

# **Thilawa SEZ Complaints Management Procedure (TCMP)**

## **Thilawa Special Economic Zone (TSEZ)**

## Thilawa SEZ Complaints Management Procedure (TCMP)

### 1. Introduction

- a. The Thilawa Special Economic Zone (TSEZ) (or “the Project”) seeks to build strong relationships with stakeholders and manage the impact of its business activities on host communities. Nevertheless, it recognises that complaints about its activities may occur from time to time.
- b. The Thilawa SEZ Complaints Management Procedure (TCMP) allows stakeholders to raise questions or concerns with the TSEZ and have them addressed in a prompt and respectful manner. The TSEZ aims to address all complaints received, regardless of whether they stem from real or perceived issues.
- c. Any stakeholder who considers themselves affected by the TSEZ’s activities will have access to this mechanism at no cost. The statutory rights of the Complainant to undertake legal proceedings remain unaffected by participation in this process.
- d. TSEZ seeks to foster trust in the process and its outcomes. To this end it will communicate this TCMP in an understandable manner to affected stakeholder groups. Confidentiality will be respected and the TSEZ will take all reasonable steps to protect parties to the process from retaliation.
- e. This TCMP aligns with existing TSMC and MJTD directives and initiatives regarding responsible business, as follows:
  - Thilawa Special Economic Zone (TSEZ) Management Committee Notice No. 04/2015: *The Notice to Ensure the Responsible Investment in the Thilawa SEZ.*
  - The UN Global Compact (UNGC)’s Ten Principles; MJTD has been a signatory since October 2015.
- f. It also supports the TSEZ’s alignment with international good practice in stakeholder engagement.
- g. This TCMP is a process to effectively and proactively manage concerns and complaints and to provide communities and other stakeholders with a chance to have two-way dialogue with the Project about its operations. This complaints management procedure (TCMP) is designed to enhance outcomes by giving Project stakeholders satisfaction that their voices are being heard and that their issue was subject to formal consideration by the TSEZ.
- h. This complaints management procedure (TCMP) does not replace existing Myanmar legal processes, or TSEZ administrative processes already in use. In addition, it does not impede access to other judicial or administrative remedies that might be available through domestic law or through existing arbitration procedures.

#### 1.1 Purpose

- a. The purpose of this document is to define the procedure for the TSEZ to manage stakeholder concerns and complaints raised in connection with its activities in a planned, timely, open and respectful manner.
- b. It describes the scope and procedural steps for the complaint handling process and specifies roles and responsibilities of the parties involved.
- c. It will be revised and updated periodically based on experience and feedback from stakeholders.

## 1.2 Objectives

- a. This procedure has the following objectives:
  1. Establish a prompt, consistent and respectful mechanism for receiving, investigating and resolving complaints from the community, in a timely manner and by the most appropriate organisation and method;
  2. Ensure proper documentation of complaints and any corrective actions taken;
  3. Contribute to continuous improvement in performance through the analysis of trends and lessons learned;
  4. Identify and monitor stakeholder concerns to support effective stakeholder and risk management; and
  5. Meet requirements of international good practice.

## 2. Scope

- a. This complaints management procedure is open to all stakeholders who consider themselves affected by the Thilawa SEZ's activities. It includes a focus on providing an access to remedy for Project Affected Communities (PACs)<sup>1</sup> and Project Affected Peoples (PAPs) potentially directly affected by the Thilawa SEZ's activities. See the *Thilawa SEZ Complaints Management Procedure (TCMP) Target Communities* shown in **Annex 1**.
- b. There are no restrictions on the type of issue a stakeholder can raise under this procedure. However, when a complaint is received that is more appropriately handled under a separate SEZ process (such as employment or business integrity related issues), it will be re-directed as appropriate in order to prevent parallel processes being followed. All complaints received under this TCMP shall be tracked until closed out, regardless of the process under which they are handled.
- c. The procedure is designed to provide a system for managing complaints from the general public and does not replace Myanmar legal processes, existing employee grievance management systems, normal business-to-business dialogue, or other management procedures already in place.
- d. The TSEZ reserves the right not to address a complaint that it reasonably considers amounts to no more than general, unspecified and therefore un-actionable dissatisfaction with the SEZ or concerns a matter for which the SEZ has no formal responsibility.

## 3. Applicability to SEZ Activities

- a. This TCMP is applicable to all activities occurring within, directly related to, or for the Thilawa SEZ, including by any organisation, individual or group conducting such activities that give rise to a community complaint.
- b. This document is to be used by all relevant stakeholders within the TSEZ, including the Thilawa SEZ Management Committee (TSMC), the Developer (MJTD), Locators and Construction Companies operating in support of the development and operation of the SEZ.
- c. All Thilawa SEZ staff members and contractors that interact with external stakeholders should be made familiar with the complaints management procedure on a regular basis. This process requires the support of senior management who should ensure satisfactory performance.

---

<sup>1</sup> PACs are those communities identified as being in the "Direct Area of Influence" of the Thilawa SEZ. PAPs are those households directly affected by land acquisition for the Thilawa SEZ.

