



PRBDB

To

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

Chief Engineer, PMGSY
Mandi Board,
Chandigarh

Memo No.: 925-26

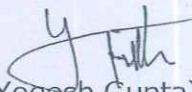
Dated: 18.5.12

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.


(Yogesh Gupta)
Chief Engineer,
SRRDA, Punjab

D/A: GRM.

O/c

PUNJAB ROADS & BRIDGES DEVELOPMENT BOARD

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

To

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

Chief Engineer (N-I & II),
Punjab PWD (B&R), Patiala.

Chief Engineer (S),
Punjab PWD (B&R), Chandigarh.

Chief Engineer (PMGSY),
Punjab Mandi Board, Chandigarh

Memo No.: 4957-74

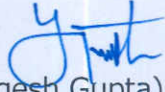
Dated: 29.11.12

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

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 Funded PMGSY (RRP-II) Project, a Grievance Redressal Mechanism was to be adopted with the aim to settle maximum disputes through consultations. In this regard Grievance Redressal Mechanism (GRM) was prepared and got approved from the Government of Punjab. This has been sent to the office of Chief Engineer PMGSY (PWD & MB) vide this office letter no. 925-26 dated 18/05/2012. The GRM is required to be institutionalized in the packages which are considered under the World Bank Funded PMGSY (RRP-II) Project. The distribution of GRM guideline in the affected villages is also to be ensured.

Since the institutionalization of GRM is mandatory, therefore field PIUs may once again be instructed to treat its implementation as '**MOST URGENT**' and submit the status report/ATR to SRRDA within seven working days. For any further assistance, Mr. P N ROY (Nodal Officer, Social), SRRDA may be contacted.

D/A: GRM


o/c. (Yogesh Gupta)
Chief Engineer,
SRRDA, Punjab

Cc:-

Superintending Engineer, Construction Circle, Punjab PWD (B&R), Amritsar, Bathinda, Faridkot, Ferozepur, Pathankot, Hoshiarpur, Jalandhar-I, Jalandhar-II, Ludhiana, Chandigarh, Patiala-I, Patiala-II & Sangrur for information and necessary action.