

SIRAF2 GRM REGISTRY

Table with columns: A. General Information (No, Province, Infrastructure Type, Gender, Occupation, Location Address, Received Date), B. Complaint (Type of Complaint, Mode of Reporting, Location of problem, Type of Problem/Concern, Issue noted, Short Description of the Problem/Issue/Concern), C. Complaint Details (Complainant, Contractor, Resolution, Date), D. Details of the Person who received the Complaint (Name, Position, Date), E. Details of who will be responsible to deal with the complaint (Position, Date), F. Actions Taken by the Receiving Office (Action 1, Action 2, Action 3), G. Final Resolution.

42	Guadalupe	Airport	Male	Worker	Honara	27/05/2024	5-Worker	4-Suggestion Box	[3] Work Place	[4] Contractor	1	He's to know his employment status after a week absent due to illness.	Altan Tomafika	CLO	26/02/2024	Contractor's Admin	26/02/2024	Discussed with CLO	Discussed with Administration Officer.	Discussed with Works Supervisor & Administration Officer	Resolved on 4th March 2024. Complaint was informed that on practical grounds workers cannot be terminated if the contractor affects their performance.
43	Guadalupe	Airport	Male	Worker	Honara	28/05/2024	5-Worker	4-Suggestion Box	[3] Work Place	[4] Contractor	1	Complaint the supervisor did not sign his time card for work 27/05/2024 February 2024	Altan Tomafika	CLO	26/02/2024	Contractor's Admin	26/02/2024	Discussed with CLO	Discussed with Safeguards Supervisor	Discussed with Works Supervisor & Administration Officer	Resolved on 4th March 2024. All workers are advised that should they encounter any issue with time card to report directly to Dylan, Amos, Alan, CLO and Fernando (Admin)
44	Guadalupe	Airport	Male	Worker	Honara	14/03/2024	5-Worker	4-Suggestion Box	[3] Work Place	[4] Contractor	1	Raised complaint regarding termination	Altan Tomafika	CLO	14/03/2024	Contractor's Admin	17/03/2024	Discussed with CLO	Discussed with Works Supervisor and Administration Officer	Discussed with SE Safeguards Officers	Resolved on 3rd April 2024. This was informed that all CACDC drivers and other operators have a need to be complete before and after driving. It is part of their responsibility to check and maintain all parts of the operator and driver for more than one time they can be terminated. However, Mr. Pita will wait to payroll payment as he had worked for over months.
45	Guadalupe	Airport	Male	Worker	Honara	05/03/2024	5-Worker	4-Suggestion Box	[3] Work Place	[4] Contractor	1	Vehicle operation and general workers complaint why no work from 28th February to March 7th	Altan Tomafika	CLO	05/03/2024	Contractor's Admin & Site Supervisor	05/03/2024	Discussed with CLO	Discussed with Administration Officer	Discussed with Works Supervisor & SE Safeguards Team	Resolved on 6th March 2024. Workers are reminded to follow management instructions to avoid conflict.
46	Western Province	Road	Male	Private Business Owner	Honara	05/03/2024	1&2 Land Related Party	1-Letter	[1] Contractor's Laydown Site	[2] Land Access	1	2-Affected parties: Peoples into interested Land of Honara	Richard Farrell	International Project Manager	EGS&A&M&R/Safeguards team and PS&E Safeguards team	05/03/2024	05/03/2024	PS and OSC meet with the complainant and his lawyer regarding the matter being submitted following were discussed: (1) Issue with the contractor for the road arrangement; (2) Do an initial road work to sign that that agreed action recorded and in action accordingly. Meet with the contractor and mention the signed action discussed with the lawyer and complainant 7/03/2024	OSC sent an email to CLO regarding the legal ownership of the affected land, affecting the letter P&R Development lodged and seeks clarification. CLO replied via email that the land will be under CLO, and asked that the bank will April 2024.	Follow-up phone calls were made by the EGS&A team to the legal reps but no response and an email was sent to them on 6th April 2024 and that Development kept responded on 9th April 2024 that the issue will be actioned under CLO. OSC was advised to vacate the site on 10th April 2024.	Resolved on 27th August 2024. Commissioner of Lands email for development lawyer AM Sanki of JF legal practitioners concerning the PE Block C&U notice of the development application. Attorney General (AG) advice sent to CLO on the 6th of October 2024 regarding the matter for the statement order. CLO, advise project and contractor to proceed with the work.