#### 4. Terminology

Terminology used in this procedure has the following meaning:

Term	Definition
<b>Access Point</b>	A method for submitting/filing/raising complaints to the Thilawa SEZ.
<b>Community</b>	A group of people who share a common sense of identity and interact with one another on a sustained basis.
<b>Complainant</b>	An individual, group or organisation that submits a complaint to the Thilawa SEZ.
<b>Complaint</b>	An expression of dissatisfaction with the Thilawa SEZ, typically referring to a specific source of concern and/or seeking a specific solution. Same as ‘concern’, ‘issue’ and ‘grievance’. For the purposes of this procedure, a question or request is NOT treated in the same way as a complaint [questions and requests are dealt with through normal stakeholder engagement activities].
<b>Complaints Management Procedure</b>	A process for receiving, investigating, responding to and closing out complaints or concerns from affected communities in a timely, fair and consistent manner.
<b>TCMP Database</b>	A database for maintaining information about complaints received including measures taken to resolve these complaints and close them out.
<b>Concern</b>	A formal expression of discontent concerning company or contractor actions raised by one or more stakeholders. Same as ‘complaint’, ‘grievance’ and ‘issue’.
<b>Contractor</b>	An individual or firm that has entered into a contract to provide goods or services to the Thilawa SEZ; either directly or to a Locator (Investor). The term covers parties directly contracted by the Thilawa SEZ and those contracted by a Contractor company, also referred to as subcontractors.
<b>Complaints Management Form</b>	A form used to capture information about an incoming complaint. See <b>Annex 1</b> for TSEZ Complaints Management Form.
<b>Issue</b>	A formal expression of discontent concerning company. Same as ‘complaint’, ‘concern’ and ‘grievance’.
<b>Locator</b>	An investor who manages a joint venture business or other operation in the Thilawa SEZ whose application has been approved by the Thilawa SEZ Management Committee (TSMC).
<b>Remedy</b>	Actions taken to resolve a complaint; for example, apologies, restitution, rehabilitation, financial and non-financial compensation and/or punitive sanctions. Same as ‘resolution’.
<b>Resolution</b>	Actions taken to resolve a complaint; for example, apologies, restitution, rehabilitation, financial and non-financial compensation and/or punitive sanctions. Same as ‘remedy’.
<b>Responsible Party</b>	A party that has formal, acknowledged responsibility for a subject matter area or topic, as documented in the <i>Thilawa SEZ Complaints Management Procedure (TCMP) Responsibility Matrix</i> attached as <b>Annex 3</b> . The Responsible Party is responsible for ensuring a complaint is resolved, but may bring in others to support the process.

## Thilawa SEZ Complaints Management Procedure (TCMP)

Term	Definition
<b>Stakeholder</b>	Individuals or groups who can affect, or are affected by, or have a legitimate interest in the Thilawa SEZ's performance. Stakeholders can include, but are not limited to: government officials, communities, Non-Government Organisations (NGOs), media, contractors, business organisations and legislative and regulatory authorities.

