

LAND CONCERNS **GENDER BASED VIOLENCE KIDNAP LEADERS**
GOVERNMENT INVESTORS **INFORMATION** ENVIRONMENT

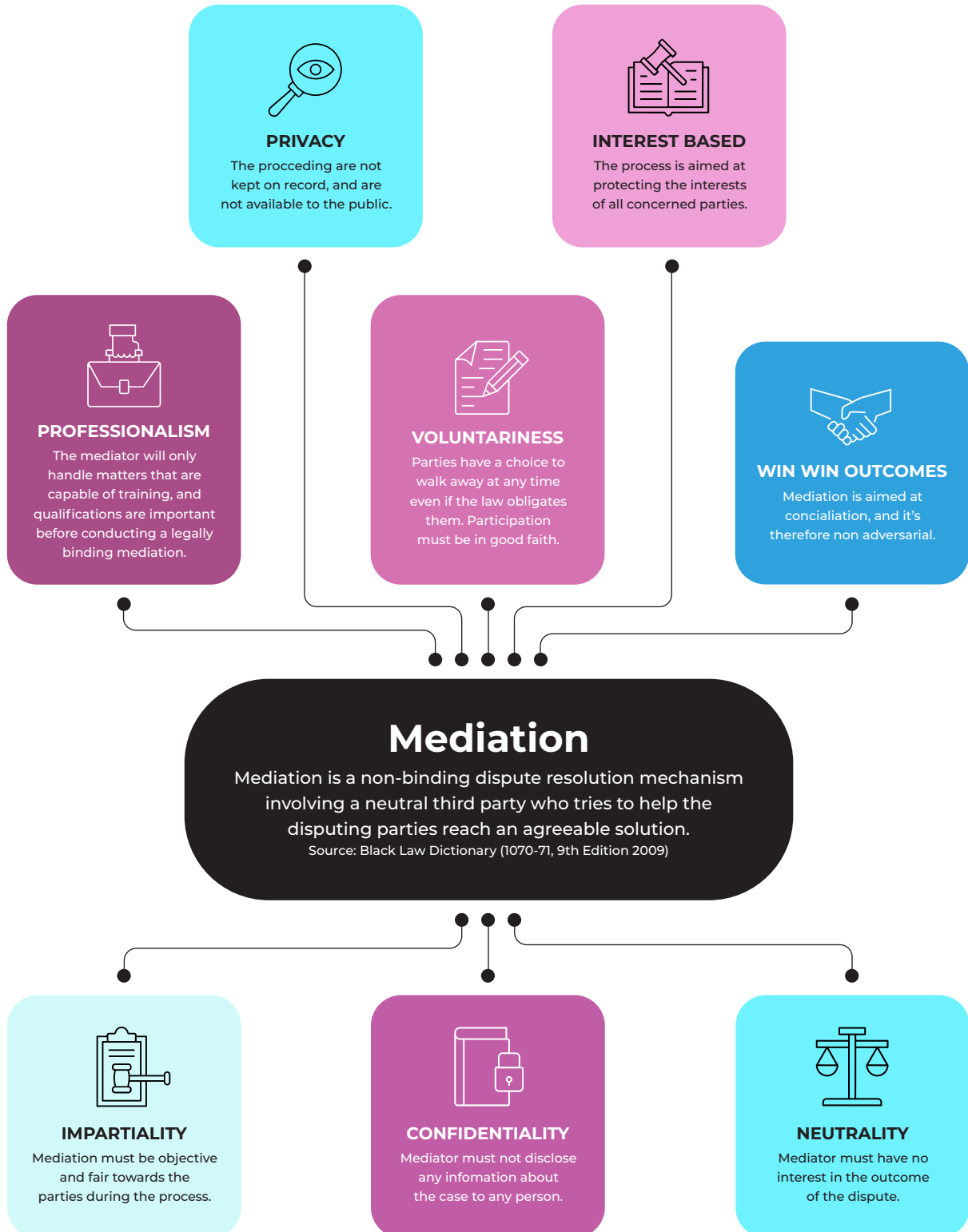


GLOBAL RIGHTS ALERT®

COMMUNITY MONITORING DIRECTORY

A simple guide to
seek redress

Principles of Mediation



ABOUT THE DIRECTORY

Global Rights Alert (GRA) is a civil society organisation founded on the mission of ensuring that people sustainably benefit from the exploitation of their natural resources. GRA ensures that men, women, and young people, are empowered to influence decisions that impact their lives and mitigate conflicts and human rights abuses associated with the exploitation of natural resources.

While conducting our work, we encounter disputes that we cannot resolve. Therefore, we refer these to the relevant authorities and they are usually handled. However, we have noticed that there are issues that are never reported hence leaving them unsettled because the affected people do not know where to report them.

Lessons from our community monitoring system provide us with evidence that timely communication and the right referrals are key to solving daily challenges and mitigating human rights violations. In order to make this easier, GRA has put together this simplified community directory that seeks to provide different actors with the necessary information.

The selected 'cases' have been informed by data from Community Based Monitors (CBMs), local authorities, and through the GRA case management system. This list is not conclusive and will be updated from time to time.

We extend our special thanks to those who set aside time to review the document, provided information, and those who will use the directory to solve different community challenges.



