



## **COUNTY GOVERNMENT OF KIAMBU**

### **Department of Municipal Administration and Urban Development**

#### **KUSP GRIEVANCE REDRESS MECHANISM (GRM) STRUCTURE**

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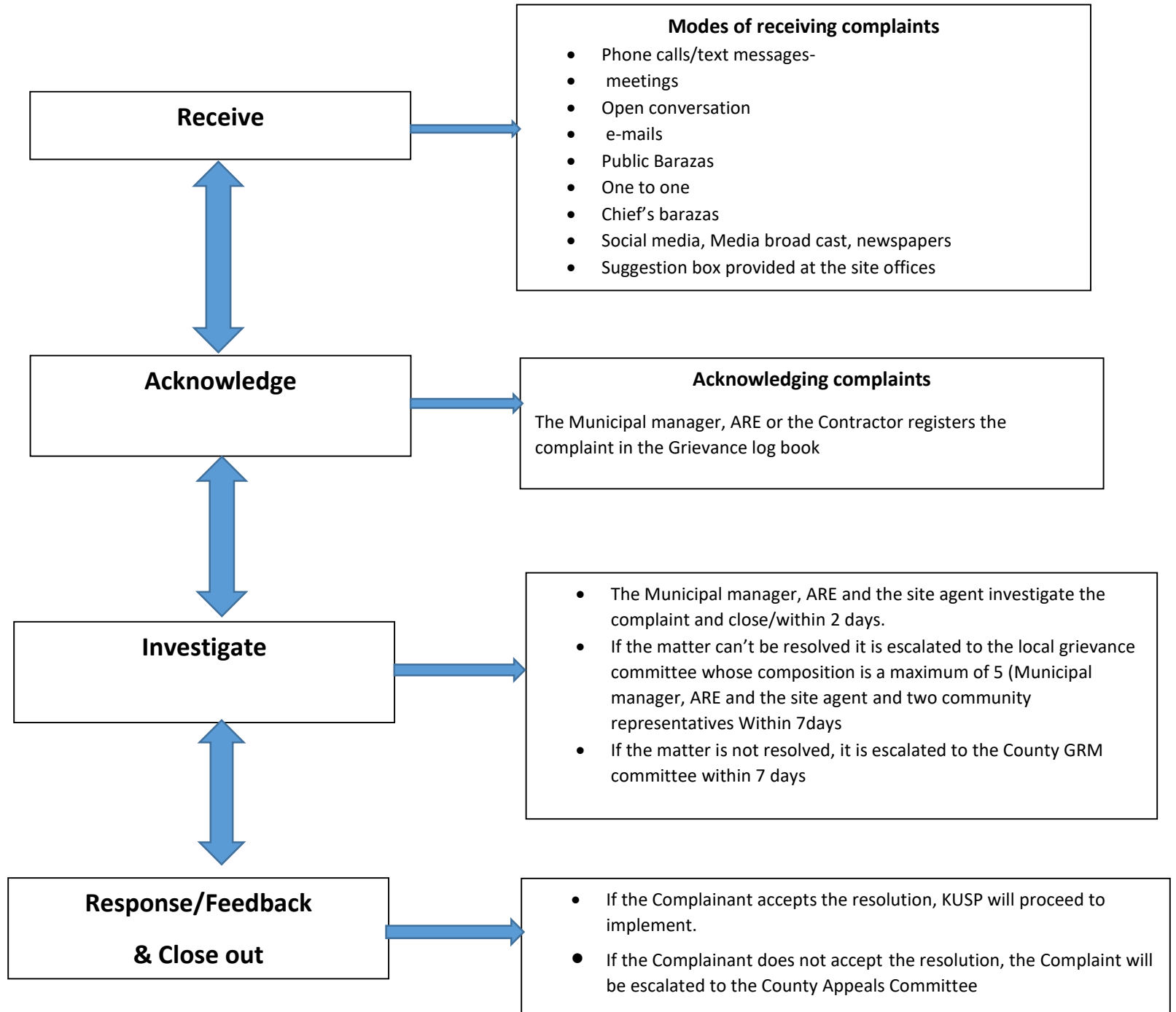
The Grievance redress mechanism Procedure allows stakeholders to raise issues, questions or concerns and grievances with the project. Kiambu County and the municipalities have addressed issues, questions, concerns and grievances in a prompt, respectful and responsive manner. Every stakeholder has the right to an effective grievance mechanism which will be free. The municipalities have addressed all Complaints received, regardless of whether they stem from real or perceived issues and whether the Complainant is named or anonymous. The statutory rights of the Complainant to undertake legal proceedings remain unaffected by participation in this process.

