

NOTIFICATION

Grievance Redressal Mechanism (GRM) for HPSHIVA

The implementation of the various subcomponents of the project involves interaction between beneficiaries (producers) and the service providers [Department of Horticulture (DOH) and Department of Irrigation and Public Health (DIPH). The beneficiaries have the -

- i) right to information;
- ii) right against inappropriate intervention and;
- iii) right to a project free of fraud, corruption and coercion.

In case of any deviation, they have the right to register complaint/grievance and DOH/DIPH is bound to redress and resolve these and also discard the frivolous appeals at the earliest.

For the HPSHIVA Project, this GRM relates to beneficiaries/ farmers/ other stakeholders of the cluster and all relevant stakeholders. The GRM, its guidelines, process and timelines, are explained in the following sections.

The basic guidelines of GRM are –

- i. GRM shall be open and inclusive, enabling beneficiary farmers to register a grievance if there is a violation of project principles and guidelines.
- ii. Grievance redressal mechanism as formed for the project and its mechanisms/procedures, contact numbers of members, etc. will be displayed for easy access at the field level (at CHPMA and WUA notice boards / offices) and also in web sites, project portal, brochures, pamphlets, etc. Different channels will be designed and provided for accessing the GRM mechanisms and will be widely shared and documented so as to make these user-friendly and easily accessible to the beneficiaries.
- iii. Four Levels of redressal mechanism have been outlined where pre-designed formats will be provided. These will be pre-tested for ease of use by the complainants. Specific attention will be given towards the complainants by vulnerable.**
- iv. The Project Monitoring Unit (PMU) is the highest authority to resolve grievances.
- v. As the GRM works within existing legal and cultural frameworks, it is recognized that the GRM will comprise project level.

- vi. The mechanism will be free of charge, confidentiality/security will be maintained as desired by the beneficiaries.
- vii. Anonymous complaints/grievances/feedbacks will not be entertained in order to ensure genuineness. All complainants will have to provide complete contact details.
- viii. All out measures will be taken to resolve grievances at the ground zero level. Serious issues will be referred to higher authorities.
- ix. All grievances will be stored in the central database for monitoring, sorting, and preparing FAQs.
- x. It will be mandated to resolve grievances within a maximum of 60 days.

The nature of grievances which are envisaged for Grievance Redressal at the ground zero, Block, District or PMU levels can be perceptually enlisted as below. The complaints may relate to but not restricted to the following –

- Package of Practices (PoP)
- Irrigation schemes and their functioning
- Timely supply of plants and saplings
- Expert services required in PoP
- Land records and land fragmentation and ownership issues
- Post-Harvest Management and Marketing Issues
- Logistics – storage, transportation, access roads, etc.
- Services provided through outsourcing
- Policy, Legal and Revenue matters
- Any other

One informal and three formal levels of GRM will be instituted. Establishment of GRM will happen prior to the establishment of Community Horticulture Production and Marketing Associations (CHPMA) to ensure that all issues relevant to the project are captured and dealt early.

Level 1: Cluster (immediate)

At the Cluster level, CHPMA would form the core **GRC** (Grievance Redressal Committee) at the ground level for feedback at the **Clusters** which would generally be verbal and are expected to be resolved immediately through discussions where the complainant will be physically present or be represented with a letter of authority from the complainant. Representative of farmers will be inducted into the GRC which will have at least one female farmer. The GRC will have five members. If the complainant disagrees with the decision of the GRC then he/she shall register grievance in writing to the first formal level of GRM, i.e., Block Level. The Cluster-in-charge will be responsible for grievance documentation at this stage.

Level 2: Block (maximum of 7 days)

The formal process of GRM will begin at the **Block level**. The GRC will be formed with the Subject Matter Specialist (SMS of DOH) as the Chairperson along with SDO/AE (DIPH) and concerned Facilitator/HEO/AHDO/HDO, Panchayat representative, a beneficiary farmer of the cluster as a member. The GRC will either resolve the matter which will have full gratification of the complainant or inform him/her of the action taken and proceedings done with a definite time line for resolution and fed into the centralised MIS. At this level the complaint will need to be filed in writing in a prescribed format with the following information –

- Level 1: Name of Block
- Date of grievance
- Complaint number
- Location details (Cluster, Gram Panchayat)
- Name of complainant, address and contact details
- Description of grievance
- Category of the Grievance

A copy of the redressal will be made available to the complainant through post/web/email. If the complainant is not satisfied with the decision, or the grievance cannot be resolved at this level, then on the consent of the complainant, it would be referred to level above this with reference to the reason for disagreement and with the resolution/decision provided earlier. The Horticulture Development Officer will be responsible for grievance documentation at this stage.

Level 3: District (maximum of 10 days)

The grievances unsolved/ unresolved at the earlier level will be placed with the **District Level GRC** along with all previous documents where the GRC will be chaired by Deputy Commissioner or his/her designated representative, Dy. Dir. DOH, Superintendent of the Office of Deputy. Director (DOH), E.E., DIPH, District Coordinator of DOH, Dy Dir. Agriculture. The concerned HEO/ AHDO/ HDO will be involved as required. For transparency, it will also include a member as representative from the farmers. The GRC will either resolve the matter which will have full gratification of the complainant or inform him/her of the action taken, proceedings drawn with a definite time line and update into the Central MIS data base. If he/she disagrees, then the complaint along with the specified solution will be marked to the next appellant authority for redressal.

