

Records of Lodge Grievances up to January, 2026. Accelerating Transport and Trade Connectivity in Eastern South Asia (ACCESS) Contract ID: ACCESS-DOR-W-BGC-ICB-1 (Lot-1 Ch. 590+000 to 615+000 and Lot-2 Ch. 615+000 to 640+000)

No	lot wise S.N	Name of Complaints	Date	Breif description of Grievances	Mode of Complaint	Acknowledgement	Resolution note	Resolve Date	Resolution Status
Project Grievances-Lot-1									
1	1	Prem Wagle	11,June,2025	Regarding north south road, waterlogging, and traffic light	Written	Yes	Lodge in GRC		Under Discussion
2	2	Swaaminarayan Temple Management Committee	15,June,2025	The entrance to the Temple was supposed to be removed during road construction, so the entrance needs to be reconstructed.	Written	Yes	This was ensured as it was part of the project design.	11,July,2025	Agreed to resolution
3	3	Ramprasad Adhikari	11 July,2025	Since retaining walls obstruct the exit from the house, structures should be constructed to facilitate exit.	Verbal	Yes	This was ensured as it was part of the RP item.	11,July,2025	Agreed to resolution
4	4	Ramprasad Adhikari	12 July,2025	Regarding the relocation of the Shiv Mandir and reconstruction of the existing Pushpalal/Jaya Nepal Passenger Lounge	Verbal	Yes	Included in RAP	11,July,2026	Agreed to resolution
5	5	Khim Bahadur Thapa-5	14 July,2025	Regarding road Maintenance	Written	Yes	It was solved within a week.	19 July,2025	Solved
6	6	Keshab Raj Gywali	29 July,2025	Regarding accessroad obstruction	Written	Yes	It was solved within a week.	2 August,2025	Solved
7	7	Ward office	20 Aug.,2025	Road maintinance	written	Yes	It was solved within a week.	27 August,2025	Solved
8	8	Local People, 9857029523	12,Oct,2025	Regarding Night time construction Works(distube local peoples good sleeping.	Written	Yes	Instruct contractor to stop the construction works during night time	12,Oct,2025	Solved
9	9	Hari Parsad Bhusal, Sarauli	17 May,2025	Due to deposited soil, access is distrubed	verbal	Yes	Pick the soil within the 2days.	19 May,2025	Solved
10	10	Local People of Tamnagar	26 May,2025	Access distrubance due to soil deposit	verbal	Yes	Mud pick from sugessted area by cutting the soil	26 June,2025	Solved
11	11	Ram Bd. Karki	17June,2025	Due to flood water, local people of Jharbaira ware facing access problem	verbal	Yes	Manage and repaie water pass mechanism through culvert	17June,2025	Solved
12	12	Local People of Bnsgadhi	17June,2025	Due to wetland, local people of Bansgadhi ware facing access problem	verbal	Yes	It was Solved in a short time by placing dry soil.	18 June,2026	Solved
13	13	Local People of Bankatta	4 November,2025	Locals are Facing Problems due to dust blowing towards the area where the Bankatta Diversion	verbal	Yes	Water sprinkling is carried out as required basis	4th Nov. 2025	Solved
14	14	Local people	January , 2026	Construct Entrance Gate to Manakamana Temple at Dhabaha	Written	Yes	Field verify	Under Discussion	
15	15	Local people	January , 2026	Maintain the connectivity drain Kalika Chwok to existing road drain.	Written	Yes	Field verify	Under Discussion	
16	16	Local people	9 January , 2026	Maintain the connectivity to Ranibagiya drain into road drain.	Written	Yes	Field verify	Under Discussion	
17	17	Local people	9 January , 2026	Maintain the connectivity to Jharbaira drain existing drainage into road drain.	Written	Yes	Field verify	Under Discussion	
18	18	Local people	18January , 2026	Add a new culvert at CH 605+150 and 605+260 in Kalauni Chwok	Written	Yes	Field verify	Under Discussion	
19	19	Local people	26 January , 2026	Maintain accessibility to Bhusal Diesels at Bansgadhi, Sainamaina-9	Written	Yes	Field verify	Included in design/ Solved	

