

SICIP-REHAB Program

219, 1st Colony, Mazar Road, Mirpur-1, Dhaka-1216

Ref: এসআইসিআইপি-রিহাব প্রোগ্রাম/ Training Under SICIP-REHAB Pro/05/2025/- 491

Date: 24.09.2025

Office Order

In order to address grievances, complaints and concerns of the affected person (s) arising from programs activities in a fair, transparent and easily accessible manner in a stipulated time frame SICIP-REHAB PIU is forming the following GRM Subcommittee for Training Activities which will operate in all Training Institutes. The composition of the committee along with its general and specific functions and the complaint-handling process are outlined below.

Layer 02: Site- Level GRM Sub-Committee for Training Activities:

1. REHAB Training Institute, Dhaka.

SI	Name & Designation	Position in Committee
1	Md. Aminul Islam, Center In-Charge	Convenor
2	Thowaihla Aong Marma, SEC Representative	Member
3	Md. Naheed Iqbal, Lead Trainer (EIM)	Member Secretary

2. E.A.Chaudhury Technical Institute (EACTI), Sylhet.

SI	Name & Designation	Position in Committee
1	Md. Tofazzel Hossain, Center In-Charge	Convenor
2	Lalonthi Pattro, SEC Representative	Member
3	Md. Rahat, Lead Trainer (TMW)	Member Secretary

3. Nandail Ideal Polytechnic Institute, Nandail, Mymensingh.

SI	Name & Designation	Position in Committee
1	Md. Faridul Islam, Center In-Charge	Convenor
2	Kranti Dribra, SEC Representative	Member
3	Iqbal Rafi, Lead Trainer (TMW)	Member Secretary

4. ST Institute of Science & Technology, Kishoreganj.

SI	Name & Designation	Position in Committee
1	Md. Muslin Uddin, Center In-Charge	Convenor
2	SEC Representative	Member
3	Abdur Nur Chowdhury, Lead Trainer (PPF)	Member Secretary

নির্বাহী প্রোগ্রাম পরিচালকের দপ্তর, SICIP, অর্থ বিভাগ, অর্থ মন্ত্রণালয়	
ডায়েরী নম্বর	তারিখ 24/09/25
উপ-নির্বাহী প্রোগ্রাম পরিচালক (পারালেল / আইসিটি-১/২ / মাও মানেজমেন্ট)	• প্রয়োজনীয় ব্যবস্থা নিশ্চিত করা
সহকারী নির্বাহী প্রোগ্রাম পরিচালক (পিএম -১/২ / ৩/৪/৫/৬/৭ / মাও মানেজমেন্ট-১/২ / প্রকিঃ)	• পরীক্ষারূপক উপস্থাপন করা
সহকারী নির্বাহী প্রোগ্রাম পরিচালক (পিএম -১/২ / ৩/৪/৫/৬/৭ / মাও মানেজমেন্ট-১/২ / প্রকিঃ)	• আলোচনা করা
সহকারী নির্বাহী প্রোগ্রাম পরিচালক (পিএম -১/২ / ৩/৪/৫/৬/৭ / মাও মানেজমেন্ট-১/২ / প্রকিঃ)	• প্রায় তৈরী করা
সহকারী নির্বাহী প্রোগ্রাম পরিচালক (পিএম -১/২ / ৩/৪/৫/৬/৭ / মাও মানেজমেন্ট-১/২ / প্রকিঃ)	<input type="checkbox"/> জরুরী <input type="checkbox"/> অতি জরুরী <input type="checkbox"/> দ্রুত
সিদ্ধি/অসিদ্ধি	স্বাক্ষর

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5. Agrojatra Technical Institute, Barishal.

SI	Name & Designation	Position in Committee
1	Marufa, Center In-Charge	Convenor
2	Rukel Chakma, SEC Representative	Member
3	Md. Rafi, Lead Trainer (PPF)	Member Secretary

6. Chowgacha Model Computer Institute & Technology, Jashore.

SI	Name & Designation	Position in Committee
1	Mst. Rokea Siddiqa, Center In-Charge	Convenor
2	Sree Suvo Das, SEC Representative	Member
3	Md. Shamim Reza, Lead Trainer (PPF)	Member Secretary

7. BRAC Dakkhota Unnoyon Proshikhon Kendra, Nilphamary.

SI	Name & Designation	Position in Committee
1	Md. Rayhan Kabir, Center In-Charge	Convenor
2	Topon T Meanoj, SEC Representative	Member
3	Md. Kamrul Hasan Sarker, Lead Trainer (MSB)	Member Secretary

8. DIST Technical Training Center, Dinajpur.

SI	Name & Designation	Position in Committee
1	Md Mamunur Ferdous, Center In-Charge	Convenor
2	Sunil Hembrom, SEC Representative	Member
3	Md. Zahangir Alam, Lead Trainer (MSB)	Member Secretary

9. Engineer's Institute of Technology, Rangpur.

SI	Name & Designation	Position in Committee
1	Md. Nazmul Alam, Center In-Charge	Convenor
2	Sree Shuvo Ram Roy, SEC Representative	Member
3	Md. Shamsuzzaman, Lead Trainer (MSB)	Member Secretary

10. JP Technical Training Center, Cox's Bazar.

SI	Name & Designation	Position in Committee
1	Jayed Noor, Center In-Charge	Convenor
2	Kyawaw, SEC Representative	Member
3	Md. Jubaidul Islam, Lead Trainer (TMW)	Member Secretary



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11. Thakurgaon Technical and Business Management College, Thakurgaon.

