



**Kamala Dhalkebar Bagmati Road Section (Chainage-238+030 to 312+785, 77Km.) January, 2026**

S.N.	REG DATE IN NEPALI	REG DATE IN ENGLISH	Channel through which the grievance came (letter, complaint box, phone call, sms, verbal )	NAME OF COMPLAINT	SEX OF COMPLAINT	LOCATION/ CHANAGE	GRIEVANCE CATAGORIES	BRIEF DESCRIPTION OF GRIEVANCE RECORD	STATUS OF THE GRIEVANCE	BRIEF DESCRIPTION OF GRIVANCE RESOLUTION	Has the acknowledgement and responses sent to the complaint	Date of the Grievance Resolution	Are complainant satisfied with the response	REMARKS
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**Kamala - Jamunibas Section, Chainage 238+030 to 260+100 (22.07)Lot-I Dhanusa District**

1	3/8/2080	23/06/2023	Written	Drarapani army camp	Institution	Dharapani	Social	May damage fruit tree, fodder, well and gate	Agreed to resolution	As provision in RAP	Yes			
2	11/11/2081	23/02/2025	Written	Dhanusadham Ward-8 and 9	Institution	Vimwan Chowk	Design	Demanding six lane road	Ongoing	Fruther technical and financial feasibility study will be conducted	Yes			
3	6/12/2081	19/03/2025	Verbal	Chair Person of Mithila Municipality and related ward chair persons	Group	Mithila Municipality	Design	Demanding VUP/PUP, Culvert, Crossing, Median open and Cattle pass	Ongoing	Fruther technical and financial feasibility study will be conducted				
4	13/12/2081	26/03/2025	Written	1-Som Maya Lama 2-Satya Pragya Lama 3-Laxmi Mani 4- Koresa Khatun 5- Janati Khatun 6- Tatana Lama 7- Dipak Shasankar-9848362376	Group	Dhanusadham ward no.-9	Design	Regarding the road construction work to be carried as per the map drawing of Mahendra Highway	Agreed to resolution	As per the Gazette Notification of 2034-4-20 has declared the RoW of Manehdra Highway with 25 m.either sides. GRC has instructed to verify RoW in cordination with representative of land survey				
5	26/12/2081	8/4/2025	Verbal	Nita Upadhyaya	Female	Birendrabazar ward no.4	Design	Conformation of RoW	RESOLVED	In the presents of Consultant and Conctrctor Survey Representative verify and showing the Row line	Yes through mobile phone	28/12/2081	Yes	
6	9/1/2082	22/04/2025	Written	1-Shikhar Bahadur sing 2-Kedar Bahadur Sing 3- Binayek Bahadur Sing 4-Kiran Gautam 5- Nabin Gautam 6- Dambar Yadav 7- Rajib Jayeswal	Group	Ganeshman Charnath Municipality ward no.-6	Design	Regarding the road construction work to bo carried as per the map drawing of Mahendra Highway	Agreed to resolution	As per the Gazette Notification of 2034-4-20 has declared the RoW of Manehdra Highway with 25 m.either sides. GRC has instructed to verify RoW in cordination with representative of land survey department.				
7	17/01/2082	30/04/2025	Verbal	Dipendra Bahadur Karki	Male	In front of Ganeshman Charnath Municipality	Environmental	the contractor did not sprey water to contral the dust during the road construction	RESOLVED	Coordination with Environment Specialist of conctrctor for water sprinkle in dusty area	Yes through mobile phone	17/01/2082	Yes	