Workers Related Grievance, Lot-1									
20	1	Worker	4/14/2025	Labour haven't received their Salaries for 2/3 Month,(out side from camp labour)	verbal	Yes	Report to contractor about this matter and provide their salaries regularly basis	15 Jun,2025	Solved
21	2	Worker of Satgadhi Camp	14 May,2025	Labour haven't received their Salaries	verbal	Yes	Report to contractor about this matter and provide their salaries regularly basis	25 Jun,2025	Solved
22	3	Worker	14 May,2025	Drivers and labours were not paid on time	verbal	Yes	Report to contractor about this matter and provide their salaries regularly basis	19 May,2025	Solved
23	4	Worker	14 May,2025	Resting room for driver	verbal	Yes	Manage rest room	18 May,2025	Solved
24	5	Worker	15 May,2025	Drinking water issues for workers in working station	verbal	Yes	Provide water at time by supplying water jar	15 May,2025	Solved
25	6	Worker	18 May,2025	It was difficult to work due to waste water leakage from hotel during the construction of a wall in Nayagaun	verbal	Yes	It was Solved in a short time by placing dry soil.	18 May,2025	Solved
26	7	Worker of Saljhandi	19 May,2025	PPE is not arranged.	verbal	Yes	Consulted with Safety officer and manage PPE within 2 days	19 May,2025	Solved
27	8	Worker of Kanchanbari	18 May,2025	Sanitation management is not properly managed in Kanchanbari camp and needs safety shoes for workers.	verbal	Yes	Consulted with Safety officer and manage PPE within 2 days	18 May,2025	Solved
28	9	Worker	19 May,2025	Hair appeared in the food at tamnagar Yard.	verbal	Yes	Instructed to wear kitchen during cooking time .	19 May,2025	Solved
29	10	Worker	19 May,2025	due to late arrival of labour in kitchen, cook face problem to return home at night.	verbal	Yes	It was solved by instructing labour to come in time for dinner. And verified regularly.	21 May,2025	Solved
30	11	Worker	21 May,2025	Safety Shoes in Basgadhi camp are not provided	verbal	Yes	Consulted with Safety officer and manage PPE within 2 days.	23 May,2025	Solved
31	12	Worker of Pakhapani	21 Sep,2025	Labour in Pakhapani need PPE.	verbal	Yes	Consulted with Safety officer and manage PPE within 2 days	26 Sep,2025	Solved
32	13	Workers	1 Nov,2025	There have been Complaints about the lack of Safety Introduction in the Buddhanagar area.	verbal	Yes	Information and awareness about safety by safety officer	1 Nov,2025	Solved
33	14	Worker	5 Nov,2025	scarcity of vegetable at tamnagar camp.	verbal	Yes	Vegetables were arranged immediately.	5 Nov,2025	Solved
35	1	Local residents of Koili Bangaicha	45744	During excavation for the foundation of a retaining wall, locals expressed concern that the height of the wall might block access to their homes. They requested equal widening of the road on both sides based on the current centerline.	Written	Yes	Meetings were held with the local community, Ward Chairperson, project engineer, and consultants.		Under Discussion
36	2	Mr. Chet Bahadur Tharu and 3 others	45795	An irrigation canal was damaged during culvert construction. Affected persons requested its reinstatement.	Written	Yes	Consultation with concerned stakeholders was held, and the irrigation canal was immediately repaired.	45801	Solved
37	3	Rameshlal Khanal	45798	The irrigation canal was damaged during culvert construction. Affected persons requested reinstatement.	Written	Yes	Consultation with concerned stakeholders was held, and the irrigation canal was immediately repaired.	45803	Solved
38	4	Manoj Panthi	45799	Irrigation canal damaged during culvert construction; affected persons requested reinstatement.	Verbal	Yes	Consultation with concerned stakeholders was held, and the irrigation canal was immediately repaired.	45804	Solved
39	5	Navjagriti Community Forest	45802	The Animal Pass Way was located close to a settlement; it needed to be relocated.	Written	Yes	In the presence of an engineer, a meeting with the user committee was conducted, and the location was changed.	45805	Solved

40	6	Ramkrishna Panthi	45803	Irrigation canal damaged during culvert construction; affected persons requested reinstatement.	Verbal	Yes	Consultation with concerned stakeholders was held, and the irrigation canal was immediately repaired.	45806	Solved
41	7	Local residents	45803	Irrigation canal damaged during culvert construction; affected persons requested reinstatement.	Verbal	Yes	Consultation with the local community was held, and the irrigation canal was immediately repaired.	45810	Solved
42	8	Lok Raj Bhandari with 11 person (Banganga-8, Chappargaun)	17, June, 2025	Existing irrigation canal was damaged due to the construction of road.	Written	Yes	This was ensured as it was part of the project design.	45828	Solved
43	9	Temple Management Committee	29 th June 2025	The entrance to the Jhadula Mai Temple was supposed to be removed during road construction, so the entrance needs to be reconstructed.	Verbal	Yes	Discussed in GRC	11, July, 2025	Agreed to Resolution
44	10	Shree Pragati Community Forest User Group, Banganga-7 kapilvastu	45889	The Community Forest User Group has requested clearing and grubbing of soil for the picnic area	Written	Yes	It has been discussed and provided as per the request	45890	Solved
45	11	Children Paradise English Boarding Secondary School, Banganga-8, Bodgaun	45963	The school requested that the construction of the wall be paused for some time.	Written	Yes	It has been discussed and notified that currently no plans for construction work in this location		Under Discussion
46	12	Banganga Milk Producers Cooperative Ltd. Banganga-8, Bodgaun	45963	Banganga Milk Producers Cooperative Ltd. requested to the contractor, to stop the retaining wall.	Written	Yes	It has been discussed and notified that currently no plans for construction work in this location		Under Discussion
47	13	Mr. Hariprasad Adhikari and other 19 Persons, Banganga-2, Pipara	45990	The locals have requested to reconstruction of passengers waiting shed at ch. 616+740.	Written	Yes			Under Process
48	14	Manoj Panthi, Banganga-8, Chappargaun	46296	Local people requested to repair damaged access of his house at ch. 627+700	Verble	Yes	The access route has been repaired.		Solved
49	15	Shree Palechok Agriculture Co-operative Ltd, Buddhabhumi-4	46327	The organization has requested that C&G soil be provided. 639+500	Written	Yes	They have provided soil as per their demand.		Solved
Workers Related Grievance, Lot-2									
1	Unanimous	29 th June 2025	Regarding the Addition of Medicine and a Thermometer to the First Aid Box.	Grievance Box	Yes	Resolve within the day	29 th June 2025	Solved	