

# Majirani Tuzungumze

“Majirani - Bhoke na Marwa”



TUELEWESHANE!

FUATILIA MCHAKATO SAHIHI WA KUWASILISHA LALAMIKO LAKO KWENYE KAMPUNI YA AFRICAN BARRICK GOLD, ONGEA NA JIRANI YAKO USIKAE KIMYA.

## Taratibu Za Kuwasilisha Lalamiko



### Hatua Ya 1



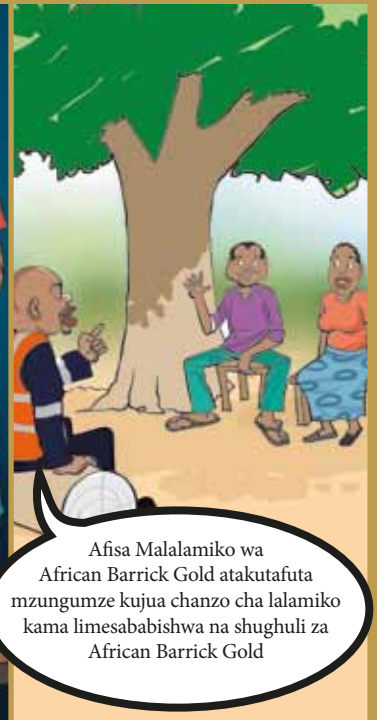
Andikisha lalamiko lako katika ofisi ya kijiji au mtaa, ama katika ofisi ya Mahusiano ya Jamii ya African Barrick Gold, ama kupitia kwa Afisa yeyote wa Idara ya Mahusiano ya African Barrick Gold

### Hatua Ya 2



Jaza Fomu ya lalamiko

### Hatua Ya 3



Afisa Malalamiko wa African Barrick Gold atakutafuta mzungumze kujua chanzo cha lalamiko kama limesababishwa na shughuli za African Barrick Gold

### Hatua Ya 4



Mlalamikaji atapewa majibu ya lalamiko lake ndani ya siku 30.

### Hatua Ya 5



Cha muhimu ni kwamba majirani wanajadiliana na kupata ueleva na suluhisho ya kile kilichojitokeza



Mgodi wa North Mara:  
**Afisa Malalamiko:**  
0767 100 650  
**Meneja Mahusiano ya Jamii:**  
0767 250 482

Translation of NMGML grievance mechanism leaflet:

*Neighbours let us speak*

*Neighbours – Bhoke and Marwa*

Marwa says: *Explain to me*

Bhoke says: *Follow the right procedure to register your complaint/grievance with African Barrick Gold, speak to your neighbour, don't be quiet.*

*Process for registering a grievance*

*Step One*

*African Barrick Gold Office for Community Relations*

*Register your complaint/grievance at your village or hamlet or at the community relations office at African Barrick Gold or through any community relations officer of African Barrick Gold*

*Step Two*

*Fill your complaint form*

*Step Three*

*A grievance officer from African Barrick Gold will look for you to discuss the source of your complaint/grievance and whether your complainant/grievance has been caused by operations of African Barrick Gold*

*Step Four*

*The complainant/aggrieved will receive a response within thirty days*

*Step Five*

*The most important thing is that as neighbours we discuss in order to understand and find a solution to any grievance/complainant*

*Step Six*

*Contact details, North Mara Mine grievance office phone number, community relations manager phone number*