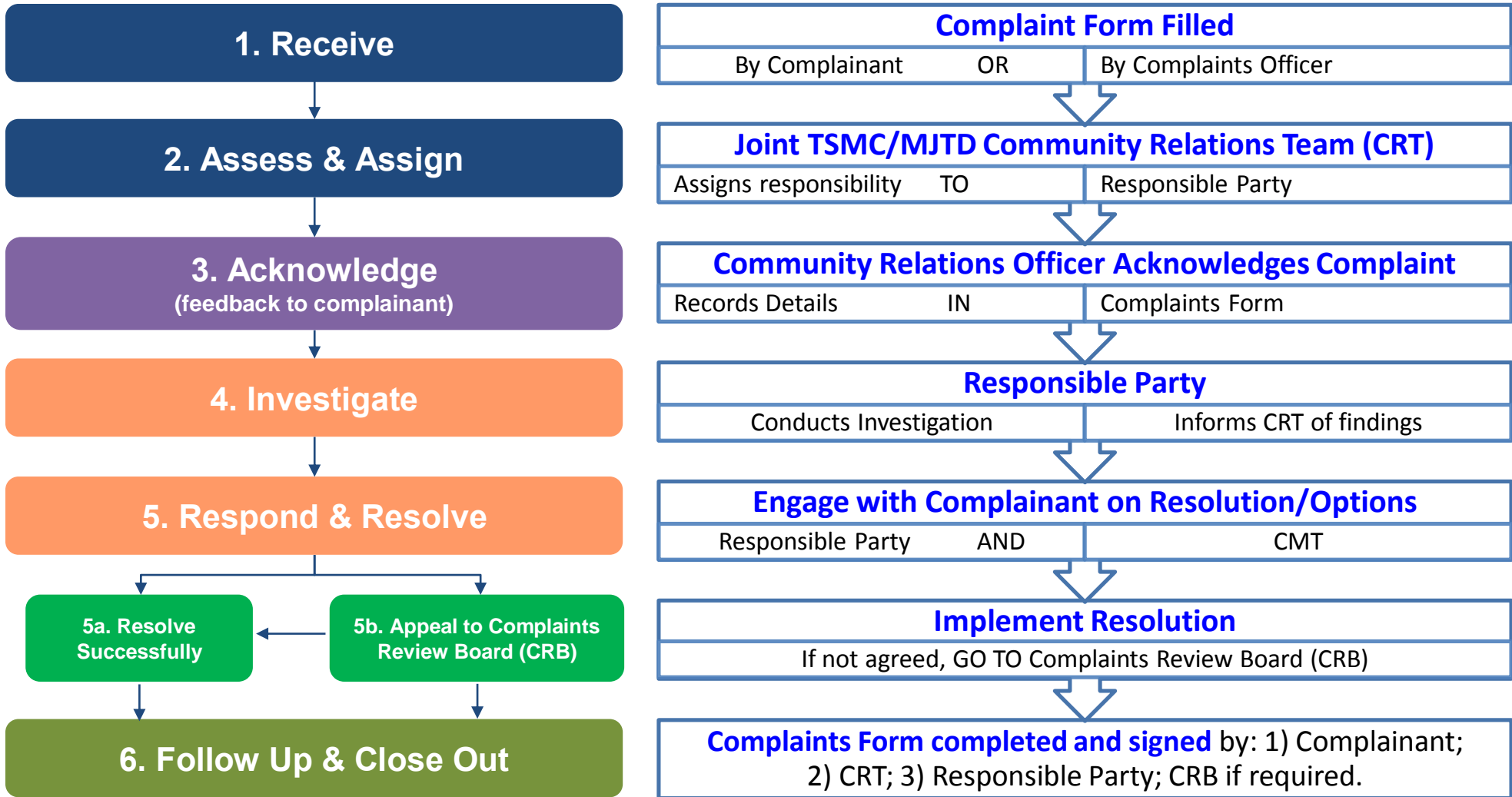
### 5. Roles and Responsibilities

Roles and responsibilities under this procedure are as follows:

Role	Responsibility
<b>Thilawa SEZ Management Committee (TSMC) Chairman</b>	Accountable for the implementation of this procedure.
<b>Joint TSMC/MJTD Community Relations Team (CRT) Leader</b>	Responsible for the overall implementation of this procedure. This includes serving as custodian of the complaints management process, monitoring the management of complaints, and suggesting changes to policies or practices based on lessons learned. See <b>Annex 4</b> for an <i>Organisational Chart of the Joint TSMC/MJTD Community Relations Team</i> .
<b>Joint TSMC/MJTD Community Relations Team (CRT) Officers</b>	Responsible for co-ordinating the response to a complaint and serving as the main point of contact with the Complainant. This includes receiving and reporting complaints, maintaining the TCMP Database, supporting the resolution of complaints; and liaison with the Complainant. See <b>Annex 4</b> for an <i>Organisational Chart of the Joint TSMC/MJTD Community Relations Team</i> .
<b>Responsible Parties</b>	Responsible for investigating and resolving a complaint. This includes conducting investigations, proposing resolutions, implementing corrective actions and co-ordinating with the Joint TSMC/MJTD Community Relations Team (CRT) and other parties. Responsible Parties will usually be decision-makers with responsibility for subject matter/topics relevant to a complaint. See the <i>Thilawa SEZ Complaints Management Procedure (TCMP) Responsibility Matrix</i> attached as <b>Annex 3</b> .
<b>Community Focal Points (CFPs)</b>	Responsible for receiving complaints, where requested, by members of their community. The CFPs are responsible to raise the complaint with a CRT Officer/Team Leader and to support the Complainant throughout the investigation and resolution process. CFPs are designated within each community as shown in <b>Annex 5: TCMP Community Focal Points (CFPs)</b> .
<b>Complaints Review Board (CRB)</b>	Responsible for reviewing escalated complaints and authorising additional actions to be taken. This includes reviewing overdue or escalated complaints, authorising additional actions, and approving the close out of complaints where it is not reasonably possible to reach an agreed resolution with the Complainant. The proposed composition of the TSEZ Complaints Review Board (CRB) is described in <b>Annex 6: TSEZ Complaints Review Board (CRB)</b>

## 6. Overall Procedure

This diagram sets out the procedure for the Thilawa SEZ Complaints Management Procedure (TCMP). A detailed description of each step is contained in Section 1.



## 7. Detailed Steps for Resolving Complaints

### 7.1 Receive

- a. The Thilawa SEZ Complaints Management Procedure (TCMP) is initiated when a complaint is received by a Thilawa SEZ staff member or contractor and is referred to the Joint TSMC/MJTD Community Relations Team (CRT). If the complaint is readily resolvable and can be dealt with immediately, a Joint TSMC/MJTD Community Relations Team Officer takes action to address the issue directly, fills in a TSEZ Complaints Management Form (**Annex 2**) and records the details in the TCMP Database.
- b. If the complaint is not readily resolvable, the Joint TSMC/MJTD Community Relations Team (CRT) Officer will ask the Complainant to complete the TSEZ Complaints Management Form (**Annex 2**). If the Complainant is unable to complete the form, the Joint TSMC/MJTD Community Relations Team (CRT) Officer will fill it out and read the contents back to verify accuracy. The Joint TSMC/MJTD Community Relations Team (CRT) Officer creates a record of the complaint in the TCMP Database.
- c. All complaints received shall be directed to the Joint TSMC/MJTD Community Relations Team. Other parties shall not manage complaints directly, although those who initially receive a complaint may be the Responsible Party and/or involved in the resolution.

