

Grievance Redressal Mechanism (GRM) for GMRP

1. Handling and Processing of complaints received:

- a. Each complaint received will be given a unique registration ID. Once registered, the grievance will be recorded as per the prescribed format attached.
- b. After that, the complaint is forwarded by the PRO to the concerned official for detailed report preparation under intimation to GRC. The concerned officer will submit the report on the matter to the Field-Level GRC within 7 days. The concerned officer will keep the PRO updated on the status of the complaint.

2. FIELD LEVEL GRC:

S. No.	Officials	Role
1	Chief Project Manager (CPM)	Chairperson
2	Deputy General Manager (DGM /Manager (Civil)	Member
3	Public Relations Officer (PRO)	Member Secretary & Nodal Officer
4	Social Expert, GMRL	Member
5	EHS Expert, GMRL	Member
6	Social Expert, GC	Member
7	Environment Expert, GC	Member

FUNCTION OF FIELD LEVEL GRC

- a. All the complaints will be dealt with first at the field level GRC and, if unresolved, will be transferred to the HQ level GRC. The GRC will meet at least once every 15 days (preferably on the 1st and 15th of the month), and the meeting records shall be maintained.
- b. Grievances from titleholders/landowners related to compensation will be transferred to LAO within 3 working days after receipt by PRO.
- c. All grievances will be reviewed and resolved within 30 days from the date of submission at the field level.
- d. Grievances that remain unresolved as per the fortnightly MoM of the field-level GRC will be transferred to the HQ level.
- e. The grievant will have the right to be heard by the GRC before the committee gives its decision.
- f. Communication in writing will be sent to the grievant about the date, time, and venue of the GRC sitting.
- g. The decision of the Field Level GRC will be final and shall be communicated to the grievant in writing.

3. HQ LEVEL GRC:

S. No.	Officials	Role
1	Advisor/System, GMRL	Chairperson
2	Advisor/Urban Transport, GMRL	Member
3	CPM, GMRL	Member
4	Public Relation Officer	Member Secretary & Nodal Officer
5	Social Expert, GMRL	Member
6	EHS Expert, GMRL	Member
7	Social Expert, GC	Member
8	Environment Expert, GC	Member

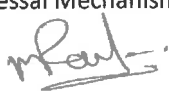


- a. Unresolved grievances at the field level shall be taken up for resolution by HQ Level GRC.
- b. The GRC will meet as required, but at least once a month (preferably on the 30th of the month), and the records of the meeting shall be maintained.
- c. All grievances (excluding those related to compensation) brought to HQ Level GRC shall be resolved within 30 days of receipt.
- d. The grievant will have the right to be heard by the GRC before the committee gives its decision.
- e. Communication in writing will be sent to the grievant about the date, time, and venue of the GRC sitting.
- f. The decision of the HQ Level GRC will be final and shall be communicated in writing to the grievant.
- g. If the committee is unable to arrive at a decision through consensus, the matter will be referred to the committee of directors/GMRL consisting of Director/Projects & Planning, Director/Rolling Stock & Electrical, and Director/Finance with a note incorporating the opinions of the committee members.
- h. The GRC will continue to function, for the benefit of the stakeholders, during the entire life of the project, including the defects liability period.

