



## **COUNTY GOVERNMENT OF KIAMBU**

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

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

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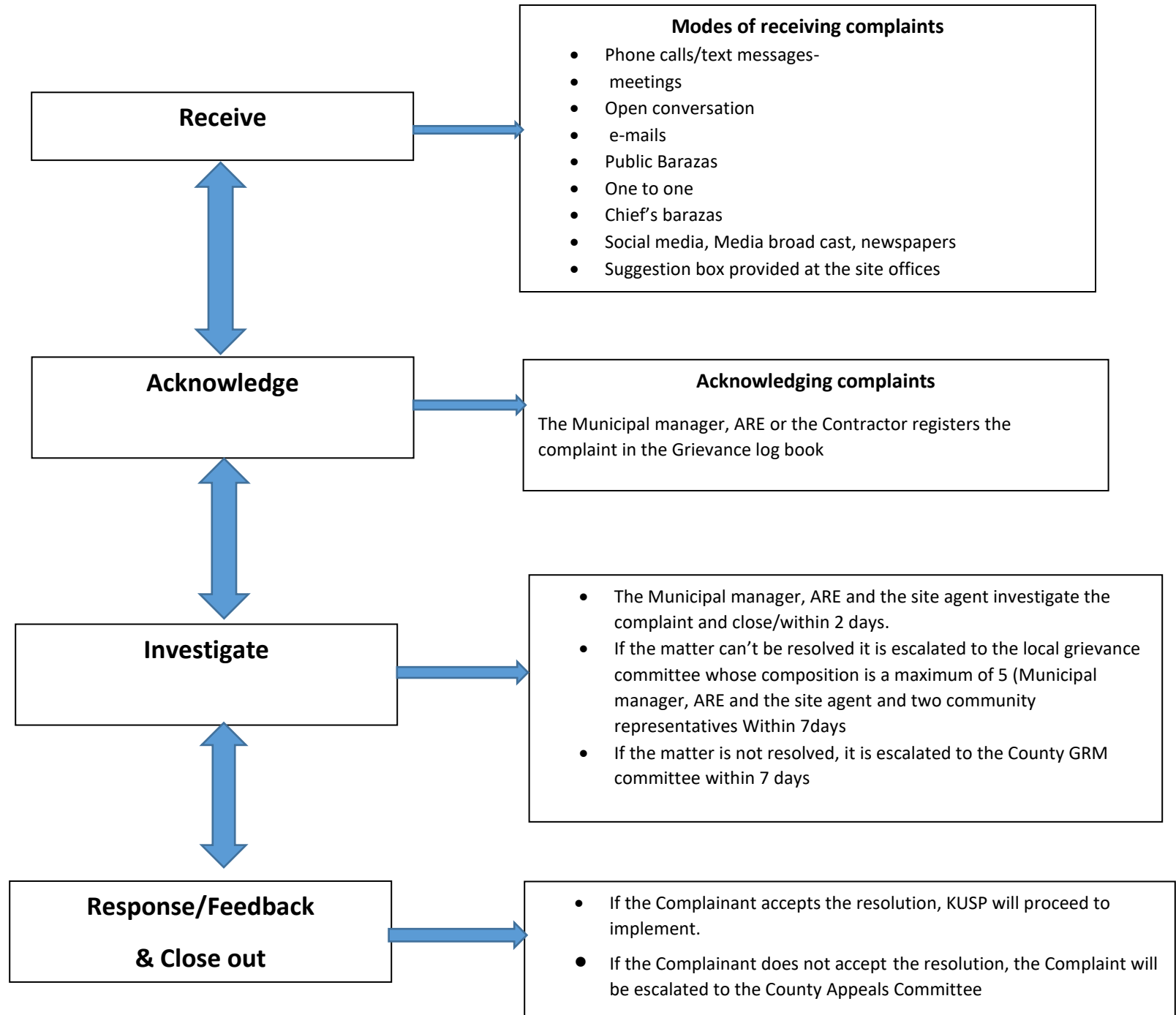
The Grievance redress mechanism Procedure allows stakeholders to raise issues, questions or concerns and grievances with the project. Kiambu County and the municipalities have addressed issues, questions, concerns and grievances in a prompt, respectful and responsive manner. Every stakeholder has the 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 murram	Resident to CLO	12/8/2019	Reported to Site Agent	Resolved
2.	13/8/019	Samuel Mbugua 0728983864	No access and murram 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

