

འབྲུག་ཆེ་སློག་མ་དངུལ།

Bhutan for Life

མཐའ་ལོའོར་གནས་སྤངས་དང་མི་སྡེའི་འཛིན་སྐྱོང་འཆར་གཞི།

Environmental and Social Management Plan for

འབུམ་སྡེ་གླིང་རི་དྭགས་སྤངས་སྐྱོབ་ཡིག་ཚང་ ༢༠༢༦

Bumdeling Wildlife Sanctuary, 2026

བཀོད་ཁྱབ་བཅུད་དོན།

འབྲུག་ཆེ་སློག་མ་དངུལ་འདི་མཐའ་ལོའོར་གནས་སྤངས་དང་མི་སྡེའི་འོས་འབབ་ཅན་གྱི་ལས་འགུལ་གྱི་དབྱེ་ཁག་ (Category B) ལས་ལུ་ཚུད་དེ་ཡོད་པ་ཡིན། དེ་ཡང་ལས་འགུལ་འདི་ལས་བརྟེན་ཏེ་སྤྱད་སྐྱོབ་སའོངས་ནང་སྤྱོད་མིའི་མི་སེར་དང་ ལང་ན་ སྤངས་སྐྱོབ་སའོངས་ཀྱི་མཐའ་སྐོར་ཏེ་འཛོལ་སྤྱད་སྐྱོབ་སའོངས་ལུ་བརྟེན་སྤྱོད་མིའི་མི་སེར་ ལང་ན་ གཤམ་ཅན་གྱི་མཐའ་སྐོར་གནས་སྤངས་ཀྱི་སའོངས་ཚུ་ལུ་གཞོན་པ་འབྱུང་ནིའི་ཉེན་ཁ་ཡོད་པ་དང་ གཤམ་སྤྱོད་གཞོན་པ་འབྱུང་པ་ཅིན་ གཞོན་ཉེན་ཚུ་དམིགས་གསལ་ས་གནས་ནང་རྒྱུ་མ་ཅིག་འབྱུང་ནི་དང་ གཞོན་ཉེན་མར་ཕབ་རྒྱུ་ཅི་དང་ཅ་མེད་ཡང་གཏང་ཚུགས་པ་ཡིན། དེ་འབད་མ་ལས་ འབྲུག་ཆེ་སློག་(BFL) མ་དངུལ་ཐོག་ལུ་ རྒྱབ་སྐྱོར་འབད་ཡོད་པའི་ལས་འགུལ་དང་ལས་སྐྱུ་ཚུ་ མཐའ་ལོའོར་གནས་སྤངས་དང་ མི་སྡེ་གཉིས་ལུ་ཡུན་བརྟན་གྱི་ཕན་པ་ཡོད་པ་བཟོ་བགི་མ་ཆོད་ འབྲུག་ཆེ་སློག་མ་དངུལ་གྱི་སྤྱོད་སྐྱོབ་སའོངས་སྤྱོད་དང་འབྲེལ་ཐབས་ལུ་ མཐའ་ལོའོར་གནས་སྤངས་དང་མི་སྡེ་འཛིན་སྐྱོང་འཆར་གཞི་འདི་དགོས་ད་ མི་དམངས་གྲོས་བསྐྱུན་དང་ དུས་དང་དུས་སུ་མི་དམངས་ལུ་གསང་བ་བཤད་ནི་འདི་དགོས་ཡིན། འབུམ་སྡེ་གླིང་རི་དྭགས་སྤངས་སྐྱོབ་ཡིག་ཚང་གི་རང་བཞིན་གནས་སྤངས་དང་མི་སྡེ་འཛིན་སྐྱོང་འཆར་གཞི་འདི་ནང་གླིང་ཀ་དང་སློག་ཆགས་རྒྱུན་ལམ་ཚུ་ནང་ལས་ སྐྱུ་ཚུ་འབད་བའི་སྐབས་ ཐབས་ལམ་དང་བཟང་སྤྱོད་ཚུ་གསལ་སྟོན་འབད་མ་ཡིན་པ་དང་ འདི་ཡང་ལས་སྐྱུའི་གདམ་སེལ་ལམ་ལུ་གསལ་དང་འབྲེལ་ཏེ་ཡིན། གདམ་སེལ་འབད་ཡོད་པའི་ལས་སྐྱུ་གེ་ནང་ལས་ མཐའ་ལོའོར་གནས་སྤངས་དང་མི་སྡེ་ལུ་གཞོན་ཉེན་ཡོད་པའི་ལས་སྐྱུ་ཚུ་གེ་དོན་ལུ་ མཐའ་ལོའོར་གནས་སྤངས་དང་མི་སྡེ་འཛིན་སྐྱོང་འཆར་གཞི་བཟོ་དགོ། འཛིན་སྐྱོང་འཆར་གཞི་འདི་ནང་ ལས་སྐྱུ་འགོ་མ་བཟུགས་པའི་ཉེ་མ་གཞི་བཟུགས་འབད་བའི་སྐབས་དང་མཚུགས་བསྐྱུད་ལུ་ མཐའ་ལོའོར་གནས་སྤངས་འཛིན་སྐྱོང་དང་གཞོན་ཉེན་མར་ཕབ་ཀྱི་ཐབས་ལམ་ཚུ་བཟུགས་དགོས་ཡིན། དེ་འབད་མ་ལས་འཛིན་སྐྱོང་འཆར་གཞི་འདི་ནང་ ལས་སྐྱུ། མི་སྡེ། ལཱ་འགན། བན་སྤྱོད་དང་སྤྱོད་ལུ། དེ་ལས་སྐྱུ་རྟོག་ལམ་ལུ་གསལ་ཚུ་གེ་སྐོར་ལས་འབྲེལ་བཤད་ཁ་གསལ་ཚུད་དགོས་ཡིན། འཛིན་སྐྱོང་འཆར་གཞི་འདི་ནང་ལུ་ གཤམ་གཏོགས་འབད་དགོ་པའི་ཁེ་གུད་ཡོད་མི་ཚུ་གེ་ཉེན་བཤད་ཚུ་ཚུད་དགོ་པའི་ཁར་ ཁེ་གུད་ཡོད་པའི་མི་ཚུ་གེ་དོན་ལུ་གཤམ་གཏོགས་འཆར་གཞི་དགོ། གཤམ་གཏོགས་འཆར་གཞི་འདི་ནང་ ཁེ་གུད་ཡོད་མི་ངོས་འཛིན་འབད་ནི་དང་གཤམ་གཏོགས་འབད་ནིའི་ལམ་ལུ་གསལ་ དེ་ལས་གཤམ་གཏོགས་ཀྱི་དུས་ཚོད་དང་བཅའ་སྤྱི་ཚུ་ཚུད་དགོས་ཡིན། གླིང་ཀ་དང་སློག་ཆགས་རྒྱུན་ལམ་ཡིན་ཆོད་ཚུ་གེ་མཆར་གཞི་ལས་སྐྱུ་དང་འབྲེལ་ཏེ་ བན་ཐོ་དང་སྤྱོད་ལུ། བསྐྱར་ཞིབ། ཕྱིས་དཔྱད་འབད་ནི། དེ་ལས་ མཐའ་ལོའོར་གནས་སྤངས་དང་མི་སྡེ་འཛིན་སྐྱོང་འཆར་གཞི་འདི་ལོ་བསྐྱར་བཞིན་དུ་དུས་མཐུན་བཟོ་དགོས་ཡིན། འབུམ་སྡེ་གླིང་རི་དྭགས་སྤངས་སྐྱོབ་ཡིག་ཚང་གི་དོན་ལུ་སྤྲོ་ལོ་ ༢༠༢༦ ནང་མཐའ་ལོའོར་གནས་སྤངས་དང་མི་སྡེ་འཛིན་སྐྱོང་འཆར་གཞི་དགོས་ཡོད་པའི་ལས་སྐྱུ་ཚུ་ཡང་།

