



H.P. Forest Department
INTEGRATED DEVELOPMENT PROJECT (IDP)

For
Source Sustainability And Climate Resilient Rain-fed Agriculture
Forest Road, Solan H.P- 173212

No. IDP-H(B)(15)-67/2020- 19

Dated: Solan... 27-05-2020

Office Order

In pursuance to the 30th Executive Committee meeting of IDP held on 12th May, 2020, under the Chairmanship of Additional Chief Secretary (Forests) cum Chairman, EC, where in Grievance Redressal Mechanism was approved.

Therefore it is ordered that the Grievance Redressal Mechanism be uploaded on the project website for its immediate operationalization as per **Annexure-"A"**.

Chief Project Director,
IDP, Solan, (H.P).

Endst. No. 194-224

Dated 27-05-2020

Copy is forwarded for information to :

1. The Additional Chief Secretary (Forests) cum Chairman, Executive Committee, IDP, Shimla-1.
2. The Principal Chief Conservator of Forests (HoFF), H.P Forest Department, Talland Shimla-1.
3. The Deputy Commissioner cum Chairman, District Level Co-ordination Committee (DLCC) Bilaspur, Chamba, Hamirpur, Kangra at Dharamshala, Kullu , Mandi, Shimla, Sirmour at Nahan, Solan Una,
4. All District Project Officer's, IDP .
5. The Deputy Director (Admin.), PMU, IDP, Solan.
6. The Deputy Director (planning), PMU, IDP, Solan.
7. All Subject Matter Specialists, PMU, IDP Solan.
8. The Subject Matter Specialist (IT) with the direction to upload the GRM on the Project website.

Chief Project Director,
IDP, Solan, (H.P).

Grievance Redressal Mechanism under Integrated Development Project (IDP)

Institutional Structure. The IDP has established a Grievance Redress Mechanism (GRM) with the aim to respond to queries or clarifications or complaints about the project and address complaints/concerns and grievances of the stakeholders. Following is the institutional arrangement for the GRM:

- a. **Project Grievance Officer.** The Executive Director of the IDP is the ex-officio, senior most officials to act as the Grievance Officer for the whole project.
- b. **State level Grievance Officer.** Subject Matter Specialist (SMS) -Social.
- c. **District level Grievance Officer.** The District Project Officers (DPOs) are the nodal Grievance Officer for their respective Districts and will be responsible for receiving, tracking and resolving grievances from the stakeholders.

Grievance Channels. Project beneficiaries and stakeholders will be able to submit their grievances, feedback and inquiries to the Project through multiple channels that are summarized below.

- a. **State Government Portal:** The existing mechanism of State Government portal (<http://www.cmsankalp.hp.gov.in>) for citizen's grievances and enquires will also cover the Project. HPFD/IDP receives regular inputs from this portal on grievances that are to be addressed by the HPFD/IDP.
- b. **Project specific Portal:** Project has maintained a portal (<http://www.hpiddp.org>) with dedicated mechanisms for receiving stakeholder grievances. Status of Grievances received and resolved will be track through the project MIS as well as monthly progress reports from the Districts and Blocks.
- c. **Grievance Registers:** Grievance Registers will be maintained at DPOs & APOs levels to record, track and report on the inflow of stakeholder grievances, enquiries and feedback.

Grievance Mechanism for the Workers under Labour Management Procedure (LMP)

1. **For all worker related grievance,** the Executive Director (ED), IDP will provide guidance and advice on all worker related grievances and their redressal, in line with the state and national legislation and the LMP.
2. **For Project Workers,** Deputy Director (Administration) will hold the overall responsibility for establishing, and implementing the GRM for project workers, and reporting on it.
3. **For Contract Workers.** Deputy Director (Planning/ Procurement) will be responsible for establishing and operationalising the contract workers grievance redress mechanism, especially focusing on contract workers engaged by contractors and subcontractors.
4. **At the district level,** the District Project Officer (DPO) will be the nodal grievance officer for workers, who will report on the status of workers grievance in their respective districts.

