

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

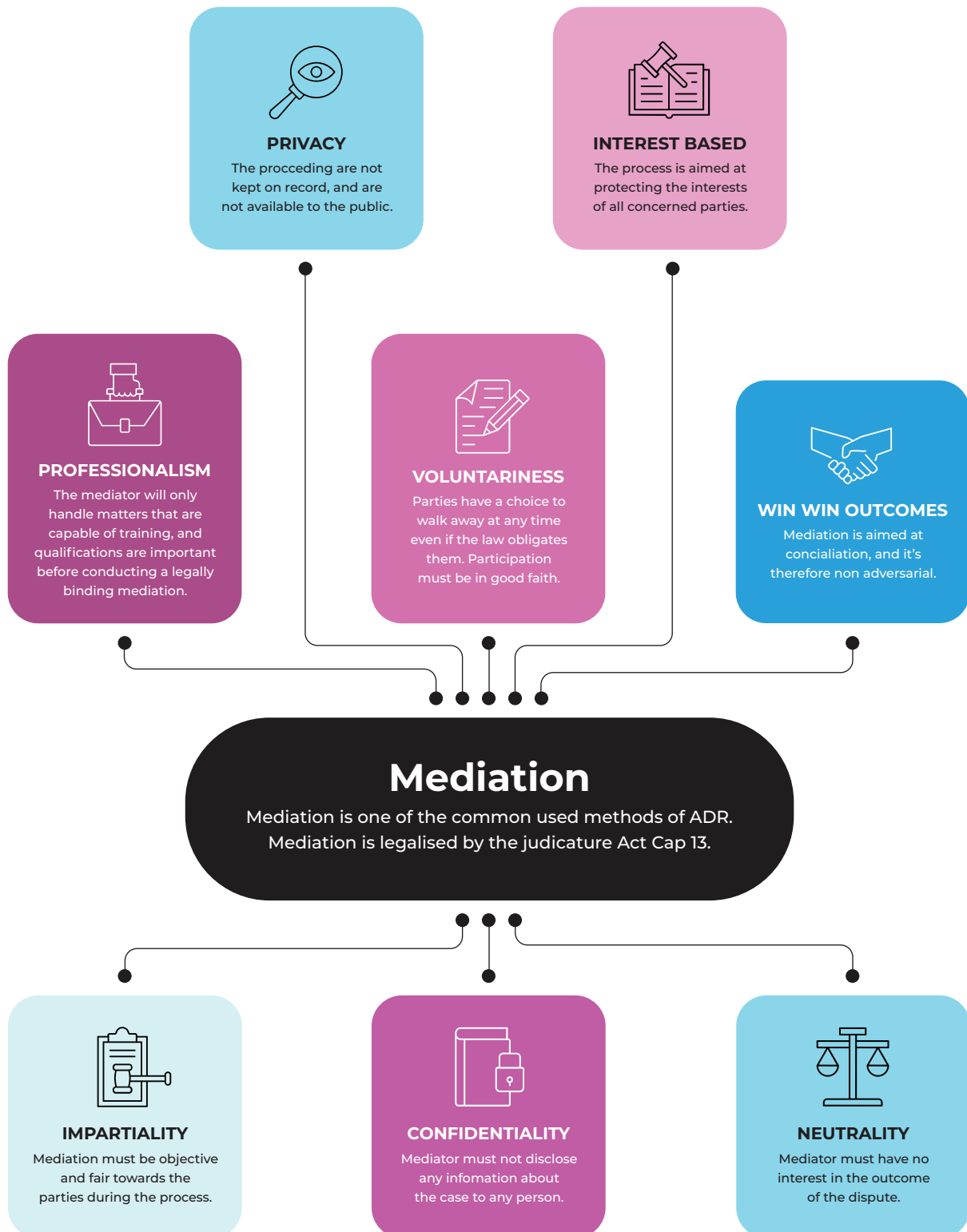


**GLOBAL
RIGHTS
ALERT**®

COMMUNITY MONITORING DIRECTORY

A simple guide to
seek redress

Principles of Mediation





In a bid to make natural resources benefit the people, Global Rights Alert (GRA) values partnerships with stakeholders that have established structures some of which have existed for decades to come.

