

Grievance Record and Resolution Status

July, 2019

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. The total 26 grievances from January 2017 to July 2019 were registered. Among them 19 grievances were resolved and 4 grievances are in resolution process and 3 grievances are not applicable. The recorded grievances and their status have been given below:

Recorded Grievances from January, 2017 to December, 2018

S.N.	Bridge name	Grievance Issue	Complained by	Registered Date (B.S.)	Register status	Location	Resolved Date (B.S.)	Resolved Status	Mode of Resolution
Contract I									
1.	Patale Bridge	The Ward chair persons including some community members jointly demand the fence near foundation trench for safety.	Ward chair and community members.	2074-12-06	R	46+000	2074-12-21	S	LCF meeting facilitated for resolution process and recommended to contractor for fencing at the roadside. The Contractor followed the instructions immediately
2	Rati Khola	Demand of compensation for structure and protections measures for his water mills	Narottam Budha,	2074-12-07	R	5+700	2074-12-22	S	Contractor has channelized the pipe-line to control water flow as per requirement
3.	Patale Bridge	Demand of compensation for stockpiled construction materials on the private land by the contractor as accordance to lease agreements	Laxchya Rawal	2075-02-06	V	46+000	2075-04-01	S	LCF facilitated this case and both parties have agreed as accordance to lease agreements. The contractor paid the rented amount at Dashain
Contract II									
4.	Paltada Khola	The house at the left side of the stream was demolished at the time of bridge construction and he also demanded the compensation at the replacement cost immediately	Bhim Bd. Sunar	2074-08-29	R	88+480	2075-06-01	S	The full compensation at the replacement cost had been paid recently.
5	Kane Khola	Community peoples demanding for the protection of small canals in the both	Community people	2074-12-9	V	119+140	2074-12-21	S	The contractor has agreed to protect the canal as well as water mills during constructions.

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		side of the river including water mills at the time of construction							
6	Guhegad Khola	Irrigation canal is being disturbed at the right side of the road during construction period	Community member	2074-12-9	V	121+180	-	S	Resolution is on process through LCF meeting and agreed to common points i.e. reinstatement of the irrigation canal if caused damage. The consultant had already instructed to contractor to do the work accordingly
7	Paltada	The house owner (Bhim Bd.Sunar) demanding the compensation at the replacement cost immediately for demolished house at the left side of the stream at the time of bridge construction	Bhim Bdr Sunar	2074-03-09	R	88+480	2075-06-01	S	The full compensation at the replacement cost had been paid recently
8.	Dahi Khola	Demanding the compensation of structures including the business	Man Bd. Basnet	2074-12-07	R	132+275	2075-06-22	S	Land survey, measurement of house and CDC meeting for notification had already been completed. The compensation distribution has been started.
9.	Kane Khola	Demanding compensation of loss structures before construction works	All PAFs	2074-12-21	R	119+140	2075-06-01	S	The first installment of loss structures had been paid recently.
10.	Guhegad	Demanding compensation for their crop loss in areas for diversion road & stockpile of materials	one PAF	2074-12-9	V	121+180	-	S	Discussed at LCF meeting. Contractor has paid compensation as per agreement.
11	Dahai Khola	PAFs demanding the compensation of land & structures including the business disturbance	All PAFs	2075-2-7	V	132+275	-	S	Land survey, measurement of house and CDC meeting for notification had already been completed. The compensation distribution has been started.
Contract III									

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12.	Sija khola	Demanding the fence near foundation trench for safety.	Community	2074-12-10	V	205+550	2074-12-12	S	The contractor has immediately fenced the foundation trench as per recommendation
Contract IV									
13	Bungad Khola	Demands to widen the canal and shifting the electric pole attached to the rod of the foundation	Ward Member	2074-12-10	V	44+600	2075-02-20	S	Completed shifting of electric pole and rehabilitated the irrigation channel
14	Khahare Khola	Demand of immediate land survey and CDC meeting for compensation process	Jayanti Buda Bhupal Buda	2074-12-11	R	48+025	2075-5-26	S	Survey completed. Conducted CDC meeting and distributed compensation
15	Kali Khola	Demand of immediate land survey and CDC meeting for compensation process	Resham Basnet and others 4	2074-12-11	R	57+830	2075-5-26	S	Survey completed. CDC meeting conducted and distributed compensation
Contract V									
16	Kimu Khola	Demand of immediate land survey and CDC meeting for compensation process	Jar Sing Rana	2074-12-11	R	57+830	2075-5-28	S	Survey completed. CDC meeting conducted and distributed compensation
17	Khar khola	Need of immediate land survey and start of compensation process	Chhabilal Gandarba and four others	2074-12-11	R	96+848	NA	NA	There is no loss of private property
18	Ibragad Khola	Demand of immediate land survey and CDC meeting for compensation process and relocation of two irrigation canal	Mandar Pun Devikasha and community members	2074-12-11	R	99+274	2075-5-28	S	Survey completed. meeting conducted and distributed compensation Contractor has agreed to relocate irrigation channel
Contract VI									
19	Patare	Demand of immediate land survey and compensation	Lal Bahadur Budhathoki and 11 others	2074-12-05	R	71+ 360	2075-03-22	S	Survey completed and full compensation had been paid at the replacement cost.
20	Solabang	Demand of immediate land survey and CDC meeting for compensation process	Sher Bahadur Oli and six others	2075-03-21	V	123+460	2075-03-11	S	Land survey conducted CDC meeting and distributed compensation
21	Mate	Demanding compensation for land parcel no (836) which may impact due to river flow about 0095sqm.	Sahabir Rawal	2075-09-25	R	62+100	2076-01-05	NA	Completed verification and no need of acquisition as per verification report
22	Mate	Demanding compensation for land parcel no (987) which	Bharat Ku. Khadka	2075-09-26	R	62+100	2076-01-05	Agreed to resolution	Verified and need to conduct CDC meeting for compensation

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		may impact due to river flow about 0062sqm.							payment of this land parcel
23	Lamchudi	Demanding compensation for land parcel no (374) which may impact due to river flow about 1245 sqm.	Kalam Bd. Rawal	2075-09-25	R	57+100	2076-01-05	Agreed to resolution	Verified and need to conduct CDC meeting for compensation payment of this land parcel only of 880 sqm
24	Mate	Demanding compensation for four room house (upstream) build in land parcel no (972) which may impact due to river flow	Jajat Pd. Upadhya	2075-09-25	R	62+100	2076-01-05	NA	Completed verification and no need of acquisition as per verification report
25	Bhalam	Demanding compensation for structure build in land parcel no (540) which may impact due to approach road constructions	Maya Devi Bista	2075-12-21	R	4+100	2076-01-05	Agreed to resolution	Completed verification and it is in process of CDC Meeting
26	Bungad	Claiming compensation or land of additionally acquired land	TikaRam Kami	2076-03-20	R	44+ 600	2076-04-15	Agreed to resolution	DRO Surkhet has taken initiation to return his additional acquired land

Note:- Recorded Status: Registered (R), Verbal (V): Resolved status: Resolved (S), Process (P), Not Applicable (NA)