

GOVERNMENT OF NEPAL
MINISTRY OF PHYSICAL INFRASTRUCTURE AND TRANSPORT
DEPARTMENT OF ROADS
DEVELOPMENT COOPERATION IMPLEMENTATION DIVISION
NEPAL INDIA REGIONAL TRADE AND TRANSPORT PROJECT
(NIRTTP)

Grievances Redresses Management Report

January, 2019

Grievance Record and Resolution Status

At project level, a grievance redress mechanism has been established to allow project affected persons to appeal any disagreeable decisions, practices and activities arising in the process of compensation for assets and general project-related complaints. Grievance recording register has been established at PIC/RE/Contractor's Offices. From the very beginning (June, 2015 to January, 2019) the total 58 grievances were registered. Among them 17 grievances were not applicable and 41 grievances were resolved. The recorded grievances and their status have been given below.

Recorded Grievances and Its Resolution Status

S.N.	Grievance Issue	Recorded Status	Complained By	Registered Date (BS)	Resolved Date (BS)	Resolved Status	Chainage/ Location	Mode of Resolution
1.	Relocation of project affected pipeline registered of Devghat	R	Devghat Drinking Water Users Committee	2072-06-13	2073-05-15	S	10+700 to 16+700 Kabilas-2 &4	Consultation meeting was held with users group, District Drinking Water Authority estimated cost for the relocation, required cost for the relocation was provided by project, and relocation work has been completed.
2.	Loss of private structure	R	Gopal Gurung	2072-08-25	2073-02-12	S	Kabilash-2, Dasdhunga	After consultation with affected people, verification and assessment was completed and it was recommended for the compensation and compensation was paid.
3.	Loss of private structure	R	Dhan Bahadur Gurung	2072-08-25	2073-02-12	S	Kabilash-2, Dasdhunga	After consultation with affected people, verification and assessment was completed and it was recommended for the compensation and compensation was paid.
4.	Loss of private structure	R	Madhusudan Sigdel	2072-09-30	2072-10-05	NA	Kabilash-2 Jugged	During consultation and site verification, it was found not to be affected by road upgrading works
5.	Protection of project affected pipeline	R	LCF/Chandibhanjyang VDC	2072-10-04	2072-10-25	S	Chandibhanjyang -6, Kalikhola	Regarding this issue, consultation meeting was held with local people and LCF, then instructed contractor to

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								verify it. Verification identified that the pipeline was not disturbed.
6.	Protection of project affected pipeline	R	LCF Darechock/ Mugling DW Users Committee	2072-10-05	2072-10-25	S	Darechock/ Mugling	Regarding this issue, consultation meeting was held with local people and LCF, then instructed contractor to verify it. Verification identified that the pipeline was not disturbed.
7.	Loss of private structure	R	Nande Syangten	2072-10-10	2073-02-12	S	Kabilash-1, Bhateri	After consultation with affected people, verification and assessment was completed and it was recommended for the compensation and compensation was paid.
8.	Loss of private structure	R	Purna Bahadur Pariyar	2072-10-10	2072-11-27	NA	Kabilash-1 , Bhateri	During consultation and site verification, it was found not to be affected by road upgrading works.
9.	Loss of private structure	R	Bhim Bahadur Magar	2072-10-11	2073-02-12	S	Kabilash-6 , Ghumaune	After consultation with affected people, verification and assessment was completed and it was recommended for the compensation and compensation was paid.
10.	Loss of private structure	R	Suna Ram Gurung	2072-10-11	2073-02-12	S	Kabilash-6 , Ghumaune	After consultation with affected people, verification and assessment was completed and it was recommended for the compensation and compensation was paid.
11.	Loss of private structure	R	Durga Bahadur Gurung	2072-10-11	2073-02-12	S	Kabilash-6 , Ghumaune	After consultation with affected people, verification and assessment was completed and it was recommended for the compensation