༡) གཏུང་མཚོ་གཙང་ཚུ་ཡར་དྲག་བཏང་ནི་ལཱ།

Executive Summary

BFL has been categorized as a Category B project, as the potential adverse environmental and social impacts on the population within the Protected Areas or those living around who depend on the PA for their livelihoods or environmentally important areas are site-specific, reversible, and can be readily mitigated.

Therefore, to ensure that all BFL-funded projects and programs are environmentally and socially sustainable as well as in line with BFL's policies and guidelines, an Environmental and Social Management Plan (ESMP) involving stakeholder participation and timely public disclosure is required.

An Environmental and Social Management Plan (ESMP) for Bumdeling Wildlife Sanctuary describes mitigation measures/good practices at the activity level, which are required as per the screening protocol. All the screened activities that have potential risks to the environment and social management have to prepare an ESMP, which includes environmental management and mitigation plans during pre-activity, activity implementation, and closing phases. Hence, it contains a description of the detailed actions, including communities, roles, communication, and reporting and monitoring processes required as part of the implementation.

In order to ensure that the issues of all stakeholders are taken into account, it includes a stakeholder engagement plan. The plan includes identification of stakeholders, method of engagement, timing, and logistics. It is a requirement for all parks and biological corridors to keep records, report, review, audit, and update the ESMP yearly as per the planned activities.

The activities that required ESMPs for the year 2026 under Bumdeling Wildlife Sanctuary are as follows:

1. Cleaning of Dungs Lake, Bumdeling

1. Introduction

(A) Project Background

The Bhutan for Life (BFL) project aims to ensure a robust network of protected areas and biological corridors that secures human well-being, biodiversity conservation, and increased climate resilience in Bhutan. The project provides a 14-year financial bridge that allows for immediate improvement in the management of Bhutan's protected areas for climate resilience and the prompt delivery of mitigation, adaptation, and biodiversity gains, while the country gradually ratchets up its own financing resources.

BFL seeks to achieve the following objectives:

- Help Bhutan remain carbon neutral by increasing forest and vegetative cover within the Protected Area System.
- Enhance the socio-economic well-being of communities in and in the vicinity of the PAS through climate-informed natural resource management.
- Maintain stable, thriving, and diverse populations of key species contributing toward national and global biodiversity goals.
- Strengthen organizational, institutional, and financial capacity for effective management of PAS.

BFL includes five components that reflect these goals, divided into 16 milestones (or outputs) and over 80 detailed activities.

(B) Scope of ESMP

The preparation of this Environmental and Social Management Plan (ESMP) was required in order to manage the environmental and social impacts through specific mitigation actions required to implement the project in accordance with the requirements of WWF's Social Safeguards Integrated Policies and Procedures (SIPP), the project's Environmental and Social Management Framework (ESMF), and applicable national legislation and regulations.

The ESMP provides an overview of the environmental and social baseline conditions on the routes of the proposed second segment of the project, summarizes the potential impacts associated with the proposed activities, and sets out the management measures required to mitigate any potential negative impacts.

This ESMP will be implemented by the BFL focal person in each park authority (PA) and biological corridor (BC) and by the contractor to be commissioned by each PA/BC for the project.

(C) Purpose of ESMP

This Site-Specific ESMP is a project-specific source document detailing the environmental and social protection requirements to mitigate and minimize the adverse impacts. The ESMP's primary purpose is to ensure that the environmental requirements and social commitments associated with the project are carried forward into the implementation and operational phases of the project and are effectively managed. The specific objectives of this ESMP are as hereunder:

- Minimizing any adverse environmental, social, and health impacts resulting from the project activities.

- Conducting all project activities in accordance with the relevant RGoB laws and WWF's safeguard operational policies and guidelines.
- Preventing environmental degradation as a result of either individual subprojects or their cumulative effects.
- Enhancing the positive environmental and social outcomes of project activities.
- Ensuring that the proposed mitigation measures are feasible and cost-efficient.
- Providing an action plan to ensure that the project impact mitigation measures are properly implemented and monitored.
- Ensuring that all stakeholders are engaged in the project activities' preparation and implementation, and their concerns are fully addressed.

2. Environmental and Socio-Economic Conditions

Established in 1994, the Bumdeling Wildlife Sanctuary was designated to safeguard the rich ecological diversity present in eastern Bhutan. Encompassing an area of 1534.24 square kilometers, the sanctuary stretches across portions of Trashiyangtse, Lhuntse, and Mongar. It shares boundaries with the Tibet Autonomous Region (China) to the north and the Arunachal Pradesh State (India) to the northeast. Featuring elevations ranging from 1390 to 6400 meters above sea level (masl), the sanctuary boasts rugged mountainous landscapes, rocky peaks, perpetual snow, small glaciers, glacial lakes, steep river valleys, and some flat plains. Nearly 90% of the sanctuary lies between elevations of 2500m and 5000m, with its glacial lakes and snow-capped peaks serving as crucial water sources for major drainage systems such as Kholongchhu, Khomachhu, and Sherichhu.

