRC; [3] P11 [4] MID/MA	12. Short Description of the Problem/Issue/Concern (This should include person/agency responsible for causing the problem: [1] Project Implementing agency; [2] Affect Families; [3] Service delivery agencies; [4] Local political authority; [5] Civil Organizations; [6] Funding Agencies	13.1. Name	13.2. Position	13.3. Date	14.1. Position	14.2. Date forwarded to Focal Person	15.1. Action 1: Including the Date	15.2. Action 2: Including the Date	15.3. Action 2: Including the Date	16. Final Resolution														
1	Guadalacani	Airport	Male	Worker	Horiara	19/08/2023	5 - Worker	4 - Suggestion Box	[3] Work Place	[4] Contractor	1	Requesting proper Security House	Allan Tonafatea	CLO	20/08/2023	Contractor's HSE Manager	20/08/2024	Discussed with Safeguards supervisor, HSE Manager 21st September 2023	Discussed with Project Manager and Office Administrator on 22nd October 2023		Informed complainant that a security hut will be constructed in October 2023.														
2	Guadalacani	Airport	Male	Worker	Horiara	19/08/2023	5 - Worker	4 - Suggestion Box	[3] Work Place	[4] Contractor	1	Request changes to lunch	Allan Tonafatea	CLO	20/08/2023	Contractor's HSE Manager	20/08/2024	Discussed with Safeguards supervisor: HSE Manager on 21st September.	Discussed with Project Manager and Office Administrator		By 1st October 2023, workers lunch changed.														
3	Guadalacani	Airport	Male	Worker	Horiara	15/09/2023	5 - Worker	3 - Verbal Complaint	[3] Work Place	[4] Contractor	1	Request Wage on time	Allan Tonafatea	CLO	15/09/2023	Contractor's Admin	15/09/2023	Discussed with Safeguards supervisor	Discussed with Project Manager and Office Administrator		Resolved by 15th September 2024. Complainant and workers were informed that wages or salary will be paid 1-2 days after timecards are sorted due to time taken to calculate hours of work.														
4	Guadalacani	Airport	Male	Worker	Horiara	15/09/2023	5 - Worker	3 - Verbal Complaint	[3] Work Place	[4] Contractor	1	Request Wage on time	Allan Tonafatea	CLO	15/09/2023	Contractor's Admin	15/09/2023	Discussed with Safeguards supervisor	Discussed with Project Manager and Office Administrator		Resolved by 15th September 2024. Complainant and workers were informed that wages or salary will be paid 1-2 days after timecards are sorted due to time taken to calculate hours of work.														
5	Guadalacani	Airport	Male	Worker	Horiara	15/09/2023	5 - Worker	3 - Verbal Complaint	[3] Work Place	[4] Contractor	1	Request proper lunch	Allan Tonafatea	CLO	15/09/2023	Contractor's HSE Manager & Contractor's Admin	15/09/2023	Discussed with Safeguards Supervisor on the same day.	Discussed with Administration Officer.		Resolved in October 2023.														
6	Guadalacani	Airport	Male	Worker	Horiara	15/09/2023	5 - Worker	3 - Verbal Complaint	[3] Work Place	[4] Contractor	1	Request Wage on time	Allan Tonafatea	CLO	15/09/2023	CLO	15/09/2023	CLO discussed with HSE Manager and Admin	Discussed with Safeguards Supervisor	Discussed with Administration Officer	Resolved by 15th September 2024. Complainant and workers were informed that wages or salary will be paid 1-2 days after timecards are sorted due to time taken to calculate hours of work.														
7	Guadalacani	Airport	Male	Worker	Horiara	15/09/2023	5 - Worker	3 - Verbal Complaint	[3] Work Place	[4] Contractor	1	Request change to lunch	Allan Tonafatea	CLO	15/09/2023	Contractor's HSE Manager & Contractor's Admin	15/09/2023	CLO discussed with HSE Manager and Admin	Discussed with Safeguards Supervisor	Discussed with Administration Officer	Resolved in October 2023.														
8	Guadalacani	Airport	Male	Worker	Horiara	15/09/2023	5 - Worker	3 - Verbal Complaint	[3] Work Place	[4] Contractor	1	Request Wage on time	Allan Tonafatea	CLO	15/09/2023	Contractor's HSE Manager & Contractor's Admin	15/09/2023	CLO discussed with HSE Manager and Admin	Discussed with Safeguards Supervisor	Discussed with Administration Officer	Resolved by 15th September 2024. Complainant and workers were informed that wages or salary will be paid 1-2 days after timecards are sorted due to time taken to calculate hours of work.														