Defilement & Rape

STAGE
01



Police

Toll free number 999/112

STAGE
02



**Non Government
Organisations**

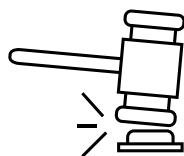
e.g. FIDA-Uganda

STAGE
03



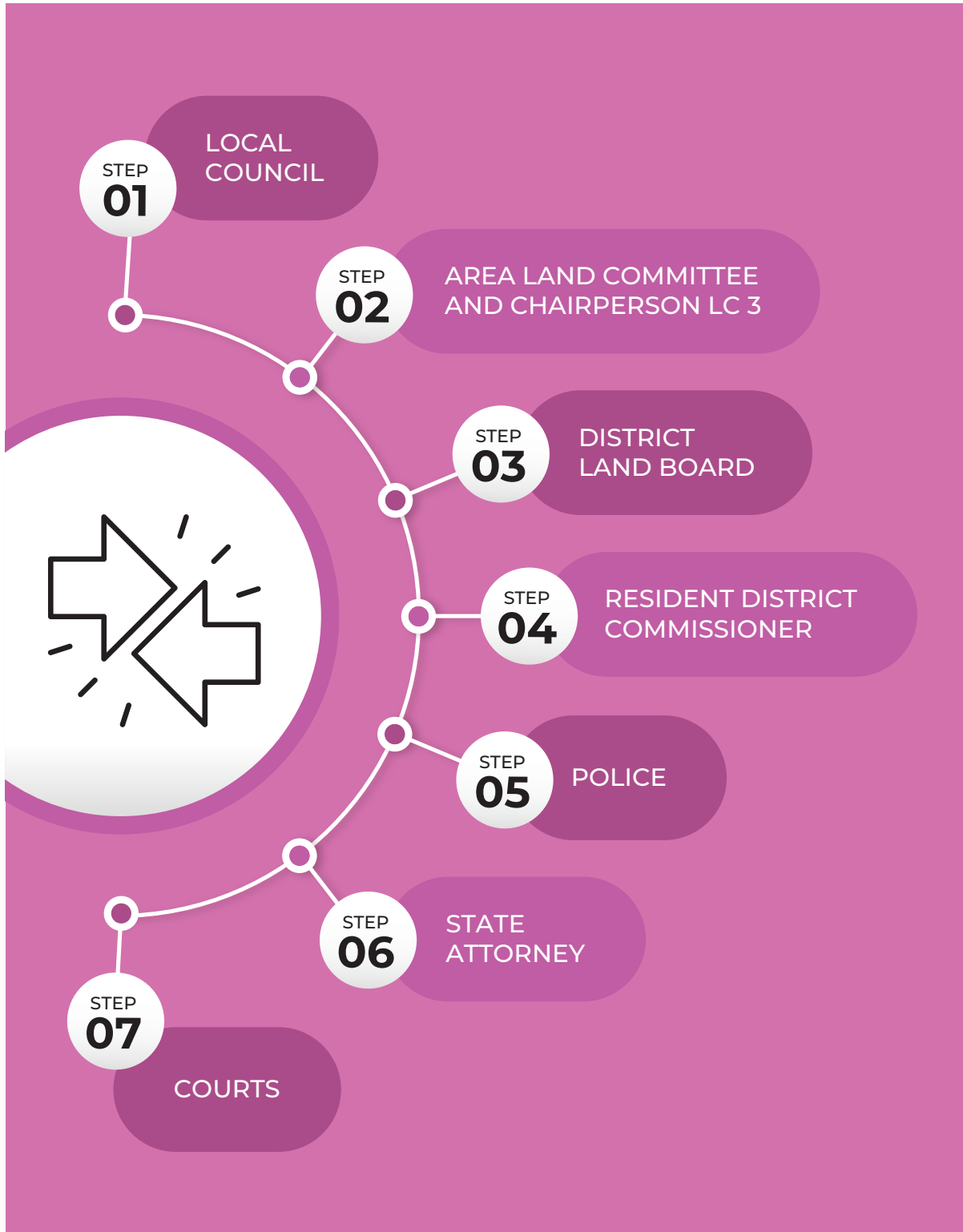
State Attorney

STAGE
04

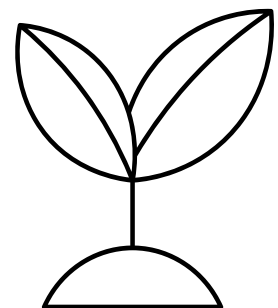
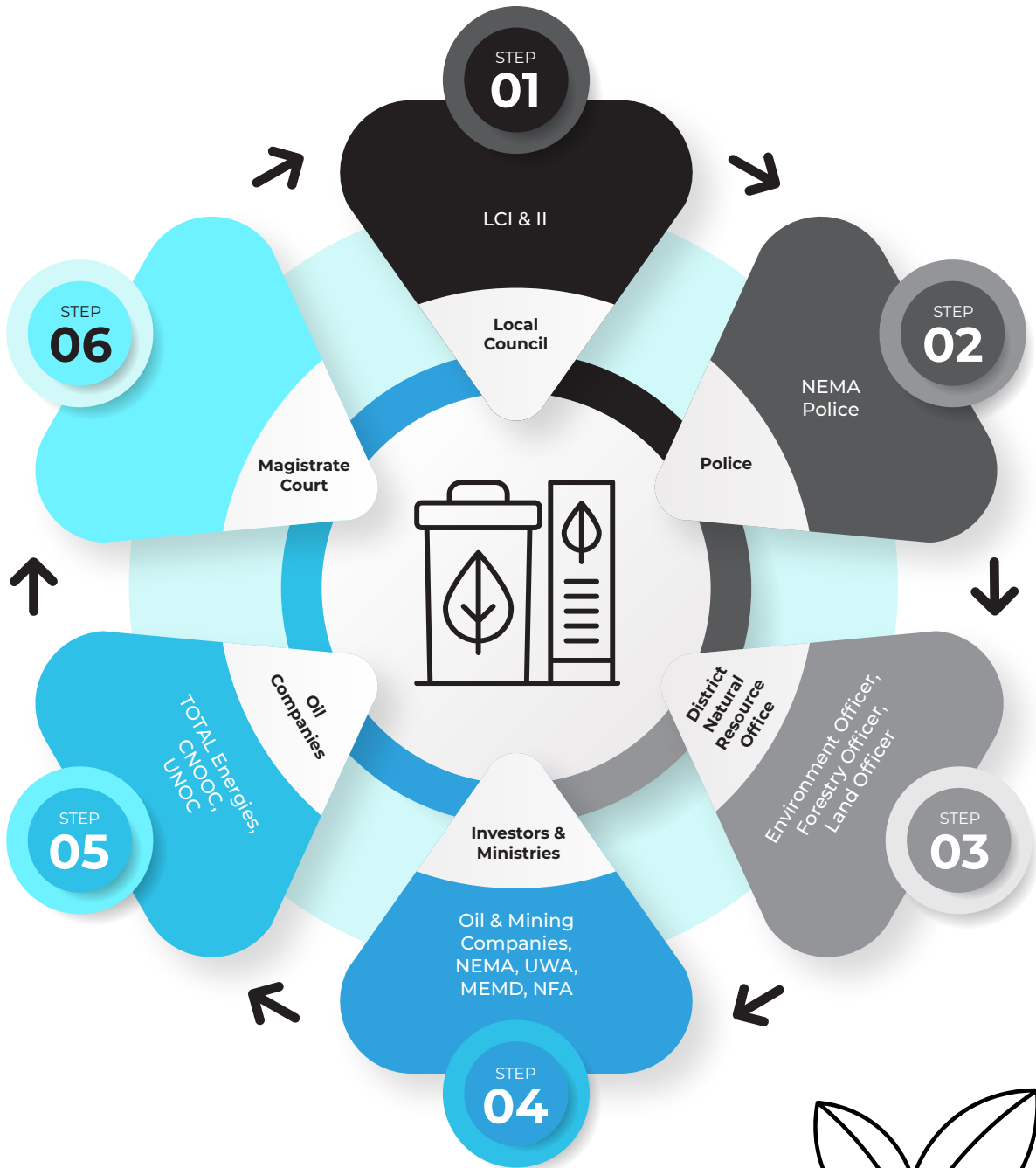


