

TURKANA



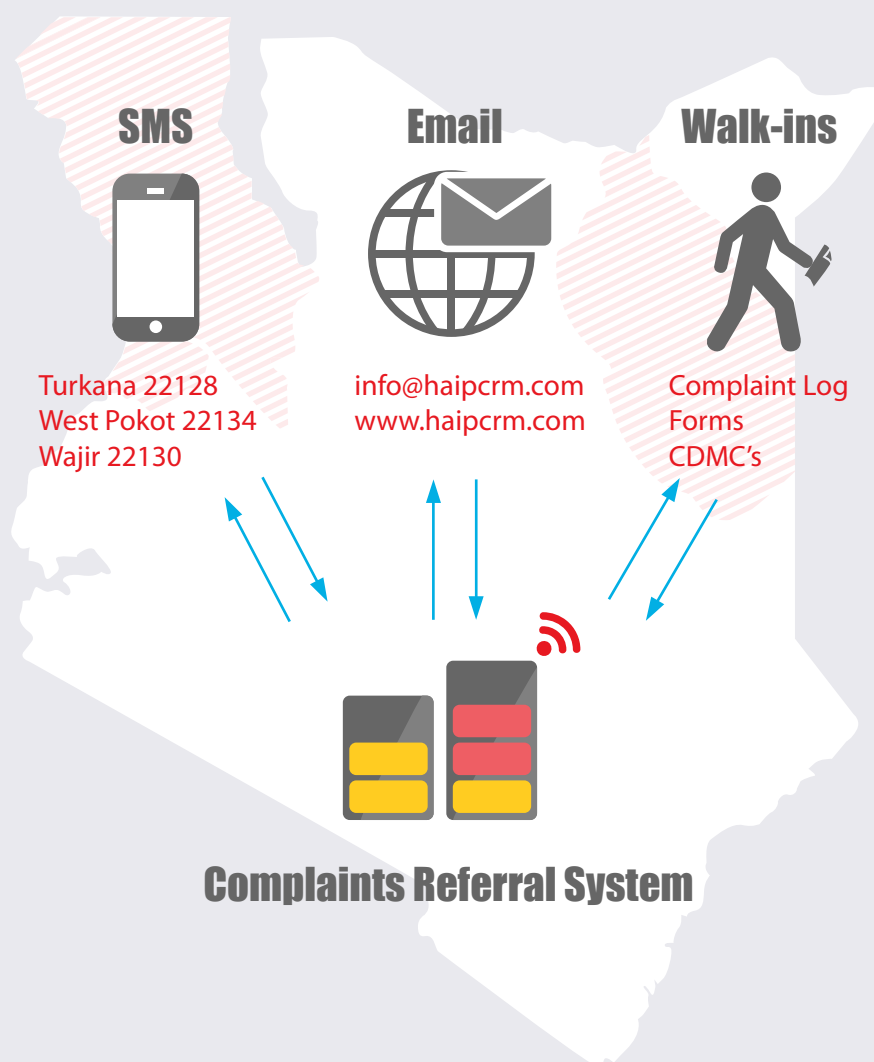
WEST POKOT

Uwajibikaji Pamoja Integrated Complaints Referral Mechanism At County Level

Quality service and accountability from Government and Non-Government service providers is your right

“Uwajibikaji Pamoja” (“accountability together” in Kiswahili) is an automated web-based Integrated Complaint Referral Mechanism. The platform aims to improve quality and accountability of aid and is available to community members at grassroots level and facilitates the referral of complaints from one aid or basic service provider to another at the County level.

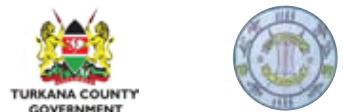
The service enables members of the public and organisations to submit and refer complaints concerning aid and service delivery to the relevant public and non-public authorities at County level, through a toll-free SMS line, email and walk-ins. People with no access to a mobile phone or internet may visit the nearest office of a partner organisation participating in the intervention or speak to their front-line staff on the field to lodge their complaints. The walk-in option also allows people who cannot read or write to report their cases.



Turkana 22128
West Pokot 22134
Wajir 22130

info@haipcrm.com
www.haipcrm.com

Complaint Log
Forms
CDMC's



WAJIR

