

Office of the Project Director
Community-based Forest Management and
Livelihoods Improvement in Meghalaya
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Meghalaya Livelihood Improvement
through Forest Enhancement



Meghalaya Basin
Development Authority



Japan International
Cooperation Agency

No. MBDA/JICA/03/2020/1269

Dated: Shillong, the 30th Sep, 2023

Office Order

Sub- Appointment of Nodal Person for Grievance Redressal under MegLIFE

Shri Shembhalang Khongjee, Manager, NRM SPMU, MegLIFE is appointed as the Nodal Person/in charge of the Grievance Redressal Cell of MegLIFE. He has to respond to all grievances received via telephone/SMS/WhatsApp/email or grievances lodged through MegLIFE website.

2. He will ensure that no pendency remains while dealing with such sensitive issues.

3. The following are the guidelines for dealing with grievances-

- The grievances are to be resolved promptly as soon as they are received but within a maximum period of **30 days**.
- In case redressal is not possible within the prescribed time-frame due to the circumstances such as sub-judice matters/policy issues etc., an interim/appropriate reply shall be given to the citizen.
- The grievances of urgent nature should be flagged 'urgent nature' and are to be brought to the notice of MegLIFE authority on a priority basis.
- To ensure timely disposal, SPMU will review the disposal status in monthly review meetings
- The disposed grievance will be treated as closed unless the citizen has filed the appeal. If the appeal is received from the citizen against the disposed grievance, the grievance will be treated as closed only after the disposal of the appeal.

4. Contact details for Grievances Redressal:

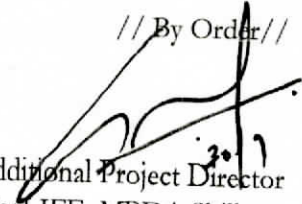
Nodal Person- Shri Shembhalang Khongjee, Manager, NRM, SPMU, MegLIFE

Mobile/WhatsApp -9863290177

Email- complianceofficer.megliffe@gmail.com

Website- new.megliffe.in

// By Order //


Additional Project Director
MegLIFE, MBDA Shillong

Memo No. MBDA/JICA/03/2020/1269

To:

1. Consultant, PM/Consultant, Procurement/Sr. Manager, A&F/Manager, NRM/Manager, KM/Data Manager/PA, Finance, SPMU, MegLIFE, MBDA
2. All District Project Managers, MegLIFE, MBDA
3. All Block Project Managers, MegLIFE, MBDA

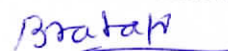
-for sharing the contact details with all concerned (Staff/VCFs/VPIC Members etc.)

Dated: Shillong, the 30th Sep, 2023

Copy to:

1. The Project Director, MegLIFE, MBDA, Main Secretariate Building, Shillong

-for favour of kind information



Technical Specialist, Project Management
MegLIFE, MBDA Shillong