



# **LWENGO DISTRICT GREVIACE REDREES**

## **MECHANISM**

## **CHAPTER 1: INTRODUCTION**

A Grievance Redress Mechanism (GRM) is an instrument through which dispute resolution is sought and provided. It involves the receipt and processing of complaints from individuals or groups negatively affected by activities of a particular project.

The GRM will assist the District to ensure that deliberate processes and procedures are put in place to capture, assess and respond to concerns from the community. This will ensure smooth implementation of the projects and timely and effectively addressing of the problems that would be encountered during implementation.

### **1.1 Objectives of the Grievance Redness Mechanism**

The following are the objectives of establishing a GRM;

- i. To address complaints and grievances and enhance conflict resolution arising from..
- ii. Ensure transparency and accountability throughout the implementation of projects and programmes.
- iii. Resolve any emerging environmental and social grievances in project areas.
- iv. To promote relations between the community and the district

### **1.2 Scope of the GRM**

The GRM provides a channel for dispute resolution during execution of services. However, the GRM serves to complement but not replace the existing channels such as rewards and sanctions committee.

The GRM is designed to improve outcomes by creating public awareness about the project and its objectives, deterring fraud and corruption, mitigating socio-economic and environmental risks and providing the NIE Secretariat with practical suggestions and feedback during programme implementation.

The targeted audience for this GRM will range from the civil servants, politicians and the entire community. It is anticipated that this GRM will be robust enough to address conflicts and complaints across the District.

### **1.3 Principles of the GRM**

The effectiveness of this GRM will be guided by the following principles:

- i. **Accessibility:** The GRM should be accessible to everyone and at any time. It should take into consideration potential barriers such as language, literacy, awareness, cost or fear of reprisal and seek to address them.
- ii. **Predictability:** GRM should be time-bound at each stage, and have specified time frames for the responses.
- iii. **Fairness:** All the procedures therein should be widely perceived as unbiased in regards to access of information and meaningful public participation.
- iv. **Rights compatibility:** The outcomes of the mechanism should be consistent with the international and national standards. It should also not restrict access to other redress mechanisms.
- v. **Transparency and accountability:** The entire GRM process should be done out of public interest.
- vi. **Capability:** For an effective GRM, the system needs to be endowed the necessary resources, that is, technical, financial and human resources.
- vii. **Feedback:** It should serve as a means to channel citizen feedback to improve project outcomes for the people.

## **2 THE GRM STRUCTURE**

A Redress mechanism is planned to address all complaints.

### **2.1 First Level of Redress: Community Level**

The main targets at this level are the civil servants, politicians and the communities

At every community unit, three community leaders shall be appointed and trained to handle complaints. These three community leaders shall work under the supervision of the area chief/assistant chief. All project beneficiaries shall be informed of the appointed recipients of complaints. These community level leaders shall dedicate days when they are available to receive and resolve complaints. Once they receive a complaint they shall be mandated to register the complaint, investigate and recommend an action. The received complaint shall be recorded on a standardized *NIE-GRM/001* form as shown in Appendix 1. If the complainant is not satisfied with the recommendation they shall be advised to report to the second level of redress. These community leaders shall be obligated to submit a quarterly report using the standardized *NIE-GRM/005* format as in Appendix 5. of registered complaints to the County Implementation Committee for onward transmission to the NIE.

#### **2.1.1. Points of receipt of complaints at community level**

The community members shall be advised to register their complaints at the Complaints focal person

#### **2.1.2 Mode of receipt and recording of Complaints**

The complaints can be made in writing, verbally, over the phone, by fax or emails. The officer receiving the complaints should try to obtain relevant basic information regarding the grievance. It is anticipated that at this level, most complaints will be made formally.

After registering the complaint the Grievance Handling Team under the guidance of the complaints focal person set a date to investigate the matter, after which they shall provide a recommendation. If necessary, meetings have to be held between the complainants and the concerned officers to find a solution to the problem and make arrangements for grievance redress.

### **2.1.3 Timeline**

The resolution at the first level will be done within 14 or 30 working days depending on the time for investigation time.

#### **2.1.1 Complaints Handling Process**

##### **Level 1:**

- i. Complainant fills in Complaint Form.
  - ii. Complaint is assessed for compliance with Mandate.
  - iii. If within mandate, complainant focal person commences inquiries and complainant is issued with copy of communication.
  - iv. If a response is not received from the respondent after 14 working days, CFP sends a first reminder giving the respondent 7 days to comply.
  - v. If no response is received after this, a final reminder of 7 days is sent.
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- i. Conduct investigations.
  - ii. Demand and obtain information or documents.
  - iii. Conduct an inquiry.
  - iv. Undertake mediation, negotiation and conciliation.

### **3 COMMUNICATION PLAN FOR THE GRIEVANCE REDRESS MECHANISM**

This Communication plan describes the approach to be taken by the District in communicating and collaborating with its relevant stakeholders on the Grievance Redress Mechanism. This plan will facilitate effective and coordinated beneficiaries and the general public on standard procedures of the GRM before and during programme implementation.

#### **3.1 Communication plan objectives**

The primary objective of the GRM communicate plan is to:

Outline the strategy and methodologies to be used for GRM communications, GRM information distribution, feedback and stakeholder engagement, and how these will be managed during KCCAP implementation.

