



THE REPUBLIC OF UGANDA

OFFICE OF THE CHIEF ADMINISTRATIVE OFFICER
LIRA DISTRICT LOCAL GOVERNMENT
P.O BOX 49, LIRA,
UGANDA.



- Chief Administrative Officer.....0774- 030874
- Deputy Chief Administrative Officer.....0772 -960806
- Principal Assistant Secretary.....0777 -930411
- Chief Finance Officer0772 -562044
- District Education Officer.....0780 -377277
- District Health Officer.....0772 -577039
- District Engineer.....0752 -578131
- District Production Officer.....0772-345374
- District Natural Resources Officer.....0772-453435
- District Community Development Officer....0772- 672792

Email address: liradislocgov@gmail.com
Website: www.Liradistrict.com

In any Correspondence on
this subject

Please Quote

Your Ref :
Our Ref: CR/168/3

Date: 6th December 2019

To all
Heads of Departments
Senior Assistant Secretaries
Head Teachers
Facility Incharges
Partners
General Public

GRIEVANCES AND DISPUTES RESOLUTION FRAMEWORK IN LIRA DISTRICT

In order to deliver decentralized services in the district there may crop up some complaints, grievances or disputes which may need a guided framework to deal with such issues.

The Ministry of Public Service under Circular Standing Instruction No.01 of 2011 issued a rewards and sanctions framework to guide the service on rewarding excellent performance and sanctioning poor performance of officers employed by the District consisting of the following HoDs;

- | | | |
|---------|----------------|-------------|
| 1. DCAO | Administration | Chairperson |
| 2. PHRO | Administration | Secretary |
| 3. DEO | Education | Member |
| 4. DHO | Health | Member |
| 5. DPMO | Production | Member |
| 6. DCDO | Community | Member |

Lira District Local Government has co-opted the District Engineer, District Water Officer, District Natural Resources Officer to constitute the grievance and Dispute redress committee.

The complaints will be received and filed at the departmental level and then forwarded to the DCAO (Chair) who will then convene either a R & S.C or grievance and dispute redress committee depending on the nature of the complaint.

The recommendations of the committee will then be sent to the CAO for onward action and submission to relevant bodies and authorities to implement.

Paul Samuel Mbiwa

For. CHIEF ADMINISTRATIVE OFFICER/LIRA

Copies to

- : The District Chairperson, Lira
- : The Resident District Commissioner, Lira
- : The District Speaker, Lira
- : Notice Board
- : File