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**IBANDA DISTRICT LOCAL GOVERNMENT
CHIEF ADMINISTRATIVE OFFICER'S OFFICE**

P. O. BOX 388, Muginda Rd

Ibanda,

Uganda

Date: May 31, 2022



REF: CR-IBD-1059

PUBLIC NOTICE

FORMAL DESCRIPTION OF THE GRIEVANCE REDRESS MECHANISM (GRM) FOR IBANDA DISTRICT LOCAL GOVERNMENT EFFECTIVE FY 2022-2023

1.0 Introduction

Ibanda district Local Government has got a formal Grievance Redress Mechanism (GRM). The mechanism is anchored on the Social Safety and Health Safeguards Implementation for Local Governments, 2020. It spells out a set of specified procedures through which dispute resolution is sought and provided. It involves the receipt and processing of complaints from individuals or groups negatively affected by the processes and activities of a particular programme/project. The mechanism addresses complaints and grievances and seeks conflict resolution arising from and during programme/project implementation, ensures transparency and accountability amongst stakeholders including beneficiaries and promotes relations between project implementers and beneficiaries. Grievance Redress Mechanism was adopted by the District Technical Planning Committee (DTPC) in May 31, 2022. It was adopted for addressing project-related grievances by all departments with immediate effect. The mechanism was then shared with Lower Local Governments (LLGs) for adoption at that level.

2.0 Grievance Redress Committees (GRCs)

The mechanism provides for Grievance Redress Committees (GRCs) for Government, Non-Government and Private Sector Programmes and Projects at all levels. The Grievance Redress Committee (GRC) is a body that receives and processes complaints from citizens/communities and takes action to facilitate the successful implementation of the programme/project. The GRCs are established at the district level, Sub-county/Town Council, Project and Community levels. The GRCs are appointed by the Chief Administrative Officer, Sub-county Chief, Project Manager and Community Development Officer of the hosting LLG at the district, sub-county, project and community level respectively. The Committee Secretaries are District Community Development Officer (DCDO), Community Development Officer (CDO) Contractor's



Sociologist and Parish Chief for the respective levels. However, the user department heads are focal persons in their respective areas of jurisdiction. The composition of the GRCs is provided for in the Social Safety and Health Safeguards Implementation for Local Governments, 2020 (Pages 8-9) attached for reference.

2.1 Grievance redress Focal Persons and reporting channels

The GRCs Secretaries and heads of department play the role of contact/Focal Persons for the respective committees and areas of jurisdiction. The contacts of the Focal Persons to report must be shared with the community/stakeholders. The channels for reporting include suggestion boxes, telephone calls, text messages, emails, face to face, website, and letters.

2.2 Complaints acknowledgement, log and reporting templates

The GRC Secretaries manage and keep the complaints log at various levels using the appropriate tools (complaints acknowledgment, log and reporting templates). The cases must be reported using the recommended tool. There shall be a complaints log that shall be kept and managed by the GRC Secretary at various levels. The complaints acknowledgement tool, log and reporting formats are hereby attached for reference.

2.3 Roles of the Grievance Redress Committees (GRCs)

- Receiving, documenting, addressing and or referring complaints/issues in relation to the programme/project. Cases that cannot be resolved at a particular level will be referred to a higher administrative level.
- Acknowledging receipt of the complaint within 24-48 hours.
- Providing feedback within three (3) weeks of receipt of a complaint.
- Holding meetings whenever cases arise.
- Sensitizing communities about the existence of the committee and its operations and directing them on how to report, where to report and whom to report to.
- Keeping and managing a complainant's log by the GRC Secretary at various levels.
- Furnishing higher level GRCs with reports on the complainants registered and managed.

