



Governments of the People's Republic of Bangladesh
Ministry of Road Transport and Bridges
Road Transport and Highways Division
Roads and Highways Department

GRIEVANCE REDRESS MECHANISM (GRM)

Improvement of Sylhet-Tamabil Road to a 4-Lane Highway
with Separate SMVT Lane Project (STRIP)

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Introduction :

One of the biggest concerns of Bangladesh is how to make the public service delivery system more citizens centered. An essential prerequisite for this is to have a strong public grievance redress and monitoring mechanism, and in the case of the ongoing STRIP program by RHD in Improvement of Sylhet-Tamabil Road to a 4-Lane Highway with Separate SMVT Lane Project that have a large public interface.

Grievance handling is a very important area of the works of RHD project-STRIP. Hence, it can play a significant role to monitor about the level of efficiency, accountability and good governance system of STRIP project. It also helps the STRIP, Improvement of Sylhet-Tamabil Road to a 4-Lane Highway with Separate SMVT Lane Project to collect direct and logical feedback periodically for the management of systematic reform. GR mechanism bridges the communication gap between the RHD-STRIP and the project affected persons (PAPs). Through the GR mechanism PAPs will be aware of their rights and social responsibilities as well. At the same time, the GRM also can play an important role to make the RHD- STRIP project more responsible and accountable to the PAPs.

The basic principle of a Grievance Redress Mechanism is that if the promised level of service delivery is not achieved or if the right of PAPs are not honored then PAPs should be able to take recourse to a mechanism to have the grievance redressed. This mechanism should be widely disseminated among the PAPs, beneficiaries and wider public in the project areas, easy to use, accessible and above all, PAPs must have faith that they will get quick and fair redress of grievances.

Objectives :

The objectives of the grievance redress mechanism (GRM) is to resolve complaints as quickly as possible and at the local level through a process of conciliation; and, if that is not possible, to provide clear and transparent procedures for appeal. A well-defined grievance redress and resolution mechanism will be established to resolve grievances and complaints in a timely and satisfactory manner. All affected persons will be made fully aware of their rights, and the detailed grievance redress procedures will be publicized through an effective public information campaign.

A common GRM will be in place for social, environmental or any other grievances related to the project like resettlement action plan (RAP) and land acquisition plan (LAP). The GRM will provide an accessible and trusted platform for receiving and facilitating resolution of affected persons' grievances related to the project. The multi-tier GRM for the project is outlined below, each tier having time-bound schedules and with responsible persons identified to address grievances and seek appropriate person's advice at each stage, as required.



Grievance Redress Mechanism :

RHD will establish a grievance redress mechanism (GRM) to voice and resolve social and environmental concerns linked to the project and ensure greater accountability of the project authorities towards all affected persons. This mechanism is not intended to bypass the government's own legal process but is intended to provide a time-bound and transparent mechanism that is readily accessible to all segments of the affected people. The aggrieved party should be free to approach the national legal system at any time. All costs involved in resolving the complaints (meetings, consultations, communication and reporting / information dissemination) will be borne by the Project. The GRM structure is described in **Table** below:

Table : GRM Committee Structure

Level	Members of the GRC
Field Level	<ul style="list-style-type: none">• Project Manager (PM) (Respective Contract) - Convener;• Deputy Project Manager (DPM) (Respective Contract) - Member;• Area Manager of the RP Implementing NGO-Member Secretary;• Public Representative of concerned area (e.g. Mayor/ Councilor/ Union Parishad Chairman/ UP Member) - Member; and• Representative of the affected people (PAPs) / Reserved Councilor (Woman) Member for woman of the respective area in case of women aggrieved persons-Member.

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Level	Members of the GRC
Project Level (PIU)	<ul style="list-style-type: none">• Respective Additional Project Director - Convener;• Executive Engineer (Resettlement Division), RHD/ Representative of Chief Engineer, RHD - Member;• Respective Project Manager - Member;• Assistant Project Director - Member;• Team Leader of the RP Implementing NGO - Member Secretary;

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The NGO and RHD will try as much as possible to address grievances locally before these are submitted to the GRM. If grievances are not resolved, the following procedures and timeline will be followed.