Court

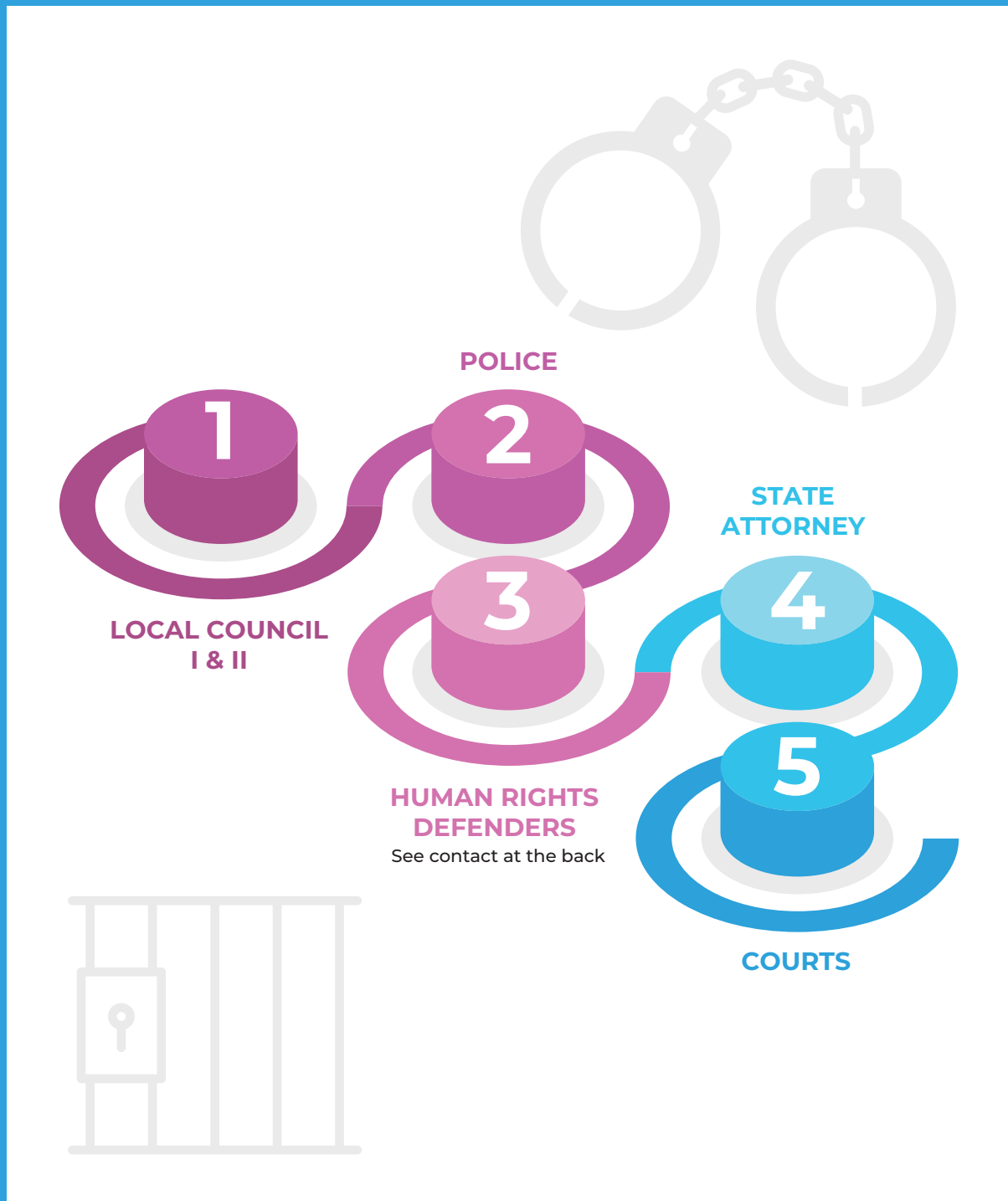
Land Conflict



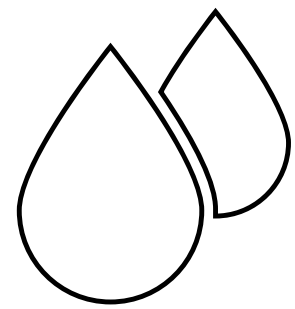
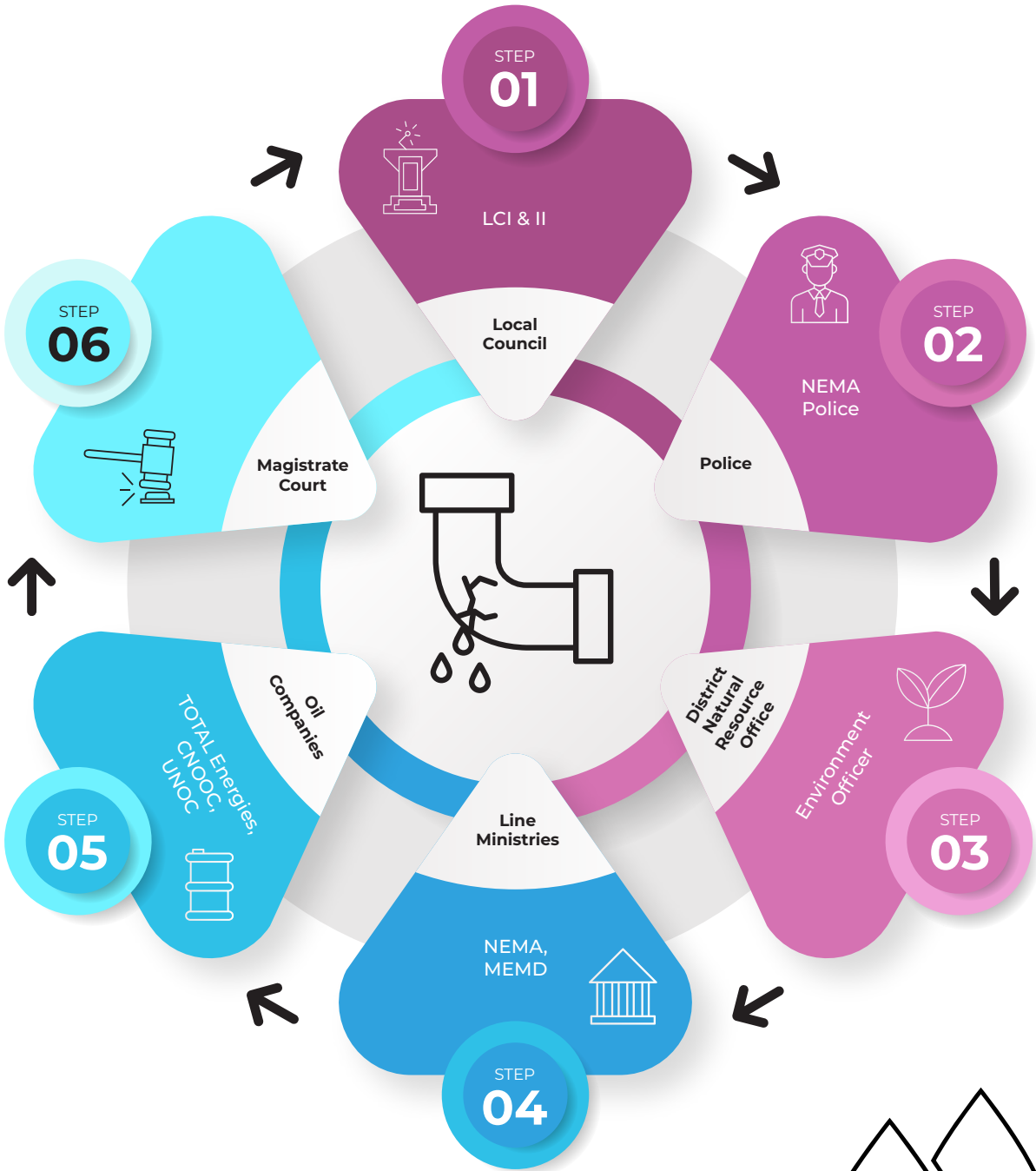
Environment Concerns



