



དཔལ་ལྷན་འབྲུག་གཞུང་།  
རྫོང་ཁག་བདག་སྐྱོང་། ཚེས་ཅུ་རྫོང་། གྲོང་གསམ་།

Royal Government of Bhutan  
DZONGKHAG ADMINISTRATION  
Chhoetse-Dzong, Trongsa

Mechanisms, Authority and Standards for Grievance Redressal

1. Dzongkhag

| Grievance Redressal Mechanism    | Responsible Review Authority   | Turnaround time for Grievance Redressal  |
|----------------------------------|--|--|
| Grievance Redressal Committee    | Committee Members;<br>1. Dasho Dzongrab, Chairperson<br>2. DAO<br>3. Accounts Officer<br>4. HRO<br>5. DPO                                      | The Grievance redressal committee shall review and address the grievance within 10 working days from the date of complaint lodged  |
| Grievance Redressal Focal Person | Tshewang Rinzin, HRO<br>Mobile No: 17777107<br>Email Address: <a href="mailto:tshewangrinzin@trongsa.gov.bt">tshewangrinzin@trongsa.gov.bt</a> | The focal person shall review the grievances and address the issue within 5 working days. Any issues beyond the authority of a Focal person may submit to the Committee immediately. |
| Dzongkhag website                | <a href="http://www.trongsa.gov.bt">www.trongsa.gov.bt</a>   | All Grievances reported online must be reviewed by the focal person within 2 days from the date of submission.   |





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Chhoetse-Dzong: Trongsa

2. Gewog

| Grievance Redressal Mechanism    | Responsible Review Authority                                 | Turnaround time for Grievance Redressal  |
|----------------------------------|--|--|
| Grievance Redressal Committee    | Gup - Chairperson<br>GAO- Member Secretary<br>Mangmi- Member | The Grievance redressal committee shall review and address the grievance within 10 working days from the date of complaint lodged  |
| Grievance Redressal Focal Person | Gewog Administrative Officers respective gewogs              | The focal person shall review the grievances and address the issue within 5 working days. Any issues beyond the authority of a Focal person may submit to the Committee immediately. |
| Help line                        | Fixed line official telephone                                | Complaint must be lodged and escalated to focal person within a day of receiving a call  |