9	Guadalacani	Airport	Male	Worker	Horiara	15/09/2023	5 - Worker	3 - Verbal Complaint	[3] Work Place	[4] Contractor	1	Request food change	Allan Tonafatea	CLO	15/09/2023	Contractor's HSE Manager & Contractor's Admin	15/09/2023	CLO discussed with HSE Manager and Admin	Discussed with Safeguards Supervisor	Discussed with Administration Officer	Resolved in October 2023.														
10	Guadalacani	Airport	Male	Worker	Horiara	15/09/2023	5 - Worker	3 - Verbal Complaint	[3] Work Place	[4] Contractor	1	Complaint Wage delay	Allan Tonafatea	CLO	15/09/2023	Contractor's HSE Manager & Contractor's Admin	15/09/2023	CLO discussed with HSE Manager and Admin	Discussed with Safeguards Supervisor	Discussed with Administration Officer	Resolved by 15th September 2024. Complainant and workers were informed that wages or salary will be paid 1-2 days after timecards are sorted due to time taken to calculate hours of work.														
11	Guadalacani	Airport	Male	Worker	Horiara	15/09/2023	5 - Worker	3 - Verbal Complaint	[3] Work Place	[4] Contractor	1	complaint lunch	Allan Tonafatea	CLO	15/09/2023	Contractor's HSE Manager & Contractor's Admin	15/09/2023	Discussed with CLO	Discussed with Safeguards Supervisor	Discussed with Administration Officer	Resolved in October 2023.														
12	Guadalacani	Airport	Male	Worker	Horiara	15/09/2023	5 - Worker	3 - Verbal Complaint	[3] Work Place	[4] Contractor	1	query operators rate	Allan Tonafatea	CLO	15/09/2023	Contractor's HSE Manager & Contractor's Admin	15/09/2023	Discussed with CLO	Discussed with Safeguards Supervisor	Discussed with Administration Officer	Complainant is informed that the rate is \$10/hr and will increase after probation period.														
13	Guadalacani	Airport	Male	Worker	Horiara	15/09/2023	5 - Worker	3 - Verbal Complaint	[3] Work Place	[4] Contractor	1	complaint pay delay	Allan Tonafatea	CLO	15/09/2023	Contractor's HSE Manager & Contractor's Admin	15/09/2023	Discussed with CLO	Discussed with Safeguards Supervisor	Discussed with Supervisor	Resolved by 15th September 2024. Complainant and workers were informed that wages or salary will be paid 1-2 days after timecards are sorted due to time taken to calculate hours of work.														
14	Guadalacani	Airport	Male	Worker	Horiara	15/09/2023	5 - Worker	3 - Verbal Complaint	[3] Work Place	[4] Contractor	1	complaint Excavator operator for careless behaviour	Allan Tonafatea	CLO	15/09/2023	Contractor's HSE Manager & Contractor's Admin	15/09/2023	Discussed with CLO	Discussed with Safeguards Supervisor		Tom Remind operator on safety of Workers.														