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								and compensation was paid.
12.	Loss of private structure	R	Jit Man Gurung	2072-10-11	2073-02-12	S	Kabilash-6 , Ghumaune	After consultation with affected people, verification and assessment was completed and it was recommended for the compensation and compensation was paid.
13.	Loss of private structure	R	Siri Mani Gurung	2072-10-11	2073-02-12	S	Kabilash-6 , Ghumaune	After consultation with affected people, verification and assessment was completed and it was recommended for the compensation and compensation was paid.
14.	Loss of private structure	R	Thaman Sing Magar	2072-10-11	2073-02-12	S	Kabilash-6 , Ghumaune	After consultation with affected people, verification and assessment was completed and recommended for the compensation and compensation was paid.
15.	Loss of private structure	R	Man Kumari Tamang	2072-10-11	2072-10-16	NA	Kabilash-1, Bhatari	During consultation and site verification, it was found not to be affected by road upgrading works.
16.	Loss of private structure	R	Kumari Tamang	2072-10-11	2072-10-16	NA	Kabilash-1, Bhatari	During consultation and site verification, it was found not to be affected by road upgrading works.
17.	Loss of private structure	R	Krishna Bahadur Gurung	2072-10-11	2072-10-16	NA	Kabilash-4, Gaighat	During consultation and site verification, it was found not to be affected by road upgrading works.
18.	Loss of private structure	R	Bharat Gurung	2072-10-11	2072-10-16	NA	Kabilash-6, Kerabari	During consultation and site verification, it was found not to be affected by road upgrading works.

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19.	Loss of private structure	R	Ash Maya B.K.	2072-10-11	2072-10-16	NA	Kabilash-2, Dasdhunga	During consultation and site verification, it was found not to be affected by road upgrading works.
20.	Maintain and protection of drinking water pipeline	R	LCF Members of Dahakhani VDC	2072-10-11	2072-10-25	S	Dahakhani VDC	Regarding this issue, consultation meeting was held with local people and instructed contractor to maintain the pipeline and it was resolved.
21.	Maintain and protection of drinking water pipeline	R	LCF Members of Kabilash VDC	2072-10-11	2072-10-25	S	Kabilash VDC	Regarding this issue, consultation meeting was held with LCF. Then instructed contractor to maintain the pipeline and it was resolved.
22.	Dust pollution at Mugling bazaar area	R	Nepal Prajatantrik Pragatisheel Party	2072-11-03	2072-11-05	S	Darechock, Mugling	Regarding this issue, written instruction was given to the contractor to spray water to control dust problem and it was compiled by the contractor.
23.	Loss of private structure	R	Santa Bahadur Pariyar	2072-11-16	2072-11-22	NA	Kabilash-1, Bhatari	During consultation and site verification, it was found that the structure was not affected by road upgrading works.
24.	Loss of private structure	R	Santosh Gurung	2072-11-16	2072-11-20	NA	Dahakhani-6, Bhaludhunga	During consultation and site verification, it was found that the structure was not affected by road upgrading works.
25.	Construction of foot trail disturbed by road works	R	Local People of Bhaludhunga	2072-11-27	2073-01-31	S	Dahakhani-6, Bhaludhunga	Regarding this issue, instruction was given to the contractor to build applicable access of foot trail and it was constructed.
26.	Drinking water pipeline disturbance	R	Local People of	2072-12-08	2072-12-19	S	Kabilash-5,	Regarding this issue, instruction was given to the contractor to maintain

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	at Kerabari		Kerabari				Kerabari	drinking water pipeline and it was addressed.
27.	Loss of public toilet, water tap and water tank	R	Pantha Devi Aama Samuha	2072-12-12	2072-12-19	S	Chandibhanjyang , Panchkilo	This issue has been incorporated in RAP Report as affected public structure. Discussion was made with SC/Contractor technical team to address this during project period.
28.	Clearance of landslide debris at roadside	R	Local Peoples of Kalikhola	2072-12-25	2073-01-07	S	Chandibhanjyan , Kalikhola	Written instruction was given to the contractor regarding this issue and it was solved.
29.	Construction of foot trail disturbed by road excavation work	V	Local Peoples of Kerabari	2073-01-19	2073-02-20	S	Kabilash-6, Kerabari	Regarding this issue, consultation was held with local people for their demand. Instruction was given to the contractor to built access foot trail and it was constructed.
30.	Construction of Temple	R	Local Aama Samuha, Mugling	2073-01-21	2073-01-30	NA	Darechok-4, Mugling	It was demand of local mothers' group. During discussion with mothers' group they have been informed that the issue was out of project scope
31.	Protection and maintenance of drinking water pipeline	R	LCF Members of Dahakhani VDC	2073-01-22	2073-01-30	S	Dahakhani VDC	Regarding this issue, contractor was made aware to protect and maintain drinking water pipeline during road excavation.
32.	Loss of private land	R	Niranjana Gurung	2073-02-11	2073-02-18	NA	Kabilash-4, Setidobhan	During site assessment and verification, it was found that the land was not affected by the road project activities.

