

## **GRIEVANCE REDRESSAL CELL AT OFFICE OF THE COMMISSIONER RESETTLEMENT & REHABILITATION**

- As per Para 7.2 of the Government of Andhra Pradesh Policy on Resettlement and Rehabilitation, the Commissioner for Resettlement & Rehabilitation will Chair the Cell.
- The Chairperson of the cell is assisted by the following Secretarial Services.
- An Officer of the Cadre of Joint Director from the Commissionerate.
- A Superintendent.
- An Office Assistant / Data Entry Operator.

### **COMPLAINTS:**

- Any Project affected family, if aggrieved, for not being offered the admissible R&R benefits as provided under the Policy, may move a complaint for redressal of this grievance.
- An appeal may also be made on the decision of the R&R Committee, if the PAF feels that the grievance is not redressed to his satisfaction within the proviso of the Policy. In this case an appeal may be preferred before this authority not later than 30 days from the date of receipt of orders by the R&R Committee.

### **POWER OF THE GRIEVANCE REDRESSAL MECHANISM**

#### **CHAIRPERSON OF THE CELL.**

##### **Power to call for Information**

- For the purpose of carrying out his duties the chairperson of the cell may call for any information or ask to furnish the relevant record / copies of documents from the Project Administrator or all the proceedings of the R&R Committee.
- May constitute a committee with Officers concerned to conduct an enquiry or inspection into the allegations or complaints or grievances received from the PAFs, if required.
- Have power to consider / dispose of the grievances against the decision of the administrator / R&R Committee at Project Level.

##### **Authority to delegate the administrative powers and duties**

- The commissioner for resettlement and Rehabilitation may, by order in writing, delegate such of the administrative power conferred and duties imposed on him by or under the Policy to any officer not below the rank of Joint Collector / Joint Director.

## **FUNCTIONS OF THE GRIEVANCE REDRESSAL MECHANISM**

- Every complaint or grievance so received shall be recorded and numbered.
- A date for hearing shall be fixed and intimated to the complainant and the Project Administrator in writing.
- In case, an enquiry or inspection is deemed necessary by the Commissioner / chairperson, the committee may be constituted and such committee so constituted shall inform all the parties concerned the date of enquiry or inspection in writing.
- All the facts pertaining to the grievance or complaint shall be recorded upon verification.
- The Commissioner / Chairperson shall take into account the evidence placed before him, proviso of the Policy, applicable Laws in force, guidelines issued by the Government from time to time and such other factors which in his opinion are relevant to the complaint.
- Appropriate orders shall be passed by the Commissioner / Chairperson with the reasons for passing the orders.
- The Commissioner / Chairperson of the Grievance redressal Mechanism shall have the power to consider and dispose of all complaints relating to resettlement and rehabilitation against the decision of the administrator / R&R Committee at Project Level and issue such directions as deemed fit for the Redressal of such complaints / grievances.
- A copy of the orders so passed shall be sent to the complainant and the Project administrator / R&R Committee at Project Level.
- Also, the Grievance Mechanism shall have the Appellate Authority on the decisions of the Project Administrator / R&R Committee. Having given a reasonable opportunity of being heard:
  - Dismiss the appeal; or
  - Allow the appeal and set aside the orders; or
  - Remand the matter to the PA / R&R Committee for fresh disposal in accordance with such directions as the Commissioner may consider necessary or proper; or
  - Modify the orders and pass such directions as may be necessary to give effect to the orders so modified; or
  - Pass any other order as may deem fit.

## **REJECTION OF COMPLAINTS:**

- The Commissioner / Chairperson may reject a complaint at any stage if it appears to him that the complaint made is-
  - Frivolous, vexatious, mala fide; or

- Without any sufficient cause; or
  - That is not pursued by the complainant with reasonable diligence; or
  - In the opinion of the Commissioner there is no loss or damage or inconvenience caused to the complainant; or
  - Beyond the pecuniary jurisdiction of the Commissioner.
- The Commissioner may reject a complaint at any stage if after consideration of the complaint and evidence produced before, the Commissioner is of the opinion that the nature of the complaint requires consideration of elaborate documentary and oral evidence and the proceedings before the Commissioner are not appropriate for adjudication of such complaint.