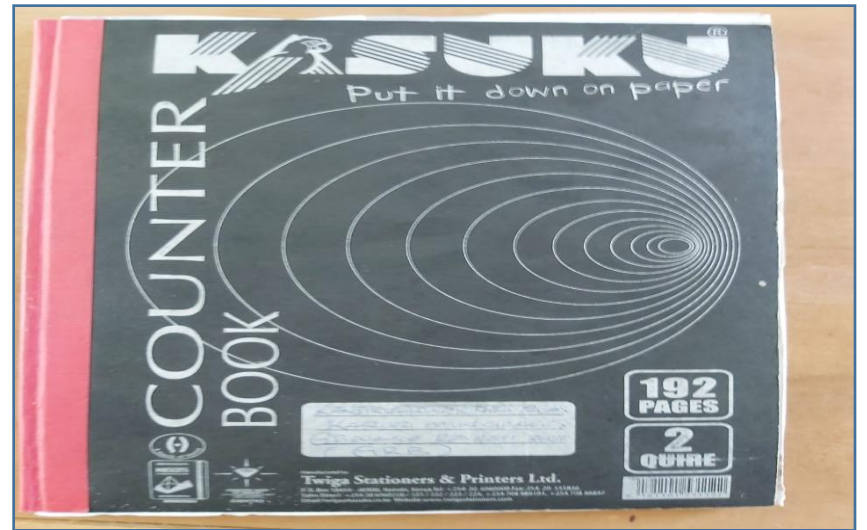
### July 2019

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	INCIDENT	Q. 0156	INCIDENT LOCATION	NAME OF INCIDENT / FATAL INCIDENT / FATAL INCIDENT / FATAL INCIDENT	INVESTIGATION	INVESTIGATION	INVESTIGATION	INVESTIGATION	INVESTIGATION	INVESTIGATION
20/1/15	Good form	Male	0+400	Damage to car	Carroll	Carroll	Carroll	Carroll	Carroll	Carroll
7/1/15	Contractor	-	0+510 - 0+740	Validation of	Carroll	Carroll	Carroll	Carroll	Carroll	Carroll
13/1/20	Contractor	-	0+100 - 1+400	Maximum block	Carroll	Carroll	Carroll	Carroll	Carroll	Carroll
20/1/20	Calvin	Male	1+720	Maximum and	Carroll	Carroll	Carroll	Carroll	Carroll	Carroll

NO.	NAME OF CHAPLAIN	PLACE OF COMMISSION	NAME OF CHAPLAIN	COUNTRY OF COMMISSION	DESCRIPTION OF COMMISSION	ACTIVITY TAKEN	STATUS
10	Dr. J. L. H. H. H.	CH. 10000	Dr. J. L. H. H. H.	CH. 10000	1. ... 2. ... 3. ...	1. ... 2. ... 3. ...	Done
11	Dr. J. L. H. H. H.	CH. 10000	Dr. J. L. H. H. H.	CH. 10000	1. ... 2. ... 3. ...	1. ... 2. ... 3. ...	Done
12	Dr. J. L. H. H. H.	CH. 10000	Dr. J. L. H. H. H.	CH. 10000	1. ... 2. ... 3. ...	1. ... 2. ... 3. ...	Done
13	Dr. J. L. H. H. H.	CH. 10000	Dr. J. L. H. H. H.	CH. 10000	1. ... 2. ... 3. ...	1. ... 2. ... 3. ...	Done
14	Dr. J. L. H. H. H.	CH. 10000	Dr. J. L. H. H. H.	CH. 10000	1. ... 2. ... 3. ...	1. ... 2. ... 3. ...	Done
15	Dr. J. L. H. H. H.	CH. 10000	Dr. J. L. H. H. H.	CH. 10000	1. ... 2. ... 3. ...	1. ... 2. ... 3. ...	Done
16	Dr. J. L. H. H. H.	CH. 10000	Dr. J. L. H. H. H.	CH. 10000	1. ... 2. ... 3. ...	1. ... 2. ... 3. ...	Done
17	Dr. J. L. H. H. H.	CH. 10000	Dr. J. L. H. H. H.	CH. 10000	1. ... 2. ... 3. ...	1. ... 2. ... 3. ...	Done
18	Dr. J. L. H. H. H.	CH. 10000	Dr. J. L. H. H. H.	CH. 10000	1. ... 2. ... 3. ...	1. ... 2. ... 3. ...	Done
19	Dr. J. L. H. H. H.	CH. 10000	Dr. J. L. H. H. H.	CH. 10000	1. ... 2. ... 3. ...	1. ... 2. ... 3. ...	Done
20	Dr. J. L. H. H. H.	CH. 10000	Dr. J. L. H. H. H.	CH. 10000	1. ... 2. ... 3. ...	1. ... 2. ... 3. ...	Done

