

No. HQ/PG/Misc./2/2013

Dated: 20/01/2020

**NOTICE**

**GRIEVANCE REDRESSAL MECHANISM**

The Grievance Redressal Mechanism to be followed in EDFC projects is described and represented in a flow diagram in **Figure 1**:

**GRIEVANCES RELATED TO LAND COMPENSATION:-**

1. Project Affected Persons (PAP), if not satisfied with the Award of Competent Authority (CA) may submit their written representation to the CA.
2. CA's decision may be communicated to the PAP within 6 months from the date of receipt of written representation, with an advice to appeal to GRC-FL if not satisfied.
3. GRC- FL's decision may be communicated to the PAP within two months with an advice to Appeal to the Arbitrator (in case they are not satisfied with the decision).
4. If the PAP is not satisfied by the Arbitrators' award, recourse to the District Court against an arbitral award may be made within 3 months from the date on which their representation has been disposed of by the arbitrator.

**GRIEVANCES RELATED TO REHABILITATION AND RESETTLEMENT ENTITLEMENTS:-**

1. PAP, if not satisfied with the order of Competent Authority may write to the CA within 6 months from the date of order.
2. The CA must dispose the grievance within 6 months from the date of receipt of representation with an advice to PAP to appeal to GRC-FL within 4 months from the date of CA's reply.
3. If PAP appeals to GRC- FL, decision of GRC- FL may be communicated to the PAP within 2 months from the date of receipt of representation, with an advice to appeal to the Project Level Grievance Committee (GRC-PL) within 2 months from the date of decision (in case they are not satisfied with the decision).
4. If PAP appeals to GRC-PL, decision of GRC-PL may be communicated to PAP within 2 months with an advice to appeal to 'Ombudsman' within 2 months from the date of decision (if not satisfied).
5. If PAP appeals to the 'Ombudsman', decision of Ombudsman may be communicated to the PAP within 2 months with an advice to appeal to MD / DFCCIL (if not satisfied). MD/DFCCIL can grant sufficient time in deserving cases beyond two months upto six.
6. Decision on Appeals to MD/DFCCIL may be communicated to the PAP within 2 months.
7. It must be noted that complaint to Ombudsman may be made not later than one year after the date of reply provided by the Competent Authority or not later than one year and one month after the date of representation submitted to the Competent Authority.

## GENERAL GUIDELINES

- It may be ensured that while communicating decision at any level, the PAP must be informed of the next level and time limit for 'Appeal' in writing.
- Declaration of award (20F) of land may be communicated to concerned village Panchayats in writing with an advice to make an official announcement (Munadi).
- Decision taken at a level of GRM shall be implemented once the process of GRM is exhausted and the concerned PAP has not made an appeal within specified time limit. While communicating the decision it shall also be communicated to the PAP that, if they are satisfied with the decision, they shall give a consent letter to the committee so that their case can be processed for payment. In case, no consent letter or appeal to next level of GRM is received within 3 months, the decision shall be implemented by DFCCIL suo motu.
- Correspondence address for each level of GRM is given in **Annexure 1**.
- It may be noted that all grievances must be submitted in writing through post or email to the Convener in case of GRC-PL and office of CGM, DFCCIL in case of GRC- FL. Grievances received by office of CGM shall be forwarded to the respective representatives as mentioned in **Annexure 1**. Districts where GRCs are yet to be formed, grievances must be addressed by the CGM office and sent to GRC-PL for consideration.
- Grievances can also be submitted through GRC drop box. GRC drop boxes may be made available in all CGM offices of DFCCIL and office of GRC- FL's Chairman. Boxes may be opened by DFCCIL's member of GRC- FL on every month's 15<sup>th</sup> and last working day.
- GRCs may acknowledge receipt of grievance to the PAP within 7 working days.
- All grievances received in writing shall be recorded by concerned DFCCIL representative in files and an index register shall be maintained for easy reference. Comments, if required may be sought from concerned official / departments within 10 days and present the cases for disposal in subsequent GRC- FL's meeting. Log on status of grievances shall be maintained and shared on monthly basis with GRC-PL by 7<sup>th</sup> working day of next month in soft & hard copy duly signed. Subsequently, compiled information on all GRCs shall be shared with management of DFCCIL and World Bank by 15<sup>th</sup> working day of the month by GRC-PL. Format for sharing monthly district wise record is as given in **Annexure- 2**.
- Grievances received by World Bank, DFCCIL, MoR etc shall be forwarded to the appropriate level of GRM.

