

## **JNNURM- Grievance Redressal cell**

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Pradnya Shidore



GreenEarth Social Development Consulting Pvt. Ltd.

[contactus.greenearth@gmail.com](mailto:contactus.greenearth@gmail.com)

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# JNNURM- Grievance Redressal cell

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The Union ministry of Urban development is establishing a Grievance Redressal Cell through which we can directly contact Union Urban Ministry regarding our dissatisfaction with the projects commissioned by the Central government.

Maharashtra NavNirman Sena has been raising issues in Pune, Navi-Mumbai and Nashik about comprehensive mobility plan, Metro and various issues regarding urban infrastructure which have been given grants from the Union urban ministry under JNNURM.

1. With this Cell we would be able to address the Central authority directly. The absence of state level intermediaries would help us in speeding up of the redressing process.
2. With the Grievance Redressal cell, we would be able to question the concerned on each and every step of the implementation process.
3. This Cell gives us a platform to point out irregularities, mismanagement and other undesirable things which curbs the implementation of the project.

The Cell is designated for handling grievances pertaining to all organizations under the Ministry of Urban Development and the Ministry of Urban Employment and Poverty Alleviation. The cell functions under the economic adviser and joint secretary, who is designated as the director of grievances' for the ministry of urban development and the ministry of housing and urban poverty alleviation.

The grievance redressal cell is very significant for Pune and Pimpri-Chinchwad along with Navi-Mumbai and Nashik as these cities have been receiving funds under the JNNURM for basic urban infrastructure projects like roads, water supply and sanitation. In addition, Pune and Pimpri-Chinchwad have taken up bus rapid transport projects, funded by the central government. The ministry has also approved purchase of 650 buses for the two cities under the JNNURM.

## How will it function?

The Public Grievance Redressal Mechanism in the Ministry will function on a decentralized basis. The attached and subordinate offices and the autonomous bodies dealing will have their respective grievance redressal machinery. No grievance petition received will be closed without having been responded.

Till the subordinate offices are being created we can contact on this addresses for any queries or suggestions:

Name	Designation	Contact Details
Ms. Aditi S Ray	Economic Advisor, Min. of Urban Development is the overall in charge of Public	Room No. 232-A 'C' Wing, Nirman Bhavan, New Delhi Tel No. 23061397

	grievances in the Ministry and is the designated Director of Grievances in the Ministry	<a href="mailto:directorgrievanceud@gmail.com">directorgrievanceud@gmail.com</a> WWW.urbanindia.nic.in
Sh. J. P. Agrawal	Director (C&PG) is the Public Grievance Officer	Room No. 232-A 'C' Wing, Nirman Bhavan, New Delhi Tel No. 23061397 <a href="mailto:directorgrievanceud@gmail.com">directorgrievanceud@gmail.com</a> WWW.urbanindia.nic.in