



Himachal Pradesh Gram Sadak Development Agency (HPGSDA)

Grievance Redressal Mechanism (GRM) for the World Bank Funded Rural Road Project-II (RRP-II) under Pradhan Mantri Gram Sadak Yojana (PMGSY).

General

Grievance redress shall be Comprises of three tier mechanism for the project affected persons (PAPS) of world Bank funded (RRP-II) under Pradhan Mantri Gram Sadak Yojana to be executed by the HPGSDA in the State of Himachal Pradesh. The informal approach where community concerned will be defined and addressed through the information dissemination, transect walk and community consultation.

The second approach is of three tier grievance redress mechanism system should be followed. The first tier is Panchayat Level Grievance Redress Committee (PGRC), the second tier is e-samadhan (already in place developed by NIC, Himachal Pradesh using ASP.NET) / DLGRC shall be followed. The court of law to have the final decision will be the third tier. The first tier committee shall be constituted by the Executive Engineer and second tier committee by the Superintending Engineer immediately after the awarding of project work.

The PGRC (1st Tier)

The Panchayat level grievance committee (PLGRC) shall consist of following members:-

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| 1) Pradhan (President) of Village/ Panchayat | Chairman |
| 2) 2 Members of Village Panchayat(1 member of SC/ST) | Members |
| 3) AE/ JE incharge of the work | Member Secretary |

The e-samadhan/ DLGRC (District Level Grievances Redressal Committee) (II-Tier)

The Url of the system for e-samadhan is <http://admis.hp.nic.in>

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| 1. Executive Engineer (PIU) | Chairman/(Nodal Officer e-samadhan) |
| 2. Pradhan (President) of Village/ Panchayat | Member |
| 3. Nodal Social Officer | HPGSDA |
| 4. Member of Village Panchayat (1 member of SC/ST) | Member |
| 5. AE/ JE in charge of the work | Member Secretary |

(III tier)

The court of law to have the final decision will be the (III tier)

FUNCTION OF VLGRC

1. Accept the written/oral representation of the PAPS and suitable solution up to the satisfaction of petitioner be taken after viewing the all aspects of the complaint/grievances. The members of the committee shall be taken in confidence before drawing the decision of the committee. The minutes of the committees shall be recorded by the member secretary of the VLGRC.
2. VLGRC will decide the matter with in the 20 days after visiting the spot if required along with the other members of the committee.
3. The committee can solicit the help of any other non government agency or Govt. agency also to decide the matter in the effective manner
4. The decision taken be recorded and duly informed to the affected party /petitioner and responding agency also. It should be the part of the record of the PIU office to review by World bank Team/NRRDA/HPGSDA.

e-samadhan/ DLGRC

If aggrieved by the decision of the VLGRC petitioner can approach to the e-samadhan system or DLGRC

1. The petitioner aggrieved by the decision shall inform the DGLRC in writing to the committee
2. The DLGRC will disposed off the matter within 15 days after hearing the matter presented by the petitioner as well as member secretary of the committee presenting the other side (PIU functionaries').
3. The proceeding shall be drawn by the superintendent of the PIU (Member Secretary).
4. The proceeding shall be communicated to the affected parties.
5. The e-samadhan is already in place and HPWD is following the same in letter and spirit.

Grievances Redressal Mechanism