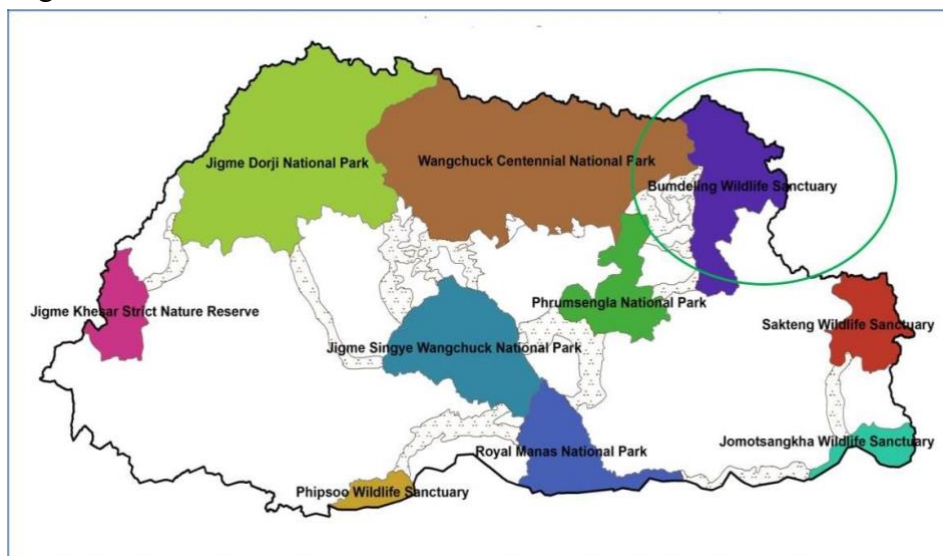


Figure 1: Location of Bumdeling Wildlife Sanctuary

Encompassing the Eastern Himalayan ecosystem, the sanctuary spans from warm broadleaved forests to alpine meadows and scree slopes. Over 70 percent of the protected area is forested, while more than one-third consists of snow, rock, and shrubbery. Moreover, the Bumdeling floodplain is recognized by the Ramsar Convention as a significant wetland area. The Kholongchu River and its three tributaries flow through this wetland, providing water for irrigation and drinking to local communities. Additionally, a hydropower project is located 35 kilometers south of the wetland along the main river.

The sanctuary is home to approximately 1,119 households, primarily engaged in rice cultivation in lower regions, maize and grains in higher elevations, and yak herding in the high mountains. It plays a crucial role in preserving cultural and traditional practices, including the production of silk textiles known as "Kishuthara" and wooden containers called "Dappa," which serve as important sources of income. The sanctuary is also renowned for sightings of black-necked cranes, making it a popular destination for tourists.

The following table shows a brief background summary about the BWS:

Table 1: Summary of BWS

No. of Mammal Spp.	52
No. of plant spp.	966
No. of Bird spp. (Nos)	356
No. of households	1119
Population (inside PA)	8782
No. of Dzongkhags covered	3 (Lhuentse, Mongar, Trashigang)
No. of Gewogs covered	3 (Khoma, Shermuhung, Bumdeling)
Ethnic groups	Sharchop, Kurtoes, Yangtsep, Sharchop, Yangtsep, and Tshangla dialects.
Farming system	Rice, Maize, Yak Herders, Dappa makers, Daphne makers
Highlight Species	Black-necked cranes, snow leopards, tigers, Asiatic wild dogs, Himalayan Musk Deer, Red panda, Bumdeling floodplain is a declared Ramsar site.

(a) Geological and topographical conditions

From a geographical standpoint, the Sanctuary primarily comprises rugged mountainous terrain, rocky peaks, perpetual snow, small glaciers, glacial lakes, steep river valleys, and occasional plains. Approximately 90% of the Sanctuary's land lies within the elevation range of 2500m to 5000m. The predominant geological composition consists of gneiss, with some areas featuring quartzite, graphite schist, and limestone, contributing to the diverse landscape formations. Slopes are shaped by the accumulation of talus materials descending due to gravity. Alluvial and colluvial formations are evident in the narrow valleys of the BWS, consisting of soil, silt, clay, sand, and gravel deposited through soil and water erosion processes.

(b) Climatic condition

The sanctuary exhibits a varied climate, transitioning from warm temperate in the south to cool temperate in the center and finally to an alpine climate in the northern region. In the lower areas, maximum temperatures typically range from 20°C to 30°C, with minimum temperatures between 8°C and 15°C. The central region experiences maximum temperatures of 15°C to 20°C and minimum temperatures ranging from 3°C to 10°C. The northern part of the Sanctuary remains consistently cold, often covered in snow. The heaviest rainfall occurs between May and September, with annual precipitation ranging from 1000 mm to 3500 mm.

(c) Hydrological condition

Bumdeling Wildlife Sanctuary has three primary river systems. The Kholongchhu flows through the central region, while the Khomachhu (Lhuentse) flows in the western part of the sanctuary. Sherichhu (Mongar) forms the main drainage system in the southern area. These rivers are sustained by numerous tributaries. Major tributaries of the Kholongchhu include Shingphelchhu, Lamzangchhu, Langmalachhu, Wominangchhu, and Dongdechhu, with a significant hydropower project located downstream of the Kholongchhu.

(d) Flora and fauna

The floral species diversity (H') is found highest in Cool Broadleaved Forest, followed by Warm Broadleaved Forest and Mixed Conifer Forest, whereas the species diversity is lowest in the Rhododendron Shrub and Dry Alpine Shrub regions of BWS. Due to the vast altitudinal variation in the sanctuary, BWS houses varied species of floral diversity. There are 966 species of plants known to occur in BWS, including 130 species of trees, 31 species of ferns, 579 species of herbs, 64 species of orchids, and 162 species of shrubs.

(e) Socio-economic conditions

A significant portion of income for residents of the park stems from the sale of agricultural products, including rice and vegetables such as chili and potatoes. Additionally, non-farm activities such as contract work, pottery, business ownership, shopkeeping, weaving, salaried employment, carpentry, farmhouse operations, and the sale of bamboo, Dapa, and paper products contribute to their livelihoods. Livestock product sales also serve as an income source for sanctuary residents.

In the Khoma region, weaving stands out as the primary income source, with 30% of respondents engaged in this craft, followed by agriculture (23%) and livestock rearing (22%). Khoma is renowned for its weaving expertise, producing some of the finest Bhutanese textiles. Other sources of income for Khoma residents include bamboo weaving, Cordyceps collection, off-farm activities, ceremonial performances, government employment, and non-wood forest products (NWFP).

In Sherimung, agriculture takes precedence as the main cash income source, with 33% of respondents involved, followed by off-farm labor (28%) and livestock husbandry (27%). Other income sources for Sherimung residents include NWFP sales, contributions, ceremonial performances, carpentry, contract work, and entrepreneurship.

In Bumdeling, agriculture remains the primary income source, with 26% of respondents engaged in agricultural activities, followed by livestock rearing (25%) and off-farm labor (16%). Other sources of income for Bumdeling residents include contract work, stock shares, logging, NWFP sales, and painting.

3. Planned Activities in the Year 2026-2027: Activities that are planned in BWS for 2026 to 2027 include the following:

3.1 Cleaning of Dungscho Lake, Bumdeling

Budget: Nu. 500,000/-

Timeline: October 2026 to December 2026

Location: Dungzam, Bumdeling, Trashiyangtse (*Geo-coordinates:* 27.657755°N, 91.454513°E)

Dungtso Lake, located at the entrance of Bumdeling Valley is an ecologically important wetland habitat supporting several migratory and resident waterbird species, including Mallard, White-breasted Waterhen, Black-tailed Crake, Kingfishers, and Mergansers. Over time, the lake has increasingly become invaded by bushes, invasive aquatic plants, sediment

deposits, and debris, threatening its ecological health and reducing the open water area. Without timely intervention, the lake risks further degradation and eventual drying.

