

NOTIFICATION

The Governor, Himachal Pradesh is pleased to constitute a Project Grievance Redressal Committee (GRC) for PIU (HPPWD) under the World Bank-assisted Resilient Action for Development and Disaster Recovery - Himachal Pradesh (READY-HP) Project, to ensure effective, transparent and time-bound redressal of grievances arising out of project implementation. The flow chart for addressing grievances through manual and on-line mode is also annexed as annexure A&B respectively

(i) Composition of PIU level GRC, HPPWD

1.	The Chief Engineer (SZ), HPPWD, Nirman Bhawan, Shimla.	Chairperson
2.	The Superintending Engineer 4th Circle, HPPWD Shimla, (Technical Specialists).	Member
3.	The Superintending Engineer (D-III), HPPWD Nirman Bhawan, Shimla.	Member
4.	The Superintending Engineer (WB), HPPWD Shimla, Nirman Bhawan, Shimla.	Member
5.	The Controller (F & A), HP.PWD, Shimla, Nirman Bhawan, Shimla.	Member
6.	The Executive Engineer, PMGSY, HPPWD, Shimla.	Member
7.	The Executive Engineer, Works, HP.PWD, Shimla.	Member Secretary

Terms & Condition of above committee are given as under:-

1. The GRC will meet regularly at least once a month on a prefixed date.
2. Unresolved Grievances at the Sub-project level are transferred to PIU level.
3. Grievance will be recorded as per the prescribed format attached.
4. All grievances will be reviewed and resolved within four week from the date of submission.
5. The complaint/petitioner will have the right to heard by the GRC before the committee gives its decision.
6. Communication in writing should be sent to the aggrieved person about the date, time and venue of the GRC sitting.
7. Decision of the PIU Level GRC will be final, unless an appeal is preferred to the PMU level.
8. If the committee is unable to arrive at decision through consensus, the matter will be referred to the appellate authority with a note incorporating opinion of the committee members.
9. The GRC will continue to function, for the benefit of the stakeholders, during the entire life of the project including the defects liability period.

FR
WIS
04/6/26
1661
4/6/26
PMGSY
5/6/26
S.S. work
8-6-26

(ii) **Composition of Sub Project level GRC at concerned circle, HPPWD**

1.	The Superintending Engineer, HPPWD (concerned Circle)	Chairperson
2.	The superintendent Gr-1 (concerned circle)	Member Secretary
3.	The Executive Engineer concerned, HPPWD.(Concerned)	Member
4.	The Engineer officer (concerned circle)	Member
5.	The Circle Head draughtsman (concerned circle)	Member
6.	The Assistant Engineer concerned Sub division	Member

Terms & Condition of above committee are given as under:-

1. The GRC will meet regularly at least once in a week on a prefixed date.
2. Unresolved Grievances at the Sub-project level are transferred to PIU level.
3. Grievance will be recorded as per the prescribed format attached.
4. All grievances will be reviewed and resolved within four week from the date of submission at PIU level.
5. The complaint /petitioner will have the right to heard by the GRC before the committee give its decision.
6. Communication in writing should be sent to the aggrieved person about the date, time and venue of the GRC sitting.
7. Decision of the PIU Level GRC will be final, unless an appeal is preferred to the PMU level.
8. If the committee is unable to arrive at decision through consensus, the matter will be referred to the appellate authority (PIU) with a note incorporating opinion of the committee members.
9. The GRC will continue to function, for the benefit of the stakeholders, during the entire life of the project including the defects liability period.

By order/-

Principal Secretary (PW) to the
Government of Himachal Pradesh


Endst. No. as above.

