

Ist Level Grievance Redressal Committee

**Proceedings of the Director (Finance), Chennai Metro Rail Limited,
Koyambedu, Chennai -107.**

Present: Tmt. Sujatha Jayaraj

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

Date:06.01.2021.

Sub: Chennai Metro Rail Ltd. – Corridor 3,4,5 – Forming of Grievance Redress Committee – Appointment of first level Grievance Redressal Committee Members – Orders issued – Reg.

Ref: This office Proceedings No. Rc.No.554/2020/LC6/LND/CMRL dt.9.12.2020.

ORDER:-

The Chairman and other Members for the 2nd level Grievance Redressal Committee were appointed in the reference cited.

Now the following members are appointed for First level Grievance Redressal 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)Thiru P.Gopalsamy (Deputy Collector (N-I), Cell No. 9445196214), CMRL. Email Id:gopalsamy.p@cmrl.in 2)Tmt S.Sorubarani (Deputy Collector(N-II), CMRL, Cell No.9445196194.EmailId: sorubarani.s@cmrl.in 3)Thiru K.Elangovan (Estate officer/Deputy Collector), CMRL, Cell No.9445868287, Email Id:elangovan.k@cmrl.in 4)Tmt P.Sooria Prabha (Deputy Collector(LA), CMRL, Cell No.8667831721, Email Id:sooriyaprabha.p@cmrl.in

3)	NGO	V.Dhivakar, Cell No.8667726488 1, Income Tax Main Road, Adambakkam, Chennai – 88. Email id- vdivakar@gmail.com
4)	Environment Engineer	Saravana Kumar, Deputy Manager (Environment), CMRL. Cell No.9445196099, email id – saravanakumar.r@cmrl.in .

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 Assistance 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 a complaint/Grievance.