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 and violations.

In order to make this easier, GRA has put together this simple community directory that seeks to provide different actors with the necessary information.

The selected 'cases' have been informed by data from monitors and the case management. This list is not conclusive and will be updated from time to time.

We extend our special thanks to those who have allowed us to use and those who provided information, those who have been working with us and those who will be using the directory to solve different community challenges.

ABOUT GLOBAL RIGHTS ALERT

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



Defilement & Rape

STAGE

01



Police

Toll free number 999/112

STAGE

02



**Non Government
Organisations**

e.g. FIDA-Uganda

STAGE

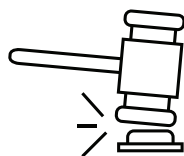
03



State Attourney

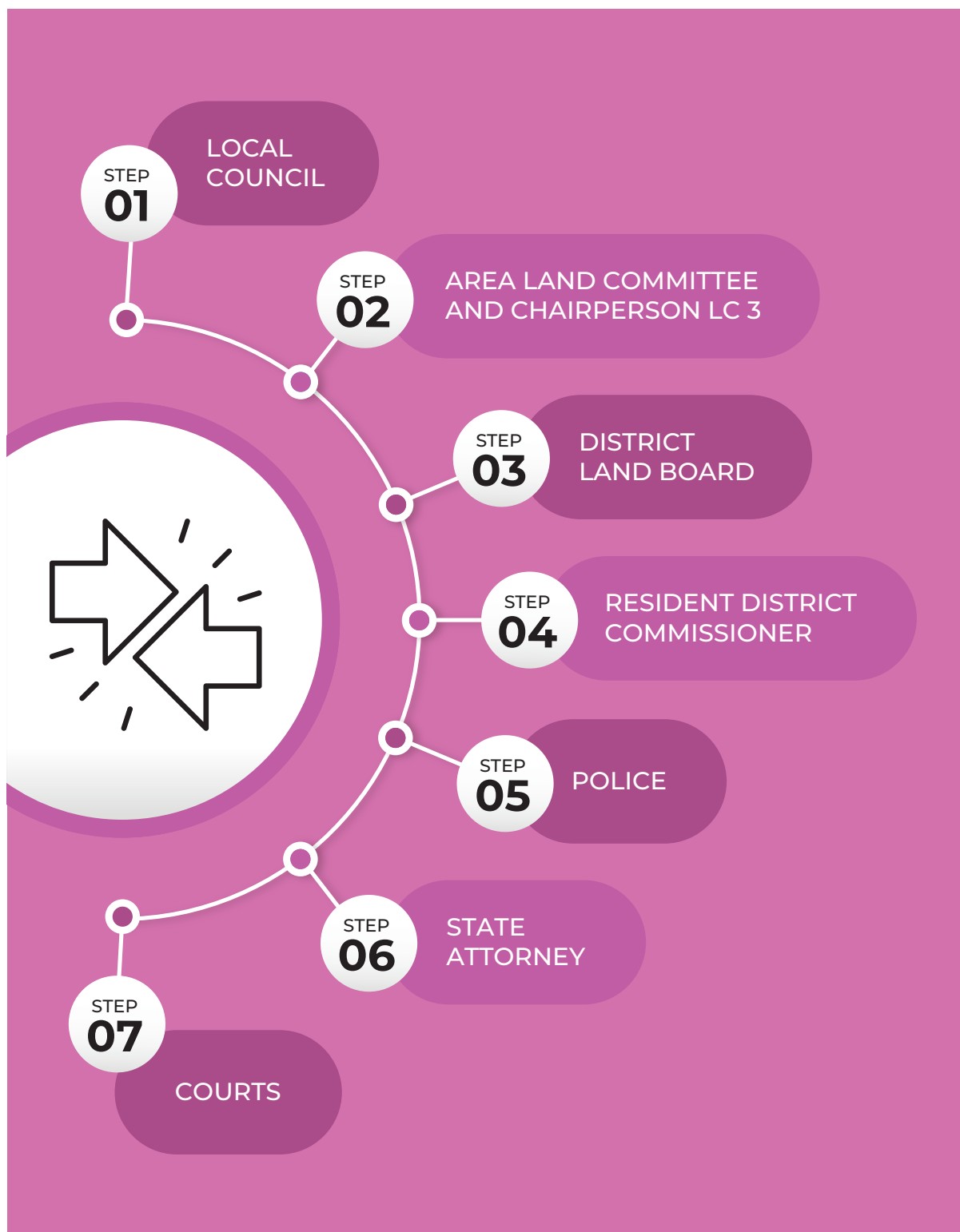
STAGE

04



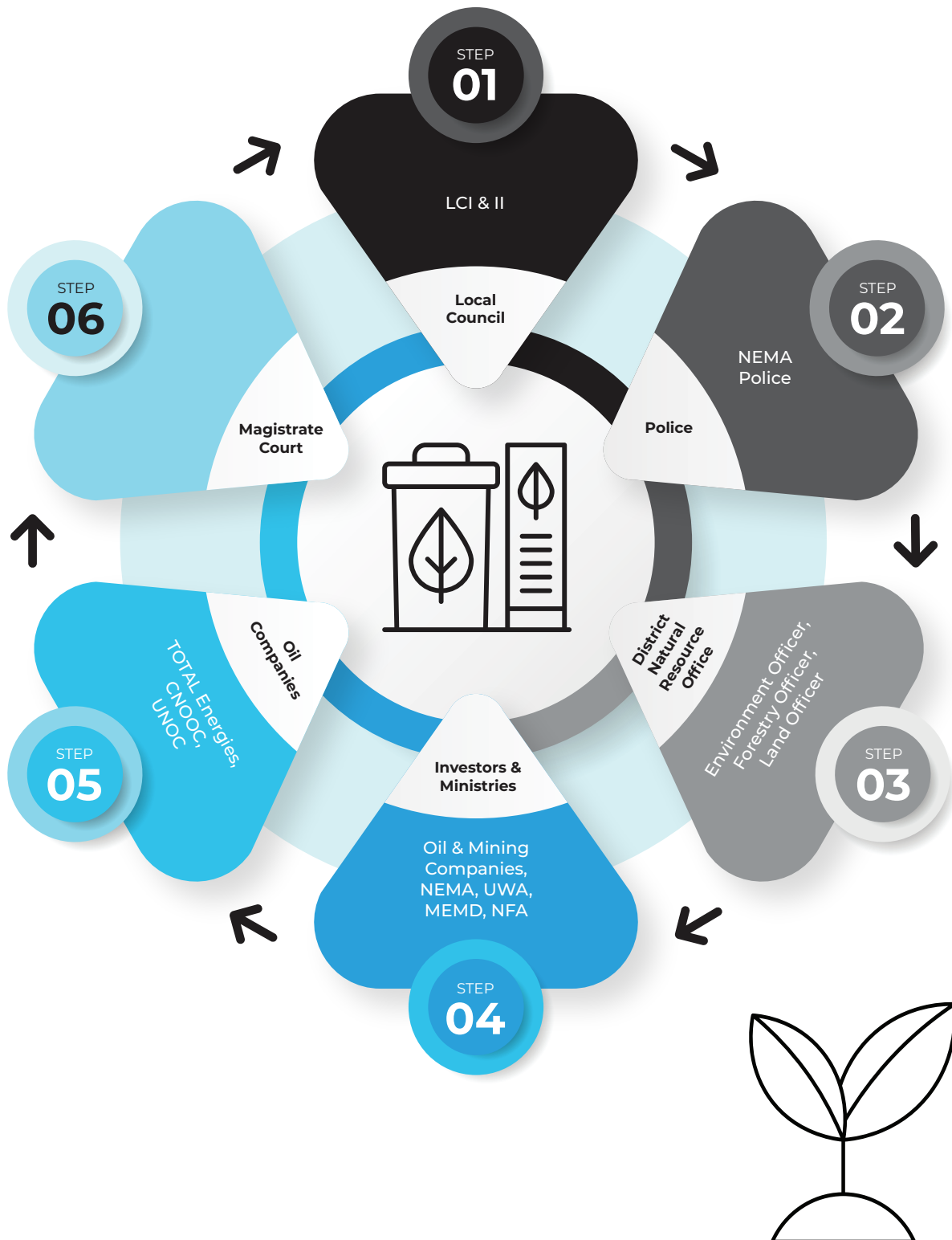
Court

Land Conflict

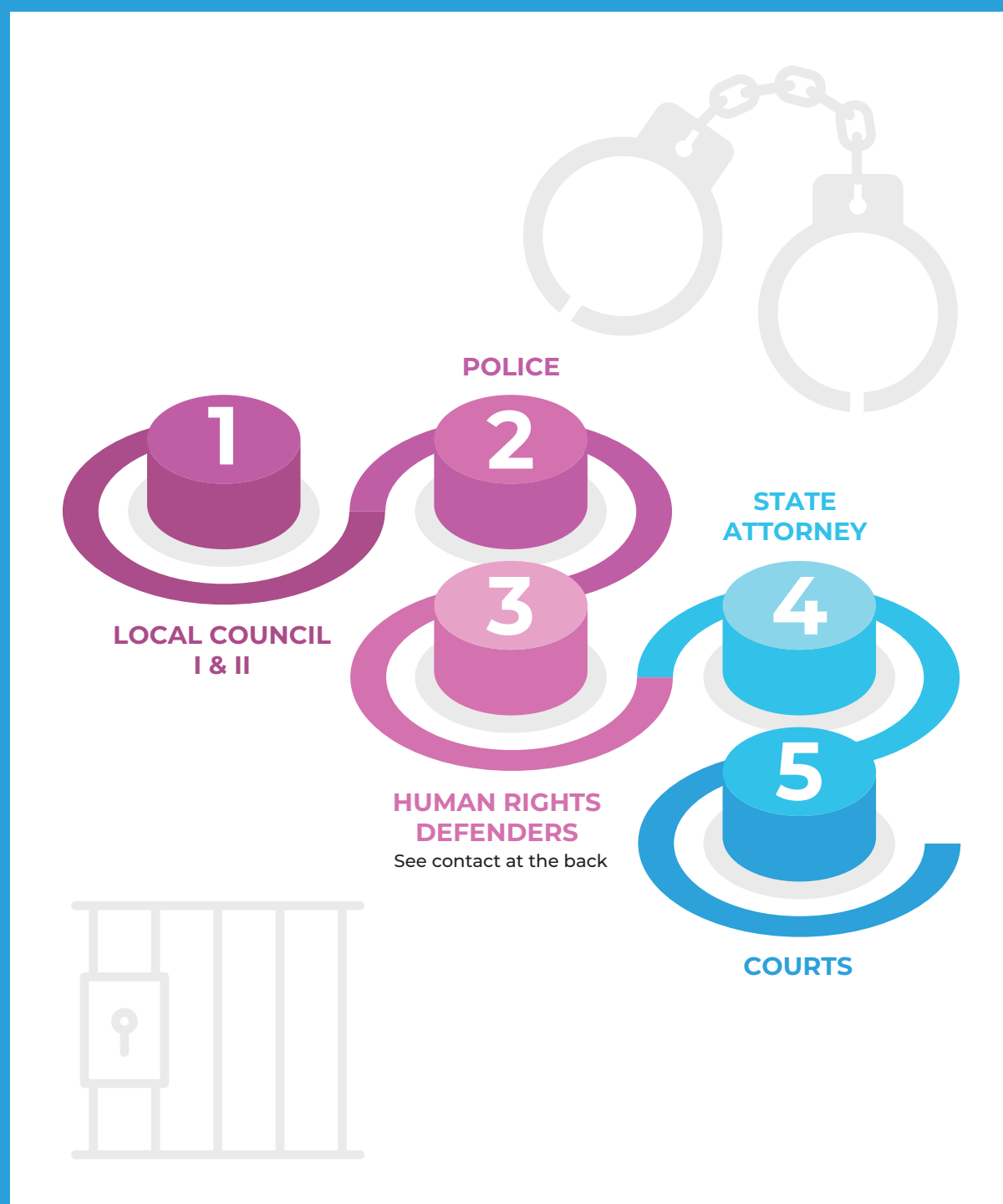