### 7.2 Assess and Assign

- a. The Joint TSMC/MJTD Community Relations Team (CRT) Leader makes an initial assessment of severity and assigns the complaint to a Responsible Party. The Joint TSMC/MJTD Community Relations Team Leader and the Responsible Party agree the timelines for an investigation and any follow up actions including resolutions.
- b. The Joint TSMC/MJTD Community Relations Team Officer provides access to all relevant documentation to the Responsible Party. The Joint TSMC/MJTD Community Relations Team Officer continues to monitor the complaint until closed out.
- c. In the case of any severe/urgent complaints, the Joint TSMC/MJTD Community Relations Team Leader will notify the TSMC Chairman immediately.

### 7.3 Acknowledge

- a. Once a complaint has been assessed and a Responsible Party assigned, the Joint TSMC/MJTD Community Relations Team (CRT) Officer sends a written acknowledgement to the Complainant. The letter should normally be sent within 7 days of receiving the complaint. The Joint TSMC/MJTD Community Relations Team (CRT) Officer documents the acknowledgement in the TCMP Database.

### 7.4 Investigate

- a. The Responsible Party investigates the factual basis for the complaint and proposes options to resolve the issue.
- b. The Responsible Party may involve third parties in the fact-finding process as required. The identity of the Complainant should only be disclosed to the extent necessary to resolve the issue or as required by law. If the Complainant has specifically requested that his or her identity not be disclosed, their personal information may not be shared with third parties unless required by law.
- c. The Thilawa SEZ generally seeks to resolve complaints as they arise (e.g., within a few days). The maximum resolution period should not normally exceed 30 days.
- d. The Joint TSMC/MJTD Community Relations Team Officer is responsible for providing regular progress reports to the Complainant, including a regular verbal update (at least weekly while the complaint investigation process is

## Thilawa SEZ Complaints Management Procedure (TCMP)

underway). If additional time is needed to investigate, the Joint TSMC/MJTD Community Relations Team (CRT) Officer will inform the Complainant of the reason for the delay.

- e. When the investigation process is complete, the Responsible Party documents the findings and proposes options for resolving the complaint as appropriate.

### 7.5 Respond and Resolve

- a. The Responsible Party and Joint TSMC/MJTD Community Relations Team (CRT) Leader agree on a response to the Complainant. The response should communicate the findings of the investigation, set out the proposed solution and timelines, and seek feedback from the Complainant.
- b. The Responsible Party and Joint TSMC/MJTD Community Relations Team (CRT) Leader determine next steps based on feedback from the Complainant. If the Complainant accepts the resolution, the Thilawa SEZ will proceed to implement (Section 7.5.1). If the Complainant does not accept the resolution, the complaint will be escalated to the Complaints Review Board (Section 7.5.2). The Complainant's response will be documented in the TCMP Database.

#### 7.5.1 Resolve Successfully

- a. If the Complainant accepts the proposed resolution, the agreed actions are implemented.
- b. The Responsible Party is responsible for assigning action parties, actions and deadlines to implement the resolution. These are recorded in the TCMP Database with any supporting documentation. Monitoring arrangements may need to be put in place to verify implementation.
- c. The Responsible Party informs the Joint TSMC/MJTD Community Relations Team (CRT) Leader before and after the resolution has been implemented. The Joint TSMC/MJTD Community Relations Team (CRT) Officer then asks the Complainant to sign the TSEZ Complaints Management Form (**Annex 1**).
- d. If the Complainant agrees to sign, the complaint is closed out (Section 7.6). If the Complainant refuses to sign, or has failed to sign within the timeframe allowed, the complaint is referred to the Complaints Review Board (Section 7.5.2).

#### 7.5.2 Escalation to Complaints Review Board (CRB)

- a. If the Thilawa SEZ and the Complainant are unable to agree on a solution, the complaint may be escalated to the Complaints Review Board (CRB) for review and a final decision.
- b. The CRB will comprise the following representatives<sup>2</sup>:
  - **TSMC Secretary**, representing the government as joint-developer and regulator of the Thilawa SEZ.
  - A **Community Leader** or equivalent (e.g., Village Administrator, 100 HH Head etc) nominated from the relevant Project Affected Community (PAC).
  - A **Neutral Third Party** agreed to by the other CRB members and the Complainant (e.g., government representative, Trusted Third Party (TTP) or similar).
  - **MJTD Managing Director**, representing the joint-developer of the Thilawa SEZ.
- c. The Community Leader and Neutral Third Party positions will vary each time depending on the Complainant. The other positions on the CRB are standing positions. It is essential that these personnel are agreed by the Complainant as persons who represent their interests on a fair and neutral basis.

