

Grievance Redressal Mechanism

With the Service Delivery Standards in place the quality of service delivery and customer's experience is expected to improve greatly, there will always be room for improvement. Given the relative nature of excellence and varying human interface and different channels through which services are delivered, what is excellent to one may not necessarily be excellent to another. Hence, in order to address the concerns of the clients while availing the services from Dzongkhag Administration, Trashy Yangtse and to continuously keep improving the quality of service delivery, a Grievance Redressal Mechanism will be set up with a dedicated nodal officer responsible for overseeing the grievance redressal.

Informal verbal grievances through walk-ins and calls may be resolved informally through discussions with the sector heads concerned following the due process in place and notify the individual of the outcome. Alternatively, clients may also submit their grievances in writing using the online grievance redressal form available in the Dzongkhag website at www.trashiyangtse.gov.bt or submit directly to the nodal officer which will then be processed and dealt in the following manner:

1. Upon receipt of the grievance, the nodal officer will register, assign case number and acknowledge the client.
2. The nodal officer will segregate and forward the case to the concerned Sector Head.
3. If the grievance is resolved within the Sector, the outcome will be forwarded back to the nodal officer who will then convey the outcome to the client.
4. If the grievance is not resolved within the Sector, the Sector Head will forward it to the Grievance Redressal Committee (GRC) which is also the Human Resource Committee (HRC) of the Agency for its redressal.
5. The nodal officer will convey the outcome from the GRC to the client.
6. In the event the aggrieved client is not satisfied with the redressal from GRC, the aggrieved client will have option to resort for legal recourse for the redressal.
7. A proper record of all grievances received shall be maintained by the nodal officer.

8. A nodal officer shall be appointed from HR Section to receive and compile the grievances and oversee its redressal.
9. Only identified grievances will be entertained with strict confidentiality maintained by the nodal officer.
10. No anonymous complaints will be entertained.
11. Number of grievances received, resolved or pending will be presented to the GRC twice in a year.
12. All grievances shall be routed through one window service which is the nodal officer

Redress Options:

The aggrieved client who has not been able to avail or denied the service as committed may be redressed with any one or combination of options based on the extent of the grievances:

- ❖ An apology
- ❖ An explanation
- ❖ Assurance that the same thing will not happen again, backed up by action and monitoring
- ❖ Action taken to put things right
- ❖ Financial compensation as permissible by the financial rules and regulations in place.

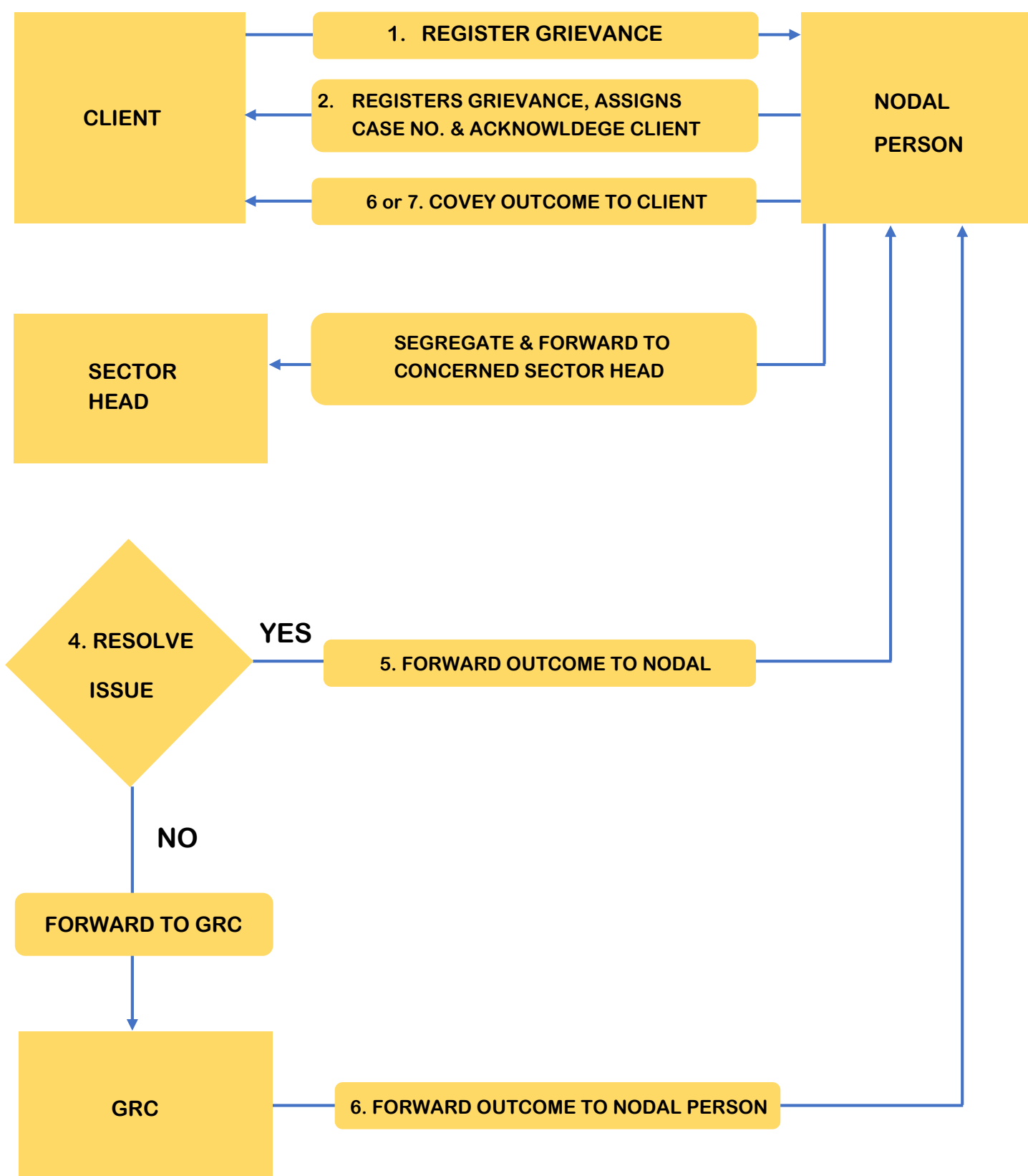


Figure 1: Flow Chart of Grievance Redressal Mechanism