



HEALING MINDS. INSPIRING LIVES

+91-95525 30557

[contactus@sangath.in](mailto:contactus@sangath.in)

[www.sangath.in](http://www.sangath.in)

Date: 30/05/2026

## Position Overview

**Role:** Grievance Redressal Officer

**Number of Position:** 01 (One)

**Project:** SAHARA

**Location:** Bhopal, India

**Period:** 3-month Consultancy

**Time:** Full time (5 days a week)

## About Sangath

Sangath ([www.sangath.in](http://www.sangath.in)) is one of India's leading mental health research non-profit organisation. It was founded in 1996 with its headquarters in Goa; major hubs in Delhi and Bhopal, and programme sites in many parts of the country. Sangath's mission and expertise lies in developing and evaluating mental health interventions to be delivered through existing public systems. Its major thematic areas are: Child development and disability; adolescent health; mental disorders; and ageing. Sangath was awarded the prestigious MacArthur Foundation International Prize for Creative and Effective Institutions in 2008 and the WHO Public Health Champions Award for India in 2016.

## About the project

The SAHARA program focuses on scaling up evidence based 'task sharing' interventions for perinatal mental health and early child development through delivery of comprehensive primary mental health care for first 1000 days of life. Sangath has successfully digitized Thinking Healthy Program- Peer delivered (THPP); an evidence-based task sharing intervention for perinatal depression and developed Lalan Palan, a video- based parenting intervention for early child development.

We aim to scale these two interventions across 8 districts of Madhya Pradesh by digitally training community-based workers (ASHAs and Anganwadi workers) and provide them continuous supervision.

## About the role

We are looking for a dynamic female professional to join our project team as a Grievance Redressal Officer (GRO). The Grievance Redressal Officer will be responsible for reviewing and strengthening existing grievance handling and safeguarding practices within the project by supporting accessible and confidential grievance redressal mechanisms. The role includes documenting and supporting grievance assessment, identifying systemic gaps through consultations or field visits, building awareness on safeguarding principles, and recommending practical systems for grievance management and long-term strengthening.

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Registered Office

Headquarters: 451 (168), Bhatkar Waddo, Socorro, Porvorim, Bardez, Goa – 403501, India



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By the end of the consultancy, we expect to have strengthened grievance redressal and reporting mechanisms, clearer processes for grievance handling and escalation, improved awareness among staff and stakeholders regarding grievance procedures, and recommendations for sustainable and institutionally appropriate grievance management systems.

### Roles and Responsibilities

- Review existing grievance handling and safeguarding practices within the project.
- Support the establishment or strengthening of accessible and confidential grievance redressal mechanisms.
- Receive, document, and support assessment of grievances reported during the consultancy period, where required.
- Recommend practical systems for grievance intake, escalation, tracking, and closure.
- Conduct consultations or field visits, as necessary, to understand gaps and systemic concerns.
- Build awareness among project staff and stakeholders regarding grievance reporting and safeguarding principles.
- Maintain confidentiality and ensure survivor-sensitive and rights-based approaches in all processes.
- Provide recommendations for long-term strengthening of grievance management systems within the project.

### Qualification and Experience

#### Essential Criteria

- Postgraduate Degree or Diploma in Human Resources, Social work, Psychology, Public Health, Law, Gender Studies or a related field.
- At least **2 years** post qualification experience
- Willingness to travel regularly to all the research sites across Madhya Pradesh
- Strong Organizational, communication, teamwork, and interpersonal skills and the ability to handle sensitive matters with professionalism and discretion.
- Fluency in Hindi and English (verbal & written)

#### Remuneration

The salary for the above position will be based on last drawn salary, work experience and applicable Sangath grade.

#### How to Apply?

Interested candidates send their CVs to [sahara@sangath.in](mailto:sahara@sangath.in) with the subject line "Application for Grievance Redressal Officer - Bhopal, MP" by **3<sup>rd</sup> June 2026**. **Short-listed candidates will be invited for**

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**an online interview.** Please note applications will be reviewed on a rolling basis. Candidates are invited to apply early. Preference will be given to candidates based in Madhya Pradesh who are passionate about working in community and public health settings.

*\*Incomplete applications will not be considered.*

### **Equal Opportunity**

*Sangath is an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, religion, colour, national origin, gender, gender identity, sexual orientation, age, status as a protected veteran, among other things, or status as a qualified individual with a disability.*

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