[illegible]



# LIMURU MUNICIPALITY

Page 3

1<sup>st</sup> June 2019

Armed 05:00am

Third party

Over 18

Male

N/A

N/A

N/A

Km 9+100

Incident

A very joined the road without proper clearance. As a result, a trailer and two other vehicles were involved. The trailer fell off the road.

Property damage

Traffic police were called to the scene

Damage to the body of the trailer

Dangerous entry into the road

Notifiable

Contractor's APO

N/A

N/A

Page 3

Armed 05:00am

Time

Person impacted (third party/project team)

Age

Gender

Address of victim

Supervisor

Work post/location

Incident location

Near mine/incident (km)

Description of incident

Nature of incident: Road injury near road change in property

Action taken/treatment given

Body part injured/property damaged

Cause of incident

Notifiable or non-notifiable

Reported by

Follow up action

Mitigation for recurrence of incident

Armed 05:00am

Time

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Age

Gender

Address of victim

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Cause of incident

Notifiable or non-notifiable

Reported by

Follow up action

Mitigation for recurrence of incident

# RUIRU MUNICIPALITY

DATE	NATURE OF ACCIDENT INCIDENT.	INVOLVED PERSONS.	ACTION TAKEN.
	One casual work where in a group of three were working on steel chords, his hand slipped and injured one of them.	1 Casual force steres welder.	The victim was taken to hospital where he was treated. Taken to the hospital. Medication Released and Released for Reception.
10/8/14	Worker injured by falling slightly from height.	Jagan Kiri	Admitted to hospital for treatment. Released after treatment.
10/9/14	A Semi-skilled worker was injured while they were loading up a cement bag into a truck. He was in a group of three.	1 Worker  ERIC THURGOO SANKALI	- The Victim (Name) was taken to Hospital (Narath) Hospital Ruins and attended to and Released.
	He was injured one finger by edge of Pipe which slipped against thumb. Time 9.00 AM.	Compensation of Victim by Company's side.	- Given full Sick-off (Paid) while Recovery - Company to Report to Insurance Company for Workmen Compensation.
	<del>The above worker was finger was severely injured and was admitted to hospital.</del>		<del>Not to</del>

2/2/19	<p>From the speaker's considerable              life experience that thought was              made the Government's responsibility, some              changes to supporting police operations.              Being used to report - noted that              it has been some negligence have              the speaker. <u>W</u></p>	<p>From the speaker's              with the Agent              for Customs -  <u>W</u></p>
2/12/19	<p>Minor 2000 issues on the 1000 log.              Changing Name: Total Requirements              X-ray done and of course pointed. There were no issues              changed 2000 log. have changed              cleared <u>W</u></p>	<p>Notes              a. From the Department's perspective              issued and discharged              Changing from the name.</p>
<p>N/A.</p>		

