

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

Pema Tshewang

 grmpmudost@moit.gov.bt

 +975 - 17333728

 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



Gelephu - Tareythang Road and Bridge Construction

Thinley Dorji
 Dy. Executive Engineer
 Department of Surface Transport
 Ministry of Infrastructure and Transport
Mob# 17867735



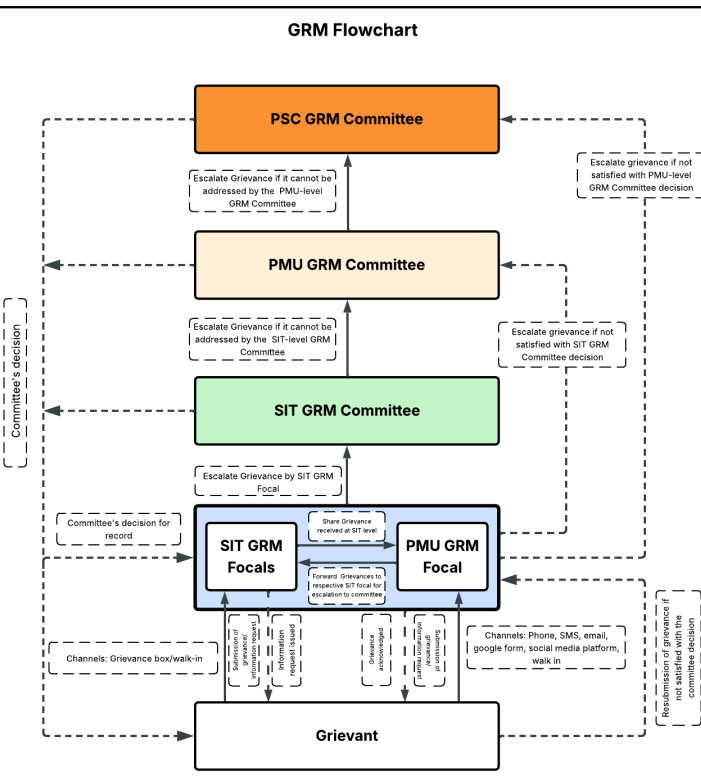
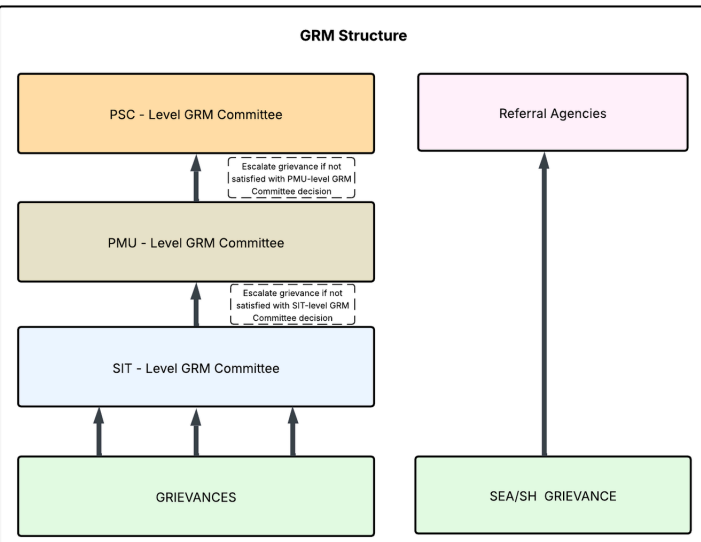
PBMC and others

Sonam Tobgay
 Executive Engineer
 Department of Surface Transport
 Ministry of Infrastructure and Transport
Mob # 17249614



BMP-NGS

Karma Gyeltshen
 Sr. Forestry Officer
 Department of Forests & Park Services
 Ministry of Energy & Natural Resources
Mob # 77912992



Sl#	Stage	Responsibility Entity	Timeline from the date of Grievance submission
1	Submission of grievance	<ul style="list-style-type: none"> Grievant Grievance to be received by SIT and PMU GRM Focals 	
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 ¹⁾	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 ²⁾	<ul style="list-style-type: none"> Grievant Grievance to be received by SIT and PMU GRM Focals 	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



Project FAQs