

CHAPTER 10: GRIEVANCE MECHANISM

10.1 INTRODUCTION

The availability of an effective and adequate grievance mechanism is important in the management of grievances from the affected local communities and other stakeholders for smooth implementation of the BMTLP. BMTLP will adopt the existing grievance mechanism used by Baleh HEP (see **Appendix 10.1.1**).

The existing grievance process, provides an avenue for stakeholders to voice their concerns and gives transparency on how grievances will be managed internally with appropriate corrective measures. By addressing and responding to grievances raised by the project affected communities and other relevant stakeholders in a fair, transparent and timely manner, potential conflicts with the Project may be reduced. Hence, the mechanism could positively enhance the relationships between SEB and the stakeholders.

Grievances may take the forms of specific complaints about damages/ injury, concerns about routine project activities, or perceived future incidents or impacts of the project.

SEB personnel to be involved in the grievance mechanism implementation should go through appropriate training, in particular relating to handling the stakeholders' opinions, and the manners of providing information. The grievance mechanism should be broadly and regularly publicized, especially during the pre-construction and construction phase to ensure that comments, questions, and grievances are appropriately channelled, registered and resolved.

10.2 SCOPE

The grievance mechanism procedure applies to all external stakeholders that intend to submit a grievance to the Project if they believe the project practice is having a detrimental impact on the community, the environment, private businesses or quality of life. Stakeholders may also submit comments and suggestions.

The procedure does not apply to the following claims which should be channelled outside project mechanisms:

- Complaints clearly not related to the project based on assessment of its legitimacy.
- Issues related to governmental policy and government institutions.
- Complaints concerning criminal activity or violence, which should be referred to the justice system.
- Commercial disputes (Internal stakeholders): Commercial matters should be stipulated for in contractual agreements and issues should be resolved through the commercial resolution mechanisms or civil courts.

10.3 DEFINITIONS

Term	Definition
Grievance	An issue, concern, problem, or claim (perceived or actual) that an individual or community group wants addressed by the company in a formal manner.
Grievance Mechanism	A formalized way to accept, assess, and resolve complaints concerning the performance or behaviour of the company, its contractors, or employees. This includes adverse economic, environmental and social impacts.
Grievance Owner	Groups or individuals within Project Execution Team (PET) investigating the grievance and liaising with the external stakeholder/s; and/or developing resolutions and actions to rectify any issues; and/or following up and tracking progress of the grievance; and documenting any interactions with external stakeholders.
Internal Stakeholders	Groups or individuals within a project who work directly within the project, such as employees and contractors.
External Stakeholders	Groups or individuals outside the project who are not directly employed or contracted by the project but are affected in some way from the decisions of the project, such as local communities, civil societies, NGOs, private businesses and government agencies.

10.4 GRIEVANCE REPORTING CHANNELS

SEB will communicate with external stakeholders to create awareness of the grievance mechanism and hence, be transparent on how stakeholders can maintain their rights and voice their grievances. Any comments or concerns can be brought to the attention of the company verbally or in writing (by post or e-mail) or by filling in a grievance form. All grievances will be received centrally to Baleh

HEP, i.e., complaints lodged by the external stakeholders against of the BMTLP will be channelled to the Project Services Team (PST) of PET, and then disseminated the relevant sub-projects.

Grievances can be lodged by using grievance forms, which are accessible at locations such as the Project Site Office, Sarawak Energy CSR Offices in Kapit and Sibu, Resident Offices, District Offices, Labour Department Kapit and Sibu and SESCO Regional Office. The grievance form is attached in **Appendix 10.4.1**. Filled grievance forms then can be submitted to SEB at these locations or addresses, and also at SEB Headquarters in Kuching (in **Table 10.4.1 below**).

Other channels or media available for the external stakeholders to raise their grievances formally include telephone (Baleh HEP helpline), fax, emails and face-to-face meetings.

Table 10.4.1: Addresses and Channels/Media for Submission of Grievances

Postal Address:	<p>Sarawak Energy Berhad, Menara Sarawak Energy, No. 1, The Isthmus, 93050 Kuching, Sarawak, Malaysia.</p> <p>Or</p> <p>Grievance forms can be submitted at:</p> <ul style="list-style-type: none"> • Baleh HEP Project Site Office • Sarawak Energy CSR Office, Kapit • District Office Bukit Mabong • Labour Department Kapit • SESCO Regional Office Kapit
Telephone:	Baleh HEP Helpline at 019-8828641
Fax:	+6082-313588
Email:	Baleh.hydro@sarawakenergy.com

10.5 ROLES AND RESPONSIBILITIES

General roles and responsibilities of the General Manager/Project Director of the PET of BMTLP, and the personnel from PST involved in the implementation of the proposed grievance mechanism for the Project are briefly listed in **Table 10.5.1** below.

Table 10.5.1: Personnel Role and Responsibility

Position/Role	Responsibility
General Manager / Project Director	<ul style="list-style-type: none"> • Makes assessment and decision on course of actions on grievance resolution. • Works with the PST on actions to be taken to resolve grievances. • Brings grievance to a higher management level when required.
Project Services Manager (PSM)	<ul style="list-style-type: none"> • Evaluates grievances and assigns a Project Services Executive to liaise with the external stakeholders. • Develops resolutions and actions to rectify any issue. • Follows up and tracks progress of grievances.
Project Services Executive (PSE)	<ul style="list-style-type: none"> • Receives and investigate grievances, liaises with the external stakeholders. • Makes sure the grievance mechanism procedure is being adhered to and followed correctly. • Maintains grievance register and monitors any correspondence. • Monitor grievances/trends over time and reports findings to the Community Relation Team. • Raises internal awareness of the grievance mechanism among employees and contractors.
Project Services Administrator (PSA)	<ul style="list-style-type: none"> • Receive grievances in person. • Report grievance to the Project Services Executive by lodging the Grievance Form. • May provide information and assistance in developing a response and close out of a grievance.

