



**Standard Operating Procedure**  
*For*  
**Grievances Redressal Mechanism**

**Technical Training Institute-Chumey, Bumthang**  
**Department of Workforce Planning and Skills Development**  
**Ministry of Education and Skills Development**

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## 1. Policy Statement

The institution is committed to maintaining a fair, transparent, and accountable environment for all stakeholders. To uphold principles of equity, trust, and quality, a Grievance Redressal Mechanism is established to address complaints and concerns of trainees, trainers and staff in a timely and just manner.

## 2. Purpose

The purpose of this SOP is to establish a systematic mechanism for receiving, addressing, and resolving grievances raised by trainees or staff of Technical Training Institute–Chumey. The SOP ensures:

- ✓ Timely and fair resolution of complaints
- ✓ Transparency in processes
- ✓ Promotion of a positive and respectful learning and working environment.

## 3. Scope

This SOP applies to:

- ✓ All trainees enrolled in training programs at the institute.
- ✓ All staff members including administrative, teaching, and support staff.
- ✓ Grievances related to training, academic issues, working conditions, facilities, staff conduct, harassment, discrimination, or other operational matters.

## 4. Definitions

- ✓ **Grievance:** Any complaint, dissatisfaction, or concern raised by a trainee or staff member regarding the functioning, policies, environment, or practices of the institute.
- ✓ **Grievance Redressal Committee (GRC):** A designated committee responsible for reviewing, investigating, and resolving grievances.
- ✓ **Complainant:** Trainee or staff member who raises a grievance.
- ✓ **Respondent:** Staff member, trainee, or unit against whom a grievance is filed.

## 5. Guiding Principles

- ✓ **Fairness:** Equal treatment to all parties.
- ✓ **Confidentiality:** Protect the privacy of complainants and respondents.
- ✓ **Transparency:** Clear procedures and timelines.
- ✓ **Non-Retaliation:** No adverse action against complainants.
- ✓ **Continuous Improvement:** Use outcomes to strengthen institutional systems.

## 6. Grievance Redressal Committee (GRC)

| Sl.No | Roles                                  | Purpose  | Nomination                 | Contact No. | Remarks  |
|-------|--|--|----------------------------|-------------|--|
| 1     | Chairperson                            | Leads meetings and approves the decisions taken    | Principal                  | 17692193    |  |
| 2     | Secretary                              | Coordinates meetings and activities, keeps records | Training Head              | 77468336    |  |
| 3     | Member (Faculty Representative)        | Represent teaching staff's perspective             | Mr. Gana Sham Chimoria     | 17704158    |  |
| 4     | Member (Administrative Representative) | Brings administrative insight                      | Mrs. Meenu Maya Mongar     | 77306728    |  |
| 5     | Member (Female Representative)         | Ensures gender sensitivity and balance             | Mrs. Sonam Choden          | 17658562    |  |
| 6     | Member (Trainees representative)       | Represents the concerned group                     | Male and Female councilors |             | Only in the matter related to trainees' grievances |

**Note:** If the complaint is against anyone of the GRC members, he/she shall not be included in the committee for the discussion until the satisfactory resolution has been passed.

## 7. Roles & Responsibilities of GRC

- ✓ Receive and acknowledge grievances promptly.
- ✓ Conduct impartial investigations of complaints.
- ✓ Recommend corrective actions to the Head of Institute.
- ✓ Maintain confidentiality and documentation of all grievances.
- ✓ Follow up to ensure grievance closure and satisfaction.

## 8. Types of Grievances Covered

### 1. Trainee-related:

- ✓ Academic or training issues.
- ✓ Facilities (hostel, classrooms, mess, workshops).
- ✓ Staff behavior or harassment.
- ✓ Assessment, grading, or certification concerns.

### 2. Staff-related:

- ✓ Working conditions.
- ✓ Remuneration or training/ workshops disputes.
- ✓ Harassment or discrimination complaints.
- ✓ Interpersonal conflicts.

**Note:** Anonymous complaints will be entertained only based on the evidences provide.

## 9. Grievance Filing Procedure

### 1. Submission

- ✓ **Option1:** Written Form-Use the official “Grievance Form” available at the administrative block or institute website and email/submit to the chairperson

Note: GRC members to create a new email ID explicitly for the purpose of lodging complaints related to grievances

- ✓ **Option 2:** Scan QR code available at the strategic locations and fill up the necessary information and submit the online form.

Note: GRC members to develop a google form and generate QR code and paste in strategic locations. (Hostels/ administration block, etc...)

### 2. Information Required in the Form

- ✓ Name, designation/status (trainee/staff), and contact details.
- ✓ Detailed description of the grievance.
- ✓ Date(s) of incident(s).
- ✓ Any supporting documents or evidence.
- ✓ Signature of the complainant.

### 1. Acknowledgment

- ✓ GRC will acknowledge receipt of the grievance within 48 hours.
- ✓ Complainant is assigned a Grievance ID for tracking.

## 10. Grievance Redressal Process

| Steps                      | Action   | D1 | D2 | D3 | D4 | D5 | D6 | D7 | D8 | D9 | D10 |
|----------------------------|--|----|----|----|----|----|----|----|----|----|-----|
| Initial review             | GRC reviews grievance for completeness and clarity.  |    |    |    |    |    |    |    |    |    |     |
| Investigation              | GRC conducts fact-finding: interviews, evidence review, or meetings with involved parties. |    |    |    |    |    |    |    |    |    |     |
| Recommendation             | GRC prepares report with findings and recommended resolution.                              |    |    |    |    |    |    |    |    |    |     |
| Decision                   | Chairperson/Head of Institute approves resolution and decides actions.                     |    |    |    |    |    |    |    |    |    |     |
| Communication              | Complainant is informed in writing/email of outcome.                                       |    |    |    |    |    |    |    |    |    |     |
| Implementation & Follow-up | Corrective actions implemented; follow-up to ensure resolution.                            |    |    |    |    |    |    |    |    |    |     |

**Note:** Complex cases may take longer.

## 11. Confidentiality

- ✓ All grievances are treated confidentially.
- ✓ Information is shared only with individuals involved in investigation or resolution.
- ✓ Retaliation against complainants is strictly prohibited.