Additionally, the lake's close proximity to the main road and nearby settlements poses safety risks to motorists, pedestrians, and school-going children, and wildlife, due to the absence of proper safety barriers and pathways. Therefore, the activities to be implemented as part of the lake restoration are;

- i) Clearing and removal of the undesired vegetation and growths around the lake area,
- ii) Removal of invasive species to restore open water surface,
- iii) Foresee a spillway for overflow during heavy precipitation events, and
- iv) Fencing along the roadside to minimize risks and casualties.

The proposed activity site is located at an elevation of approximately 1,900 meters above sea level at the entrance of Bumdeling Valley. Although the lake falls within the Protected Area, it is not situated within any core conservation zones or other specially designated ecological sites. Dugtso Lake serves as an important habitat for several migratory and resident waterbird species. However, the proposed intervention is limited to habitat restoration and safety enhancement and is not expected to result in any significant loss of habitat or disturbance to wildlife. The lake is situated below the roadside on relatively gentle terrain. Over time, both the lake and its surrounding areas have become increasingly invaded by undesired vegetation and aquatic growth, requiring timely intervention to restore the ecological condition of the wetland. The proposed activities are scheduled to be implemented from October to December 2026.

The nearest settlement, comprising 8-9 households is located within 1 km from the proposed project site. The proposed activity will not restrict community access to natural resources, as local communities do not directly depend on the lake for their livelihood or resource use. The works will mainly involve light manual clearing, removal of invasive and undesired vegetation, and construction of safety fencing/railings in relatively stable and accessible terrain. Implementation will be carried out through community contractors, creating temporary employment opportunities for approximately 10-15 local individuals over a period of two to three months. Only daytime workers will be hired, since it is within the community settlement. The workers will use their own toilet and drinking water facilities. The wastes produced during the working hours will be appropriately managed and carried back to their own residents.

The activity is designed to improve the ecological condition and safety of the lake while generating local economic benefits through community participation. It will be implemented in an inclusive and equitable manner, ensuring that no particular social group is adversely affected and that the broader community benefits from the intervention.

Some possible adverse impacts are as follows:

- *Minor disturbance to surrounding habitat of the lake:* The removal of bushes and undesired vegetation around the lake and safety enhancement works around the lake may cause temporary disturbance to the edge habitat used by small mammals, insects, amphibians, and birds. Although the activity is localized and small in scale, careless clearing could affect shelter, nesting, and foraging areas of native species.
- *Risk of accidental spread of invasive aquatic plant fragments during removal:* One of the main invading species found currently is *Acorus calamus*. The removal of invasive aquatic plants is expected to improve the ecological condition of the lake and enhance habitat quality for native flora and fauna. However, improper handling and disposal

of invasive plant materials may result in the accidental spread of plants to nearby water bodies, potentially leading to further invasion and ecological degradation.

- *Air Pollution from machinery use:* Limited use of machineries such as chainsaw may be required during vegetation clearing and fencing works. Such activities may generate minor emissions, including exhaust gases and particulate matter. While the emissions are expected to be negligible and short-term, the use of poorly maintained machinery could contribute to unnecessary air pollution.
- *Seasonal disturbance risk during cleaning:* Dungsso Lake serves as an important habitat for several migratory and resident waterbird species, including Mallards and Mergansers. Cleaning activities conducted during peak wintering, breeding, or nesting seasons may disturb feeding, resting, and breeding behavior of these birds, potentially reducing habitat suitability during sensitive periods.
- *Waste Generation:* The proposed activity will generate solid waste, primarily consisting of bushes, invasive aquatic vegetation, sediment debris, and small quantities of domestic waste from workers. Improper disposal of such waste may negatively affect the aesthetic value of the site, degrade habitat quality, and create secondary environmental impacts on the lake and surrounding areas.



Fig. 3.1: Layout of the Dungsso lake

4. Mitigation Measures for Environmental and Social Impacts

The following ESS and GESI mitigation measures are as per the approved ESS forms shared in the link ([Links for List of Approved ESS form for Year 8 BFL implementation](#))

Potential impact	Impact scale	Proposed mitigation measures	Responsible Party	Costs (million)
Activity 1: Cleaning of Dungscho Lake, Bumdeling				Nu. 0.5 M
Minor disturbance to the surrounding habitat of the lake	Short-term minor	- Inspect the area before clearing to identify any bird nests, burrows, or wildlife shelters and avoid disturbing them. - Retain native vegetation and timber resources wherever possible and avoid unnecessary clearing. - Carry out manual removal methods to minimize habitat disturbance - Restore any accidentally disturbed areas immediately after completion of works.	- BFL Focal - Activity Focal - Contractor	
Risk of accidental spread of invasive aquatic plant (<i>Acorous calamus</i>)	Short-term minor	- Remove invasive aquatic plants carefully to prevent dispersal - Disposing of unwanted aquatic plant material into nearby ponds, streams, wetlands, or into the wild should be strictly prohibited. - Drying and burning of the invasive plants away from water bodies	-Activity focal - Contractor	Incorporated in the activity budget
Air Pollution from machinery use	Short-term minor	- Use machinery only when absolutely necessary - Deploy well-maintained and fuel-efficient machinery and equipment - Avoid unnecessary idling of engines during operation - The schedule works efficiently to reduce machine operating hours - Use of manual labor wherever feasible to minimize reliance on machinery will be encouraged.	-Activity focal - Contractor	No budget required

Seasonal disturbance to migratory and resident waterbirds	Short-term minor	• Conduct a rapid bird assessment before the commencement of activities to identify the presence of sensitive species. • Schedule lake cleaning and construction activities outside the peak migratory and breeding seasons (March-July) • Avoid activities during early mornings and evenings when bird activity is highest • Limit noise and human disturbance near bird congregation areas • Restrict work to daylight hours only. • Monitor bird activity before, during, and after implementation to assess any disturbance and take corrective measures if required. • Temporarily suspend works if significant disturbance to wildlife is observed.	- BFL focal person -Activity focal - Contractor	
Waste generation during cleaning and restoration of lake	Short term Minor	• Proper containers/waste bins should be provided at the project site. • Dumping of waste in the river, in its vicinity, or in other non-designated places should be strictly prohibited. • Dispose of waste at approved disposal sites at Yangtse- 8 km away from the project site. • Burning of construction waste should be prohibited. • Conduct a final site inspection and clean-up upon completion of the activity to ensure no waste remains within or around the lake.	-Activity focal - Contractor	

Worker and public safety during implementation	Short term Minor	• Consult local communities before implementation and respect customary practices associated with Dungs Lake. • Comply with the workers' health and safety guidelines • Ensure that no underage workers or children are engaged. • Provide workers with PPE including gloves, boots, reflective jackets, and life jackets where necessary. • Install temporary warning signs and barriers around active work areas • Ensure access to health facilities for the workers and maintain a first-aid kit at the site at all times. • Ensure decent work conditions, including an appropriate daily wages, working hours, and food for workers • Ensure that workers are employed on the principle of equal opportunity and fair treatment. • Implement a grievance mechanism for workers and their organizations, where they exist to raise workplace concerns and maintain a proper registry.	BFL focal person -Activity focal - Contractor	20000
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5. ESMP Implementation Arrangements

The implementation of project activities will be carried out by the BFL focal person in BWS. The focal person will be responsible for compliance with all procedures outlined in this ESMP, as well as compliance with any requirements to obtain clearances, permits, approvals, or consent documents from relevant authorities and stakeholders.