Table: Grievance Redress Procedures

Step	Tasks	Timeframe
Step 1	The Project Implementing unit informs PAHs about their losses and entitlements. If satisfied, the EPs representing the PAHs claim resettlement payments to INGO. If confused, proceed to step 2	
Step 2	The EPs approaches the INGO field level officials for clarification. The INGO will clarify the EPs about their losses & entitlements as per RP Entitlement Matrix. If resolved, the EP claims resettlement payments to the INGO. If not resolved, proceed to Step 3	
Step 3	The EP approaches to the GRC. The INGO staff shall assist the EPs in processing the complaints and organize hearing within 15 days of receiving the complaints. INGO shall assist the EPs to prepare the succeeding procedures in a written form at no cost to EPs. Then proceed to Step 4	Fifteen Days
Step 4	The GRC case hearing shall be held in presence of the aggrieved EPs (if possible), and the minutes will be recorded. If resolved, the decisions will be informed to the EPs. The Project Director will also be informed about the decision of the GRC. If not resolved, proceed to Step 5	
Step 5	If the EP is not satisfied with the GRC decision, he /she may appeal to the GRC for review of the decision given by GRC within 7 days from the date of GRC decision. Then proceed to Step 6	Seven Days
Step 6	After receiving the review petition, GRC will hear the review and make decision within 7 days of receiving the review petition	Seven Days
Step 7	If EPs feel aggrieved with the decision in review case, he/she may appeal to the PD, within 7 days from the review decision by GRC.	Seven Days
Step 8	The PD will review the case and give decision within 3 weeks from receiving of the appeal and this decision must be considered as final.	Three Weeks

Property Valuation Advisory Committee (PVAC) :

The MoRTB will form a PVAC for the project through a Gazette Notification to verify, compare and review the physical verification data conducted by Implementing Agency with the DCs' assessment of loss of physical assets and their owners. The PVAC will also be responsible for determining replacement cost of the affected properties. The scope and responsibility of the PVAC will be clearly defined in the gazette. The implementing Agency (RHD) will process the entitlements of the Project-affected persons using the joint verification survey (JVS) data as one of the determinants.

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The PVACs, should record proceedings of all their deliberations and for a particular jurisdiction, **the PVAC shall comprise the following:**

• Project Manager (PM), Respective Contract jurisdiction - Convener;
• <i>Representative of the Deputy Commissioner-Member;</i>
• Deputy Project Manager (DPM), Respective Contract -Member
• Mayor/Chairman/Councilor/Respective contract Jurisdiction-Member
• Area Manager, RP Implementing NGO, Respective contract Jurisdiction-Member-Secretary.

The INGO will assist the PVACs by providing technical expertise in assessing the RVs for properties (land by type and mouza, structure by basic construction type, trees by broad species-type, and crops by type). INGO will undertake consultations, as needed, with affected persons and host populations to obtain adequate information about property values, review, as needed, past reports on replacement cost. For land, INGO will seek to reconcile those values with the land market survey data obtained under the census surveys conducted.

The PVACs will review and verify, as needed, through additional field investigations, the replacement cost assessed by type in all concern districts and will submit to the Project Director for approval through Additional Project Directors. RHD will pay the difference between CCL and RV to the eligible persons (EPs) with the assistance from the RP implementing NGO.

The Joint Verification Committee :

The JVC will be formed with representation of the RHD, DC and RP implementing NGO as per Gazette Notification by the MoRTB. They will verify the list of Census and IoL to be prepared by INGO and JV list to be prepared by DC office. If there is any inconsistency (more than 10%) found during verification they will stand on the correct one. The JVC will sign the joint verification list.

The JVCs, should record proceedings of all their deliberations. The JVC for a particular Jurisdiction, **shall comprise the following:**

• Deputy Project Manager (DPM), Respective Contract Jurisdiction - Convener
• Representative of the Concern Deputy Commissioner - Member
• Area Manager, RP Implementing NGO, Respective Jurisdiction-Member Secretary

