

Guideline for Grievance Redressal Mechanism

The main objective of a GRM is to assist to resolve complaints and grievances in a timely, effective, and efficient manner that satisfies all parties involved. The project places special emphasis on transparency, accountability, openness and disclosure of information to the community. In keeping with above principles, widespread disclosure of information through wall writings, paintings, awareness generation campaigns, radio programmes, publications, village level workshops, block and district workshops will be carried out. Besides above, through Agriculture and Fisheries Department websites for information dissemination regarding the project. A dedicated project website will be developed and updated regularly with the latest weekly/ monthly status of activities of the project. The existing GRM available in the state can be accessed by the project stakeholders. The details of these are given below:

- **GRM at UPDASP-PMU**

At the UPDASP/UP-AGREES Project level, a GRM committee for review and resolution of complaints regarding project related activities will be formed at DPIU level headed by District Project Manager as soon as the DPIU and Block level staff are in place. An order will be issued by the PD in this regard.

For review, enquiry and recommend actions/resolution of complaints regarding sexual exploitation/harassment and gender-based violence, a committee will be formed at the State/PMU level. All SHE/GBV complaints will be reviewed confidentially by the committee. An ICC on SH has already been formed at UPDASP State Level.

A Page on GRM Reporting will also be created on the digital MIS dash board of UP-AGREES Project Portal. To get the grievances digitally, all the stakeholders will be oriented on how to use the grievances page on the portal.

All the process of GRM will be disclosed on the UP-AGREES Project Portal and MIS Dashboard.

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Stakeholders may also register their complaint on UP Govt. grievance portal.

- **Jan Sunwai Portal**

Jan Sunwai' ([जनसुनवाई -समाधान |उत्तर प्रदेश सरकार \(up.nic.in\)](http://जनसुनवाई-समाधान.उत्तर.प्रदेश.सरकार.up.nic.in)) is an integrated grievance redressal system developed by the Uttar Pradesh government to achieve the objectives of good governance through the use of information technology. This system facilitates easy and transparent communication between citizens and government departments/offices. Citizens can register and track complaints online (website and Samadhan android app) at any time. Complaints received through various channels can be made available on a single portal/platform, making it convenient for departmental officials to efficiently resolve and monitor grievances. This system aims to provide a smooth and accessible mechanism for the resolution and monitoring of complaints for both citizens and government authorities.

To strengthen the existing GRM, the project would take up the following actions:

- Provisions of Uttar Pradesh Panchayat Raj Act: The Provisions available for grievance redressal as per the Uttar Pradesh Panchayat Raj Act can be invoked. All Gram Pradhans have been designated as Public Information Officers under RTI act at Panchayat level in

the project area. All complaints regarding project should be acknowledged by the Gram Panchayat and final reply is expected to be delivered within 30 days, under RTI (Constitutional mandate).

- Information Education Communication: Wide publicity would be given regarding the grievance redressal mechanism available within UPDASP.
- In addition to the above, a template to share grievances will be provided on the UPDASP website, in both English and local language. At project level, District Managers will be the focal point to manage/ redress the grievances and escalate to the state as per need. At state level, a Senior Expert - Communications will be focal point.

Description of GM Process

Step	Description of Process	Time Frame	Responsibility
GM implementation structure	As described above		
Grievance uptake	Grievances can be submitted via the following channels: <ul style="list-style-type: none"> • E-mail • Letter to Grievance focal points at local facilities • Complaint form to be lodged via any of the above channels • Walk-ins may register a complaint in a grievance logbook at a facility or suggestion box 	30 days	CPIT/GP
Sorting, processing	Any complaint received is forwarded to GP/CPIT, Logged in Grievance Register, and categorized according to the complaint types	Upon receipt of complaint	Local grievance focal points
Acknowledgment and follow-up	Receipt of the grievance is acknowledged to the complainant by GP/CPIT	Within 2 days of receipt	Local grievance focal points
Verification, investigation, action	Investigation of the complaint is led by GP/CPIT. A proposed resolution is formulated by GP and communicated to the complainant by GP	Within 10 working days	Complaint Committee composed of GP/CPIT
Monitoring and evaluation	Data on complaints are collected in Grievance Registers and reported to SPMU every month		
Provision of feedback	Feedback from complainants regarding their satisfaction with complaint resolution is collected by GP/CPIT	Within 10 working days of providing resolution.	Focal point at CPIT/DPMU
Training	Training needs for staff/consultants in the DPMU, private partners, and support agencies/Consultants are, <ul style="list-style-type: none"> a) awareness on GRM, b) procedures for GRM and 		