15	Guadalacani	Airport	Male	Worker	Horiara	26/09/2023	5 - Worker	4 - Suggestion Box	[3] Work Place	[4] Contractor	1	Query timecard	Tom Jia	Contractor Safeguards Supervisor	26/09/2023	Contractor's HSE Manager & Contractor's Admin	26/09/2023	Discussed with Safeguards Supervisor	Discussed with Administration Officer.		Resolved 2nd October 2023														
16	Guadalacani	Airport	Male	Worker	Horiara	11/10/2023	5 - Worker	4 - Suggestion Box	[3] Work Place	[4] Contractor	1	Query employment contracts -3months worked	Tom Jia	Contractor Safeguards Supervisor	11/10/2023	Contractor's HSE Manager & Contractor's Admin	12/10/2023	Discussed with CLO	Discussed with Safeguards Supervisor	Discussed with Administration Officer	Resolved on 30th October 2023														
17	Guadalacani	Airport	Male	Worker	Horiara	11/10/2023	5 - Worker	4 - Suggestion Box	[3] Work Place	[4] Contractor	1	Query employment contracts -3months worked	Tom Jia	Contractor Safeguards Supervisor	11/10/2023	Contractor's HSE Manager & Contractor's Admin	12/10/2023	Discussed with CLO	Discussed with Safeguards Supervisor	Discussed with Administration Officer	Resolved on 30th October 2024														
18	Guadalacani	Airport	Male	Worker	Horiara	11/10/2023	5 - Worker	4 - Suggestion Box	[3] Work Place	[4] Contractor	1	Query employment contracts -3months worked	Tom Jia	Contractor Safeguards Supervisor	11/10/2023	Contractor's HSE Manager & Contractor's Admin	12/10/2023	Discussed with CLO	Discussed with Safeguards Supervisor	Discussed with Administration Officer	Resolved on 30th October 2025														
19	Guadalacani	Airport	Male	Worker	Horiara	31/10/2023	5 - Worker	4 - Suggestion Box	[3] Work Place	[4] Contractor	1	Query first Aid kit & health officer	Allan Tonafatea	CLO	31/11/2023	CLO & Health and Safety Officer	31/10/2023	Discussed with CLO and OHS Officer			Resolved on 31st October 2023														
20	Guadalacani	Airport	Male	Worker	Horiara	07/11/2023	5 - Worker	4 - Suggestion Box	[3] Work Place	[4] Contractor	1	issue with PPE replacement.	Allan Tonafatea	CLO	08/11/2023	CLO & Health and Safety Officer	08/11/2023	Discussed with CLO & OHS Officer	Discussed with Safeguards Supervisor		Resolved on 10th November 2023														
21	Guadalacani	Airport	Male	Worker	Horiara	07/11/2023	5 - Worker	4 - Suggestion Box	[3] Work Place	[4] Contractor	1	NPF Contributions and Salary Rates	Allan Tonafatea	CLO	08/11/2023	Contractor's Admin	08/11/2023	Discussed with CLO	Discussed with Administration Officer.		Resolved on 8th November 2023. CRCOG will pay all NPF contributions once workers documents are completed.														
22	Guadalacani	Airport	Male	Worker	Horiara	07/11/2023	5 - Worker	4 - Suggestion Box	[3] Work Place	[4] Contractor	1	Request for rate increase after working for 3 months.	Allan Tonafatea	CLO	08/11/2023	Contractor's Admin	08/11/2023	Discussed with CLO	Discussed with Administration Officer.		Resolved on 8th November 2023. Rates change depends on supervisors evaluations and discretion.														
23	Guadalacani	Airport	Male	Worker	Horiara	08/11/2023	5 - Worker	4 - Suggestion Box	[3] Work Place	[4] Contractor	1	Safety boots – not issued.	Allan Tonafatea	CLO	08/11/2023	Health and Safety Officer and HSE Manager	08/11/2023	Discussed with CLO	Discussed with CLO and OHS Officer	Discussed with Safeguards Supervisor	Resolved on 14th November 2023														
24	Guadalacani	Airport	Male	Worker	Horiara	10/11/2023	5 - Worker	4 - Suggestion Box	[3] Work Place	[4] Contractor	1	Night shift – payment rates not fair.	Allan Tonafatea	CLO	11/11/2023	Contractor's HSE Manager	11/11/2023	Discussed with CLO	Discussed with Safeguards Supervisor		Resolve on 14th November 2023														
25	Guadalacani	Airport	Male	Worker	Horiara	17/11/2023	5 - Worker	4 - Suggestion Box	[3] Work Place	[4] Contractor	1	Long working hours and outstanding pay.	Allan Tonafatea	CLO	17/11/2023	CLO & Health and Safety Officer	17/11/2023	Discussed with CLO	Discussed with Safeguards Supervisor	Discussed with Administration Officer & Project Manager	Resolved on 17th November 2023														
26	Guadalacani	Airport	Male	Worker	Horiara	17/11/2023	5 - Worker	4 - Suggestion Box	[3] Work Place	[4] Contractor	1	Query on 20% tax deduction.	Allan Tonafatea	CLO	17/11/2023	CLO & Health and Safety Officer	17/11/2023	Discussed with CLO	Discussed with Safeguards Supervisor	Discussed with Administration Officer	Resolved on 18th November 2023														
