

TELEPHONE MAYOR: 0752 908383  
TELEPHONE TOWN CLERK: 0772 960806  
TEL DEPUTY TOWN CLERK: 0772 456078  
Website: [www.mityanamc.go.ug](http://www.mityanamc.go.ug)  
Email: [info@mityanamc.go.ug](mailto:info@mityanamc.go.ug),  
[mityanamcservicedesk@gmail.com](mailto:mityanamcservicedesk@gmail.com)



**MITYANA MUNICIPAL COUNCIL**  
OFFICE OF THE TOWN CLERK  
P.O. BOX 140,  
MITYANA - UGANDA

**January 11<sup>th</sup>, 2022**

IN ANY CORRESPONDENCE ON  
THIS SUBJECT PLEASE QUOTE

Ref: **CR/M/100**

Political Leadership, Mityana Municipality

All Technical Staff, Mityana Municipality

The Entire Community, Mityana Municipality

### **CIRCULAR ON THE FUNCTIONALITY OF THE GRIEVANCE REDRESS COMMITTEE (GRC) FOR MITYANA MUNICIPAL COUNCIL**

The Grievance Redress Committee was instituted to handle all grievance encountered within the communities and during project execution.

The aggrieved party will address his/her issues to the Town Clerk. The grievance will be recorded and the GRC will convene to devise possible solutions. The decision or guidance of the GRC will be communicated to the aggrieved party (ies).

In summary, the aggrieved should follow the procedures below to address the issue(s) to the Town Clerk;

1. Report your grievance in writing.
2. Deliver grievance to human resource Office.
3. Register your grievance in the complaints in the Grievance Register.
4. The aggrieved party(ies) will be contacted within two working days depending on the case.
5. The Grievance Redress Committee shall convene to handle the case not later than five working days.

The outcomes shall be communicated to the aggrieved party(ies) in not more than 15 working days.

I therefore, implorer the entire community to make use of the committee.



**Mukose Jonathan Hosea**

**TOWN CLERK, MITYANA MUNICIPAL COUNCIL**