---

<sup>2</sup> Only if agreed by all parties may more members be involved in the Board.



## Thilawa SEZ Complaints Management Procedure (TCMP)

- d. The CRB will then review the case and determine if further reasonable action is possible. If no reasonable action is possible, the CRB authorises the close out of the complaint. A close out letter will be sent to the Complainant explaining the decision.
- e. Cases where the Complainant disputes or declines to acknowledge the implementation of a previously agreed resolution may also be referred to the CRB for review.
- f. The CRB will draw on and engage “subject matter experts” to help investigate and/or resolve complaints where required, e.g., Yangon Regional Government (YRG), Locators, environmental experts etc.

### 7.6 Follow-Up and Close Out

- a. A complaint is closed out when no further action can be or needs to be taken.
- b. Closure status will be classified in the TCMP Database as follows:
  - **Resolved.** Complaints where a resolution has been agreed and implemented and the Complainant has signed the Thilawa SEZ Complaints Management Form (**Annex 1**).
  - **Under Investigation.** Where an investigation is ongoing and/or a resolution is yet to be agreed and implemented:
    - a. On Track – resolution is expected to be readily agreed and resolved.
    - b. Concern – resolution is difficult to agree and/or Complainant unlikely to agree to a resolution.
  - **Conditionally Resolved.** Complaints where it has not been possible to reach an agreed resolution, or the Complainant is not contactable after **two months** following receipt of a complaint and efforts to trace his/her whereabouts have been unsuccessful. These complaints may be deemed “conditionally resolved” but only after authorisation for close out by the CRB, with reasons explained in the TCMP Database.
- c. The Joint TSMC/MJTD Community Relations Team (CRT) Officer is responsible for updating the TCMP Database with close out details, in every case.
- d. At the end of a case, regardless of whether agreement was achieved, the Joint TSMC/MJTD Community Relations Team (CRT) Officer will seek feedback from the Complainant on their level of satisfaction with the complaint management process and its outcome.

### 8. Publicising and Engaging on the TCMP

- a. The TCMP will be publicised and communicated in a manner appropriate to the scope and nature of the Thilawa SEZ Project, and in a manner appropriate to the audience (i.e. method of delivery, language, etc.). In particular, the Thilawa SEZ (TSEZ) will publicise and communicate the procedure to those most likely to use/administer it: local communities, local authorities, locators, and contractors.

Notification will include:

- A summary of the procedure and how it can/should be used;
  - Details of the process, such as who is responsible for receiving and responding to complaints, and any external parties that can receive complaints from communities;
  - When stakeholders can expect a response, and
  - Safeguards in place to ensure confidentiality.
- b. The Thilawa SEZ will consult on this complaints management procedure using a range of methods, e.g., via a brochure and community meetings and other activities with Village Tract/Village/Ward Administrators, local government and community members. **All of the PACs will have the opportunity to participate in capacity building/training on the use of the TCMP early in its implementation.**

## Thilawa SEZ Complaints Management Procedure (TCMP)

- c. The TCMP will be promoted to Locators and Contractors working to support the development and operation of the Thilawa SEZ. A handout / brochure will be provided in Myanmar, English and Japanese languages with information about the TCMP and relevant contact details.
- d. During the notification process, and on an ongoing basis, the Thilawa SEZ will solicit feedback on how the TCMP could be improved. This information will be taken into consideration when revising this complaints management procedure.

### 9. Performance Monitoring and Reporting

- a. The Thilawa SEZ is responsible for gathering and reporting performance monitoring data under this Thilawa SEZ Complaints Management Procedure (TCMP).
- b. On a *quarterly basis*, data collected through the TCMP and logged in the TCMP Database will be reviewed in order to:
  - Assess whether complaints are being correctly classified.
  - Identify trends in complaints being logged.
  - Ensure complaints are being addressed.
- c. On an *annual basis*, data collected through the TCMP and logged into the TCMP Database will be reviewed in order to:
  - Assess compliance with the complaints management procedure.
  - Evaluate progress in meeting objectives.
  - Identify improvements and update the TCMP.
- d. At this time, a qualitative assessment of the following relevant aspects will also be undertaken:
  - Stakeholder awareness of the complaints mechanism (via the stakeholder engagement process).
  - Stakeholder trust in the complaints mechanism (via the stakeholder engagement process).
- e. Based on this assessment, additional measures to promote the availability of the TCMP may be introduced, as well as initiatives to improve stakeholder confidence in the TCMP, as relevant.
- f. Key performance indicators (KPIs) will be collected to enable the Thilawa SEZ to analyse trends in complaints received and identify underlying systemic issues.
- g. Periodic reporting on these KPIs will be provided to the public at least quarterly and in a relevant format.
- h. Quarterly monitoring reports will include data and details on the:
  - Total no. of complaints received by category/type.
  - No. of open complaints by category/type.
  - Timeframes for closure of complaints by category/type.
  - Thilawa SEZ efforts to resolve complaints.
  - Repeat of complaint from the same stakeholder.
  - Repeat complaint from several stakeholders.
- i. Complaints data will be disaggregated by the type of complaint received.
- j. The TSMC Chairman is responsible for making recommendations for changes to Thilawa SEZ policies or practices based on ongoing learnings from complaints.

