

# YOUR VOICE MATTERS

## Grievance Redress Mechanism (GRM)

### Key Project Activities:

1. Construction of Gelephu - Tareythang road and bridges
2. Piloting of Performance - Based Road Maintenance Contract (PBMC)
3. Biodiversity Management Plan and Net Gain Strategies (BMP-NGS)



## About Project


The ACCESS (Accelerating Transport and Trade Connectivity in Eastern South Asia) – Phase 2 Bhutan Project is funded by the World Bank with the objectives to improving the efficiency and resilience of Bhutan's trade, transport, and digital connectivity, particularly along selected regional corridors.

## GRM Focal Contact

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 [www.moit.gov.bt](http://www.moit.gov.bt) (Online grievance submission)

Project Management Unit  
Department of Surface Transport,  
Ministry of Infrastructure and Transport

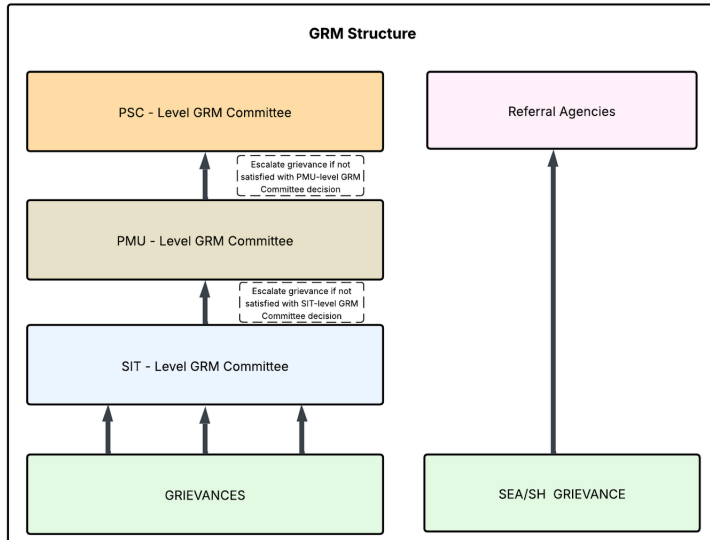
**ACCESS Bhutan Project**  
Funded by World Bank



# GRM Structure

# GRM Turn Around Time

## GRM Contact Points



Sl#	Stage	Responsibility Entity	Timeline from the date of Grievance submission
1	Submission of grievance	<ul style="list-style-type: none"> <li>Grievant</li> <li>Grievance to be received by SIT and PMU GRM Focals</li> </ul>	
2	Acknowledgment	SIT GRM Focals PMU GRM Focal	Within 1 working day
3	Screening, and sorting into grievance or 'information requests'	SIT GRM Focals PMU GRM Focal	Within 2 working days
4	Share 'Information' if it is a 'request for information'	SIT GRM Focals PMU GRM Focal	Within 2 working days
5	Investigation & Resolution if it is grievance <sup>1)</sup>	SIT GRM Committee	Within 7 - 10 working days depending on complexity
6	Response to Grievant	SIT GRM Focals PMU GRM Focal	Within 1 day from the resolution
7	Appeal to higher level GRM Committee <sup>2)</sup>	<ul style="list-style-type: none"> <li>Grievant</li> <li>Grievance to be received by SIT and PMU GRM Focals</li> </ul>	Within 15 days of the receipt of lower-level GRM Committee resolution
8	Closure & Feedback	Closure & Feedback Respective GRM Committee GRM Focals	Within 16 days of the GRM Committee Resolution (if accepted by the Grievant)

1 through continuous engagement of grievant  
2 the process and TAT will follow (Sl.no 5) and later if appeal mechanism (Sl.no 7) is triggered until closure of grievance



### Gelephu - Tareythang Road and Bridge Construction

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**Mob# 17867735**



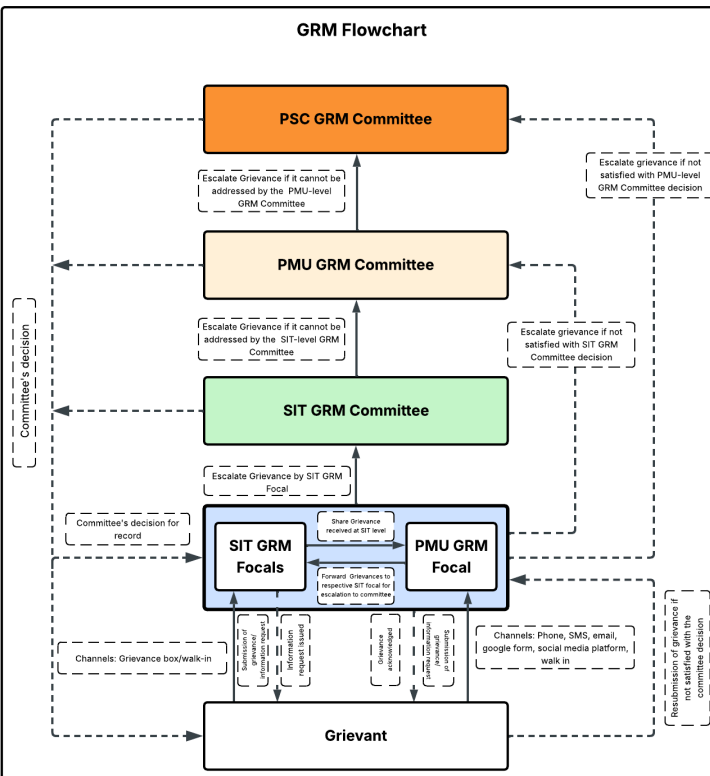
### PBMC and others

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### BMP-NGS

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Project FAQs