**KATAKWI DISTRICT GRIEVANCE REGRESS MECHANISM**

Katakwi District Local Government offers decentralized services to its community with support from Central Government and donors across all the sectors. In the process of service delivery, it is anticipated that grievances are likely to emanate. This calls for the district to develop Procedures for receiving, recording, investigating and responding to grievances. Therefore, using the already existing structures, the district has formed the District Grievance Redress Committee to enable community members or other stakeholders to register concerns, either real or perceived, with the aim of resolving challenges before they escalate.  This helps demonstrate a genuine concern and support which promotes and reinforces a respectful relationship based on communication and trust.

**PURPOSE OF GRIEVANCE REDRESS MECHANISM**

* To Provide affected persons with avenues for reporting disputes that may arise during implementation of government funded projects using the sector development grant or other grant(s)
* To Ensure that appropriate and mutually acceptable corrective actions are identified and implemented to address the complaints;
* Verify that complainants are satisfied with outcomes for corrective actions;
* To avoid the need to resort to judicial (legal court) proceedings unless it is warranted.

**PRINCIPLES OF GRIEVANCE REDRESS MECHANISM**

**Accessibility** – offers accessibility to everybody that would like to submit a complaint and help those who face barriers e.g. language, literacy, awareness, cost, or fear of reprisal. The available platforms that have been put in place include; suggestion boxes, Grievance Committees, Toll free line using local language among others.

**Predictability** – offers a clear procedure with timeframes for each stage and clarity on the types it can and cannot deliver. Appropriate timelines have been indicated in this guidelines.

**Fairness** – all decisions shall be perceived as fair and objective especially in terms of access to information and opportunities for meaningful participation in the final decision.

**Rights compatibility** – it is with applicable national and international standards; should not restrict access to other redress mechanisms.

**Transparency** – procedures and outcomes or decisions shall be made public in transparent manner

**Capability** – shall have required technical, human and financial resources to deal with issues at stake.

**Feedback** – should serve to channel citizen feedback to improve project outcomes for the people

**THE LIKELY GRIEVANCES ARISING FROM DIFFERENT DEPARTMENTS OF THE DISTRICT**

**Administration Department**

Human resource related grievances regarding to delayed access to the pay roll leading to delayed payment, cases of underpayment, over deductions, delays in the releases and payment of gratuity and pension, issues of salary increment, matters of promotions, confirmations, occupational health and safety at workplace among others.

**Procurement**

Allegations of unfairness in the award of contracts, delayed implementation of contracts, lack of capacity by some of the service providers, shoddy work by some of the service providers

**District Service Commission**

Delayed actions on submissions, Unfairness in the recruitment, retention and exit of officers

District Land board

Delayed action on some of the applications

Irregular allocations of land etc.

**Education**

Absenteeism of teachers, over extortion of funds from parents, Misconduct by some teachers

, Drunkardness by some of the teachers, Foundation bodies over governance structure in the schools etc.

**Health**

Drug stock outs, Absenteeism of health workers, Drug theft, Underpayment (Lunch allowances) etc.

**Works and Technical services**

Broken bridges and swamps, broken culvert crossings, poorly maintained roads, Compensations on lands going through roads, broken bore holes, broken boreholes etc., Misuse of funds

**Production and Marketing Department**

Supply of poor quality inputs, delays – delivery of inputs, high costs of, inputs, wrong varieties Extension officers not visiting farmers

**Trade and Industry**

Bias in selection of SACCOS, Grievances issues in some of the co-operatives

Therefore, Katakwi District Local Government encourages you to contact the grievance committee if you have a complaint or concern regarding the level of service delivery or you have been directly or indirectly affected by any government project in the district. We shall provide you with a form to fill within five working days after any incident or problem has occurred. Katakwi district will contact you as soon as possible. We assure you full cooperation from the management to resolve any issues.

**GRIEVANCE REDRESS PROCESS**

The grievance redress process includes the following four major steps

1. **Grievance registration**

Complainants or concerned individuals may visit, call or send a letter, write an e-mail or call grievance focal point at the District/Sub County. Receipt of grievances received through a letter or e- mail shall also be acknowledged through e- mail/letter within 3 working days. Receipt of grievances lodged in person or via phone will be acknowledged immediately.

Each GRC level shall maintain a record book to register the complaints, and regularly share the grievance details GRC focal person in order to keep the track of grievances and the status of their resolution. The GRC Focal person at the District level shall coordinate with each GRC at the sub county on a weekly basis, collect relevant documents, maintain a consolidated registry of complaints received, follow-up on the status of resolution of each complaint received, maintain an up- to – date grievance database and provide relevant reporting

1. **Grievance sorting**

Upon receipt of grievances, the GRC Focal Points at all levels shall sort the grievance according to their categories for instance, Queries, comments, and suggestions. All grievances, regardless of type should be registered in the registry and district database.

