

**GOVERNMENT OF ASSAM****FLOOD AND RIVER EROSION MANAGEMENT AGENCY OF ASSAM (FREMAA)**Address: Nayantara Supermarket, 4<sup>th</sup> floor, Six Mile, Guwahati-22, Phone/Fax-(0361)2339896

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**NOTIFICATION**

In pursuance to the provisions in the Environment and Social Management Framework (ESMF) and the Environment and Social Management Plan (ESMP) of Dibrugarh sub-projects, a Grievance Redressal Mechanism (GRM) is established under the World Bank financed Assam Integrated River Basin Management Project (AIRBMP). The GRM is established at 3 (three) levels i.e. – (i) Project level, (ii) District level and (iii) Executing Agency level, to address stakeholders' grievances and dissatisfactions about actual or perceived impacts and to find a satisfactory solution. The GRM will be implemented throughout the project cycle for use by stakeholders to address concerns and complaints promptly and transparently. The GRM will ensure that the stakeholders have access to legitimate, reliable, transparent, and efficient institutional mechanisms that are responsive to their complaints.

The key objectives of the GRM are:

- Educate stakeholders on the GRM
- Receive and record the grievances
- Resolve and close the grievances
- Escalate unsolved grievances to concerned authority
- Notify/ update the stakeholders of the solutions

**1. District Level**

1.1. The Second Level Grievance Redressal Committee (GRC) will be notified by the Deputy Commissioner for the sub-project under the World Bank financed Assam Integrated River Basin Management Project (AIRBMP).

1.2. Composition of the GRC: The GRC at district level may be constituted with the following members:

1.	Deputy Commissioner	Chairperson
2.	Additional Deputy Commissioner (LA)	Member-Secretary
3.	Revenue Circle Officer(s) – concerned Revenue Circles	Member
4.	Executive Engineer (WRD) – concerned Division	Member
5.	Assistant Executive Engineer (WRD) – concerned Division	Member
6.	Gaon Panchayat President/ Chairperson ULB (project area)	Member
7.	Representative of Affected Persons	Member
8.	Representative from Local NGO	Member

1.2.1. There shall be not more than 20 (twenty) members in the committee.

1.2.2. There shall be minimum one-third women representation in the committee.

1.3. Functions of the GRC: The functions of the district level GRC is listed below.

- i. The GRC will meet regularly at least once a month on a prefixed date.
- ii. Grievances will be recorded as per the prescribed format attached at Annexure-1.
- iii. All grievances of the people will be reviewed and resolved within six weeks of the date of submission.
- iv. The complainant/petitioner will have the right to be heard by the GRC before the committee gives its decision.
- v. Communication in writing should be sent to the aggrieved person about the date, time and venue of the GRC sitting.

- vi. It should be made known to the complainant/petitioner that he/she is entitled for personal hearing and that representation through proxy will not be entertained.
  - vii. Communication will also be sent through implementation support NGO to ensure that the petitioner is informed about the date of the GRC sitting.
  - viii. With reference to complaints related to GVB/ SEA, principle of confidentiality will be adhered to.
  - ix. Decision of the District Level GRC will be final, unless an appeal is preferred with the Executing Agency (EA) level.
  - x. If the committee is unable to arrive at a decision through consensus, the matter will be referred to the appellate authority with a note on opinion of the committee members.
  - xi. The complaint/concern thus received at Executing Agency (EA) level will be redressed in four weeks' time and written communication should be sent to the complainant about the decision taken.
- 1.4 The GRC will aim to provide a time-bound and transparent mechanism to voice and resolve stakeholders' concerns linked to the project.
  - 1.5 The GRC will address affected persons concerns and complaints promptly, making it readily accessible to all segments of the affected persons and other stakeholders.
  - 1.6 The GRC will continue to function, for the benefit of the stakeholders, during the entire life of the project including the defects liability period.
  - 1.7 Other than disputes relating to ownership rights and apportionment issues, on which the LARR Authority has jurisdiction, GRC will review grievances involving eligibility, valuation, all resettlement and rehabilitation benefits, relocation and payment of assistances.
  - 1.8 Further, for title-holders, the GRC will provide an opportunity to have their grievances redressed prior to approaching the State level LARR Authority, constituted by Government of Assam in accordance with Section 51(1) of the RFCTLARR Act, 2013.

  
Chief Executive Officer (CEO)  
FREMAA

## Annexure-1: Format for Grievance Registration

<b>Registration number assigned:</b>	
1	<b>Name</b> :
2	<b>Address</b> :
3	<b>Phone number</b> :
4	<b>Email Id (if available)</b> :
5	<b>Gender</b> :

<b>6</b>	<b>Complainant category</b>	<b>Specification</b>
i	Affected person(s)	
ii	Intermediary (on behalf of AP)	
iii	Associated service department/organisation	
iv	Civil organisation	
v	Others	

<b>7</b>	<b>Mode of Receiving Complaint</b>	<b>Specification</b>
i	Phone call	
ii	Webpage	
iii	Email	
iv	Complaint Register (on-site)	
v	Verbal	
vi	Others (specify)	

<b>8.a.</b>	<b>Details of Complaint</b>	<b>Specification</b>
i	General enquiry	
ii	Land acquisition	
iii	Compensation	
iv	Resettlement site	
v	Construction	
vi	GVB/ SEA	
vii	Others	

<b>8.b.</b>	<b>Location</b> <b>(District, Block, GP, Village)</b>	
<b>8.c.</b>	<b>Person/ agency responsible for causing the issue (PIU, Contractor, Associated department, implementing agency, etc.) - if known</b>	

<b>8.d.</b>	<b>Brief description of issue</b>
<b>8.e.</b>	<b>Past action(s) taken by the complainant (if any)</b>

<b>9</b>	<b>Preliminary Response to Complainant</b>	<b>Details</b>
i	Complaint rejected	
ii	Complaint accepted (partially/ wholly)	
iii	Query responded to and issue closed	

<b>10</b>	<b>Person who received the complaint</b>	
i	Name	
ii	Designation	
iii	Phone number	