

Grievance Redressal Officers for Grievance Redressal Mechanism (GRM) of APART

1. APART has assigned Grievance Redressal Officer (GRO) in all the implementing units both for State and District. Furthermore, at DLCC level, Social Sector Co-ordinator is the designated focal person, assigned the responsibility of monitoring the GRM and co-ordinate with all the implementing units as shown below-

SI No	Project Implementing Units (PIUs)	Grievance Redressal Officers (GROs)	
		State level	District level
1	Assam Rural Infrastructure Agricultural Services Society (An autonomous body of Govt of Assam) <i>[Implementing agency of APART]</i>	Deputy Project Director, ARIAS Society	
2	Directorate of Agriculture, Khanapara, Guwahati -22, Assam	Additional Director Extension	Assistant Director of Agriculture
3	Directorate of Fisheries , Ulubari,Guwahati-7, Assam	Nodal Officer	District Fisheries Development Officers
4	Public Works Roads Department , Fatasil Ambari, Guwahati, Assam	Executive Engineer	Executive Engineers of divisions
5	Assam Agricultural University (AAU) , Jorhat-785013, Assam	Director of Research, Agriculture	
6	Directorate of Dairy Development , Khanapara,Guwahati-22, Assam	Joint Director	District Dairy Officer
7	Directorate Animal Husbandry & Veterinary , Chenikuthi, Guwahati-3, Assam	Additional Director	District Veterinary Officers
8	Directorate of Horticulture & Food Processing , Khanapara, Guwahati-22, Assam	Nodal Officer	All Assistant Directors
9	Handloom Textiles & Sericulture Department , Khanapara, Guwahati-22, Assam	Nodal Officer	All Assistant Directors
10	Commissionerate Industries and Commerce , Bamunimaidam, Guwahati-21, Assam	Deputy Secretary	All General Managers, District Industries & Commerce Centres
11	The West Assam Milk Producers' Co-operative Union Ltd. , Panjabari, Guwahati-37, Assam	Managers	
12	Assam State Warehousing Corporation,Christian basti , Guwahati-5, Assam	Divisional Manager, Lower Assam Division	All Warehouse Managers
13	Assam State Agricultural Marketing Board (ASAMB) , Ulubari, Guwahati-7, Assam	Public Information Officer	
14	Assam Livestock and Poultry Corporation Limited (ALPCO) , Khanapara, Guwahati-22, Assam	General Manager	

2. Roles and Responsibilities of GRO

- (i) Responsible for monitoring of all the grievances submitted manually through drop box and entering it in the GRM register with a reference number in the format Department (Name of implementing agencies/ ATMA/ DLCC) /District /Year /Serial number).
- (ii) Addressing the grievances following the detailed procedures within the stipulated service delivery time as outlined in a later section.
- (iii) Ensure the completion of monthly reporting on grievances in the PMIS based on the assigned results indicators.