



For any Grievance / Complaint / Concern
Please write Officially to the Town Clerk
via P.O.BOX 1872 Kampala.

OR

Contact Us through The Grievance Focal
person

Tel: +256 701096065

Email: Makindyessabagabomc@gmail.com

Website: www.msabagabo.go.ug

OR

use the suggestion box at our premises.

*The Grievance Redress committee
receives and documents complaints,
holds meetings whenever cases arise
and sensitizes communities on their
existence and creates awareness
about projects.*

Channels for reporting include;

- Telephone calls
- Text messages
- Face to face
- Letters
- WhatsApp messages
- Barazas
- Website
- Email
- Suggestion Box

**WE LOOK FORWARD TO BETTER
SERVICE DELIVERY STANDARDS
TOGETHER WITH YOUR
PARTICIPATION**

MAKINDYE SSABAGABO MUNICIPAL COUNCIL

GRIEVANCE REDRESS MECHANISM



DIVISIONS

1. Ndejje
2. Bunamwaya
3. Masajja

Location: Off Entebbe Road via
Namasuba to Ndejje-Kitiko Road
(Ndejje-Zanta near Ndejje Health
Centre iv

1. GRIEVANCE

A grievance is a concern / complaint raised by an individual or a group within communities affected by project / individual/ institutional activities that require an intervention.

2. GRIEVANCE REDRESS COMMITTEE

The Grievance Redress committee is a body that receives and processes complaints from citizen's / communities affected by project / individual / institutional activities and takes action.

OUR MOTTO

Unity and development

MISSION

To Deliver a Well-planned Clean and Prosperous Municipality

VISION

To provide effective, efficient and quality services to the community

CORE VALUES

- Integrity
- Dedication
- Transparency
- Innovation
- Determination

3. The Constitution of Grievance Redress Committees is at 3 Levels

Level one

I. Project level which handles grievances related to project issues

Level two

II. Division Level that handles grievances related to the Division

Level three

III. Municipal Level

This handles issues from both projects and Divisions (entire municipality)