



Financing Locally Led Climate Action (FLLoCA) Program



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THE BUSIA COUNTY GRIEVANCE REDRESS MECHANISM (GRM) FRAMEWORK

FOR

FLLOCA PROJECTS.

2024

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Introduction

The Grievance Redress Mechanism (GRM) is an avenue/system for individuals, groups and communities to raise and report complaints from projects, to their community, or their environment. The GRM seeks to ensure that complaints raised by project affected persons, project beneficiaries; stakeholders are promptly acknowledged, reviewed and addressed.

Busia county government has adopted a functional grievance redress mechanism to respond to concerns/claims/grievances from the members of the public in relation to the project operations as well as environmental and social performance of the project in a timely manner. The grievance mechanism is proportionate to the potential risks and impacts of the project and is accessible and inclusive for use during the project cycle

The Busia County GRM framework enables the county to receive complaints from project-affected people and communities and serve as a facilitation platform for the response to such grievances by providing support to departments, project teams and communities to address the issues raised in a quick and effective manner. The GRM focal person have a dedicated GRM desk at the county level to provide a single-entry point to submit complaints directly to the Government and ensure the county's responsiveness and accountability.

Framework of grievance redress in FLLoCA projects

FLLoCA projects are domicile at the office of *CECM for climate change* who is chiefly responsible for *resolution of all FLLoCA projects related grievances*. The CECM climate change can delegate to other officers under him.

GRM focal person

Busia County has designated a county GRM **focal person** who has a GRM **desk at the CCU in the directorate of climate change**, to provide a single entry point to submit complaints directly to the county, and ensure the county's responsiveness and accountability.

The ward administrator is the GRM focal for the Ward Climate Change Implementation Committee based at the office of the Ward Administrator. *The county GRM focal person is, Imelda a. Nebere of tel no. 0727978853*

The County receives complaints through multiple formats including; in person and on behalf of others, Online via email, website, Telephone, in writing Text Messages Social Media etc.

GRM committee

The county government of Busia has a Grievance Redress Committee (Technical) at the County level with presence at the Ward and at every Sub Project. The committee ensures community engagement activities are made publicly available and a record documenting the responses to all grievances received (while ensuring confidentiality). Handling of grievances is done in a culturally appropriate manner and is discreet, objective, sensitive and responsive to the needs and concerns of the members of the public. The mechanism also allow for anonymous complaints to be raised and addressed

Members of the county grievance redress committee (CGC)

- ✓ Chief Officer Climate change matters- Chair
- ✓ Director climate change-Vice Chair,
- ✓ GRM Focal Person-FLLOCA program (Secretary),
- ✓ County Director Social Services-National Government-Member,
- ✓ Director Public Administration-Member,
- ✓ County Director NEMA-Member,
- ✓ Director Agriculture (Livestock)-Member,
- ✓ Environmental Safeguards Focal Person-FLLOCA program-Member,

Roles of the committee

- ✓ *Promote the sensitization of staff and other stakeholders on complaints handling.*
- ✓ *Coordinate complaints handling and access to information activities in the county*
- ✓ *Process requests for access to information*
- ✓ *Coordinate Civic Education on GRM and access to information*

- ✓ *Make referrals for cases outside the GRM mandate*
- ✓ *Ensure proactive disclosure of information held by the county*
- ✓ *Monitor, evaluate and review complaints handling activities in the organization*

Ward Grievance Committee

The county also has the GRM committee in every ward with the ward administrators as the focal persons for each ward.

Roles of the ward grievance committees

- 1) Promote the sensitization of stakeholders on complaints handling at the ward level.
- 2) Document/register complaints at the ward level
- 3) Make refer cases to County GRM committee
- 4) Monitor, evaluate and review complaints at the ward level
- 5) Conduct any other duty assigned to them by the CCU
- 6) Incidence management and reporting at the ward level

GRM structure

The county has proposed a five-tier approach to grievance handling which ensure that there is a continuous avenue to follow in the event that the issue is not satisfactory addressed at a previous tier or level. The Tiers are as follow

The Project Level PMC – each project has a GRM log or complaints boxes to track any complain that may arise at the project site

Ward Climate Change Unit Grievance Committee- each ward has a GRM committee with ward administrators being the focal persons of every ward. Here all escalated complains from the project management committees are received and resolved.

CCU grievance committee – here there is a county GRM desk with county focal person tracking all the grievances from the county.

County GRM steering committee- this is for all the complains that require policy and budget

FLLOCA PIU/COG- this tier resolves complains that need national level interventions

CAJ / Court of law- grievances that require court of law

Types of complaints/grievances received at the county

Busia County receives a number of Grievances, for example complains arising from members of the public who are dissatisfied with the consultations, PCRA, Sub-project selection and implementation processes, Environmental and Social concerns during construction, harm to livelihoods, environmental degradation, and biodiversity concerns among others. The grievances also arise from workers employed by the contractors procured for sub-projects especially those from the local community. This GRM address all grievances including those from the workers.

Additional complains at the county

1. Complains on environmental degradation especially sand harvesting,
2. Encroachment into the wetlands
3. Complains on noise pollution
4. Grievances on solid waste management
5. Concerns of the ward committee roles among others.

Lodging of complaints:

In Busia County, a complaint can be lodged in an individual's own name or on behalf of another person, a group, organization or institution. At the County, the grievance focal person is designated for receiving and documenting grievances. The complaints are lodged in designated departmental offices at the county level and at the ward administrator's offices at the ward level. The complaints lodged are recorded in a register and those received by word of mouth are put in writing by the receiving officer for forwarding to the Director responsible for climate change that resolves them or forwards to the County Climate Change Planning Committee depending on the level of complexity.