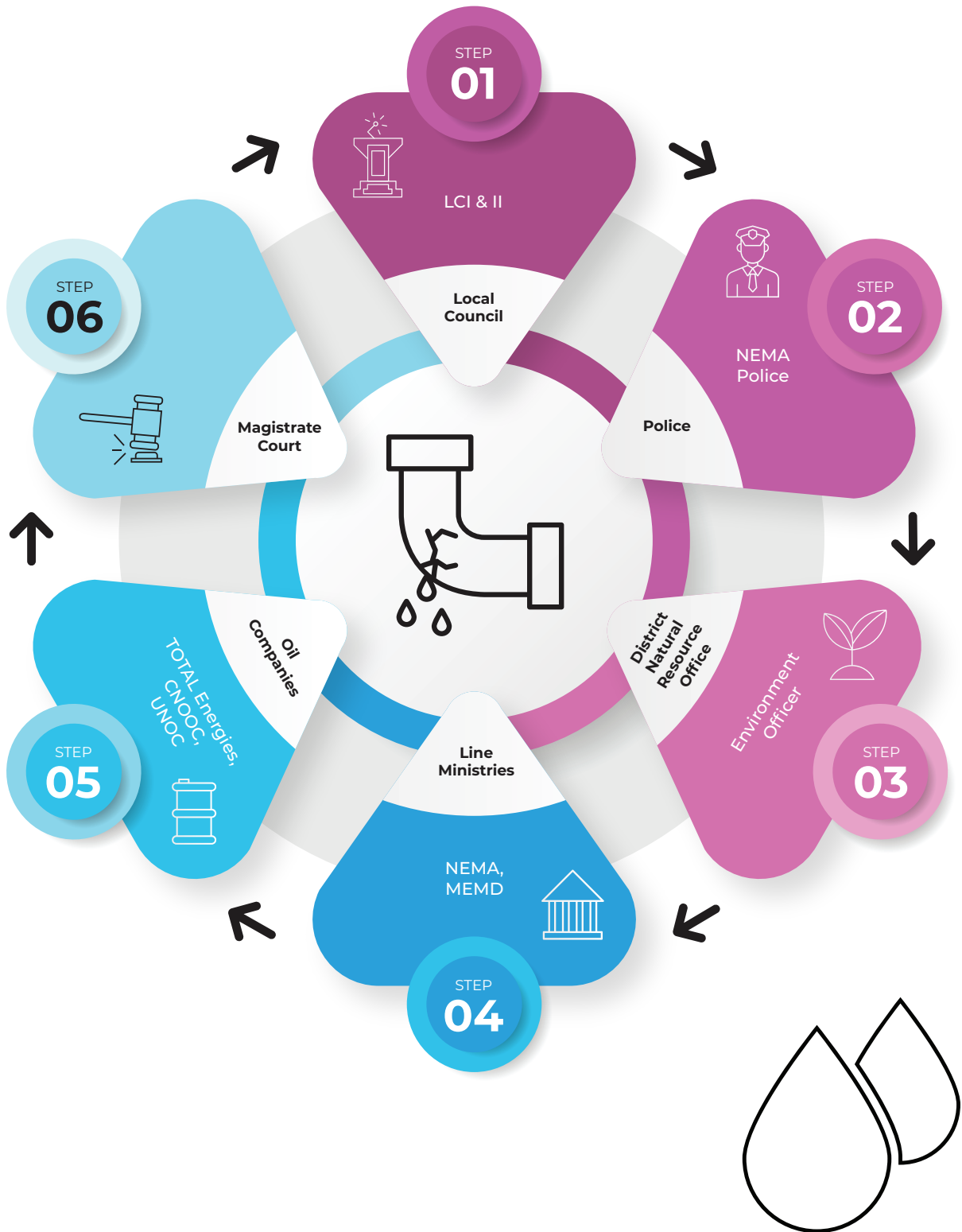
Environment Concerns



Illegal Detention & Arrests



Leaking Pipe



Gender Based Violence





Land & Property Compensation

VALUATION & MISSING PROPERTY

01



VILLAGE & PARISH RAP COMMITTEE

- ▶ Local Council I & II
- ▶ Women Representatives
- ▶ Youth Leaders
- ▶ Persons with Disabilities