10.6 GRIEVANCE MECHANISM PROCESS

The proposed external grievance mechanism process flow for BMTLP (**Figure 10.6.1**) is developed based on the key steps of SEB's External Grievance Mechanism procedure flowchart (see **Appendix 10.1.1**). The proposed process, however, includes additional features i.e., documents involved and the responsible parties within SEB, particularly PET members (i.e., internal stakeholders/action by); and proposes longer grievance processing timeline to 12 weeks after taking considerations of large area the project covers and the accessibilities of the communities within the project-affected areas. The process is described further in the following subsections.

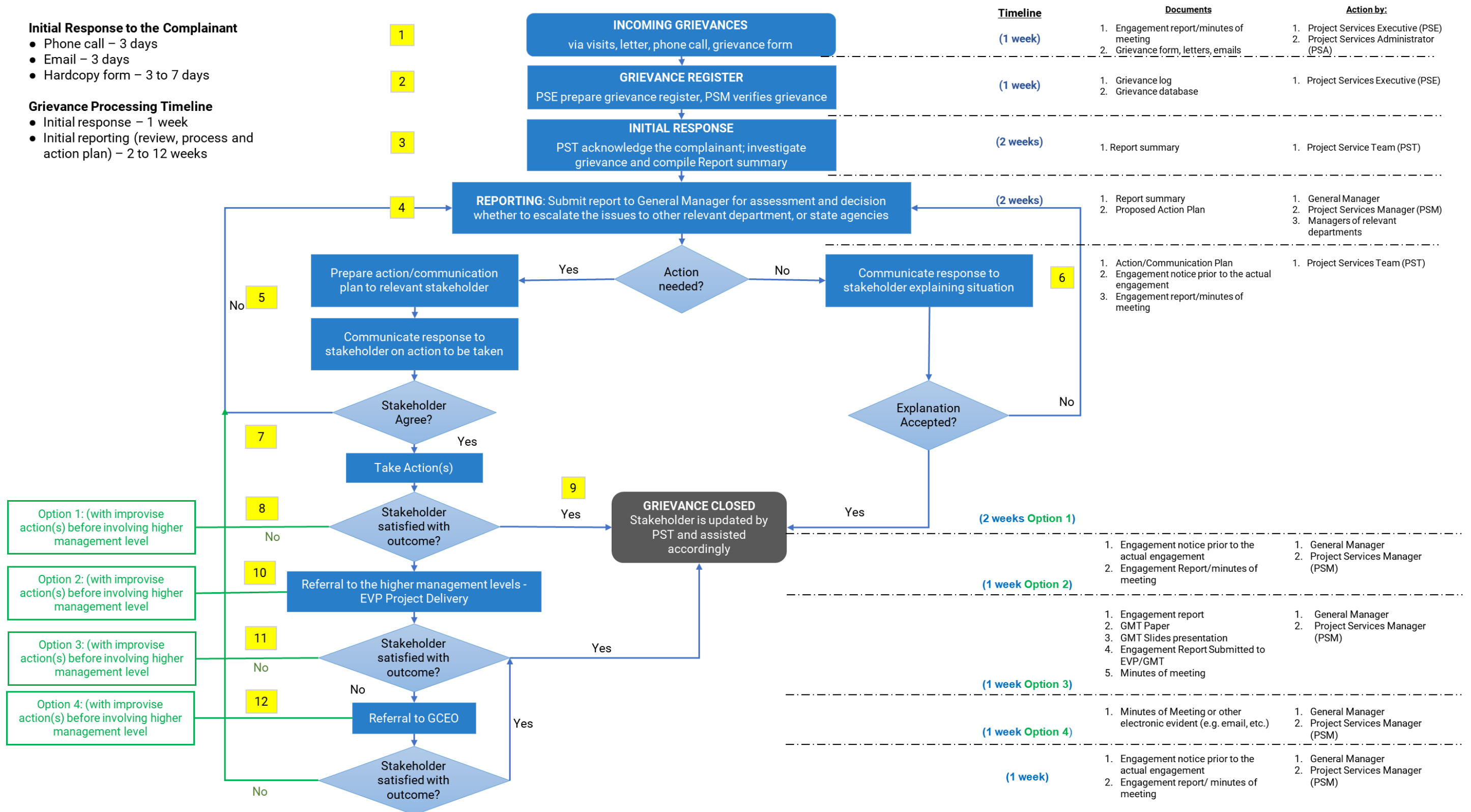


Figure 10.6.1: External Grievance Mechanism Process Flow for BMTLP

10.6.1 Receipt of Grievances

Grievance Form: The PSE receives and processes grievance forms submitted to SEB at appointed locations i.e., Project Site Office, Sarawak Energy CSR Offices in Kapit and Sibu, Resident Offices, District Offices, Labour Department Kapit and Sibu and SESCO Regional Office, as well as at SEB Headquarters in Kuching (see **Table 10.4.1**).

Over the Telephone/ Face to Face/ Letter: When a grievance is received over the telephone, during face-to-face meetings or by letter, and the external stakeholder wishes to address the grievance formally, it is the responsibility of the Project Services Administrator who receives the grievance to complete a Grievance Form. Once the form is completed the administrator will then pass the form on to the Project Services Executive for processing.

Electronically: PSE receives all grievances that come through via email, online or from SEB's website. The executive will review the grievance form and process the grievance in accordance to the procedure described in this chapter.

10.6.2 Recording

All formal grievances will be logged in the External Grievance Register by filling-in the Grievance Log (see **Appendix 10.4.1**), and saving the Grievance Form with SEB's Community Relations Unit (CRU) for record of correspondence.

