MUKONO DISTRICT LOCAL GOVERNMENT

DISTRICT GRIEVANCE REDRESS MECHANISM

1. COMMUNITY GRIEVANCE REGISTRATION

Issues from Community

Appeals from LLGs

Issues from Community Projects

(Okwemulugunya kwa sekinoomu, Okwemulugunya okulemeddwa Magombolola awamu 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 DISITURIKITI

2. REFERAL OF GRIEVANCE

REFERAL OF REGISTERED COMPLAINT / GRIEVANCE TO RELEVANT OFFICE

(OKUWEREZA OKWEMULUGUNYA ERI OYO GWEKIKWATAKO)

REGISTERED COMPLAINT REFERED / SENT TO RELEVANT OFFICE

ENSONGA EYEMULUGUNYIZIBWAKO EWEREZEBWA ERI GWEKIKWATAKO

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 EWEREZEEBWA ERI AKAKIIKO AKAGONJOLA ENSONGA SINGA ENSONGA ESIGALA TEGONJODDWA)

OKUDDIBWAMU MU BUTONGOLE ERI OYO EYEMULUGUNYA

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 AGENCY FOR REDRESS

SINGA OKWEMULUGUNYA TEKUGONJOLWA KAKIIKO KA DISITURIKITI AKALUNGAMYA ENSONGA, OKWEMULUGUNYA KUTWALIBWA KU MINISITULE EKWATIIBWAKO ENSONGA

CONTACT PERSONS

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