Contact detail of Officer's involved in Grievance Mechanism at PMU & DPO level			
Sr. No.	Designation	Phone No.	e-mail id
1	Executive Director	01792-223043	edidpsolan@gmail.com>
2	Deputy Director (Administration)	01792-226241	ddidpsolan2017@gmail.com
3	Deputy-Director (Planning/Procurement)	01792-223043	acidpsolan@gmail.com
4	SMS (Social)	01792-223043	idpsmssocial@gmail.com
5	District Project Officer, Bilaspur	01978-221924	dpoidpblp@gmail.com
6	District Project Officer Chamba	01899-266424	dpoidp.chamba@gmail.com
7	District Project Officer, Kangra at Dharmsala	01892-223098	dpoidpdshala@gmail.com
8	District Project Officer, Kullu	A/F	dpoidpkullu@gmail.com
9	District Project Officer, Mandi	01905-235055	idpdpomandi@gmail.com
10	District Project Officer, Solan	01792-225773	dpoidpsolan@gmail.com
11	District Project Officer, Sirmour at Nahan	01702-222423	dponhn@gmail.com
12	District Project Officer, Shimla	0177-2860411	idpdposhimla@gmail.com
13	District Project Officer, Una	A/F	dpoidpuna@gmail.com
14	District Project Officer, Hamirpur	A/F	dpohmr17@gmail.com

5. Grievances will continue to be received through established communication channels, however the main channel will be the projects hotline and the DPOs phone line.
6. Workers will also be able to submit their grievances through the district Labour Department in the State through phone calls, application/ letter, emails etc.

Contact information of Labour Officer's			
Sr. No.	Designation	Phone No.	e-mail id
1	Labour officer, Bilaspur	01978-221516	lo-bil-hp@nic.in
2	Labour officer, Chamba	01899-223233	lo-cha-hp@nic.in
3	Labour officer, Dharmsala	01892-225329	lo-kan-hp@nic.in
4	Labour officer, Kullu	01902-223698	lo-kul-hp@nic.in
5	Labour officer, Mandi	01905-235542	lo-man-hp@nic.in
6	Labour officer, Solan	01792-227076	lo-sol-hp@nic.in
7	Labour officer, Nahan	01702-226144	lo-nah-hp@nic.in
8	Labour officer, Shimla	0177-2624706	lo-shi-hp@nic.in
9	Labour officer, Una	01975-224243	lo-una-hp@nic.in
10	Labour Inspector, Hamirpur	01972-292305	lo-bil-hp@nic.in

Grievance Process.

All grievances, enquiries and feedback received through the multiple channels will be tracked by the IDP through the MIS. Grievances will be directed to the competent nodal grievance officer at the state, district, and block levels for resolution, with recommended timelines. The concerned Grievance Officer will be responding to the grievance/query through phone calls, meetings and letters, in order to resolve the issues. If needed site visits will be undertaken to appraise the exact nature of the stakeholder concerns.

Grievance Registers will be maintained at DPOs & APOs levels to record, track and report on the inflow of stakeholder grievances, enquiries and feedback.

The Complainant will be made part of the grievance resolution process and kept updated of the resolution process through phone calls and formal letters. The grievance redress process will be a continuous, transparent and participatory process.

The project website will be posting the status of the GRM status periodically on the website of the project.

Grievance Redress Service of The World Bank.

In addition to seeking to resolve their grievances through the GRM established at the government level, "communities and individuals who believe that they are adversely affected by a World Bank (WB) supported project such as this operation may also submit complaints to the Grievance Redress Service (GRS) established by the World Bank. Project affected communities and individuals may also submit their complaint to the WB's independent Inspection Panel, after having brought the complaint to the World Bank's attention through its GRS. Information on how to submit complaints to the World Bank's Grievance Redress Service is available at <http://www.worldbank.org/GRS>. Information on how to submit complaints to the World Bank Inspection Panel is available at www.inspectionpanel.org.