

**GOAL OF THE
PROJECT
"MODERNIZING THE
NATIONAL
STATISTICAL SYSTEM
IN TAJIKISTAN"**

TO ENABLE THE
AGENCY ON STATISTICS
TO MODERNIZE
STATISTICAL
PRODUCTION,
DISSEMINATION, AND
IMPROVE USERS
ENGAGEMENT

**THE PROJECT OF
"MODERNIZING THE
NATIONAL STATISTICAL
SYSTEM IN TAJIKISTAN"**



**PROJECT "MODERNIZING THE
NATIONAL STATISTICAL
SYSTEM IN TAJIKISTAN"**


**MECHANISM FOR RECEIVING
AND REVIEWING
COMPLAINTS AND
SUGGESTIONS**




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Complaints and suggestions review mechanism

Types of complaints
Sensitive and non-sensitive
What is a sensitive complaint?

These complaints include::

Sexual exploitation/harassment or abuse of office

Violation of the children's policy:

Corruption (corruption) fraud, misuse of funds or materials program:

·Discrimination against a person ·based on race, gender, creed, religion, sexual orientation, age, etc.

Other complaints (violation of laws, conduct, etc.) employees' mistakes, etc.).

What is an insensitive complaint?

Complaints include concerns about the performance of the program, decisions, and policies of the organization or institution

Who can complain about the project of "Modernizing the National Statistical System in Tajikistan"?


-- Supporter of the interest of the project,
-- Beneficiaries of the project
Employees of the Department of the Agency on Statistics in cities and districts, which complaints are not considered


- Complaints that do not belong to the project
Complaints of this type are accepted and recorded in the book with the consent of the complainant. advice will be given on where to apply.

The process of submitting complaints and suggestions can be done through:

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Within the framework of the Modernizing the National Statistical System in Tajikistan, has been established a "Committee of complaints and suggestions", and considers and resolves every complaint and proposal according to the following steps.

Steps to review and resolve complaints and suggestions

- Step 1: Receiving complaints and suggestions
- Step 2: Sort and process
- Step 3: Validate and follow up
- Step 4: Test and follow through
- Step 5: Monitor and evaluate
- Step 6: Provide feedback

Within 5 to 7 days of receiving the complaint, the complainant will be informed of the possible course of action and the expected deadline for the resolution of the complaint will be notified by the official. If additional information is needed, the complaint will be checked (its term will be extended up to 30 days)