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8	25/01/2082	8/5/2025	Verbal	Dipendra Bahadur Karki	Male	In front of Ganeshman Charnath Municipality	Environmental	the contractor did not spray water to control the dust during the road construction	RESOLVED	Coordination with Environment Specialist of contractor for water sprinkle in dusty area	Yes through mobile phone	25/01/2082	Yes	
9	1/2/2082	15/05/2025	Written	Ganeshman Charnath Ward-1	Institution	Chagariya tole and Golghar chowk	Social	Request for additional culvert at Chagariya tole to control water lodging issue and irrigation purpose, Reconstruction of 2 Waiting shed at Golghar chowk, 8 solar light, relocation of chautaro, well and drain outlet up to	Agreed to Resolution	Relocation work is provisioned in RAP. Further technical and financial feasibility study will be conducted	Yes			
10	1/2/2082	15/05/2025	Verbal	Dinesh Mandal	Male	Dhanusadham Municipality ward no.-9	Worker related	workers have not received payment from the contractor for their work	RESOLVED	Coordination with contractor representative for the immediate payment remaining wage to workers including	Yes through mobile phone	29/02/2082	Yes	
11	21/02/2082	4/6/2025	Verbal	Dipendra Bahadur Karki	Male	In front of Ganeshman Charnath Municipality	Environmental	Water logging issues in front of Ganeshman Charnath Municipality	RESOLVED	Coordination with ARE and instruct contractor for necessary action	Yes through mobile phone	21/02/2082	Yes	
12	15/03/2082	29/06/2025	Written	Dhanusadham Ward-9	Institution and local group	Dharapani Shree Ma. Bi. School	Social	Request to construct drain for water lodging issue near school area to Vimwan Chowk	Ongoing	Further technical and financial feasibility study will be conducted	Yes			
13	20/04/2082	5/8/2025	Written	Hira Devi Thakur	Female	Near Baluwakhola bridge ward-8 Dhanusadham municipality	Social	Request to demarcate ROW and her land	Agreed to resolution	Follow court ruling and collect legal document from court	Yes			
14	2/6/2082	18/09/2025	Verbal	Mithila Municipality- 4	Padam Bd. Bhujel	Male	Social	Water logging issues	Ongoing	Coordination with ARE and instruct contractor for necessary action				
15	24/07/2082	10/11/2025	Written	Mithila Municipality Ward-8	Institution	Jamunibas Chowk	Design	Demanding six lane road	Ongoing	Further technical and financial feasibility study will be conducted	Yes			
16	3/9/2082	18/12/2025	Verbal	Phiran Das	Male	Ganeshman Charnath Municipality	Social	Demanding to fill up the pit created during construction	RESOLVED	Coordinated with contractor team and pit was filled	Yes	18/12/2025	Yes	



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17	6/9/2082	21/12/2025	Written	Mithila Municipality ward No.3	Institution	Mithila Municipality ward No.3 Hariharpur	Social	Demanding for Construction of waiting shed near Chihan Danda Magartol	Ongoing					
18	11/10/2082	25/01/2026	Written	Maltol Social Service Youth Club	Group	Dhanusadham Municipality ward no.-6	Social	Demanding to stop the construction of the culvert	Ongoing					

**Jamunibas to Phuljor Section Chainage 260+100 to 289+840(29.74) Lot-II Dhanusa, Mahottarai and Sarlahi District**

1	21/09/2081	5/1/2025	Written	Govinda Pd.Dhungel and team	Male	Mithila Na.pa badahari ward no.8	Social	It is hereby reported that a 13-meter portion of his land has been affected and taken due to the Mahendra Highway expansion.	Agreed to Resolution	Follow court order and instruction of GRC.	Yes			
2	28/09/2081	12/1/2025	Written	Bardibas Na. Pa	Institution	Bardibas Na.Pa. Ward No.1 Ratu bridge westside	Design Related	Demand of Box-Culvet	Ongoing	Fruther technical and financial feasibility study will be conducted	Yes			
3	27/10/2081	9/2/2025	Written	shree khairtoki badh paini ratu jal upabhokta samiti	Institution	Mithila Na.pa ward no.10 ( Ratu Bridge	Social	Upgradation and Maintainance of the water Canal within RoW.	Ongoing	The sub-committee of Lot 2 held a meeting and discussed the possible solution.Discussed Solutions are: 1: temporary maintainance is ongoing 2: After completion of bridge irrigation canal would be	Yes			
4	20/12/2081	2/4/2025	Phone call	Identity Denied	Male	CH 268+310	Social	Dust nuisance	Resolved	Water Tank was Send	Yes	12/20/2081	Yes	
5	27/12/2081	9/4/2025	Phone call	Identity Denied	Male	Mahottari	Social	About the implementation of project and its progress.	Resolved	Described about the Project	Yes	12/27/2081	Yes	
6	5/1/2082	18/04/2025	Verbal	Ramesh Dhimal	Male	Mahottari	Social	Dust Nuisance	Resolved	Water Tank was Send	Yes	1/5/2082	Yes	
7	18/01/2082	1/5/2025	Verbal	Radheshyam Sapkota	Male	Mahottari	Social	About the implementation of project and its progress.	Resolved	Described about the Project	Yes	1/18/2082	Yes	
8	29/01/2082	12/5/2025	Phone call	Identity Denied	Male	CH 268+310	Social	Dust nuisance	Resolved	Water Tank was Send	Yes	1/29/2082	Yes	
9	22/03/2082	6/7/2025	Written	Ratu Sichai jal Upabhokta Samiti	Institution	Mahottari	Social	Upgradation and Maintainance of the water Canal within RoW.	Ongoing	Fruther technical and financial feasibility study will be conducted	Yes			
10	18/04/2082	3/8/2025	Phone call	Jayaram Dhimal	Male	Gaushala Na. Pa ward 1	Social	About the implementation of project and its progress.	Resolved	Described about the Project	Yes	4/18/2082	Yes	



