

**PRBDB**

To

Chief Engineer (North-I)  
Punjab PWD B&R, Patiala

Chief Engineer (North-II)  
Punjab PWD B&R, Patiala

Chief Engineer (South),  
Punjab PWD(B & R), Chandigarh

Chief Engineer (Central)-cum-  
Nodal Officer (PMGSY)  
Punjab PWD B&R, Patiala

Chief Engineer (PMGSY),  
Punjab Mandi Board, Chandigarh

Memo No.: PMGSY/ 6313-17


Dated: 05/11/13

**Subject:** Regarding Implementation of GRM (Grievance Redressal Mechanism) in the field during execution of World Bank funded RRP-II, PMGSY.

**Ref:** This office letter No. 925-26 dated 18.05.2012 addressed to Chief Engineer (PMGSY) Punjab PWD B&R, Patiala and Chief Engineer (PMGSY), Punjab Mandi Board, Chandigarh.

Your kind attention is drawn to this office letter under reference addressed to Chief Engineer (PMGSY) Punjab PWD B&R, Patiala and Chief Engineer (PMGSY), Punjab Mandi Board, Chandigarh vide which copy of GRM (Grievance Redressal Mechanism) was forwarded for implementation during the World Bank funded PMGSY Rural Roads Project. It is once again requested to instruct all PIUs dealing with PMGSY World Bank Funded Projects under Phase IX, X & XI to form the committees as per GRM (Grievance Redressal Mechanism) and to ensure their functioning during the implementation of the project. Copy of the letter and GRM (Grievance Redressal Mechanism) is once again attached for ready reference please. The GRM guideline is also available on PRBDB web-site at the link <http://prbdb.gov.in/files/PMGSY/guidelines%20grm.pdf>.

The receipt of this letter may please be acknowledged.

  
(Yogesh Gupta)  
Chief Engineer,  
SRRDA, Punjab

D/A: As above

**PUNJAB ROADS & BRIDGES DEVELOPMENT BOARD**

SCF 61-62, Phase-II, Sec-54, Mohali, Chandigarh - 160055 Phone: +91-172-6626620, Telefax: +91-172-6626640  
E-mail: office@prbdb.gov.in Web: http://prbdb.gov.in



PRBDB

To

Chief Engineer, PMGSY  
PWD (B&R),  
Patiala

Chief Engineer, PMGSY  
Mandi Board,  
Chandigarh

Memo No.: 925-26

Dated: 18.5.12

**Subject:** Institutionalization of Grievance Redressal Mechanism in PMGSY Project-World Bank Funded Rural Road Project-II, Phase IX.


In compliance with the social safe-guard policies of the World Bank and as agreed during the Second Implementation Support Mission of the World Bank for RRP-I & RRP-II, a Grievance Redressal Mechanism needs to be adopted with the aim to settle as many disputes as possible through consultations.

In this regard Grievance Redressal Mechanism (GRM) has been prepared and got approved from the Government of Punjab. The GRM needs to be institutionalized in the packages which are considered under the World Bank Funded Rural Road Project (RRP-II).

Therefore, you are requested to direct concerned PIUs for formation of committees as per the GRM and to ensure the functioning as well.

D/A: GRM.

O/c

  
(Yogesh Gupta)  
Chief Engineer,  
SRRDA, Punjab

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**Government of Punjab  
Punjab Roads & Bridges Development Board**

**GRIEVANCE REDRESS MECHANISM (GRM) TO BE FOLLOWED DURING  
IMPLEMENTATION OF WORLD BANK FUNDED RURAL ROAD PROJECT-II (RRP-II)**

With the aim to settle as many disputes as possible through consultations, Village Level Grievance Committee (VLGC) and Grievance Redress Committee (GRC) are required to be constituted under the PMGSY. There will be one VLGC for each village and one GRC for Project Implementation Unit (PIU). However, the decision of the VLGC & GRC will not be binding upon aggrieved party/individual and they/he/she may take recourse to the civil court if they/he/she so desires. Broad functions of VLGCs and GRC are as under:

- (a) Record the grievances related to the social issues of aggrieved party/individual, prioritize them and provide solution to their grievances.
- (b) If required, the VLGCs and GRC may undertake site visit, ask for relevant information from SRRDA, other govt. and non-government agencies, etc.
- (c) VLGC and GRC will attempt to resolve the grievance within defined time period.
- (d) Inform aggrieved parties through any suitable means about the development of their case and their decision to State Rural Road Development Authority (SRRDA) and aggrieved party as well.

In the state of PUNJAB, under the World Bank aided PMGSY Project the Grievance Redress Mechanism shall follow a three stage procedure, with Village Level Grievance Committee (VLGC) as the first tier, the Grievance Redress Committee (GRC) at the district level as the second tier, and the court of law as the third tier.

