



**REPUBLIC OF KENYA**  
**COUNTY GOVERNMENT OF NYANDARUA**  
**DEPARTMENT OF LANDS, PHYSICAL PLANNING AND**  
**URBAN DEVELOPMENT**



**ENGINEER MUNICIPALITY**

**GRIEVANCE REDRESS MECHANISM**

A Grievance Redress Mechanism is a system by which queries or clarifications about the project are responded to, problems that arise out of implementation are resolved and grievances are addressed efficiently and effectively. Engineer Municipality uses a manual entry which involve a grievance register book.

**Procedures and guidelines in registering grm, incidence / accident logs**

The grm guarantees that stakeholder are fully informed on how to register complaints through community mobilization forum and public participation meetings etc.

The complaints should include date, full name, a, contact and project description. The areas to lodge complains are social safe guard's office, manager's office and site's office on grm complain register. For the effective and efficient delivery, this period should be between day 1 to 14 of its event but handling of the case vary from case to the other.

**Gender main streaming**

The municipality has ensured that the genders are integrated in all KUSP projects during decision making, making policies and projects cycle, also the third gender rule is adhered, it is also during projects' committee formation, This is to ensure that the needs and interests of each gender ie:( vulnerable groups , youth , men and women ) is inclusive such that it will provide quality , efficient and effective communication that brings ownership after project completion.

**Engineer Municipality GRM should among others;**

- a) Give voice to the marginalized
- b) Build greater trust and mutual respect between citizens and project authorities.
- c) Help project management by enhancing efficiency as resources are targeted properly.
- d) Provide feedback in a systematic and timely manner.
- e) Generate awareness and demand among citizens to utilize the services properly.
- f) Deter project – related fraud and corruption.
- g) Allow beneficiaries to express their voices creating a sense of ownership.

**Principles of Engineer Municipality GRM**

- Fairness
- Objectiveness and independence
- Simplicity and accessibility.
- Responsiveness and efficiency
- Speed and proportionality.
- Participation and social inclusion.

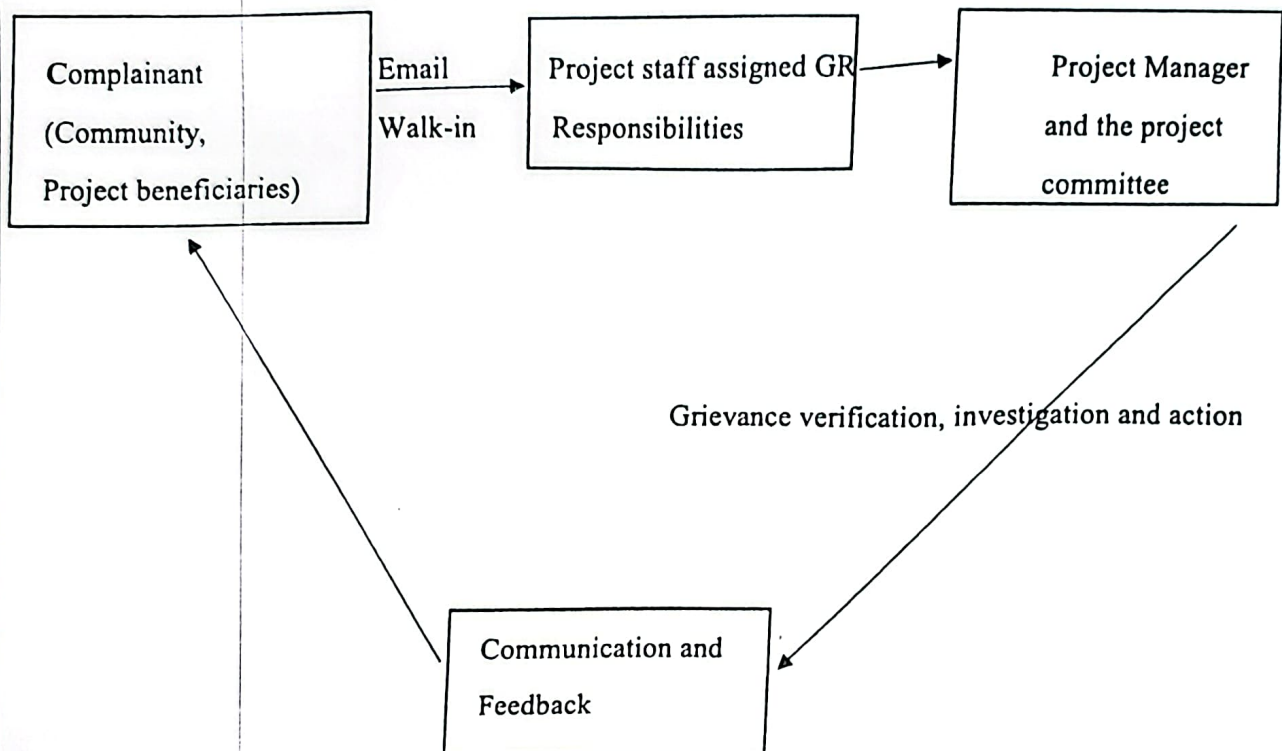
## Categories of Grievances

- a) Comments , suggestions or queries
- b) Grievances relating to non- performance of project obligation
- c) Grievances referring to violations of law / or corruption.
- d) Grievances against projects staff or community members involved in the project management.

## Grievance redress steps.

1. Documentation
2. Grouping and distribution – Grouping of grievances is done on the basis of level categories and status.
3. Cross checking and analysis
4. Grievances handling facilitation
5. Monitoring on the problem- solving process.
6. Special discussion on grievance handling
7. Reporting and broadcasting of information
8. Special action and sanction.

## Complaint processing Flowchart.



## PROJECTS COMMITTEE MEMBERS

- Municipal manager
- C.P.CT members
  - a. Project Manager
  - b. Engineer
  - c. Physical planner
  - d. Environmental officer
  - e. Social safe guard officer

**NB: C.E.O lands, Physical Planning and Urban Development is the overseer of all programs and projects in municipalities.**

**COMMUNITY REPRESENTATIVE**

1. Businessman
2. Youth
3. Member from vulnerable