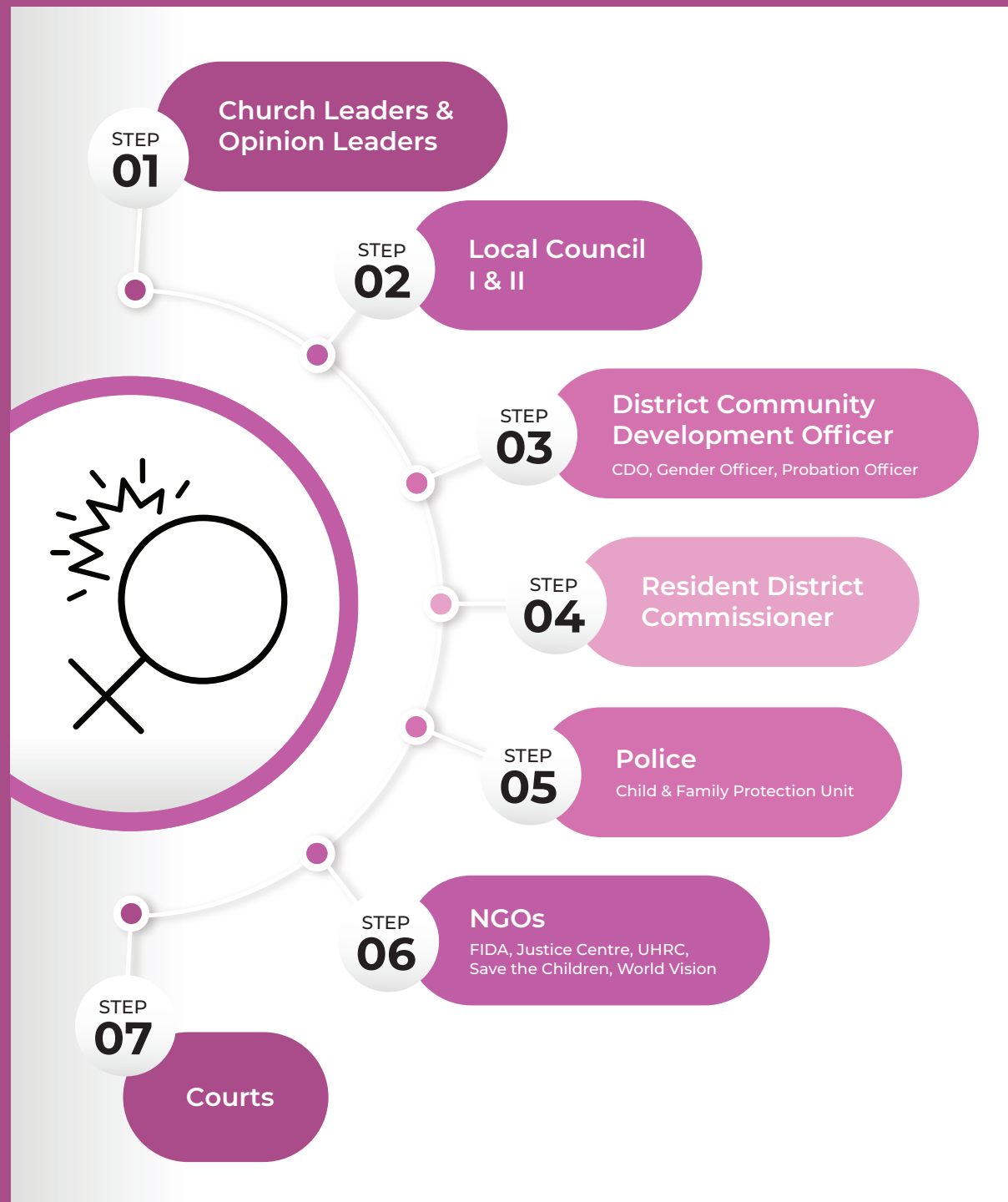
Illegal Detention & Arrests



Leaking Pipe



Gender Based Violence





Torture

STAGE

01



Police

STAGE

02



**Human Rights
Defenders**

