

### **Grievance Redressal Mechanism**

In view of the grievances raised or registered against any action or issue related with CGWA, there is a need of an effective mechanism for the redressal of grievances of applicants. The grievances of applicants need to be redressed to ensure Impartial and transparent system of NOC disbursement.

In order to address the grievance of applicants a two tier mechanism is being proposed, which is based on the quantum of groundwater abstraction for which NOC has been issued or being issued. First tier of the mechanism is for the grievances likely to be arising in respect of new NOC/ Renewal for ground water abstraction less than 100 KLd and second tier with applications for more than 100 KLD. Grievance redressal system shall consist of Grievance Officer, Appellate Authority and Chief Grievance Officer. Details of this grievance redressal mechanism have been provided as below:-

**1. 1<sup>st</sup> tier Mechanism: (In case of water requirement is up to 100 cum/d)**

Every Region of CGWB will have one Grievance Officer (preferably of the Rank of Scientist-D) designated by the Regional Director of the respective Region. The responsibility of the G.O (Regional) will be timely disposal of complaints/grievance in respect of groundwater abstraction/restoration charges, dispute related to the EC and penalty imposed by CGWA.

In case Applicant is not satisfied with the action taken by G.O, applicant may approach to the first Appellate Authority in the region, which shall be the Regional Director/HOO of the respective region. Applicant has opportunity to move his grievance to Second Appellate Authority, which is Member CGWA, if applicant is not satisfied with the decision of the First Appellate Authority. If complainant/ applicant feels his grievance has not been addressed, he may appeal to Chief Grievance Officer (CGO). Chairman, CGWA shall be the Chief Grievance Officer (CGO), whose decision shall be the final.

**2. 2<sup>nd</sup> tier Mechanism: (In case of water requirement is up to 100 cum/d)**

CGWB, New Delhi will have one Grievance Officer (preferably of the Rank of Scientist-D) designated by the Regional Director, CGWB. The responsibility of the G.O (Regional) will be timely disposal of complaints/grievance in respect of groundwater abstraction/restoration charges, dispute related to the EC and penalty imposed by CGWA.

**20458/2021/O/o RD(CGWA)**

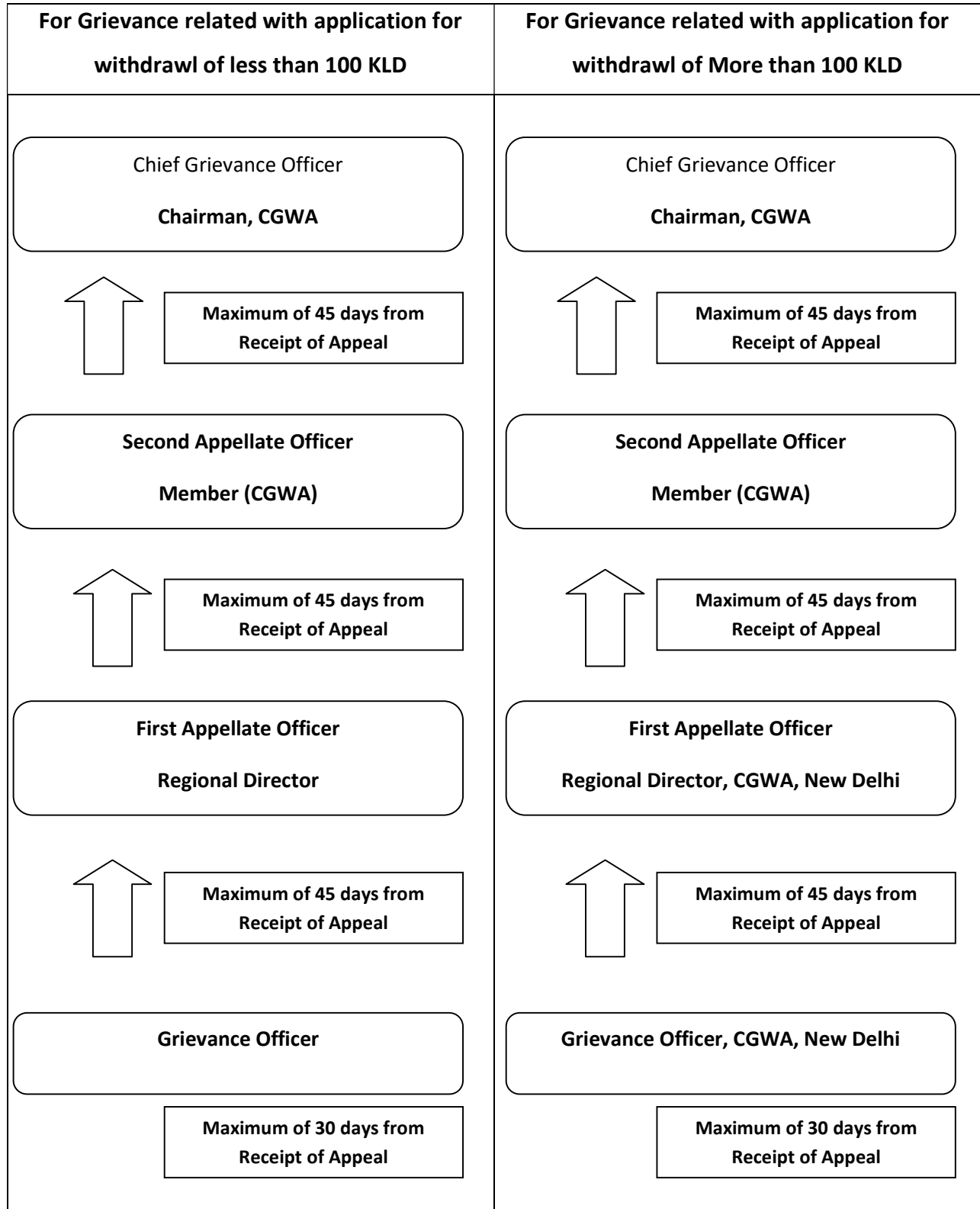
In case Applicant is not satisfied with the action taken by G.O, CGWA, New Delhi, applicant may approach to the first Applet Authority, CGWA, New Delhi, which shall be the Regional Director/HOO, CGWA, New Delhi. Applicant has opportunity to move his grievance to Second Appellate Authority, which is Member CGWA, if applicant is not satisfied with the decision of the First Appellate Authority. If complainant/ applicant feels his grievance has not been addressed, he may appeal to Chief Grievance Officer (CGO). Chairman, CGWA shall be the Chief Grievance Officer (CGO), whose decision shall be the final.

**Duration for disposal of grievance:**

For timely disposal of the grievance a time line has been proposed for every stage and its concerned officer:-

1. Grievance officer will have to dispose off application in time period of 30 days from the date of receiving the complaint/ grievance, excluding the date of receipt in the office.
2. First Appellate will have to dispose application within 30 days time which can extend to maximum 45 days with valid reason, excluding the date of receipt in the office.
3. Second Appellate will have to dispose application within 30 days time which can extend to maximum 45 days with valid reason, excluding the date of receipt in the office.
4. Chief Grievance Officer will have to dispose application within 30 days time which can extend to maximum 45 days with valid reason, excluding the date of receipt in the office.

**Flow Chart of Redressal Mechanism**



--	--