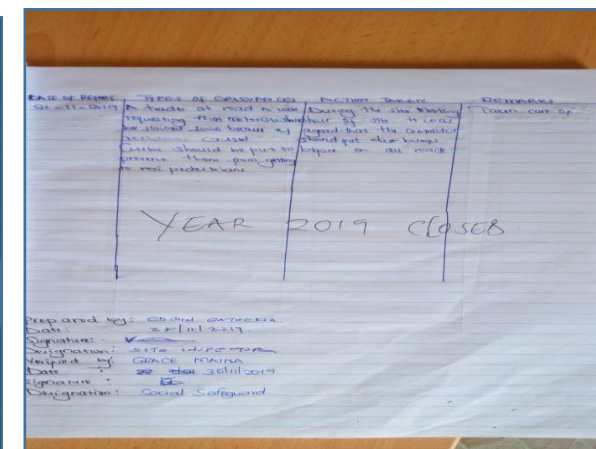
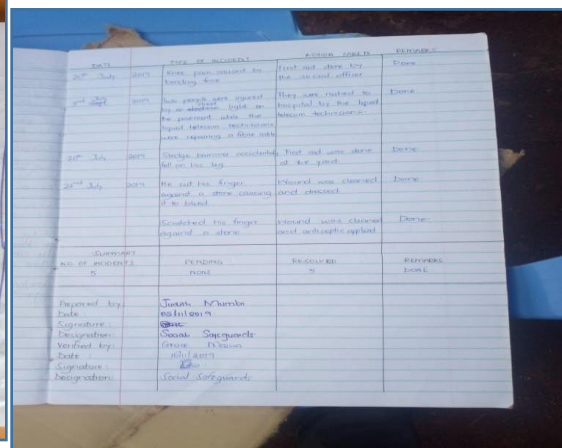
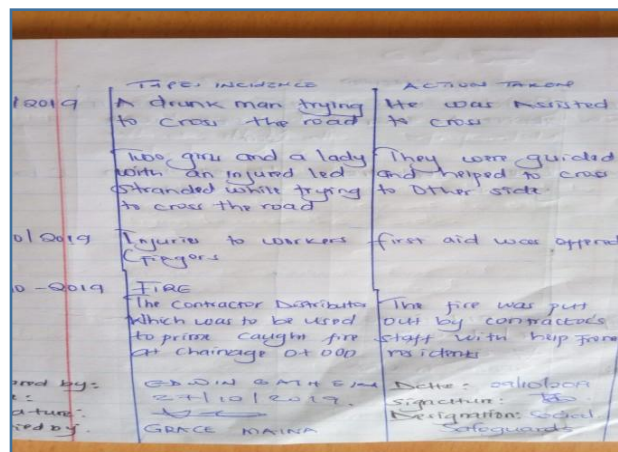
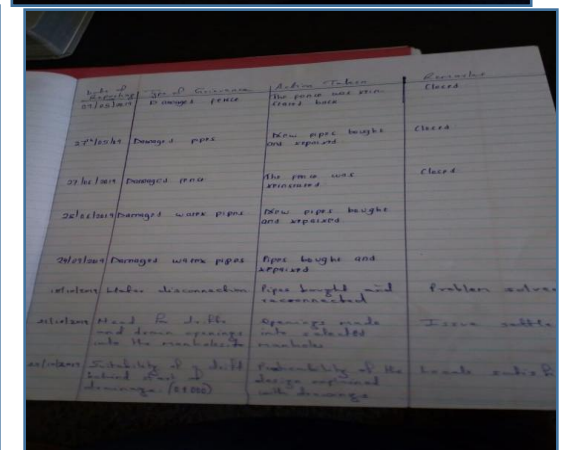
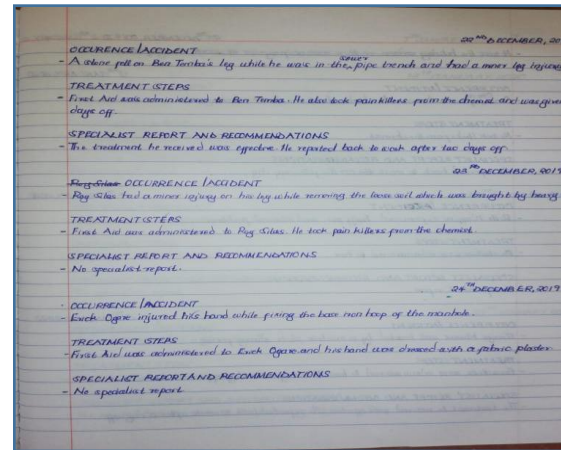
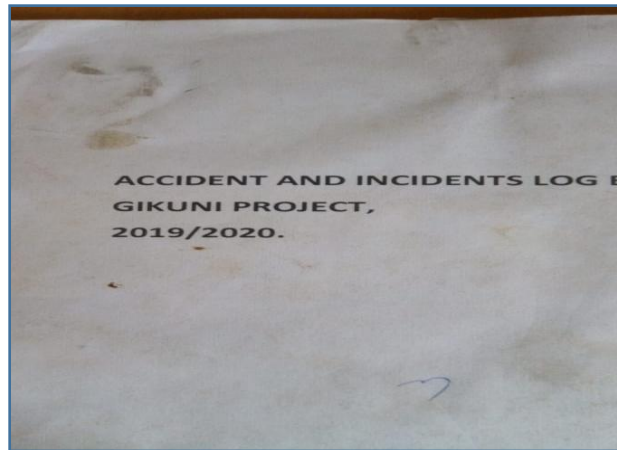
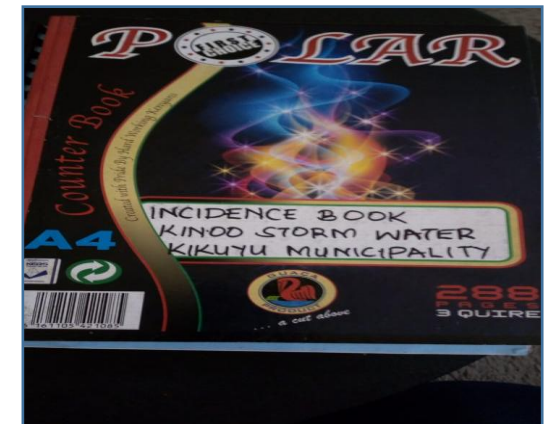
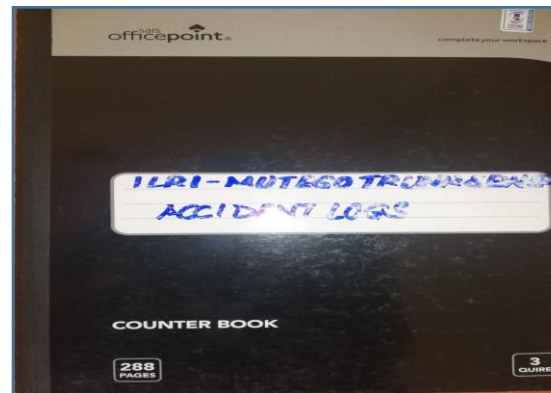
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Year	Month	Day	Time	Location	Weather	Notes
1971	May	10	10:00	1000 ft	Clear	1st bird seen
1972	May	10	10:00	1000 ft	Clear	2nd bird seen
1973	May	10	10:00	1000 ft	Clear	3rd bird seen
1974	May	10	10:00	1000 ft	Clear	4th bird seen
1975	May	10	10:00	1000 ft	Clear	5th bird seen
1976	May	10	10:00	1000 ft	Clear	6th bird seen
1977	May	10	10:00	1000 ft	Clear	7th bird seen
1978	May	10	10:00	1000 ft	Clear	8th bird seen
1979	May	10	10:00	1000 ft	Clear	9th bird seen
1980	May	10	10:00	1000 ft	Clear	10th bird seen
1981	May	10	10:00	1000 ft	Clear	11th bird seen
1982	May	10	10:00	1000 ft	Clear	12th bird seen
1983	May	10	10:00	1000 ft	Clear	13th bird seen
1984	May	10	10:00	1000 ft	Clear	14th bird seen
1985	May	10	10:00	1000 ft	Clear	15th bird seen
1986	May	10	10:00	1000 ft	Clear	16th bird seen
1987	May	10	10:00	1000 ft	Clear	17th bird seen
1988	May	10	10:00	1000 ft	Clear	18th bird seen
1989	May	10	10:00	1000 ft	Clear	19th bird seen
1990	May	10	10:00	1000 ft	Clear	20th bird seen
1991	May	10	10:00	1000 ft	Clear	21st bird seen
