

Govt launches GRS for country's tourism sector

A Monitor Report

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Dhaka : Bangladesh government has launched Grievances Redress System (GRS) through the online complaint redressed management platform to receive and redress the grievances of hospitality service recipients and all guests in various units of Bangladesh Parjatan Corporation including hotels-motels-restaurants, and duty-free operations.

The GRS system is an institutionalised and organised method - consisting of specified roles, rules, and procedures - for systematically resolving complaints, grievances, disputes, or conflicts.

Bangladesh Parja-tan Corporation has been receiving complaints and suggestions from all types of guests to make the service and its structure more guest-friendly and interactive, said a press release on June 13.

To access the GRS system, anyone can easily lodge any complaint by entering the website of Bangladesh Parjatan Corp (www.parjatan.gov.bd) and clicking on Complaint Online from the Complaint Redressed Manage-ment Service Box.