STAGE

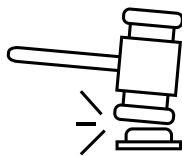
03



**Uganda
Human Rights
Commission**

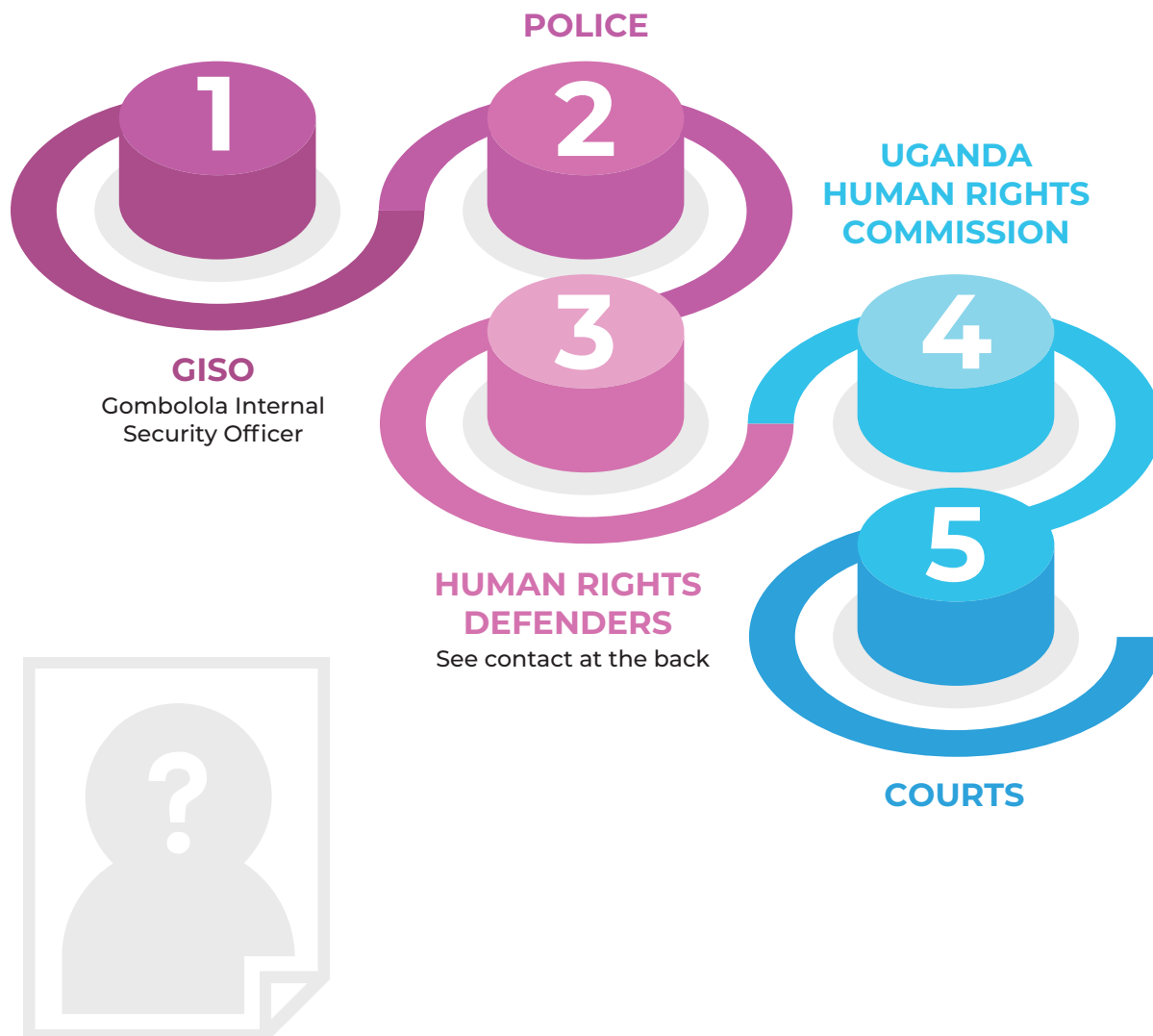
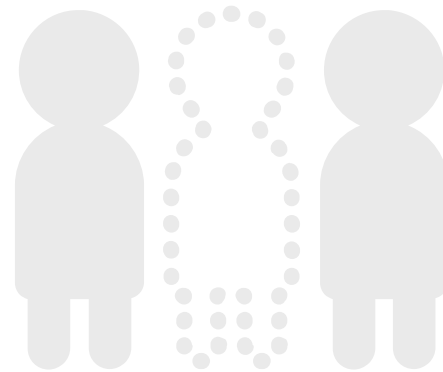
STAGE