10.6.3 Screening

Grievances will be screened depending on the type and level of severity in order to determine grievance owner and the grievance resolution approach (**Table 10.6.1**).

Table 10.6.1: Grievance Escalation Levels

Category	Description	Grievance Owner
Level 1	When a reply can be provided immediately and/or SEB are already working on a resolution. When the grievance is out of scope. (Only formal grievances to be lodged in the External Grievance Register)	PSE
Level 2	Once off grievances that will not affect the reputation of SEB.	Supervisor level or above
Level 3	Repeated, extensive and high-profile grievances that may jeopardise the reputation of SEB.	Higher Management Level including GCEO

The PST may contact the external stakeholder(s) for more details to be able to assess the acceptability of the grievance. If the external stakeholder does not provide the requested information within 2 weeks, the grievance will not be accepted, and the case will be closed.

If the grievance is not accepted, the PSE will inform the external stakeholder(s) of the reasons why the submitted grievance does not fall within the Grievance Mechanism's scope.

10.6.4 Acknowledgement

A grievance will be acknowledged by the PSM, within two (2) working days of a grievance being accepted. Communication will be made in written form or other preferred form of communication by the external stakeholders as indicated in the Grievance Form.

The acknowledgement of a grievance should include a summary of the grievance, method that will be taken to resolve the grievance and an estimated timeframe within which the grievance is expected to be resolved. If required, the acknowledgment provides an opportunity to ask for any additional information or to clarify any issues.

10.6.5 Investigation

The PSM/ PSE or PST is responsible for investigating the grievance within 3 weeks. The investigation may require site visits, consultation of employees, contacting

external stakeholders and other activities. Meetings, discussions and all other consulting activities need to be documented during the investigation.

Information gathered during the investigation will be analysed and will assist in determining how the grievance is handled and what steps need to be taken to resolve the grievance.

10.6.6 Action

When the investigation has been concluded, the grievance owner will use the findings to create an action plan outlining steps to be taken in order to resolve the grievance, within 2-week period. The owner is responsible for assigning actions to PST and/or other responsible parties within PET or SEB, and monitoring actions to be undertaken. It is the owner responsibility to make sure deadlines are adhered to.

Once all actions have been completed and the grievance owner feels the grievance has been resolved, the owner will then formally advise the external stakeholder via the preferred method of contact.

10.6.7 Follow Up and Close Out

The PST will make contact with the external stakeholder/s two (2) weeks after the grievance is resolved. When contacting the external stakeholder, the team will verify that the stakeholder was satisfied and gather any feedback on the grievance process. The interaction shall be documented, and the document be saved in SEB's Community Relation Unit (CRU).

If required the team may need to follow up with the external stakeholder on numerous occasions to confirm all parties are satisfied. Typically, a grievance is "closed" when a resolution satisfactory to both parties has been reached.

10.7 APPEAL

Nothing in this mechanism shall prevent any external stakeholder from using the Malaysian judicial system to resolve conflicts if they are not satisfied with the proposed solutions.

If the external stakeholder is not satisfied with the resolution and/or does not agree with the proposed actions, the grievance owner needs to forward the matter to the executive management team. The PST will review the grievance and all

documentation gathered throughout the investigation and subsequently determine whether further actions are required to resolve the grievance.

SEB is fully committed in resolving external stakeholder's *bona fide* grievances. Hence, if SEB is unable to resolve a complaint or a stakeholder is unhappy with the outcome, SEB may seek advice from other independent parties including community leaders/elected representatives and other relevant authorities.

10.8 REPORTING

The Community Relations Unit (CRU) will receive quarterly updates on stakeholder grievances. Information outlining the number of grievances, time to resolution and outcomes of grievances will be communicated.

Consolidated statistical data on grievance cases will be posted on a quarterly basis on the SEB website.

SEB will evaluate and update the Grievance Mechanism procedure every two years (or when required) to continually improve its stakeholder engagement.

10.9 FILING OF GRIEVANCES

All records, including grievance forms, investigation notes, interviews and minutes of meetings will be securely filed in SEB's Community Relations Unit (CRU) to ensure privacy and confidentiality is maintained for all parties involved.

10.10 MONITORING AND EVALUATION

This project will have clear procedures in place for monitoring and evaluating the effectiveness of the grievance mechanism. SEB will monitor and evaluate the following:

- The number of complaints it receives.
- The average time SEB personnel takes to: respond to complaints; determine whether the complaints allege a covered violation that causes SEB to investigate; investigate the complaints; and reach a final decision regarding the complaint.
- If SEB and complainant(s) reached a resolution, whether the parties are satisfied with the resolution.

- If SEB and complainant(s) failed to reach a resolution, why the parties did not reach a resolution.

The records of the grievance register shall be updated every working week with the present status of the grievance. Once the grievance is resolved, and the same has been communicated to the grievant, the grievance shall be closed in the grievance register. The grievance register shall provide an understanding of the manner in which the grievance was resolved. These instances shall then serve as references for any future grievances of similar nature.

SEB will share monitoring and evaluation results with the communities and other stakeholders to demonstrate whether the grievance mechanism is functioning, accessible, and effective. It is important for (SEB) to evaluate the results as they may indicate the mechanism's effectiveness.

High rate of complaints could indicate poor relations between (SEB) and local communities, it could also indicate that the grievance mechanism is functioning as intended and is helping to improve relations between the two parties. Regardless, monitoring and evaluation results can improve the grievance mechanism.

10.11 CONSIDERATIONS FOR AN EFFECTIVE GRIEVANCE MECHANISM

Two important considerations in implementing the proposed grievance mechanism, to improve its effectiveness are accessibility, and accountability and transparency.

