

## **Grievance Redressal Mechanism at Dzongkhag and Gewog Levels**

### **Dzongkhag Level Grievance Process:**

1. **Registration and Acknowledgment:** Upon receiving a grievance directly from an aggrieved person, it will be registered in a Grievance Register, and a receipt will be issued promptly.
2. **Point of Contact:** A designated point of contact will assist the aggrieved person in tracking the status of their appeal throughout the process.
3. **Dzongkhag Grievance Committee:** The case will be presented to the Dzongkhag Grievance Committee, appointed by the Dzongdag, for further action and resolution.
4. **Timely Communication:** Action taken on the grievance should be communicated to the aggrieved person within 10 days from the date of receipt of the grievance.
5. **Appellate Authority:** If the grievance falls beyond the purview of the Dzongkhag level committee, it should be forwarded to the concerned central agency within 10 days. The Dzongkhag will follow up and convey the decision of the central agency to the aggrieved person.

### **Gewog Level Grievance Process:**

1. **Registration of Grievance:** Aggrieved individuals shall submit their grievances in writing to the Gewog Administrative Officer (GAO), including necessary details such as name, address, and contact information.
2. **Gewog Grievance Committee:** The GAO will register the case and present it to the Gewog Grievance Committee, comprising local officials and representatives, for resolution.
3. **Point of Contact:** Similar to the Dzongkhag level, a designated point of contact will facilitate communication with the aggrieved person regarding the status of their appeal.
4. **Timely Resolution:** Grievances within the purview of the Gewog level committee should be resolved within 10 days from the date of submission, with action communicated to the aggrieved accordingly.
5. **Appellate Authority:** Grievances beyond the Gewog level committee's scope will be forwarded to the Dzongkhag within 10 days. The Dzongkhag Grievance Committee will handle such cases, communicating its decision to the Gewog within the stipulated time frame.

### **Channel for Grievances:**

- Grievances can be reported through various channels, including an online grievance redressal form which will be directed to the dedicated email addresses, suggestion boxes, and client feedback forms.

- While providing name and contact details is encouraged, anonymous grievances will also be accepted based on the nature of the case.

This Grievance Redressal Mechanism ensures a structured approach to address grievances promptly and effectively at both Dzongkhag and Gewog levels, promoting transparency and accountability throughout the process.