

## **OMBUDSMAN**

Appointment of Ombudsman has been done for Dedicated Freight Corridor Project for time bound disposal of Grievance / complaints of the Project Affected People (PAPs) related to Resettlement and Rehabilitation (R&R) matters. Sh. Pradeep Bhatnagar, (Rtd. IRTS) Ex-Addl. Member (Traffic), Railway Board has been appointed as “Ombudsman”, for Dedicated Freight Corridor Project.

**2.0** For redressal of R&R related grievances of Project Affected Persons (PAPs) against the decision of Competent Authority, a two level grievance redressal institution has been set up in DFCCIL. At the field level, there is a Grievance Redressal Committee (GRC) headed by the respective Zila Pramukh/ District ADM/ADC and at the headquarter level there is another GRC headed by Director (Project Planning), DFCCIL. In case the grievances are not satisfactorily addressed by these GRCs, the PAPs can lodge their grievances with the Ombudsman.

### **3.0 Territorial Jurisdiction:**

The Ombudsman has the jurisdiction over the new land acquired by the DFCCIL for both Eastern and Western Dedicated Freight Corridors.

### **4.0 Powers & Duties:-**

4.1 The Ombudsman has the power to consider and dispose of all complaints related to rehabilitation and resettlement issues against the decisions of Competent Authority in accordance with the Rehabilitation and Resettlement Plan of DFCCIL. Disposal of grievance may be done by way of agreement between parties through mediation or reconciliation or by way of Award. Any Project Affected Person (PAP), aggrieved for not being offered the admissible Rehabilitation & Resettlement assistance/benefit as provided under the Rehabilitation & Resettlement Action Plan of DFCCIL, may lodge his/her complaint with the Ombudsman if not satisfied with the decision of the Competent Authority, Grievance Committee at District and Headquarter level on his/her complaint.

### **5.0 Procedure for Redressal of Grievances**

5.1 Any Project Affected Person who has a grievance in Rehabilitation & Resettlement matter and is not satisfied with the decision of Competent Authority and Grievance Redressal Committee (GRC) at field and headquarter level, may himself or through his authorized representative, make a complaint to the Ombudsman in writing. The complaint is to be made not later than one year after the complainant has received the reply from Competent Authority/DFCCIL. In case, where no reply is received, the complaint is to be made no later than one year and one month after the representation to Competent Authority/DFCCIL.

5.2 The complaints may be with regard to rehabilitation & resettlement assistance provided under the award declared by the Competent Authority under section 20(O) of Railway Amendment Act (RAA) 2008. The complaints regarding compensation for land are to be handled by Arbitrators and do not fall under the purview of Ombudsman.

5.3 No grievance to the Ombudsman shall lie until the complainant had, before making a complaint to the Ombudsman, made a written complaint to the Grievance Redressal Committee at the field and headquarter levels and is not satisfied with the decisions of these committees.

5.4 No complaints shall be made to the Ombudsman on an issue which has been or is a subject matter of any proceeding in an appeal, revision, reference or writ before any Court.

5.5 As soon as it may be practicable so to do, the Ombudsman shall cause a notice of the receipt of any complaint along with the copy of the grievance to the concerned Competent Authority and Chief Project Manager, DFCCIL, who shall furnish required information and report to the Ombudsman.

5.6 Ombudsman shall Endeavour to promote a settlement of the complaint by agreement between the complainant and such authority through conciliation or mediation. For the purpose of promoting a settlement of the complaint, the Ombudsman may follow a procedure which he may consider appropriate.

5.7 If a complaint is not settled by agreement within a reasonable time frame, the Ombudsman may make Award after affording the parties reasonable opportunity to present their case. The recommendation by Ombudsman shall be made no later than two months from the date of receipt of complaint. Beyond two months, Managing Director, DFCCIL may grant sufficient time in deserving cases. In case the PAPs or the Competent Authorities are not satisfied with the Award by Ombudsman they can file and appeal to Managing Director/DFCCIL who would act as an Appellate Authority.

**Office Address of OMBUDSMAN**

**Dedicated Freight Corridor Corporation of India Limited**

**Room No. 407**

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