

No. FREMAA(P)/PROJ/5/2021 /2499

Dated: 8/2/2021

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. Project Level

1.1. The concerned Project Implementation Unit (PIU)/Water Resources Department (WRD) will nominate 1 (one) official to oversee the implementation of Resettlement Action Plan (RAP) and to provide response to the grievances raised by the community and Affected Person(s) (AP).

1.2. Composition of the Project Level Committee is as follows.

1.	Executive Engineer (WRD) – concerned Division	Chairperson
2.	Assistant Executive Engineer (WRD) – concerned Division	Member-Secretary
3.	Nominated official overseeing implementation of RAP (as per Point 1.1.1 above)	Member
4.	Anchalik Panchayat Chairperson / Gaon Panchayat President/ Chairperson ULB (concerned project area)	Nominated Member

1.3. Prior to registering the complaint/ query, a procedural step will be in place to assess its eligibility and check that issues raised in the complaint fall within the scope that the GRM is mandated to address.

1.4. Grievances thus accepted, acknowledged and registered will be responded to the complainant in writing within a specified response time and in the prescribed manner, following the Three-Level Grievance Redressal Mechanism under the project.

1.5. A Grievance Register will be maintained and digitized at the PIU level by this designated official to document the grievance as per the prescribed format attached in Annexure-1, including details of the date and type of grievance received, the date of personal hearing provided to the complainant, the date when grievance was redressed or if not redressed date of forwarding the grievance to the GRC.

1.6. Provision will be made to record and maintain grievances received directly on-site and incorporated in the Grievance Register. This will serve as the First Level of Grievance resolution.

- 1.7. Grievances that cannot be resolved at the PIU level and in cases where the complainant is not satisfied with the decision, will be referred to the District level GRC.
- 1.8. Grievances that do not reach a resolution at District level GRC and in cases where the complainant is not satisfied with the decision, will be further escalated to EA level.
- 1.9. With reference to complaints related to GVB/ SEA, the PIU will refer the case to the concerned Service Provider with an intimation to the Internal Committee (IC) under FREMAA and adhere to the principle of confidentiality while informing the same to the District level GRC as the case may be.
- 1.10. The designated official at the PIU will also be responsible to ensure that a mechanism is put in place to address grievances of labours and staff deployed at project sites by the Contractors.
- 1.11. The PIU will also ensure installation of Display Boards at site with GRM information with support from the implementing support NGO and in consultation with project Management Unit (PMU), FREMAA.
- 1.12. Consultative meetings along with distribution of leaflets with the community and APs will also be conducted to educate them on the GRM and its escalation matrix for resolving grievances to encourage them to use and access it in case of need.
- 1.13. Stakeholders will also be engaged through community-based monitoring mechanisms or social audits as may be intimated by PMU, FREMAA, to create transparency and accountability in the implementation, monitoring and maintenance of the project to improve the outcomes of the program.



Chief Executive Officer (CEO)
FREMAA

Annexure-1: Format for Grievance Registration

Registration number assigned:		
1	Name	:
2	Address	:
3	Phone number	:
4	Email Id (if available)	:
5	Gender	:
6	Complainant category	Specification
i	Affected person(s)	
ii	Intermediary (on behalf of AP)	
iii	Associated service department/organisation	
iv	Civil organisation	
v	Others	
7	Mode of Receiving Complaint	Specification
i	Phone call	
ii	Webpage	
iii	Email	
iv	Complaint Register (on-site)	
v	Verbal	
vi	Others (specify)	
8.a.	Details of Complaint	Specification
i	General enquiry	
ii	Land acquisition	
iii	Compensation	
iv	Resettlement site	
v	Construction	
vi	GVB/ SEA	
vii	Others	
8.b.	Location (District, Block, GP, Village)	
8.c.	Person/ agency responsible for causing the issue (PIU, Contractor, Associated department, implementing agency, etc.) - if known	
8.d.	Brief description of issue	
8.e.	Past action(s) taken by the complainant (if any)	
9	Preliminary Response to Complainant	Details
i	Complaint rejected	
ii	Complaint accepted (partially/ wholly)	
iii	Query responded to and issue closed	
10	Person who received the complaint	
i	Name	
ii	Designation	
iii	Phone number	