

# **APPENDIX - K**

## **TERMS OF REFERENCE FOR GRIEVANCE REDRESS COMMITTEES**

1. RDA's STDP is establishing Grievance Redress Committees (GRC) for land acquisition and involuntary resettlement implementation in order to deal with problems, grievances or disputes that arise at the village level.
2. Any dispute or problem that the LARC considers appropriate may be referred to the GRC.
3. As far as possible the GRC should deal with any issues presented to them at the earliest possible opportunity. For more complex issues, every attempt should be made to resolve them in 2-3 weeks
4. GRC can make recommendations to improve the management information network in resettlement.
5. The GRC has no authority to deal with cases pending in a court of law. While the GRC can deal with complaints relating to the apportionment of compensation among joint owners, it cannot challenge the legal entitlements of APs.
6. APs dissatisfied with awards made by LARC may appeal to the GRC.
7. When required, the GRC can seek the assistance of other persons.
8. Any decision taken by the GRC should be on the basis of a majority vote.
9. The GRC's decision on relevant matters will be final. However, there is no bar to APs going to the Compensation Review Board or to courts on issues that they cannot resolve with the GRC.
10. The GRC should refrain from making decisions on issues relating to road design and related engineering matters, and on compensation cases pending before the LARC. Any such issues coming before the GRC should be referred to the LARC.
11. Only appellants or others specifically authorized may attend GRC meetings.

### **Venue of GRC Meetings**

12. The GRC will meet at the four Resettlement Offices in the early stages. GRCs should give at least one week's notice of meetings.
13. For the convenience of APs, the GRC may hold its meetings at other locations.
14. The GRC may have to visit the field to deal with issues relating to establishing title to lands, delays in payment of compensation and to learn about compensation and resettlement matters.

### **Procedure for Appealing to the GRC and for Resolution of Disputes**

15. Affected persons should be able to present their grievances without fear or pressure from government officials. APs should be encouraged to submit their grievances in writing. However, if APs wish to verbally present their grievances, Resettlement Assistants should record them and present them to the GRC. The GRC should convey their decisions in writing to the APs.
16. The GRC should ensure that its decisions conform to the resettlement policy of the STDP.
17. APs not satisfied with GRC decisions can appeal to higher authorities in the RDA, MOH and in extreme cases to the Compensation Review Board or to courts.
18. The GRCs mandate and procedures should be given wide publicity. Through this APs will gain an understanding of their rights, responsibilities and entitlements.
19. Three copies of GRC decisions should be provided; one for the AP, one for the Resettlement Office and the other for the LARC.

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