02



SUB-COUNTY RAP COMMITTEE

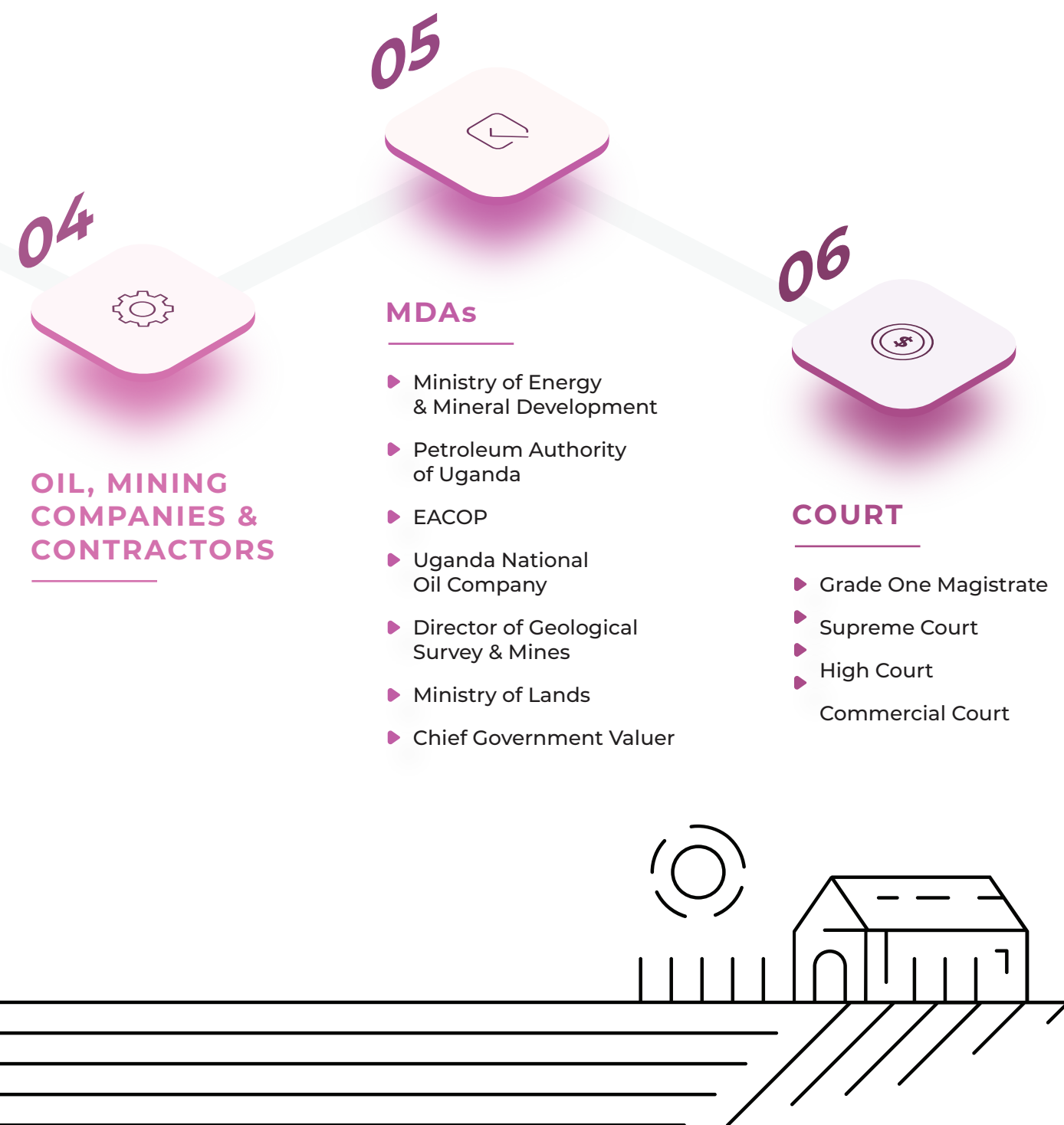
- ▶ Local Council III
- ▶ Sub-county Chief
- ▶ Chairperson Area Land Committee
- ▶ Community
- ▶ Development Officers
District Councillors