Through the effective GRM the programme will foster trust. To this end it will communicate this Procedure in an understandable manner to stakeholders. Confidentiality will be respected and Kiambu County will take all reasonable steps to protect parties to the process from retaliation.

#### **Objectives of the GRM**

1. Establish a prompt, consistent and respectful mechanism for receiving, investigating and responding to Complaints from stakeholders;
2. Ensure proper documentation of Complaints and any corrective actions taken; and
3. Contribute to continuous improvement in performance through the analysis of trends and lessons learned.
4. Enhance trust and confidence among stakeholders on KUSP interest to address their concerns hence promote project positive image.

# KUSP GRIEVANCE REDRESS MECHANISM (GRM) STRUCTURE



# Annex I: Complaint Register/Accident Logs Samples

## KIAMBU MUNICIPALITY

### August 2019

No	Date Received	Complainant & Contact	Complain Issue	Complain Channel	Date Acknowledged	Action taken	Complain Status
1.	12/8/2019	John Komo 0728983864	Access too steep and needs addition of murrum	Resident to CLO	12/8/2019	Reported to Site Agent	Resolved
2.	13/8/019	Samuel Mbugua 0728983864	No access and murrum heap not spread	Resident to CLO	13/08/2019	Reported to Site Agent	Resolved
3.	13/8/2019	John Komo 0728983864	Power cable interruption	Resident to CLO	13/8/2019	Matter reported to KPLC	Resolved
4.	15/08/2019		Risky heap of stones placed close to the entrance	Resident to safety officer	15/08/2019	Heap removed	Resolved
5.	22/8/2019	N/A	Collapsed electric pole	Social safeguards	22/8/2019	Pole re-installed	Resolved
6.	30/08/2019	Elizabeth Njoki 0701420127	storm water caused flooding and destruction of property	Resident to CLO	30/08/2019	Temporary tunnels created to drain water during the rains	Resolved

### September 2019

No	Date Received	Complainant & Contact	Complain Issue	Complain Channel	Date Acknowledged	Action taken	Complain Status
1.	3/9/2019	Esther Waweru 0711692792	storm water caused flooding and destruction of property	Resident to CLO	30/08/2019	Temporary tunnels created to drain water during the rains	Resolved
2.	10/9/2019	Betty Gaceri 0721913087	storm water caused flooding and destruction of property	Resident to CLO	30/08/2019	Temporary tunnels created to drain water during the rains	Resolved
3.	16/9/2019	Steven Njere 0711692792	storm water caused flooding and destruction of property	Resident to CLO	30/08/2019	Temporary tunnels created to drain water during the rains	Resolved

### June 2019

No	Date Received	Complainant & Contact	Complain Issue	Complain Channel	Date Acknowledged	Action taken	Complain Status
1	16/6/2019	Rosemary Waweru 0722 373 031	Waste water discharge	In person	16/6/2019	Matter forwarded to PHO	Resolved
2	24/6/2019	Irene 0722 385 683	Frontage parking affected by construction	In person	24/6/2019	Matter forwarded to site agent	Resolved