##### ***Other objectives***

- i) Share information on GRM procedures to the relevant stakeholders before and during programme implementation.
- ii) Develop a detailed communication methodology of disseminating GRM information to the target audience.

### **3.2 Target audiences**

The targeted audiences for this plan are namely:

- i. Government offices
- ii. General public

### **3.4 GRM communication channels**

In order to communicate all information regarding the GRM to the targeted audience, the District will need to have platforms and utilize already existing avenues to reach their stakeholders at the different tiers. It is noteworthy that the communication channels will vary for each target audience due to group dynamics and accessibility of such platforms especially to the project beneficiaries and local communities.

The CFP will use the communication channels listed depending on its target audience:

- a) Print media; e.g. posters, flyers, booklets, notices
- b) Social media; that is Facebook, Twitter, Whatsapp
- c) Use of ICT
- d) Radio stations
- e) Formal letters

In addition, the following communication activities and methods will be conducted to promote a two way communication between NIE and all its relevant stakeholders, that is,

- a) Setting up Programme's Intranet
- b) Information sessions and workshops on GRM
- c) Bulletins
- d) GRM awareness literature
- e) Public forums
- f) Training on GRM procedures and structure at the community level

## 4 Appendices

### 4.1 Complaint Receiving Form

Date: ..... (dd/mm/yyyy)

Place of issuing complaint .....

Complaint no.: .....

#### Mode of Receipt (please tick where applicable):

Writing	<input type="checkbox"/>	Verbal	<input type="checkbox"/>	Phone	<input type="checkbox"/>	Fax	<input type="checkbox"/>	Email	<input type="checkbox"/>
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#### Details of the Complainant:

Name (optional): .....

Gender: .....

Address: .....

Email address: .....

Phone no.: .....

#### Location of complaint/concern:

Village/Town/City/Area: .....

County: .....

#### Brief Description of the Grievance:

.....  
.....  
.....

(Attach letter/petition/documents detailing grievance information as submitted)

**Attachments:** (1) \_\_\_\_\_ (2) \_\_\_\_\_ (3) \_\_\_\_\_

Received/prepared by: .....

Date: ..... (dd/mm/yyyy)

Signature: .....



## 4.2 Acknowledgement Receipt

Complaint no.: .....

Date of issuing complaint: ..... (dd/mm/yyyy)

### Place of issuing complaint:

Village/Town/City/Area: .....

County: .....

### Details of the Complainant:

Name: .....

Age: .....

Address: .....

Gender: .....

Email address: .....

Phone no.: .....

### Supporting documents submitted:

i. ....

ii. ....

iii. ....

iv. ....

v. ....

### Summary of complaint:

.....  
.....  
.....

Name of Officer receiving Complaint: \_\_\_\_\_

Signature of Officer receiving Complaint: \_\_\_\_\_

### 4.3 Meeting Record Structure (Grievance Redress Committee & Other Meetings)

(NIE-GRM/003)

Date of Meeting: ..... Complaint no.: .....Venue of Meeting: .....

**List of participants:**

Complainant Side	Grievance Redress Committee Members
1) 2)	1) 2) 3)

**Summary of Grievance:**

.....  
.....  
.....

**Key discussions:**

- 1)
- 2)
- 3)
- 4)
- 5)

**Decisions Made/Recommendations by the Grievance Redress Committee:**

- 1)
- 2)
- 3)

**Status of Grievance (tick where applicable):**

<b>Solved</b>	<input type="checkbox"/>	<b>Unsolved</b>	<input type="checkbox"/>
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Chair person's name: \_\_\_\_\_

Chair person's signature: \_\_\_\_\_

Date (dd/mm/yyyy): \_\_\_\_\_

#### 4.4 Disclosure Form

Village/Town/City/Area .....

County .....

#### Result of Grievance Redress

1. Complaint no.

2. Name of Complainant:

3. Date of Complaint:

4. Summary of the Complaint:

.....  
.....  
.....

5. Summary of Resolution:

.....  
.....  
.....

6. Level of Redress (please tick where applicable)

<b>First/Community</b>	<input type="checkbox"/>	<b>Second/County</b>	<input type="checkbox"/>	<b>Third/National</b>	<input type="checkbox"/>
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7. Date of grievance redress (dd/mm/yyyy): \_\_\_\_\_

Name of complainant: \_\_\_\_\_

Signature of the Complainant, indicating acceptance of the solution to his/her grievance:

\_\_\_\_\_

Name of Grievance Handling Officer: \_\_\_\_\_

Signature of Grievance Handling Officer: \_\_\_\_\_

Date (dd/mm/yyyy): \_\_\_\_\_

## 4.5 Quarterly Report of Registered Complaints

Location ..... Date (dd/mm/yyyy) ..... Period (Quarter ending).....

### i. Details of Complaints Received:

Place of issuing complaint	Name & Address of complainant	Location of complaint/concern	Date of Receipt	Complaint no.

### ii. Details of Grievance Redress Meetings:

Date of meeting	Venue of meeting	Names of participants	Decisions/Recommendations made

### iii. Details of Grievances addressed:

Date of issuing complaint	Category of complaint	Category of grievance	Brief description of grievance	Date of complete resolution