04



Courts of Law

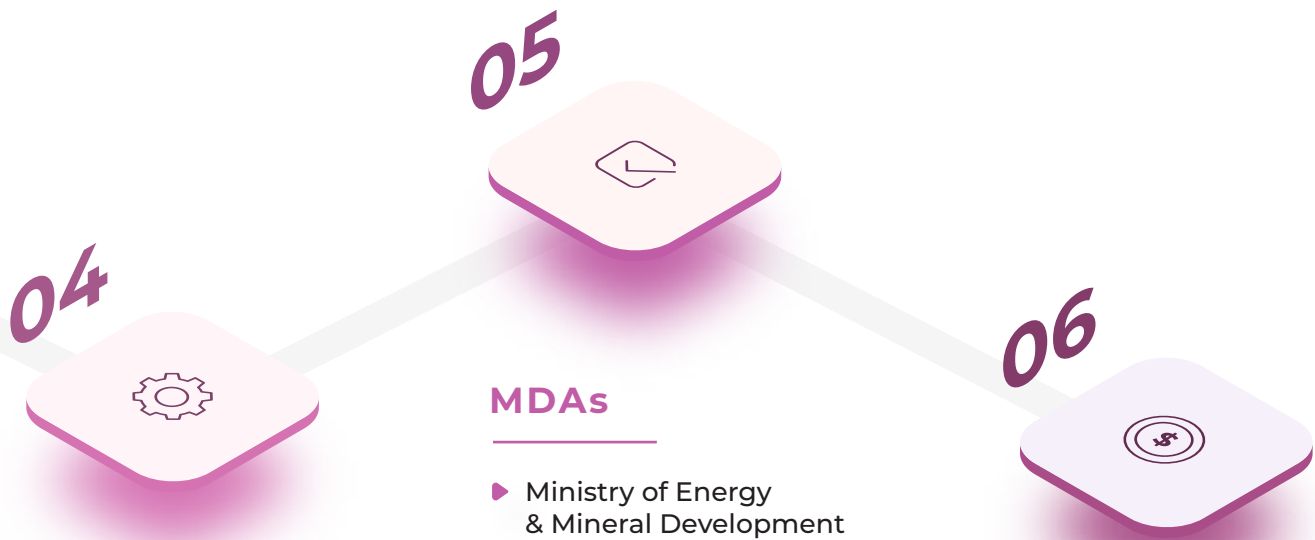
Missing Person



Land & Property Compensation

VALUATION & MISSING PROPERTY





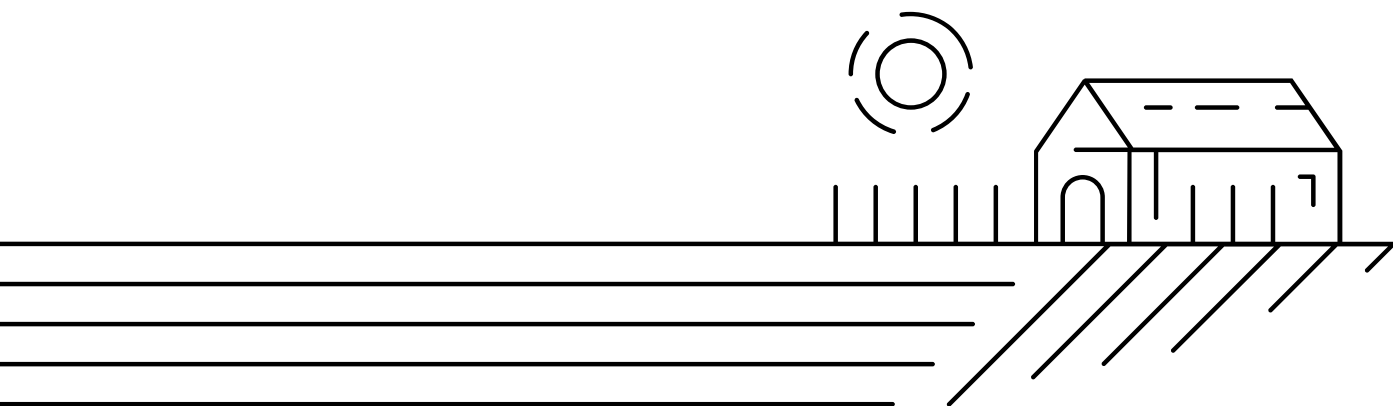
OIL, MINING COMPANIES & CONTRACTORS

MDAs

- ▶ Ministry of Energy & Mineral Development
- ▶ Petroleum Authority of Uganda
- ▶ EACOP
- ▶ Uganda National Oil Company
- ▶ Director of Geological Survey & Mines
- ▶ Ministry of Lands
- ▶ Chief Government Valuer

COURT

- ▶ Court of Appeal
- ▶ Magistrates Court
- ▶ Supreme Court
- ▶ High Court
- ▶ Commercial Court



Kidnap

1

AREA POLICE
POST
(Traffic station)

2

DIVISION
POLICE
STATION (DPC)

3

REGIONAL
POLICE
STATION (RPC)

Kidnap
in the





map
the area



4 POLICE HEAD
QUARTERS

5 DIRECTOR
OF PUBLIC
PROSECUTION

6 COURT



How to report your complaints or concerns

You can report your grievance through these channels:



Toll Free line
0800 216 500



Company
Offices



Company
staff



Local
Leaders(LC1)

What we do when we receive your complaint



1. We **RECEIVE** and **ACKNOWLEDGE** your complaint



2. We **REGISTER, ASSESS** and **ASSIGN** your complaint



3. We **INVESTIGATE** and **RESPOND** to that complaint



4. We **CLOSE OUT**



If you are an individual, association or community and you believe that TotalEnergies is responsible for an unfair grievance to TotalEnergies, please follow the following procedure.

Please note that this grievance procedure applies to:

1. Requests for projects & developments
2. Requests for jobs, employment or promotion
3. Complaints about your work environment

Levels of solving your complaint

First Solution:

If you have a complaint please contact your nearest TotalEnergies Office or with a TotalEnergies Community Liaison Officer (CLO). If you do not know who to contact, a list of CLOs selected by yourself will check the status of your **Grievance Form**.

association, community, or an institution TotalEnergies EP Uganda or its contractors' fair situation, you can bring your complaint to TotalEnergies EP Uganda attention through the following procedure:

This procedure does not apply to: discrimination, harassment, or sexual harassment.

Working conditions.

Submitting your complaint

You will be asked to fill in a **Grievance Form**, that you can get from the TotalEnergies EP Uganda Community Information Centre or the TotalEnergies EP Uganda Community Liaison Officer. If you do not know how to read or write, a person will assist you. Make sure you check all the information given on the form.



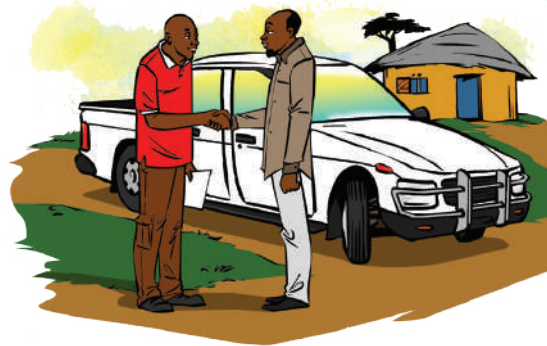
If your complaint is legitimate and if an appropriate solution can immediately be agreed with you, TotalEnergies EP Uganda will proceed with the corrective measure. Once the corrective measure is implemented, you will be required to sign the **"Close Out"** section of the **Grievance Form** to close the case.

Second Solution:

If you are not satisfied with the first solution proposed, you will be required to fill-up the **"Acknowledgement of Receipt of Grievance"** section of the **Grievance Form** and remain with a copy.



An internal investigation will be conducted by TotalEnergies EP Uganda to find a solution to the case.



This second solution will then be presented to you and if you accept, the corrective measure will be implemented.

You will be asked to sign the **"Close Out"** section of the **Grievance Form** to close the case.





Third Solution:

In the instance where the second proposal is still not accepted by you, TotalEnergies EP Uganda will convene a meeting with you and a third party from the district or from any relevant authority to find a solution.



Once a solution is found and is acceptable to you, the corrective measure will be implemented. You will be asked to sign the “**Close Out**” section of the “**Grievance Form**” to close the case.



The CLO will be your contact person during the process of the grievance resolution. Please note, however, that she/he is not entitled to take any decision on behalf of the company.

Reporting a grievance and the whole process of resolving it is free and does not require any money from the complainant.

