



COUNTY GOVERNMENT OF KIAMBU

Department of Municipal Administration and Urban Development

KUSP GRIEVANCE REDRESS MECHANISM (GRM) STRUCTURE

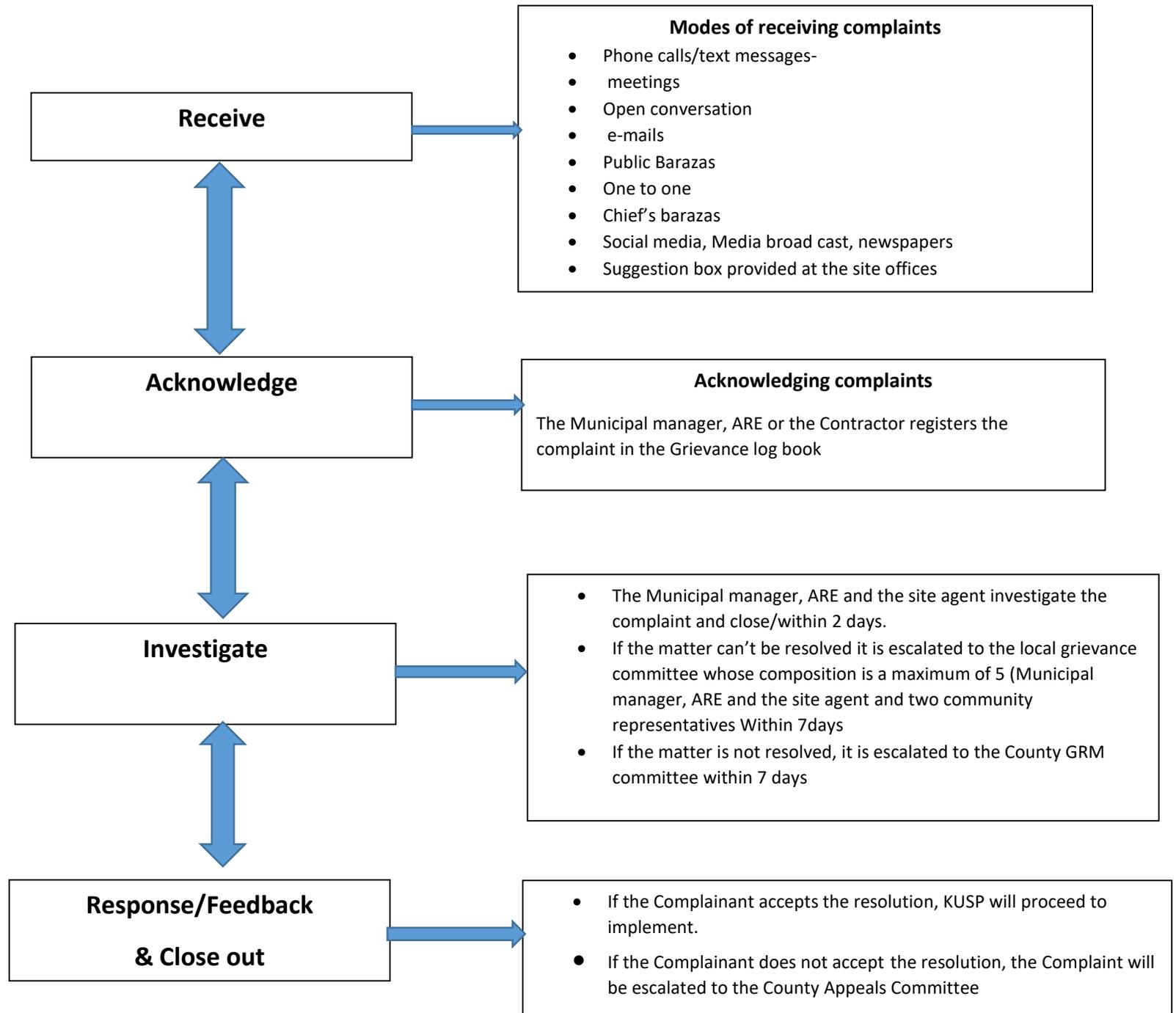
The Grievance redress mechanism Procedure allows stakeholders to raise issues, questions or concerns and grievances with the project. Kiambu County and the municipalities have addressed issues, questions, concerns and grievances in a prompt, respectful and responsive manner. Every stakeholder has the 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.

