



GRIEVANCE REDRESS MECHANISM UNDER UTTAR PRADESH CORE ROAD NETWORK DEVELOPMENT PROJECT

World Bank Funded

Introduction

As agreed in the Project Appraisal Document (PAD) of World Bank and ESMF, an Integrated Grievance Redress Mechanism (IGRM) has been established under UPCRNDP with the aim to settle as many disputes as possible through consultations. So that the grievances/disputes arises under the project shall be addressed mainly through consultations between project authority and the complainants which results less litigations and can save time as well.

Grievances can also be lodged online in the World Bank's Grievance Redress Services (GRS) i.e. World Bank's Independent Inspection Panel and World Bank's Corporate Grievance Redress Services at www.inspectionpanel.org and <http://www.worldbank.org/en/projects-operations/products-and-services/grievance-redress-service> respectively.

The community / beneficiaries / project affected persons have the option to lodge the grievance to the Hon'ble Chief Minister's Jansunwai-Samadhan at www.jansunwai.up.nic.in.

Grievance Redress Cell Setup under ESDC

As a part of IGRM (Integrated GRM), a Grievance Redress Cell (GRC) has been set up at the district level. The members of GRC are Social & Environment Experts of PMU, Social and Environment Officer of PIU (Assistant Engineers of PIU's have been designated Social and Environment Officer under the project, to look after the social and environment components of their respective jurisdiction), two representatives from community/beneficiary/affected person, Contractor's representative and a representative of NGO. The Executive Engineer of respective road section is the Chairperson of the Cell.



Social Expert of PMU is the Nodal and is responsible for overall activities required for successful functioning of Grievance Redress Mechanism under UPCRNDP. The website of UPCRNDP has the name and number of Social Expert (Name-PN ROY, Mobile No. 9779117558); the toll free number (18001215707), the website address (www.upcrndp.gov.in) and also the complete details of hearings imparted under GRM.

The functions of the GRC

(a) record the grievances and prioritize them; (b) to redress grievances of community / beneficiaries / project affected persons (PAPs) in all respects; (c) if required, may undertake site visits; (d) continuous update be provided to aggrieved party about development of their case; (e) inform their decision/verdict in writing to PMU, PIU of UPCRDP and aggrieved party as well.

GRC will only deal/hear the issues related to social & environment, construction and individual grievances and will give its decision/verdict in writing within 15 days after hearing the aggrieved person.

Registration of Grievance

The complainant/aggrieved party can register their grievances in various mediums e.g. including in person, in written form to any of the address of UPPWD, Contractor, NGO, PMC etc., through a direct call to concerned officials, web-based complaints, dedicated toll-free telephone line (A dedicated toll-free number has already been working under the established grievance redress system of UPPWD which is being used for the project, the toll free No.is 18001215707), written complaints on complaint register available at Office of the PIUs, NGO Office, contractor's office, information kiosks etc. The grievance can also be registered through PMIS.

Methodology

Any complaint registered using combination of various mediums as described above will be forwarded to Social Expert of PMU on same day. Based on the



nature of the complaint, Social Expert of PMU will decide members required for hearing of the grievance and will call the meeting of GRC within three working days. The GRC has to be completed hearing and give its decision/verdict within 15 working days.

However, the community / beneficiaries / project affected persons will have the option to approach court / judiciary in case he or she is not satisfied with the verdict given under GRC or Jansunwai-Samadhan or World Bank's Grievance Redress Services.

DIAGRAMATIC OVERVIEW: Greivance Redressal Mechanism

