The World Bank  
1818 H Street, NW  
Washington, DC 20433  
Sent via email to: grsprocedure@worldbank.org

Re: Comments on GRS Operational Procedures

Comment/Feedback:

1. The complaints must be in prescribed format provided by the GRS Team.  
2. Technical Operators should have specific managerial capacity for specific grievance management.  
3. Common intentions should be admitted by the complainant and other party, both

Regards,  
Jhuma Halder  
Bangladesh