

**NATURAL GAS PROJECT**

**COMPLAINTS REGISTER  
FOR 2003**

**UPDATED: 28 April 2003**

Serial no & date	Name of complainant	Community & district	Complaint raised	Action taken	Community reaction	Status and responsible person	Age analysis
032 3 October 2002	Sr Antonio Goulap He sent a letter.	Magude	Allegedly lost 37 cattle due to broken fence of his kraal. Also complained about damage to a dip tank.	GLMC, the DA and Sasol met with Mr Goulap on 27 March. DA told Sr Goulap that he sold some cattle and his cattle were not registered at the Dept. of Agriculture.	Sr Goulap not legal land occupant. Damage to dip tank payable to State. He accepted the verdict, but said that he would pursue the claim through other institutions.	CLOSED	
039 14 November 2002	Work force	Nova Mambone	Request (not complaint) for transport assistance from contractor, to Nova Mambone on pay weekends. There is daily transport to Vilankulos and Inhassoro.	Favourably Resolved by Group Five.		CLOSED	
040 12 December 2002	Amir, GLMC	Ressano Garcia border post	Truck driver from Truck Africa blocked the border post by refusing to park in the truck lane with a load of pipes.	GLMC took the matter up with Truck Africa. Similar events will be avoided in future.		CLOSED	
041 20 December 2002	Sr Joao Lopes, a farmer.	Property located at KP 464+000	1) Fence of his ranch was damaged and he lost 37 cattle. 2) Not satisfied with the arrangement of guards at the fence	See no 047. Agreed that GLMC will restore an existing pond instead of compensation for	The size of the pond must still be determined. Mr Lopes must state the size in writing.	OPEN GLMC Monitor agreement reached between parties.	121 days D

**NATURAL GAS PROJECT**

**COMPLAINTS REGISTER  
FOR 2003**

**UPDATED: 28 April 2003**

Serial no & date	Name of complainant	Community & district	Complaint raised	Action taken	Community reaction	Status and responsible person	Age analysis
			entrance.	34 cattle. DA must see the pond and act as arbitrator. 3 Cows to be replaced, but price must be agreed.			
042 22 January 2003	Sr Ambrosio Community Leader	Maimelane	Demining team (MMA) damaged a section of the bridge that links Mabime, Chiphongo and Mungonze with Maimelane.	MMA will repair the bridge to its original state. Communicated to community.	Sr Ambrosio to be informed.	OPEN Foster Wheeler	88 days F
043 22 January 2003	Brian King Game reserve operator in the Sabie area	Moamba and Sabie	The activities of Sasol's contractors damaged the bridge between Moamba and Sabie.	GLMC repaired the bridge in the presence of the DA of Moamba and the District Director of Public Works.		CLOSED	
044 27 January 2003	Community members	Mbeve, Manhica	Roads are constructed through their properties without damage compensation. They threaten to disrupt truck movement.	Public liaison officer explained compensation policy to them. SMRD made arrangements for payment in week of 27 Jan 03.	Satisfied.	CLOSED	
045 27 January 2003	Church leader	Mbeve, Manhica	Wants rental for use of church premises for a temporary road.	Meeting with the church leader on 18 March.	Mr Lawal will inform the church leader that no rental is payable.	CLOSED	

**NATURAL GAS PROJECT**

**COMPLAINTS REGISTER  
FOR 2003**

**UPDATED: 28 April 2003**

<b>Serial no &amp; date</b>	<b>Name of complainant</b>	<b>Community &amp; district</b>	<b>Complaint raised</b>	<b>Action taken</b>	<b>Community reaction</b>	<b>Status and responsible person</b>	<b>Age analysis</b>
046 27 January 2003	District Administrator (DA)	Inhassoro	A trainee group were brought in from Vilankulo during Dec 2002 for urgent training. People should have come from Inhassoro.	Mr Louw handled with Adcorp. More people are being recruited from Inhassoro.	Mr Lawal to give feedback to DA.	CLOSED	
047 27 January 2003	District Administrator (DA)	Magude	Sr Joao Lopes is not satisfied with the manner in which his complaint was resolved (see no 041)	Meeting was held with Sr Lopes, DA, GLMC and Sasol at Magude, on 6/2/03. The local chief was also involved. See 041.		OPEN GLMC Monitor agreement reached between parties.	83 days D
048 28 January 2003	Sr Mugumbe for Sr Antonio Rodriques de Almeda	Chiziane area, Chigubu district	Has not received damage compensation payment for loss of trees	SMRD is investigating. They could not reach him yet, because he was in hospital.		OPEN SMRD Will be paid first week in April 2003.	82 days D
049 28 February 2003	Sr Antonio Joao Mucavel	Maimelane	Has not received compensation for tree losses: 8 Mango trees 2 Banana trees 3 Pawpaw trees 27 Casava plants	Compensation to be paid in April.		CLOSED	
050 28 February 2003	District Administrator	Chokwe	A truck driver caused damages to an electric pole and a wall next to the government guesthouse.	GLMC will obtain quote for a new pole.		OPEN GLMC	52 days F