10.11.1 Accessibility

Grievance mechanism will work if it is accessible i.e., present no or low barrier to project-affected communities. The accessibility of the mechanism depends on:

1. Clear communication - availability of easy-to-understand information about the grievance process and how the mechanism works; and
2. Ease of use - simple, convenient, culturally appropriate means for filing complaints, and at no cost to complainants.

It was noted during ESIA fieldwork that the flow of project information in many cases stopped at the headmen/JKKK due to lack of thorough understanding of the project or grievance procedure. As a result, there is fear of conveying the wrong

information and face the consequences/ blames from community members. The flow of project information is also hampered by inadequate telecommunication infrastructures and high travel costs to reach some project-affected communities. To make the mechanism more accessible to project-affected communities, the following measures are suggested:

- **Provide information on grievance mechanism.** A booklet providing a simple overview of the grievance process, including examples of issues people may raise, means of submission (mail, representative/ community liaison, email address, phone number), review procedure, and timing for response, should be prepared and distributed to the project-affected communities. Ideally, the booklet should be in Iban, a language easily understood by the communities.
- **PST, or appointed representative/community liaison officer is to visit the project-affected communities on a regular basis.** The purpose of the visits is to inform and/ or remind the communities about the mechanism, and disseminates grievance forms and grievance mechanism booklets.

Receipt of grievances shall be carried out during the visit by collecting filled grievance forms or by filling grievance forms when taking oral complains. The visits shall also be used to communicate the decisions, commitments or resolutions on the previously filed grievances.

10.11.2 Accountability And Transparency

It is important to build the confidence in the project-affected communities that their grievances are taken seriously and treated fairly. Hence, a grievance mechanism should provide a way for the community to hold the company accountable, community inputs seriously, dealt with through a clear and transparent process, follows through with actions, and communicates with the community. The following measures should be considered to demonstrate accountability and transparency:

- **Grievance processing.** All grievances shall be processed according to the designed procedure. The decisions/ resolutions on grievance shall be communicated to the complainants/ aggrieved parties by PST, or the appointed representative/ community liaison officer during community visits. If a representative/ liaison officer is hired to carry out regular visits, he/ she should be supported by detailed grievance management procedures and a complaint tracker system where they are able to keep track the types of

complaints filed, who has complained, status of complaint, and/ or commitments/ resolutions to the complaints, to provide right feedbacks to the complainants.

- **Grievance information.** Grievance data shall be summarized into categories such as grievances raised, responded to, and resolved, in easily understood tables, and/ or charts. This information should also be made available online, and accessible to the project-affected communities or interested parties who can check this information on computers or smartphones whenever they have internet access.

