

Project "Modernizing the National Statistical System in Tajikistan"

"Mechanism for consideration of complaints and suggestions"

The mechanism for receiving and reviewing complaints and suggestions as part of public awareness in the framework of the project " Modernizing the National Statistical System in Tajikistan" through the AS website http://www.stat.tj, email; admin@mnssp.tj and hotlines 227-49-01, 93-804-99-51, which can be applied by anyone interested in the project.

Also, everyone can submit their complaints and suggestions to the representatives of the Project Implementation Unit in Dushanbe for consideration and resolution through the officials of the Main Department, statistical departments of cities and districts, and working in district statistical offices. It should be noted that the mechanism for receiving and reviewing complaints and suggestions includes six steps:

The process of resolving complaints and suggestions

**Step 1:** Accept the application or complaint. Project participants have the opportunity to submit feedback and complaints through several channels: communication with PIG by mail, telephone, e-mail, and social networks ,.

**Step 2**: Separation and processing. An environmental and social specialist will collect and record complaints and feedback to ensure compliance with the PIG's environmental and social protection obligations. He/she has been instructed by the relevant persons/institutions to consider their complaints. They are expected to discuss/consult with the complainant and make a decision within 15 days of receiving the complaint.

**Step 3**: Confirm and track. Within seven (7) days of receiving the complaint, the person in charge/institution will contact the complainant and provide information on the possible course of action and the time limits for resolving the complaint. If additional information is needed to resolve complaints and suggestions, it will be checked (up to 30 days).

**Step 4**: An inspection is conducted, and a conclusion is made and documented. This phase involves gathering information about the complaint to determine the evidence relevant to the problem and confirming the validity of the complaint and then developing a proposed solution that can lead to changes to decisions about acceptability, assistance, changes to the program itself, and other actions. , or any action. Depending on the nature of the complaint, the process typically includes site visits, document review, meetings with the complainant (if they are known and willing to participate), and meetings with others (both inside and outside the project) who may have information or otherwise assistance. be included. in problem-solving. More or more complaints are expected to be resolved at this stage. All actions are taken in these and other steps are fully documented and any decision is recorded.

**Step 5**: Monitoring and evaluation. Monitoring is the process of tracking complaints and assessing the status of their resolution. PIG will be responsible for consolidating, monitoring, and reporting on the total number of complaints, suggestions, and other feedback received, resolved, and considered. This is achieved by keeping a record of complaints and recording all steps to resolve complaints or otherwise respond to feedback and questions.

**Step 6:** Provide feedback. This step involves notifying users of the mechanism of submitting complaints, feedback, and questions about problem-solving or providing answers to questions. Where possible, the applicant must be notified in person of the proposed solution (by telephone or other means).