## **10. Confidentiality**

### **10.1 Duty of Confidentiality**

- a. The Thilawa SEZ is committed to protecting the identity of the Complainant and to handling personal information in accordance with legal requirements. This duty extends to all employees or representatives of the Thilawa SEZ and their contractors who participate in the complaint management process.
- b. Information about a complaint will be shared within the Thilawa SEZ on a need-to-know basis and only to the extent necessary to complete a step under this procedure. The Thilawa SEZ will not share personal information with third parties unless required by law or authorised by the Complainant.
- c. No specific complaints with identifying information will be published or made available to any outside entities, unless with express permission of all parties, and only for the purpose of continuous improvement.

### **10.2 Personal Data**

- a. Personal data contained in the TCMP Database will be kept only as long as necessary to investigate the complaint and implement a resolution. Personal data will then be either deleted or modified pursuant to the Thilawa SEZ's [Data Privacy Policy](#), and/or other relevant procedure.

## **11. Conflicts of Interest**

- a. A conflict of interest exists where there is a divergence between the interests of an employee or contractor and his or her responsibilities under this procedure, such that an independent observer might reasonably question whether the actions of that person are influenced by his or her own interests.
- b. This procedure seeks to manage potential conflicts of interest by segregating the roles and responsibilities of individuals involved in the complaint handling process and avoiding placing individuals in a position where conflicts could be perceived to arise. When a complaint relates to a specific Thilawa SEZ or Contractor employee, that person shall not play a role in the complaint handling process.

## **12. Protection from Retaliation**

- a. Retaliation is any adverse action taken against a Complainant, employee or Contractor whose purpose is to frustrate the operation of this procedure. The Thilawa SEZ will not tolerate such conduct. When concerns about retaliation or victimisation are raised, they will be investigated by the Joint TSMC/MJTD Community Relations Team.

**Annex 1 – Thilawa SEZ Complaints Management Procedure (TCMP) Target Communities**

The following village tracts and wards have been defined as being in the Direct Area of Influence (AOI) of the Thilawa SEZ Project. These are the *initial* ‘target communities’ for TCMP implementation.

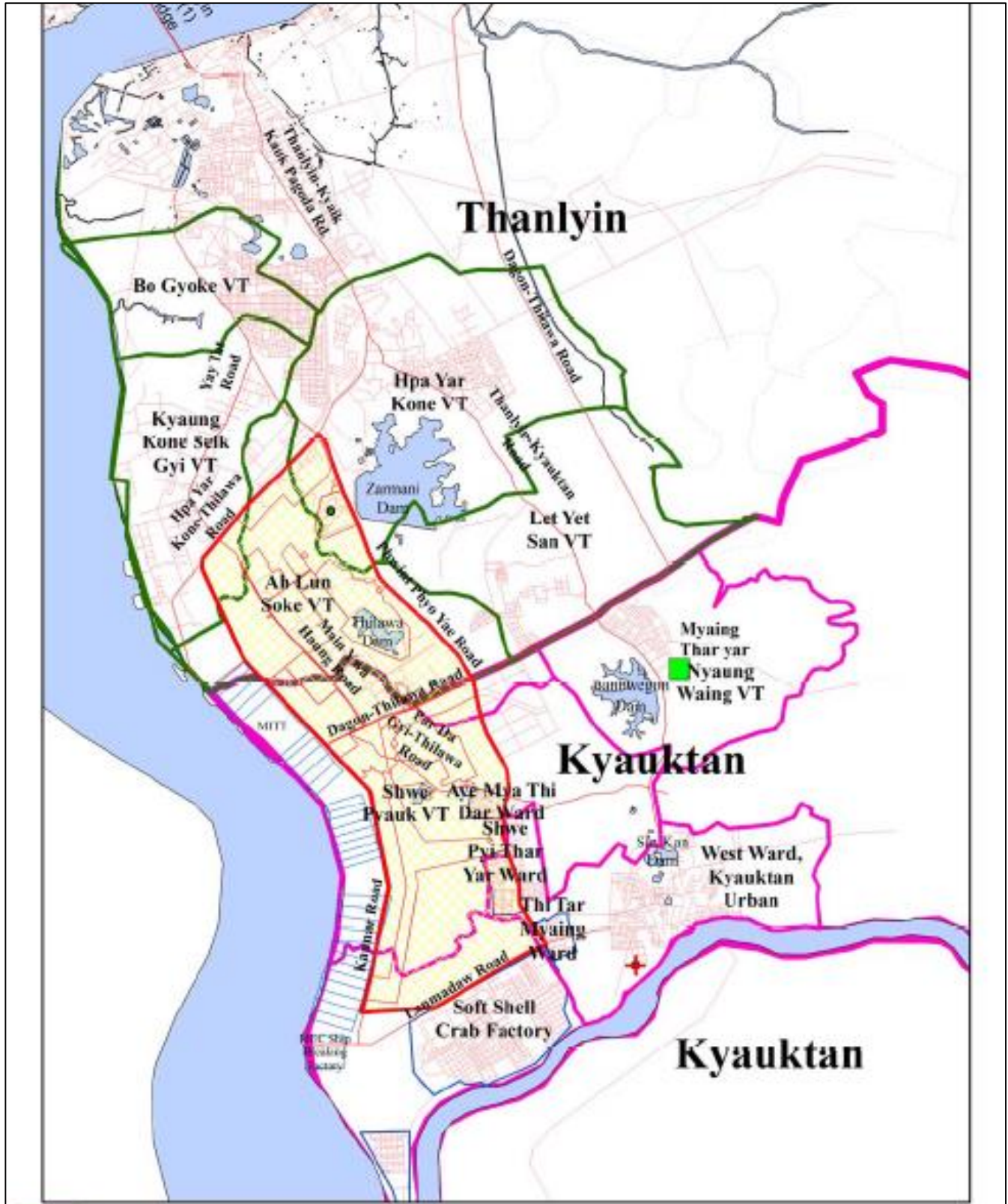
Amongst these communities, those that are understood to have had the most engagement with the Thilawa SEZ to date are highlighted in **blue**, ordered by level of engagement, and shall therefore be prioritised.

