The complaint was addressed through grievance redress mechanism at the project-level. The complainant was having some misunderstanding regarding scope of work under the contract – which was clarified to him and community during different grievance redress committee’s meetings, including site visits. The copy of contract and all related documents (which were requested) were also provided to the complaint/community for their satisfaction and to address their concerns.

The complaint was accordingly closed in the PCT as well. A snapshot of PCT is pasted below for quick reference. Thank you.