

PNG BIOMASS

**COMMUNITY
GRIEVANCE
MECHANISM**

**KOMYUNITI
GRIVENS
MEKENISIM**

Powering PNG, Empowering Communities

PNG Biomass categorises all community correspondence submitted under its Community Grievance Mechanism into two categories: issues and grievances.



PNG Biomass i save skelim olgeta pas bilong komyuniti i go long Komyuniti Grivens Mekenisim long tupela seksen: isu na grivens.

ISSUES / OL ISU

Issues differ from grievances in that an issue may consist of:

- a **question** about PNG Biomass activity
- a **comment** or **observation**
- a **suggestion** for PNG Biomass
- **concerns** about potential but unrealised impact
- a **third party complaint** not associated with PNG Biomass.

Issues related to PNG Biomass are recorded but not investigated. Third party issues are forwarded.

Ol isu o belhevi i narakain long ol grivens bikos wanpela belhevi bai i gat:

- wanpela **kwesten** long ol wok bilong PNG Biomass
- wanpela **toktok** o tingting
- wanpela **sajesten** i go long PNG Biomass
- **konsen** long wanem bagarap inap kamap long bihain taim
- **komplen bilong narapela lain** tasol i no long wok bilong PNG Biomass.

Ol isu long wok bilong PNG Biomass bai ol i rekodim tasol na i no gat wok painimaut`bai kamap. Ol komplem i kam long ol narapela lain bai ol i salim i go long ol.

GRIEVANCES / OL GRIVENS

A grievance is a **complaint** lodged by an individual, group, or community **alleging damage, adverse impact, or dissatisfaction specifically resulting from PNG Biomass actions or a lack of action.**

It is usually submitted in expectation of a corrective action, compensation or both.

Valid grievances are investigated and corrective actions proposed to Grievant.

Grivens em wanpela **komplen** bilong wanpela man, o grup, o komyuniti **long ol bagarap i kamap, o ol bagarap inap kamap bihain, o i no amamas long ol wok PNG Biomass i mekim o i no mekim.**

Planti taim bai ol i laik stretim tasol, o bai i mas gat kompensesen, o ol i laikim tupela wantaim.

Sapos i gat as bilong grivens, orait bai i gat wok painimaut na tok save i go long Grivent long wanem wei bilong stretim.





HOW TO SUBMIT AN ISSUE OR GRIEVANCE?

Issues and grievances can be submitted face-to-face, by telephone or in writing by letter or completion of the Grievance Form.

All issues and grievances need to be recorded on the **PNG Biomass Grievance Form CGM-01**. The Grievance Form CGM-01 is available from the PNG Biomass office at 9 Mile and online at <http://www.pngbiomass.com/resources>

Trained PNG Biomass representatives will help individuals or groups to record their grievance on the Grievance Form.

All correspondence not lodged directly on the Grievance Form will be entered by PNG Biomass staff onto the form to be recorded and processed.

Completed Grievance Forms and other correspondence can be submitted by giving it to PNG Biomass Community Affairs staff, dropping it in the designated PNG Biomass 'Grievance Box' at Field Base (40 Mile) and Watung Field Base, emailing it to feedback@pngbiomass.com or mailing it to **PNG Biomass PO Box 173, Lae, Morobe 441**.

WHAT HAPPENS NEXT?

Upon submission of an issue or grievance you will always receive a notification of receipt within seven (7) days of receipt by PNG Biomass. This notification will tell you how PNG Biomass has categorised your submission and what the next steps are.

Issues

- Issues are only recorded by PNG Biomass and no action is normally undertaken. They are therefore closed-out directly upon sending the notification of receipt to the Grievant.
- Any issues related to third party activity will be forwarded to the relevant entity and closed-out by PNG Biomass.

Grievances

- Grievances deemed invalid by PNG Biomass are not investigated and reasons for the decision will be provided in the notification. Invalidated grievances are closed-out upon notification.
- Valid grievances are further investigated and the Grievant will be presented with proposed corrective actions within thirty (30) days of receiving the grievance.



BAI YU SALIM ISU O GRIVENS OLSEM WANEM?

