

# GRIEVANCE REDRESSAL MECHANISM

Small Grants Programme, OP 7



## Aggrieved Party

Beneficiaries, affected persons, household, groups of households, or other concerned individuals can send their feedback, questions, or complaints to the Grievance Focal Point (GFP) of the relevant project organization. They can do this by email, letter, hand delivery, or by speaking directly (through a phone call or in person) to the designated contact person as per the Grievance Redress Mechanism (GRM).



## NGOs / CSOs/ CBOs

The GFP will review the feedback, questions, or complaints to determine their validity. If necessary, they will arrange a meeting with the concerned parties to find a solution and suggest ways to resolve the issue for the complainant.

**Timeframe:** 15 days

**Responsible Person:**

- Head of the Organization:
- Email ID:
- Office Address:
- Phone Number:



## SGP India, Regional Office / Regional Advisory Committee / Multi-Stakeholder Platform

The team at the regional office will acknowledge, register, and assess the issues, and refer them to the appropriate authority if required, while keeping a record of all cases.

**Timeframe:** 15 days

**Responsible Person:**

1. Regional Coordinator: Ms. Sounika Karmakar
  - Phone: 8800164752
  - Email: s.karmakar@teri.res.in
  - Office Address: TERI North Eastern Regional Centre, Chachal, Mahapurush Madhabdev Path, Hengrabari, Guwahati-781036
2. Chairman, Regional Advisory Committee (RAC), North-East Region
  - Email: vcnehu@nehu.ac.in



## SGP India, National Host Institution/Technical Advisory Committee

Grievances should be resolved at the NHI level to prevent escalation to the National Steering Committee (NSC), unless necessary.

**Timeframe:** 15 days

**Responsible Person:**

- SGP Secretariat: Ms. Aradhana Goyal
- Phone: 9868886400
- Email: sgpindia@teri.res.in
- Office Address: The Energy and Resources Institute (TERI) Darbari Seth Block, IHC Complex, Lodhi Road, New Delhi - 110 003, INDIA



## National Steering Committee

The team will review the grievance, make necessary changes, and take action. They will ensure all GRM steps were followed and decide on the final solution. The complainant will be informed, and the solution will be implemented.

**Timeframe:** 1 month

**Responsible Person:**

1. Member Secretary, National Steering Committee, Small Grants Program (OP7), India
  - Phone: 9650103222
  - Email: manish.pandey@teri.res.in
  - Office Address: The Energy and Resources Institute (TERI) Darbari Seth Block, IHC Complex, Lodhi Road, New Delhi - 110 003, INDIA
2. Chairman, National Steering Committee, Small Grants Program (OP7), India
  - Email: ic-moefcc@gov.in

For submitting complaints scan



Visit our website: <https://sgp-india.org/grievance-redressal-mechanism.php>