

Sample GRM complaint form

GRIEVANCE REDRESS FORM

(MOHNIM/PMU/PIU date seal)

(Sinhala, Tamil and English)

The MOHNIM/ADB project welcomes complaints, suggestions, queries and comments regarding project implementation. We request persons with a grievance to provide their name and contact information to enable us to get in touch with you for clarification and feedback. If it is group representation, please provide details of two contact persons.

Thank you.

Date & Place of registration of complaint:

Contact Information/Personal Details

Name

Gender

Age

Home Address

GN division

DS division

Occupation/ Employment:

Phone no.

E-mail

Complaint/Suggestion/Comment/Question Please provide the details (who, what, where and how) of your grievance below:

If included as attachment/note/letter, please tick here:

How do you want us to reach you for feedback or update on your comment/grievance?

FOR OFFICIAL USE ONLY

Registered by: (Name of Official registering grievance)

Mode of communication:

1. Note/Letter

2. E-mail

3. Verbal/Telephonic

Reviewed by: (Names/Positions of Official(s) reviewing grievance)

Action Taken:

Whether Action Taken Disclosed:

4. Yes

No

Means of Disclosure:

-----Tear off-----

Receipt for complainant

Date and place of complaint:

Name of complainant:

Complaint recorded/ registered by