Dated: Shimla

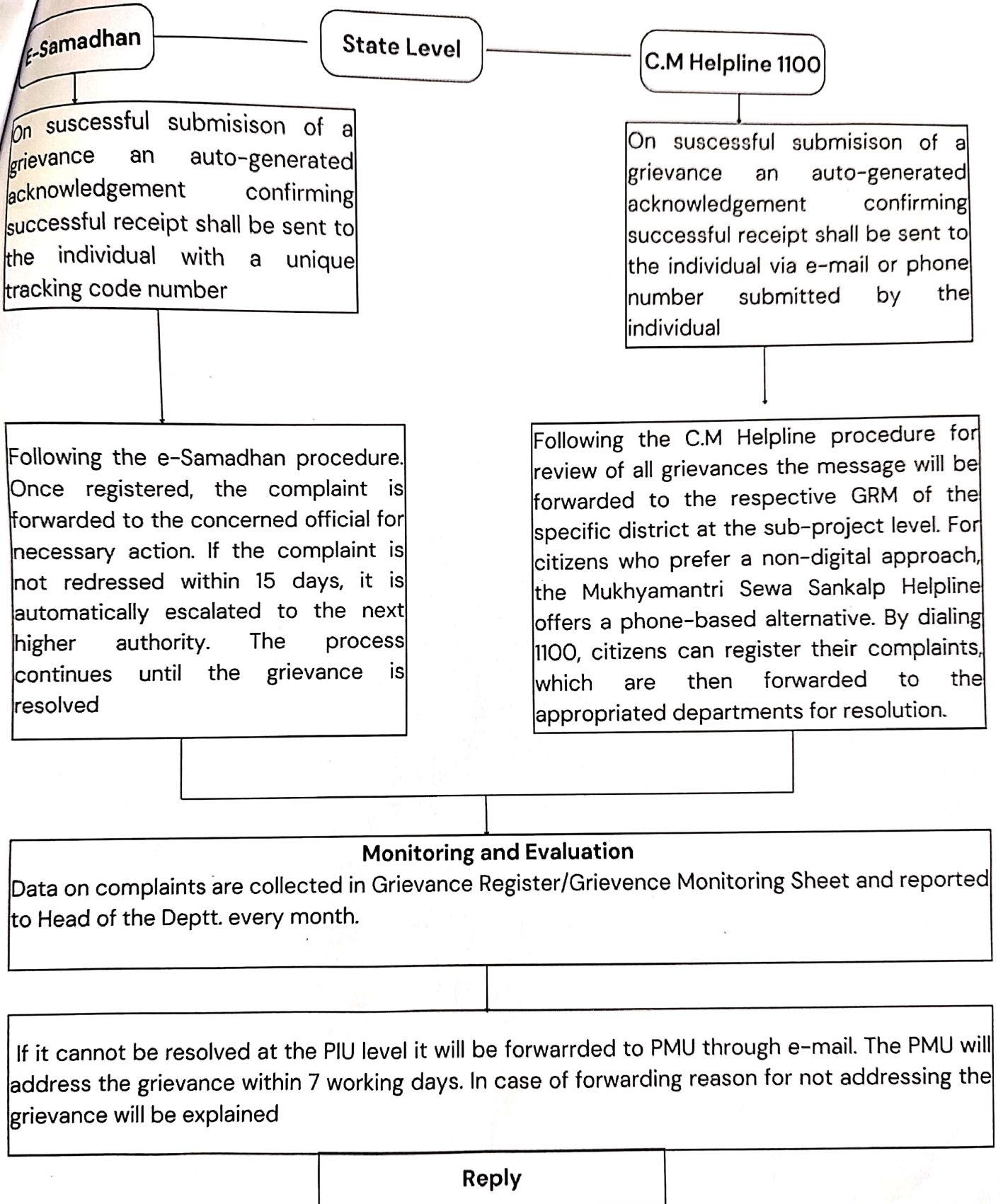
02nd June, 2026

Copy for necessary action to:-

1. The Engineer-in-Chief, HPPWD, Shimla-2, for information
2. The Chief Engineer (SZ), HPPWD, Nirman Bhawan, Shimla.
3. The Superintending Engineer 4th Circle, HPPWD Shimla, (Technical Specialists).
4. The Superintending Engineer (D-III), HPPWD Nirman Bhawan, Shimla.
5. The Superintending Engineer (WB), HPPWD Shimla, Nirman Bhawan, Shimla.
6. The Superintending Engineer, HPPWD (All concerned Circle)
7. The Controller (P & A), HP.PWD, Shimla, Nirman Bhawan, Shimla.
8. The Executive Engineer, PMGSY, HPPWD, Shimla
9. The Executive Engineer, Works, HP.PWD, Shimla.


Under Secretary (PW) to the
Government of Himachal Pradesh

Addressing grievances received through online/ Helpline



Note:-Any aggrieved person or community is free to be proceed any appellate authority under the court of law in Himachal Pradesh