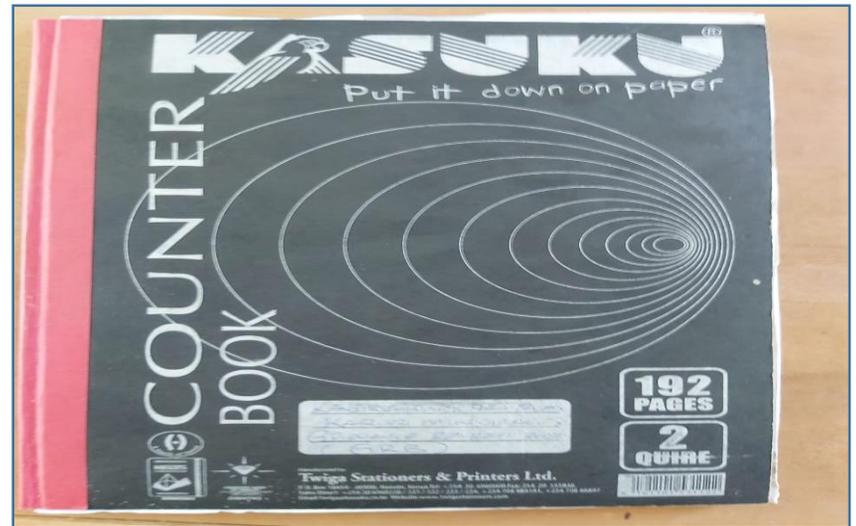
Objectives of the GRM

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



KARURI MUNICIPALITY

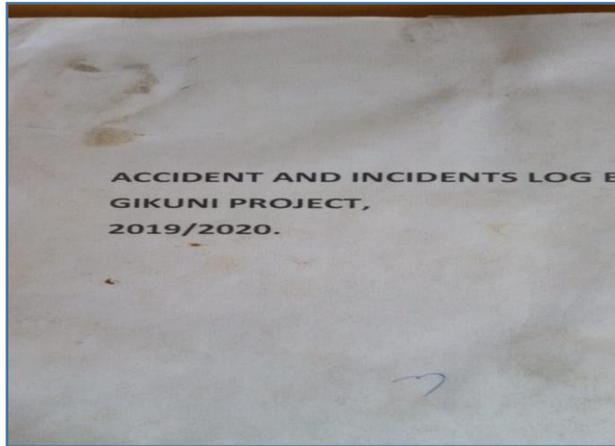
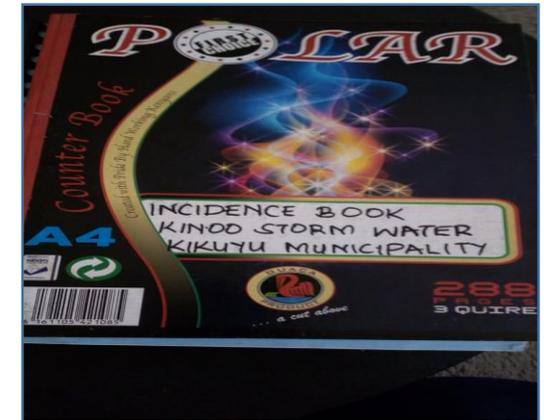
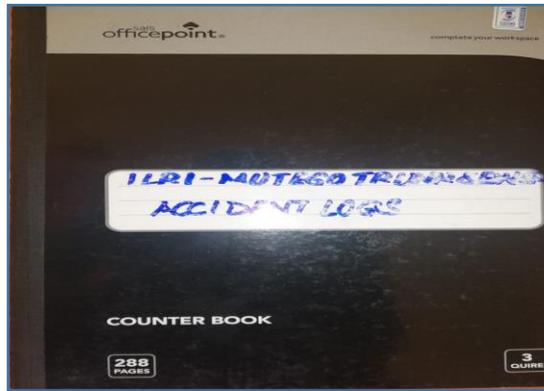


