



No. AACP/PCU/852/GR/ 09/19

Dated Guwahati the 5<sup>th</sup> August, 2009

**Office Memorandum**

For ensuring the transparency and accountability of the Assam Agricultural Competitiveness Project (AACP), “**Grievance Redressal Mechanism**” is formulated. The list of officers enclosed as **Annexure -A** are hereby designated as Grievance Redressal Officer (GRO) and Appellate Authority for their respective offices, at state and district level of the departments.

Every Implementing department under AACP, both at state and district level, shall redress the grievance / complaints as per the following guidelines:

- o The name, location and telephone numbers of the officers (GROs) specified for registration of complaint, at district level and State level, shall be widely publicised and displayed in the offices of the departments.
- o Complaints may be made orally or in writing by person /post / fax or by any other electronic means to the GRO of the concerned office.
- o Every application received should be tagged with an reference number in the format **Department/ District (Division)/ Year/ serial number. Example: PWD/ KMP/2009/ 22**
- o The GRO shall redress the complaints of the consumer within thirty days of receipt of complaint.
- o In case, the complainant is not satisfied with the redressal of his grievance by the GRO or in case his complaint is not redressed by the GRO within the time limit specified or no reply is received regarding resolution of the complaint from GRO, he may approach the Project Coordination Unit (PCU) for redressal of his grievance as follows:

Address: State Project Director,  
PCU- AACP, ARIAS Society,  
Agriculture Campus, Khanapara, Guwahati-781022  
Phone No. : 0361-2332564 ; 0361-2332125  
e-mail : [spd@arias.in](mailto:spd@arias.in) ; [dpd@arias.in](mailto:dpd@arias.in) ;  
Web address: <http://www.arias.in/postquery.htm>

This office memo is in continuation to the PCU letter send to all concerned vide No. AACP/PCU/852/GR/ 09/18 dated Guwahati the 28<sup>th</sup> July, 2009.

In this regard, all the Head of the Departments associated with AACP are requested to kindly ensure that grievances/ complaints are redressed accordingly.

**Enclosure:** As stated above

Yours faithfully,

(Niraj Verma, IAS)

State Project Director, ARIAS Society

Dated Guwahati the 5<sup>th</sup> August, 2009

No. AACP/PCU/852/GR/ 09/19-A

Copy for favour of information to:

1. APC & Chairman, ARIAS Society, Dispur, Guwahati-6.
2. Principal Chief Conservator of Forest, Assam
3. Director, Agriculture Dept. / A.H. & Vety. Dept. / Dairy Development Dept. / Fisheries Dept.
4. Chief Engineer, PWD (AACP)/ PWD (Roads)/ Agriculture.
5. Director Research, Assam Agricultural University , Jorhat, Assam
6. PS to VC, AAU for kind appraisal of VC, AAU.
7. Chief Executive Officer, ALDA, for information and necessary action.
8. Nodal Officers (AACP): Departments of PWD / Agriculture/ AAU/ Fishery/ AH & Veterinary/ Dairy/ Forest for information and necessary follow up action.
9. All Deputy Commissioners
10. All Nodal NGOs
11. District Office: \_\_\_\_\_  
for necessary action.

12. Mr.Manivannan Pathy, Co-Task Team Leader, World Bank Office, New Delhi

**Internal:** CFC/ ES&FC/ PE / AC-I/ AC-II/ DLC/ FC & SDS/ RC & APE/ OM/ CWA/ SEA - for information & necessary follow up action. In PCU, SDS will be responsible for redressal of Grievances.

(Niraj Verma, IAS)

State Project Director, ARIAS Society