

## **OMBUDSMAN**

### **Preliminary**

Ombudsman has been appointed for the Dedicated Freight Corridor Project by Ministry of Railways (Govt.of India) for time bound disposal of the grievances/ complaints of the Project Affected People (PAP) related to resettlement and rehabilitation (R&R) matters.

For redressal of R&R related grievances of PAPs against the decision of Competent Authority, a two level grievance redressal institution has been set up in DFCC. At the field level, there is a Grievance Redressal Committee (GRC) headed by the respective District Collector and at the headquarter level there is another GRC headed by Director (Project Planning), DFCCIL. In case the grievances are not satisfactorily addressed by these GRCs, the PAPs can lodge their grievances with the Ombudsman.

### **Procedure for Redressal of Grievances**

1. Any Project Affected Person who has a grievance in Rehabilitation & Resettlement matter and is not satisfied with the decision of Competent Authority and Grievance Redressal Committee (GRC) at field and headquarter level, may himself or through his authorized representative, make a complain to the Ombudsman in writing. The complaint is to be made not later than one year after the complainant has received the reply from Competent Authority/DFCCIL. In case, where no reply is received, the complaint is to be made no later than one year and one month after the representation to Competent Authority/DFCCIL.
2. The complaints may be with regard to ONLY Rehabilitation & Resettlement assistance provided under the award declared by the Competent Authority under section 20(o) of Railway Amendment Act (RAA) 2008.
3. No complaint shall be made to the Ombudsman on an issue which has been or is a subject matter of any proceeding in an appeal, revision, reference or writ before any Court.

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