03

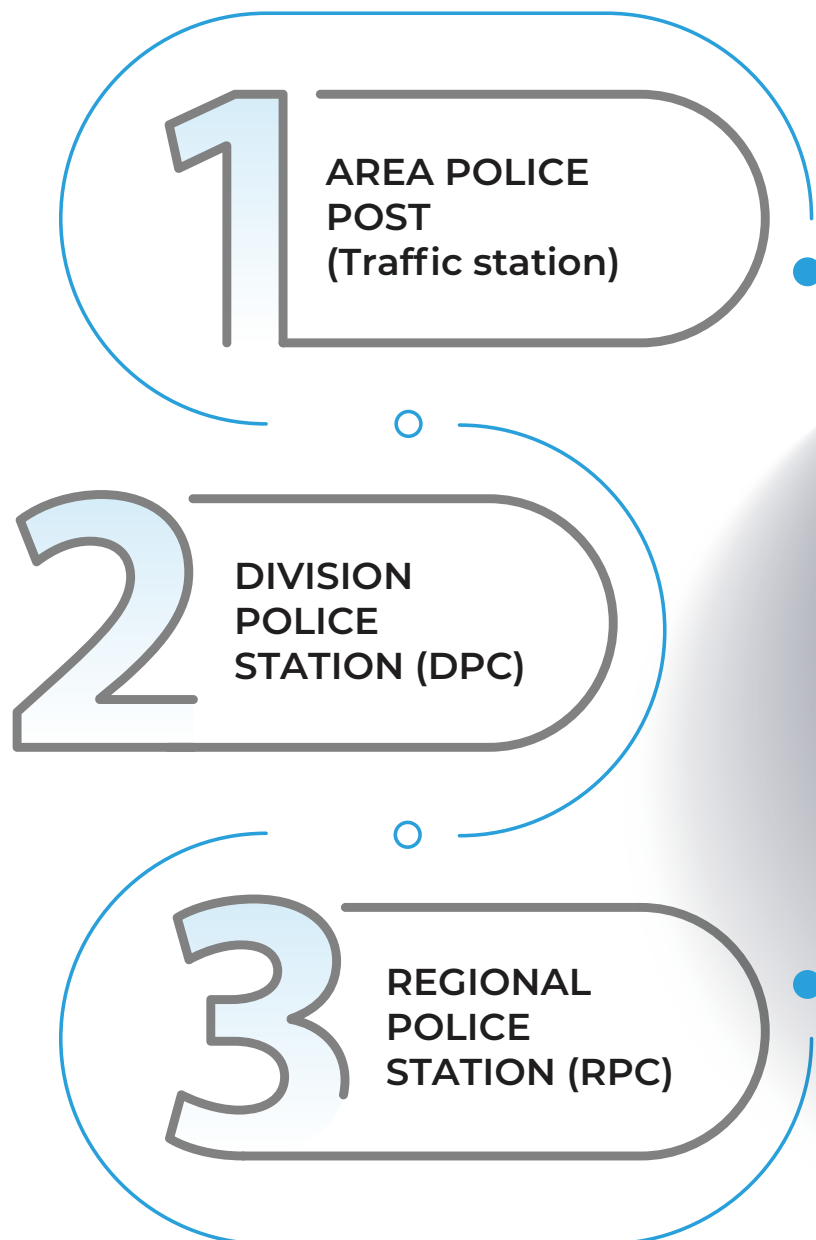


DISTRICT RAP COMMITTEE

- ▶ Chairperson District Land Board
- ▶ District Valuer
- ▶ Land Officers
- ▶ District RAP



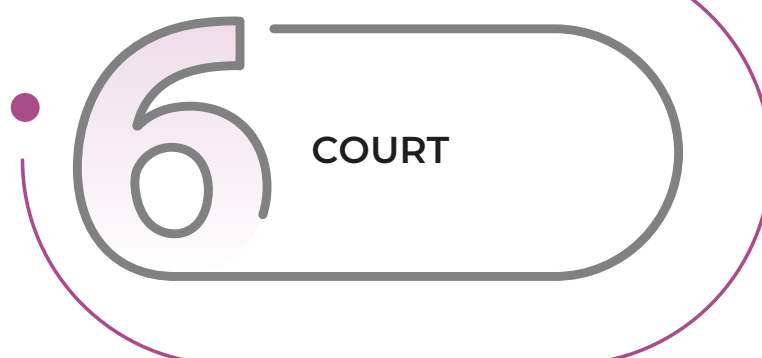
Kidnap



Kidnap
in the



nap
e area





How to report your complaints or concerns

You can report your grievance through these channels:



