



**REPUBLIC OF KENYA
COUNTY GOVERNMENT OF NYAMIRA
NYAMIRA MUNICIPALITY**



Grievance Redress Process for Nyamira Municipality

Objective:

To provide a transparent, fair, and efficient mechanism for addressing grievances related to development projects, ensuring that concerns raised by affected persons are resolved amicably and promptly.

Process:

1. Submission of Grievances:

- Grievances may be filed by affected persons directly at the **Municipal Grievance Redress Team** at the **Social Services office**.
- Complaints may be submitted verbally, in writing, via email, or through a designated hotline **0108839388**. Verbal complaints will be documented by municipal officers.

2. Initial Review and Action (15 Days):

- The Municipal Grievance Redress Team will acknowledge receipt of the grievance within **3 working days** and provide a response or resolution within **15 working days**.
- For grievances related to the **valuation of affected assets**, resolution will be deferred to the courts of law, as per legal requirements.

3. Appeal to the Office of the CECM - Urban:

- If the grievance is unresolved or the complainant is dissatisfied, they may escalate the matter to the **Office of the CECM-Lands, Housing, Physical Planning and Urban Development** in Nyamira County.
- The Office of the CECM will have **30 days** to review and provide a resolution.

4. Escalation to the National Level:

- If the matter remains unresolved at the county level, the complainant may escalate it to the **National Project Coordination Team (NPCT)**.
- If still dissatisfied, the complainant can pursue legal remedies through the courts as a last resort.

5. Traditional Dispute Resolution Mechanisms:

- Wherever possible, disputes may be resolved through **community-based mechanisms**, including consultations with elders and local leaders, to foster amicable and culturally appropriate solutions.

6. Documentation and Monitoring:

- All grievances received will be documented in a grievance logbook and tracked to ensure timely resolution.
- The Municipal Grievance Redress Team will prepare quarterly reports summarizing the nature of grievances and the status of resolutions.

GRIEVANCE REDRESS FORM

Reference Number _____

Date of Submission _____

1. Complainant Details

Full Name _____

Contact Information (Phone, Email, Address) _____

National ID/Passport Number _____

Affiliation/Stakeholder Group (e.g., Resident, Business Owner) _____

2. Grievance Details

Project Name/Location _____

Nature of Grievance _____

Detailed Description of the Issue

Date and Location of Incident (if applicable) _____

3. Actions Taken (if any)

Have you reported this issue elsewhere? (Yes/No) _____

If yes, to whom and what was the response?

4. Preferred Resolution

(What outcome are you seeking?)

5. Declaration by the Complainant

I confirm that the information provided above is accurate to the best of my knowledge.

Signature: _____

Date: _____

Acknowledgment of Receipt

Date Received: _____

Received By (Name): _____

Signature: _____