

In any correspondence on this subject  
please quote No. FAD 180/188/01



**MINISTRY OF AGRICULTURE,  
ANIMAL INDUSTRY AND  
FISHERIES**  
**P.O BOX 102**  
**ENTEBBE**  
**E-MAIL:** [ps@agriculture.go.ug](mailto:ps@agriculture.go.ug)  
**WEBSITE:** [www.agriculture.go.ug](http://www.agriculture.go.ug)  
**TELEPHONE:** 256-414-320004, 320694

15<sup>th</sup> May 2025

The Chief Administrative Officer  
UCSATP Implementing Districts

### **ESTABLISHMENT OF THE DISTRICT, SUBCOUNTY AND LOWER-LEVEL GRIEVANCE REDRESS COMMITTEES**

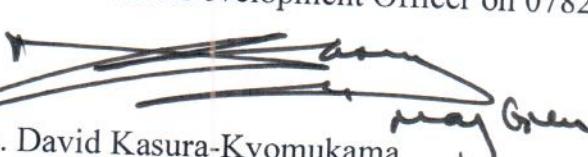
The Ministry of Agriculture, Animal Industry and Fisheries (MAAIF) is implementing a 6 (six) year Uganda Climate Smart Agricultural Transformation Project (UCSATP). The project is designed to enhance productivity, market access, and resilience in selected agricultural value chains across 69 districts, including 7(seven) refugee-hosting districts.

In the Financing Agreement, the MAAIF/UCSATP is required to establish, publicize, maintain, and operationalize an accessible Grievance Redress Mechanism (GRM) two months after the project effectiveness. The purpose of the GRM is to receive and facilitate resolution of concerns and grievances, promptly and effectively, in a transparent manner that is culturally appropriate and readily accessible to all Project-affected parties, at no cost and without retribution, including concerns and grievances filed anonymously, in a manner consistent with Environment and Social Standard (ESS10).

All project districts are required to constitute Grievance Redress Committees at the District, Sub-county, and Lower levels i.e. (Farmer groups, Workers, Vulnerable and Marginalized groups, Project user associations for sustainability of infrastructure).

The purpose of this letter is to request you to constitute and submit the lists of members of the Grievance Redress Committees at the district and sub county levels to the National Project

Coordination Unit by **30<sup>th</sup> May, 2025**. For any enquiries, please contact Mr. Anguria Moses, Senior Social Development Officer on 0782905159 or [anguria.m@gmail.com](mailto:anguria.m@gmail.com).

  
Maj. Gen. David Kasura-Kyomukama  
**PERMANENT SECRETARY**

# UGANDA CLIMATE-SMART AGRICULTURAL TRANSFORMATION PROJECT (UCSATP)

## TERMS OF REFERENCE FOR THE GRC's

### 1. Composition of the Grievance Redress Committees

#### a. District Grievance Redress Committee (DGRC)

The District Grievance Redress Committee shall be composed as follows;

- i. Chief Administrative Officer (Chairperson),
- ii. District Community Development Officer (Secretary)
- iii. District Lands Officer,
- iv. Project District Focal Person Officer,
- v. District Natural Resource Officer
- vi. District Environment Officer
- vii. District Labour Officer

#### b. Subcounty Grievance Redress Committee (SGRC)

The SGRC will handle grievances referred from Lower GRCs i.e. Farmer Organisation, Workers, Vulnerable and Marginalized Grievance Redress Committee, and Water User Association before escalating unresolved grievances to District and/or National Project Coordination Unit. It will comprise minimum 5 members including;

- i. LC 111 Chairperson (The chair, GRC),
- ii. Sub county Community Development Officer (Secretary),
- iii. Sub County chief,
- iv. NGO/CBO representative and
- v. A representative of vulnerable groups (women etc.) as members.