1. **Grievance processing**

Depending on the nature of grievance, this step may include verification, investigation, negotiation, mediation or arbitration, coordination with appropriate agencies and decision –making. Verification includes gathering of documents, proofs and facts, as well as clarifying background information in order to have a clear picture of the Circumstances surrounding the grievance. Verification will be undertaken by members of GRC at all levels, and overall coordination of activities will be ensured by the GRC coordinators at respective levels. Results of verification or fact – finding activities will be presented at the meeting of the GRC and decisions are properly documented. Consideration of grievance case by GRCs, may require further verification of the issue, including gathering of additional documents, obtaining input from various state stake holders and project parties in order to have a clear pictures of the circumstances surrounding the grievance case.

1. **Provision of feedback/reporting**

This refers to the process of informing the complaining party on the status of complaint or provision of information required by a stakeholder with respect to service provision in the District. For grievances lodged in the office or via telephone to the GRC focal person’s acknowledgement of grievance receipt will be confirmed immediately. For mailed, e-mail or SMS grievance, acknowledgement of receipts will be provided by GRC focal persons not later than 3 working days. In case the grievance is not related to service provision in the District and cannot be considered under the GRM guideline feedback will be provided to the complaining party to which entity it has been forwarded. Acknowledgement of grievance receipt, as well as response/recommendation will be provided to complaining party through preferred mode of communication mentioned in grievance registration form If grievance was resolved, the complaining party will be informed of the outcome; if grievance was not resolved at the district level, it will be referred to the next level for consideration and resolution, appropriate information will be provided to the complaining party, including the date when the case was passed to the GRC and the date by which the outcome is expected. If the grievance was anonymous or the complainant refused to provide contact details, the information on status of grievance redress and outcomes resolution process, it will be posted on the information boards, outcomes of the grievance resolution process will also be documented in the grievance database and reflected in the service delivery periodic progress reports.

**OPTIONS FOR SETTLING COMPLAINTS**

* Some options available for settling complaints
* Determining reasonable compensation
* Document agreed actions
* Caution
* Apology
* Restitution/restorations
* Giving information

**Complaints submission**

Complaints can be submitted/received through locally available channels some of which could be the following mechanism; Phone – using the CAO’s and DCAO’s lines for both verbal and SMS and complains physically channels through the central registry or directly submitted to the desk officer (DCDO) at the District Headquarters

Staff members who receive complaints verbally must put them in writing for them to be considered. Anonymous complaints can also be accepted by phone or suggestion boxes

Note: information on these various channels to submit complaints will be publicly displayed on construction sites and Notice boards at Sub counties and District headquarters. media/flyers.

**REFERRAL SYSTEM**

The Ugandan laws allow any aggrieved person the right to access justice through systematic administrative and judicial system. If the complaint remains dissatisfied with any of the structured levels of the grievance mechanism, he or she has a right of appeal to any legal authority such as Local Councils, Police District Tribunal. The complainant has the option to peruse appropriate recourse via established judicial process in Uganda. The committee therefore will work to uphold the rights of the complainants as stated in the legal instruments of Uganda.

For more information, contact;

Juliet Cheptoek                                                  Catherine Tino

**Committee Chairperson (DCAO)                           Desk Officer (DCDO)**

Walakira Paul

CHIEF ADMINISTARTIVE OFFICER

**ANNEX 1. KATAKWI DISTRICT GRIEVANCE REGISTRATION FORM**

|  |  |
| --- | --- |
| CONTACT INFORMATION | Gender: Male/Female |
| Name: |  |
| Address: | |
| Community: | Telephone: |
|  | Email: |
| Anonymous grievance: Yes/No Preferred mode of communication for | Anonymous grievance: Yes/No Preferred mode of communication for |
| Please provide details (who, what, where, when) of your grievance below: | |
| In case any other actions were taken by the complainant with respect to the grievance  case, please provide details on past actions (if any) | |
| Please provide details on your suggested resolution for grievance: | |
| GRIEVANCE REGISTRATION DETAILS | |
| Name of Registrant: | |
| Organization: | Position: |
| How the grievance was lodged: in person/mail/e-mail/phone/fax | Type of grievance: |
| Documents attached: | Grievance is relevant to project: Yes/No  if “NO it was forwarded to: |
| Remarks: | |
| Signature of registrant: | Date grievance: |

**ANNEX II. KATAKWI DISTRICT GRIEVANCE LOG BOOK**

Location………………………………………………………………………………………

Sub County…………………………………………………………………………………...