DATE	PEREN	IMPATED	Q. NUMBER	INCIDENT LOCATION	NATURE OF INCIDENT / TYPE OF DAMAGE TO PROPERTY	ACTION TAKEN / TREATMENT GIVEN	STATUS / REASON FOR DAMAGE	CAUSE OF INCIDENT	REMARKS / RECOMMENDATIONS
24/7/19	000	000	Male	04450	Damage to Counter	Customer fell and pulled out	N/A	Did not wear shoes	Causing the damage with general warning.
7/11/19	Counter	-	0451-0470	Verbalism of harassment in counter	Staff by the guard	N/A	Malicious damage	Posting the harassment after staff.	
19/1/20	Counter	-	04100 - 14400	Mechanical block theft	Staff by the counter	N/A	Malicious theft	Post by guard.	
09/1/20	Calicut	Female	14700	Verbalism and financial	Staff by the counter	N/A	White body	General damage	

No.	Name of Complainant	Place of Complainant	Address of Complainant	Category of Complainant	Description of Complainant	Action Taken
10
11
12
13
14
15

No.	Name of Complainant	Place of Complainant	Address of Complainant	Category of Complainant	Description of Complainant	Action Taken
16
17
18
19
20

KIKUYU MUNICIPALITY



06th DECEMBER, 2019

OCCURRENCE/INCIDENT
A stone fell on Ben Tombo's leg while he was in the pipe trench and had a minor leg injury.

TREATMENT STEPS
First Aid was administered to Ben Tombo. He also took painkillers from the chemical store given the charge off.

SPECIALIST REPORT AND RECOMMENDATIONS
No specialist report. He returned to work after the charge off.

09th DECEMBER, 2019

OCCURRENCE/INCIDENT
Ray Sidas had a minor injury to his leg while removing the loose soil which was brought by heavy rain.

TREATMENT STEPS
First Aid was administered to Ray Sidas. He took pain killers from the chemical.

SPECIALIST REPORT AND RECOMMENDATIONS
No specialist report.

24th DECEMBER, 2019

OCCURRENCE/INCIDENT
Ezek Ogwe injured his hand while firing the base man hoop of the manhole.

TREATMENT STEPS
First Aid was administered to Ezek Ogwe and his hand was dressed with a fabric plaster.

SPECIALIST REPORT AND RECOMMENDATIONS
No specialist report.

Date	Type of Occurrence	Action Taken	Remarks
27/12/2019	Damaged pipe	New pipe bought and repaired	Closed
27/12/2019	Damaged pipe	The pipe was examined	Closed
28/12/2019	Damaged water pipe	New pipe bought and repaired	
28/12/2019	Water disconnection	Pipe bought and reconnected	Problem solved
28/12/2019	Head for ditch and down opening into the manhole	Openings made into the manhole	Issue solved
28/12/2019	Stability of ditch (1800)	Feasibility of the design confirmed with drawings	Issue solved

Date	Type of Incident	Action Taken
12/01/2019	A drunk man trying to cross the road	He was assisted to cross
12/01/2019	Two girls and a lady with an injured leg stranded while trying to cross the road	They were guided and helped to cross to other side
01/2019	Injuries to workers (Gregory)	First aid was offered
01-2019	FIRE The Contractor Distributor which was to be used to prove caught fire at charge of 000	The fire was put out by contractor staff with help from residents

Prepared by: GRACE MAINA
Signature: GRACE MAINA
Designation: Social Safeguards

Date	Type of Incident	Action Taken	Remarks
20 th July 2019	Stone thrown at trucking line	First aid done by the social officer	Done
21 st July 2019	Two people got injured by an accident. Light on the ground, when they tried to cross the road	They were helped by the social officer	Done
21 st July 2019	Diagonal beam connected to the leg	First aid was done at the yard	Done
21 st July 2019	He cut his finger against a stone coming from the road	Wound was cleaned and dressed	Done
21 st July 2019	Scrubbed his finger against a stone	Wound was cleaned and dressed	Done
Summary	PENDING	RESOLVED	REMOVED
Prepared by: Dore	Juwah Mwangi		
Signature: Dore	Social Safeguards		
Verified by: Dore	Grace Maina		
Signature: Dore	Social Safeguards		

YEAR 2019 CLOSED

Prepared by: GRACE MAINA
Signature: GRACE MAINA
Designation: Social Safeguards