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# मध्यप्रदेश राजपत्र

## ( असाधारण )

### प्राधिकार से प्रकाशित

क्रमांक 49]

भोपाल, मंगलवार, दिनांक 31 जनवरी 2012—माघ 11, शक 1933

ऊर्जा विभाग

मंत्रालय, वल्लभ भवन, भोपाल

No. 775-XIII-2012.

Bhopal, the 31st January 2012

#### PREAMBLE:

1. In accordance with stipulations in the provisions of Resettlement and Rehabilitation (R&R) Policy of Narmada Valley Development Authority, M/s Shree Maheshwar Hydel Power Corporation Ltd., M.P.State Electricity Board and Government of Madhya Pradesh are taking all necessary steps for Resettlement and Rehabilitation, including providing civic amenities to displaced persons (oustees/PAPs) from submergence areas of Maheshwar Dam, Madhya Pradesh.
2. Complaints and grievances, if any, relating to resettlement and rehabilitation are being attended to and necessary action is being taken through existing machinery. In pursuance of Appeal Mechanism as provided in Para 12 of the R&R Policy of NVDD, the Government of Madhya Pradesh, in addition, is desirous of engaging a high level authority before whom the oustees (PAPs), already resettled and to be resettled hereafter, can ventilate grievances for redressal till the process of resettlement and rehabilitation is completed. Such authority will be empowered to ensure that all oustees (PAPs) receive all benefits and amenities due to them in accordance with stipulations/provisions in R&R policy of NVDD, GoMP and various orders made from time to time by the Government of Madhya Pradesh. Accordingly, the Government of Madhya Pradesh is pleased to resolve as follows:—

#### RESOLUTION:

1. The Government of Madhya Pradesh hereby resolves by notification, that the Commissioner, Indore will be authorized for redressal of the grievances and complaints of the project affected Persons from the Maheshwar Hydro Electric Project.
2. The Commissioner, Indore shall have the power and authority to decide its own method to deal with complaints or grievances from a resettled oustees ensuring that such persons receive all benefits and amenities due to them in accordance with stipulation in and Provisions in the R&R Policy of NVDD, and the various orders/resolutions made from time to time in that behalf by the Government of Madhya Pradesh.

3. The commissioner, Indore without prejudice to the generality of overall supervision power shall exercise the following powers and authority:—
  - i. To set-up appropriate mechanism before which oustees (PAPs) would be enabled to lodge complaint/ grievance in relation to any matter arising out of resettlement and rehabilitation.
  - ii. To devise a procedure by which the complaint/grievance may reach as expeditiously as possible.
  - iii. To ensure that the complaint/grievance received or referred to him is examined and communicated to the persons and agencies concerned.
  - iv. To take such steps as are necessary to satisfy himself that the grievances raised from time to time by the oustees (PAPs) have been suitably redressed at the appropriate levels.
4. The Commissioner, Indore may make rules, regulations or may frame guidelines for practice and procedure as may be required for redressal of the grievances and authority vested with him by this notification.
5. The Commissioner or any person duly authorized by him may visit R&R sites and such other areas to enquire into the complaints/grievances and for redressal thereof.
6. The Commissioner, Indore will have power to take assistance of any expert or instrumentality having expertise for due discharge of the functions under this notification.
7. Only PAFs can file grievance before the Commissioner, Indore, supported by an affidavit.
8. The decision and directions of the Commissioner, Indore in all matters relating to the redressal of complaints/grievances of oustees (PAPs) shall be final and binding on the State of Madhya Pradesh and the concerned including the oustees (PAPs). However, review application can also be filed on the limited ground of error in fact or law.
9. The order passed by the Commissioner, Indore in discharge of its functions under this notification shall have the validity of enforcement.
10. The Government of Madhya Pradesh shall take adequate steps to ensure that the oustees (PAPs) are informed that if they have complaint/grievance in the matter of their resettlement and rehabilitation and/ or if they have any surviving grievance in connection there with, it would be open to them to move to the Commissioner and seek relief.

By order and in the name of the Governor of Madhya Pradesh,  
KAFEEL AHMED, Dy. Secy.