This aligns with the information about “local villages” referenced in the Stakeholder Engagement Plan included in the *Thilawa SEZ Development Project (Zone B) Environmental Impact Assessment (EIA) for Industrial Area of Zone B*.

<b>Village Tracts / Wards [In the Direct Area of Influence (Direct AOI)]</b>	
<b>Thanlyin Township</b>	<b>Kyauktan Township</b>
<b>1. Ah Lun Soke</b>	<b>1. Shwe Pyi Thar Yar</b>
<b>2. Let Yat San</b>	<b>2. Aye Mya Thi Dar</b>
<b>3. Hpa Yar Kone</b>	<b>3. Nyaung Waing</b>
<b>4. Kyaung Kone Seik Gyi</b>	<b>4. Thi Dar Myaing</b>
<b>5. Bogyoke</b>	<b>5. Shwe Pyauk</b>
	<b>6. West Ward (Urban)</b>

The figure below shows these village tracts/wards in relation to the SEZ and the Township to which they belong.

Figure A1.1: Project Area of Influence – Communities in Direct AOI



Annex 2 – TSEZ Complaints Management Form

သီလဝါအထူးစီးပွားရေးဇုန် လူထုဆက်ဆံရေးအဖွဲ့

Thilawa Special Economic Zone (SEZ) Community Relations Team

အမှတ်စဉ် Application No.		ရက်စွဲ Date	
-----------------------------	--	----------------	--

မှတ်ချက်။ အဖွဲ့ကိုယ်တိုင်ပြင်ဆင်ထားသည့်အချက်များတွင်အဓိကဆက်သွယ်ရမည့်ပုဂ္ဂိုလ်၏အမည်ကိုထည့်ပါ။  
ပြင်ဆင်မှုကိစ္စတစ်ခုစီတွင် မကတူနှစ်ခုထပ်ထည့်ထားသင့်ပါ။ တစ်ခုထက်ပိုသင့်ကြပါက မှောက်သင်္ဘောကြီး ဖြည့်စွက်  
ပုံစံတစ်ခုတွင် ထပ်မံဖြည့်စွက်ထည့်သွင်းပါ။

If the complaint relates to several complainants, please provide the details of the main contact/s.

Only one complaint should be recorded on each Complaints Management Form. If a community member has more than one complaint, please complete an individual form for each complaint.

မကတူနှစ်ခုထပ်ထည့်ခြင်းဖြည့်စွက်ပုံစံ / Complaints Management Form

မောင်လှသူ (တို့မတူ) သီလဝါအထူးစီးပွားရေးဇုန်လူထုဆက်ဆံရေးအဖွဲ့/ကြီးကြပ်ရေးအဖွဲ့  
To be completed by Community Member / or TSEZ Community Relations Team (CRT)

၁။ မောင်လှသူ၏ တိုင်ကြားသူအချက်အလက် / Personal Information of Community Member

တိုင်ကြားသူအမည် * Name of complainant: *	
မကတူရွာ Village	
မကတူရွာအုပ်စု / ရပ်ကွက် Village Tract/ Ward	
မြို့နယ် Township	
နေရပ်လိပ်စာအပြည့်အစုံ * Full Address	
နိုင်ငံသားမှတ်ပုံတင်အမှတ် * NRC number	
အသက် Age	
ကျား/မ Sex	
ဆက်သွယ်ရန်ဆုန်းနံပါတ် * Contact telephone number	
အီးမေးလ် Email	
အဖွဲ့အစည်း (သက်ဆိုင်ပါက) Organisation (If applicable)	

