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NOTIFICATION SETTING UP THE GRIEVANCES REDRESSAL AUTHORITY OF MADHYA PRADESH

**Government of Madhya Pradesh, Narmada Valley Development Department,
Notification No.5/7/27/2/2000/474, Bhopal, 30 March 2000.**

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Preamble

1. That in accordance with stipulations in the NWDT Award and provisions in the R&R Policy of the State of Madhya Pradesh, the State of Madhya Pradesh has been taking all steps for resettlement and rehabilitation including providing civic amenities to displaced persons (oustees/PAPs) from submergence areas of Sardar Sarovar Dam in Madhya Pradesh.
2. Complaints and grievances, if any, relating to resettlement and rehabilitation are being attended to and necessary action is being taken through existing machinery. In pursuance of Appeal mechanism as provided in paragraph 13 of the R&R Policy of Madhya Pradesh 1992, the Government of Madhya Pradesh in addition is desirous of setting up a high level autonomous authority before whom the oustees (PAPs) already resettled and to be resettled hereafter in Madhya Pradesh can ventilate grievances for redressal after their resettlement till the process of resettlement and rehabilitation is completed. Such authority will be empowered to ensure that all oustees (PAPs) receive all benefits and amenities due to them in accordance with stipulations of the NWDT Award, provisions in R&R policy of MP and various orders made from time to time by the Government of Madhya Pradesh. Accordingly, the Government of Madhya Pradesh is pleased to resolve as follows:

Resolution

1. The Government of Madhya Pradesh shall, by notification, establish an authority to be known as the Grievances Redressal Authority for Sardar Sarovar Project Affected Persons (PAPs) resettled in Madhya Pradesh.
2. The Authority shall consist of a chairman and two members to be appointed by the Government of Madhya Pradesh. The appointment of the members shall be made in consultation with the chairman.
3. The chairman or the member may, by a letter addressed to the Governor, resign from office. The chairman shall not be removed from office except by an order made by the Government with the concurrence of the Hon'ble Chief Justice of India. A member shall not be removed from office except on the recommendations of the chairman. Such removal shall only be on the ground of proved misbehaviour and incapacity after holding due enquiry.
4. The chairman shall be a retired Supreme Court judge or retired Chief Justice or a judge of the High Court. The members shall be from amongst men of eminence in social public life and/or administrative service who have distinguished themselves in their field of activity.
5. The term of office, salaries and allowances and other terms and conditions of the chairman and the members shall be determined separately in consultation with the first chairman.
6. The Authority shall be provided with establishment, officers, employees as well as other amenities as necessary. The officers and employees of the Authority shall discharge their functions and duties under the general superintendence and directions of the chairman.
7. The chairman shall exercise such financial and administrative powers as may be vested in him by the Government of Madhya Pradesh after consultation with him. Such financial and administrative powers may be delegated to a member or an officer of the Authority by the chairman.
8. The appointment of secretary shall be done in consultation with the chairman.
9. The Authority shall have the power and authority to decide its own method to deal with complaints or grievances from a resettled oustee in Madhya Pradesh ensuring that such persons receive all benefits and amenities due to them in accordance with stipulation in the N.W.D.T. Award and provisions in the policy of Madhya Pradesh, and the various orders/resolutions made from time to time on that behalf by the Government of Madhya Pradesh.
10. The Authority, without prejudice to the generality of overall supervision power shall exercise the following powers and authority:
 - i. To set up appropriate mechanism before which oustees (PAPs) would be enabled to lodge complaint/ grievance in relation to any matter arising out of resettlement and rehabilitation.

- ii. To devise a procedure by which the complaint/grievance may reach as expeditiously as possible to the secretary of the Authority.
 - iii. To ensure that the complaint/grievance received by The secretary or referred to him by the Authority is examined and communicated to the persons and agencies concerned working under him as well as to the Authority.
 - iv. To take such steps as are necessary to satisfy itself that the grievances raised from time to time by the oustees (PAPs) have been suitably redressed at the appropriate levels.
11. The Authority may make rules, regulations or may frame guidelines for its practice and procedure.
 12. The Authority or any member or any officer nominated by the chairman may tour the different R&R sites and such other areas to enquire into the complaints/grievances and for redressal thereof.
 13. The Authority will have power to take assistance of any expert or instrumentality having expertise in the discharge of its functions.
 14. The Authority shall have the power to disqualify any body or person from representing before itself the cause of oustees (PAPs) resettled in Madhya Pradesh, if it is duly satisfied that it is necessary so to do in the interest of oustees (PAPs) or the public interest.
 15. The decision and directions of the Authority in all matters relating to the redressal of all complaints/grievances of oustees (PAPs) shall be final and binding on the State of Madhya Pradesh and all concerned including the oustees (PAPs) & their associations, if any.
 16. The Government of Madhya Pradesh shall:

Take adequate steps to ensure that the oustees (PAPs) resettled in Madhya Pradesh are informed that if they have complaint/grievance in the matter of their resettlement and rehabilitation and/or if they have any surviving grievance in connection there with, it would be open to them to move the Authority and seek relief.

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