This ESMP should be part of the contract that the PA will sign with the Contractor(s) for implementation of the planned activities in BWS in 2026. **The Contractor is obligated to perform all proposed preventive or mitigation environmental and social measures in this plan and to keep the evidence of any documents related to applying these measures (e.g., letter asking the municipality for disposal of inert waste, records on OHS information session performed for all workers before start of activities. An OHS information session should be organized by the Contractor for all workers prior to start of the project activities and any specific tasks with high health risks.**

The BWS's Supervising Engineer needs to monitor the implementation of proposed measures through regular site visits during implementation, reviewing the records of evidence that the measures have been applied and ask the Contractor to apply the measures as soon as possible. Non-compliances should be recorded and the report on any non-compliances should be reported to the ESS officer immediately where the ESS officer will report it to the PCU (M&E Officer). Each non-compliance should be closed with appropriate measures and the evidence should be kept.

Disbursement of project funds to the PA will be contingent upon their full compliance with the safeguard's requirements.

6. ESMP Monitoring Arrangement

The BFL focal person in BWS will closely monitor the implementation of all planned activities and the required mitigation measures to ensure that they fully comply with this ESMP and with the terms and conditions included in the environment clearances issued by RGoB's national authorities.

BWS's PA is also fully responsible for the compliance of all external contractors and service providers working in the BWS with the safeguard's requirements outlined in the ESMP.

The monitoring of activities under this ESMP will be carried out in the following manner:

Sl. No	Activities	Monitoring team	Timeline		Location	Means of Verification
			Start	Complete		
1	Cleaning of Dungtsho lake, Bumdeling	Field focal: Range Officer, Bumdeling,	October 2026	December 2026	Bumdeling, BWS	Monthly progress report
		BWS: ESS officer, NCS section head and technical staff of BWS PCU: ESS&GESI, M&E Officer	October 2026 November 2026	December 2026	Bumdeling, BWS	Visit to the site during site handing taking and after completion of work PCU team will conduct remote monitoring, as the site is remote and the PCU will not be able to monitor physically

Activity 1: Cleaning of Dungtsho Lake, Bumdeling

- *Monitoring by implementing entities:* Implementation entities should conduct site visits at least twice during the activity's implementation phase and submit monthly reports to the ESS officer.
- *Monitoring by ESS consultant:* The ESS officer/consultant will conduct at least one monitoring visit during the implementation of the activity. Upon completion of the work, the ESS officer will gather field reports from Implementation Agents (IAs) and submit them to the BFL Fund Secretariat
- *Quarterly reports by PCU (M&E officer) to the secretariat:* End of each quarter
- *Bi-annual reports of the Secretariat to WWF US (as part of mid-year and final APRs):* Half-yearly

7. Capacity Need and Budget

Activities under this ESMP will be implemented by the BFL focal person, supervising engineer, and a contractor that will employ workers. The budget for each activity is as follows:

Sl. No.	Activity	Amount (Nu)	Budget for ESS mitigation (Nu)
1	Cleaning of Dungtsho lake, Bumdeling	500,000	20,000
Total		500,000	20,000

A separate budget of Nu 20,000/- is needed to cover the implementation of the ESMP mitigation measures.

8. Consultation and Disclosure Mechanisms

This Environmental and Social Management Plan (ESMP) will be developed through a participatory approach, involving a series of discussions with the local communities and leaders. The purpose of the consultation is to engage local communities regarding planned project activities, with a specific focus on seeking their agreement, gathering feedback, addressing concerns, and suggesting mitigation measures.

The full English version of this ESMP, as well as an executive summary in Dzongkha, shall be disclosed on the websites of MoENR, BFL, and WWF Bhutan. Hard copies of the ESMP should also be available at the PA Management Office and at the PCU Office. The copies of ESMP will also be shared with relevant local leaders for compliance.

9. Stakeholder Engagement Plan

The local community that resides in the vicinity of the planned BFL activities in BWS will be engaged throughout the implementation of these activities.

A consultation meeting will be organized prior to the implementation of the activity, and subsequent consultation meetings will be organized if required. Official minutes of consultation meetings (along with a list of participants, disaggregated by gender) will be maintained for reference.

10.Certification of Mitigation Measures and Approvals for ESMPs

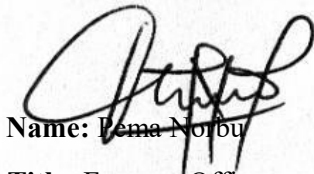
This section serves to clarify that the Environmental and Social Management Plan (ESMP) and its associated mitigation measures are fully compliant with the BFL Environmental and Social Management Framework (ESMF) and have undergone the intensive review and approval process.

All the mitigation measures, environmental and social management prescriptions, and good practices outlined in this ESMP are based on the following approved documentation:

1. **Screening and Scoping Tools (SST):** The identification of potential impacts and subsequent mitigation measures are derived from the approved SST submitted to the PCU by IAs and approved by ESS & GESI experts in a WWF-US AE team.
2. **Site-specific template and endorsement from implementing agencies (IAs):** all mitigation actions are formulated as per the approved SST, ensuring they are mitigation prescriptions that are site-specific and relevant to the planned activities and are further endorsed from IAs for implementation.

This ESMP is hereby certified for implementation. All parties involved in the execution of the project activities are obligated to perform all proposed preventive and mitigation measures as detailed in the plan, and compliance with these measures is the prerequisite for the disbursement of project funds.

ESMP prepared by (IAs)

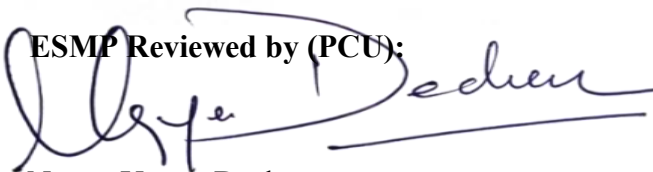


Name: Pema Norbu

Title: Forestry Officer

Date: 5/5/2026

ESMP Reviewed by (PCU):

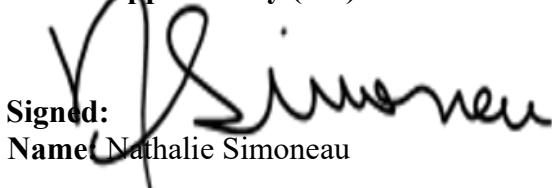


Name: Ugyen Dechen

Title: Project Officer

Date: 29th June 2026

ESMP Approved by (AE):



Signed:

Name: Nathalie Simoneau

Title: Senior Director – Gender, Social Inclusion & Safeguards

Date: June 29, 2026

ANNEXURE I: BFL OCCUPATIONAL HEALTH AND SAFETY STANDARDS

Employers and supervisors are obliged to implement all reasonable precautions to protect the health and safety of workers. Implementing entities should hire contractors that have the technical capability to manage the occupational health and safety issues of their workers, extending the application of the hazard management activities through formal procurement agreements.