1992	May	10	10:00	1000 ft	Clear	22nd bird seen
1993	May	10	10:00	1000 ft	Clear	23rd bird seen
1994	May	10	10:00	1000 ft	Clear	24th bird seen
1995	May	10	10:00	1000 ft	Clear	25th bird seen
1996	May	10	10:00	1000 ft	Clear	26th bird seen
1997	May	10	10:00	1000 ft	Clear	27th bird seen
1998	May	10	10:00	1000 ft	Clear	28th bird seen
1999	May	10	10:00	1000 ft	Clear	29th bird seen
2000	May	10	10:00	1000 ft	Clear	30th bird seen
2001	May	10	10:00	1000 ft	Clear	31st bird seen
2002	May	10	10:00	1000 ft	Clear	32nd bird seen
2003	May	10	10:00	1000 ft	Clear	33rd bird seen
2004	May	10	10:00	1000 ft	Clear	34th bird seen
2005	May	10	10:00	1000 ft	Clear	35th bird seen
2006	May	10	10:00	1000 ft	Clear	36th bird seen
2007	May	10	10:00	1000 ft	Clear	37th bird seen
2008	May	10	10:00	1000 ft	Clear	38th bird seen
2009	May	10	10:00	1000 ft	Clear	39th bird seen
2010	May	10	10:00	1000 ft	Clear	40th bird seen
2011	May	10	10:00	1000 ft	Clear	41st bird seen
2012	May	10	10:00	1000 ft	Clear	42nd bird seen
2013	May	10	10:00	1000 ft	Clear	43rd bird seen
2014	May	10	10:00	1000 ft	Clear	44th bird seen
2015	May	10	10:00	1000 ft	Clear	45th bird seen
2016	May	10	10:00	1000 ft	Clear	46th bird seen
2017	May	10	10:00	1000 ft	Clear	47th bird seen
2018	May	10	10:00	1000 ft	Clear	48th bird seen
2019	May	10	10:00	1000 ft	Clear	49th bird seen
2020	May	10	10:00	1000 ft	Clear	50th bird seen

