



**COUNTY GOVERNMENT OF KIAMBU**

**FINANCING LOCALLY LED CLIMATE ACTION (FLLoCA)**

**PROGRAMME**

**GRIEVANCE REDRESS MECHANISM (GRM) FRAMEWORK**

**DEPARTMENT OF WATER, ENVIRONMENT, NATURAL RESOURCES,  
ENERGY AND CLIMATE CHANGE (WENRECC)**

**COUNTY CLIMATE CHANGE UNIT (CCCU)**

## **ABBREVIATIONS**

<b>CCRC</b>	Climate Change Grievance Redress Committee
<b>CCCU</b>	County Climate Change Unit
<b>CECM</b>	County Executive Committee Member
<b>ESS</b>	Environmental and Social Standards
<b>FLLoCA</b>	Financing Locally Led Climate Action
<b>GRM</b>	Grievance Redress Mechanism
<b>PAPs</b>	Project Affected Persons
<b>PIU</b>	Project Implementation Unit
<b>WENRECC</b>	Water, Environment, Natural Resources and Climate Change

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## **1. Introduction**

Grievance Redress Mechanism (GRM) refers to the process through which concerns and complaints are lodged, received, investigated and resolved or the process through which dispute resolution is sought and provided. The complaints may arise from any stakeholder who may feel dissatisfied with or be adversely affected by the design and implementation of proposed investment projects. Equally, complaints may be raised by the workers who may be engaged in the execution of any project related activities.

## **2. Purpose of the Grievance Redress Mechanism Framework**

The framework is established to:

- ❖ Provide a systematic mechanism that outlines the procedures that will be followed in submitting, acknowledging, investigating and resolving grievances that may be raised by Projects' Affected Persons (PAPs) and interested parties in regard to the design and implementation of the FLLOCA programme
- ❖ Ensure transparency and accountability throughout the design and implementation of projects and programmes amongst the relevant stakeholders including project beneficiaries
- ❖ Resolve any emerging environmental and social grievances in project areas
- ❖ Promote relations between the project implementers, executors and beneficiaries
- ❖ Enhance citizens'/beneficiaries' ownership and participation in the project,
- ❖ Serve as important feedback and learning mechanism that can help improve the project outcomes.

## **3. Objectives of the Grievance Redress Mechanism**

The Objectives of the GRM are to:

- ❖ Ensure that all complaints arising from the design and implementation of the proposed projects are efficiently and promptly resolved
- ❖ Provide clarity on any issues
- ❖ Ensure compliance with the World Bank Environmental and Social Standards (ESS) and existing national and county legal framework
- ❖ Enhance transparency and accountability among the stakeholders
- ❖ Resolve all concerns related to the environmental and social performance of proposed

investment projects

#### 4. Guiding Principles for the Grievance Redress Mechanism

The GRM Mechanism shall be guided by the following principles that will result in effective and timely resolution of grievances`

- ❖ **Accessibility:** All GRM information shall be availed to all project affected persons (PAPs), interested stakeholders and vulnerable and marginalized at all the time.
- ❖ **Visibility:** Information about the process for making a complaint shall be clear and well publicized to all customers and stakeholders.
- ❖ **Objectivity:** All complaints shall be addressed in a fair and equitable, objective and unbiased manner throughout the complaints handling process. Issues of conflict of interest shall be identified to ensure objectivity.
- ❖ **Accountability:** Accountability for handling complaints and reporting on the actions and decisions of the County Government with respect to complaints handling shall be clearly established. All complaints shall be recorded in a register before action is taken.
- ❖ **Confidentiality:** All complaints will be handled confidentially and information relating to the grievance will be treated as confidential. Complainant's identity will also be protected from disclosure unless the complainant expressly consents to disclosure
- ❖ **Responsiveness:** Complaints will be handled in an efficient and effective manner. Complainants will be treated courteously and kept informed of the progress of their
- ❖ **Efficiency and Effectiveness-** the principle ensures that complaints will be resolved within the shortest time possible

#### 5. Types of Grievances

The GRM will seek to address grievances related to any of the following:

- a) Environmental safeguards, social issues including gender, labour and resettlement
- b) Grievances regarding violations of policies, guidelines and procedures
- c) Grievances regarding contract violations
- d) Grievances regarding the misuse of funds/lack of transparency, or other financial management concerns
- e) Grievances regarding abuse of power/intervention by project or government officials

- f) Grievances regarding staff performance
- g) Reports of force majeure
- h) Suggestion
- i) Appreciation

