



Grievance Mechanism

| Ref No | Date received | Complainant | Description | Progress | Status |
|------------|---------------|--|---|---|----------|
| GR/2018-04 | 27-Oct-2018 | The complainant requested his/her identity remain confidential | Realization of livelihood plantation for community around PT RAPP's operational area, which is located in 6 villages, such as : 1. Pelalawan district 2. Kuala Tolam village 3. Ransang village 4. Sungai Ara village 5. Kuala Panduk village 6. Petodaan village | - Form was received on 27 October 2018. - Acknowledgement of receipt by email on 28 October 2018. - Grievance Committee validation on the grievance on 07 November 2018. - Complainant was informed that the case has been acknowledged as a valid grievance on 09/11/2018 | On going |