#### c. Lower Level Grievance Redress Committees (GRC)

These will be the lowest unit upon which all grievances will be channeled and handled before escalating unresolved grievances to higher levels – Sub County, and District Grievance Committees. These include:

- i. **Farmer Organisation GRC** - the selection or election of these committee members shall be as guided by the group constitution and selected democratically by members;
- ii. **Workers GRC** – selection or election of committee members will be done democratically by workers;
- iii. **Vulnerable and Marginalized Grievance Redress Committee;**

Among the project beneficiaries shall be vulnerable and marginalized person located in the project districts. These include the Benets in (Kween and Bukwo) District in Elgon sub-region, the Batwa (Bundibugyo, Kabale, Kisoro and Rukungiri) in South western region, the Iks (Kaabong) and the Tepet (Moroto, Nakapiripirit and Napak) in the Karamoja sub-region. These communities have uniqueness in terms of culture, norms, practices and governance structure that often excludes them from being adequately consulted and participating in project

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implementation. Therefore, GRM will follow the established structures for resolution for emerging project related grievances which will be strengthened.

iv. Project User Associations

These will be responsible for use, operation, maintenance and management of various infrastructure projects such as; a) water resource associated with the water infrastructure/facilities such as; fish ponds, deep wells, valley tanks, irrigation schemes and dams, b) Road chokes infrastructure, c) Market infrastructure, d) Livestock infrastructure etc.

These lower level GRC will comprises of minimum 5 members. The proposed membership shall include;

- i. Chairperson,
- ii. Secretary,
- iii. 2 members
- iv. Representative of the youth
- v. Representative of Vulnerable and marginalized persons as an ex-official

NB: Executive members of the Lower Grievance Redress Committees shall not be nominated or elected/ selected to be members of the GRC.

## 2. Roles and responsibilities

The roles and responsibilities of the respective GRC are presented in [Error! Reference source not found.1](#)

District Level GRC	<ul style="list-style-type: none"><li>▪ Sensitize District GRCs on rights and responsibilities and channels for registering a complaint</li><li>▪ Follow up on complaints that have been directed to the district level and resolved them accordingly</li><li>▪ Conduct quarterly review meetings on GRC report</li><li>▪ Forward unresolved complaints which may require higher level solving to national level GRC.</li><li>▪ Maintain all records of grievances and redress</li><li>▪ Analyse common grievances, lessons learning to inform effective program implementation and mitigation measures in future</li></ul>
Sub county level GRC	<ul style="list-style-type: none"><li>▪ Sensitize lower level GRCs and community members on rights and responsibilities and channels for registering complaints</li><li>▪ Follow up on complaints directed to the Sub County level and see that they are resolved</li><li>▪ Ensure complaints registered are properly logged and received appropriately Ensure documentation specifically the log book, registers, forms etc. are properly filed and stored</li><li>▪ Forward unresolved complaints which may require district level solving</li></ul>
Lower level GRC (FO-GRC, Workers GRC,	<ul style="list-style-type: none"><li>▪ Point of contact for beneficiaries and community to file or follow up on grievances</li></ul>



Vulnerable and Marginalized Grievance Redress Committee, and Water User Association	<ul style="list-style-type: none"> <li>▪ Sensitize community on rights and responsibilities and channels for registering a complaint</li> <li>▪ Follow up on complaints registered in the complaint's boxes directing as appropriate</li> <li>▪ Log complaints received appropriately</li> <li>▪ Compile all complaints registered and forward to the Sub County level for review and solving for those that might have not been resolved at community level.</li> </ul>
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### 3. Schedule of meetings

The committee shall hold quarterly meetings throughout the project period to which performance reports will be submitted to the Project Coordinator through the District Chief Administrative Officer. However, in-prompt meetings may be arranged from time to time to address emerging issues.

### 4. Expected deliverables

- i. Up to date Grievance Register/ logbook;
- ii. Timely resolution of grievances;
- iii. Records minutes, investigation reports and communication to affected parties maintained;
- iv. Capacity building for project stakeholders in GRM Reports;
- v. Advisory/caution notices issued;
- vi. Referral grievance reports issued and filed;
- vii. GRM sensitization reports maintained

### 5. Indicators

1. Number of Grievance Redress Committees (GRCs) established at National Project Coordination Unit, districts, Sub county, Lower levels (100%)
2. Number of the grievances handled at the different GRC levels (75%)

### 6. Remuneration

The committee will be facilitated as per the Public Standing Order in terms of meals, refreshments, stationery, printing services, and transport to facilitate committee activities based on approved workplan and budgets.

