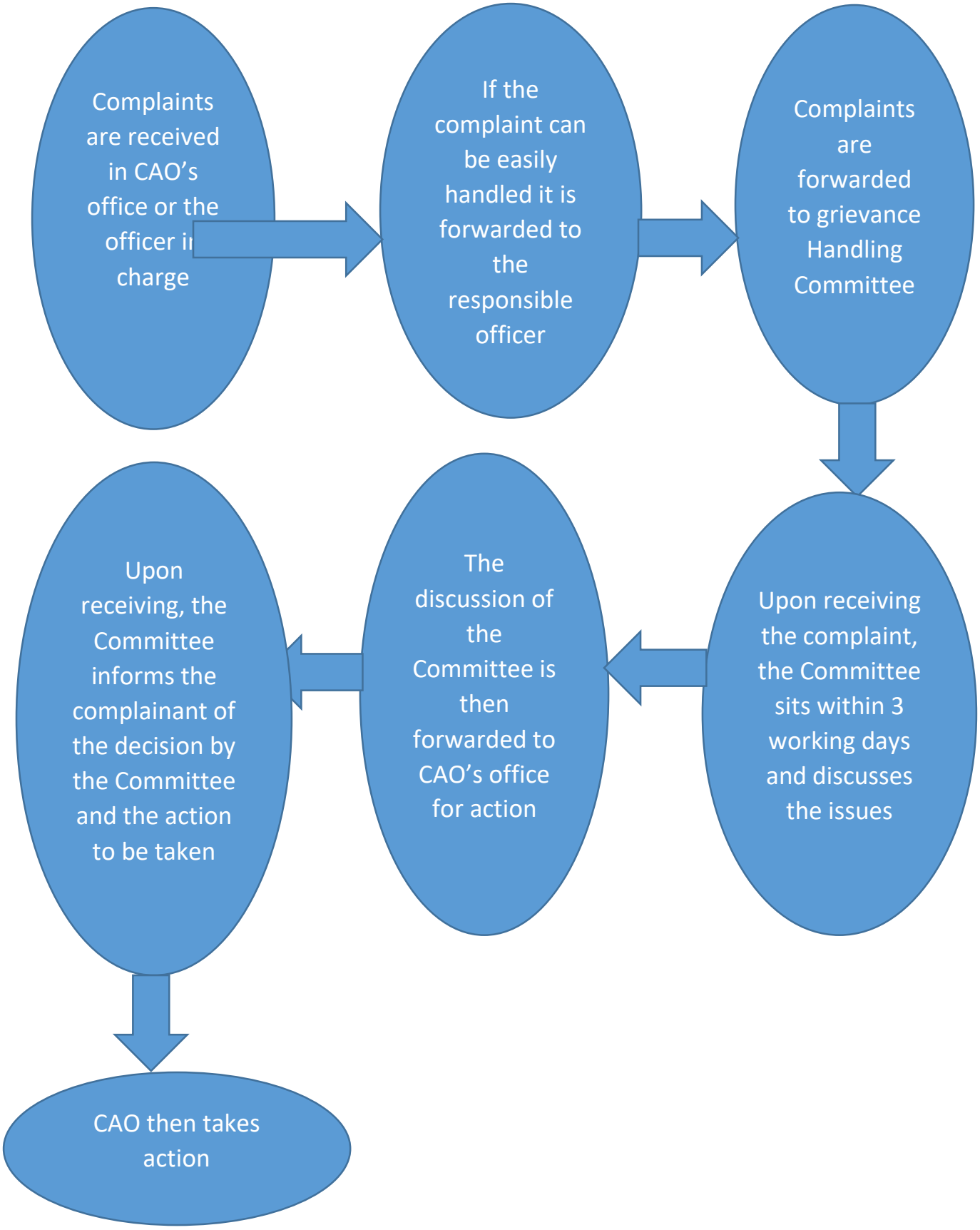PROCEDURE FOR HANDLING GRIEVANCES IN MBARARA DISTRICT