Table: Grievance Handling Process

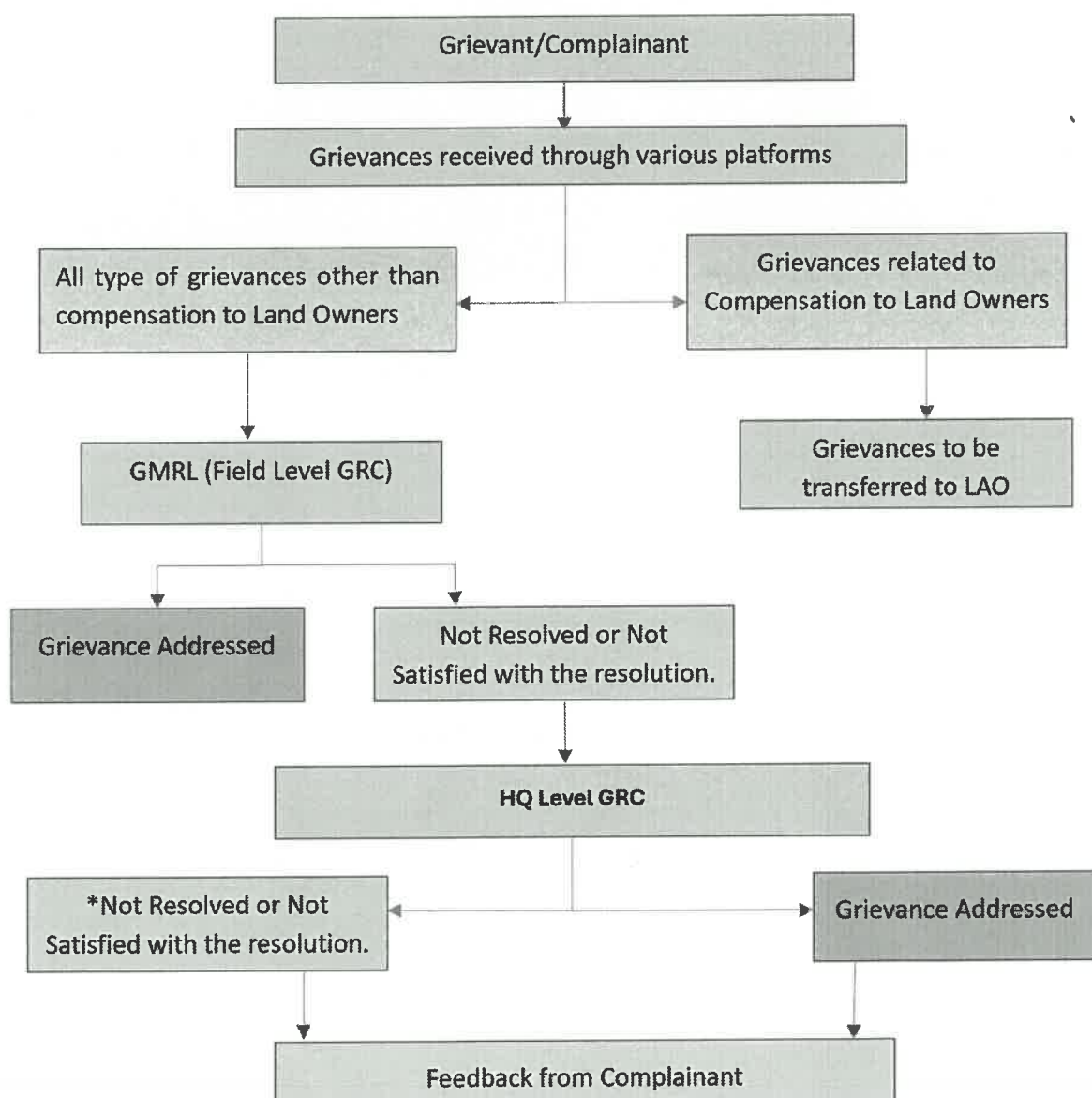
Step	Description	Time frame	Responsibility
GM Implementation Structure	Project Level GM Mechanism. a. Field level b. Headquarter level Existing GM Mechanism at Centre and State Level: a. CPGRAMS b. CM Window c. Social Media Grievance Tracker	Project Level: a. Field Level: 30 Days b. HQ Level: 30 Days Centre & State Level: Within 30 days of receipt of complaints at GMRL, except for those related to compensation.	Field Level & HQ Level GRC Field Level & HQ Level GRC
Grievance uptake	Grievances can be submitted via the following channels: a. Telephone b. E-mail c. Letter d. In-person at a physical facility through written complaint (Site Offices and GMRL, Office) e. Grievance or suggestion boxes located at Project Site Offices and GMRL Office A Grievance Form is Attached at Annexure 1.	Immediate	PRO
Sorting, processing	a. Each complaint received will be given a unique registration ID. b. Once registered, the complaint will be logged into the Grievance	Within 7 working days	PRO

Step	Description	Time frame	Responsibility
	Monitoring Sheet (placed at Annexure 2). c. All the complaints will be first dealt with at Field Level GRC. If unresolved, it will be sent to HQ Level GRC. d. The complaint will then be forwarded to the concerned official for a detailed report on the matter and a copy to the field-level GRC. e. The concerned officer will submit the report on the matter to the field-level GRC with intimation to the PRO. f. The concerned officer will keep the PRO updated on the status of the complaint.		
Acknowledgment and follow-up	a. Receipt of the grievance is acknowledged to the grievant through email/ sms/ whatsapp at the provided email ID and mobile number. b. The grievant is also informed after the redressal of the complaint about the action taken and resolution provided.	Within 2 days of receipt	PRO
Verification, investigation, and resolution	a. The concerned GRC committee shall investigate the complaint after receiving a report from the concerned officer. b. A proposed resolution is formulated after investigation by GRC and communicated to the grievant by email through PRO. c. The Meeting Record Form and the Resolution Form are placed at Annexure 3 & Annexure 4, respectively.	Field Level: 30 Days HQ Level: 30 Days If the complaint is not resolved at the field level, it is automatically escalated to the HQ Level committee.	Field Level & HQ Level GRC
Monitoring and evaluation	Monthly reporting to GMRL Management	Every Month	PRO will compile each level grievance received and its resolution separately in management review meetings
Special Cases	a. If the HQ Level committee is unable to arrive at a decision through consensus. Then the matter will be referred to the committee of directors.	On a case-by-case basis	Committee members a. Director/Projects & Planning b. Director/Rolling Stock & Electrical c. Director/Finance)



Step	Description	Time frame	Responsibility
Provision of feedback	Feedback from the grievant regarding their satisfaction with grievance resolution.	After resolution	PRO shall ensure that feedback received from the grievant is recorded in the feedback form (Placed at Annexure 5)
Appeals process	If grievances remain unresolved through the established redressal mechanisms, the grievant can seek legal intervention in accordance with applicable laws at their own cost.	At any point throughout the project lifecycle	-

5. FLOWCHART FOR GRIEVANCE MECHANISM

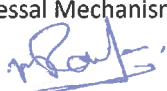


*If grievances remain unresolved through the established redressal mechanisms, the grievant may seek legal intervention in accordance with applicable laws at their own cost.

