

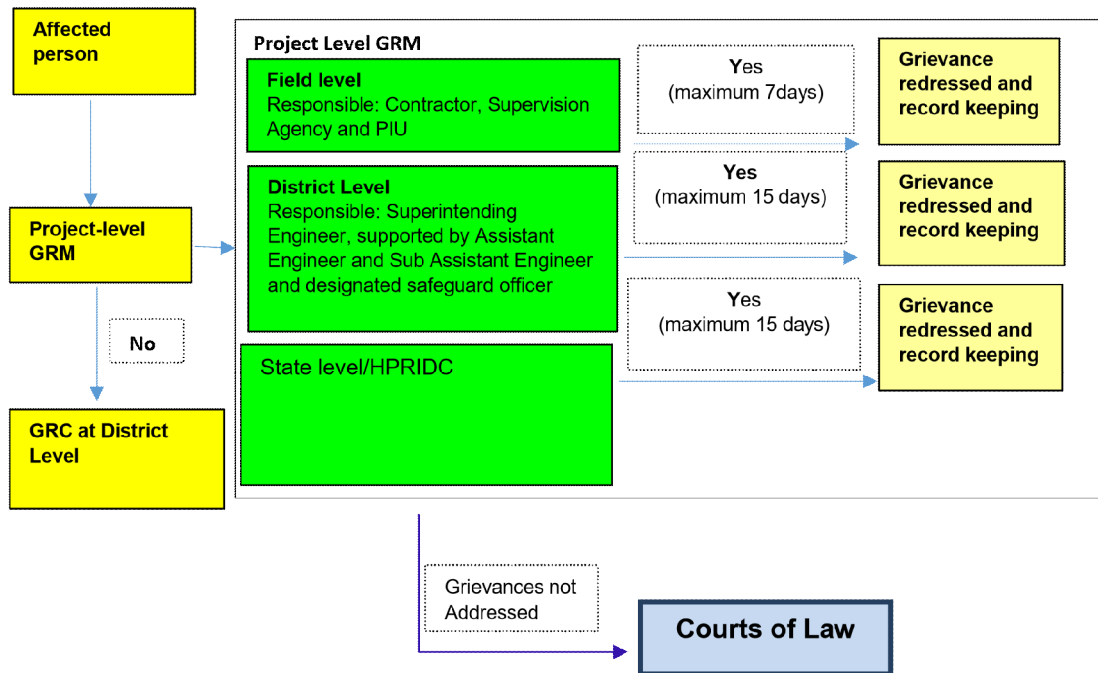
## Grievance Redressal Mechanism

1. A grievance redress mechanism shall be developed for potential use by external stakeholders. The aim of the grievance redress mechanism is to achieve mutually agreed resolution of grievances raised by such stakeholders. The grievance redress mechanism described hereunder is distinct from the grievance redress mechanism, to be used by the Project's workforce. Key definitions are as follows:
  - " **Complaint:** an expression of dissatisfaction that is related to an impact caused by a project activity, which has affected an individual or group. Adversely, the interest of an individual or group and the individual or group wants a proponent or operator (or contractor) to address and resolve it (e.g. problems related to dust deposition, noise or vibration). A complaint is normally of a less serious nature than a grievance; and
  - " **Grievance:** a claim raised by an individual or group whose livelihood, health and safety, cultural norms and heritage are considered to have been adversely affected (harmed) by a project activity which, if not addressed effectively, may pose a risk to HPRIDC operations (through stakeholder actions such as access road blockages) and the livelihood, well-being or quality of life of the claimant(s).
2. A grievance redress mechanism (GRM) to uphold the Project's social and environmental safeguards performance is designed to address concerns and complaints promptly and transparently with no impacts (cost, discrimination) for any reports made by project affected people (PAPs). The grievance redress mechanisms described hereunder include both complaints and grievances (hereinafter referred to only as "grievances"). Grievances raised by stakeholders need to be managed through a transparent process, readily acceptable to all segments of affected communities and other stakeholders, at no cost and without retribution. The GRM works within existing legal and cultural frameworks, providing an additional opportunity to resolve grievances at the local, project level. The key objectives of the GRM are:
  - " Record, categorize and prioritize the grievances;
  - " Settle the grievances via consultation with all stakeholders (and inform those stakeholders of the solutions)
  - " Forward any unresolved cases to the relevant authority.
3. The types of grievances stakeholders may raise include, but are not limited to:
  - " Non-payment, or inadequate compensation and/or due R&R assistances; wrong measurement of parcel
  - " Construction related impacts ó cracks, damages to structures; dust damaging crops/trees
  - " Health and safety risks;
  - " Negative impacts on the environment;
  - " Negative impacts on communities, which may include, but not be limited to financial loss, physical harm and nuisance from construction or operational activities;
  - " Impacts arising from migrant labor on local communities
4. As the GRM works within existing legal and cultural frameworks, it is recognized that the GRM will comprise project level and Himachal Pradesh judiciary level redress mechanisms. Most Project related grievances could be minor and site-specific. Most grievances are to be received directly on site by the designated site representative of HPRIDC that will endeavor to resolve them satisfactorily on site. The designated site representative will inform the Head of Construction Management Unit (CMU) of these complaints and their outcomes, and of others not satisfactorily resolved that the Project Contact Person (PCP) should take over. The PCP will log these in the Complaints Register. The PCPs will, on receipt of each complaint, note the date, time,