## 6. Structure of Grievance Redress Mechanism

Complaint handling shall be dealt with at the following levels:

- a) **Project Site Level** – This will be the first point whereby any stakeholder who may have a concern or grievance in regard to the design and implementation of investment project shall register his or her complaints with the GRM officer attached to the project. The officer shall ensure that the complaint is handled as per the procedures outlined in this framework
- b) **Ward Level** – The Ward Administrator shall be the grievance focal point at this level who shall ensure that the complaints or issues raised are addressed or resolved as per the procedure outlined in the Framework. Should the complainant not be contented with the response, he/she can be referred to the next level of the GRM structure.
- c) **Sub County Level**- Stakeholders can also lodge their complaints with the Sub County Administrator or the Sub County Climate Change Officer or a representative. In case the grievance is not resolved then it will be escalated to the next level
- d) **County Level** – there will be various points of receipt of complaints at the county level namely:
  - I. Deputy Governor’s office complaint desk through the use of tollfree numbers- 0742-000-888 or 0103-000-888
  - II. County Secretary’s Office
  - III. Departmental level where the complaints can be lodged with either the County Executive Member (CECM) or the Chief Officer in charge of climate change
  - IV. **County Climate Change Unit (CCCU)** whereby the complaints shall be submitted to any of the following officers:
    - a) Director /Head of the CCCU
    - b) Grievance Redress Focal Point who is the designated desk officer for all the grievances
    - c) Social Safeguards Focal Point
    - d) Environmental Safeguards Focal Point

V. County Climate Change Grievance Redress Committee (CCCRC)–This will be the highest and final level at the county through which grievances shall be lodged and resolved. The committee comprises of the following officers

- |                      |  |
|----------------------|--|
| 1. Jeniffer Musyoki  | Chief Officer Climate Change (Chairperson) |
| 2. Michael Kang'ethe | Social Safeguards Focal Point (Secretary)  |
| 3. Waithira Waiyaki  | County Attorney                            |
| 4. Esther Kaguima    | Director Energy and Climate Change         |
| 5. Andrew Kimani     | Director Environment                       |
| 6. David Warwathe    | Director Gender and Social Services        |
| 7. Hannah Maranga    | Director Physical Planning                 |
| 8. Thomas Njuguna    | Fund Administrator                         |
| 9. Selina Muriithi   | Deputy Director Administration             |

- e) FLLoCA Project implementation Unit (PIU) located at Reinsurance Plaza in Nairobi this is where any complaints that cannot be solved at the county level will be referred. The GRM Focal Point is Jullius Barno Tel: 0721930086
- f) Commission of Administrative Justice (CAJ)/Ombudsman/ Court of Law

**Appeal** -any aggrieved party that may not be satisfied with decision arrived at can make an appeal to be heard or use an alternative dispute resolution mechanism outside this framework

All complaints at each level shall be lodged, recorded, acknowledged, reviewed, addressed and feedback on the same shall be given as per the procedures stipulated on the GRM framework. The complainant can present himself/herself to any of the grievance focal points at each of the above levels and present their grievances, call, send a text message, email, write or email

### **7. Channels for Lodging of Complaints**

The complaints can be lodged through the following channels:

- a) Letter writing which can be delivered physically or virtually to the County Headquarter, CCCU, Sub County Administrator's office, Sub County Climate Change Officer or the representative and Ward Administrators using the postal county address - P.O. Box 2344 – 00900, Kiambu.
- b) Tollfree lines- members of the public can lodge complaints free of charge through the use of tollfree numbers i.e. Safaricom 0742-000-888 and Airtel 0103-000-888. The lines are manned by an officer in the office of Deputy Governor where all received complaints are

channeled to the relevant Department for immediate action. In that regard, any FLLoCA related grievances will be relayed to the CCCU for action.