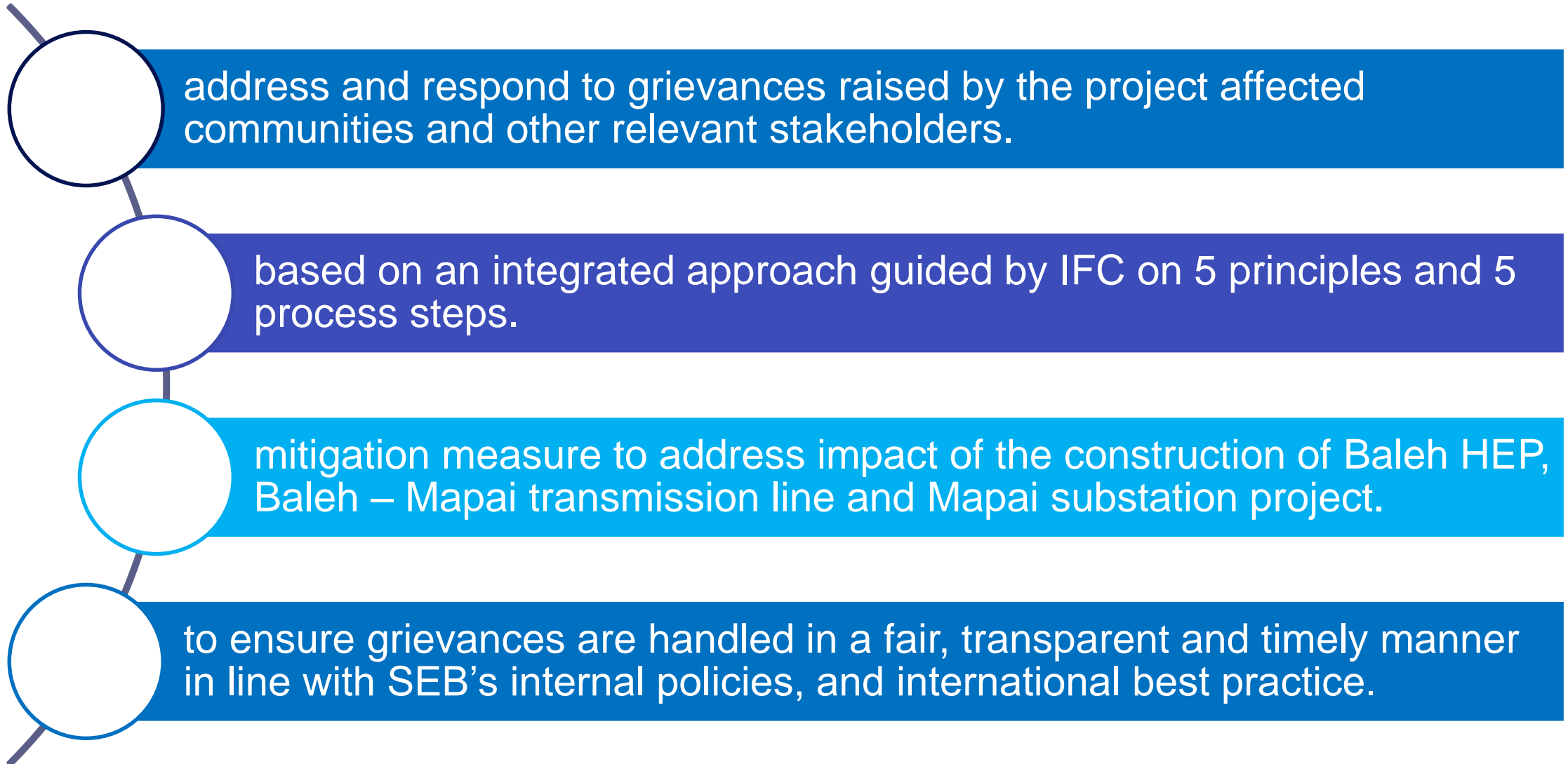
Appendix 10.1.1

Overall Grievance Mechanism of Baleh HEP



BALEH HEP GRIEVANCE MECHANISM

Introduction



Objective

To provide stakeholders with a clear process for providing comments and raising grievances.

To structure and manage the handling of comments, responses and grievances, and allow monitoring of effectiveness of the mechanism.

To ensure comments, responses and grievances are handled in fair, transparent and timely manner in line with SEB core values and international best practices.

Nature of Grievances

- Potential environmental and social impacts
- The grievances related to the direct Project Affected Community may arise from the following:



Social

- Community Livelihood
- Socio-economic
- Human Capital Development
- Land and Wayleave



Loss of Productive Resources

- Loss of farm land, perennial crops and livelihoods.
- Loss of access to forest, wildlife and fisheries resources.



Impacts on transportation and accessibility



Impacts on water resources and supply to longhouses



Health-related impacts to the affected communities



Security problems associated with illegal immigrants

(nearest border approximately 50KM from the dam site)



Impacts on local businesses



Environment

- Air and Water Quality
- Sedimentation and Erosion
- Health-related Impact
- Waste Management
- Noise Pollution

Grievance Process

Five Principle
Proportionality
Cultural Appropriateness
Accessibility
Transparency and Accountability
Appropriate Protection



Submission of Grievance

- Grievance form is available at:
- Baleh HEP Project Site Office
 - Sarawak Energy CSR Office, Kapit
 - District Office Bukit Mabong
 - Labour Department Kapit
 - SESCO Regional Office Kapit