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33.	Clearance of landslide debris	V	LCF Members of Dahakhani VDC	2073-02-28	2073-03-07	S	Dahakhani-6, Bhaludhunga	To address the issue, the contractor was instructed to remove landslide debris and it was resolved.
34.	Disturbance of drinking water pipeline of Panchakanya Primary School	R	Sudip Mishra of Panchakanya Primary School	2073-03-17	2073-04-14	S	Kabilas-6, Ghumaune	Regarding this issue, meeting was held with concerned stakeholder and contractor provided drinking water pipeline and help to replace pipeline based on the demand of applicant.
35.	Dust pollution at Khahare Bazar area	R	Local people of Khahare Bazar	2073-06-09	2073-06-12	S	Khahare Bazar of Chandibhanjyang VDC	Regarding dust pollution issue of Khahare Bazar, RE issued a letter to the Contractor to address the issue and action has been taken.
36.	Possible disturbance to agricultural road (Jalbire-Dhungre)	R	Road Construction Users' Committee	2073-06-18	2073-06-25	NA	Jalbire of Chandibhanjyang	Regarding this issue, RE issued letter to ARE for the verification. During site verification, the agriculture road was not disturbed by NM road widening activities.
37.	Access of foot trail disturbed by road cutting slide	R	Local people of Charghare/ Topekhola	2073-06-18	2073-10-24	S	Topekhola area of Chandibhanjyang VDC	Regarding this issue, informal consultation was held with local people and instruction was given to the contractor to build access of foot trail and it was constructed.
38.	Dust pollution due to road construction activity	V	Local people of Bhaludhunga	2073-08-13	2073-08-15	S	Bhaludhunga area of Dahakhani VDC	Regarding dust pollution issue of Bhaludhunga, Contractor was instructed to address the issue and action has been taken.
39.	Dust pollution due to road construction activity	V	Ram Prasad Poudel of Jugedi	2073-09-17	2073-09-18	S	Jugedi area of Kabilas VDC	Regarding dust pollution issue of Jugedi area, Contractor has taken action by spraying water at the dust

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								polluted area.
40.	Demand to support to open the foot trail track at Topekhola landslide area	R	Local people of Charghare/ Topekhola	2073-11-09	2073-11-12	S	Topekhola area of Chandibhanjyang VDC	Informal consultation meeting was held with local people to assess the demand. After the meeting with locals, instruction was given to the contractor to support for the clearance of excavated material caused by foot trail track opening and it was implemented.
41.	Maintenance of foot trail at Ghumaune	R	Panchakanya Youth Club, Chhimkeshwari-5, Tanahu	2073-12-14	2073-12-15	S	Ghumaune area of Kabilas VDC	Regarding this issue, verbal instruction was given to the contractor for the regular maintenance of foot trail and it has been complied.
42.	Disturbance of drinking water pipeline at Kerabari area	R	Local people of Chhimkeshwari-5, Tanahu	2073-12-14	2073-12-20	S	Kbilas-6, Kerabari	The disturbed pipelines were temporarily maintained and committed to replace the disturbed pipelines based on the need of local people.
43.	Construction of gabion structure	R	Dev Kumar Gurung and Others	2073-12-10	2074-02-10	S	Jalbire of Chandibhanjyang VDC	After assessment of issue, instruction was given to the contractor for the construction of demanded gabion structure and it has been constructed.
44.	Dust pollution due to road construction activity	R	Local people of Ichhakamana RM-5,6 and Aabhukhairini RM	2074-02-14	2074-02-16	S	Kalikhola and Rigdikhola area	Regarding dust pollution issue of Kalikhola to Rigdikhola area, Contractor was instructed to address the issue and action has been taken.
45.	Compensation application of affected private structure due to	R	Santosh Gurung	2073-04-10	2074-02-29	S	Dahakhani-6, Bhaludhunga	After consultation with affected people, verification and assessment was completed and it was

