

Proceedings of the Managing Director, Chennai Metro Rail Limited,

Present: Thiru. PRADEEP YADAV, I.A.S.

Rc.No.554/2020/LC6/CMRL/LND

Date:23.08.2021.

Sub: Grievance Redress Committee – Chennai Metro Rail Limited – Corridor-5 – Appointment of Grievance Redressal Committee Members – Revised orders issued for corridor-5 – Reg.

Ref: 1. This office proceedings No.Rc.No.554/2020/LC6/LND/CMRL dt.09.12.2020.
2. This Office Proceedings No. Rc.No.554/2020/LC6/CMRL/LND dt. 06.01.2021.

ORDER:

The Grievance Redress Committee Members were appointed in the reference (1) and (2) for Corridor 3, 4, 5. Now the Bank officials of AIIB and ADB have advised to prepare Committee Members for Corridor 5 Separately.

Hence, the Revised Grievance Redress Committee Members are appointed for Corridor-5 as follows :

I First level Committee

1.	Executive Engineer	:	Thiru E.Ravindran DGM (Architect), CMRL Cell No.9445196285 and 9445362046, Email id – ravindran.e@cmrl.in
2.	Land Acquisition SDO		1.Tmt.Sorubarani S-DC(N-2) Cell No.9445196194 Email id - sorubarani.s@cmrl.in 2.Thiru.K.Elangovan, Estate Officer / Deputy Collector

		Cell No.9445868287 Email id-Elangovan.k@cmrl.in
3.	NGO	K.Mohamed Ali, No.33C-Ist Floor, Venkatasai Nagar, 13 th Street Extension Puthagaram, Kolathur, Chennai-600 099. Cell: 9444964229
4.	Environment Engineer	Saravana kumar R. Deputy Manager (Environment), Cmrl. Cell No.9445196099 Email id-saravanakumar.r@cmrl.in

II Second level G.R.C

1.	Chairman	:	i)Thiru B.S.Srinivas (CGM (A&CM) (Elevated) Cell No.9445868152 Email id-srinivas.bs@cmrl.in ii)T. Livingstone Eliazer CGM (Planning & Designing) Cell No.9445196264 Email id-livingstoneeliazar@cmrl.in
2.	Project Social Development Officer		i) Tmt. V.R.Subbulaxmi DRO & LO, CMRL. Cell No.9445196139 Email id- subbulaxmi.vr@cmrl.in ii) Thiru.N.Sathiyarayanan DRO/LA, CMRL. Cell No.9445196221 Email id – Sathiyarayanan.n@cmrl.in

3.	Social Management unit of CMRL	Thiru Vinothkumar, JGM, CMRL Cell No.9445868147 Vinothkumar.p@cmrl.in
4.	Land Acquisition Officer (LAO)	Tmt Sorubarani, DC(N-2) Cell No.9445196194 Email id – Sorubarani.s@cmrl.in
5.	Representative of Project Affected person (PAP)	Thiru. Venkatraman, Kaliyammann Koil Street, Virugambakkam, Chennai – 92 Cell No.: 9840296969
6.	Women representative,	i) Tmt. J.Merita, 2, 5 th Street, CDN Nagar, Nerkundram, Chennai – 107. Cell No.: 7550207456 Email id. josephmerita@gmail.com ii) Tmt. Almas Banu D. AM(Legal I), CMRL Cell No.9500108310 Email id: almasdabj@gmail.com
7.	Representative of local body	Vacant due to not conducting Local Body Election
8.	NGO Representative	Thiru. V.Divakar 1, Income Tax Main Road, Adambakkam, Chennai -88 Cell No.8667726488 Email Id: vdivakar@gmail.com

Grievance Redressal Mechanism will be established at two levels, one at the field level, project implementation unit (PIU) and second at the Project Management Unit (PMU) level.

The Executive Engineer / Land Acquisition / SDO with the Assistant of the NGO will receive and record the complaint at the site. The complaint will be reviewed and Project Implementation Unit (PIU) and NGO staff together will try to resolve the issue on site in consultation with the aggrieved part. This will be done within 7 days of receipt of Complaint / Grievance.

Grievances of PAPs will be first brought to the attention of field level staffs of CMRL. Grievances not redressed by the staffs (Field level) will be brought to the Grievance Redress Committee.

15 days time to solve the PAP's Grievances in the field level. If not, GRC will meet every month. Failing which the grievance will be referred to appropriate court of law for redressal.

This will come to effect immediately