Email - Baleh.hydro@sarawakenergy.com

Baleh HEP Helpline – **019-8828641**



Register of Grievance

- Grievance
- Log Acknowledgement



Review & Action Plan

- Committee to review grievance
- Action plan
- Draft response



Grievance Case Resolved

- Respond feedback to complainant
- Grievance closed



Monitor

- Grievance monitoring & evaluation if needed

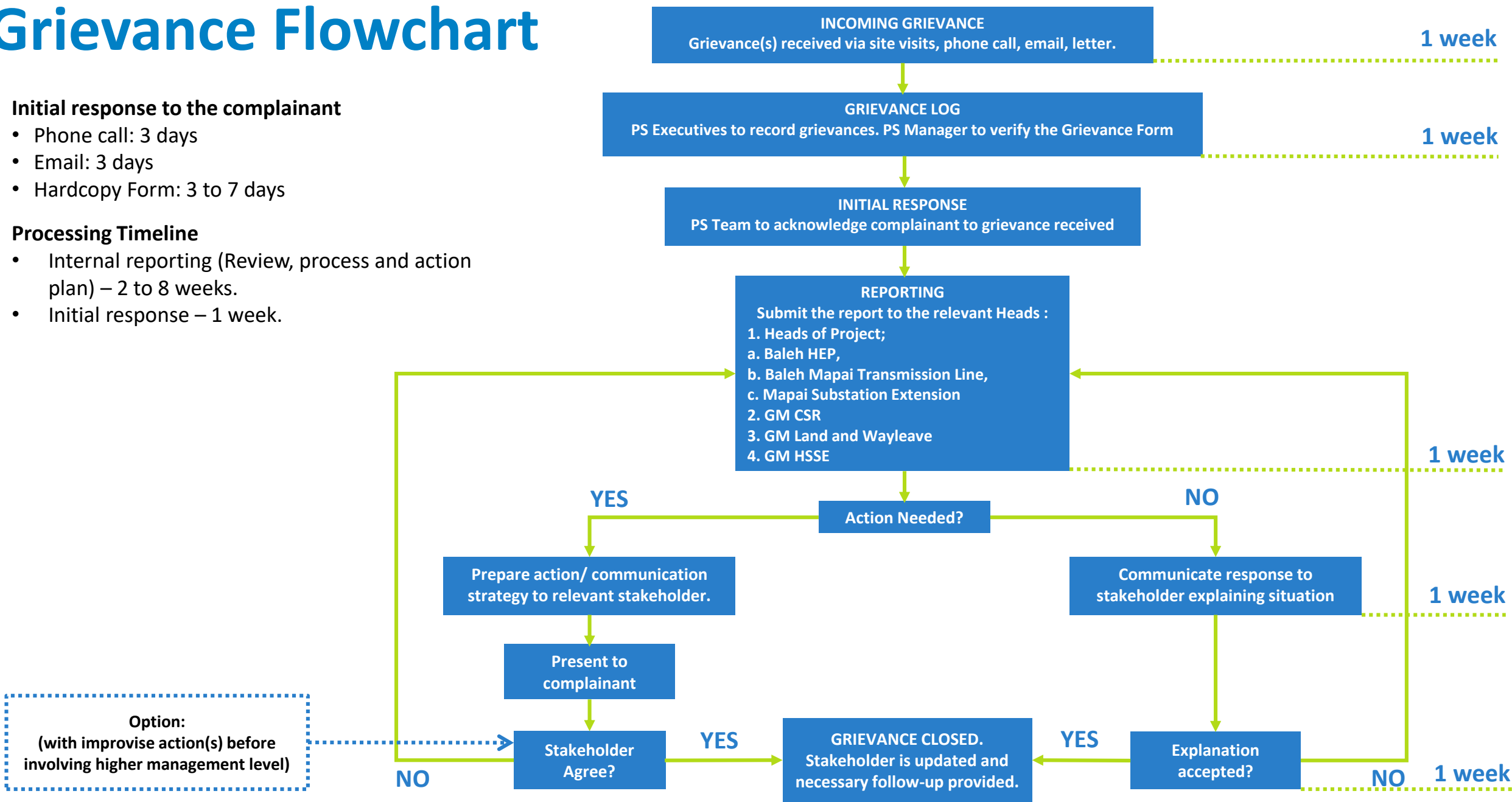
Grievance Flowchart

Initial response to the complainant

- Phone call: 3 days
- Email: 3 days
- Hardcopy Form: 3 to 7 days

Processing Timeline

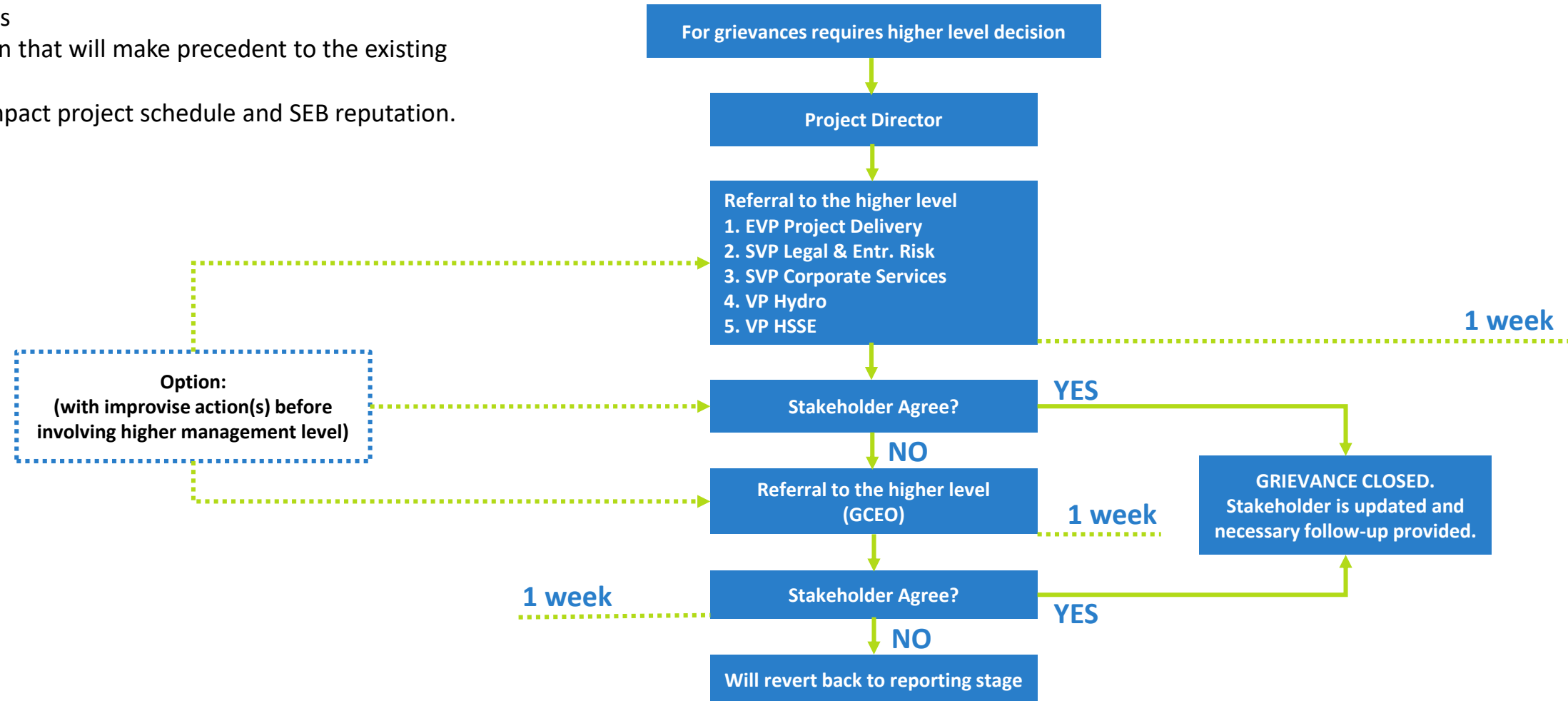
- Internal reporting (Review, process and action plan) – 2 to 8 weeks.
- Initial response – 1 week.



Grievance Flowchart (For higher management involvement)

Issues need to be escalated to the higher management.

- Political issues
- Compensation that will make precedent to the existing rate.
- Issues that impact project schedule and SEB reputation.