[illegible]



# KIKUYU MUNICIPALITY





# THIKA MUNICIPALITY

NO.	DATE RECEIVED	PLACE OF SCENE	GR. NO. COMPLAINT	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 2 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				05/07/2019	Informed THIWASCO Technicians.	Resolved.
10.	12/08/2019	Road 2 Chainage 0+420	Brigadier Ngaira				08/2019	Informed THIWASCO Technicians.	Resolved.
11.	11/09/2019	Road 1	Sun Njua				09/2019	Communicated to Safaricom agents	Resolved.

Date	Type of Incidence	Action Taken	Remarks
24/06/2019	Electricity accident. Domestic pump on site.	Arranged to be fixed by the electrician.	Resolved fully.
07/07/2019	Water household water discharging into the drainage.	Water connected and discharge stopped.	Solved.
27/07/2019	Electricity accident. Exposed wires filled with water and mud.	Wires pumped out and mud removed.	Solved and wires replaced normally.
15/08/2019	Domestic waste water discharged into the drainage.	Incidence addressed by the local environment officer.	Discharge stopped.
24/08/2019	Domestic household water pipe burst and concrete mixer.	Replacement required.	Solved.

## THIKA MUNICIPALITY ACCIDENTS AND INCIDENTS REGISTER KIGANJO SEWER

192  
PAGES  
2  
QUINE

Twiga Stationers & Printers Ltd.

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

Under the floor  
Sewerage installation/fixing  
Consolidating of sewer  
Algebraic drainage in Thika

Algebraic - LEAKAGE - RISK  
Sewerage installation/fixing  
Consolidating of sewer  
Algebraic drainage in Thika