

Complaint Management System (CMS)



Gelephu Thromde

2022

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1. Background

Gelephu Thromde being a service provider, customers' satisfaction is a priority. There are numerous complaint raising platforms. However, without proper complaint raising platforms and standard operating procedures, it is likely that some customer complaints will not be addressed timely while some may remain unattended. Therefore, this Complaint Management System is expected to enhance Thromde service delivery and customer satisfaction while also strengthening accountability and transparency in work place.

This Complaint Management System was endorsed during the 2nd Grievance Redressal Committee meeting held on 18th October 2022.

2. Objective

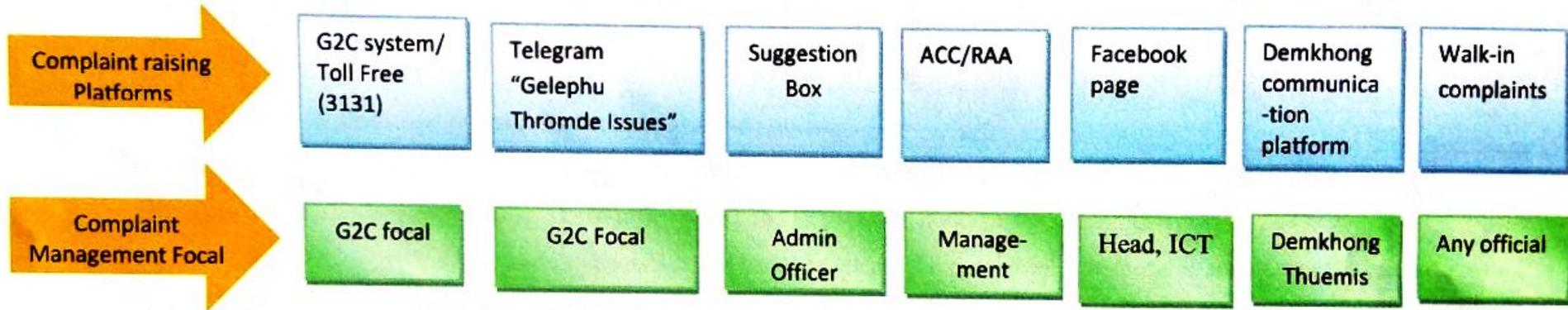
- 2.1. To provide platforms for service recipients to raise and address their Thromde service related complaints
- 2.2. To ensure no customer complaints are left unattended
- 2.3. To enhance greater accountability and integrity culture in Thromde organization
- 2.4. To ensure efficient delivery of Thromde services through timely addressing of complaints



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3. Grievance/Complaint Management Flowchart



Grievance Redressal Mechanism



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4. Grievance Redressal Mechanisms/ Operating Procedures

1. G2C System & Toll Free

- 1.1. G2C focal to record the complaints received from the public.
- 1.2. G2C focal to forward the Service related complaints to dealing officials/ sections/ units for immediate action.
 - 1.2.1. Concerned officials/ sections/ units to respond to the complaints and address timely.
 - 1.2.2. G2C focal & concerned Division/Section heads to ensure the complaint is responded and addressed timely.
- 1.3. G2C focal to forward non-action complaints or Disciplinary related issues to Management/ Grievance Redressal Committee for appropriate action.

2. Suggestion/ Grievance Box

- 2.1. Member Secretary of Grievance Redressal Committee to open the suggestion box every week, record and update the Chairperson of the GRC at the same time on the same day.
- 2.2. The Chairperson/Member Secretary to refer the complaints to the Committee for deliberation and appropriate action.

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3. ACC/RAA

3.1. Management to take appropriate action.

4. Facebook Page

4.1. The Head, ICT to check the facebook page every day for any complaints received through Messenger.

4.2. Service related complaints to be recorded & forwarded to dealing officials/ Divisions/Sections and similar procedures 1.2 to be followed for further actions.

5. Walk- in Complaints

5.1. Respective officials receiving the complaints by walk- in person to direct the complainant to the G2C focal.

5.2. G2C to take appropriate action and procedure 1.2 to be followed for further actions.

6. Thromde Issues Telegram group

6.1. G2C focal to maintain record and monitor or keep track of the issues received and actions taken by the dealing officials/ Divisions/ Sections.

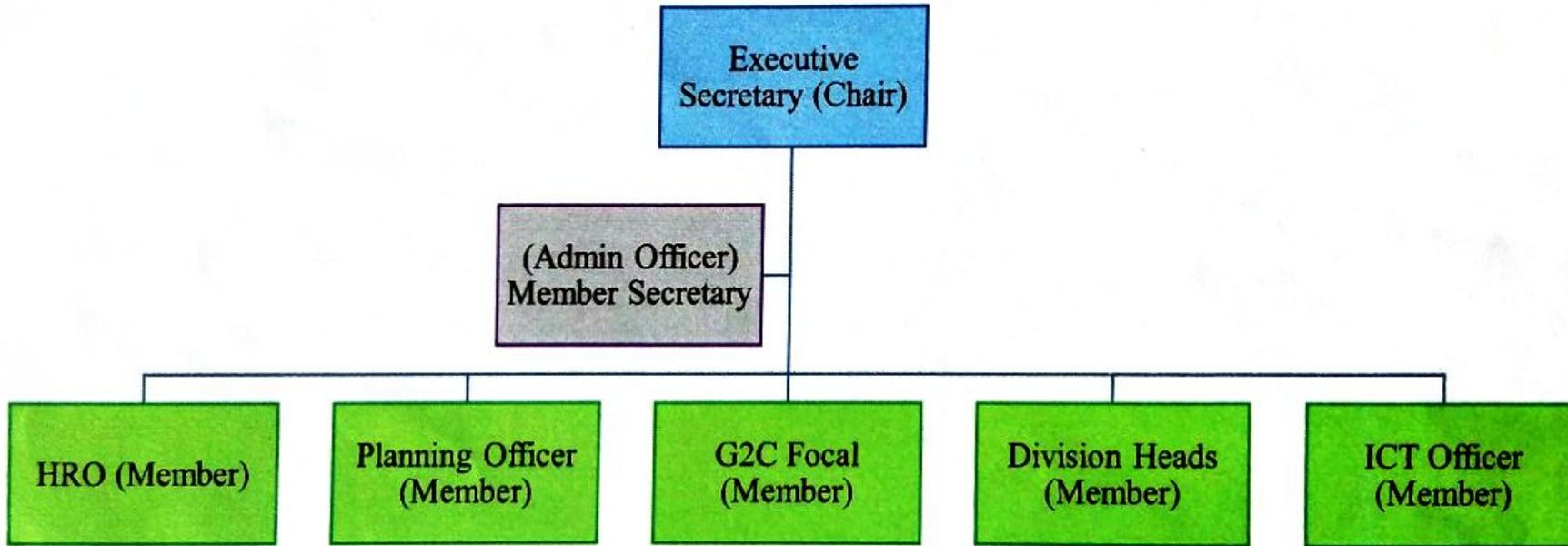
6.2. For further actions, procedure 1.2 to be followed.



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5. Grievance Redressal Committee



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