



MUKONO DISTRICT LOCAL GOVERNMENT

DISTRICT GRIEVANCE REDRESS MECHANISM

1. COMMUNITY GRIEVANCE REGISTRATION

Issues from Community
Appeals from Sub-counties
Issues from Community Projects
(Okwemulugunya kwa sekinoomu, Okwemulugunya okulemeddwa Sub-county wamu n'okuva ku puloject ezikolebwa gavumenti)

REGISTRATION OF GRIEVANCE / COMPLAINT INTO LOG REGISTER AT THE DISTRICT REGISTRY BY THE RECORDS OFFICER

OKUWANDIISA OKWEMULUGUNYA MU REGISTRY OFFICE EYA DISTRICT

Contact persons

Nsangi Immaculate-07-1378636

Belinda Doreen- 0759806903

2. REFFERAL OF GRIEVANCE

REFERAL OF REGISTERED COMPLAINT / GRIEVANCE TO RELEVANT OFFICE
(OKUWEREZA OKWEMULUGUNYA ERI OYO GWEKIKWATAKO)

REGISTERED COMPLAINT REFERRED / SENT TO RELEVANT OFFICE

ENSONGA EYEMULUGUNYIZIBWAKO EWEREZEBWA ERI GWEKIKWATAKO

5. REFERENCE OF GRIEVANCE TO RELEVANT MINISTRY / BODY

IF GRIEVANCE IS NOT RESOLVED BY THE DISTRICT GRIEVANCE REDRESS COMMITTEE, GRIEVANCE IS REFERED TO THE RELEVANT LINE MINISTRY OR GOVERNMENT

SINGA OKWEMULUGUNYA TEKUGONJOLWA KAKIIKO KA MUNISIPAALI AKALUNGAMYA ENSON OKWEMULUGUNYA KUTWALIBWA KU MINISTIGILE EKWATIIBWAKO ENSONGA

3. FORMAL RESPONSE TO THE AGGRIEVED / COMPLAINANT

A FORMAL RESPONSE TO THE COMPLAINANT WILL BE SENT THROUGH LETTERS, SMS, EMAIL, TELEPHONE

(EYEMULUGUNYA ADDIBWAMU MUBUWANDIKE, SMS, EMAIL OBA OKUBIRWA ESSIMU)

OKUDDIBWAMU MU BUTONGOLE ERI OYO EYEMULUGUNYA

4. REFERENCE OF GRIEVANCE TO DISTRICT GRIEVANCE HANDLING COMMITTEE (GRC)

REFERENCE OF GRIEVANCE TO GRC IF GRIEVANCE HANDLING IS NOT SUFFICIENT TO AGGRIEVED

(ENSONGA EWEREZEBWA ERI AKAKIIKO AKAGONJOLA ENSONGA SINGA ENSONGA ESIGALA TEGONJODWA)

OKUDDIBWAMU MU BUTONGOLE ERI