



ARIAS SOCIETY

Assam Rural Infrastructure and Agricultural Services Society
(An Autonomous Body of the Govt. of Assam)
Project Management Unit (PMU) of the World Bank financed
Assam Citizen-Centric Service Delivery Project (ACCSDP)
Agriculture Complex, Khanapara, G.S. Road, Guwahati-781022 (Assam, India)
Tel: +91 361-2332125; email: spd@arias.in, website: www.arias.in

No. ARIAS/ACCSDP/214/2019/4

Dated Guwahati the 4th September, 2019

OFFICE ORDER

A Grievance Redressal System (GRS) has been setup by ARIAS society for the stakeholders/ partners involved in the World Bank financed Assam Citizen-Centric Service Delivery Project (ACCSDP), for the resolution of any dispute or grievances/ complaints in regards to the ACCSDP. The structure and process of the GRS shall be as laid down at Annex-I.

In the above context, **Ms. Sheetal Sharma**, Social Safeguard Specialist (SSS), ACCSDP, is hereby also designated as the Grievance Redressal Officer (GRO) for the Assam Citizen-Centric Service Delivery Project and she shall function as GRO in addition to her own duties as SSS.

The Complainant may lodge a complaint personally, or through phone calls, letters or emails at the contact details given below to the Grievance Redressal Officer (GRO). S/he may also lodge grievance by filing the form put up in the website of the ARIAS Society.

Email ID: grievances@arias.in

Phone number: 6000901977

Postal address: ARIAS Society, Agriculture complex, Khanapara, G.S. Road, Guwahati-781022, Assam.

Website: www.arias.in/grSystem.php

(Vinod Seshan, IAS)
State Project Director, ARIAS society.

Copy for favour of your information by email to:

- 1) Commissioner & Secretary, Administrative Reforms & Training Department for information
- 2) Principal Secretary- BTC, KAAC, NCHAC for favour of information
- 3) Additional Secretary, Administrative Reforms & Training Department for information
- 4) Nodal Officers of the Deptts. of Transport, WPT&BC, Revenue &DM, GMC, GAD, Health & FW and IWT,
- 5) Team Leaders- PwC, Arihant Advertising, Deloitte, and BSNL
- 6) Internal: All concerned for information and necessary action.

Annexure 1

Grievance Redressal System

For the stakeholders of the

Assam Citizen-Centric Service Delivery Project

In order to embed Grievance Redressal System(GRS) into the World Bank financed Assam Citizen-Centric Service Delivery Project(ACCSDP) project, an efficient operational mechanism has been rolled out to ensure that grievances of the stakeholders involved directly or indirectly in the project are redressed within a reasonable time frame, while ensuring the principles of natural justice and fair treatment. This is also in line with the international best practices like, World Bank, Governance and Anti-Corruption Policy Note, 2010 and Sustainable Development Goal 8 and 16, ensuring responsible business conduct and, building effective, accountable and inclusive institutions at all levels.

Since the ACCSD Project involves working with the Government departments and national/international agencies, it is of paramount importance that any complaint/grievance received are addressed with utmost care and due diligence. The established grievance mechanism will be responsive, respectful and look for culturally appropriate solutions, keeping in purview the broader social and institutional environment.

Who can file Grievances?

- i. Project affected communities and individuals
- ii. Government Officials/departments
- iii. Autonomous Councils
- iv. Bidders and contractors/ firms
- v. Project Staff

The complainant can be an individual or an organization.

Nature of Grievances

Given the broad nature of grievances/beneficiary feedback, ACCSDP classifies the grievances to reflect the components of the project including Procurement, Business Process Reengineering, RTPS implementation, Citizen Engagement, Financial, Social, Environmental and other issues relating to the Public Facilitation Centres.

This are further sub-classified according to the type of grievance:

- Comments/ Suggestions
- Queries
- Non-performance of Project Obligations
- Violations of Laws
- Corruption and Complaints of Project Staff/ Service Providers involved in project management

Process & Resolution of grievances

LEVEL 1

- The complainant can file her/his complaint in writing, verbally or over the phone to the Grievance Redressal Officer (GRO). S/he can also lodge his/her complaint in the website of the ARIAS Society. The Complaint should include the name of complainant and against whom the complaint is made. The identity of the complainant may be kept confidential if requested, but anonymous complaints will not be accepted.
- After receiving the complaint, the GRO will issue an acknowledgement receipt to the complainant within 3 days of filing the complaint.
- The GRO will try to obtain relevant information regarding the grievance and will forward the complaint to the concerned officer within 3 days of its receipt.
- The GRO and the concerned officer would hold meetings with the complainant and then attempt to find a solution to the complaint received.
- The deliberations of the meetings and decisions taken will be recorded by the GRO. The resolution at the first tier will normally be done within 15 working days and notified to the concerned through a disclosure form.

LEVEL 2

- If the complainant is not satisfied with the response from Level 1, s/he can reach out to the Deputy Project Director (DPD), ARIAS Society within 3 days. In case of DPD's absence, the case will be forwarded to the incumbent Administrative Officer for further action. The turnaround time for resolution will be 10 working days.

LEVEL 3

- If the complainant is not satisfied with the response from Level 2, s/he may escalate to the State Project Director, ARIAS Society at spd@arias.in. The turnaround time for resolution of the complaint is 10 working days from the date of receipt of complaint.

Information dissemination on GRM:

- Raising awareness through a communication strategy is critical to the adoption and usage of the GRM.
- An Office Order will be passed and circulated to all the implementing departments/ Councils and the agencies with information on the designation and contact details of GRO along with the form for submitting complaints.
- At the PMU Level, display the designation and contact details of the concerned GRO in visible locations preferably in the entrances, notice boards, etc
- IEC/ Training materials developed by the concerned programme management unit to include the details of their respective GRO, address and website of ARIAS Society.

FLOW-CHART FOR GRS PROCESS & TIME FRAME