This section provides guidance and examples of reasonable precautions to implement in managing principal risks to occupational health and safety. It is based on the IFC's Environmental, Health, and Safety Guidelines (April 30, 2007)¹ and the Occupational Health and Safety Guidelines of Bhutan's Construction Development Corporation Ltd., which relies on the national Regulation on Occupational Health, Safety and Welfare 2012, Regulation on Working Conditions 2012 and Labour Act 2007, and in compliance to Sl. No. 21 of Regulation on Occupational Health, Safety and Welfare 2012.

General Facility Design and Operation

Integrity of Workplace Structures

Permanent and recurrent places of work should be designed and equipped to protect occupational health and safety:

- Surfaces, structures and installations should be easy to clean and maintain, and not allow for accumulation of hazardous compounds.
- Buildings should be structurally safe, provide appropriate protection against the climatic conditions, and have acceptable light and noise conditions.
- Fire resistant, noise-absorbing materials should, to the extent feasible, be used for cladding on ceilings and walls.
- Floors should be level, even, and non-skid.
- Heavy oscillating, rotating or alternating equipment should be located in dedicated buildings or structurally isolated sections.

Severe Weather and Facility Shutdown

- Workplace structures should be designed and constructed to withstand the expected elements for the region and have an area designated for safe refuge (e.g., in case of earthquake).

Workspace and Exit

- The space provided for each worker, and in total, should be adequate for safe execution of all activities, including transport and interim storage of materials and products.

Fire Precautions : The workplace should be designed to prevent the start of fires. Other essential measures include:

- The workplace shall be provided with adequate means of protection and escape in case of fire.
- The workplace shall be provided with an adequate number of relevant fire extinguishers.
- Workers shall wear shoes without iron or steel nails or any other exposed ferrous materials which is likely to cause sparks by friction.

- Smoking, lightening, or carrying of matches, lighters or smoking materials shall be prohibited within and around the construction sites.
- All other precautions, as are reasonably practicable, shall be taken to prevent initiation of ignition from all other possible sources such as open flames, frictional sparks, overheated surfaces of machinery or plant, chemical or physical, chemical reaction and radiant heat.
- At every workplace adequate provision of water supply for firefighting shall be provided and maintained.
- Facilities shall be equipped with firefighting equipment (e.g., fire extinguishing bottle). The equipment should be maintained in good working order and be readily accessible. It should be adequate for the dimensions and use of the premises, equipment installed, physical and chemical properties of substances present, and the maximum number of people present.
- Manual firefighting equipment shall be easily accessible and simple to use.
- Fire extinguishers and emergency alarm systems that are both audible and visible should be in place.
- Fire exits should be identified and marked in Dzongkha and English- all workers should be made aware of the fire exits.

Lavatories and Showers

- Adequate lavatory facilities (toilets and washing areas) should be provided for the number of people expected to work in the facility (one for at least one for every 20 workers). Toilet facilities should also be provided with adequate supplies of water and soap and also be connected to sewerage systems.

Potable Water Supply

- Adequate supplies of clean drinking water should be provided to workers at the work site.

Clean Eating Area

- Where there is potential for exposure to substances poisonous by ingestion, suitable arrangements are to be made for provision of clean eating areas where workers are not exposed to the hazardous or noxious substances.

Lighting

- Workplace should receive adequate natural light and if required supplemented with artificial illumination to promote worker's safety and enable safe equipment operation.
- Emergency lighting of adequate intensity should be provided in case of failure of the powerline.

Safe Access

- Passageways for pedestrians and vehicles within and outside buildings should be segregated and provide for easy, safe, and appropriate access.
- Equipment and installations requiring servicing, inspection, and/or cleaning should have unobstructed, unrestricted, and ready access.
- Covers need to be provided wherever necessary, if there is risk of falling of overhead object.
- Measures to prevent unauthorized access to dangerous areas should be in place.

First Aid

- The employer should ensure that qualified first-aid can be provided at all times. A sufficient number of first aid boxes or cupboards shall be provided and maintained so as to be readily available during all working hours, provided that the distance of the nearest first aid box or a cupboard shall be not more than 200m from any working place.
- First aid kits include all equipment outlined in Annex 1 to these Guidelines.
- Each first aid box or cupboard shall be distinctly marked "FIRST AID"

Air Supply: The workplace should have adequate ventilation for fresh air

2.Information Provision on Occupational Health and Safety (OHS)

- The Contractor is responsible to hold an information session to familiarize all workers with the OHS procedures specified in these guidelines, in order to ensure they are apprised of the basic site rules of work at / on the site and of personal protection and preventing injury to fellow workers.
- The information session should consist of basic hazard awareness, site-specific hazards, safe work practices, and emergency procedures for fire, evacuation, and natural disaster, as appropriate. Any site-specific hazard or color coding in use should be thoroughly reviewed as part of orientation training.

Physical Hazards

Physical hazards represent potential for accident or injury or illness due to repetitive exposure to mechanical action or work activity.

Rotating and Moving Equipment: Injury or death can occur from being trapped, entangled, or struck by machinery parts due to the unexpected starting of equipment or unobvious movement during operations. Recommended protective measures include:

- Designing machines to eliminate trap hazards and ensuring that extremities are kept out of harm's way under normal operating conditions. Examples of proper design considerations include two-hand operated machines to prevent amputations, or the availability of emergency stops dedicated to the machine and placed in strategic locations.
- Where a machine or equipment has an exposed moving part or exposed pinch point that may endanger the safety of any worker, the machine or equipment should be equipped with, and protected by, a guard or other device that prevents access to the moving part or pinch point. Guards should be designed and installed in conformance with appropriate machine safety standards.

Noise

- No worker should be exposed to a noise level greater than 90 dB(A) for a duration of more than 8 hours per day without wearing ear plugs/earmuffs.
- Exposures to impulsive or impact noise shall not exceed 140dB(A).
- For every 3 dB(A) increase in sound levels from the permissible limit of noise, the 'allowed'

exposure period or duration should be reduced by 50 percent.

- Where it is not practicable to reduce the noise, the employer must limit the duration of time persons employed or working in the workplace are exposed to the noise so that such persons are not exposed to excessive noise.
- Prior to the issuance of hearing protective devices as the final control mechanism, use of acoustic insulating materials, isolation of the noise source, and other engineering controls should be investigated and implemented, where feasible.
- Periodic medical hearing checks should be performed on workers exposed to high noise levels.