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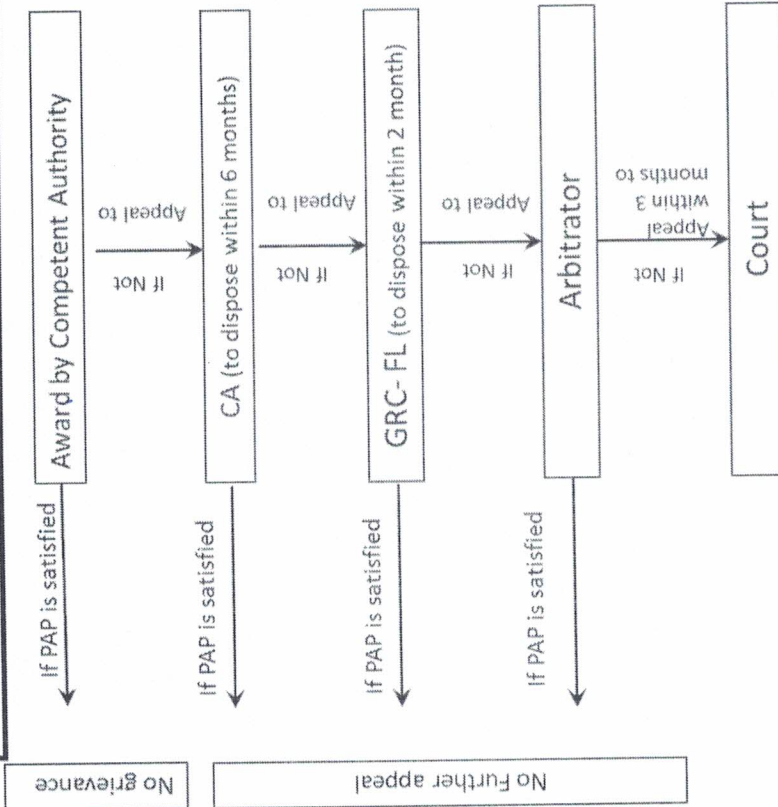
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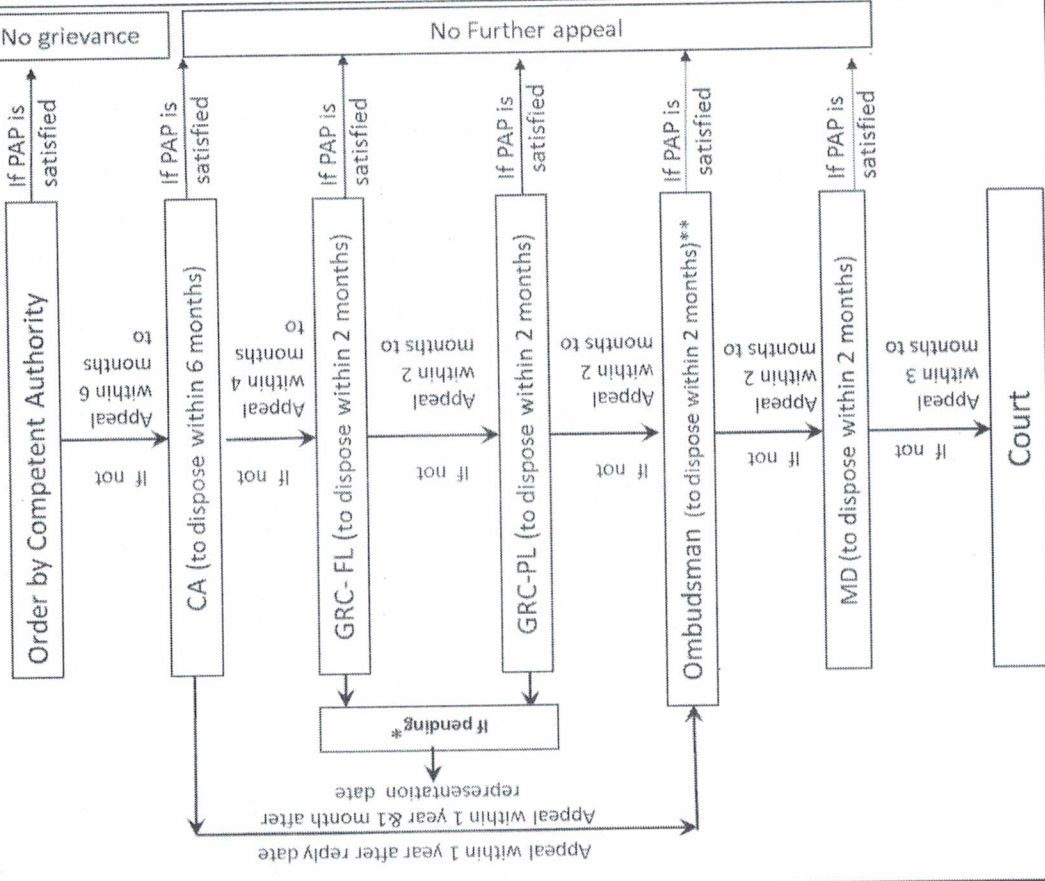


