MPIGI DISTRICT COUNCIL

DISTRICT GRIEVANCE REDRESS MECHANISM

1. COMMUNITY GRIEVANCE REGISTRATION

Issues from Community

Appeals from Sub Countiess

Issues from Community Projects

(Okwemulugunya kwa sekinoomu, Okwemulugunya okulemeddwa Division wamu n'okuva ku puloject ezikolebwa gavumenti)

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

OKUWANDIISA OKWEMULUGUNYA MU REGISTRY OFFICE EYA MUNISIPALI

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, TELEPONE

(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 MUNICIPAL GRIEVANCE REDRESS COMMITTEE, GRIEVANCE IS REFERED TO THE RELEVANT LINE MINISTRY OR GOVERNMENT AGENCY FOR REDRESS

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