BoB's Grievance Redress Mechanism for GCF-Funded Projects

Bank of Bhutan Limited (BoB) is committed to responsible banking practices and to ensuring that all activities financed or supported by the Bank comply with applicable environmental and social (E&S) laws, regulations, and international standards, including those aligned with the Green Climate Fund (GCF) framework.

To uphold this commitment, BoB has established an accessible, transparent, and predictable Grievance Redress Mechanism (GRM) for receiving and addressing Environmental and Social (E&S) concerns. All redress actions will be taken at no cost and without any retribution. There is separate grievance portal of BoB https://www.bob.bt/service-and-support/environmental-social-es-grievance/ where anyone can lodge complaints against any Green Climate Fund (GCF) funded projects handled by the BoB.

1. **Who Can Submit a Grievance?** The GRM is open to:

- Individuals or communities affected by GCF projects financed by BoB
- Customers and borrowers
- Employees and contracted workers
- Civil society organizations
- Any stakeholder with concerns regarding environmental or social impacts

Grievances may be submitted **confidentially or anonymously**, without fear of retaliation.

2. **What Types of Issues Can Be Reported?**

Grievances may relate to:

- Environmental impacts (e.g., pollution, land degradation, waste, biodiversity impacts)
- Social impacts (e.g., labour conditions, occupational health & safety, community health & safety, gender-related concerns, land acquisition or resettlement issues)
- Non-compliance with Bhutanese environmental or social regulations
- Non-compliance with BoB's Environmental and Social Safeguards Policy (ESSP)
- Concerns related to GCF-supported activities

3. **How to Submit a Complaint**

Stakeholders may submit complaints through any of the following channels:

- **Online Submission Form:** https://www.bob.bt/service-and-support/environmental-social-es-grievance/
- **Email:** Dechen.tshomo2971@bob.bt
- **Telephone:** +975 2-334333, IP no.: 0232/0022
- **Postal Mail:**

  The Section Manager,
  Green Banking Section, Credit Division
  Bank of Bhutan Limited,
  Corporate Office,
  Norzin Lam,
  P.O Box 102
  Thimphu, Bhutan.

- **In Person:** At any BoB Branch (the Branch will forward it to the Green Banking Section)
- **Social Media:** On BoB's official Facebook/Instagram/X (Twitter)

Complaints should include (where possible):

- Description of the concern
- Location and date of the issue
- Any supporting information or documents
- Contact details (unless submitted anonymously)

4. Grievance Handling Process & Timelines

BoB follows a structured, time-bound process as follows:

Step 1: Registration & Acknowledgment

- The complaint is logged in the GRM register.
- Acknowledgment provided within 5 working days.

Step 2: Screening & Eligibility Assessment

- Determination whether the issue falls under E&S scope.
- Completed within 10 working days.

Step 3: Investigation & Resolution Proposal

- Internal review and, where necessary, site visits or consultations.
- Coordination with the borrower/project proponent.
- Response provided within 30 working days of acknowledgment.
- If more time is required due to complexity, the complainant will be informed.

Step 4: Implementation & Closure

- Agreed corrective actions are implemented.
- Written confirmation of closure is provided.

5. Appeals Process

If the complainant is not satisfied with the response, an appeal may be submitted within 15 working days of receiving the decision.

The appeal will be reviewed by a senior authority or committee not previously involved in the case to ensure independence and fairness.

6. Guiding Principles

BoB's GRM is designed to be:

- Accessible – Available to all stakeholders, free of charge
- Transparent – Clear procedures and defined timelines
- Predictable – Structured steps with regular communication
- Fair and Impartial – Objective review without conflict of interest
- Confidential – Protection of sensitive information
- Non-Retaliatory – Protection against intimidation or discrimination
- Rights-Compatible – Aligned with national laws and international good practice

7. Record-Keeping & Reporting

All grievances will be recorded and monitored. Aggregated information (without personal identifiers) may be reported in the Bank's ESG disclosures to promote accountability and continuous improvement.