


GOVERNMENT OF ASSAM
SKILL, EMPLOYMENT & ENTREPRENEURSHIP DEPARTMENT
DISPUR:.....GUWAHATI-6

Block-D, 1st Floor, Janata Bhawan, seed-deptt@assam.gov.in, https://skill.assam.gov.in/

No.SKM.39/2021/18

Dated Dispur, the 20th August, 2021

From : Smti. Madhuchanda Talukdar, ACS
Deputy Secretary to the Govt. of Assam,
Skill, Employment and Entrepreneurship Department

To : The Mission Director,
Assam Skill Development Mission,
Garchuk-35

Sub : Regarding formation of three tier PGR mechanism for ASU project


Ref : Your Letter No.ASDM-2263/2019/32 dtd. 28/06/2021

Madam ,

With reference to the subject cited above, I am directed to convey the approval regarding formation of three tier Public Grievance Redressal Mechanism for implementing Assam Skill University (ASU) project at Mangoldoi, Assam in consonance with ADB guidelines as proposed vide your letter under reference.

This has the approval of Principal Secretary to the Govt. Of Assam, Skill, Employment and Entrepreneurship Department.

Yours faithfully,



Deputy Secretary to the Govt. of Assam,
Skill, Employment and Entrepreneurship Department.

Memo No.SKM.39/2021/18-A

Dated Dispur, the 20th August, 2021

Copy to
P.A to Secretary to the Govt of Assam, Skill, Employment & Entrepreneurship Department
for kind appraisal of the Secretary.

By order etc.,


Deputy Secretary to the Govt. of Assam,
Skill, Employment and Entrepreneurship Department.

Assam Skill Development Mission
Date of Received... 26/8/2021
Sl No. 21544

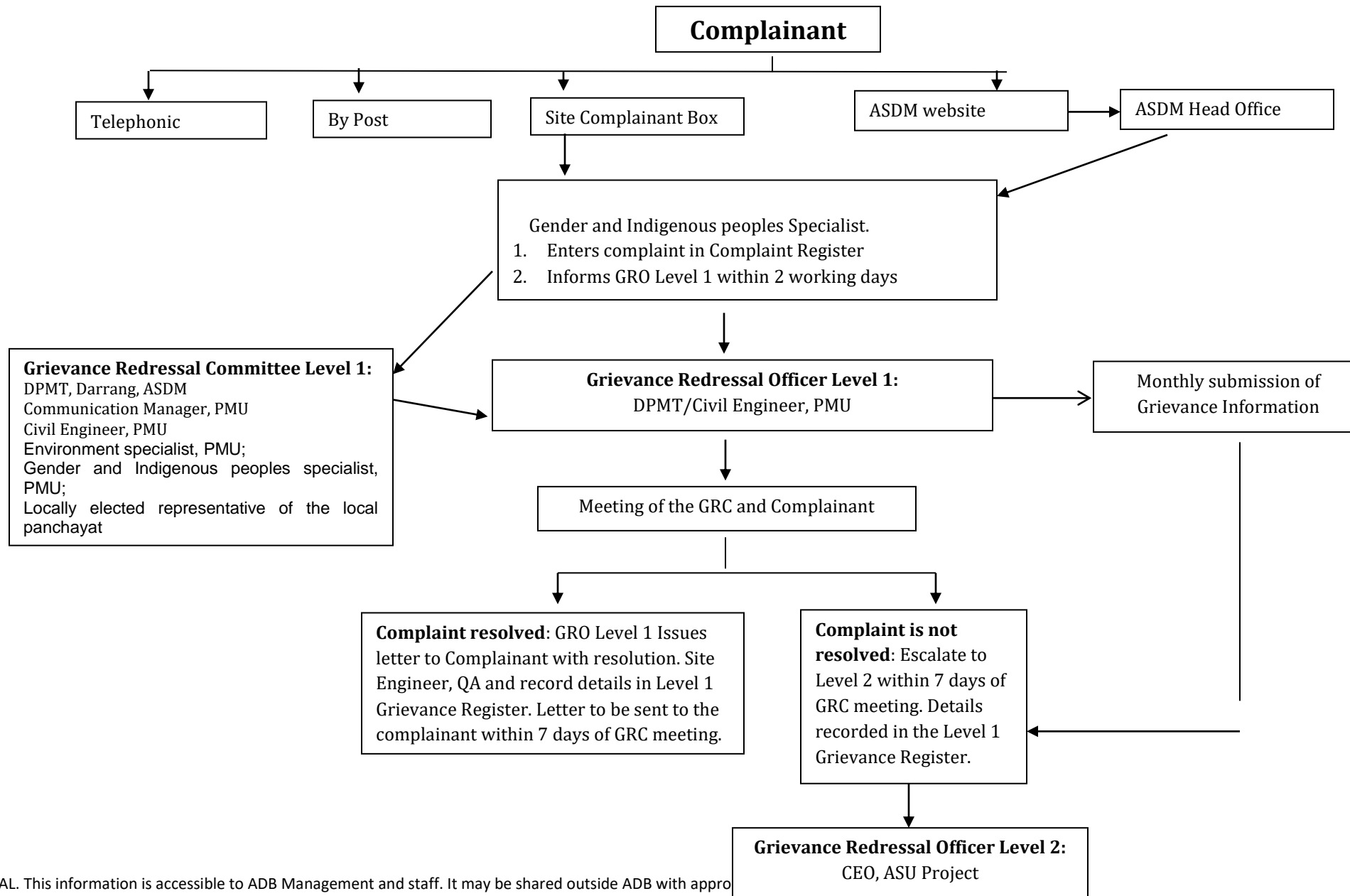
Grievance Redressal Mechanism for Assam Skill University Project

