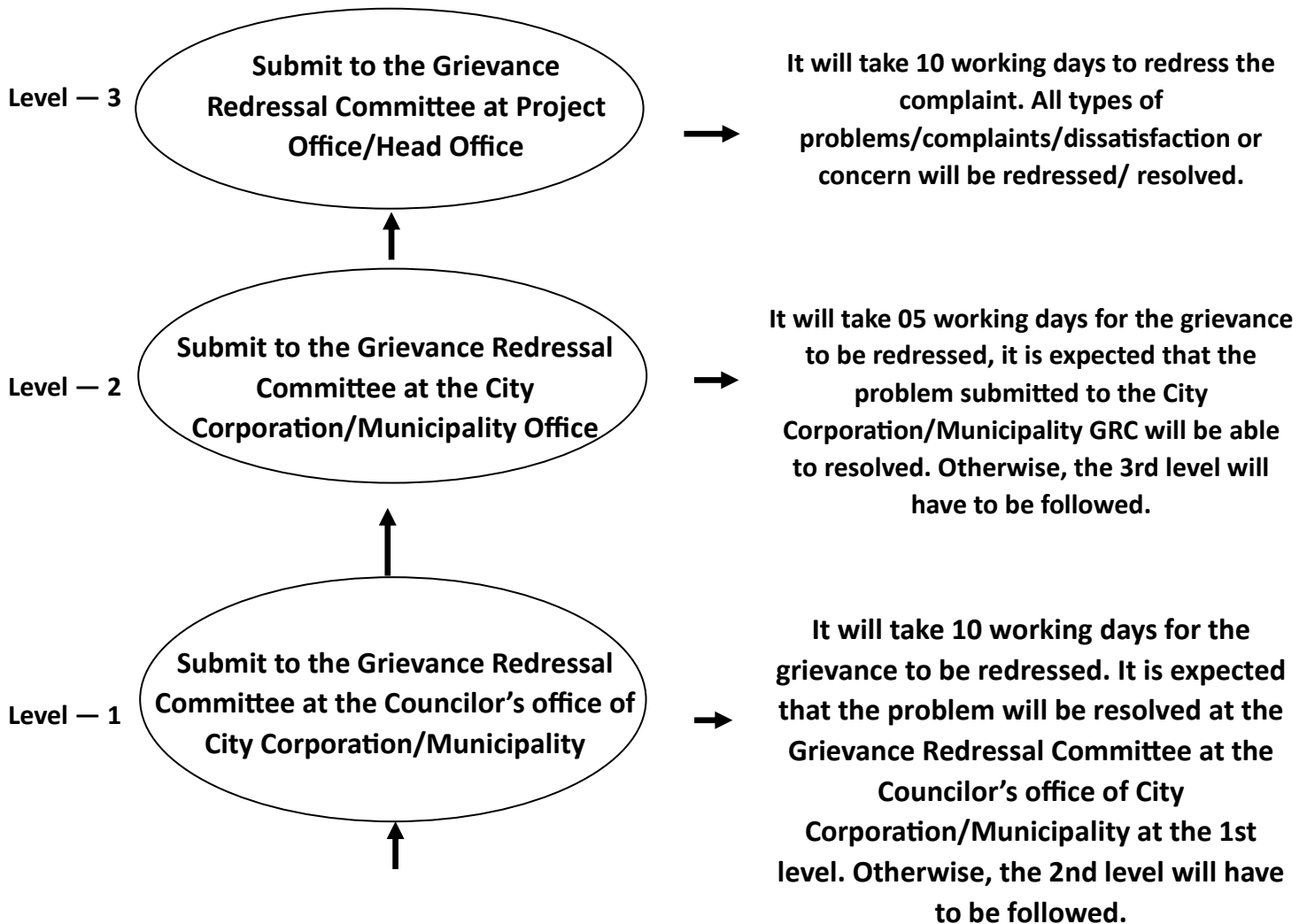


CONTACT AND SUBMISSION PROCESS FOR COMPLAINT REDRESS

In the case of Complaint Redressal, redressal should be attempted at the 1st level, if redressal or resolution is not achieved at the 1st level, the problem/complaint/dissatisfaction or concern will be forwarded from the councilor's office to the Complaint Redressal Committee at the City Corporation/Municipality Office for redressal at the 2nd level. If redressal is not achieved at this level, the 3rd level have to be followed.



If there is a problem/complaint/dissatisfaction or concern among anyone in the community/construction worker

Special Note: Complaints should be submitted in writing in the complaint box installed in the Councilor's office of the City Corporation/Municipality. Complaints can be submitted in writing in the "Complaint Redress Register" maintained in the Councilor's office of the Ward Councilor's /City Corporation/Municipality office. In addition, complaints can be submitted in the box by entering the complaints corner on the project website at <https://iuphpsp.lgd.gov.bd>

Project Director
Improvement of Urban Public Health Preventive Services Project
Local Government Department
Ministry of Local Government Rural Development and Cooperatives
DPHE Bhaban Level—8), 14, Shaheed Captain Mansur Ali Sarani, Kakrail, Dhaka—1000.
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