Step	Description of Process	Time Frame	Responsibility
	c) Recording and reporting on Grievances		
If relevant, payment of reparations following complaint resolution	Payment of reparations following complaint resolution will be documented and signed by both parties on receipt of the amount. Payment of reparation related to employee accidents and fatalities will be undertaken as per the requirements of the Employee/ Worker Compensation Act, 1923.		

The GM will provide an appeals process if the complainant is not satisfied with the proposed resolution timeframe of the complaint. Once all possible means to resolve the complaint have been proposed and if the complainant is still not satisfied, then they should be advised of their right to legal recourse.

When relevant, the project will have other measures in place to handle sensitive and confidential complaints, including those related to Sexual Exploitation and Abuse/Harassment (SEA/SH) in line with the World Bank ESF Good Practice Note on SEA/SH.

The Labor Grievance Redressal Mechanism will be constituted for each of the contract packages and the workers can use it. The Labor GRM is described in detail in the Labor Management Procedures.

At block level/ district level, the DPIUs will be sensitized to take up any workers related Grievances and support the project in monitoring the vendors/ contractors' performance on OHS and labour and working conditions. At DPIU Level, the Social or Environment Safeguard Expert will be the designated Grievance Officers for workers, who will report on the status of workers grievances in their respective DPIUs. At SPMU Level, a Social Development Specialist will be the grievance officer for workers, who will report on the status of workers grievances.

The World Bank and the Borrower do not tolerate reprisals and retaliation against project stakeholders who share their views about Bank-financed projects.

To register and reporting of the grievances under the project, the following formats will be used digitally and also through physical reporting:

**Uttar Pradesh Agriculture Growth & Rural Enterprise Eco System Strengthening Project
(UP-AGREES) Project
Grievance Registration Form for Complainant
(To be available in all Project Sites/Districts)**

The UP-AGREES Project welcomes complaints, suggestions, queries, and comments regarding project implementation. We encourage persons with grievance to provide their name and contact information to enable us to get in touch with you for clarification and feedback.

Should you choose to include your personal details but want that information to remain confidential, please inform us by writing/typing*(CONFIDENTIAL)*above your name. Thank you.

Date	Place of registration	Project District: Project Site:			
Contact information/personal details					
Name		Gender	* Male * Female	Age	
Home address					
Place					
Phone no.					
E-mail					
Complaint/suggestion/comment/question Please provide the details (who, what, where, and how) of your grievance below:					
If included as attachment/note/letter, please tick here:					
How do you want us to reach you for feedback or update on your comment/grievance					

FOR OFFICIAL USE ONLY

Registered by: (Name of official registering grievance)	
Mode of communication: Note/letter/E-mail/Verbal/telephonic	
Reviewed by:(Names/positions of officials reviewing grievance)	
Action taken:	
Whether action taken disclosed on portal:	Yes/No
Means of disclosure: Date of Disclosure:	

**Uttar Pradesh Agriculture Growth & Rural Enterprise Eco System Strengthening Project
(UP-AGREES) Project
Grievance Registration Form for Complainant (for SEA/SH)
(To be available in all Project Sites/Districts)**

The UP-AGREES Project encourages to provide a safe and pleasant environment to all its staff and workers during the project implementation. We encourage persons with grievance to provide their name and contact information to enable us to get in touch with you for clarification and feedback. This grievance information will be kept confidential.

Should you choose to include your personal details but want that information to remain confidential, please inform us by writing/typing*(CONFIDENTIAL)*above your name. Thank you.