- c) Emailing the CCCU using the following email address [fllocakiambu@gmail.com](mailto:fllocakiambu@gmail.com)
- d) Through SMS/Text Messages which can be sent to the tollfree numbers or designated numbers for desk officer thereafter the officers shall respond through SMS to acknowledge receipt and convey the action taken through the same mode. The CCU GRM Focal point is **Nyambura Gachoka whose Contact is (i.e. 0712-225-917)**
- e) Filing a complaint form which can be accessed through county website accessed on [www.kiambu.go.ke](http://www.kiambu.go.ke). The complaints shall be forwarded to the Desk office/GRM focal point who shall document it for action
- f) Use of social media platforms such as Facebook which will widely be shared with the stakeholders
- g) Visiting the CCCU and lodging the complaint in person with any of the following officers:
  - ❖ Grievance Redress Mechanism (GRM) Focal Point
  - ❖ Social Safeguards Focal Point
  - ❖ Environmental Safeguards Focal Point
  - ❖ Director in charge of Energy and Climate Change
  - ❖ Assistant Director in Charge of Renewable Energy and Climate Change
- h) Filling in and submitting a petition form provided for in Schedule Two of the Kiambu County Citizen Petitions and Public Participation Act, 2016.
- i) Kiambu County Climate Change Unit Facebook Account which shall be managed by the CCCU communication and public relations officer
- j) Use of designated drop or suggestion boxes at project site/ward level, sub county office, departmental level and CCCU/ Directorate of Energy and Climate Change

## **8. Grievance Redress Mechanism Process**

The GRM procedure that will be adopted comprise of the following steps

- i. **Lodging of the complaints** which shall be done in person or through the use of a phone, email text messages which should be within one day. Once submitted the focal point person shall record the complaint in a grievance log attached to this framework as annex one
- ii. **Acknowledging the Receipt of Complaints** - Once lodged, the designated focal point



shall acknowledge its receipt and assign a number for tracking the status of the complaint. The focal point shall also issue an acknowledgement receipt

- iii. **Investigation of the complaint** – this shall be undertaken in order to gather information that would be useful in making informed decision on the appropriate course of action. A visit can be undertaken to the project site, if need be, in order to gather more information about the grievance
- iv. Grievance Resolution-the course of action to resolve the grievance shall be determined and decision shall be communicated to the complainant
- v. Closure of the case once issue is resolved.
- vi. In case the grievance is not resolved the case shall be escalated to the FLLoCA PIU or the complainant shall be advised to seek other mediation measures or seek recourse through an appeal
- vii. A report shall be prepared on monthly basis indicating the status of each of the case lodged and addressed using a standard format attached as annex two

#### **9. Communication Plan for the Grievance Redress Mechanism**

This refers to the approach that will be adopted by the CCCU while engaging with stakeholders in regard to grievance redress mechanism while implementing the FLLoCA programme. This will ensure a well-coordinated and effective communication with project beneficiaries, general public and the PIU. The GRM communication platforms that will be used to share GRM related information to relevant stakeholders shall entail.

- ❖ Print media –notices, flyers, poster, and booklets
- ❖ Audio and visual media
- ❖ Social media platforms such as WhatsApp, Facebook,

#### **10. Dissemination of Grievance Redress Mechanism Information**

The County climate Change Unit shall ensure that information on the GRM procedures is availed to the members of the public, Projects' Affected Persons (PAPS) and interested parties in a clear manner and language that is understandable to all. The information shall be publicized through different channels namely the county website, use of flyers, brochures through meetings and during stakeholders' consultative meetings. The members of the public shall be informed of the contact person who shall be receiving the complaints, location and channels or where to lodge complaints. Equally the time or the day when the complaints can be lodged verbally shall be given.

### **11. Timeline**

All complaints received shall be resolved within a maximum of 28 days

### **12. Training and Capacity Building**

A training on the GRM will be undertaken for all those who will be involved in the implementation of this framework

### **13. Budget**

An indicative budget will be set aside to ensure the GRM is operationalized. Some of the activities that will be funded will be capacity enhancement through training of the GRM focal points, committee members and communities, case management process, data base, air time /bundles, production of training materials, dissemination of GRM information and purchase of GRM Logs.





**ANNEX 2: GRM \_ SUMMARY COMPLAINTS' REPORTING FORM**

**Sub County:** \_\_\_\_\_ **Report for the Month of:** \_\_\_\_\_ **Year** \_\_\_\_\_

Ward	No. of Grievances Received	Resolved		Pending		Average Duration Taken to Resolve Complaint
		No.	%	No.	%	

Compiled by: \_\_\_\_\_ Designation: \_\_\_\_\_

Date: \_\_\_\_/\_\_\_\_/\_\_\_\_ Signature: \_\_\_\_\_

Approved by: \_\_\_\_\_ Designation: \_\_\_\_\_

Date: \_\_\_\_/\_\_\_\_/\_\_\_\_ Signature: \_\_\_\_\_

**SECTION C: For Official Use**

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Name of Receiving Officer

Signature

Date

**Action taken**

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**SECTION D: Acknowledgement Slip**

**Ref. No. ....Date of Lodging Complaint.....**

**Place of Submission.....**

**Signature of Receiving Officer.....**