Figure 1 Grievance Redressal Mechanism & Time line

**Grievances related to Land owners Compensation**



**Grievances related to Resettlement and Rehabilitation Entitlements**



\*If grievances are pending with CA/FL-GRC/ PL-GRC on the date that is one year from the date of reply received from CA or one year and one month after the date of submission of representation to CA.  
 \*\* Beyond two months, if MD/DFCCIL grants sufficient time in deserving cases

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## Annexure 1

### Correspondence address of GRM levels at corporate office

Sl.no	GRM Level	Correspondence address
1	Managing Director (MD)	Managing Director Dedicated Freight Corridor Corporation of India Ltd. 5 <sup>th</sup> Floor, Pragati Maidan, Metro Station Building Complex New Delhi- 110001 asachan@dfcc.co.in
2	Ombudsman	Ombudsman Dedicated Freight Corridor Corporation of India Ltd. 5 <sup>th</sup> Floor, Pragati Maidan, Metro Station Building Complex New Delhi- 110001 akprasad@dfcc.co.in
3	Grievance Redressal Committee at Project Level (GRC-PL)	Convenor, GRC-PL Dedicated Freight Corridor Corporation of India Ltd. 5 <sup>th</sup> Floor, Pragati Maidan, Metro Station Building Complex New Delhi- 110001 Email- grcpl@dfcc.co.in

**Annexure1**

**Correspondence Address of Field Level GRCs**

Sl.no	Districts	GRC Chairman	GRC Convener Correspondence Address
<b>CGM, Ambala</b>			
1	Ambala	Addl. Deputy Commissioner, Ambala	Sh. Vishvas Kumar, GM/Cord., Ambala, Old Railway Colony, Near Anand Market, Ambala Cantt-133 001 Email: vishvaskumar@dfcc.co.in
2	Yamunanagar	Dy. Commissioner, Yamunanagar	
3	Saharanpur	Addl. Commissioner (Finance & revenue), Saharanpur	
4	Patiala	Dy. Commissioner, Patiala	
5	Fatehgarh Sahib	Dy. Commissioner, Fatehgarh Sahib	
6	Ludhiana	Dy. Commissioner, Ludhiana	
<b>CGM, Tundla</b>			
7	Etawah	Addl. District Magistrate (Finance & Revenue), Etawah	Sh. Atul B.Khare The Chief General Manager/Tundla DFCCIL, 3/20, 3rd Floor, KPS Tower Mayur Complex, Nagla Padi Near Tulsi Cinema, NH-02, Agra -282002 Email: <a href="mailto:abkhare@dfcc.co.in">abkhare@dfcc.co.in</a>
8	Kanpur Dehat	Addl. District Magistrate (Finance & Revenue), Kanpur Dehat	
9	Auraiya	Addl. District Magistrate (Finance & Revenue), Auraiya	
10	Ferozabad	Addl. District Magistrate (Finance & Revenue), Ferozabad	
11	Aligarh	Addl. District Magistrate(Engg),Aliga rh	
12	Hathras	Addl. District Magistrate (Finance & Revenue), Hathras	



CGM, Allahabad (W)			
13	Kaushambi	Addl. District Magistrate (Finance & Revenue), Kaushambi	Sh. Om Prakash The Chief General Manager/ALD (W) DFCCIL OCC Building, Jhalwa, Subedarganj, Allahabad-211012 Email: omprakash@dfcc.co.in
14	Allahabad	Chief Revenue Officer, Allahabad	
15	Fatehpur	SDM/ Bindki for Bindki Tehsil, SDM/FTP Sadar for FTP Sadar Tehsil, SDM/ Khaga for Khaga Tehsil	
16	Kanpur	Addl. District Magistrate (Finance & Revenue), Kanpur	
CGM, Allahabad (E)			
17	Allahabad	Chief Revenue Officer, Allahabad	Sh. Om Prakash The Chief General Manager/ALD(E) DFCCIL OCC Building, Jhalwa, Subedarganj, Allahabad-211012 Email: omprakash@dfcc.co.in

Annexure 2

**Format for monthly report on GRC for a particular district**

Sl. no	Name & Correspondence address of complainant	Date of grievance letter	Date of receipt by DFCCIL	Area & Gata numbers to which the grievance pertains	Issue raised by complainant	Date of GRC meeting on which grievance has been addressed	Decision taken by GRC (Attach minutes of meeting and letters issued to complainants)	Remarks (Reason for pendency/future action/ reason for not taken up by GRC)
1								
2								
3								