Date	Place of registration	Project District: Project Site:			
Contact information/personal details					
Name		Gender	* Male * Female	Age	
Home address					
Place					
Phone no.					
E-mail					
Complaint regarding sexual exploitation/harassment/violence. Please provide the details (who, what, where, and how) of your grievance below:					
If included as attachment/note/letter, please tick here:					
How do you want us to reach you for feedback or update on your comment/grievance					

FOR OFFICIAL USE ONLY

Registered by: (Name of official registering grievance)	
Mode of communication: Note/letter/E-mail/Verbal/telephonic	
Reviewed by :(Names/positions of officials reviewing grievance)	
Action taken:	
Whether action taken disclosed on portal:	Yes/No
Means of disclosure: Date of Disclosure:	

GRIEVANCES DASHBOARD INFORMATION (To be included in MIS portal)

Grievance Petition Form to be filled at DPIU Level:

- 1.Name of Petitioner: Full Name.....
- 2.Mb. No. of Petitioner:
- 3.Email Address of Petitioner.....

4.Contact Address of
Petitioner.....

5.Petition addressed toLocal/DPIU/PMU

6.Petition related toselect

- FPGs/FPOs/WFPGs/FFPOs
- SOs/DPMUs/other
- Farm Inputs
- Farm Machinery
- Grant distribution to FPGs/FPOs/FFPOs/WFPGs
- Training/capacity building/exposure
- Other

7.Give detail Petition Information

8.Petition received by (mode of complaint) select

- Through:
- Online GM Portal,
- Grievance Box
- Email
- Post
- toll free number
- Grievance Register

9. Petition resolved on Date.....

10.Petition resolved at the level of Local /DPIU/PMU

11. Whether the Petitioner informed about the resolution of complaint?

Yes/No

Quarterly Grievances Reporting Format for DPIU

UP-AGREES PROJECT

INFORMATION RELATED TO GRIEVANCES: AGRICULTURE COMPONENT -Quarter-I

District:

Date:

Format:1

Sr. No.	Sub Projects	Number of grievances received	Nature /Type of grievances	Mode of Complaint (Online/G-Box, toll free number/by post/G-Register at site)	Number of grievances resolved	Average time taken to resolve all the grievances (in days)	The level at which grievance was resolved (Local/ DPMU/PMU)	How many grievances resolution were informed to the complainant	How many grievances resolution were uploaded on the District/DPMU GRM Portal?
1									
2									
3									
4									

Note: All written records of grievance received and its resolution proof should be attached with the reporting formats.

Quarterly Grievances Reporting Format for DPIU

UP-AGREES PROJECT

INFORMATION RELATED TO GRIEVANCES: FISHERIES COMPONENT-Quarter-I

District:

Date:

Format:2

Sr. No.	Sub Projects	Number of grievances received	Nature /Type of grievances	Mode of Complaint (Online/G-Box, toll free number/by post/G-Register at site)	Number of grievances resolved	Average time taken to resolve all the grievances (in days)	The level at which grievance was resolved (Local/ DPMU/PMU)	How many grievances resolution was informed to the Complainant	How many grievances resolution were uploaded on the District/DPMU GRM Portal?
1									
2									
3									
4									

Note: All written records of grievance received and its resolution proof should be attached with the reporting formats.

Quarterly Grievances Reporting Format for DPIU

UP-AGREES PROJECT

INFORMATION RELATED TO GRIEVANCES: OTHER COMPONENTS

District:

Format:3

Sr. No.	Sub Projects/ Component	Number of grievances received	Nature /Type of grievances	Mode of Complaint	Number of grievances resolved	Average time taken to resolve all the grievances (in days)	The level at which grievance was resolved (Local/ DPIU/PMU)	Whether grievances resolution were informed to the Complainant or uploaded on the GRM Portal?
1								
2								
3								
4								

Note: All written records of grievances received and its resolution proof should be attached with the reporting formats.

Quarterly Grievances Reporting Format for DPIU

UP-AGREES PROJECT

INFORMATION RELATED TO GRIEVANCES: Sexual Exploitation and Abuse/Harassment (SEA/SH)

District:

Format:4 (to be kept confidential and reported to SH Committee at UPDASP-State Level)

Sr. No.	Complainant Detail (Project Staff/Field Worker/Labour deployed at project site)	Number of grievances received	Nature /Type of grievances (SH/GBV)	Mode of Complaint	Number of grievances resolved	Average time taken to resolve/action taken for all the grievances (in days)	The level at which grievance was resolved (Local/DPIU/PMU)	Whether grievances resolution was informed to the Complainant or uploaded on the GRM Portal?
1								
2								
3								
4								

Note: All written records of grievances received and its resolution proof should be attached with the reporting formats.