47	Southern Province	Airport	Male	Other Family Rep	Honara	19/02/2024	1-Affected Party	7-Solemn Oath	[2] Construction Site	[2] Land Access	4-MCA	Affiliate in newspaper stating ownership of land and/or distribution of monetary benefits.	Jerrie	EGS&A&M&R/Safeguards team	PS and EGS Safeguards team	19/02/2024	19/02/2024	Collected hand file from MCA one confirmed that the PE file holder is the M&S C&U for and on behalf of the Government. The file was discussed with the complainant during the next site visit to Santa Cruz	Lord file confirmed with the CLO. From the previous visit to the site, the complainant do not intend to close out the case.	The complainant no longer have interest in the case, knowing the land file is Santa Cruz	File will be discussed with the complainant during the next site visit to Santa Cruz. The AP did not turn up to close out the case.
48	Western Province	Road	Female	Worker	Nara	01/07/2024	5-Worker	4-Verbal Complaint	[3] Work Place	[7] Sanitation	1	No response letters for female workers	Meehaka Kaso	CLO	01/07/2024	Contractor's HSE Manager	01/07/2024	CLO discussed with contractor's Admin	Discussed with Project Manager and Office Administrator	The complainant was informed that the mother was discussed to action.	The issue was discussed and the contractor management granted approval for the construction of appropriate female toilet. The case is now closed.
49	Western Province	Road	Female	Worker	Nara	05/07/2024	5-Worker	4-Verbal Complaint	[3] Work Place	[4] Contractor	1	No contract signed with contractor since project. One month already passed.	Meehaka Kaso	CLO	05/07/2024	Contractor's Admin	05/07/2024	CLO discussed with contractor's Admin	Discussed with Project Manager and Office Administrator	The complainant was informed that the mother was discussed to action.	The issue was discussed and the records show that the worker is signed agreement prior to joining the contractor.
50	Western Province	Road	Male	Worker	Nara	05/07/2024	5-Worker	4-Verbal Complaint	[3] Work Place	[4] Contractor	1	Complaint on the rates for machines, operators, different machines should have different rates, not same across the board.	Meehaka Kaso	CLO	05/07/2024	Contractor's Admin	05/07/2024	CLO discussed with contractor's Admin	Discussed with Project Manager and Office Administrator	The complainant was discussed to the administration office for clarification.	The issue was discussed and clarified that the rates of 380/100 is across the board. This is the rate applied by CCCC for all roads. The complainant received the response and accepted it. The case is now closed on 05/07/2024.
51	Western Province	Road	Male	CAC	Nara	15/07/2024	5-CAC member	4-Verbal Complaint	[3] Work Place	[4] Contractor	1	The complainant raised the issue of provision of reimbursement for contractor during the CAC meeting. Nara Road project is a funded project and it is seen fit to provide light reimbursement for members who attend the CAC members use voluntary role but one medium of communication with the complainant and around Nara township.	Meehaka Kaso	CLO	15/07/2024	Contractor's Admin	15/07/2024	CLO discussed with contractor's Admin	Discussed with Project Manager and Office Administrator	The complainant was informed that the contractor management approved the reimbursement for providing light reimbursement for CAC members during the meeting. Next CAC meeting will provide light reimbursement. The case is now closed on the 14/07/2024.	The issue was considered and the contractor management approved the reimbursement for providing light reimbursement for CAC members during the meeting. Next CAC meeting will provide light reimbursement. The case is now closed on the 14/07/2024.
52	Western Province	Road	Male	Nara	30/07/2024	1-Affected Party	4-Verbal Complaint	[3] Work Place	[4] Contractor	1	A complainant approach the CAC member and raised the issue of job recruitment. He applied for jobs with the contractor but no response from contract. He threatened to boycott the road project based on this recruitment issue.	Sagavot Stone	CAC member	30/07/2024	Contractor's Admin	30/07/2024	CAC member raised the issue during the monthly meeting with the contractor.	The contractor representative took note of the complaint.	The contractor explained the process of recruitment to the CAC members. Recruitment is still progressing as will engage locals when required for the road work.	The issue was returned back to CAC to communicate with the complainant that process of recruitment. An importantly, the contractor still recruiting for the road work. The case is now closed on 09/08/2024.	