Vibration

In any workplace where persons are at work in any process or operation which involves exposure to vibration which may constitute a risk to their health, it shall be the duty of the employer to provide, so far as is reasonably practicable, effective means to reduce the vibration.

Electrical

Exposed or faulty electrical devices, such as circuit breakers, panels, cables, cords and hand tools, can pose a serious risk to workers. Overhead wires can be struck by metal devices, such as poles or ladders, and by vehicles with metal booms. Vehicles or grounded metal objects brought into close proximity with overhead wires can result in arcing between the wires and the object, without actual contact. Recommended actions include:

- Marking all energized electrical devices and lines with warning signs
- Locking out (de-charging and leaving open with a controlled locking device) and tagging- out (warning sign placed on the lock) devices during service or maintenance.
- Checking all electrical cords, cables, and hand power tools for frayed or exposed cords and following manufacturer recommendations for maximum permitted operating voltage of the portable hand tools.
- Double insulating / grounding all electrical equipment used in environments that are, or may become, wet; using equipment with ground fault interrupter (GFI) protected circuits.
- Protecting power cords and extension cords against damage from traffic by shielding or suspending above traffic areas
- Appropriate labeling of service rooms housing high voltage equipment ('electrical hazard')

and where entry is controlled or prohibited

- Establishing "No Approach" zones around or under high voltage power lines
- Conducting detailed identification and marking of all buried electrical wiring prior to any excavation work
- Every person who is working on an electric supply line or apparatus or both shall be provided with tools and devices such as gloves, rubber shoes, and safety belts, ladders, earthing devices, helmets, line testers, hand lines whichever is relevant for protecting him/her from mechanical and electrical injury.

Eye Hazards

Solid particles from a wide variety of industrial operations, and/or a liquid chemical spray may strike a worker in the eye causing an eye injury or permanent blindness. Recommended measures include:

- Use of machine guards or splash shields and/or face and eye protection devices, such

as safety glasses with side shields, goggles, and/or a full-face shield. Frequent checks of these types of equipment prior to use to ensure mechanical integrity is also good practice.

- Where machine or work fragments could present a hazard to transient workers or passers-by, extra area guarding or proximity restricting systems should be implemented, or PPE required for transients and visitors.

Welding / Hot Work

Welding creates an extremely bright and intense light that may seriously injure a worker's eyesight. In extreme cases, blindness may result. Additionally, welding may produce noxious fumes to which prolonged exposure can cause serious chronic diseases. Recommended measures include:

- Provision of proper eye protection such as welder goggles and/or a full-face eye shield for all personnel involved in, or assisting, welding operations. Additional methods may include the use of welding barrier screens around the specific workstation.

Working Environment Temperature

Exposure to hot or cold working conditions in indoor or outdoor environments can result temperature stress-related injury or death. Use of personal protective equipment (PPE) to protect against other occupational hazards can accentuate and aggravate heat-related illnesses. Extreme temperatures in permanent work environments should be avoided through implementation of engineering controls and ventilation. Where this is not possible, such as during short-term outdoor work, temperature-related stress management procedures should be implemented which include:

- Monitoring weather forecasts for outdoor work to provide advance warning of extreme weather and scheduling work accordingly.
- Providing temporary shelters to protect against the elements during working activities or for use as rest areas.
- Use of protective clothing
- Providing easy access to adequate hydration such as drinking water or electrolyte drinks.

Ergonomics, Repetitive Motion, Manual Handling

Injuries due to ergonomic factors, such as repetitive motion, overexertion, and manual handling, take prolonged and repeated exposures to develop, and typically require periods of weeks to months for recovery. These OHS problems should be minimized or eliminated to maintain a productive workplace. Controls may include:

- Use of mechanical assists to eliminate or reduce exertions required to lift materials, hold tools and work objects, and requiring multi-person lifts if weights exceed thresholds (adult man- 50kg, adult female-25kg)
- Selecting and designing tools that reduce force requirements and holding times and improve postures.
- Incorporating rest and stretch breaks into work processes and conducting job rotation.
- Implementing quality control and maintenance programs that reduce unnecessary forces and exertions.

Working at Heights

Fall prevention and protection measures should be implemented whenever a worker is exposed to the hazard of falling more than two meters; into operating machinery; into water or other liquid; into hazardous substances; or through an opening in a work surface. Fall prevention / protection measures may also be warranted on a case-specific basis when there are risks of falling from lesser heights. Fall prevention may include:

- Installation of guardrails with mid-rails and toe boards at the edge of any fall hazard area
- Proper use of ladders and scaffolds by trained workers
- Use of fall prevention devices, including safety belt and lanyard travel limiting devices to prevent access to fall hazard area, or fall protection devices such as full body harnesses used in conjunction with shock absorbing lanyards or self-retracting inertial fall arrest devices attached to fixed anchor point or horizontal lifelines.
- Appropriate training in use, serviceability, and integrity of the necessary PPE
- Inclusion of rescue and/or recovery plans, and equipment to respond to workers after an arrested fall.

Illumination

Work area light intensity should be adequate for the general purpose of the location and type of activity, and should be supplemented with dedicated work station illumination, as needed. Controls should include:

- Use of energy efficient light sources with minimum heat emission
- Undertaking measures to eliminate glare / reflections and flickering of lights.
- Taking precautions to minimize and control optical radiation including direct sunlight.
- Exposure to high intensity UV and IR radiation and high intensity visible light should also be controlled.
- Controlling laser hazards in accordance with equipment specifications, certifications, and recognized safety standards. The lowest feasible class Laser should be applied to minimize risks.

Personal safety equipment for workers

All workers are equipped with the following personal safety equipment: helmet, gloves, ordinary boots and reflective vest.

Workers that are exposed to dust should also be provided with eye protection glasses and face mask. Workers that are exposed to noise should be provided with ear plugs. Workers that need to work in the dark should be provided with hand and cap lamps.

Workers are instructed regarding safety equipment as follows:

- Always wear complete set of protective wear.
- Do not wear loose clothing, such as overhang shirt, jackets, mufflers etc.
- Tuck shirt and jacket well.
- Secure helmet with belt under the chin.
- Tuck the bottom sleeves of trouser inside safety boot.
- Dress with reflector

Standards for workers' accommodation

1. General living facilities

- The location of the facilities is designed to avoid flooding or other natural hazards.
- The living facilities are located within a reasonable distance from the worksite.
- Transport is provided to worksite safe and free if the accommodation is reasonably far from the worksite.
- The living facilities are built using adequate materials, kept in good repair and kept clean and free from waste and refuse.

2. Drainage

- The site is adequately drained.

3. Heating, air conditioning, ventilation, and light

- Living facilities are provided with adequate heating, ventilation, and light systems including emergency lighting.