name and contact details of the complainant, and the nature of the complaint in the Complaints Register. The PCP will inform the complainant of when to expect a response. S/he will then endeavor to address it to the best of his/her abilities, as soon as possible. Should the PCP not be able to resolve the complaint to the satisfaction of the affected persons, he/she will then refer the complaint directly to the HPRIDC Project Director (PD).

5. Complaints referred to the PD will require him/her to take earnest action to resolve them at the earliest time possible. It would be desirable that the aggrieved party is consulted and be informed of the course of action being taken, and when a result may be expected. Reporting back to the complainant will be undertaken within a period of two weeks from the date that the complaint was received. If the complaint is not resolved to the satisfaction of the aggrieved party, it will then be referred by the State level Grievance Redress Committee (SGRC). The SGRC will be required to address the concern within 1 month.
6. Should measures taken by the SGRC, fail to satisfy the complainant, the aggrieved party is free to take his/her grievance to the Court of Law **at his/her own cost**, and the Court's decision will be final and shall be binding on all parties. It is possible that for land issues, the complainant may prefer to take his/her issue to the Court of Law for a final pronouncement/resolution. It is vital that appropriate signage for GRM is erected at the sites of all works providing the public with updated Project information and summarizing the GRM process, including contact details of the relevant Project Contact Person (PCP). Anyone shall be able to lodge a complaint and the methods (forms, in person, telephone, forms written in Hindi/local language) should not inhibit lodgment of any complaint.
7. The Complaints Register shall be maintained by the CMU and maintained by the department, who will log the: i) details and nature of the complaint; ii) the complainant name and their contact details; iii) date; iv) corrective actions taken in response to the complaint. This information will be included in HPRIDC's progress reports to the World Bank. The project level process can only act within its appropriate level of authority and where appropriate, complaints will be referred on to the relevant authority such as those indicated.
8. The Grievance Redress Committee (GRC) will be formed at each Project district comprising of following members ó
  - “ District Social Welfare Officer
  - “ Executive Engineer, CMU
  - “ Resettlement and Rehabilitation Officer, SDU/CMU
  - “ NGO representative
  - “ PAP representative, and
  - “ Representative from Land and Revenue Department (only cases related to land)
9. In addition, there is proposed to be one District level Committee (DLC) will be formed to meet at periodic interval to review the progress of land acquisition and facilitate implementation in the district. District Level Committee would comprise of the following members:
  - “ Deputy Commissioner (Chairman)
  - “ Land Acquisition Officer
  - “ Executive Engineer (PWD)
  - “ NGO Representative
  - “ Chairman of Block Samiti
10. To resolve the land and structure related issues, an arbitrator shall be appointed by the HPRIDC in order to settle the dispute. Cases not resolved at GRC level would be brought for arbitration. A

time period of two months would be available for arbitration. In case at this level the dispute is also not resolved, the aggrieved person may take recourse to the civil court.



**Fig 1 : Grievance Redress Mechanism/Process**

11. Details on contact information for grievances, inquiries, and further feedback.

Description	Contact details
Company:	Himachal Pradesh State Road & Other Infrastructure Development Corporation
To:	Chief Engineer-cum-Project Director
Address:	HP State Roads Project, Nirman Bhawan, Nigam Vihar, Shimla 6 171 002
E-mail:	pdsrp-hp@nic.in
Website:	<a href="http://www.himachalservices.nic.in/hpridc">http://www.himachalservices.nic.in/hpridc</a>
Telephone:	Tel: 0177 6 2627602, 2620663
Fax:	0177 6 2620663

12. Notifications regarding constitution of committees by HPRIDC would be done prior to project negotiations. Prior to commencement of construction, these details would be notified by pasting notices at the prominent community locations and also in the villages en-route. Additionally, these details would also be displayed in the micro-plans (prepared for provision of R&R assistances) that would be displayed in the project affected villages.