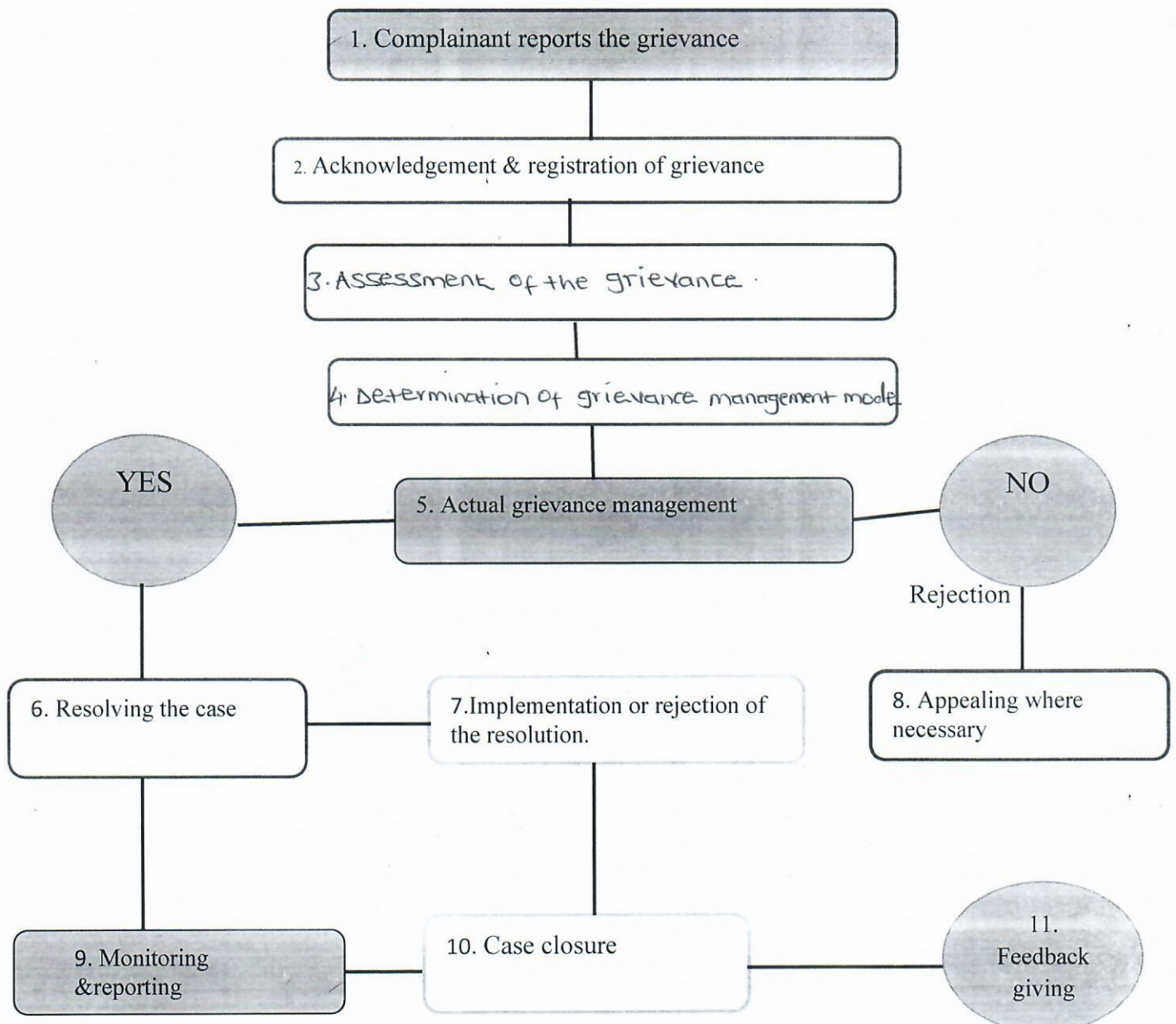
3.0 Grievance redress mechanism/management process

1. The complainants can report cases to any level or committee.
2. The Focal Person receives, acknowledges and registers the grievance using the appropriate tools.
3. The Focal Person assesses/evaluates/investigates the case to determine the next steps



4. The Focal Person decides on the mode of grievance management either desk management, rejection, or referral to an appropriate committee or channel. Some cases may call for the convening of a GRC while others may be managed and closed by the Focal Person on the desk who must put all the proceedings on record and report accordingly.
5. The grievance is managed by the appropriate committee, channel or Focal Person.
6. The case management committee agrees on the resolution by consensus.
7. The resolution can either be implemented or rejected by the parties.
8. The party that rejects the resolution has the freedom to appeal to another committee or channel.
9. The resolution is implemented by the parties once there is no appeal
10. The implementation process is monitored, documented/reported on, closed and feedback given.

The above grievance redress mechanism management process is summarized below:




 DISTRICT COMMUNITY DEVELOPMENT OFFICER
 IBANDA


 CHIEF ADMINISTRATIVE OFFICER
 31 MAY 2022
 IBANDA DISTRICT

Figure1: Grievance Redress Mechanism complaint management process

Source: HOA@DARZIN.COM modified by (Kirabo and Ahimbisibwe, 2022)

Compiled by



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DISTRICT COMMUNITY DEVELOPMENT OFFICER/GRM COORDINATOR

Confirmed by



Kweyamba Ruhemba

CHIEF ADMINISTRATIVE OFFICER

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TELEPHONE CONTACTS FOR THE GRIEVANCE REDRESS MECHANISM (GRM) FOCAL PERSONS EFFECTIVE FY 2022-2023

SN	Name(s)	Department	Title	Tel. Number
1	Alex Kirabo Asiimwe	Community Based Services	District Community Development Officer/Overall	0779102350/ 0701102350
2	Justus Mpirirwe	Finance & Planning	District Planner	0774885289/ 0702686794
3	Peter Nsimire	Education and Sports	District Education Officer	0782457368
4	Dr. Julius Bamwine	Health	District Health Officer	0782338417
5	Fredric Ayorekire	Production	District Production Officer	0772498223
6	Erry Kiirya	Natural Resources	District Natural Resources Officer	0772621652
7	Mishaki Ayebazibwe	Works and Technical Services	District Engineer	0785990616
8	Saaba Denis	Water section	For Water Officer	0779143762
9	Kasingye Aloysius	Administration	Principal Human Resource Officer	0772578293