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11	8/8/2082	24/11/2025	Written	Mithila Na. Pa	Institution	Mithila Na.Pa. Ward No.8 Jamunibas	Design Related	Demand for the removal of Box-Culvert	Ongoing	Technical study is require and consultation with bothside local people	Yes			
<b>Phuljor to Bagmati Section Chainage 289+840 to 312+785(22.945) Lot-III Sarlahi District</b>														
1	13/11/2081	25/2/2025	Verbal	Personals of Bagmati Municipality and chair person of different wards	Group	Bagmati Municipality	Design related	Demand of VUP/PUP Structures in Bagmati Municipality area	On going	Frurther technical and finantial feasibility study will be conducted	Yes			
2	4/12/2081	17/03/2025	Verbal	Hariwan Municipality ward-4	Institution	Hariwan Municipality Lakhadehi river	Social	The project has affected the creamation center during the bridge construction.	Agreed to resolved	Grievance committee meeting with complainer has been conducted. Grievance Management Committee decided to resolve the matter by providing temporary access to crimation sites. After completion of bridge works crimation spot will be constructed.	Yes			
3	13/12/2081	26/03/2025	Written	Shree Krishna Mandir Sewa Samiti	Institution	Hariwan Municipality -11	Social	To construct the Shree Krishna Mandir as per DPR	Agreed to resolution	Will be maintained as provisioned in RAP	yes			
4	19/12/2081	1/4/2025	Written	Januka Devi Pokharel	Female	Hariwan Municipality ward no.9 Nocha tole (chwok) 305 +250	Design related	To protect the eastern wall of her house from rain water that will damage during the rainy season	Agreed to resolved	Grievance committee meeting with complainer has been conducted and decided to construct retaining wall.	Yes			
5	20/12/2081	2/4/2025	Written	Six Persons : 1 Prem Bahadur Syanba 2 Meg Bahadur Khadka Amit 4 Sher Bahadur 5 Man maya Thing	Group	Lalbandi Municipality ward no. 17, Raniganj 291 + 300	Social	Regarding the road construction work to be carried as per the map drawing. They have demanded six lane road construction work in the Raniganj bazar area	Agreed to resolved	Grievance Sub committee meeting with complainer. Grievance Management Committee decided to resolve the matter as accordingly	Yes			



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6	5/1/2082	18/4/2025	Written	Shree 5 Mahendra Janata secondary School	Group	Bagmati Municipality ward 11 Kamaiya 310 + 185	Social	Regarding the compensation for placing 100 trips of gravel soil on the road for market management purposes	Resolved	Grievance Sub committee meeting with complainer and meeting minutes send to PIC. 1- GRC decided to inform the complainer that the road office will not provide any compensation to such work which are carried out without the consent of road office	Yes	18/4/2025	Yes	
7	18/1/2082	1/5/2025	Written	1 Gopal Adhikari 2 Shyam Bahadur Blon 3 Purna Rana Magar 4 Krishna Bahadur Pariyar 5 Chandra Hans Paswan 6 Sajan Raut	Group	Hariwan Municipality ward no 11, Baluwater tole 301 + 912	Design related	Regarding the management of damaged embankment and river training works (700m. Both side) at the side of Chapani Khola	Agreed to resoved	Grievance Sub -committee meeting with complainer has been conducted. The committee has decided to maintain embankment but Fruther technical and financial feasibility study will be conducted for proposed river training works .	Yes			
8	24/01/2082	7/5/2025	Written	Sarlahi Truck Enterprenuers Association Hariban Municipality Naya Road Sarlahi	Institution	Sarlahi		Regarding to manage entry/exit access including the crossing road up to their truck weighting (Dharmakanta) place Ch.307 + 600	Agreed to resolution	Grievance Sub -committee meeting with complainer has been conducted. The committee has decided for fruther technical and financial feasibility study.	Yes			
9	29/01/2082	12/5/2025	Written	Ms. Chamaani Magar	Male	Hariwan Municipality ward no 1 Baudha Marga tole 308 + 900	Private	Regarding the request by Chamaani Magar to allow to take away the soil laid at the RoW nearby her home at his personal expense	Resolved	Grievance Sub committee meeting with complainer and meeting minutes send to PIC. 1- GRC decided to inform the complainer that the road office will not provide any permission to take out the soil within the RoW nearby her house.	Yes	12/5/2025	Yes	
10	5/2/2082	19/05/2025	Verbal	Brihat Khanepani tatha Sarsafai Upabhokta Samiti	Institution	Bagmati Municipality-1	Social	Regarding to relocate the drinking water pipeline	Agreed to resolution	GRC has decided to provide pipeline as previous condition before pavement works	yes			