Village…………………………………………………………………………………………

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Ref, No** | **Date Received** | **Mode of Receipt** | **Name of Complainant** | **Contact of Complainant** | **Description of Complaint** | **Action Taken** |
|  |  |  |  |  |  |  |

**Notes**

1. Reference Number: a unique number assigned to the complaint for easy tracking

and follow up

2. Mode of receipt: how the complaint was received. This could be by telephone, “SMS”, E- mail, written in person, verbal

3. Contact of complainant: to include phone number, P.O. Box number, e- mail include; fraud, land disputes, compensation, environment and social management issues service delivery, facilities, management etc.

4. Description of Complaint: a brief description of the complaint received, cold include; fraud, land disputes, compensation, environmental and social management issues service delivery, facilities, management etc5. Action taken: includes remedies, resolution, agreed upon actions to be the satisfaction of the complaint.

5. Action taken: includes remedies, resolution, agreed upon actions to be the satisfaction of the complaint

**ANNEX III. KATAKWI DISTRICT GRIEVANCE REPORTING TEMPLATE**

***Date: ……………………………………………………….***

|  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| s.no | Indicator | Jan | Feb | Mar | Apr | May | Jun | Aug | Sept | Oct | Nov | Dec |
| 1 | No. of grievances related  to the service delivery  lodged per month |  |  |  |  |  |  |  |  |  |  |  |
| 2 | Number of grievances that  received timely response  (within 14 days) |  |  |  |  |  |  |  |  |  |  |  |
| 3 | Number of grievances  received and addressed at  district level |  |  |  |  |  |  |  |  |  |  |  |
| 4 | Number of recurrent  complaints received (over  a period of 15 days) |  |  |  |  |  |  |  |  |  |  |  |
| 5 | No. of meetings held |  |  |  |  |  |  |  |  |  |  |  |
| 6 | Number of unresolved  grievances |  |  |  |  |  |  |  |  |  |  |  |
| 7 | Number of grievances  referred from the district  to national level for  addressing |  |  |  |  |  |  |  |  |  |  |  |
| 8 | Number of grievances  referred to other legal  institutions e.g. LCs,  police, Courts of Law |  |  |  |  |  |  |  |  |  |  |  |

Provide details on recurrent complaints raised (attached evidence where necessary)

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ANNEX 1V. KATAKWI DISTRICT GRIEVANCE REFERRAL FORM

TO: ……………………………………………………. (Appropriate Responding Authority)

Date: …………………………………….

Title…………………………Unit …………………………. Or

Department……………………….

RE:

………………………………………………………………………………………………………

……………………………………………… (Title of Grievance /Grievance Number)

The attached grievance has been received by the Grievance Redress Committee and is being forwards to you for a response for the following reason (s)

a) Grievance concerns or issues not within my authority or committee

b) To respond as my designee

c) Conflict of interest

d) Complainant not satisfied with redress of lower GRC

FROM:

Details of referee e.g. Name, Title…………………………………………………….

Signature………………………………………………………………………………....

Name/Level of GRC……………………………………………………………………

Attachment (if any) …………………………………………………………………….

ANNEX V. KATAKWI DISTRICT GRIEVANCE MINUTES FORM

A. GRIEVANCE DETAILS

1. No. of grievance in logbook…………………………………………………

2. Name of complainant……………………………………………………….

3. Date of grievance………………………………………………………………

4. Date of registration …………………………………………………………….

By: mail/phone/e-mail/on spot

5. Grievance registrant name…………………………………………………….

6. Brief description of Grievance…………………………………………………………

…………………………………………………………………………………………….

B. MEETING DETAILS

7. Date of meeting:

8. Resolution provided: Yes/No

9. Participating GRC parties and names:

1. ……………………………………………

2. …………………………………………….

3. …………………………………………….

4. …………………………………………….

5. …………………………………………….

7. 10. Brief description of resolution/ recommendation provided:

………………………………………………………………………………………………

11. Participating invited parties and names:

1. Complainant………………………………………………………………………..

2. NGO/Mediator……………………………………………………………………

3. Other…………………………………………………………………………………

12. Feedback provided Yes/No. by: mail/phone/e-mail/posted on information

board

13. Attached documents:

14. Date of feedback…………………………………………………………………….

15. Remarks: name and signature of minutes’ taker…………………………………….

Date of minutes’ preparation…………… ……………………………………………….