Grievance Recording Mechanism: In line with Sustain Cert Requirements, the following process has been implemented to receive any comments on the project.

Methods	Details	Reason for selection
Continuous	Input/Grievance Register to be	The project local office is
Input/Grievance	maintained at project site office.	located in the district. Thus, it
Expression		is appropriate publicly
	The format of receiving inputs/	accessible location at which
	complaints is as per GS requirements	local stakeholders can provide
	and is attached as annex 1.	their feedback on the project.
	The inputs/grievance received shall be	
	processed in line with the procedure as	
	described in Annex 2.	
Process Book	The format of the receiving	The local stakeholders were
	inputs/complaints is as per GS	informed about the process
	requirements is attached as annex 1	book during the local
		stakeholder consultation and
	The inputs/grievance received shall be	stakeholder feedback round.
	processed in line with the procedure	
	described in the Annex 2	Further, a public notice shall be
		posted at the site informing the
		stakeholders about the
		grievance procedure.
Telephone	Mr. Deepak Kumar Jain, the director of	For those who are unable to
access	the company is responsible for	travel to the local office or are
	maintain and addressing any grievance	not literate to record the
	on the project. His mobile number shall	grievance, they may connect
	be available for any stakeholder to	with Project implementer via
	comment.	telephone.
	The comments mentioned shall be	
	recorded in the grievance register and	Persons dialling this number
	shall be processed in line with the	will have the access to the
	procedure described in Annex 2	

Internet/email access Project Participants Email Address: Mr. Deepak Kumar Jain Mail id: deepak@infisolutions.org and Mr. Anand Sharma Mail id: anand@infisolutions.org Email address with internet access. Mail id: anand@infisolutions.org Email address for the convenience of stakeholders with internet access. Email address for the Sustain Cert info@sustain-cert.com The comments mentioned shall be recorded in the grievance register and shall be processed in line with procedure described in Annex 2. Nominated Independent However, Mr. Deepak Kumar Jain has been assigned as the point of contact, Grievance Redressal Officer (GRO) for all the issues. The comments mentioned shall be recorded in the grievance register and shall be processed in the line with the shall be available in case			project developer who can
Internet/email Project Participants			speak both the language.
Internet/email access Project Participants Email Address: Mr. Deepak Kumar Jain Mail id: deepak@infisolutions.org and Mr. Anand Sharma Mail id: anand@infisolutions.org BustainCert: Info@sustain-cert.com The comments mentioned shall be recorded in the grievance register and shall be processed in line with procedure described in Annex 2. Nominated Independent However, Mr. Deepak Kumar Jain has been assigned as the point of contact, Grievance Redressal Officer (GRO) for all the issues. The comments mentioned shall be recorded in the grievance register and shall be processed in the line with the shall be processed in the line with the shall be and internet will sufficiently capture feedback as necessary that the shall be available in case			The stakeholders may also
Internet/email access Email Address: Mr. Deepak Kumar Jain Mail id: deepak@infisolutions.org and Mr. Anand Sharma Mail id: anand@infisolutions.org Email address grievance for the convenience of stakeholders with internet access. Mr. Anand Sharma Mail id: anand@infisolutions.org Email address for the Sustain Cert: info@sustain-cert.com The comments mentioned shall be recorded in the grievance register and shall be processed in line with procedure described in Annex 2. Nominated Independent However, Mr. Deepak Kumar Jain has been assigned as the point of contact, Grievance Redressal Officer (GRO) for all the issues. The comments mentioned shall be recorded in the grievance register and shall be processed in the line with the However, a local employee shall be available in case			contact with DOE appointed
Internet/email access Email Address: Mr. Deepak Kumar Jain Mail id: deepak@infisolutions.org and Mr. Anand Sharma Mail id: anand@infisolutions.org Email address with internet access. Email address with internet access. Email address with internet access. Email address for the Sustain SustainCert: info@sustain-cert.com The comments mentioned shall be recorded in the grievance register and shall be processed in line with procedure described in Annex 2. Nominated Independent However, Mr. Deepak Kumar Jain has Mediator No independent mediator is assigned. However, Mr. Deepak Kumar Jain has Mediator Drievance Redressal Officer (GRO) for all the issues. The comments mentioned shall be recorded in the grievance register and shall be processed in the line with the However, a local employee shall be available in case			for the validation, Mr. Pankaj
access Email Address: Mr. Deepak Kumar Jain Mail id: deepak@infisolutions.org and Mr. Anand Sharma Mail id: anand@infisolutions.org Email address for the convenience access. Mail id: anand@infisolutions.org Email address for the Sustain Cert: info@sustain-cert.com The comments mentioned shall be recorded in the grievance register and shall be processed in line with procedure described in Annex 2. Nominated Independent Mediator No independent mediator is assigned. Independent However, Mr. Deepak Kumar Jain has been assigned as the point of contact, Grievance Redressal Officer (GRO) for all the issues. The comments mentioned shall be recorded in the grievance register and shall be processed in the line with the However, a local employee shall be available in case			Kumar
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Mail id: deepak@infisolutions.org and Mr. Anand Sharma Mail id: anand@infisolutions.org Email address for the Sustain Cert has also been provided. Cert has also been provided. Independent However, Mr. Deepak Kumar Jain has Mediator No independent mediator is assigned. However, Mr. Deepak Kumar Jain has Mediator Fine comments mentioned shall be for all the issues. The comments mentioned shall be recorded in the grievance register and shall be processed on the process book, telephone and internet will sufficiently capture feedback as necessar The comments mentioned shall be recorded in the grievance register and shall be processed in the line with the shall be available in case	access	Email Address:	Developer has been provided
and Mr. Anand Sharma Mail id: anand@infisolutions.org Email address for the Sustain Cert has also been provided. The comments mentioned shall be recorded in the grievance register and shall be processed in line with procedure described in Annex 2. Nominated Independent However, Mr. Deepak Kumar Jain has been assigned as the point of contact, Grievance Redressal Officer (GRO) for all the issues. The comments mentioned shall be recorded in the grievance register and shall be processed in the line with the However, a local employee shall be available in case		Mr. Deepak Kumar Jain	for continuous input /
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Mail id: anand@infisolutions.org Email address for the Sustain Cert has also been provided. The comments mentioned shall be recorded in the grievance register and shall be processed in line with procedure described in Annex 2. Nominated Independent However, Mr. Deepak Kumar Jain has been assigned as the point of contact, Grievance Redressal Officer (GRO) for all the issues. The comments mentioned shall be recorded in the grievance register and shall be processed in the line with the The week a Nominated Independent Mediator is not being employed. As the use the process book, telephone and internet will sufficiently capture feedback as necessary The comments mentioned shall be recorded in the grievance register and shall be processed in the line with the		and	of stakeholders with internet
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SustainCert: info@sustain-cert.com The comments mentioned shall be recorded in the grievance register and shall be processed in line with procedure described in Annex 2. Nominated Independent However, Mr. Deepak Kumar Jain has been assigned as the point of contact, Grievance Redressal Officer (GRO) for all the issues. The comments mentioned shall be recorded in the grievance register and shall be processed in the line with the Cert has also been provided. Cert has also been provided. Cert has also been provided. The use of a Nominated Independent Mediator is not being employed. As the use the process book, telephone and internet will sufficiently capture feedback as necessary. The comments mentioned shall be recorded in the grievance register and shall be processed in the line with the		Mail id: anand@infisolutions.org	
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recorded in the grievance register and shall be processed in the line with the shall be available in case			capture feedback as necessary.
shall be processed in the line with the shall be available in case		The comments mentioned shall be	
_		recorded in the grievance register and	However, a local employee
muo andreno de amilha de im Arrenero 2		shall be processed in the line with the	shall be available in case
procedure described in Annex 2. stakeholders have any		procedure described in Annex 2.	stakeholders have any
comments.			comments.