## 12. Appeal Mechanism

- ✓ If the complainant is unsatisfied with the resolution:
- ✓ They may submit an appeal to the Head of Institute within 7 working days of receiving the decision.
- ✓ The appeal will be reviewed and a final decision communicated within 10 working days.
- ✓ If in case the complainant is still not satisfied with the resolution passed by the head of the institute, he/she may put up the complaints to the department or relevant agencies as per the BCSR. However, the GRC will not aid in making complaints to external agencies.

## 13. Record Keeping

- ✓ GRC secretary maintains a Grievance Register (physical or digital).
- ✓ Records include:
  - Grievance form.
  - Investigation notes.
  - Resolution details.
  - Follow-up confirmation.

| Sl.No | Grievance complaint ID | Type of complaint | Complaint received date | Complaint resolved date | Remarks |
|-------|------------------------|-------------------|-------------------------|-------------------------|---------|
|       |                        |                   |                         |                         |         |
|       |                        |                   |                         |                         |         |
|       |                        |                   |                         |                         |         |
|       |                        |                   |                         |                         |         |

- ✓ Records are retained for a minimum of 5 years.

## 14. Awareness & Training

- ✓ All trainees and staff will be informed about the SOP during orientation programs.
- ✓ GRC members will receive periodic training on grievance handling, mediation, and confidentiality.

## 15. Review of SOP

- ✓ This SOP will be reviewed every THREE years or as and when deemed necessary during staff meeting.
- ✓ The GRC members will be changed every THREE years or as and when deemed necessary.
- ✓ Updates will be communicated to all staff and trainees.

16. Annexure 1: Grievance complaint form

**Technical Training Institute-Chumey**  
**Grievance Complaint Form-(01)**

**Part A: Complainant Details**

Full Name: \_\_\_\_\_

Employee/Trainee (Tick)

Department/Trade: \_\_\_\_\_

Contact Number: \_\_\_\_\_

Email Address: \_\_\_\_\_

**Part B: Nature of Grievance**

Type of grievance (tick the relevant box):

☐ Workplace environment

☐ Supervisor/Management decision

☐ Colleague/peer issue

☐ Discrimination/harassment

☐ Policy/Procedure concern

☐ Disciplinary action(s)

☐ Others (please specify): \_\_\_\_\_

Date grievance occurred: \_\_\_\_\_

Location of incident: \_\_\_\_\_

**Part C: Grievance Details**

Please describe the grievance in detail (include facts, names of people involved, dates, and any witnesses):

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**Part D: Previous Action Taken (if any)**

Have you raised this grievance previously?

☐ Yes (provide details below)    ☐ No

Details of action taken (if any):

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**Part E: Desired Resolution**

What outcome or action would you like to see as a resolution to this grievance?

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**Part F: Declaration**

I hereby declare that the information provided in this form is true and accurate to the best of my knowledge.

Signature of Complainant: \_\_\_\_\_

Date: \_\_\_\_\_

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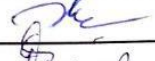

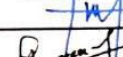
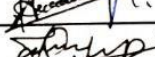

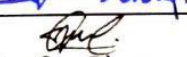

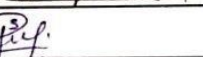









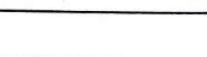
**For Official Use Only**

Date Received: \_\_\_\_\_

Received By: \_\_\_\_\_

Grievance ID Number: \_\_\_\_\_

Action Taken/Remarks: \_\_\_\_\_

| Meeting: 3rd Monthly Review Meeting<br>Date: 2nd December 2025<br>Venue: Conference Hall |                      |                   |   |
|--|----------------------|-------------------|---|
| Sl.No  | Name                 | Designation       | Signature   |
| 1  | Sangay Tshewas       | Principal         |    |
| 2  | Sonam Pengso         | Sr. Instructor    |    |
| 3  | Tshering Jantshe     | Instructor        |    |
| 4  | Purna Bdr Ghalay     | Ass- Instructor   |    |
| 5  | Sangay Wangchuk      | Asst. Instructor  |    |
| 6  | Sonam Dendup         | Asst. Instructor. |    |
| 7.   | Ghana Shyam chimoria | Asst. Instructor  |    |
| 8.   | Lekey Oheadup        | Asst.             |    |
| 9.   | Phub Ihamo           | Asst lecturer I   |    |
| 10   | Dachen Choden        | Asst Instructor   |    |
| 11   | Dorji Wangchuk       | Asst. Instructor  |   |
| 12.  | Sonam Choden         | Instructor        |  |
| 13.  | Purna Maya Sangari   | Instructor        |  |
| 14.  | Meenu Maya Mongar    | Store Asst.       |  |
| 15.  | Deki Choden          | Instructor        |  |
| 16.  | Leki Dorji           | Asst. Instructor  |  |
| 17   | Ramenu Gurung        | Instructor        |  |
| 18   | Sajandra Pa.         | Asst. lecturer I  |  |
|  |                      |                   |   |
|  |                      |                   |   |
|  |                      |                   |   |
|  |                      |                   |   |
|  |                      |                   |   |
|  |                      |                   |   |

Endorsed on: 2<sup>nd</sup> December 2025