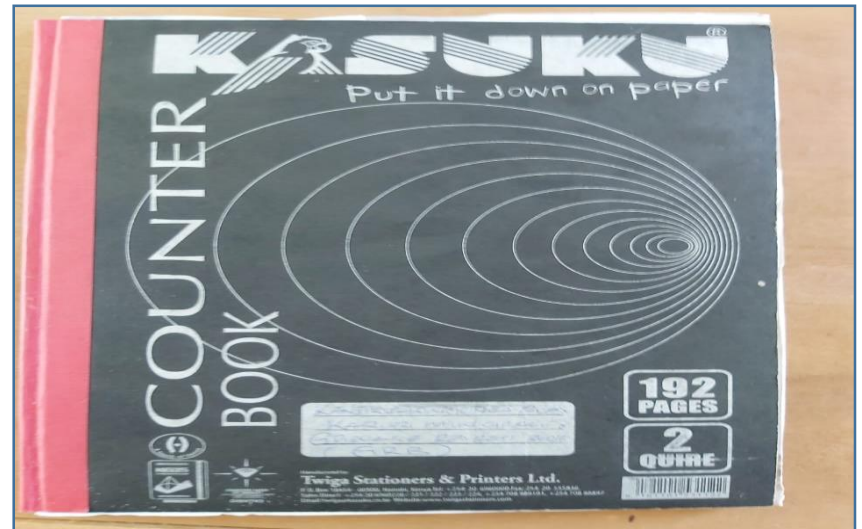
### July 2019

No	Date Received	Complainant & Contact	Complain Issue	Complain Channel	Date Acknowledged	Action taken	Complain Status
1.	9/7/19	Francis Chere Ndungu 0726578120	Casual labor opportunities for locals	To CLO	11/7/019	More locals already working in site	Resolved
2.	10/7/019	James Komo 0723234578	Placement of excavated soil on private land	To CLO	10/7/019	Agreement to use the soil to raise entrance	Resolved.
3.	7/7/019	Rosemary Gichuru 0722373031	Disconnection of water. No water supply.	To CLO	10/7/019	Water reconnected.	Solved.

### October 2019

No	Date Received	Complainant & Contact	Complain Issue	Complain Channel	Date Acknowledged	Action taken	Complain Status
1.	8/10/019	Samuel Mbugua 0728 983 864	Collapsed wall hindering movement	In person	10/10/2019	Owner repaired the collapsed perimeter wall.	Resolved
2.	10/10/2019	Florence Wambui 0701 339 893	Bus park taking too long	In person	11/10/2019	Explained that the progress was picking up and it will be complete soon.	Resolved
3.	16/10/2019	Principal township secondary 0733 710 640	No access as culverts not installed	In person	17/10/2019	Access created	Resolved

# KARURI MUNICIPALITY



DATE	TYPE	PERSON INVOLVED	AGE/SEX	INCIDENT LOCATION	NATURE OF INCIDENT / TYPE OF DAMAGE TO PROPERTY	CAUSE OF INCIDENT	ACTION TAKEN / TREATMENT GIVEN	STATUS / REPORT	REMARKS / REMEDIAL MEASURES
24/7/19	Accident	Mr. Jany	Male	0+450	Damage to counter	Slipped	First aid given	N/A	Nothing to report
7/11/19	Counter	-	0+511-0+740	0+511-0+740	Violation of parking rules in car park	Car parked in wrong place	Noticed by guard	N/A	Warning given to driver
19/1/2020	Counter	-	0+100-1+400	0+100-1+400	Missing blood traps	Noticed by guard	Reported to management	N/A	Management to replace
09/11/20	Counter	Mr. Jany	Male	1+700	Violation of parking rules	Car parked in wrong place	Noticed by guard	N/A	Warning given to driver

No.	Name of Complainant	Place of Complaint	Address of Complainant	Date of Complaint	Description of Complaint	Action Taken
10	Mr. Jany	0+450	0+450	24/7/19	Damage to counter	First aid given
11	Mr. Jany	0+511-0+740	0+511-0+740	7/11/19	Violation of parking rules	Warning given
12	Mr. Jany	0+100-1+400	0+100-1+400	19/1/20	Missing blood traps	Reported to management
13	Mr. Jany	1+700	1+700	09/11/20	Violation of parking rules	Warning given