27	Guadalacani	Airport	Male	Worker	Horiara	17/11/2023	5 - Worker	4 - Suggestion Box	[3] Work Place	[4] Contractor	1	Unfair Dismissal	Jaycie & Wendy	Safeguards Officers (Egis-Azimuth)	17/11/2023	CLO & Health and Safety Officer	18/11/2023	Discussed with CLO & SE Safeguards	Discussed with Safeguards Supervisor	Discussed with Works Supervisor & Administration Officer	Resolved on 21st November 2023														
28	Guadalacani	Airport	Male	Worker	Horiara	17/11/2023	5 - Worker	4 - Suggestion Box	[3] Work Place	[4] Contractor	1	Unfair Dismissal	Jaycie & Wendy	Safeguards Officers (Egis-Azimuth)	17/11/2023	CLO & Health and Safety Officer	18/11/2023	Discussed with CLO & SE Safeguards	Discussed with Safeguards Supervisor	Discussed with Works Supervisor & Administration Officer	Resolved on 21st November 2023														
29	Guadalacani	Airport	Male	Worker	Horiara	17/11/2023	5 - Worker	3 - Verbal Complaint	[3] Work Place	[4] Contractor	1	Unpaid overtime, salary rates, dirty allowances, danger allowance, safety gear, no rest lunch, transportation, working night rates and working 6 months	Allan Tonafatea	CLO	17/11/2023	CLO & Health and Safety Officer	18/11/2023	Discussed with CLO & SE Safeguards	Discussed with Administration Officer.	Discussed with Works Supervisor, Administration Officer and Project Manager	Resolved on 22nd November 2023. Advised workers overtime work will be paid, salary rates shall be increased or supervisor discretion, dirty and danger allowances can be claimed upon category of works done, all new workers are entitled for PPE, work of runway is different from normal day workers due to asphalt is usually dry and sometimes supervisor will require workers to be willing and healthy for such works, night workers are provided with transport for pick up and dropoff, night workers rates are same as day workers, employees working more than 6months are evaluated by their supervisors and recommended for increase of pay or not.														
30	Guadalacani	Airport	Male	Worker	Horiara	19/12/2023	5 - Worker	3 - Verbal Complaint	[3] Work Place	[4] Contractor	1	Request transport to pickup day workers.	Allan Tonafatea	CLO	20/12/2023	Transport Supervisor	20/12/2023	Discussed with CLO	Discussed with Transport Supervisor		Closed 21st December 2023: Transport will do pickup for night workers at 4pm and dropoff at 5-6am. For dayworkers pickup will be at 6am and dropoff at 6pm.														
31	Guadalacani	Airport	Male	Worker	Horiara	19/12/2023	5 - Worker	3 - Verbal Complaint	[3] Work Place	[4] Contractor	1	Request rate changes	Allan Tonafatea	CLO	20/12/2023	Fernando and Mr. Bib	20/12/2023	Discussed with CLO	Discussed with Administration Officer.	Discussed with Administration Officer and Project Manager	Closed on 22nd December 2023: Rate changes involves supervisor evaluations of each worker and management discretion.														
32	Guadalacani	Airport	Male	Worker	Horiara	19/12/2023	5 - Worker	3 - Verbal Complaint	[3] Work Place	[4] Contractor	1	Request for danger and dirty allowance and transport for workers	Allan Tonafatea	CLO	20/12/2023	Contractor's Admin	20/12/2023	Discussed with CLO	Discussed with safeguards safety supervisor	Discussed with Administration Officer and Project Manager	Closed on 21st December 2023: Supervisor will assess type of work done by workers and give names to management consideration, and transport to pickup day workers at 6am and dropoff at 6pm.														
33	Guadalacani	Airport	Male	Worker	Horiara	15/01/2024	5 - Worker	3 - Verbal Complaint	[3] Work Place	[4] Contractor	1	Request for transport to pickup daytime workers.	Allan Tonafatea	CLO	15/01/2024	Contractor's Admin	15/01/2024	Discussed with CLO	Discussed with Transport Supervisor		Closed on 16th January 2024: Transport will pick up night workers at 4pm and dropoff at 5-6am and for day workers transport will pick up at 6am and drop off at 6pm.														
34	Guadalacani	Airport	Male	Worker	Horiara	15/01/2024	5 - Worker	3 - Verbal Complaint	[3] Work Place	[4] Contractor	1	Query on rate changes.	Allan Tonafatea	CLO	15/01/2024	Contractor's Admin	15/01/2024	Discussed with CLO.	Discussed with Administration Officer.		Closed on 16th January 2024: Rate will be increased upon supervisors evaluation and discretion.														