6. ROLES & RESPONSIBILITIES BY TYPE OF GRIEVANCE

- a. General E&S Grievances: Handled by Field Level GRC and HQ Level GRC.
- b. Compensation-related Grievances: Handled by LAO
- c. Workers Grievances
 - Direct Workers GMRL: HR Head, GMRL
 - Contractors Labour: Contractor-led GM with representation from GC GMRL, Workers (including women). Monthly/Quarterly meetings. Detailed in Labour Management Procedures (LMP).
- d. SEA/SH (Sexual Exploitation & Abuse / Sexual Harassment) Grievances
 - Handled confidentially through existing GM (Field Level /HQ Level GRC).
 - Only minimal information is recorded (nature of complaint, project association, age/sex of grievant).
 - Cases referred to the Internal Complaints Committee (ICC) for handling SEA/SH grievances.
 - GMRL shall notify the World Bank with the grievant's consent.
 - Referral pathways (Concerned NGOs and Hospitals) and Code of Conduct to be implemented.
 - If the grievant is not satisfied with resolution at both Field and HQ levels, the grievant can seek legal intervention in accordance with applicable laws.

- 7. APPLICABILITY OF GM:** This Grievance Mechanism shall become effective immediately and shall continue in operation for the duration of the project lifecycle.



Annexure 1: Grievance Form

Date/Time	Date:	Time:
Name of Grievant:		☐ You can use my name, but do not use it in public. ☐ You can use my name when talking about this concern in public. ☐ You cannot use my name at all.
Contact Information:	Phone: Email address: Address: (Kindly indicate the preferred method of communication)	
Details of Grievances: (Who, what, when, where)	☐ One-time incident/complaint ☐ Happened more than once (indicate how many times): _____ ☐ Ongoing (a currently existing problem)	
Attachments to the grievance/complaint: (e.g. pictures, reports, letters, drawings, etc.)	List here:	

Grievant/Complainant Signature (if applicable)

Date:

Signature- Project personnel (to confirm receipt only)

Date:

For GMRL use only

Grievance No.: _____

Grievance Category:

- | | |
|--|---|
| <ul style="list-style-type: none"> • Land • Environmental Issues • Social Issues • Contractor Issues | <ul style="list-style-type: none"> • Occupational Health and Safety • Project Execution • Other (specify): _____ |
|--|---|

Annexure 2: Grievance Monitoring Sheet

Date Grievance Received	Grieva nce Refere nce No.	Name & Contact Details of Grievant/Co mplainant	Type of Grieva nce	Grieva nce Descri ption	Responsible Staff Managing the Grievance	Date of grievance acknowle dgment	Date feedback provision/ reference No.	Action to be taken by GMRL	Communica tion of Grievances Resolution	Resolution Accepted or Not Accepted and Date of Acceptance/Non- acceptance	Present Status

Annexure 3: Meeting Record Form

Date of the Meeting: _____ **Grievance No.:** _____

Venue of meeting: _____

Details of Participants:

S. No	Name of Participants	Complainant/Project Official

Summary of Grievance:

Meeting Notes:

Issues Resolved/ Unresolved:

Signature of the authorized official of the meeting

Name of Authorized Official

Date:



Annexure 4: Resolution Form

Grievance No:	
Name of Grievant/Complainant:	
Date of Grievance:	
Summary of Grievance:	
Summary of Resolution:	
Resolved at:	☐ Field Level ☐ Headquarters Level
Date of Grievance Resolution:	

Signature of Grievant/Complainant in acceptance of the suggested grievance resolution, where feasible:

Name:

ID Number:

Type of ID:

Date:

Signature of Authorized Officials of GMRL:

1. Signature:

Name:

Place:

Date:

2. Signature

Name:

Place:

Date:



Annexure 5: Feedback Form

Grievance Reference No.: _____

Name of Grievant/Complainant: _____

Date Grievance Submitted: _____

Date Resolution Communicated: _____

1. Resolution Feedback

- a. Were you informed about the outcome of your grievance?
☐ Yes ☐ No
- b. Was the grievance resolution explained clearly to you?
☐ Yes ☐ Partially ☐ No
- c. Are you satisfied with the proposed resolution?
☐ Fully Satisfied ☐ Satisfied ☐ Partially Satisfied ☐ Not Satisfied
- d. Was your grievance addressed within a reasonable timeframe?
☐ Yes ☐ No
- e. Was the behavior of GMRL/Contractor representatives professional and respectful?
☐ Excellent ☐ Good ☐ Fair ☐ Poor
- f. Has the grievance been resolved to your satisfaction?
☐ Yes: Please close the grievance.
☐ No: I request further review/escalation.

2. Comments from Grievant

3. For GMRL Use Only

Feedback Received By: _____

Designation: _____

Date: _____

