



# PROJECT STAKEHOLDER GRIEVANCE MECHANISM

## 40 MW OTJIKOTO BIOMASS POWER STATION

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## Introduction and Background

NamPower fosters constructive project working environments and commits to ensuring that views and rights of both NamPower and its internal and external Project Stakeholders are collectively respected. Grievances resolution procedures have been therefore instituted, to:

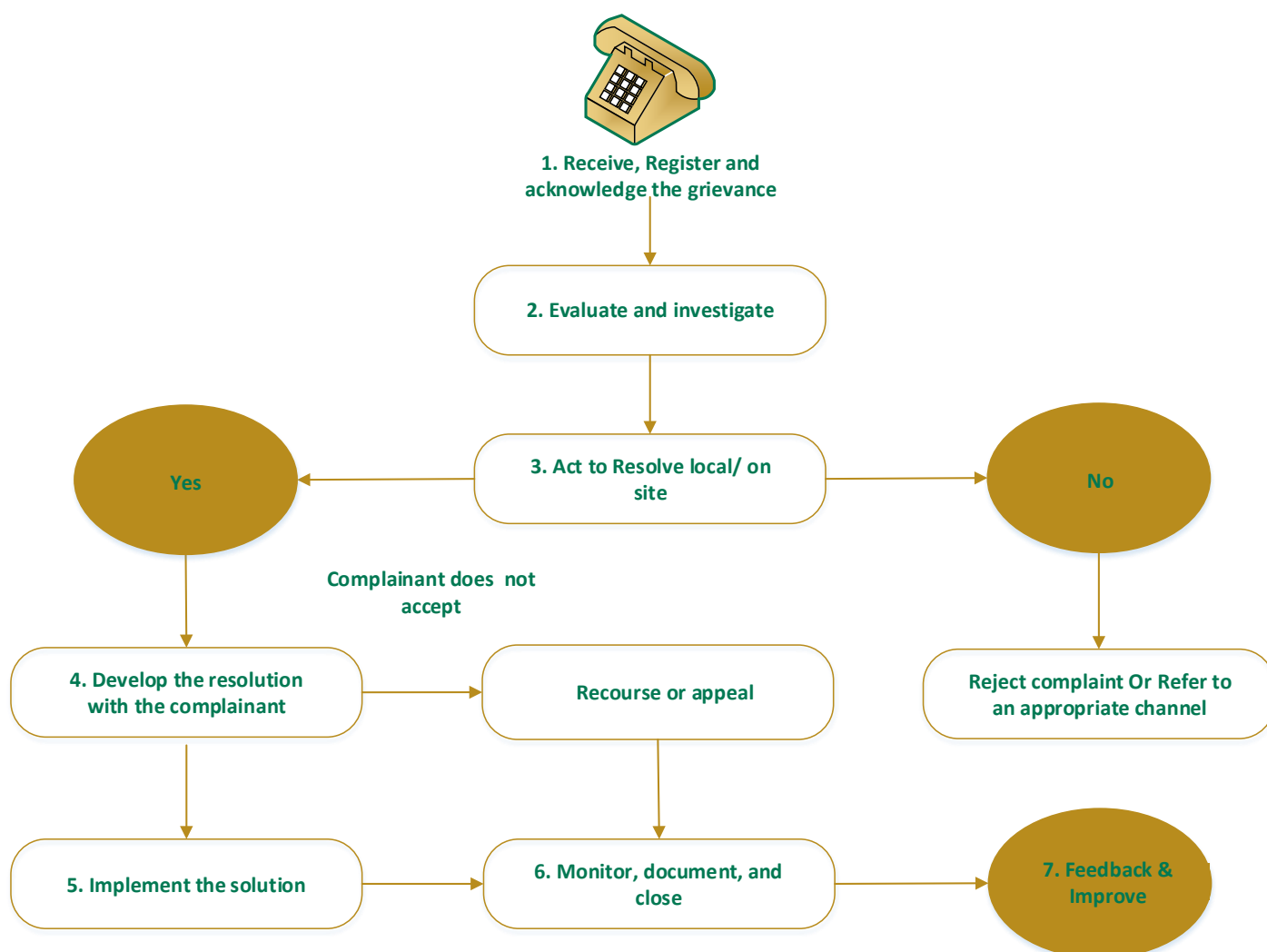
- afford all Project Stakeholders with opportunities to unmaliciously lodge individual or group grievances with the Project Manager in writing firstly through the Snr Stakeholder Liaison Officer (by email or letter); without prejudice to contracts/interest/roles, and
- Ensure a fair, consistent, and diligent stakeholder grievances resolution system.

## Grievances Resolution Procedures

Aggrieved Project Stakeholders may submit written grievances to the Project Manager through the Snr Stakeholder Liaison Officer by email or letter for registration, evaluation, investigation, and resolution. The Project Manager will adopt procedures illustrated in Figure 1 to amicably resolve logged grievances.

## Grievance Form

Please submit your grievance to the Project Manager ( via Snr Stakeholder Liaison Officer) by completing the Grievance Form attached.



**Figure 1: Stakeholder Grievance Procedures Flowchart**

## GRIEVANCE FORM

(Please forward your completed form to the Project Manager)

1. Case No.: \_\_\_\_\_

2. First Name and Surname: \_\_\_\_\_

☐ I demand that my personal / company details shall be undisclosed.

☐ I consent that my personal / company details may be disclosed.

3. Contact details: ☐ By Post (Please enter the correspondence address):  
(Please indicate the preferred method of communication: by post, email, or phone) \_\_\_\_\_

☐ By phone: \_\_\_\_\_

☐ By E-mail: \_\_\_\_\_

4. Grievance Description: (Please indicate the subject of the complaint; date of occurrence, location relating to the complaint, persons involved in the complaint and effects of the ensuing situation)

Subject: \_\_\_\_\_

Date: \_\_\_\_\_

Location: \_\_\_\_\_

Persons involved: \_\_\_\_\_

Effects of the ensuing situation:

\_\_\_\_\_  
\_\_\_\_\_

5. Date of incident / occurrence of the subject of the complaint / emergence of the case:

☐ One-time incident/complaint (Date: \_\_\_\_\_)

☐ Happened often (Indicate how many times: \_\_\_\_\_)

☐ Ongoing (A currently existing problem)

Recommendations (Please propose measures that would provide solution to the problem):

\_\_\_\_\_  
\_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Please forward this form to: [Name & Surname: \_\_\_\_\_]

Postal Address: \_\_\_\_\_

Email: \_\_\_\_\_ Phone Number: \_\_\_\_\_

**Contact Details (Snr Stakeholder Liaison Officer):**

**Ms Connie Pandeni**

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