Toll Free line
0800 216 500



Company
Offices

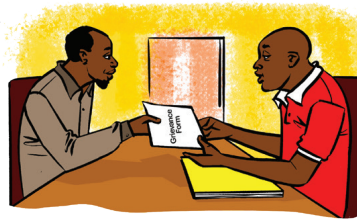


Company
staff



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, 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 grievance

First Solution:

If you have a complaint please go to the nearest TotalEnergies Office or with a TotalEnergies Local Leader (LC1). If you do not know who to select by yourself will check the

Grievance Form.



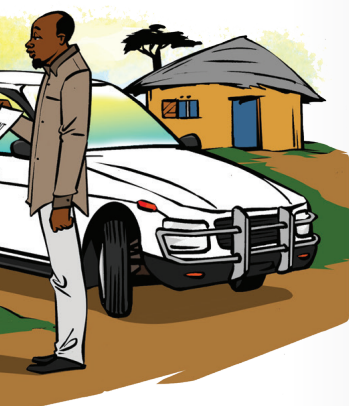
ciation, community, or an institution
nergies EP Uganda or its contractors'
air situation, you can bring your
EP Uganda attention through the

nce procedure does not apply to;
onations,

orking conditions.

ing your complaint

se fill in a **Grievance Form**, that you
EP Uganda Community Information
es EP Uganda Community Liaison
now how to read or write, a person
ck all the information given on the



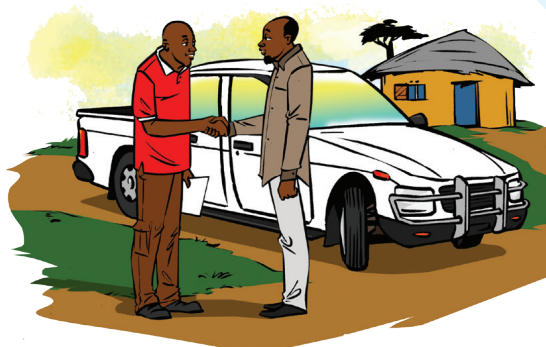
If your complaint is legitimate
and if an appropriate solution
can immediately be agreed
with you, TotalEnergies EP
Uganda will proceed with the
corrective measure. Once
the corrective measure is
implemented, you will be
required to sign the "**Close
Out**" section of the **Grievance
Form** to close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

TotalEner

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



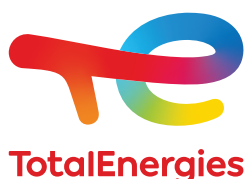


**GLOBAL
RIGHTS
ALERT**



THE GRIEVANCE PROCEDURE

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



For contact:

gries EP Uganda

, Plot 21, Yusuf Lule Road,
pala – Uganda
ll free) or +256 (0) 204 916 000
gu.ugep@totalenergies.com
es.com

CNOOC Grievance Handling Mechanism

BODIES TO CONSULT IN CASE OF ISSUES

INFORMATION PATHWAY

GENDER & WOMEN PATICIPATION

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

MONEY RECEIVED FROM OIL

Uganda Extractive Industries Transpaency Initiaive
Ministry of Finance, Planning and Economic Development
Cheif Adminstrative 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 Hoima Region

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 (KWC)	HOIMA	Beatrice Rukanyanga	787890831
11	Albertine News Reporters Network Anrn	KIKUUBE	Tugume Johnbosco	771965216
12	Kcson Hoima	KIBAAL	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 Environmtalists	KIKUUBE	Nyegenya 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	KIBAAL	Musinguzi Fred	772536903
25	Living Earth Uganda	HOIMA	Swithern Tumwine	782960743
26	National Coalition Of Women Living with HIV	HOIMA	Tibakanya Robinah	786239531
27	HOCADAO	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	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

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 Mwagusha	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

List of NGOs/CBOs dealing with different human rights issues



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