

**GOVERNMENT OF ASSAM**

**FLOOD AND RIVER EROSION MANAGEMENT AGENCY OF ASSAM (FREMAA)**

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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) under the World Bank financed Assam Integrated River Basin Management Project (AIRBMP), a Grievance Redressal Mechanism (GRM) is established at 3 (three) levels i.e. – (i) Project level, (ii) District level and (iii) Executing Agency level under Flood and River Erosion Management Agency of Assam (FREMAA).

The **Executing Agency Level Grievance Redressal Committee** is constituted with the following members.

1.	Chief Executive Officer (CEO) Flood and River Erosion Management Agency of Assam (FREMAA)	Chairperson
2.	Chief Executive Officer (CEO) Assam State Disaster Management Authority (ASDMA)	Member
3.	Secretary to the Govt. of Assam Revenue and Disaster Management Department	Member
4.	Chief Engineer Water Resources Department (WRD)	Member
5.	Executive Officer (Non-Technical) Flood and River Erosion Management Agency of Assam (FREMAA)	Member-Secretary
6.	Executive Officer (Technical) Flood and River Erosion Management Agency of Assam (FREMAA)	Member
7.	2 (two) members nominated by Chairperson (from among the Stakeholders of the project)	Member

The Committee is thus formed to address stakeholders' grievances and dissatisfactions about actual or perceived impacts and to find a satisfactory solution. The Committee will function throughout the project cycle for use by stakeholders to address concerns and complaints promptly and transparently. The Committee will ensure that the stakeholders have access to legitimate, reliable, transparent, and efficient institutional mechanisms that are responsive to their complaints.

The Committee will function to achieve the key objectives of the Grievance Redressal Mechanism (GRM), that 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

  
Chief Executive Officer (CEO)  
FREMAA