No.	Name of Complainant	Place of Complaint	Address of Complainant	Date of Complaint	Description of Complaint	Action Taken
14	Mr. Jany	0+450	0+450	24/7/19	Damage to counter	First aid given
15	Mr. Jany	0+511-0+740	0+511-0+740	7/11/19	Violation of parking rules	Warning given
16	Mr. Jany	0+100-1+400	0+100-1+400	19/1/20	Missing blood traps	Reported to management
17	Mr. Jany	1+700	1+700	09/11/20	Violation of parking rules	Warning given

# LIMURU MUNICIPALITY

LIMURU - 2015/16

1 <sup>st</sup> June 2015	Date
Around 05:00am	Time
Third party	Person impacted (third party/project team)
Over 18	Age
Male	Gender
N/A	Address of victim
N/A	Supervisor
N/A	Work post/location
Km 10-150	Incident location
Incident	Near miss/incident (event)
A lorry joined the road without proper clearance. As a result, a trailer and two other vehicles were overturned. The trailer fell off the road.	
Property damage	Nature of incident: Fatal injury near road change in property
Traffic police were called to the scene	Action taken/treatment given
Damage to the body of the trailer	Body part injured/property damaged
Dangerous entry into the road	Cause of incident
Notifiable	Notifiable or non-notifiable
Contractor's APO	Reported by
N/A	Follow up action
N/A	Mitigation for recurrence of incident

KUALA LUMPUR MUNICIPALITY  
INCIDENT LOG

1 <sup>st</sup> June 2015	Date
Around 05:00am	Time
Third party	Person impacted (third party/project team)
Over 18	Age
Male	Gender
N/A	Address of victim
N/A	Supervisor
N/A	Work post/location
Km 10-150	Incident location
Incident	Near miss/incident (event)
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Contractor's APO	Reported by
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N/A	Mitigation for recurrence of incident

KUALA LUMPUR MUNICIPALITY  
INCIDENT LOG

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Male	Gender
N/A	Address of victim
N/A	Supervisor
N/A	Work post/location
Km 10-150	Incident location
Incident	Near miss/incident (event)
A lorry joined the road without proper clearance. As a result, a trailer and two other vehicles were overturned. The trailer fell off the road.	
Property damage	Nature of incident: Fatal injury near road change in property
Traffic police were called to the scene	Action taken/treatment given
Damage to the body of the trailer	Body part injured/property damaged
Dangerous entry into the road	Cause of incident
Notifiable	Notifiable or non-notifiable
Contractor's APO	Reported by
N/A	Follow up action
N/A	Mitigation for recurrence of incident

KUALA LUMPUR MUNICIPALITY  
INCIDENT LOG

DATE	SUBJECT/NUMBER OF THE COMPLAINT	CONTENT OF THE COMPLAINT	COMPLAINT LOG	COMPLAINT DATE	ACTION TAKEN	COMPLAINT
07/03/2020	Concrete pedestrian	-	Tipping and falling along the gutter along the shallow drain was been installed.	07/03/2020	The contractor received the grievance and the following steps taken - 1) A team of matchless deployed to secure the area and assist in crowding where need be. 2) Warning tapes were placed around and along the shallow drain to deter stopping.	Resolved

# RUIRU MUNICIPALITY

DATE	NATURE OF ACCIDENT / INCIDENT	INVOLVED PERSONS	ACTIONS TAKEN
	One casual work while in a group of five were remaining of steel rods, one rod dropped and injured one of them.	1 casual worker elderly worker	The worker was taken to hospital where he was treated and released to his home. Medicals received and released for recuperation. Private hospital paid for his treatment and released under 1000/- The worker (casual) was taken to hospital (Kathmandu) Hospital Ruims and attended to and released.
10/8/19	Worker taking on a pipe while they were loading with sawer pipe into a truck. He was in a group of three. He was injured one finger by edge of pipe when it slipped against truck. Time 9:00 AM.	1 Worker ERIC TUOKUO SARKAL	Compensation of Victim by Worker's attitude Give him medical checkoff (paid) until recovery to company to report to insurance company for workers compensation.

*Note: The above worker was injured and was treated at hospital.*

2/8/19	Worker operating machinery while checking fuel pump. One change to support pole occurred. Many used support - noted that it was a case of negligence from the operator.		Worker taken to hospital treated and discharged. Company paid for his treatment.
2/8/19	Minor case involving one of the 100-100 casing. Note that the worker was injured and was treated. There were no major changes in the case.		N/A.

