



Complaint Form

BGTP Grievance Redress Service (GRS)

The RoGB has received project preparation funding from the Green Climate Fund (GCF) and Korea-World Bank Group Partnership Facility (KWPF), administered by the World Bank. The RGoB, through the implementing agency TT, now wishes to introduce a high-quality bus priority service on a key corridor in Thimphu City and pedestrianize part of a main boulevard in the center of the city.

The primary objective of the assignment is to assess the technical, economic, financial, environmental and social viability of the introduction of a high-quality bus priority service (low carbon transport concept) along the main north-south corridor (Babesa to Dechencholing), and the pedestrianization of Norzin Lam, in Thimphu.

The Grievance Redress Service (GRS) is an avenue for individuals and communities to submit complaints, comments, queries, feedback, etc directly to the Project Implementing Unit (PIU) in TT, if they believe that the project has or is likely to have adverse effects on them, their community, or their environment. The GRS enhances the PIU's responsiveness and accountability to project-affected communities by ensuring that grievances are promptly reviewed and addressed.

1. Contact Information *This information must be provided. The GRS does not process anonymous complaints.*

Name	
Phone Number	
Email Address	
Gender	<input type="checkbox"/> Male <input type="checkbox"/> Female <input type="checkbox"/> Other <input type="checkbox"/> N/A (for organizations or representatives of a community)

Are you a representative submitting this complaint on behalf of the complainant(s)?

☐ Yes ☐ No

If you selected **Yes**, please **attach a copy of the representational authority** signed by the complainant(s)/members of the community.

Do you consent to have your personal information shared with the Borrower(s) and/or relevant third parties (e.g., contractors or project implementing agency) of the project you are complaining about?

☐ Yes ☐ No



If you selected **No**, please elaborate: Click or tap here to enter text.

Do you fear retaliation for making this complaint? ☐ Yes ☐ No

If you selected **Yes**, please elaborate: Click or tap here to enter text.

2. The Complaint

Please explain the type of harm you believe the World Bank-supported project has caused or is likely to cause you or your community.

Social ☐ Yes ☐ No

Environmental ☐ Yes ☐ No

Livelihood ☐ Yes ☐ No

Other ☐ Yes ☐ No

Comments:



3. Complaints and Resolve

Please share your complaints and grievance with us.

Please share your resolve and feedbacks for above complaints or grievance with us.

Please share your queries with us for your clarification and information.

4. Signature: *You may print the form and sign it. Alternatively, you may click in the box below and add a photo of your signature if you prefer.*

Date of complaint:



ཐིམ་ཕུ་ཁྲོམ་གྱི།
Thimphu Thromde
220 Gongdzin Lam SE, Norzin
Thimphu -11001: Bhutan



Please attach supporting documents, if available.

The GRS will process your personal data submitted in this form in accordance with the GRS Personal Data Privacy Notice. The GRS will not disclose any information that may reveal your identity without your consent.

You may also submit your complaint via email to tnorbu@thimphucity.gov.bt and for mail or hand delivery or in person interaction or walk in please contact the **Project Director, BGTP, Urban Planning Division, Thimphu Thromde Office** during working days.

You may also file your complain through the online [FORM](#). If you experience any difficulties in completing the form and need assistance, please contact us at kdorji@thimphucity.gov.bt.

For further details on the project, please visit [Thimphu Thromde website](#).

GRS contact information:

BGTP PIU,
Urban Planning Division,
Thimphu Thromde.
220 Gongdzin Lam SE, Norzin.
11001, Thimphu, Bhutan
Website: www.thimphucity.bt



GRS Personal Data Privacy Notice and Consent

The PIU via the Grievance Redress Service (GRS) processes personal data provided by complainants and/or their authorized representatives. Personal data include names, contact information, and documents or information related to the issues raised in the complaint. The GRS may request additional personal information from complainants or their authorized representatives if this information is deemed necessary to process the complaint.

Please do not share unsolicited personal data if it is not relevant for case processing by the GRS (e.g., nationality, physical address.). The GRS stores complainants' personal data and correspondences related to the issues raised in complaints in its Case Management System with secure access restrictions in place. The personal data is typically retained for 6 years after the end of the fiscal year in which complaints were received by the GRS. The GRS may retain these records for a longer duration if there is a legitimate business need to do so (e.g., audit requirements or reporting purposes).

The GRS uses anonymized data from the complaints it receives for analytical assessments, learning purposes, and reporting requirements. This may include analyzing trends observed in complaints, identifying recurring issues, preparing monthly status reports and other learning products.

All personal data and complaints received by the GRS will be treated in a confidential manner, unless the complainant consents to the disclosure of their personal information to third parties (such as the entity about which the complaint is being made or the government counterpart). If the nature of the complaint is so specific that it cannot be resolved without disclosing identifying or personal information (as determined by the GRS), the GRS will seek your consent to share your personal information and complaint with relevant third parties, including the relevant government counterpart, for follow-up and action in relation to the issues raised in the complaint. The counterpart's follow-up may require additional communication with project contractors or other third parties in relation to the issues raised in your complaint as needed. In certain cases, the GRS may offer complainants the option of designating an authorized representative to facilitate communication on their behalf.