Grievance Redress Committee

Liaison Officer

- Project Services Officer
 - Baleh HEP
 - Baleh – Mapai Transmission Line
 - Mapai Substation
- CSR

Baleh HEP Grievance

Mechanism Administrator:

- Aimi Hafiza binti Abdul Gaffar
- Reuben Ak Jagai
- Calvin Wong
- Mohd Nazrin bin Mohd Junaidi
- Azyan binti Abdullah

Project Services Manager:

- Baleh HEP
- Baleh – Mapai Transmission Line
- Mapai Substation

Process Owner

- Project Managers
 - Baleh HEP
 - Baleh – Mapai Transmission Line
 - Mapai Substation
- GM CSR
- GM Land & Wayleave
- GM HSSE

Grievance Response Approver Project Directors

- Baleh HEP
- Baleh – Mapai Transmission Line
- Mapai Substation

Grievance Response Approver (For grievances escalate to higher management)

- EVP Project Delivery
- SVP Legal & Enterprise Risk
- SVP Corporate Services
- VP Hydro
- VP HSSE

Grievance Form



Baleh HEP Grievance Form

Grievance No.:				Date:			
(To be filled by Project Services, Baleh HEP)							
Name:				IC No./ Passport No.:			
Address:				Contact No.:			
Nature of Grievance:	Environmental			Company/ Department			
	Social						
Provide details of the grievance:							
<div></div>							
Potential Solution(s):							
<div></div>							
Preferred Form of Communication:							
Signature:							
Date:							
THANK YOU							
For Office Use:							
Stakeholder Reference:	Community			Contractors			
	Government (Federal)			Others (please specify)			
	Government (State)						
	NGO						
Comments:							



- For Reference by Project Services Administrator
- Complainant's contact details to be filled by complainant
- Nature of Grievance: Environmental/ Social
- Details of Disputes Faced
- Complainants' Potential Solutions
- Signature, Date reported
- For Office Use:
 - To identify stakeholder group
 - Suggestions

Bahasa Melayu

Borang Aduan Baleh HEP

Grievance No.:				Tarikh:			
(Untuk Kegunaan Kakitangan Project Services, Baleh HEP)							
Nama:				No. Kad Pengalaman/ No. Passport:			
Alamat:				No Telefon:			
Nature of Grievance:	Alam Sekitar			E-mel:			
	Sosial				Syarikat/ Jabatan		
Sila nyatakan butiran masalah:							
<div></div>							
Hasil jangkaan:							
<div></div>							
Bentuk komunikasi:							
Tanda Tangan:							
Tarikh:							
THANK YOU							
Untuk Kegunaan Pejabat:							
Stakeholder Reference:	Komuniti			Kontraktor			
	Kerajaan (Federal)			Lain-lain (Sila nyatakan)			
	Kerajaan (State)						
	Bukan Kerajaan						
Comments:							

Pusat Panggilan Baleh HEP : 0198828641
Alamat Emel: Baleh.hydro@sarawakenergy.com

Bahasa Iban

Pom Sebena Baleh HEP

Numbor sebena.:				Ari bulan:			
(Di isi Opis Project Services, Baleh HEP)							
Nama:				No. IC/ No. Passport:			
Alamat:				No. Talipon:			
Bagi Sebena:	Rampa Menua			Email:			
	Rakyat				Kempeni/ Opis		
Penerang siliq pasal sebena:							
<div></div>							
Perambu saut:							
<div></div>							
Cara kena beranda:							
Sain:							
Ari bulan:							
Terima Kasih							
Kena Opis aja:							
Rujuk Opis:	Rakyat			Kontraktor			
	Perintah Basai (Federal)			Lain (sebut)			
	Perintah Nagai (State)						
	Gerempong ukai kuasa perintah						
Jaku Tangkan:							

Pusat Panggilan Baleh HEP : 0198828641
Alamat Emel: Baleh.hydro@sarawakenergy.com



RESTRICTED



BALEH HEP GRIEVANCE MECHANISM GUIDELINES

Stakeholder

Introduction



- The purpose of this guideline is to guide the stakeholders on how to file an issue or complaint related to the construction of Baleh HEP.
- The objective of this Grievance Mechanism is to ensure comments, responses and grievances are handled in a fair, transparent and timely manner in line with SEB core values and international best practices.

How to File Grievance through Grievance Form



You can obtain the physical Baleh HEP Grievance form at the following location:

- Baleh HEP Project Site Office
- SESCO Regional Office Kapit
- Sarawak Energy CSR Office, Kapit
- Project Services Baleh HEP, Menara Sarawak Energy
- District Office Bukit Mabong
- Labour Department Kapit

- Fill in the form and submit the form to the officer in charge for processing.
- You will receive the initial response from Baleh HEP GM Administrator once your grievances is successfully logged into the system within 3 to 7 days.

How to File Grievance through Email



You also can file and lodge your grievances through email, Baleh.hydro@sarawakenergy.com by providing the following information:

- Name
- Contact Number (mobile / office / home)
- Address
- Details of grievance

- You will receive the initial response from Baleh HEP GM Administrator once your grievances is successfully logged into the system within 3 days.

How to File Grievance through Phone Call



You can reach Baleh HEP Grievance Mechanism Administrator through helpline : **019-8828641** to file your grievance.

- This line is available from Monday – Friday, from 8.00am to 5.00pm.
- This line is available for phone calls, text messages and Whatsapp.

You will receive the initial response from Baleh HEP GM Administrator once your grievances is successfully logged into the system within 3 days.

