

*Guidelines for Grievance Redressal and Management*  
*2023*



Bhutan National Legal Institute  
Supreme Court Complex, Thimphu

## **Institutional Guidelines for Grievance Redressal and Management**

In line with the Anti-Corruption Commission's Model Code requirement, the Bhutan National Legal Institute (Institute) hereby enacts and adopts the ***Institutional Guidelines for Grievance Redressal and Management*** to facilitate an effective statutory guide towards channelling grievances, if any. This is to facilitate and enable an aggrieved person to communicate their concerns to management and redress them formally and timely. The issue of grievance, as the case maybe, can be between the employees or intra-institutionally. This will help to build an ecosystem of effective management and support. This is also to guide and provide effective administrative machinery to address issues of institutional and personal interests.

### **Commencement**

This *Guideline* shall come into effect from the day of the official Notification by the Institute.

#### **I. Objectives**

- a) Provide an opportunity for prompt institutional redress and an opportunity for mutual negotiation and settlement;
- b) To negotiate and settle the grievances of the aggrieved person in the shortest possible time by affording administrative negotiation opportunities, if possible;
- c) To facilitate administrative channels to redress the grievance of an administrative nature so that it consolidates institutional mechanisms and processes for professional human resource management;
- d) To provide stages so that the aggrieved person derives the satisfaction of seeking redressal if required, even from the highest level of authority;
- e) Enable grievances to be dealt with promptly, fairly, and in accordance with other related rules of the Institute; and
- f) Provide the process to uptake, sort and process, acknowledge and follow up, verify and act, monitor and evaluate and provide feedback.

#### **II. Scope of Grievance Redressal**

##### **1. Administrative Matters**

- a. Conflict at work
- b. Discrimination at work
- c. Long-term absence from work
- d. Continued poor work performance
- e. Alcohol or drug problems and dependency
- f. Family problems
- g. Domestic violence, and
- h. Other matters, as may be considered by the Institute.

##### **2. Non-Administrative matters that pertain to complaints relating to corruption and other irregularities**

If there are any issues of irregularity, or financial mismanagement, including issues of corruption, the Grievance Mechanism shall facilitate an opportunity for information to redress the issues promptly to facilitate justice and enhance a *rule of law*-based redress. This is to aid administrative efficiency and provide a mechanism to channel and expedite issues of institutional interests and provide an effective and appropriate mechanism to redress the issues.

### **III. Grievance Redressal Committee**

- a. The Institute shall form a Grievance Redressal Committee. It shall be formed based on the circumstance and nature of the case; and
- b. The Committee shall have a minimum of three members including the Chairperson nominated from amongst the members.

### **IV. Responsibilities of the Grievance Redressal Committee**

The Grievance Redressal Committee shall have the following responsibilities:

- a. Maintain the highest standards of transparency, accountability, and integrity and exercise due diligence while reviewing grievances and rendering decisions.
- b. Ensure effective enforcement of the Guideline and any other related rules for the management of grievances.
- c. Maintain a written record of all or any feedback or comments it receives from aggrieved persons.
- d. Ensure all aggrieved persons are treated equally and fairly, regardless of their position or seniority, and that grievances are handled fairly and impartially, without bias towards anyone involved.
- e. Enforce disciplinary actions as per the related laws and rules in place.

### **V. Conflict of Interest**

- a. A member of the Committee shall declare a conflict of interest, if any, in executing any task under this Guideline.

### **VI. Grievance Redressal Procedure**

- a. The aggrieved person (Complainant) shall report to the Administrative Section;
- b. The Complainant shall submit a written complaint supported by documentary evidence if applicable, to the Administrative Section stating the grievance;
- c. The Administrative Section after consulting with the Director General of the Institute shall forward the written complaint and supporting documents to the Grievance Redressal Committee;
- d. The Committee shall register the details of any aggrieved person coming with a grievance or complaint;

- e. The Committee shall identify the problem and assess the situation;
- f. The Committee shall collect all relevant information or documents and summon witnesses, if any, before developing a plan of action;
- g. Both the complainant and the person against whom the grievance complaint is filed (respondent) shall be given equal opportunity to respond to any concerns raised by the Committee;
- h. The Committee shall take necessary decisions based on its findings within 7 days or more depending on the grievances;
- i. The decisions of the Committee shall be formally endorsed and conveyed to the complainant and the respondent; and
- j. If the complaint is non-administrative, the Committee shall forward it to the concerned authority.

## **VII. Protection of the privacy of the aggrieved person**

- a. The Committee shall take all necessary steps to ensure that the Complainant's privacy is respected and all related information, official or personal, is kept confidential unless otherwise required under the law.

## **VIII. Grievance Appeal**

The decision of the Grievance Redressal Committee may be appealed to the Director General of the Institute for further review and appraisal.

## **IX. Grievance Prevention**

As part of the grievance management plan, the Institute will ensure that grievances are prevented as far as possible. This will be ensured through effective consultations and office management. Where the complainant agrees, the grievance may be dealt with informally so it does not escalate into an intractable problem.

### **Amendment**

The Institute shall review and revise the Guidelines as and when necessary. This will be in close consultation with the officials of the organization.

Adopted in consultation with staff on November 24, 2023.

(Pema Needup)