13.03.2020 11:00 AM

DATE	ADDRESS	COMPLAINANT NAME	REPORT DATE	ACTION TAKEN	STATUS
12/08/2019		Mr. SARKAL	July 2, 2019	Medical checkup	Resolved

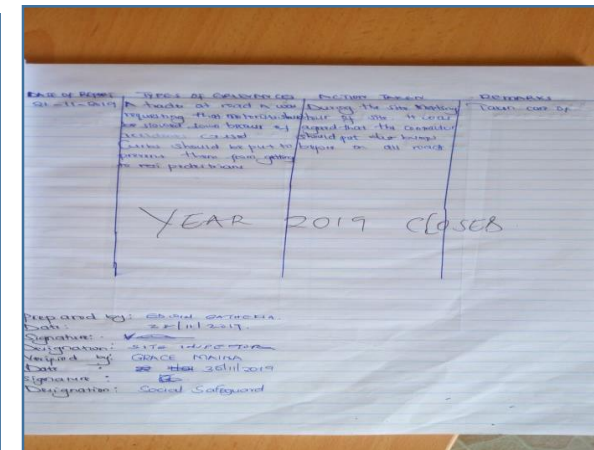
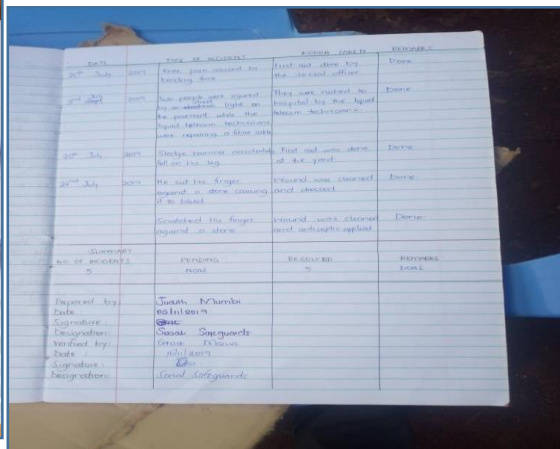
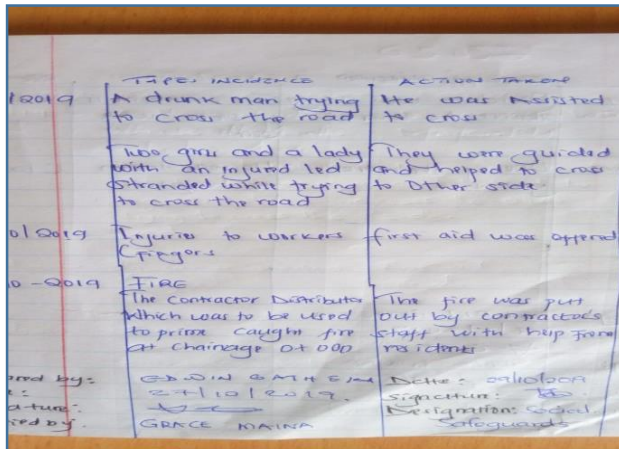
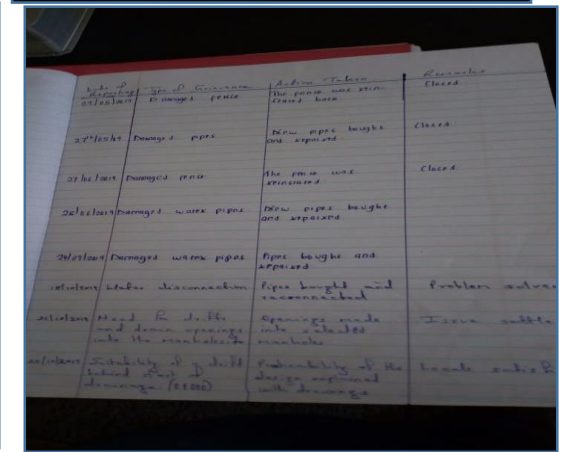