Baleh HEP Grievance Mechanism Administrator

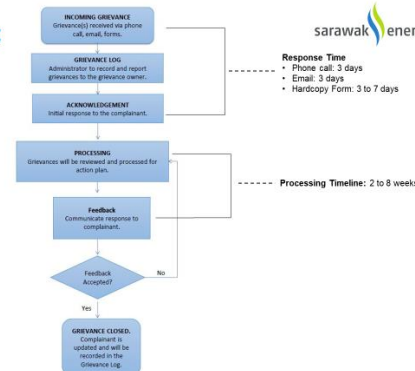


No.	Name	Area of Grievances	E-Mail Address
1.	Aimi Hafiza Binti Abdul Gaffar	Social: <ul style="list-style-type: none">Community LivelihoodSocio-economicHuman Capital DevelopmentLand and Wayleave	Aimi.AbdGaffar@sarawakenergy.com
2.	Reuben Ak Jagai		Reuben.Jagai@sarawakenergy.com
3.	Calvin Wong	Project Related Institution: <ul style="list-style-type: none">GovernmentTimber CompaniesTransport CompaniesNGO'sContractors	Calvin.Wong@sarawakenergy.com
4.	Mohamad Nazrin bin Mohamad Junaidi		Mohd.nazrin@sarawakenergy.com
5.	Azyan Binti Abdullah	Safety and Environment: <ul style="list-style-type: none">Air and Water QualitySedimentation and ErosionHealth-related ImpactWaste ManagementNoise Pollution	Azyan.Abdullah@sarawakenergy.com

Grievance Process



Grievance Flowchart



Grievance Form (English)

Baleh HEP Grievance Form

Complainant Details:

Name	Project No.
Address	Phone No.
Occupation	Employment
Signature	Date

Details of the Grievance:

Resolution:

Resolution	Signature	Date
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For Office Use:

Complaints	Comments
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Grievance Log



Grievance No.		
Nature of Grievance:	Environment	
	Social	
Summary of Complaint:		
Reported by:		Date:
Summary of 1st Action taken & Response:		
Reported by:		Date:
Summary of 2 nd Action taken & Response: (if applicable)		
Reported by:		Date:
Summary of 3 rd Action taken & Response: (if applicable)		
Reported by:		Date:
Overall Outcome:		
Reported by:		Date:
Date of grievance resolved:		
Supporting documents*		
*Documents include witness statements, photographic documentation etc.		

Grievance Monitoring Database

Date reg.	Title of Grievance Case	Name of Complainant	Contact No.	Reported by	Issue Owner	Nature of Grievance	Summary of Grievance	Engagement Strategy	Recommendation by PD	Action taken by PS	Feedback to complainant		Closing date	Documents
						Environmental / Social		Formal Engagement/ Pro Active Support						

Baleh HEP Grievance Mechanism Administrator

No.	Name	Area of Grievances	E-Mail Address
1.	Aimi Hafiza Binti Abdul Gaffar	Social: <ul style="list-style-type: none"> • Community Livelihood • Socio-economic • Human Capital Development • Land and Wayleave 	Aimi.AbdGaffar@sarawakenergy.com
2.	Reuben Ak Jagai		Reuben.Jagai@sarawakenergy.com
3.	Calvin Wong	Project Related Institution: <ul style="list-style-type: none"> • Government • Timber Companies • Transport Companies • NGO's • Contractors 	Calvin.Wong@sarawakenergy.com
4.	Mohamad Nazrin bin Mohamad Junaidi		Mohd.nazrin@sarawakenergy.com
5.	Azyan Binti Abdullah	Safety and Environment: <ul style="list-style-type: none"> • Air and Water Quality • Sedimentation and Erosion • Health-related Impact • Waste Management • Noise Pollution 	Azyan.Abdullah@sarawakenergy.com

Thank you

Appendix 10.4.1

Grievance Forms

Baleh HEP Grievance Form

Grievance No.:		Date:	
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(To be filled by Project Services, Baleh HEP)

Name:			IC No./ Passport No. :	
Address:			Contact No. :	
			Email :	
Nature of Grievance:	Environmental		Company/ Department	
	Social			

Provide details of the grievance:

--

Potential Solution(s):

--

Preferred Form of Communication:	
Signature: Date:	

THANK YOU

For Office Use:

Stakeholder Reference:	Community		Contractors	
	Government (Federal)		Others (please specify)	
	Government (State)			
	NGO			
Comments:				

Borang Aduan Baleh HEP

Grievance No.:		Tarikh:	
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(Untuk Kegunaan Kakitangan Project Services, Baleh HEP)

Nama:			No. Kad Pengenalan/ No. Passport :	
Alamat:			No Telefon :	
			E-mel :	
Nature of Grievance:	Alam Sekitar		Syarikat/ Jabatan	
	Sosial			

Sila nyatakan butiran masalah:

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Hasil jangkaan:

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Bentuk komunikasi:	
Tanda Tangan:	
Tarikh:	

THANK YOU

Untuk Kegunaan Pejabat:

Stakeholder Reference:	Komuniti		Kontraktor	
	Kerajaan (Federal)		Lain-lain (Sila nyatakan)	
	Kerajaan (State)			
	Badan Bukan Kerajaan			
Comments:				

Pom Sebena Baleh HEP

Nombor sebana.:		Ari bulan:	
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(Di isi Opis Project Services, Baleh HEP)

Nama:			No. IC/ No.Passport:	
Alamat:			No. Talipon :	
			Email :	
Bagi Sebana:	Rampa Menua		Kempeni/ Opis	
	Rakyat			

Penerang silik pasal sebana:

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Perambu saut:

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Cara kena berandau:	
Sain:	
Ari bulan:	

Terima Kasih

Kena Opis aja:

Rujuk Opis:	Rakyat		Kontraktor	
	Perintah Besai (Federal)		Lain (sebut)	
	Perintah Negeri (State)			
	Gerempong ukai kuasa perintah			
Jaku Tangkan:				

Appendix E: Template of Grievance Log

Grievance No.		
Nature of Grievance:	Environment	
	Social	
Summary of Complaint:		
Reported by:		Date:
Summary of 1st Action taken & Response:		
Reported by:		Date:
Summary of 2 nd Action taken & Response: (if applicable)		
Reported by:		Date:
Summary of 3 rd Action taken & Response: (if applicable)		
Reported by:		Date:
Overall Outcome:		
Reported by:		Date:
Date of grievance resolved: 15/10/2020		
Confirmed by:		
Supporting documents*		

*Documents include witness statements, photographic documentation etc.