**NATURAL GAS PROJECT**

**COMPLAINTS REGISTER  
FOR 2003**

**UPDATED: 28 April 2003**

<b>Serial no &amp; date</b>	<b>Name of complainant</b>	<b>Community &amp; district</b>	<b>Complaint raised</b>	<b>Action taken</b>	<b>Community reaction</b>	<b>Status and responsible person</b>	<b>Age analysis</b>
051 28 February 2003	Licensed diesel dealers	Chokwe	Business is lost due to illegal sale of diesel. The truck drivers are suspected.	GLMC discussed with Police Department and carrier on 4 March 2003.		CLOSED	
052 28 February 2003	District Administrator	Funhalouro	GLMC recruits people from Gaza instead of Funhalouro.	GLMC decided to recruit 350 people from Funhalouro to replace the people from Gaza.		CLOSED	
053 28 February 2003	JFS Tobacco Farm management	Macarretane	GLMC has not replaced damaged irrigation pipes.	GLMC replaced pipes.		CLOSED	
054 3 March 2003	Sasol observer	EN4 main route	Truck drivers occupy almost whole width of road, forcing other road users to go off the road when passing.	GLMC discussed with carrier and Police Department on 4 March 2003.		CLOSED	
055 3 March 2003	Town Council	Manhissa	Still waits for payment for sand from borrow pits used for construction of the road to the CPF.	P Barnard informed. Contractor to meet with Town Council.		OPEN P Barnard S Lawal	49 days D
056 3 March 2003	Construction workers	Fly camp near Sabie River crossing	Camp facilities are not as good as those in camp 3.	GLMC will manage.		CLOSED	
057 3 March 2003	Municipal council and community members	Chokwe	Truck drivers parked along main road in Chokwe due to heavy rain at the pipe laydown areas of camps 2	Sr Octavio of Sasol met with the Council and negotiated a	Everybody is happy with the arrangement.	CLOSED	

**NATURAL GAS PROJECT**

**COMPLAINTS REGISTER  
FOR 2003**

**UPDATED: 28 April 2003**

Serial no & date	Name of complainant	Community & district	Complaint raised	Action taken	Community reaction	Status and responsible person	Age analysis
			and 3.	dedicated temporary parking space for the trucks.			
058 4 March 2003	Management staff of Group 5	Inhassoro, Vilankulo and CPF	Discrimination against certain management staff members with regard to housing.	Mr Louw took up with Group 5 senior HR person in South Africa. Some people were moved around.	Situation was resolved.	CLOSED	
059 6 March 2003	Community	Manhica and along EN1 main road	Rainwater accumulates at a construction diversion road.	P Barnard informed.		OPEN P Barnard	49 days F
060 6 March 2003	Community	Manhica and along EN1 main road	Trucks damaged overhead electric cables, leaving the community without electricity.	Repaired.		CLOSED	
061 6 March 2003	Community	Manhica and along EN1 main road	Excavated soil still lies around. Needs to be cleaned up.	P Barnard informed.		OPEN P Barnard	49 days G
062 6 March 2003	Community	Manhica and along EN1 main road	Truck drivers occupy almost whole width of road, forcing other road users to go off the road when passing.	GLMC discussed with carrier and Police Department on 4 March 2003.		CLOSED	
063 20 March 2003	Community	Pande	More people are recruited for jobs from Temane than Pande.	C Louw discussed with Adcorp and Sr Domingos. New trainees will come from Pande.		CLOSED	

