



Grievance Mechanism

Ref No	Date received	Complainant	Description	Progress	Status
GR/2018-01	19-Feb-2018	Khairul Abdi (Scale up)	<ol style="list-style-type: none">1. Fisherman Group ask to PT TBOT to open dialog actively regarding MoU which has been agreed.2. Review and discuss regarding articles in MoU which require further explanation based on outcomes of small team from the fisherman group.3. CSR (Corporate Social Responsibility) program realization for fisherman group in Sungai Serkap.	<ul style="list-style-type: none">- Form was received on 19 February 2018.- Grievance Committee validation on the grievance (without verification mission) on 20 February 2018- Complainant was informed that the case has been acknowledged as a valid grievance on 21 February 2018 by email.- Action plan was informed to complainant on 28 February 2018 by email.- Action plan was agreed and implemented on 5 April 2018- Closing letter was informed to complainant and PT GCN on 27 April 2018 by email.	Closed