Similar format as in the earlier level will be used at this level also with additional information on the reason for refiling grievance and description of

grievance. The Dy. Director of Horticulture will be responsible for grievance documentation at this stage.

Level 4: PMU (maximum of 15 days)

PMU is the highest level for project GRC. The grievances unresolved in the earlier levels will be placed with the **PMU**. The GRC will consist of the Director of Horticulture, Project Director, HPSHIVA, Dy. Project Director DIPH, Dy. Project Director, DOH, Nodal Officer, PMU, HPSHIVA, Safeguards Specialist and M&E Specialist. The Director of Horticulture will chair the GRC. The relevant field level staff will be involved as necessary. The GRC will either resolve the matter which will have full gratification of the beneficiary complainant or inform him/her of the action taken and proceedings drawn with a definite time line and updated into the MIS database. If he/she disagrees then the complainant along with the specific solution has the right to go to any other level for registering grievance. Frivolous re-appeals will be handled strongly, carefully and conscientiously.

The grievance redressal system is accessible to the aggrieved farmer at any time, prior or post involvement with Project GRM. The Nodal Officer, HPSHIVA will be responsible for grievance documentation at this stage.

Hierarchically, the flow chart would be as follows:

Block level GRC		District level GRC		PMU level GRC		Resolved
Members – SMS of DOH as the Chairperson along with SMS (Agri), SDO/AE (DIPH), concerned AHDO/HDO/HEO and farmer representative	7 days →	Members – Deputy Commissioner (DC) or his/her representative as the Chairperson, Dy. Dir. DOH, Superintendent of the Office of Dy. Director (DOH), Ex. Engr. DIPH, District Coordinator of DOH, Dy Dir. Agriculture. Concerned AHDO/HDO/HEO will be involved as required.	10 days →	Members – DHHP or his nominated representative as Chairperson, Project Director (HPSHIVA), Dy. Project Dir. DIPH, Dy. Dir. Project DOH, Project Nodal Officer, PMU Safeguards Specialist and M&E Specialist. Concerned AHDO/HDO/HEO will be involved as required.	15 days →	Complaint resolved and complainant informed, grievance redressed

The steps for handling feedback/grievances will be -

Step 1:

Intake - the receiving of grievances in various forms such as verbal, written, web site - portal, feedback electronic media, any other source. Convenience of the complainants is of prime consideration. Feedback envelopes, complaint box, complaints register, WhatsApp, letters, meetings, monitoring visits, emails to DOH/DIPH/PMU, Toll free phone nos. will be some of the ways of registering grievances.

Step 2:

Sorting - these grievances will be then sorted into various categories and entered into project MIS and into various feedback focal points for onward transmission to complainants with timelines and course of action.

Step 3:

Verification - the responsible focal points will verify grievances through various means such as - visits, meetings, discussions and other means to bring in clarity and possible routes of resolution.

Step 4:

Action - Feedback will be handled and recorded at the community level as far as possible. If issues cannot be resolved within the stipulated days, then the Block and District GRCs would determine the course of action and the MIS is filled in. If it is not resolved at the Block or the District levels within the stipulated days, the matter is brought to the PMU for decision. At this point if the resolution is accepted and the complainant is satisfied then the issue is considered resolved and documented. The actions will be communicated to the concerned either telephonically or through e mail or through meetings or in writing.

Step 5:

Supervision - The PMU, during its visit will assess the effectiveness of the GRM and undertake spot checks. The MIS will be used for monthly snapshots of GRM and will be reflected in the quarterly safeguards reports.

For information/awareness, GRM signboards will be installed at the project locations portraying the Grievance Redressal Mechanism, process and levels and time period for disposal of grievances. The urgent nature of grievances related to irrigation, plant mortality, electricity, pest control etc. will be given high priority for redressal.

A complainant has the right to present his/her grievance with relevant information as mentioned in the various levels in written form or in the web site created for the project. The GRM should be made easy to access with specific

reference to vulnerable beneficiary complainants such as women, senior citizens, single persons and physically challenged.

Project GRM will be integrated with state level GRM through MOU. It will include a provision that HPSHIVA-related complaints received at the state level will be referred back to the project. The project will assess and decide at what level it will be addressed. The GRM will continue to function throughout the project life.

Chairman Executive Committee
Cum Secretary (Hort.) to the
Govt. of Himachal Pradesh, Shimla-2

Endst. As Above

Copy of the above is forwarded to:

1. Director of Horticulture, Himachal Pradesh, Shimla-2 for information and necessary action, please.
2. Director of Agriculture, Himachal Pradesh for information and necessary action, please.
3. Deputy Commissioner (s), Bilaspur, Hamirpur, Kangra, Mandi, Una, Sirmour and Solan for information and necessary action, please.
4. Project Director (HPSHIVA), Himachal Pradesh, Shimla-2 for information and necessary action, please.
5. Deputy Project Director (DIPH) for information and necessary action, please.
6. Deputy Director of Horticulture, District Bilaspur, Hamirpur, Kangra, Mandi, Una, Sirmour and Solan for information and necessary action, please.

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