53	Western Province	Road	Male	Nara	02/08/2024	2-Intermediary (on behalf of the public)	7-Social media	[3] Main access road	[3] Main access road	[7] Spreading vehicle	1	The public of Nara-Mandao road are complaining about the spreading loaded dump trucks along the main access road. The machines damage the deteriorating road.	Meehaka Kaso	CLO	02/08/2024	Contractor's HSE Manager & Contractor's Admin	02/08/2024	CLO discussed with contractor's Admin	The issue was raised to the management and an investigation is conducted to verify the story.	If it is confirmed that not only the contractor uses dump trucks along the access road, there are other private companies loading gravel from Mandao to Nara.	The contractor advises the operation to contractor safety when driving and the operation themselves agreed the same settlement. The case was now closed on the 05/08/2024.
54	Western Province	Road	Female	Nara	13/08/2024	1-Affected Party	4-Verbal Complaint	[3] Access road	[4] Contractor	1	An affected person approached the contractor's team along UAC to who advised them to dig to her private property. The affected person said that she had a land and they have and title to that plot. The work intrudes into her private property.	Meehaka Kaso	CLO	13/08/2024	Contractor's Admin	13/08/2024	The issue was raised to the management and an investigation is conducted to verify the story.	The contractor CLO met with the complainant and clarify that UAC work requires some digging prior to the work. The contractor approached the Provincial Government Land Division for the documents relating to the lot.	The issue was raised to the Provincial Land Division. It was noted that the contractor is carrying out a road widening work with the UAC and the complainant.	The issue was discussed with the complainant and the case was now closed 20/08/2024.	
55	Western Province	Road	Male	Worker	Nara	19/08/2024	5-Worker	4-Verbal Complaint	[3] Work Place	[4] Contractor	1	A complainant raised two issues: 1) Salary and 2) HRF contribution for salary. The number of hours work changes and not equal to the salary received or the fortnight, for HRF would be provide update on their HRF to take since joining the project.	Meehaka Kaso	CLO	19/08/2024	Contractor's Admin	19/08/2024	The mother was raised to the contractor administration.	The contractor administration responded to clarify the misunderstanding. For item 1) salary, working hours will have to be adjusted to cater for different workload for each day. The wages are paid according to the hours work. Disturbed in their respective job sites and they notified any issue with their rates, hours work and overtime, they will report it. It is the duty of the contractor to ensure that all workers for item 2) HRF. The issue is with the HRF office, and not all individual accounts are created. They will transfer their contribution into respective accounts.	The contractor administration responded to clarify the misunderstanding. For item 1) HRF contribution, all forms already submitted to HRF and to be followed up by CLO for their signed agreement. The contractor provided copies of the signed agreement on 19/09/2024.	The issue was discussed with the complainant and the case was now closed 20/08/2024.
56	Western Province	Road	Workers	Nara	02/09/2024	5-Workers	4-Verbal Complaint	[3] Work Place	[4] Contractor	1	Workers raised complaint on two issues: 1) HRF contribution and 2) signed agreement/contract. For item 1) HRF, the workers blame the contractor management that HRF has been paid to their individual accounts, because they saw the deduction on their pay slip for item 2), after signing the contract, they were not provided with a copy.	Meehaka Kaso	CLO	02/09/2024	Contractor's Admin	02/09/2024	The mother was raised to the contractor administration.	The contractor administration responded to clarify the misunderstanding. For item 1) HRF contribution, all forms already submitted to HRF and to be followed up by CLO for their signed agreement. The contractor provided copies of the signed agreement on 19/09/2024.	Item 2, signed agreement copies now closed. The only one pending is the HRF contribution of workers progressing with HRF.	The issue was discussed with the complainant and the case was now closed 10/09/2024.	