The grievance redressal mechanism (GRM) for Assam Skill University Project will be established at three levels: (i) on site; (ii) project management unit (PMU); and (iii) Assam State government. Details of the GRM to be established at the three levels are described below. The complainant is free to approach the Court of Law at any time during the process or even before approaching the GRM.

I. LEVEL 1 – ON SITE, Implementing Agency

1. **Grievance Redressal Officer (GRO), Level 1: DPMT Darrang, ASDM/Communication manager(PMU)**
2. **Mode of Complaints:** a) On Site Grievance Redressal Box; b) ASDM Website; c) Telephonic; d) By post
3. **Responsibility for Maintenance of Grievance Register:** Site Engineer.
4. **Process:**
 - i. Grievance Redressal Box will be installed at the site office along with information of the Grievance Redressal Officer at the respective level (designation, address and contact no).
 - ii. In case of any telephonic complaints to the GRO, the receiving officer will register the complaint in the site register.
 - iii. In case a site specific complaint is received through ASDM website, the same will be sent by Gender and Indigenous People Specialist, PMU for ASU Project to the DPMT/communication Manager, via email and letter with copy to the Executive Engineer PWD. Details of the complaint received through website will be recorded in the site register.
 - iv. Grievance register will be maintained at the site by DPMT, to record the details of complaints and corrective action taken.
 - v. DPMT/Communication Manager will be responsible for checking the Grievance Redressal Box everyday /once in a week on a designated day and recording the complaint in the grievance register.
 - vi. **A Site Level Grievance Redressal Committee (GRC)** will be formed headed by the Grievance Redressal Officer. The Committee will comprise of
 - a. DPMT, ASDM;
 - b. Communication Manager, PMU;
 - c. Civil Engineer, PMU;
 - d. Environment specialist, PMU;
 - e. Gender and Indigenous peoples specialist, PMU;
 - f. Locally elected representative of the local panchayat
 - vii. Upon the receipt of the complaint through drop box or website, Communication Manager/DPMT will record the details of the complaint in the register and intimate the Deputy Project Director, PMU) within 2 working days of receipt of the Complaint. The GRO will issue a meeting notice for resolving the complaint to all members of the Committee and the Complainant. The meeting will be conducted within 10 working days of the receipt of the complaint.
 - viii. **Meeting of the GRC:** The members of the GRC will discuss the matter with the complainant and resolve the matter amicably. A letter will be issued to the complainant with reference to the meeting providing the solution to the complaint. Details of the solution and date of letter will be recorded in the Grievance register.
 - ix. In case, **the issue is not resolved during the Meeting of the GRC, Level 1** the GRO will present the matter to the GRO, Level 2 i.e. CEO, ASU Project for resolution by the Grievance Redressal Committee at Level 2. Such an escalation will be made within 7 working days of conducting the GRC Level 1 meeting. Details of the escalation will be recorded in the Grievance register by the Deputy Project Director, PMU.
- **Monthly Grievance Redressal Report:** At the end of every month, GRO level 1 will submit information on the grievances received, date of complaint, corrective action and copy of the letter sent to the complainant to the CEO, ASU Project for information and record on monthly basis.