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11	13/02/2082	27/05/2025	Written	Hariwon Chamber of Commerce and Industry	Group	Hariwon	Social	Regarding the construction of proposed VUP/PUPs and fly over bridge in the bazar 304 + 200	Agreed to resolution	Grievance Sub -committee meeting with complainer has been conducted. The committee has decided for fruther technical and financial feasibility study.	Yes			
12	27/02/2082	10/6/2025	Written	Janjyoti Multiple Campus	Institution	Lalbandi ward No-9	Design related	Regarding to provide the Under pass/Over pass facility nearby the Campus 296 + 100	Agreed to resolution	Grievance Sub -committee meeting with complainer has been conducted. The committee has decided for fruther technical and financial feasibility study.	Yes			
13	3/3/2082	12/6/2025	Written	Chaturbhujeswor Janata Secondary School	Institution	Hariwon-10 Sarlahi	Design related	Regarding to provide Over pass/Under pass facility in the High way section of Sukhepohari Chowk 305 +950	Agreed to resolution	Grievance Sub -committee meeting with complainer has been conducted. The committee has decided for fruther technical and financial feasibility study.	Yes			
14	3/3/2082	17/06/2025	Written	Chaturbhujeswor Janata Multiple Campus	Institution	Hariwon-10 Sarlahi	Design related	Regarding to provide Over pass/Under pass facility in the High way section of Sukhepohari Chowk	Agreed to resolution	Grievance Sub -committee meeting with complainer has been conducted. The committee has decided for fruther technical and financial feasibility study.	Yes			
15	8/3/2082	22/06/2025	Written	Community people of Pakhrin tole and Hariwon Municipality ward-8	Community and Institution	Pakhrin tole people and Ward office of Hariwon Municipality ward-8	Design related	Regarding the management of culvert in Pakhrin tole chowk in the high way 305 +950	Agreed to resolution	Grievance Sub -committee meeting with complainer has been conducted. The committee has decided for fruther technical and financial feasibility study.	Yes			
16	11/3/2082	25/06/2025	Written	Janjyoti Multiple Campus	Institution	Lalbandi ward No-9	Social	Seeking help for relocation of 204 campus wall	Agreed to resolve	GRC has decided to provide pipeline as previous condition before pavement works	Yes			
17	20/03/2082	4/7/2025	Written	Shree 5 Mahendra Janata Secondary School	Institution	Bagmati-1 310+850	Design related	To provide Under pass or Fly over facility in the Highway near the School 310 + 800 .	Agreed to resolution	Grievance Sub -committee meeting with complainer has been conducted. The committee has decided for fruther technical and financial feasibility study.	Yes			