Yu ken kam lukim mipela wantaim isu o grivens bilong yu, o yu ken ring long telepon o salim pas o pulapim wanpela Grievance Form.

Olgeta isu na grivens i mas gat rekot bilong en long **PNG Biomass Grievance Form CGM-01**. Kisim Grievance Form CGM-01 long opis bilog PNG Biomass long 9 Mile na online long <http://www.pngbiomass.com/resources>

Ol lain i kisim trening na i makim PNG Biomass bai helpim ol manmeri na grup long rekodim grivens long Grievance Form.

Sapos ol pas i no go stret long Grievance Form bai ol wokman bilong PNG Biomass i raitim long fom na rekodim na prosesim.

Sapos yu pulapim Grievance Form o i gat narapela pas, orait yu ken lusim long PNG Biomass Community Affairs, o lusim long PNG Biomass 'Grievance Box' long Field Base (40 Mile) na long Watung Field Base, o salim email i go long feedback@pngbiomass.com o postim i kam long **PNG Biomass PO Box 173, Lae, Morobe 441**.

WANEM SAMTING BAI KAMAP BIHAIN?

Long taim yu putim isu o grivens bilong yu, bai yu kisim tok save pas insait long sevenpela (7) de olsem PNG Biomass i kisim pinis. Bai PNG Biomass i tokim yu ol i skelim olsem wanem na wanem step bai kamap bihain.

Ol Isu

- Bai PNG Biomass i rekodim tasol ol isu na i no gat eksen i kamap. Olsem na bai no gat moa toktok bihain long ol i salim pas i go long yu (Grivent).
- Ol isu bilong narapela lain bai i go stret long ol na PNG Biomass bai pasim.

Ol Grivens

- Sapos PNG Biomass i lukim olsem ol grivens i no gat as long en bai i no gat investigesen. Bai ol i givim risen long pas bilong ol na pasim dispela grivens.
- Ol grivens i gat as long en bai i gat investigesen. Na insait long teti (30) de, bai yu (Grivent) i kisim tok save long wanem kain ol rot bilong stretim dispela grivens.

COMMUNITY GRIEVANCE MECHANISM

KOMYUNITI GRIVENS MEKENISIM

7 days
7 de

23 days
23 de

1
Submit your issue or grievance.
Putim isu o grivens bilong yu.

2
Registration and categorisation by PNG Biomass.
PNG Biomass bai rejista na skelim.

3a Issue
Isu
Question, comment, concern, suggestion, observation, or complaint about a third-party, presented to PNG Biomass.
Ol kwesten, toktok, tingting, sajesten, obsevesen o komplem bilong narapela lain, i go long PNG Biomass.

3b Grievance
Grivens
A complaint that alleges damage, adverse impact, or dissatisfaction resulting from PNG Biomass actions or lack of action.
Wanpela komplem i toktok long ol bagarap, o bikpela bagarap i ken kamap bihain, o i no amamas long ol wok PNG Biomass i mekim o i no mekim.

Issue closed
Isu i pas
You receive a notification that your issue has been received. Issues are not further investigated.
Yu kisim tok save olsem mipela kisim isu bilong yu. Bai no gat moa investigesen long isu.

Accepted Tok Orait
You receive a notification that the grievance will be investigated.
Yu kisim tok save bai gat investigesen i kamap.

Rejected Rausim
You receive a notification with the reason(s) for rejection.
Yu kisim tok save wantaim ol risen watpo mipela rausim.

4
PNG Biomass investigates the grievance.
PNG Biomass i mekim investigesen long grivens.

5
PNG Biomass presents you with options to resolve the grievance.
PNG Biomass i givim yu ol rot bilong stretim grivens.

Unsuccessful? I no orait?
If you are unable to resolve the grievance, you can resort to legal system.
Sapos yu no inap stretim, yu ken go long kot.

Resolution Successful? Resolusen i Orait?

No x1
No x2
Yes

6
You will close out the grievance with PNG Biomass.
Bai yu pasim dispela grivens wantaim PNG Biomass.





PNG Biomass
PO Box 173, Lae, Morobe 441,
Papua New Guinea

 feedback@pngbiomass.com

 www.pngbiomass.com

 facebook.com/pngbiomass/