35	Guadalacani	Airport	Male	Worker	Horiara	15/01/2024	5 - Worker	3 - Verbal Complaint	[3] Work Place	[4] Contractor	1	Repayment of punctured semi-trailer tyre.	Allan Tonafatea	CLO	15/01/2024	Fernando	15/01/2024	Discussed with CLO	Discussed with Administration Officer	Discussed with Administration Officer, Project Manager, Transport Supervisor and SE.	Closed on 20th January 2024: All drivers and workers must report any incidents to responsible supervisors within 24hrs and workers found to be negligent of their duties will be penalised.														
36	Guadalacani	Airport	Male	Worker	Horiara	17/01/2024	5 - Worker	3 - Verbal Complaint	[3] Work Place	[4] Contractor	1	Supervisor did not sign timecard.	Allan Tonafatea	CLO	18/01/2024	Contractor's Admin & Work Supervisor	18/01/2024	Discussed with CLO	Discussed with Administration Officer and Work Supervisor	Discussed with Project Manager	Closed on 21st January 2024: If workers are absent or not working their cards will not be signed by their supervisor. Complainant was paid his outstanding pay.														
37	Guadalacani	Airport	Males	Worker	Horiara	28/01/2024	5 - Worker	4 - Verbal Complaint	[3] Work Place	[4] Contractor	1	Security guards requested rates be increased.	Allan Tonafatea	CLO	29/01/2024	Contractor's Admin	29/01/2024	Discussed with CLO	Discussed with Administration Officer		Closed on 30th January 2024: Rates shall be increased upon approval of the Administration and Management.														
38	Guadalacani	Airport	Male	Worker	Horiara	29/01/2024	5 - Worker	4 - Verbal Complaint	[3] Work Place	[4] Contractor	1	Request for rate increase, dirty and danger allowance for oprat workers on pad 3hrs of days not working.	Allan Tonafatea	CLO	30/01/2024	Contractor's Admin	30/01/2024	Discussed with CLO	Discussed with Administration Officer	Discussed with Project Manager and Administration.	Closed 31st January 2024: Type of works done will be assessed by supervisors and give names for management consideration. When bad weather and no works at workers are paid 3hrs.														
39	Guadalacani	Airport	Male	Worker	Horiara	30/01/2024	5 - Worker	4 - Verbal Complaint	[3] Work Place	[4] Contractor	1	Request for rate increase, dirty and danger allowance for oprat workers.	Allan Tonafatea	CLO	30/01/2024	Contractor's Admin	30/01/2024	Discussed with CLO	Discussed with Administration Officer		Closed 31st January 2024: Rate increase is the management discretion. Type of works done will be assessed by supervisors and give names for management consideration.														
40	Guadalacani	Airport	Male	Worker	Horiara	27/02/2024	5 - Worker	4 - Suggestion Box	[3] Work Place	[4] Contractor	1	Request fair distribution of work hours for driver during night work	Allan Tonafatea	CLO	28/02/2023	Works Supervisor	28/02/2024	Discussed with CLO	Discussed with Administration Officer.	Discussed with Works Supervisors	Resolved on 1st March 2023: Advice by Admin for supervision of works from 28th Feb to 4th March is temporary and work will resume after 6th March 2024.														
41	Guadalacani	Airport	Male	Worker	Horiara	27/02/2024	5 - Worker	4 - Suggestion Box	[3] Work Place	[4] Contractor	1	Request supervisor /admin to sort out work hours	Allan Tonafatea	CLO	27/02/2024	Works Supervisor	27/02/2024	Discussed with CLO	Discussed with Administration Officer.	Discussed with Works Supervisor	Resolved on 28th Feb 2024: Supervisors are responsible for workers time card and record hours worked.														
42	Guadalacani	Airport	Male	Worker	Horiara	27/02/2024	5 - Worker	4 - Suggestion Box	[3] Work Place	[4] Contractor	1	wants to know his employment status after a week absent due to illness.	Allan Tonafatea	CLO	28/02/2024	Contractor's Admin	28/02/2024	Discussed with CLO	Discussed with Administration Officer.	Discussed with Works Supervisor & Administration Officer	Resolved on 4th March 2024: Complainant was informed that on medical grounds workers can be terminated if the condition affects his/her performance.														

