



Punjab Roads & Bridges Development Board
SCF 61-62, Phase-II, Mohali.

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

General

The Grievance Redressal Mechanism is required to be set up to settle the disputes and grievances of Project Affected Persons (PAPs) of World Bank funded Rural Road Project-II (RRP-II) under Pradhan Mantri Gram Sadak Yojana (PMGSY). In the first instance efforts shall be made to redress their grievances and settle the disputes through consultations. For this purpose a three stage procedure shall be followed for each work with **Village Level Grievance Redressal Committee (VLGRC)** as the first tier, the **District Level Grievance Redressal Committee (DLGRC)** as second tier and the **Court of Law** as the third tier.

The decision of the VLGRC and DLGRC shall not be binding upon the aggrieved party/individual and they/he/she may take recourse to the court of law if they/he/she are not satisfied with the decision of VLGRC and DLGRC.

Composition of Committees

The **Village Level Grievance Redressal Committee (VLGRC)** shall consist of the following members :

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|------|--|---|------------------|
| i) | Sarpanch of concerned village | - | Chairman |
| ii) | Two members of village Panchayat* | - | Members |
| | (*At least one Panchayat member shall be of SC category) | | |
| iii) | AE/JE incharge of the work | - | Member Secretary |

The **District Level Grievance Redressal Committee (DLGRC)** shall consist of the following members :

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|------|---|---|------------------|
| i) | Executive Engineer incharge of the work | - | Chairman |
| ii) | Sarpanch of concerned village | - | Member |
| iii) | Nodal Officer (Social) of SRRDA | - | Member |
| iv) | One Member of Village Panchayat belonging to SC Category. | - | Member |
| v) | SDE incharge of the work | - | Member Secretary |

The Village Level Grievance Redressal Committee (VLGRC) shall be constituted by the Executive Engineer incharge of the work immediately after the allotment of work. The District Level Grievance Redressal Committee (DLGRC) shall be constituted by the Superintending Engineer incharge of the work on recommendation of the Executive Engineer incharge immediately after allotment of work.

Functions of the VLGRC

- a) Record the grievances related to the social issues of aggrieved party/individual, prioritize them and provide solution of their grievances.
- b) If required, the VLGRCs and DLGRC may undertake site visit, ask for relevant information from Programme Implementing Unit (PIU)/SRRDA, other government and non government agencies etc.
- c) VLGRC and DLGRC will attempt to resolve the grievance within defined time period.
- d) Inform aggrieved parties and State Rural Road Development Authority (SRRDA) regarding the decision taken.

In the first instance the aggrieved Project Affected Person (PAP) shall give his representation in writing in the office of the Sub Divisional Engineer incharge of the work and thereafter the Village Level Grievance Redressal Committee (VLGRC) attempt to resolve the grievance within 15 days. If the aggrieved Project Affected Person (PAP) is not satisfied with the decision of the Village Level Grievance Redressal Committee (VLGRC) he/she may give his representation in writing in the office of the Executive Engineer incharge of the work who is the Member Secretary

of the District Level Grievance Redressal Committee (DLGRC) and the DLGRC shall attempt to resolve the grievance within 15 days of receipt of representation.

The proceedings of the Village Level Grievance Redressal Committee (VLGRC) shall be recorded by the AE/JE incharge of the work and the proceedings of the District Level Grievance Redressal Committee (DLGRC) shall be recorded by the Sub Divisional Engineer incharge of the work. The expenditure incurred for redressal of grievances shall be borne by the concerned Programme Implementing Unit (PIU).
