

LUNGAWI LOHNA NEITE TANA AN LUNGAWI LOHNA THLEN DAN

(GRIEVANCE REDRESSAL COMMITTEE)

Heng a hnuaiia Step 3 (Pathum) te hi lungawi lohna nei ten an lungawi lohna te an thlen dan tur a ni.

1. 1st Step of GRM : Compensation-a harsatna neite tana Complaint na awlsam leh rang ber chu PIU (Project Implementation Unit) hi ani a. PIU a Resettlement Officer hi hemi harsatna neite lo buaipui tur atana ruat ani a, ni 7 chhungin complaint an neih te hi chinfel sak tura beisei a ni. Harsatna/buaina tawk tute chu, a kaihhnawih mi leh sa (eg. Contractor, Traffic, Harsatna neitu) te nen an harsatna a hmunah enfiah ani ang. Complaint turte chuan an lehkha pawimawh leh an mahni nihna kimchang (*Hming, Veng/Khua, Complaint ni. etc*) te nen an thehltut tur a ni. (*Complaint tu hming langlo tura ngen annih loh chuan*). A hnuaiia mi ang hian complaint theh-luhte hi chhuilet theih turin Number pek vek anni ang.

- 1) An harsatna tlangpui chanchin ziah lanna lehkha (an harsatna chungchang telin) leh an lehkha thehltut register ngei ani tih lanna lehkha.
- 2) An harsatna enfiah tawh dan lehkha leh hmalak tawhna te (finfiahna leh tehna dik)
- 3) Thu tih tlukte an pawma an sign hnu ah, Complaint tute hnenah hian Closure sheet pakhat (complaint tawpna lehkha) pek anni ang.

Heng harsatna leh complaint-a buaina te hi PIU Office ah te, Construction site leh office dang- VC House etc. ah te hian ngaih ven theih ani ang. Hemi a harsatna te hi chinfel anih loh chuan a hnuaiia 2nd Step ang hian hmalak chhunzawm theih ani ang.

2. 2nd Step of GRM : PIU-a Resettlement Officer hian a hma a harsatna chinfel theih loh (ziaka thehltutin) kha a buaipuiin GRC (Grievance Redressal Committee) hnenah a thlen ang. He GRC hi PWD level anga din niin, Chief Engineer hova din tur a ni. GRC ah hian a hnuaiia mite hi an tel.

- 1) Chief Engineer
- 2) Project Director
- 3) Harsatna neite aiawh
- 4) Local Deputy Commissioner Office (Land) aiawh te.

GRC hnathawhin a tum ber chu :

- 1) Harsatna leh buaina chinfelthuoi leh a tul anga harsatna nei tute tanpui (an in dinthar lehna tura pawimawh) entirnan :- Ram lak (temporary or permanent), bungraw lak, compensation leh assistance.
- 2) An harsatna endik nawn lehin an mamawhna leh harsatna te ngaih pawimawh saka, thla khat chhung ngeia chinfel sak tum ani ang.
- 3) Harsatna thlentute hnenah an harsatna chungchanga hmalakna awm te leh GRC thu tlukna hrilh hriat.

Hearing hi a tul anih chuan GRC te nen neih tur ani a, hetah hian harsatna neiten an harsatna neihte leh an veite an sawi chhuak thei ang. Inhriatthiam tawwna hmanga an harsatna te hi chinfel tum ani ang a, Local GRC in a tul angin harsatna leh buaina an neih hunah a buaipui ang. GRC in a tul anga hmala in kawng a kawhnmuh anga, ni 15 chhungin chanvo fel tak in ruatin tih puitlin tum ani ang. GRC thutlukna a an

lungawi loh chuan a complaint tute hmalakna hi GRC in a ti khawtlai thiang lova, an harsatna te hi Sorkar hotute hnenah an thlen thei ang.

PIU Officer te hian GRC a lehkha pawimawh sawngbawl leh chhawp-chhuah hi an mawhphurhna a ni a. Hei bakah hian complaint tute complaint na Data te an enkawlin, an thutluknate leh meeting a minute te vawngtha in, order leh thutlukna te kengkawhin an vawng tlat tur a ni.

3. 3rd Step of GRM : Harsatna leh buaina chungchanga PIU (1st step) emaw GRC (2nd step) in a chinfel theih loh chuan, a kaihhnawih mi leh sa in court ah a zualko thei a ni. PIU leh GRC te hi District in emaw, Municipalin emaw, Sawrkar laipui thuneitute hnen atangin hriattirna pek anni ang. Heng bakah hian complaint tute hian ram dan leh hrai hmangin an complaint their eng bawk a ni.

Resettlement plan a report enkawlina ah chuan heng a hnuaia mite hi a tel vek tur a ni.

- 1) GRC a case register zawng zawng, a case thlen san zawngte (1st, 2nd, 3rd step), hearing neihzat te, thutlukna an siamte leh case pending dinhmun.
- 2) Case an kalpui lai mek list leh thutlukna an siam tawh ho hmingte, ID leh Unique Serial No, date of notice, date of application, date of hearing, thutlukna, thurawnte, harsatna a action an lak te leh an harsatna dinhmun.

Insenna : *Harsatna sutkian nana eng thil pawha insenna (entirnan- meetings te leh in biakrawna te, inkal pawhna te leh reports te, kawng hrang hranga hriattirna pek chhuahna kawngah) te Project-in a tum tur a ni.*

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