For more information please

TotalEnergies

Course View Towers
P.O. Box 34867, Kampala
Tel: 0800216500 (Toll Free)
Email: ep.sacbugungu@totalenergies.com
www.ug.TotalEnergies.com





GLOBAL RIGHTS ALERT



THE GRIEVANCE PROCEDURE

What to do when you have a concern or complaint about TotalEnergies EP Uganda & its contractors' activities in your community



TotalEnergies

For contact:

TotalEnergies EP Uganda

Plot 21, Yusuf Lule Road,
Kampala – Uganda
Toll free or +256 (0) 204 916 000
ep@totalenergies.com
totalenergies.com



UNOC Grievance Handling Mechanism



BODIES TO CONSULT IN CASE OF ISSUES

INFORMATION PATHWAY

GENDER & WOMEN PARTICIPATION

Ministry of Gender, Labor and Social Development
 Women Members of parliament
 District gender officers

MONEY RECEIVED FROM OIL

Uganda Extractive Industries Transparency Initiative
 Ministry of Finance, Planning and Economic Development
 Chief Administrative Officers

EMPLOYMENT OPPORTUNITIES

Petroleum Authority of Uganda
 Ministry of Energy and Mineral Development
 International Oil Companies

HUMAN RIGHTS ABUSES

Uganda Human Rights Commission

INTERFEARENCE WITH NGO WORK

Uganda National NGO Forum

ACCESS TO INFORMATION

National Oil and Gas Talent Register
 PAU Website
 DGSM
 Area CDOs and DCDOs



Organisation dealing in Oil & Gas Sector in Bunyoro Region

No.	NGO/CSO/CBO	District	Name	Contact
1	Global Rights Alert	HOIMA	Winfred Ngabiirwe	414531661
2	Bunyoro Albertine Petroleum Network On Environment Conservation	HOIMA	Amanya Dickens	0393240166/ 0771157085
3	Mid-Western Region Anti-Corruption Coalition	HOIMA	Kusemererwa Ismail	783336979
4	World Voices Uganda	HOIMA	Guad Benda	777209399
5	KHEDA	HOIMA	Mugabi Patrick	772389272
6	NAVODA	HOIMA	Tusingwire Benon	775704014
7	BIRUDO	BULIISA	Onenchan Mp	393206894
8	BUCOSA	HOIMA	Brian Nahamya	782578508
9	Hoima Union Of Disabled Persons	HOIMA	Bigirwenkya Gilbert	782963021
10	Kwataniza Women's Group (KWG)	HOIMA	Beatrice Rukanyanga	787890831
11	Albertine News Reporters Network Anrn	KIKUUBE	Tugume Johnbosco	771965216
12	Kcson Hoima	KIBAALE	Mulindwa Paul	393240166
13	Recreation For Development And Peace	MASINDI	Nyamata Lydia	775482360
14	KAWIDA	BULIISA	Alice Kazimura	782306875
15	Take A Step Women's Association	HOIMA	Jackline Bacwa	788396558
16	National Association Of Professional Environmntalists	KIKUUBE	Nyegeny Vincent	786401099
17	Sequence Development Solutions	HOIMA	Weyombo Emmanuel	781620275
18	Albertine Region Civil Society Network	HOIMA	Zinira Martin	782414866
19	Bunyoro Research Agency And Development Organization	HOIMA	Martin Byaruhanga	775469410
20	Albertine Development And Advocacy Organization	HOIMA	Businge Vicent	782007311
21	AFIEGO	HOIMA	Aganyira Comfort	414571597
22	Mid Western Region Centre For Democracy (MICOD)	MASINDI	Kagula Lawrence	393243397
23	KITADI	HOIMA	Isingoma Vitah	392891642
24	Kibaale Development Farmers Association	KIBAALE	Musinguzi Fred	772536903
25	Living Earth Uganda	HOIMA	Swithern Tumwine	782960743
26	National Coalition Of Women Living with HIV/AIDS (NACWOLA)	HOIMA	Tibakanya Robinah	786239531
27	HOCADEO	HOIMA	Rev Fr Magezi Francis	782578508
28	Bugungu Heritage Information Centre	BULIISA	Kiiza Wilson	775548263
29	CRED	HOIMA	Charles Muhumuza	392177341
30	Oil Refinery Residents Association	HOIMA	Twebaze Innocent	789726114
31	Professional Pearls Association	HOIMA	Nyamahunge Monica	777192971
32	LACWADO	BULIISA	Kajura Richard	772351892
33	Tulibamu Group-Clean Energy	HOIMA	Isingoma Joshua	779425988
34	Centre For Ideas Innovation Incubation	HOIMA	Biira Kiwanuka Nasser	773742259
35	Buliisa Persons Living With Disabilities	BULIISA	Kiiza Moses	785447921
36	Uganda National Oil Company (UNOC)	BUNYORO	Robert Mukondo	775905076
37	Uganda National Oil Company (UNOC)	NATIONAL	Sandrah Bushobozi	787460568

KEY PLAYERS IN THE OIL & GAS SECTOR

ORGANISATION	ROLE	TEL CONTACT
Petroleum Authority of Uganda	Regulator of the Oil and Gas industry in Uganda	+256 313 231600, +256 417 896600
Uganda National Oil Company	To handle the Government of Uganda's interests in the petroleum sector and ensure that the resource is exploited sustainably	+256 312 444600
Ministry of Energy and Mineral Development	Policy formulation on the Oil, Gas and Mining sector in Uganda	041 4344414
Department of Geological Survey and Mines	Mineral Licensing	+256 414 323432, +256 414 320118
UGEITI Secretariat	To popularize Extractive Industries Transparency Initiative agenda in Uganda	+256 414 707489
Ministry of Labour, Gender and Social Development	National Action Plan in Gender/Community Development	+256 414 233090
ATACAMA Consulting	ESIA Consultant	
Uganda Chamber of Mines and Petroleum	A member-based voluntary organization that represents the interests of private players in the mining and petroleum sectors in Uganda by collaborating with the state to develop the country's extractive sector	+256 393 516695
Uganda National Authority Roads	To develop and maintain a safe and sustainable road network	0800 100 811
NewPlan Engineering	Land Acquisition for the EACOP	+256 772 780008
ICS Group	Oil spill contingency plan, EACOP	+256 313 266736
East African Crude Oil Pipeline Company	EACOP Development	+256 204 916000, 0800 216 000
Total Energies EP Uganda	Investor in Oil	+256 312 426000
CNOOC	Investor in Oil	+256 204 500205
Armour Energy	Investor in Oil	
Oranto Petroleum	Investor in Oil	



