

GRIEVANCE REDRESS MECHANISM

INTRODUCTION

During implementation of the project, there are possibilities of instances where people are impacted by the project in an unwanted or undesired manner. To help resolve such grievances, CLLMP has created a mechanism by which you can get your concerns addressed.

If you feel that you have been adversely affected by the project, you may submit your complaints by simply calling on the following phone numbers. The processes of the GRM are indicated below.

OPTION 1

1. Phone numbers for registering complaints
 - a. Khasi Hills, Jaintia Hills and Garo Hills – 1800 3453915
 - b. Garo Hills – 1800 345 3914
2. Your complains will be registered by the concerned official of the project and you will be given a token number. Please keep the token number safe with you. You will require it for future reference when you call us.
3. Within 7 days from registration, you will be contacted by our district office who will provide you with a solution. If you are still not satisfied with the solution, you may inform the official or you can call us again, and the issue will be escalated to state level.
4. A solution from the state level will be communicated to you within 10 days from the day of escalation of the grievance.
5. If you are still not satisfied with the solution offered, you may inform the official or you can call us again, and the issue will be escalated to the final appellate authority who will provide the final resolution within 10 working days.

OPTION 2

1. You can also register your complains through the project website www.cllmp.com. To register your complain, simply fill and submit the feedback form provided on the website.
2. Within 7 days from registration, you will be contacted by our district office who will provide you with a solution. If you are still not satisfied with the solution, you may inform the official or you can call us again, and the issue will be escalated to state level.
3. A solution from the state level will be communicated to you within 10 days from the day of escalation of the grievance.
4. If you are still not satisfied with the solution offered, you may inform the official or you can call us again, and the issue will be escalated to the final appellate authority who will provide the final resolution within 10 working days.

OPTION 3

Alternatively, you may also submit your complains to the Worldbank as explained below:

1. You may submit your complaint to the World Bank's independent Inspection Panel which determines whether harm has occurred, or could occur, as a result of the non-compliance with its policies and procedures.
2. Complaints may be submitted at any time after concerns have been brought directly to the World Bank's attention, and Bank Management has been given an opportunity to respond.

3. For information on how to submit complaints to the World Bank's corporate Grievance Redress Service (GRS), please visit <http://www.worldbank.org/GRS>.
4. For information on how to submit complaints to the World Bank Inspection Panel, please visit www.inspectionpanel.org.

