

No.: 619 /MPMRCL/GRC/2024

Bhopal, Dated: 14/03/2024

OFFICE ORDER

Sub: Constitution of Grievance Redressal Mechanism (GRM) for Project Affected Persons (PAPs) in connection with Madhya Pradesh Metro Rail Project.

In reference to the subject matter, **Grievance Redressal Committee (GRC)** for Madhya Pradesh Metro Rail Project has been formed as per the approval of Competent Authority. The Grievance Redressal Committee (GRC) will have representatives at Field Level, Senior Management Level and Higher Management Level for compliance of Environmental and Social Framework (ESF) of funding agencies. The below personnel are proposed to be nominated a part of Grievance Redressal Committee (GRC):

Level-3: Higher Management Level Committee	
1. Director (Project), MPMRCL	Chairman
2. Additional General Manager (Project), MPMRCL	Member Secretary
3. Joint General Manager (Finance), MPMRCL	Member
4. Team Leader cum R&R Expert, RISA	Member
5. Chief Environment/ Social Expert, General Consultant	Member
6. Representative from Revenue Department, PWD and Social Welfare Department	Member
Level-2: Senior Management Level Committee	
1. Additional General Manager (Project), MPMRCL	Chairman
2. Deputy General Manager (Social), MPMRCL	Member Secretary
3. Deputy General Manager (Finance), MPMRCL	Member
4. Social Specialist / Social Specialist cum Gender Expert, RISA	Member
5. Environment/ Social Expert, General Consultant	Member
6. Representative from Revenue Department, PWD and Social Welfare Department	Member
Level-1: Field Level Committee	
1. Manager (Civil), MPMRCL	Chairman
2. Asstt. Manager / Manager (Social), MPMRCL	Member Secretary
3. Asstt. Manager / Manager (Environment), MPMRCL	Member
4. Asstt. Manager / Manager (Finance), MPMRCL	Member

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5. Social Expert, General Consultant	Member
6. Social Specialist, RISA	Member
7. Representative from Revenue Department, PWD, Social Welfare Department and Local Community Representative nominated by Member of the Legislative Assembly (MLA)	Member

The above-mentioned committee members are required to maintain a Grievance register in their jurisdiction for proper record keeping and tracking for Grievances related to Land, Social and Environmental issues.

This issues with the approval of Managing Director.


(Ajay Sharma)
Director (Project)
E-mail: ajay.sharma@mpmrc.in

Copy to:

1. PA to PS, MPUD&HD, Bhopal for kind information please.
2. PA to MD, MPMRCL, Bhopal for kind information please.
3. Director (Finance) for kind information please.
4. Director (System) for kind information please.
5. All HODs and concerned for kind information please.