



HIMACHAL PRADESH POWER CORPORATION LTD.
(A State Government Undertaking)
Himfed Building, BCS, New Shimla-171009

No. HPPCL/ESMU-4/World Bank/2024- 1070-77

Dated: 29/04/24.

To

1. The General Manager,
Renukaji Dam Project,
HPPCL, Dadahu, Distt Sirmour
2. The General Manager,
Integrated Kashang HEP,
HPPCL, R/Peo, Distt. Kinnaur
3. The General Manager,
Shongtong Karchham HEP,
HPPCL, R/Peo, Distt. Kinnaur
4. The General Manager,
Ravi Chenab Project,
HPPCL, Sundla Distt. Chamba
5. The General Manager,
Thana Plaun HEP,
HPPCL, Kotli, Distt. Mandi
6. The Dy. General Manager (E),
Sawra Kuddu HEP,
HPPCL, Hatkoti, Distt Shimla
7. The Dy. General Manager (E),
Sainj HEP, HPPCL,
Sarabai, Distt. Kullu

Subject: 'Complaint Handling Mechanism for Social and Environmental Issues' in HPPCL.

Sir(s)

As you are aware that various complaints/grievances in respect of social and environmental issues are received at Project as well as Corporate Office Level from the local people. Though, earnest efforts are made to resolve these issues; yet, a considerable time is involved in some cases.

Therefore, to address these complaints in an effective and time bound manner, a "Complaint Handling Mechanism for Social and Environmental Issues" has been developed by HPPCL and the same is enclosed herewith for information and further necessary action, please.

DA: As above


Director (Personnel)

CC:

✓ The Sr. Manager (IT), HPPCL, Himfed Building, BCS, New Shimla for hosting the "Complaint Handling Mechanism for Social and Environmental Issues" on HPPCL website, please.



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Complaint Handling Mechanism for Social & Environmental issues in HPPCL

A complaint or grievance refers to an issue, concern, problem or claim, whether actual or perceived, that affects individuals and communities' social, environmental and economic conditions in the project affected area. An effective Complaint Handling Mechanism (CHM) plays a vital role in addressing/minimize the concerns/complaints raised by the public. CHM means the process of attending to and resolving Complaints including ongoing interaction with Complainants. In case of HPPCL, it is an avenue for individuals and communities to submit complaints directly to the Corporation, if they believe that HPPCL's project has or is likely to have adverse effects on them, their community, or their environment.

Procedure for handling the complaint:

The public, especially persons living in the project affected area, shall be informed about the process of handling of complaint/grievance along with contact details of complaint handling officer (Resettlement & Rehabilitation Officer/ Environment Officer) through wide publicity in the affected area (display board, brochures, meetings etc.) The Contact Number of the RR/Env Officers (Project as well as Corporate Office) shall also be disclosed on HPPCL website.

The person concerned can address his/her complaints/grievance to the project authority or HPPCL Management through email, postal service or by hand. HPPCL will have three tier CHM that will include (i) Project Authority, (ii) Project Level Complaint Handling Committee and (iii) Corporate Level Complaint Handling Committee.

On the outset, the RR/ Env Staff at Project level shall register the complaint received and the same shall be scrutinized and forwarded to the concerned Wing with the approval of HoP for inquiry/redressal in time bound manner. Inquiry of the complaint will include but is not limited to meetings with the complainant, site visits, consultation with relevant parties, such as the affected persons, land acquisition officials, safeguard staff (RR/Environment) and/or other related deptt/wings and collection of relevant documentation and other forms of evidence etc. The proper record of the complaint/redressal shall be maintained at project level by the concerned staff as per the format attached as **Annexure-1**.

The resolution of complaint at the first tier should generally be completed within thirty (30) working days of receiving the complaint and conveyed to the concerned person through official

letter. If, the complaint remains unresolved for two months or the complainant is not satisfied with the reply/action taken, then the same shall be referred to the Complaint Handling Committee (CHC) constituted at Project Level by the project authority or the concerned person as the case may be. The complainant will also be informed in writing of the measures taken to address the grievance by the Project authority.

Complaint Handling Committee (CHC) at project level:

General Manager/Head of Project	Chairman
One member from Local District Administration	Member
Pradhan from concerned Project Affected Panchayats	Member
One member from project level Revenue Staff	Member
One member from project level Environment Staff	Member
One member from project level R&R Staff	Member

Note: The Member Secretary of the Project Level CHC shall be in accordance with the nature of the grievance.

The CHC at project level shall resolve the grievance within fifteen working days after receiving the complaint and decision of the same shall be communicated to the aggrieved person. Any unresolved complaint/grievance at Project level CHC shall be further referred to the Corporate Level CHC.

The composition of **Complaint Handling Committee (CHC) at Corporate Level** is as follow:

Director (Personnel)	Chairman
Chief Social, R&R Specialist	Member
General Manager/HoP (concerned project)	Member
One Member from Corporate Level Revenue Staff	Member
One Member from Corporate Legal Staff	Member
One member from Corporate level Environment Staff	Member
One Member from Corporate Level RR Staff	Member Secretary

Note: The Member Secretary of the Corporate Level CHC shall be in accordance with the nature of the grievance.

The CHC at Corporate level shall resolve/redress the grievance within one month after receiving the same; however, another 15 days may also be taken in case the matter involves inquiry on a larger scale and/or is related with external Departments in the some way or the other. The decision of CHC at Corporate Level shall be deemed final after taking the approval of Managing Director of HPPCL. The decision taken by CHC at Corporate level shall be informed to the project authority for further informing to the complainant.

Functioning of CHC:

The CHC shall review the complaint involving compensation, assessment, relocation, financial assistance related to land acquisition and R&R and other grievances related to environmental issues. The CHC shall meet as per the requirement till the final decision/redressal of the complaint/grievance, brought to the Committee. It is the responsibility of Member Secretary to organize the meeting of CHC. The Member Secretary shall keep the record of all complaints received which include name and contact details of the complainant, date of the complaint, nature of complaint, agreed corrective actions and the final outcome etc. in the format attached as **Annexure-1**.

Record of Complaints received/resolved

Sr. No.	Name & address of the complainant	Complaint Received Date	Type and nature of the complaint	Actions Taken to Resolve Complaint by Project Authority	Status of complaint		Outcome/ Status conveyed to the complainant with Date	Actions Taken to Resolve Complaint by CHC at Project Level)	Status of complaint		Outcome/ Status conveyed to the complainant with Date	Actions Taken to Resolve Complaint by CHC at Corporate Office Level	Outcome conveyed to the project authority for onward information to the complainant with Date
					Resolved (Date, time taken to resolve the issue)	Not Resolved, Sent for Appeal to CHC at project Level (Date)			Resolved (with date & time taken to resolve the issue)	Not Resolved, Sent for Appeal to CHC at Corporate Office Level (Date)			