4. Water

- Workers have easy access to a supply of clean/ potable water in adequate quantities.
- The quality of the water complies with national/local requirements and is regularly monitored.
- Tanks used for the storage of drinking water are constructed and covered to prevent water stored therein from becoming polluted or contaminated.
- The quality of the drinking water

5. Wastewater and solid waste

- Wastewater, sewage, food and any other waste materials are adequately discharged in compliance with national and/or international standards and without causing any significant impacts on camp residents, the environment or surrounding communities.
- Specific containers for waste collection are provided and emptied on a regular basis.

6. Rooms/dormitories facilities

- Rooms/dormitories are kept in good condition. They are aired and cleaned at regular intervals.
- Rooms/dormitories are built with easily cleanable flooring material.
- Rooms/dormitories and sanitary facilities are located in the same buildings.
- Residents are provided with enough space.
- The number of workers sharing the same room/dormitory is minimized.
- Doors and windows are lockable and provided with mosquito screens when necessary.
- Separate sleeping areas are provided for men and women.
- A separate bed is provided for every worker and use of double deck bunks is minimized.
- Workers are provided with comfortable mattresses. Workers may be expected to use their own pillows and bed linens.
- Adequate facilities for the storage of personal belongings are provided.

- Separate storages for work clothes and PPE and depending on condition, drying/airing areas are provided.

8. Sanitary and toilet facilities

- Sanitary and toilet facilities are constructed from materials that are easily cleanable.
- Sanitary and toilet facilities are cleaned frequently and kept in working condition.
- Toilets, showers/bathrooms and other sanitary facilities are designed to provide workers with adequate privacy including ceiling to floor partitions and lockable doors.
- Separate sanitary and toilet facilities are provided for men and women.
- Toilet and shower facilities are conveniently located and easily accessible.
- Toilet facilities are environmentally friendly (e.g., pit toilet) and sewage is not disposed into the worksite.
- Open defecation in the vicinity of project sites should be prohibited.
- An adequate number of hand wash basins and showers/bathrooms facilities are provided.

9. Cooking and laundry facilities: Cooking and laundry facilities should be available for workers at the worksite or in close vicinity to it. These facilities should be kept in clean and sanitary conditions.

Annex 1. Contents of first aid box or cupboards

The first aid boxes or cupboards shall be distinctively marked with white cross on a green background and shall contain the following equipment:

1. Small sterilized dressings (12)
2. Medium size sterilized dressings (6)
3. Large size sterilized dressings (6)
4. Large size sterilized burn dressings (6)
5. (1/2 oz.) Sterilized cotton wool (6 packets)
6. (2oz.) Bottle containing a two per cent alcoholic solution of iodine (1)
7. (2oz.) Bottle containing Betadine (antiseptic solution) having the dose and mode of administration indicated on the label (1)
8. Roll of adhesive plaster (1)
9. A snake bite lancet (1)
10. Torch light (1)
11. Pair of scissors (1)
12. Tablets Aspirin (5gms) 2 dozen
13. Burn Ointment (2 tubes)
14. Dettol (2 phial, about 2 ozs)
15. Bandages 4 inches wide
16. Bandages 2 inches wide
17. Triangular bandages (2)
18. Packets of safety pins (1)
19. A supply of suitable splint

Annexure II- BFL-specific GRM Brochure



HOW TO FILE YOUR COMPLAINT

To file your complaint, please contact any of the designated individuals provided below. You may maintain anonymity if you prefer.

BFL FOCAL OFFICER

- Pema Norbu
- 17491290
- pemanorbu@moenr.gov.bt
- Bumdeling Wildlife Sanctuary HQ, Trashiyangtse

DUNGZAM RANGE OFFICE

- Chenchon Nidup
- 17394992
- chenchonidup182@gmail.com
- Dungzam Park Range Office, BWS, Trashiyangtse

YOU MAY ALSO CONTACT THE BFL PROJECT COORDINATION UNIT (PCU) OR FUND SECRETARIAT (FS) AT:

BFL FUND SECRETARIAT (FS)

- Kuenzang Tobgay
- 17750414
- kuenzangtobgay@bfl.org.bt
- Bhutan For Life Fund Secretariat, Royal Textile Academy, Thimphu

SERZHONG RANGE OFFICE

- Tshering Nidup
- 17888179
- tsheringnidup11@gmail.com
- Serzhong Park Range Office, BWS, Mongar

KHOMA RANGE OFFICE

- Karma Sangay
- 17659915
- karmasangay1970@gmail.com
- Khoma Park Range Office, BWS, Lhuentse

BEAT OFFICE/GUARD POST

- Dawa Gyalpo
- 17656618
- dawagyalpo17@gmail.com
- Dungzam Range Office, BWS, Trashiyangtse

BFL PROJECT COORDINATION UNIT (PCU)

- Ugyen Dechen
- 117491881
- ugyendechen@gmail.com
- BFL Project Coordination Unit, Department of Forests and Park Services, Ministry of Energy and Natural Resources, Thimphu

IF YOU ARE NOT COMFORTABLE FILING YOUR COMPLAINTS AT PROTECTED AREA OFFICES, YOU MAY ALSO FILE YOUR COMPLAINTS AT THE NEAREST FOLLOWING GEWOG OFFICES:

- Bumdeling Gewog – 17428077
- Shelrimuhung Gewog – 77662524
- Khoma Gewog – 17567998

IF THE NATIONAL PROCESS OF GRM IS UNABLE TO RESOLVE THE GRIEVANCE, COMPLAINTS MAY ALSO BE FILED WITH WORLD WILDLIFE FUND (WWF).

Write to the WWF GCF Accredited entity at:
SafeguardsComplaint@wwf.us.org
 Project Complaints Officer, Safeguards Complaints, World Wildlife Fund 1250 24th Street NW Washington, DC 20037

COMPLAINTS MAY ALSO BE FILED WITH GCF INDEPENDENT REDRESS MECHANISM (IRM) OPTION. COMPLAINT CAN BE FILED BY:

- Sending it by mail or email at irm@gcfund.org
- Sending a voice or video recording
- Filling out the online complaints form available at:
<https://gcf.isight.com/external/case/new/group=Complaint>

A complaint for IRM should generally include:

- Name, address and contact information
- A description of the programme (caused adverse impacts to the complainant)
- A description of how the complainants have been/may be adversely impacted by the project/programme
- Whether confidentiality is being requested and the reasons for it.

COMPLAINTS MAY ALSO BE FILED WITH THE WWF THIRD PARTY GRIEVANCE REPORTING MECHANISM BY USING ETHICS POINT WEBSITE AT:

<https://secure.ethicspoint.com/domain/media/en/gui/59041/index.html>

This mechanism can receive reports online or by phone in multiple languages.

IF YOU ARE UNSATISFIED WITH THE COMPLAINT RESOLUTION PROCESS, YOU CAN APPEAL TO:

GRM Appeal Committee, Bhutan For Life Project, DoFPS, Thimphu, Bhutan.