Level 1: Grievance Redressal Mechanism



III. LEVEL 2 – PMU LEVEL at Implementing Agency

1. **Grievance Redressal Officer (GRO), Level 2:** Mission Director, ASDM and CEO of ASU project.
2. **Mode of Complaints:** a) Grievance Redressal Box at ASDM Office; b) Escalation from GRO Level c) Website d) By post e) Telephonic
3. **Responsibility for Maintenance of Grievance Register:** Gender and Indigenous People Specialist, PMU
4. **Process:**
 - i. ASU Grievance Redressal Box will be installed at ASDM head office along with information of the Grievance Redressal Officer at the respective level (Designation, address and contact no.).
 - ii. In case of any telephonic complaints to the GRO, the receiving officer will register the complaint in the site register.
 - iii. In case of a complaint received through website, the Gender and Indigenous People Specialist, PMU will be responsible for sending the Grievances to the concerned levels by email as well as letter. For e.g.: Site specific complaints to respective Site Engineer (with copy to Ex Eng. HPPWD of the concerned site), Zone level complaints to the concerned Project Manager, PWD. In case the complaint pertains to the PMU level, the same will be put up before the Mission Director, ASDM. All web based complaints will be sent to the concerned levels within 5 working days of receipt of the complaint.
 - iv. Grievance register will be maintained at the Gender and Indigenous peoples Specialist, PMU to record the details of complaints received at the PMU level and action taken.
 - v. **Grievance Redressal Committee, Level 2:** This will be formed at the State level, and will be headed by the MD, ASDM. The committee members will include
 - a. CEO, ASU Project;
 - b. HR & Admin, ASDM;
 - c. Gender Specialist, PMU;
 - d. Environment Specialist, PMU;
 - e. Legal Advisor, ASDM
 - vi. Upon the receipt of the complaint, the GRO will convene a meeting of the Committee within 10 working days. The respective GRO level 2 and Deputy Project Director of PMU will also be called for the meeting. The matter must be resolved by the GRC, level 2 within 30 days of receipt of the complaint.
 - vii. The solution approved by the committee will be formally intimated to the complainant through a letter. Wherein, the solution along with information on level 3 of the Grievance Redressal will also be provided (in case the complainant is not satisfied with the solution provided at the PMU level, she/he may escalate the same to Level 3). In case of an escalation from level 2 to level 3, a copy of the letter will also be sent to the GRO, Level 2.
 - viii. In case the complaint cannot be resolved at by the PMU GRC Level 2, the matter will be escalated by the CEO, ASU Project for presentation in the State Level Steering Committee(SEED) and the same will be communicated to the complainant.
 - ix. **Quarterly Grievance Redressal Report:** At the end of every quarter, Gender and Indigenous Peoples Specialist, PMU will compile information on the grievances received and corrective action taken from all the zones and ASDM. The report will also be included in the Quarterly Progress report on ASU project to be submitted to ADB.

LEVEL 3 – STATE LEVEL, Executive Agency(SEED)

1. **Grievance Redressal Officer (GRO), Level 3:** Senior most Secretary, SEED, Govt. of Assam
2. **Mode of Complaints:** a) Escalation from GRO Level 2; b) Escalation of Complaint by Complainant dissatisfied with Level 2 Solution.
3. **Responsibility for Recording in the PMU Level Grievance Register:** Such complaints will be recorded in the PMU Grievance Register itself by the Gender Specialist, PMU
4. **Process:**
 - i. The grievances which cannot be resolved at the PMU level or where the matter is directly presented to the Principal Secretary by the complainant will be deliberated upon in the SLSC meeting and the solution for the same will be intimated to the complainant via letter. The details will be recorded in the Grievance register and copy of the letter will be provided to all the concerned GRO's for information and record.
 - ii. **Quarterly Grievance Redressal Report:** Gender and Indigenous peoples Specialist will include information on such grievances in the Quarterly Grievance report as mentioned at Level 2.

Level 2 & 3: Grievance Redressal Mechanism