\* မဖြစ်မနေဖြည့်သွင်းရမည့်အချက်များ

Note: \* Mandatory

၂။ မကတူနှစ်ခုအဖော်ပြချက် / Description of Complaint

မကတူနှစ်ခုအဖော်ပြချက်အသေးစုံအဖြစ် ဖော်ပြပါမည့်အချက်များတွင် အသေးစိတ်အချက်အလက်များကို  
ဖော်ပြပါ။ ဥပမာအားဖြင့် အသေးစိတ်အချက်အလက်အဖော်ပြချက်နှင့် ဆက်ဆံရေးအဖွဲ့ကို မှောက်ဆက်သွယ်ရန်အထောက်အကူပြု  
မည့်အချက်အလက်များကို ဖော်ပြပါ။ အကယ်၍ မကတူနှစ်ခုအဖော်ပြချက်အသေးစုံအဖြစ် ဖော်ပြပါမည့်အချက်များတွင် အသေးစိတ်အချက်အလက်များကို  
ဖော်ပြပါမည့်အချက်အလက်များကို ဖော်ပြပါ။

For your complaint to be properly addressed, please provide detailed information for each question below. You may attach additional supporting documentation if necessary. If the complaint relates to several complainants, a list of these people and their contact telephone numbers should also be attached.

ပြဿနာဖြစ်ပွားခဲ့သည့်ဖြစ်ရပ်များကိုဖော်ပြပါ။ (မည်သည့်ကိစ္စဖြစ်ပွားခဲ့ပါသနည်း။)

Description of the event that led to raising this complaint (what happened?):

(လိုအပ်ပါက ကျွန်ုပ်တို့ဆက်သွယ်ရန် ဖော်ပြပါ။)  
(Add pages if needed)

ဘုံပြဿနာအားဖြည့်စွက်ခြင်းဖြင့် ဖော်ပြသည့်ဟုသင်ထင်ပါသနည်း။

What do you think will resolve this complaint (what should be done)?

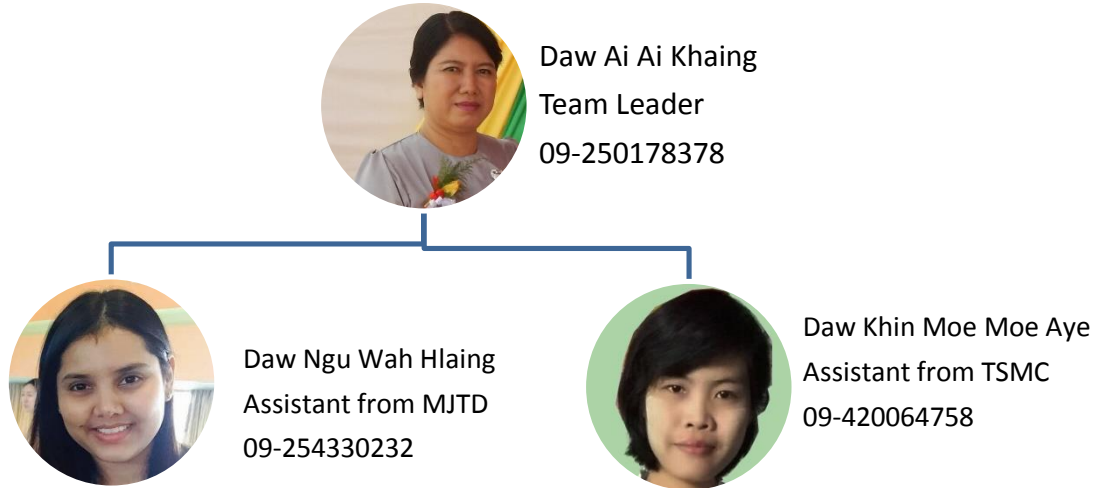
သီလဝါအထူးစီးပွားရေးဇုန် မကတူနှစ်ခုထပ်ထည့်ခြင်းဖြည့်စွက်ပုံစံ

တိုင်ကြားသူကိုယ်တိုင် မှန်ကန်စွာဖြည့်စွက်ခြင်း  
Certification (by the Complainant)

အထက်ဖော်ပြပါအချက်အလက်များသည် မှန်ကန်စွာဖြည့်စွက်ခြင်းကိုယ်တိုင် ဖြစ်ကြောင်း အတည်ပြုအပ်ပါသည်။  
I, the Complainant, hereby certify that all information submitted on this form is true and complete to the best of my knowledge.

လက်မှတ် Signature	
တိုင်ကြားသူအမည် Name	
နိုင်ငံသားမှတ်ပုံတင်အမှတ် NRC No	
ထပ်ပြုသည့်ရက်စွဲ Date of submission	

**Annex 4 –Joint TSMC/MJTD Community Relations Team (CMT)**



**Role of TSEZ CRT in relation to complaints management**

- Internal Thilawa SEZ Coordination Team
- Internal and external ‘face’ of TSEZ Complaints Management Procedure
- Administrator of the TCMP, with the assistance of