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18	20/03/2082	4/7/2025	Written	Hariwon Municipality ward-4	Institution	Ward no.4 Ganesh Chwok	Design related	The water lodging issues need to be resolved during construction of culvert Ch. 300 +800	Resolved	The culvert has been constructed as accordingly	Yes	27/05/2082	Yes	
19	20/03/2082	4/7/2025	Verbal	Community people of Phuljor	Group	Ishworpur-5 290+215	Social	To provide Cattle Pass facility underneath the Phuljor Bridge. 290 + 215	On going	Fruther technical and financial feasibility study will be conducted	Yes			
20	20/03/2082	4/7/2025	Written	Karmaiya Aadarsa Janata Campus	Institution	Bagmati ward No-11	Design related	Regarding the Safe and easy crossing the Highway	Ongoing	Fruther technical and financial feasibility study will be conducted	Yes			
21	20/03/2082	4/7/2025	Written	Shree 5 Mahendra Janata secondary School	Institution	Bagmati-11	Social	Information regarding to construct drainage nearby the school area	On going	Fruther technical and financial feasibility study will be conducted	Yes			
22	24/03/2082	8/7/2025	Verbal	Community people of Baudha Marga tole	Community	Bagmati-1 308+900	Design	To provide Drainage facility in the highway nearby the tole 308 + 900. .	Agreed to resolve	Fruther technical and financial feasibility study will be conducted	Yes			
23	30/03/2082	14/07/2025	Written	Ward offoce. Lalbandi 17	Institution	Lalbandi-17 291+300	Design	To provide Culvert facility in the missing site nearby Ranigunj chowk in the Highway 291 + 300	On going	Consultation with both side of people is required and fruther technical and financial feasibility study will be conducted	Yes			
24	30/03/2082	14/07/2025	Written	Ward offfice, Lalbandi 17	Institution	Lalbandi-17, 291+868	Design	To provide Cattle Pass facility underneath the Kalinjor-1 Bridge. 291 + 861	Agreed to resolve	Consultation with both side of people is required and fruther technical and financial feasibility study will be conducted	Yes			
25	1/4/2082	17/07/2025	Written	Hariwon Municipality ward-4	Institution	Hariwan Municipality Lakhadehi river 300 + 470	Social	Demand of service lane, drain and Humepipe from the Llakhandi to Chapani bridge	Agreed to resolve	Consultation with both side of people is required and fruther technical and financial feasibility study will be conducted	Yes			
26	6/4/2082	22/07/2025	Verbal	Hariwon Municipality ward-4	Group	ward No.4 Ganesh Chwok	Social	To improve access way to ward office	Resolved	Coordination with contrctor and RE to improve access way to ward office	yes	19/08/2025	Yes	
27	6/4/2082	22/07/2025	Verbal	Hariwon Municipality ward-4	Group	ward No.4 Ganesh Chwok	Social	To improve access way to ward office	Resolved	Coordination with contrctor and RE to improve access way to ward office	Yes	19/08/2025	Yes	



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28	15/04/2082	31/07/2025	Verbal	Gunaraj Upreti	Male	Hariwon Municipality ward no.-9 306+250	Social	Disturb in pipeline of Tube well and demended pipe line	Agreed to resolve	GRC has decided to provide pipeline as previous condition before pavement works	Yes			
29	26/6/2082	12/10/2025	Verbal	Ward office-5, Ishworpur Municipality Office	Institution	Ishworpur Municipality Office	Design	To construct Service road on both side	Ongoing	Fruther technical and financial feasibility study will be conducted	Yes			
30	26/6/2082	12/10/2025	Verbal	Municipality Office, Hariwan	Institution	Hariwan Municipality Office	Design	To construct Service road on both side	Ongoing	Fruther technical and financial feasibility study will be conducted	Yes			
31	26/6/2082	12/10/2025	Verbal	Municipality Office, Lalbandi	Institution	Lalbandi Municipality Office	Design	To construct Service road on both side	Ongoing	Fruther technical and financial feasibility study will be conducted	Yes			
32	26/6/2082	12/10/2025	Verbal	Municipality Office, Bagmati	Institution	Bagmati Municipality Office	Design	To construct Service road on both side	Ongoing	Fruther technical and financial feasibility study will be conducted	Yes			
33	9/7/2082	26/10/2025	Written	Municipality Office, Lalbandi	Institution	Lalbandi-6	Design	Construction of Culvert infront of the Sub- divisional forest office	On going	Fruther technical and financial feasibility study will be conducted	Yes			
34	3/8/2082	19/11/2025	Written	Karmaiya Aadarsa Janata Campus	Institution	Bagmati-11	Design	Construction of Drainage, crossing and Service road near by campus road	On going	Fruther technical and financial feasibility study will be conducted	Yes			
35	11/9/2082	26/12/2025	Written	Raj Kumar Budhathoki Chambar of	Personal	Bagmati 4 Hariwon	Crop Loss	claims compensation for loss crops	Ongoing		Yes			
36	16/09/2082	31/12/2025	Written	Commerce and	Institution	Municipality	Compensation	Claims compensation for cut trees on either side of road	Ongoing		Yes			

Updated GRC Status up to month of January,2026

Lot	Total	Resolved	Previous Remaining	January 2026 Remaining	Remaining
Lot- 1	18	6	10	2	12
Lot- 2	11	6	5	0	5
Lot- 3	36	5	31	0	31
Grand Total	65	17	46	2	48