Grievances shall first be resolved at the VLGC level. The VLGC shall comprise of followings:-

- |      |  |   |             |
|------|--|---|-------------|
| (i)  | Surpanch   | - | Chairperson |
| (ii) | 2 members of panchayat*  | - | Member      |
|      | *(Among panchayat members at least one should be belonging to Schedule cast community) |   |             |
| (ii) | AE/JE of concerned Package   | - | Member      |

The aggrieved Project Affected Persons (PAP) shall present his/her grievance in writing to the VLGC and the VLGC will attempt to resolve the grievance within 15 days.

If the aggrieved PAP is not satisfied with the decision of VLGC, the grievance will be transferred by VLGC to the GRC at the PIU level within the 7 days of time limit of VLGC i.e. 15 days. The GRC shall comprise of the followings:-

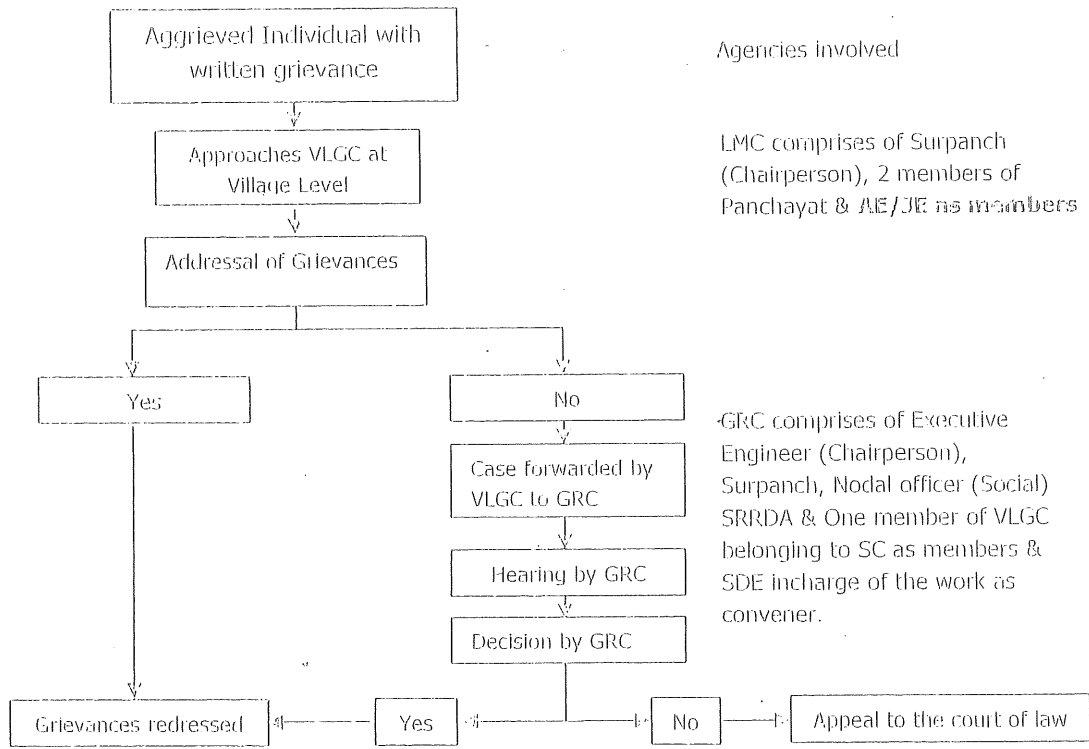
- |       |  |   |             |
|-------|--|---|-------------|
| (i)   | Executive Engineer of the PIU                      | - | Chairperson |
| (ii)  | Village Surpanch                                   | - | Member      |
| (iii) | Nodal officer (Social) SRRDA                       | - | Member      |
| (iv)  | One Member of VLGC belonging to Schedule Cast (SC) | - | Member      |
| (v)   | S.D.E. incharge of the work                        | - | Convener    |

The GRC will complete the hearing within 15 days. The proceedings of grievance redress will be documented by the PIU.

If the aggrieved party is still unsatisfied with the decision of GRC, s/he can appeal to the court of law.

The cost incurred in pursuit to grievance redress will be borne by the PIU.

### DIAGRAMATIC OVERVIEW: Grievance Redressal Mechanism



Agencies involved

LMC comprises of Surpanch (Chairperson), 2 members of Panchayat & AE/JE as members

GRC comprises of Executive Engineer (Chairperson), Surpanch, Nodal officer (Social) SRRDA & One member of VLGC belonging to SC as members & SDE incharge of the work as convener.

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