57	Western Province	Road	Female	Nara	09/09/2024	2-Intermediary (on behalf of the public)	2-Phone call	[3] Access road	[4] Contractor	1	A resident of Nara town of Bara was raised a complaint about dust produced from the road construction. The dust is too much and cover most of Bara areas and surrounding.	Meehaka Kaso	CLO	09/09/2024	Contractor's Admin & Site Supervisor	09/09/2024	The mother was raised to the contractor. ES team for action.	ES team discussed the issue with the site team.	The site team explained the reason for the accumulating dust is due to the water truck is currently down for service but will soon back. The CLO contacted the complainant and advised that her complaint was received and will address soon. The team will manage the dust works and to ensure water truck will resume operation soon.	This case was closed on 10/09/2024.	
58	Western Province	Road	Female	Nara	09/09/2024	2-Intermediary (on behalf of the public)	2-Phone call	[3] Access road	[4] Contractor	1	A resident of Nara town raised a complaint about waste spill from road construction blocking the access road other gathering/milling. The roads to other parts of Nara town were blocked because of the dust waste spill.	Meehaka Kaso	CLO	09/09/2024	Contractor's Admin & Site Supervisor	09/09/2024	The mother was raised to the contractor. ES team for action.	ES team discussed the issue with the site team.	In response to the complaint, the contractor arrange some of workers to remove the waste spill that block the access roads.	The case was now closed on the 20/09/2024.	
59	Western Province	Road	Male	Nara	09/09/2024	1-Affected Party	1-Letter	[3] Quarry site	[4] Contractor	1	An affected person contacted the contractor's team two issues: 1) Payment for quarry site security and 2) Compensation for property with by the contractor of the quarry site.	Meehaka Kaso	CLO	09/09/2024	Contractor's HSE Manager & Contractor's Admin	09/09/2024	The mother was raised to the contractor. ES team for action.	ES team discussed the issue with the contractor management for action.	In response, the contractor address the two items separately. For item 1) payment of quarry security, the contractor agreed and paid those who provided the security of the quarry site. For item 2) Damage to 2x 6 acres, the book will be prepared on the amount proposed by contractor was initially declined. A second letter was received from the property of the affected, claiming compensation for the 2 acres. Contractor contacted the quarry owner and discussed with her to speak to the property and to accept the compensation of \$2000 for the 2 acres. The quarry owner and the complainant the amount finally accepted the compensation provided by the contractor in form of cash on goods/terms.	The case was closed on the 27/11/2024.	
60	Western Province	Road	Male	Nara	11/09/2024	5-Worker	4-Verbal Complaint	[3] Work Place	[4] Contractor	1	A worker raised a complaint about his supervisor's approach to work on the site and the issue was with communication under the supervision of international worker/employee Chinese. This resulted from workplace incident which cause personal disagreement between a worker and supervisor.	Meehaka Kaso	CLO	11/09/2024	Contractor's HSE Manager & Contractor's Admin	11/09/2024	The mother was raised to the contractor. ES team for action on the same day.	ES team discussed the issue with the contractor management for action and then with the complainant.	In response, the CLO discussed the issue with the ES International. The ES International then called on the supervisor and explain the situation to Chinese that is proper to address workplace issues professionally and not to be personal. CLO discussed with the complainant and communicate the workplace approach to grievance and discuss about issue professionally. The complainant accepted the actions to be made.	The issue was closed on 12/09/2024.	
61	Western Province	Road	Male	Workers	Nara	20/09/2024	5-Workers	4-Verbal Complaint	[3] Work Place	[4] Contractor	1	Four workers who recently laid off by contractor raised their complaint and/or denied from their job.	Meehaka Kaso	CLO	20/09/2024	Contractor's HSE Manager & Contractor's Admin	20/09/2024	The mother was raised to the contractor. ES team for action on the same day.	ES team discussed for action and then with the complainant.	In response, the CLO discussed the issue with the ES International. The ES International then called on the AS for a meeting on 21/09/2024. In the meeting, it was clarified why they were temporarily laid off. Reason being that the work of the contractor is mostly completed. They will take a month break without pay. They will be re-engaged when work on the road is back. The AP accepted the resolution.	The issue was closed on 23/09/2024.

