

PROCEEDINGS OF THE GOVERNMENT OF KARNATAKA

Sub:-Constitution of District Level Redressal Grievance Cell to solve the Grievances arising at the time of implementation of RAP- reg.
Read:-Letter No.KSHIP/PIV/RAP/2000-01/804 dated 9-2-2001 from Chief Project Officer, Project Implementation Unit, Karnataka State Highways Improvement Project.

PREAMBLE:-

Government of Karnataka with the assistance of World bank fund has taken up Karnataka State Highways Improvement Project (KSHIP). The Project necessitates aquisition of Private lands and properties resulting in displacement of persons and loss of livelihood. In this regard a Resettlement & Rehabilitation Action Plan has been already worked out to assist the Project affected persons.

Though the Resettlement Action Plan (RAP) is initiated to the best possible way there may be certain Individuals or groups who feel that they are not given adequate compensation. Hence to hear their complaints and to facilitate solutions a Grievance Redressal Cell has to be formed.

The Chief Project Officer of PIU, KSHIP in his letter cited above has requested for the constitution of Grievance Redressal Cell for the KSHIP for Phase I work in Bidar, Bijapur, Gulbarga, Raichur & Koppal Districts. Hence in view of the above following Government Order.

GOVERNMENT ORDER N PWD 20 EAP 2001 BANGALORE, DATED 26-2-2001

Government s pleased to accord approval for the constitution of District level Redressal Grievance Cell consisting of the following members for Bidar, Bijapur, Gulbarga, Raichur & Koppal Districts to solve the Grievances of the PAF's arising at the time of implementation of RAP.

	Deputy Commissioner of the District concerned	Chairman
2	Chief Executive Officer (CEO) of the Zilla Panchayat concerned	Member
3	NGO appointed by the PIU & Co-opted by Deputy Commissioner	Member

4. Representative of the Project Affected - Member
Person identified by Deputy Commissioner
5. Executive Engineer of the PIU Division -Member Secretary
6. Any other Government functionary Member
Co-opted by Deputy Commissioner

The function of the Grievance Redressal Cell shall be as follows:

- a) to provide support to Project Affected Person (PAP) on problems arising out of eligibility for RAP provided entitlements, compensation and assistance provided;
 - b) to record the grievances of the PAPs, and categorise, prioritise and solve them within one month;
 - c) to inform PIU of serious cases within an appropriate time frame and
 - d) to report to the aggrieved parties about the developments regarding their grievance and decisions of the PIU.
- ii) The Grievance Committees will meet regularly (at least once a month) on a pre-fixed date during implementation of the Resettlement Action Plan. The Committees will suggest corrective measures at the field level itself and fix responsibilities for implementation of its decisions. The Committees will deliver their decision within a month of case registration.
- iii) Decisions of the Committee will be final and not contested in any other forum except in the courts of law. However the NGOs will form the first level intervention in resolving PAP related grievances and attempt to motivate the PAP to facilitate implementation of the R & R programme.

By Order and in the name of
Governor of Karnataka

G. Ramesh
(G.RAMESH)

Under Secretary to Government.
Public Works Department(EAP).

Copyto:

1. The Additional Chief Secretary to Government (PW & Housing)
2. Principal Secretary to Government, Finance Department,
3. Principal Secretary to Government, Revenue Department,
4. Secretary to Government, Forest Department,
5. Secretary to Government, Public works Department,
6. Secretary to Government, RD & PR Department,
7. Chief Project Officer, Project implementation Unit, KSHIP
8. The Joint Secretary to Government, Public Works Department,
9. The Chief Engineer, C & B (S) Bangalore (N) Dharwad,
10. Deputy Commissioner, Bidar, Bijapur, Gulbarga, Raichur, Koppal,
11. Chief Executive Officer, Zilla Panchayat, Bidar, Bijapur, Gulbarga, Raichur, Koppal
12. Executive Engineer, PWD Division, Bidar, Bijapur, Gulbarga, Raichur, Koppal,
13. Executive Engineer, KPTCL, Bidar, Bijapur, Gulbarga, Raichur, Koppal,
14. Executive Engineer, KUWS & SB, , Bidar, Bijapur, Gulbarga, Raichur, Koppal,
15. Compiler, Karnataka Gazetier, Bangalore