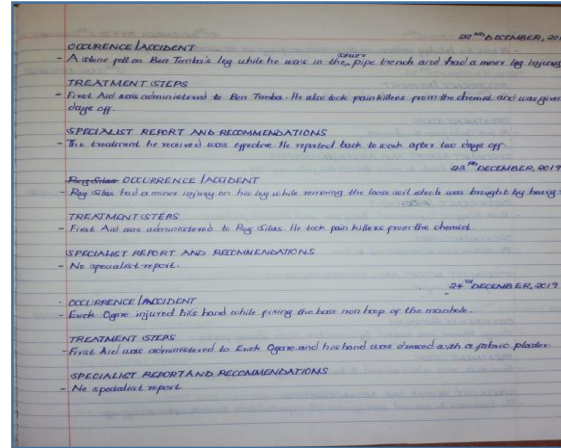
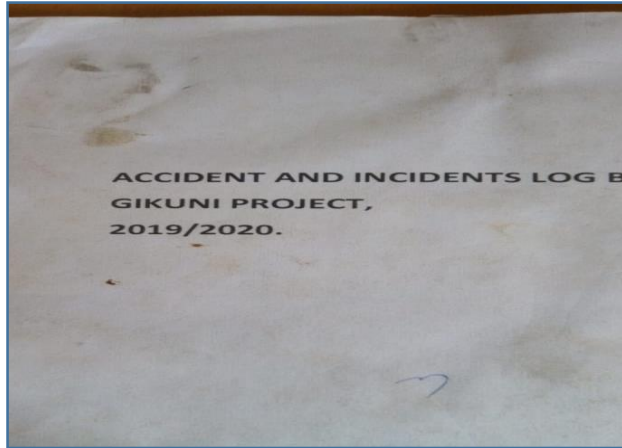
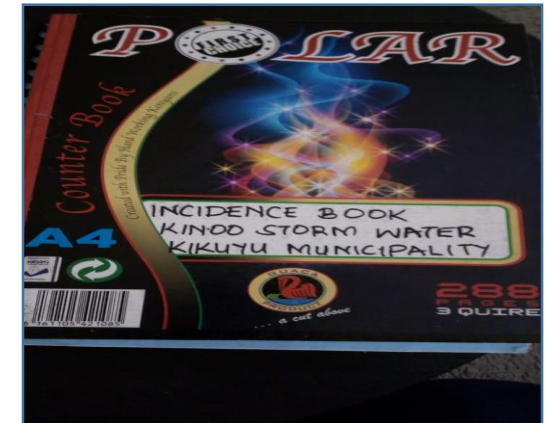
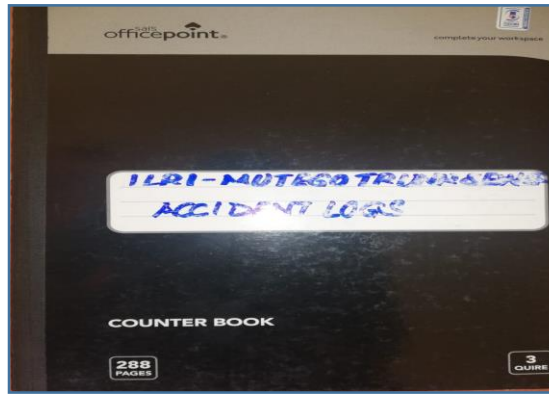
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DATE	ADDRESS	COMPLAINANT NAME	REPORT DATE	ACTION TAKEN	STATUS
12/08/2019		Mr. SARKAL	July 2, 2019	Medical checkup	Resolved