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	road cutting landslide							recommended for the payment of compensation and compensation was paid in June 2017.
46.	Compensation application of affected private structure due to road upgrading activities	R	Santa Bahadur Damai	2073-05-06	2074-02-29	S	Kabilas-1, Bhateri	After consultation with affected people, verification and assessment was completed and recommended for the payment of compensation and compensation was paid in June 2017.
47.	Dust pollution due to road construction activity	R	Local People of Ichchhakamana RM 5 and 6	2074-03-08	2074-03-12	S	Mugling to Khahare area	Regarding dust pollution issue of Mugling-Khahare area, Contractor was instructed to address the issue and action has been taken.
48.	Dust pollution at Mugling area due to construction works	R	Local People of Ichchhakamana RM-5	2074-03-25	2074-03-26	S	Mugling Bazar	Regarding dust pollution issue of Mugling Bazar, Contractor was instructed to spray water regularly and it has been complied.
49.	Compensation application of structure affected by road excavation works	R	Sirjan Gurung of Ichchhakamana RM-6	2074-05-15	2047-05-19	NA	Mudhebas	During site of 4 September 2017, it was found that the structure was nearly 800 meter far from the road alignment and it was not affected by road excavation work.
50.	Demand of extra widening (12 meters) of road near Mugling Bazaar Area	R	Local People of Ichchhakamana RM-5	2074-09-13	2074-09-16	S	Mugling Bazar	Regarding the demand of local people, it has been agreed to widen road from 9 meters to 12 meters including total 200 meters at the end part and Contractor has been instructed to widen the road and the work has been started.
51.	Request to construct branch road	R	Bhupendra Praja, Ward Chairman,	2074-09-20	2074-10-15	S	Panchkilo	Regarding this issue CSC team agreed to construct access road with

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	(hillside) from Panchkilo Bazar		Ichhakamana-6				(30+450)	constraint that construction activities will not disturb the completed highway and its structures.
52.	Demand of bus parking area	R	Bharatpur Metropolitan City-29 Ward	2074-10-02	2074-10-15	NA	Khahare (11+200)	Regarding this issue, it was informed that the limitation of the provision of additional bus parking due to limited area and quantity of BOQ.
53.	Construction of drains on both sides of road	R	Bharatpur Metropolitan City-29 Ward	2074-10-12	2074-11-08	NA	Bhateri (9+050)	After site verification and considering the limited BOQ, this demand has been discarded.
54.	Dust pollution due to road construction activity	R	Local people of Ichhakamana-6	2074-12-12	2074-12-13	S	Jalbire	Regarding dust pollution issue of Ichhakamana-6, Contractor was instructed to spray water regularly and it has been complied.
55.	Extrawidening of road with drain at Dasdhunga area	R	Bharatpur Metropolitan City-29 Ward Office	2074-12-18	2074-01-12	S	Dasdhunga (12+200)	Regarding the demand of ward office, contractor has been instructed to extrawiden road with drain and the work has been started.
56	Demand for compensation of damaged water supply pipeline	R	Muglin Water Users Committee, Muglin, Chitwan	2075-01-27	2075-09-15	S	Mugling Bazar (Out of RoW)	Starts implementation.
57	Demand of water supply pipeline	R	Panchakanya Yuva Club, Chimeshwori-5, Tanahun	2075-02-04	2075-02-06	NA	Ghumune (22+200)	The previously damaged pipeline was replaced by contractor. No need of additional one.
58	About maintenance of adjacent road	R	Lamoharna Tourism DC,	2018-05-21	2018-05-28	NA	Jalbire (28+500)	The concerned road has been damaged during back cutting works of Jalbire Bridge approach, hence not

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			Jalbire-09					relevant.
Note:- Recorded Status: Registered (R), Verbal (V); Resolved Status: Not Applicable (NA), Resolved (S), Process (P)								