

June 20, 2023

The Chief Labour Officer
Department of Labour
Ministry of Industry, Commerce and Employment
Thimphu

Subject: Delayed Response to Grievance Complaint - Request for Action

Dear Sir,

I hope this letter finds you well. I am writing to bring to your attention the delayed response from the Management of Royal Insurance Corporation of Bhutan (RICB) regarding my grievance complaint, which was submitted on 29th May 2023. Despite your request for an explanation letter from RICB on 06th June 2023, they have not provided a response thus far. I kindly request your intervention in this matter, as the prolonged delay is causing further distress and uncertainty.

As per the provisions outlined in the Labour Act, specifically Sections 195 and 200, it is stated that upon receipt of a labour dispute complaint, the Chief Labour Administrator shall direct a labour relations officer to investigate the dispute and report back within seven working days. Furthermore, Section 201 highlights that any agreement reached during conciliation shall be binding upon the parties once it has been certified by the Chief Labour Administrator as being in compliance with the Act.

Given the aforementioned provisions, I would like to emphasize that the Labour Act emphasizes the importance of expeditious investigations and resolutions of labour disputes. The failure of RICB to respond to your request for an explanation letter not only hampers the progress of the investigation but also undermines the principles of fairness and transparency enshrined in the Act.

I kindly request your urgent attention and intervention to ensure the grievance complaint be forwarded to the Court of Law as per the section 204 (a). The timely resolution of my grievance is crucial for upholding the rights and interests of all parties involved. I have full confidence in your authority and expertise to address this matter effectively.

Thank you for your understanding and cooperation. I look forward to your prompt action and the swift resolution of this issue.

Yours sincerely,

(Jigme Namgyal)