





INDIAN COUNCIL OF AGRICULTURAL RESEARCH
NATIONAL AGRICULTURAL HIGHER EDUCATION
PROJECT (NAHEP)
Krishi Anusandhan Bhawan –II, Pusa, New
Delhi-12
Grievance Redressal Mechanism (GRM) in NAHEP



A Grievance Redressal Mechanism (GRM) has been setup in NAHEP to establish a fair and transparent system. In the system of GRM, the following mechanism is adopted:



Grievance Redressal Mechanism (GRM)



Tier- I Agricultural University (AU)



Name : Concerned University



Address :


Mail ID :

Phone :

Complaint can be lodged in concerned university through:

 In person Post

 Drop Box Phone

 Email

- Registration of complaints in particular category
- Acknowledgment of the complaint within 24 hrs
- Communicate the matter to the Nodal Officer concerned for redressal
- Get redressed by the Nodal Officer
- Communicate to the complainant within 10 days about the redressal
- If complainant gets satisfied, the complaint is resolved. If not, it passes on to the next stage as an appeal.

Tier- II Project Implementation Unit (PIU)

Name : Sh. Dilip Roy, Under Secretary

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- Registration of complaints unresolved by AUs as an appeal / directly received in particular category
- Acknowledgment of the complaint within 24 hrs
- Redirect complaints directly received to the AUs concerned through respective Nodal Officer
- Communicate the matter to the Nodal Officer concerned
- Get it redressed by the Nodal Officer
- Communicate to the complainant within 7 days
- If complainant gets satisfied, the complaint is resolved. If not, it passes on to the next stage as an appeal.

<http://nahep.icar.gov.in>

Tier- III Apex Level


Name : Dr. R.C. Agrawal, National Director

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- Registration of unresolved complaints by PIU as an appeal / directly received
- Redirect to the AUs concerned / PIU in case of directly received complaint
- Instruct PIU with suggestion to redress the complaint in 7 days
- If complainant gets satisfied, the complaint is resolved. If not, the complainant can go the legal remedy.



S.No	Sub- Component	Partner	Nodal Officer, GRM
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