**NATURAL GAS PROJECT**

**COMPLAINTS REGISTER  
FOR 2003**

**UPDATED: 28 April 2003**

Serial no & date	Name of complainant	Community & district	Complaint raised	Action taken	Community reaction	Status and responsible person	Age analysis
064 20 March 2003	Mayor	Vilankulo	Project waste is disposed at the waste disposal site of Vilankulo, overloading the site.	CPF will get own disposal site in a few weeks. Municipal site will be cleaned.		OPEN Foster Wheeler	37 days G
065 25 March 2003	Community	Manhica	Contractor did not pay them for work on the road diversion.	Informed Piet Barnard.		OPEN P Barnard	32 days C
066 25 March 2003	District Administrator	Simbie	Community has no water after GLMC closed Camp 1 and removed the generator that powered the water pump.	GLMC will leave electric pump and Sasol will donate generator.	S Lawal informed DA on 25 March 2003.	CLOSED	
067 25 March 2003	Provincial Environmental Dept.	Chibuto	Rehabilitation of bridge at Chibuto was not done according to Prov. Env. Dept. prescriptions.	Copy of letter to Piet Barnard and Marja Prinsloo.		OPEN Marja Prinsloo	32 days F
068 2 April 2003	District Administrator of Macarretane	Sovela	Community is unhappy, because the ROW cut across a water canal and the water supply to the community is now impeded.	Inform R Lawson and GLMC.		OPEN R Lawson	24 days A
069 2 April 2003	M G Zimba	River crossing.	Plastic spoons and disposable food boxes are lying around.	Marja Prinsloo and Ron Lawson informed.		OPEN M Prinsloo	24 days G
070 2 April 2003	District Administrator	Morrumbene, road between T9 and Inhassoro	Person killed in road accident, allegedly involving a contractor vehicle. Driver did not stop.	Police are investigating, assisted by Foster Wheeler.	Very concerned, negative.	OPEN Foster Wheeler	24 Days H
071 2 April 2003	District Administrator	Morrumbene, road	Person killed in road accident, allegedly	Police are investigating,	Very concerned, negative.	OPEN Foster Wheeler	24 Days H

**NATURAL GAS PROJECT**

**COMPLAINTS REGISTER  
FOR 2003**

**UPDATED: 28 April 2003**

Serial no & date	Name of complainant	Community & district	Complaint raised	Action taken	Community reaction	Status and responsible person	Age analysis
		between T9 and Inhassoro	involving a contractor vehicle. Driver did not stop.	assisted by Foster Wheeler.			
072 4 April 2003	Administrative Post	Mapinhane	Pedestrian knocked down by blue Ford Ranger 4X4 on 7 April 03, allegedly driven by a contractor. Driver did not stop.	Police are investigating.	Very concerned, negative.	OPEN Foster Wheeler	24 Days H
073 14 April 2003	District Administrator	Funhalouro	GLMC requested some people to work in Camp 3, but no people have been recruited and the camp is closing already.				10 Days C
074 14 April 2003	Administrative Post	Ressano Garcia	Pipeline construction team did not warn adjacent communities and schools before blasting. It caused panic and concern.				10 Days B
075 14 April 2003	Administrative Post	Ressano Garcia	Blasting on pipeline route caused cracks in buildings, especially at nearby school.				10 Days B
076 14 April 2003	Administrative Post	Ressano Garcia	Construction vehicles use premises of Chefe de Posto as transport route.				10 Days B
077 24 April 2003	Sr Massinge	Temane	Community needs were identified regarding cattle breeding, agricultural equipment, water boreholes and pumps and a road connecting Temane with Cometela. Nothing has been done so far.	Refer to Social Development Committee.		OPEN E Temba	4 Days Social Devt

**NATURAL GAS PROJECT****COMPLAINTS REGISTER  
FOR 2003****UPDATED: 28 April 2003**

Serial no & date	Name of complainant	Community & district	Complaint raised	Action taken	Community reaction	Status and responsible person	Age analysis
078 24 April 2003	SR Massinge	Temane	He lost farm land. New farmland was given to him, but it does not correspond with the hectares lost and the location is not as agreed.	Refer to SMRD		OPEN Sarel Booyens	4 Days D
079 24 April 2003	Community Leader	Moabsa	Requested assistance from Sasol for replacement of school roof blown away by the recent cyclone. Community is very close to the pipeline.	Refer to Social Development Committee		OPEN E Temba	4 Days Soc Devt

**Complaint Classification**

A	Water resources
B	ROW affecting properties and people
C	Labour related issues
D	Compensation payment
E	Transport of heavy equipment on roads
F	Damage to infrastructure
G	Environmental
H	Traffic accidents
I	Social development projects

**NATURAL GAS PROJECT**

**COMPLAINTS REGISTER  
FOR 2003**

**UPDATED: 28 April 2003**

<b>Serial no &amp; date</b>	<b>Name of complainant</b>	<b>Community &amp; district</b>	<b>Complaint raised</b>	<b>Action taken</b>	<b>Community reaction</b>	<b>Status and responsible person</b>	<b>Age analysis</b>
-------------------------------------	--------------------------------	---	-------------------------	---------------------	-------------------------------	--	-------------------------