

GRIEVANCE REDRESSAL AT PROJECT LEVEL

G.O.Ms.No.68, Irrigation & CAD (PW: LA.IV-R&R) Department, Dated: - 08-04-2005 speaks about the Dispute Redressal Mechanism in R&R. Further the Government vide G.O.Ms.No.62 has formulated the procedure regulating the business of the R&R Committee.

7.1 R&R COMMITTEE AT PROJECT LEVEL:

- a) In respect of every project to which this Policy applies, the State Government shall constitute a Committee under the Chairmanship of the Administrator of that Project to be called the Resettlement and Rehabilitation Committee to monitor and review the progress of implementation of scheme/ plan of resettlement and rehabilitation of the Project Affected Families.
- b) The Resettlement & Rehabilitation Committee constituted as above shall inter-alia include as one of its members:
 1. a representative of women PAP residing in the affected zone;
 2. a representative each of the Scheduled Castes and Scheduled Tribes, PAPs residing in the affected zone;
 3. a representative of a voluntary organization;
 4. a representative of the lead bank;
 5. Chairperson of the PRIs located in the affected zone
 6. MPs/M LAs of the area included in the affected zone.
- c) Procedure regulating the business of the Resettlement & Rehabilitation Committee shall be framed by the Appropriate Government.

BUSINESS OF R&R COMMITTEE AT PROJECT LEVEL

- Receive the complaints from PAFs / PDFs & acknowledge.
- Arrange for verification through R&R Officer / Special Deputy Collector (LA)/ Executing Agency / or any other officer / team of officers, etc as decided by the Project Administrator.
- Hear and adjudicate the petitions relating to benefits under R&R plan / scheme.
- Maintain proper records relating to receipt and disposal of grievances through computerization.
- Issue detailed proceedings on the decision taken on each of the complaints and monitor its implementation.
- Monitor and review the progress of implementation of R&R plan / scheme.

GROUNDNS OF COMPLAINTS

- Conduct of Socio-Economic Survey.
- Non-payment or inordinate delay in the payment of Individual benefits.
- Issues related to identification of BPL Category.
- Issues related to submergence of Houses / structures and identification of displaced families.
- Non-payment or under payment towards valuation of structures.
- Issues related to land to land allotment.
- Non-payment or under payment of compensation towards acquired lands.
- Issues related to categorization of farmers into small or marginal farmers.
- Wage compensation related grievances.
- Identification of site for establishing R&R Center.
- Issues related to provision of or quality of basic amenities / infrastructure at R&R Center.
- Any issue in violation of the provisions of Government of Andhra Pradesh Resettlement & Rehabilitation Policy, 2005.

RECEIPT OF COMPLAINTS

- Any Project affected family has a grievance on any of the grounds mentioned at grounds for complaint may make a complaint to the respective R&R Committee at Project Level.
- The complaint may be made in writing or orally / telephone / e-mail / online / Fax / Post.
- If a complaint is not given in writing, the same has to be recorded in front of the complainant and documented.
- The R&R Committee may also take up grievances appearing in
- Newspapers or represented by Elected People's Representatives.
- Any complaint forwarded by the state Government or Commissioner
- (R&R) shall also be entertained for disposal / redressal.

VERIFICATION OF COMPLAINTS & PASSING OF ORDERS

- Every Complaint received shall be acknowledged.
- Call for the information required from the relevant authorities.
- Call for the record, if any.
- Fix up a date for hearing and to issue notice of hearing to the complaint and ensure that he / she receives it.

- Cause verification of the documents on which the complaint is relied upon.
- In case of issues pertaining to Scheduled Tribes, verification of caste certificated issued by competent authority is essential.
- If required, a field verification has to be conducted or to cause an inspection by the concerned authorities at the field level.
- A speaking order to be passed based on the material evidence provided.
- Every complaint shall be decided within 30 days from the date of receipt of the complaint.
- A copy of the orders passed shall be sent to all the parties concerned
- Every such order shall be signed under the date and seal of the Chairman of the R&R Committee, i.e., Project Administrator.