

## Grievance Management

Grievance mechanism provides a mechanism for communities and affected parties to raise complaints and grievances and allows the project to respond to and resolve the issues in an appropriate manner.

The site developers will set a committee for grievance to provide support to problems arising out of the Project construction. This document underlines Grievances arising out of Site/Construction related activities. In case of Grievances related to Relocation & Rehabilitation has been raised and will be addressed or covered separately by Developers with proposed mitigation plan and implementation.

The main responsibilities of the GRC – Grievance Redressal committee are to:

- Grievance can be obtained either oral or in the written format /Grievance Form
- Grievance can be collected in the Suggestion Box placed commonly for all stakeholders at designated places as per the Project site  
Note: Number of suggestion box and place of availability will differ from project / site wise and Communication on the same will be imparted to all stakeholders and documented for evidences.
- Developers will address the concern immediately and action taken with mitigation plan with time target
- In case of any potential E&S concern/ impacts will be informed to Senior Management of both Skeiron and Developers for further analysing on developments regarding their grievances and decisions of the GRC.
- A register has been developed to record all grievances reported to GRC Mitigating Grievance by distribution of information sheets related to traffic diversions, safety rules and important project announcements.

