

What is the SCT grievance mechanism?

The Social Cash Transfer (SCT) grievance mechanism is a system that enables beneficiaries and non-beneficiaries of the Social Cash Transfer programme to formally lodge any grievances they may have about the SCT programme. The grievance mechanism guarantees timely and standardized resolution of those grievances.

Why is the SCT grievance mechanism important?

The grievance mechanism increases the Government's accountability towards its citizens because it guarantees complainants that their concerns will be addressed within a reasonable timeframe. Furthermore, systematic data collection on complainants' grievances allows for improvement of the SCT programme over time.

How does it work?

The grievance mechanism follows four steps:

1. If you have a question about the SCT programme, you can ask any officer involved in the implementation of the programme to clarify it.
2. To lodge an official grievance, you have three options. You can use a grievance form provided to you at a Pay Point, at the District Social Welfare Office, or by a CWAC member. After filling in the form, you drop it in a community box which can be found at any Pay Point or at the District Social Welfare Office.

You can also speak to the DSWO, who can register your grievance on a mobile application on his or her smartphone.

Finally, you have the option to register your grievance at the MCDSS website – www.mcdsw@gov.zm.

3. Once the grievance is submitted and it has been entered in the Management Information System, it will be investigated. It is important that the data you provide are correct.
4. You will be notified of the resolution of your grievance through a resolution letter which can be picked up at your nearest Pay Point or delivered by a CWAC member.