13.03.2020

DATE	ADDRESS	COMPLAINANT NAME	REPORT DATE	ACTION TAKEN	STATUS
12/08/2019		Mr. SARKAL	July 2, 2019	Medical checkup	Resolved

# KIKUYU MUNICIPALITY



# THIKA MUNICIPALITY

No.	DATE RECEIVED	PLACE OF SCENE	GR. NAME OF COMPLAINANT	THE COMPLAINANT	ISSUE	CHANNEL	ACKNOWLEDGED	ACTION TAKEN	COMPLAINT STATUS
1.	06/03/2019	Road 2 Chainage 0+060	Sun Njua	0705 164 456	Water pipe broken.	Word of mouth	06/03/2019	Informed THIWASCO Technicians.	Resolved.
2.	04/04/2019	Road 2 Chainage 0+640	Sun Njua	0705 164 456	Water pipe broken.	Word of mouth.	04/04/2019	Informed THIWASCO Technicians.	Resolved.
3.	10/04/2019	Road 2 Chainage 0+540	Sun Njua	0705 164 456	Water pipe broken.	Word of mouth.	10/04/2019	Informed THIWASCO Technicians.	Resolved.
4.	15/05/2019	Road 2 Chainage 0+120 to 0+340	Mr. Githina	0727 553 740	Land demarcation	Word of mouth.	15/05/2019	Relocated beacons for land owners.	Resolved
5.	24/06/2019	Road 2 Chainage 0+050	Sun Njua	0705 164 456	Safaricom cable damaged.	Word of mouth.	24/06/2019	Communicated to safaricom agents.	Resolved
6.	24/06/2019	Road 1 Chainage 0+940	Mr. Kuria	0700 796 787	Restricted access to the compound	Word of mouth.	24/06/2019	Apologised to the resident and created a diversion.	Resolved
7.	02/07/2019	Road 2 Chainage 0+580	Sun Njua	0705 164 456	Electricity wire damaged.	Word of mouth.	02/07/2019	Communicated to KPLC. [Informed KPLC]	Resolved
8.	04/07/2019	Road 3 Chainage 0+010	Sun Njua		Water pipe broken	Word of mouth	04/07/2019	Informed THIWASCO Technicians	Resolved
9.	05/07/2019	Road 2 Chainage 0+315	Sun Njua		Water pipe broken	Word of mouth	05/07/2019	Informed THIWASCO Technicians	Resolved
10.	12/08/2019	Road 2 Chainage 0+420	Brigadier Ngaira		Excavation trench filled with water and mud	Word of mouth	12/08/2019	Informed THIWASCO Technicians	Resolved
11.	11/09/2019	Road 1	Sun Njua		Domestic waste water discharged into the drainage	Word of mouth	11/09/2019	Communicated to Safaricom agents	Resolved

Date	Type of Incidents	Action Taken	Remarks
26/07/2019	Police accident. Domestic pump in use	Arranged to by the Police order	Resolved fully
04/08/2019	Water household water discharging into the drainage	Water connected and discharge stopped	Solved
27/08/2019	Excavation trench filled with water and mud	Water pumped out and mud removed	Water and mud removed normally
15/09/2019	Domestic waste water discharged into the drainage	Incidence addressed by the local environment officer	Discharge stopped
20/09/2019	Mechanical breakdown of truck and concrete mixer	Equipment repaired	Solved

No.	Date	Name of Complainant	Content of Complainant	Content Issue	Complainant Name	Date Received	Action Taken	Complainant Status
63	26/07/2019	Public	Water supply	Water supply	Public	26/07/2019	Water supply repaired	Solved
64	26/07/2019	Public	Water supply	Water supply	Public	26/07/2019	Water supply repaired	Solved
65	26/07/2019	Public	Water supply	Water supply	Public	26/07/2019	Water supply repaired	Solved
66	26/07/2019	Public	Water supply	Water supply	Public	26/07/2019	Water supply repaired	Solved
67	26/07/2019	Public	Water supply	Water supply	Public	26/07/2019	Water supply repaired	Solved
68	26/07/2019	Public	Water supply	Water supply	Public	26/07/2019	Water supply repaired	Solved
69	26/07/2019	Public	Water supply	Water supply	Public	26/07/2019	Water supply repaired	Solved
70	26/07/2019	Public	Water supply	Water supply	Public	26/07/2019	Water supply repaired	Solved
71	26/07/2019	Public	Water supply	Water supply	Public	26/07/2019	Water supply repaired	Solved
72	26/07/2019	Public	Water supply	Water supply	Public	26/07/2019	Water supply repaired	Solved

