



## GOMBA DISTRICT LOCAL GOVERNMENT

IN ANY CORRESPONDENCE ON THIS

SUBJECT, PLEASE QUOTE NO: CR/D/207/01

Date: 02<sup>nd</sup>/11/2022

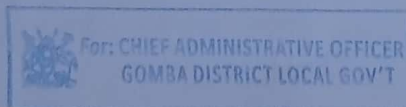
Mr. Kizito Martin Luther/District Planner (**Committee Chairperson**)  
Mr. Kawalya Morgan Aden/DCDO (**Committee Secretary**)  
Eng. Kulumba Allan/ District Engineer (**Project Manager**)  
Ms. Nakanwagi Gladys/ District Labour Officer  
Mr. Lwanga Dennis/ Unbound Gomba (**CSO Representative**)  
Mr. Lukwago Abbasi (**Representative Older Persons**)  
Mr. Kizito Ivan (**Representative Workers and DEC**)

### APPOINTMENT AS MEMBERS OF THE GRIEVANCE REDRESS COMMITTEE (GRC) FOR GOMBA DISTRICT.

Specifically, as members of the GRC, you are required to perform the roles stated below:-

1. Receive, document, address and or refer 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;
2. Acknowledge receipt of the complaint within 24 - 48hrs
3. Pick resolution / Provide feedback within three (3) weeks of receipt of each complaint.
4. Hold meetings whenever cases arise.
5. Sensitize communities about the existence of the Committee and its operations and direct them on how to report, where to report and who to report to. The contact/s of person/s to report to must be shared with the community/stakeholders. Channels for reporting include Suggestion Boxes, telephone calls, text messages, emails, face to face, website, and letters.
6. There shall be a complaints log that shall be kept and managed by the GRC Secretary at the various levels.

Kizito Martin Luther



**FOR: CHIEF ADMINISTRATIVE OFFICER, GOMBA**

Copies to;

The Resident District Commissioner, Gomba

The District Chairperson, Gomba

(All correspondences to be addressed to the Chief Administrative Officer)