Annex 1: Template for Grievance Register to be maintained at Local Office:

Date	Comment/Action	Response	Person	Issue	If No, what
	Requested from	from PP	designated	Resolved	more action
	PP		with responsibility	(Y/N)	need to be taken?
			by PP		
DD/MM/YYYY	Explanation of	Explanation	Identification of	This could	In case of No,
	problem or	from the	the person	be	the reason shall
	comment. And/or	project of what	responsible for	confirmation	be considered
	what would the	they will do in	responding and	from the	as a new
	stakeholder like to	response to the	monitoring the	person who	comment/
	change/stay the	comment. This	issue	made the	action by PP
	same.	may be an		complaint	and processed
		explanation as		for the	accordingly.
		to what the		resolution.	
		project is			
		unable to			
		respond/does			
		not see the			
		problem as			
		necessary to			
		address			

Annex 2: Internal Grievance Redressal Procedure

Purpose: The procedure aims to streamline the process when any grievance is received from any stakeholder.

In case any comment is received by the Grievance Redressal Officer (GRO), it has to be documented in the below Table for comments

Frequency of Monitoring: Once a comment or grievance is received it has to be acknowledged and a copy is to be stored in the Grievance register. The Grievance redressal officer may decide to take action or in case further suggestion or approval from management is required from the Management that shall be discussed and resolved during the monthly management meet.

Once a comment or grievance is received it has to be presented to the management during the monthly meet along with the action taken to resolve the same. In case any input/approval is required from the Management that shall be discussed and resolved during the monthly management meets. The management may decide to further assess or carry out further investigation if required.

Table for comments received to be presented to the Management:

Comment No: 01					
Name of the person giving	Date	Received (email,	via post,	Comment	Action Taken (if taken)
the comment		telephone,	1 /		
(optional)		verbal)			

Table for Actions taken by Project Developer

Date on which it is reviewed by the GRO: DD/MM/YYYY					
Comment Number	Comment Number : XX				
DD/MM/YYYY	Action by GRO - Communication/interaction with the person giving the suggestion/comment - Closure (in case there no further comment by the commenter)	Responsibility of GRO			
DD/MM/YYYY	In case Action needs to be approved by Management – Minutes to be recorded	Responsibility of GRO			
DD/MM/YYYY	Communication/interaction with the person giving the suggestion/comment and explain him the management decision	Responsibility of GRO			
DD/MM/YYYY	Closure (in case there is no further comments by the commenter)	Responsibility of GRO			

Once the issue is resolved, the grievance Register as per Annex 1 has to be updated accordingly.