

National Assembly of Bhutan



Standard Operating Procedure For Complaint Redressal System 2022

Jan

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1. Introduction

The National Assembly of Bhutan, recognizing the need to create an enabling working environment, hereby adopts the Standard Operating Procedure (SOP). It has been adopted to guide individual complainants on the procedure and process in lodging the complaint in the Complaint Redressal System. It has been developed to lodge internal management issues and the harassment conduct at the workplace. The Complaint Redressal System is an online google form-based platform, which is user-friendly and uses excel sheets for storing the data or as a database.

2. Objective

The objective of this SOP is to guide the complainant in filing complaints related to workplace conflicts and harassment conduct. Also, it outlines procedures for filing complaints, investigating complaint claims, and issuing appropriate disciplinary measures in the case of violations.

3. Scope

This SOP applies to the complaints filed by all the employees of the National Assembly at the workplace. All the employees of the National Assembly shall be covered under this SOP.

4. Definition of Complaint:

Complaints can be either internal management issues including every aspect of management and sexual harassment conducts.

Internal management issues can be defined as management issues that are within the control of an organization. The issues could be the absence of a conducive working environment, and employees are not satisfied with the management procedures and decisions of the supervisor or management.

With regard to sexual harassment, conduct can be defined as 'unwelcome verbal, non-verbal or any physical conduct of a sexual nature creating a hostile working environment or affecting working conditions. This definition covers a wide range of unwanted behaviour including

activities such as unwelcome sexual advances, requests for sexual favours, and other verbal or physical conduct of a sexual nature.

5. Procedures Before filing Complaint in the System (CRS)

A. In the case of working conflicts or issues:

- i. One should first consult with their direct supervisor about the problems that are disturbing their working environment. If it is against the direct supervisor, it can be referred to Secretary General and a Designated Officer.
- ii. If there are no remedies or actions taken then one should file the complaint by accessing the 'Complaint Redressal System' for the immediate actions to be taken.

B. In the cases of sexual harassment:

- i. If an employee feels that they are being subjected to sexual harassment, he or she may immediately inform the harasser that the conduct is unwanted and that it needs to stop.
- ii. If the inappropriate conduct does not cease, he/she should file a complaint through Complaint Redressal System.

6. Details of the Complaint

- i. Complaints should be submitted as soon as possible after an incident has occurred, preferably through the 'Complaint Redressal System.'
- ii. To ensure the prompt and thorough investigation of the complaint, the complainant should provide as much of the following information as possible:
 1. The narration of the material facts with the name of the complainant.
 2. A description of the incident(s), including the date(s), location(s), and the presence of any witnesses.
 3. The name, division, and position of the person or persons allegedly committing or involved in the conduct.
 4. The effect of the incident(s) on the complainant's ability to perform his or her job, or on other terms or conditions of his or her employment.

5. The names of other individuals who might have been subject to the same or similar conduct.
6. What, if any, steps the complainant has taken to try to stop the conduct.

7. Algorithm for Filing Complaints in the System

- Step 1: Go to the National Assembly website, Link - www.nab.gov.bt
- Step 2: Click on the 'online' button on the Navigation Bar of the website
- Step 3: Click on the Complaint Redressal System under the 'online' button
- Step 4: Complaint Redressal Form will appear on the screen
- Step 5: Fill in the Complaint Redressal Form accordingly;
- Step 6: Provide your correct email address (*)
- Step 7: Provide your details as complainant (Name & Division*)
- Step 8: Provide complaint receivers details (Name & Division*)
- Step 9: Provide details of the complaint (What/Where/When/How*)
- Step 10: Provide evidence/witnesses of the complaint (Name & Division) - Optional
- Step 11: Provide your contact details (mobile number) - Optional
- Step 6: Click on the Submit button

Note: The Complaint Redressal Form will generate a message saying "Your complaint has been filed."

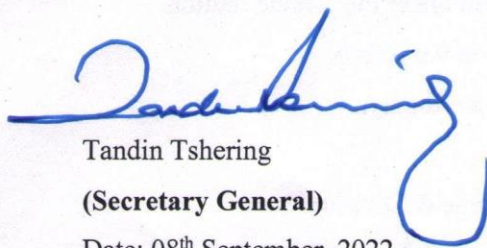
8. Responding to Complaint

- i. The Complaint Redressal System shall be administered by the management which comprise of Secretary General and a Designated Officer.
- ii. All complaints and investigations shall be treated confidential to the extent possible and information may be disclosed strictly on a need-to-know basis.
- iii. The absence of any of the aforementioned requirements under section 6 of this SOP or any anonymous complaint may cause the dismissal of the complaint.
- iv. The complaints fulfilling the requirements under section 6 (ii) shall be put to the HRC for further review and take remedial measures. In case of sexual harassment complaints, an Internal Investigation Committee shall be constituted to carry out the investigation. The Committee shall give due regard

to the due process of law and relevant provisions of the Civil and Criminal Procedure Code of Bhutan 2001 and Bhutan Civil Service Rules and Regulations 2018 (BCSR).

- v. The Human Resources Committee shall hear and decide the case on the Committee findings against an erring civil servant as per the BCSR.

Endorsed by



Tandin Tshering

(Secretary General)

Date: 08th September, 2022