No.	STAKEHOLDER NAME	TITLE
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STAKEHOLDERS AT THE DISTRICT LEVEL

1	Kirungi Kadri	LCV
2	Amanya Dickens	Chief Administrative Officers (CAOs)
3	Katusiime Harriet	D/CAO
4	Ebong Kenneth	District Community Development Officers (DCDOs)
5	Kabatalya Joyce	Gender Officers
6	Bitamale Amos	Probation Officers
7	Nyamango Joseline	District Natural Resource Officers (DNROs)
8	Ireeba Yustus	Chairperson District Land Boards
9		Secretary Chairperson Land Boards
10	Ruth Nkamusiima	DPC
11	Robert Mwangusha	Land Officers
12	Hakiza	Regional PRO
13		District Valuers
14	John	District Commercial Officers
15		District Education Officers (DEOs)
16	Tumusiime	District Health Officers (DHOs)
17	Harriet Businge	Environmental Officers
18		The EACOP District Focal Persons
19	Hillary Owor	Inspector General of Government (IGGs)
20	Mugerwa Francis	The Cultural Institutions

STAKEHOLDERS AT PARISH AND VILLAGE LEVEL

21	Kugonza Hassan	L.C.III Kabaale
22	Kusiima Samuel	CDO-Kigoroby S/C
23	Asiimwe John	GISO-Kigoroby S/C
24	Asiimwe Zacheus	SAS-Kigoroby S/C
25	Alinda Andrew	CDO-Buseruka S/C
26	Mpageda Patrick	GISO-Kibaale T/C
27	Atuhaire Davis	SAS-Kibaale T/C
28	Byaruhanga Godfrey	C/P-GMC Kibaale
29	Kugonza Geofrey	Sec-GMC Kibaale
30	Kyomuhendo Teopista	Mobilizer-GMC Kibaale
31	Isingoma James	L.C.I Kabaale
32	Byakagaba John	L.C.I Kitegwa A
33	Wamaani Richard	L.C.I Kitegwa B
34	Kyomuhendo Teopista	Women-Representative
35	India Joseph	Elderly-Representative

Key Contacts of Community Leaders in Kikuube District

No.	STAKEHOLDER NAME	Title/Organization	Contacts
1	Amlan Tumusiime	RDC	780277226
2	Bisoborwa Peter	D/RDC	772906979
3	Dorothy Magoola Ajwang	CAO	772480054
4	Agum Moses	Deputy CAO	782367928
5	Banura Peter	District Chairperson	772421677
6	Opio Vincent Alpha	Vice District Chairperson	772851626
7	Gertrude Nsita	Environmental Officer	782294921
8	Nelson Atumanya	DCDO	782888039
9	Zainab Kyasiimire	Lands Officer	772911490
10	Muhangi Simeon	DISO	776502794
11	Bwaligoza Grace	CDO- Kabwooya SC	782841264
12	Stanely Mboineki	CDO- Buhimba SC	772574864
13	Namataka Florence	CDO- Buhimba TC	774176513
14	Mwesigwa Justus	GISO- Buhimba SC	779076431
15	Byabasajja William	GISO- Bugambe SC	771289188
16	Muhumuza Shadrack	L.C.III- Kiziranfumbi	773724373
17	Ibrahim Juma Mugenyi	Mayor- Kikuube TC	772954951
18	Mugisa Annet	District Natural Resource Officer	774430817
19	Besigwa Julius	Parish Chief- Kyabatalya	774420155
20	Baguma Faustino Twesigye	District Planner	701827868
21	Kyamanywa Peter Bebwa	Chaiperson DLB	772341140

Key Contacts of Community Leaders in Kakumiro District

No.	STAKEHOLDER NAME	Title/Organization	Contacts
1	Sentayi Joseph	LCV	772331926
2	Mawenje Andrew	Chief Administrative Officers (CAOs)	772301899
3	Ankunda Nickson	District Community Development Officers (DCDOs)	782022124
4	Kyesa Benard	Gender Officers	772563265
5	Magambo William	Probation Officers	772914038
6	Nankinga Yudaya	District Natural Resource officers (DNROs)	788046465
7	Kaggwa Gerald	Chairperson District land boards	779917437
8	Joram Ssali Sekitoleko	Secretary Chairperson land boards	772405470
9	Nankinga Yudaya	Land officers	788046465
10	Mutakoha George	District Commercial officers.	772539261
11	Bareke William	District Education Officers DEOs)	772592761
12	Dr Kyegimbo Israel	District Health Officers (DHOs)	775183555
13	Namiyingo Markline	Environmental Officers.	775123257
14	Joram Ssali Sekitoleko	The EACOP district focal persons	772405470

Key Contacts of Community Leaders in Greater Masaka

No.	Title	District	Name	Contacts
1	LCV	RAKAI	Ssekamwa Charles	0753 252990
2	LCIII Lwanda	RAKAI	Mulira Charles	0753 434297
3	DCDO	RAKAI	Kimbugwe Godfrey	0774 393837
4	LCV Kituntu	KYOTERA	Kintu Kisekuro	0702 483388
5	LCIII Nabigasa Sub-County	KYOTERA	Kibandi Vincent	0701 366792
6	CDO Kifamba Subcounty	RAKAI	Sylvia	0774 393837
7	CDO Lwanda Subcounty	RAKAI	Buwembo Martin	0706 633091
8	CDO Kasasa Subcounty	KYOTERA	Ssengiri Francis	0775 848187
9	CDO Nabigasa Subcounty	KYOTERA	Prossy Namugenyi	0773 007375
10	DCDO Lwengo Sub-County	LWENGO	Denis Kasule	0702 756468
11	LCV	LWENGO	Kitata Ibra	0702 549199
12	CDO Lwengo Sub-County	LWENGO	Mbazira Charles	0782 757889
13	CDO Ndagwe Subcounty	LWENGO	Magambe Julius	0787 883501
14	DCDO Ssembabule	SSEMBABULE	Simon Peter Dungu	0772 363617
15	DNRO - Lwengo	LWENGO	Mutemba Godfrey	0701 414805
16	LCV	SSEMBABULE	Nkalubo Patrick	0700 557049
17	Chairperson -Landboard	SSEMBABULE	Kiviri Bennon	0755 692742
18	LCIII Lwengo Town Sub County	LWENGO	Kizito Lawrence	0757 998632
19	LCIII Lwengo Town Council	LWENGO	Lubega Bazonona	0772 963589
20	LCIII Ndagwe Subcounty	LWENGO	Kanyonyi Ausi	0702 442393



Global Rights Alert
Plot 24, Martyrs Way,
Minister's Village, Ntinda
P.O. Box 27977, Kampala



Tel. +256414531661



Email: info@globalrightsalert.org
Website: www.globalrightsalert.org

A simple guide to
seek redress