Sl	Name & Designation	Position in Committee
1	Md. Sadequl Islam, Center In-Charge	Convenor
2	Dharani Roy, SEC Representative	Member
3	Md. Mominul Islam, Lead Trainer (TMW)	Member Secretary

Function of the Sub-Committee

- Receive complaints from trainees, staff, community people, workers;
- Maintain a complaint register in the institute.
- Investigate specific issues (e.g., noise, safety, access, admission, enrollment);
- Coordinate with contractors, site engineers, and training administrators for resolution;
- Prepare both monthly & quarterly reports on GRM activities;
- Refer unresolved complaints to the Program-LEVEL GRM committee through PIU.
- If necessary, the Subcommittee may include any with the permission from PIU.

Complaint Handling Process of the Subcommittee:

- **Acknowledgement:** Complaint must be acknowledged within 3 working days;
- **Investigation & Resolution:** Issue must be investigated and resolved within 10 working days.
- **Communication:** Resolution must be communicated to the complainant within 15 working days;
- **Escalation:** If unresolved, escalate to the Program-Level GRM Committee through PIU

General Functions of the subcommittee:

Channels for Receiving Complaints:

- **Online:** SICIP's existing GRM form (to be enhanced for clarity and accessibility);
- **Offline:** Complaint register in the institute.
- **Mobile:** Contact numbers of GRM focal persons displayed at site level mentioning the mobile no of program level contact persons; and



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Monitoring and Reporting Requirements:

- Maintain sex-disaggregated data for all complainants, including those from Small Ethnic Communities (SECs)
- Track and categorize types of grievances (e.g., safety, access, inclusion, gender-based, SEC-specific); and
- Record and monitor resolution timelines for each complaint to ensure compliance with the GRM process.

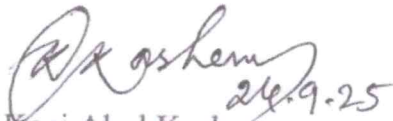
Maintain a complaint status log showing:

- Total number of complaints received;
- Number of complaints resolved;
- Number of unresolved or pending complaints; and
- Status of each complaint (e.g. under review, resolved, escalated).

Include a summary of GRM performance in quarterly progress reports, covering:

- Number and types of complaints received;
- Resolution rates and average resolution time; and
- Actions taken to address systemic or recurring issues.

2. This order is issued in accordance with SICIP's order no: FD/SICIP/GRM/103/2024-2141
Dt. 08.09.2025


Kazi Abul Kashem
Chief Coordinator
SICIP-REHAB Program

Distribution:

1. **Center In charge (All)** - RTI, Dhaka; DIST, Dinajpur; EIT, Rangpur; JPTTC, Cox's Bazar; TT BMC, Thakurgaon; ST-IST, Kishoreganj; NIPI, Mymensingh; ATI, Barishal; CMIT, Jeshore; BRAC, Nilphamari; EACTI, Sylhet.
2. **SECs Representative** - Thowaihl Aong Marma, RTI, Dhaka; Lalonthi Pattro, EACTI, Sylhet; Kranti Dribra, NIPI, Mymensingh; Rukel Chakma, ATI, Barishal; Sree Suvo Das, CMIT, Jeshore; Topon T Meanoj, BRAC, Nilphamari; Kyawaw, JPTTC, Cox's Bazar; Dharani Roy, TT BMC, Thakurgaon

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3. Trainers:

- Mr. Md. Mominul Islam, Lead Trainer (TMW)-TTBMS, Thakurgaon
- Mr. Md. Jubaidul Islam, Lead Trainer (TMW)-JPTTC, Cox's Bazar
- Mr. Md. Shamsuzzaman, Lead Trainer (MSB)-EIT, Rangpur
- Mr. Md. Zahangir Alam, Lead Trainer (MSB)-DIST, Dinajpur
- Mr. Md. Kamrul Hasan Sarker, Lead Trainer (MSB)-BRAC, Nilphamari
- Mr. Md. Shamim Reza, Lead Trainer (PPF)-CMIT, Jeshore
- Mr. Md. Rafi, Lead Trainer (PPF)-ATI, Barishal
- Mr. Abdur Nur Chowdhury, Lead Trainer (PPF)-ST-IST, Kishoreganj
- Mr. Iqbal Rafi, Lead Trainer (TMW)-NIPI, Mymensingh
- Mr. Md. Rahat, Lead Trainer (TMW)-EACTI, Sylhet
- Mr. Md. Naheed Iqbal, Lead Trainer (EIM)-RTI, Dhaka

CC to:

1. Assistant Executive Program Director (PM-7), SICIP, Finance Division.