Submitting a complaint/grievance

The County receives complaints through the following channels:

- ✓ In person and on behalf of others
- ✓ Online via email, website, web posting,
- ✓ Telephone

- ✓ In writing
- ✓ Text Messages
- ✓ Social Media
- ✓ Anonymous complaints
- ✓ Complaints originating from reports such as audits.
- ✓ Activity feedback forms
- ✓ Social media
- ✓ Any other mode as may be determined by the county

Information to include in a complaint

Complaints must:

- ✓ identify the sub project subject of the complaint
- ✓ clearly state the project's adverse impact(s)
- ✓ identify the individual(s) submitting the complaint
- ✓ specify if the complaint is submitted by representative of the person(s) or community affected by the project
- ✓ if the complaint is submitted by a representative, include the name, signature, contact details, and written proof of authority of the representative

Progression of Grievance Resolution

The stages of grievance resolution in Busia County are as outlined below;

Stage 1: *Receipt of complaint-*

The complaint is entered into a log and complainant issued with reference number for tracing purposes.

Stage 2: *Review/Assessment of complaint-*

The complainant is informed of the action taken and the officer handling the grievance. At this stage additional information is sought and if need for referrals, the respective officer is assigned the case to handle per sector. If the case is beyond an individual, the matter is forwarded to the county committee for the satisfaction of the complainant.

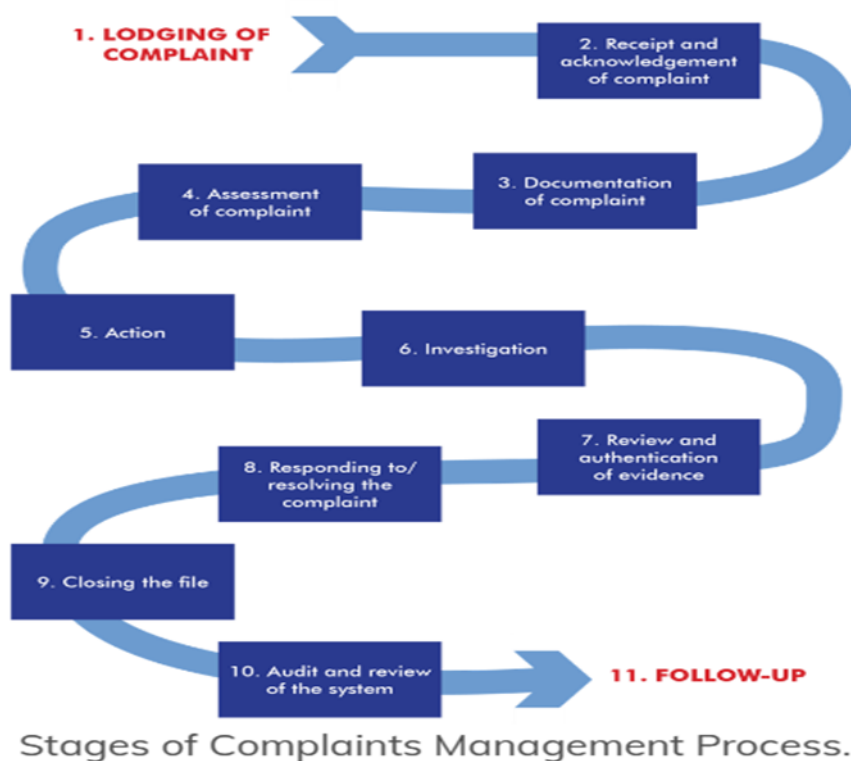
Stage 3 *Resolution of grievance*

Fair adjudication of Complaint and resolution arrived at, If Complainant is agreed, resolution is implemented and Case Closed, If Complainant disagrees, the complainant is allowed to Appeal.

Stage 4: Appeal

If the complainant is still dissatisfied at the Departmental level, they can appeal to the County Climate Change Steering Committee.

Grievance Handling Process



The county follows the following steps in resolving grievances

1. Lodging of Complains
2. Receipt And Acknowledgment of Complains
3. Documentation of Complains
4. Assessing the Complain
5. Action
6. Investigation
7. Review and Authentication of Evidence

8. Closing the File
9. Appeal Process

Submitting a complaint to the GRM system

Any individual or community who feels aggrieved or anticipates any adverse effect from the FLLOCA project can submit a complaint or grievance by letter or in person to the following individuals at the County Directorate of Climate Change.

1. Designated Grievance Redress Focal Person-
2. Environmental Safeguards Focal Person
3. The Busia County Grievance Committee
4. County Director Climate Change
5. Chief Officer Climate Change matters
6. GRM Busia county website- www.busiacity.go.ke

Grievance Redress access points

The grievance desk is located at department of water, at the climate change unit at Busia County headquarters. Climate change unit *toll free number*.....

Grievance/ information box Busia County /project

Busia county grievance desk at the CCU building/ GRM focal person tel. no. 0727978853

Email address: climatechange@busiacity.go.ke

More information can be obtained from:

The Grievance Focal Person at the County Climate Change Unit -

OR

The National Treasury PIU,

Financing Locally Led Climate Action (FLLoCA) Program

7th floor, Reinsurance Plaza

P.O Box 30007- 00100

NAIROBI

Email: grievance.flloca@climatefinanceken.go.ke

Appendices
GRM FORMS

GRM_GRIEVANCE HANDLING REGISTER TEMPLATE

No.	Date Received	Name of Complainant/Rep	Complaint Issue	Complaint Channel	Date Acknowledged	Action Taken	Complaint Status

GRM_ACCESS TO INFORMATION REGISTER TEMPLATE

No.	Date Received	Name of Requester	Type of information Requested	Requisition Channel	Request Status

GRM_COMPLAINT INVESTIGATION TEMPLATE

No.	Nature of Complaint	Officer/Department complained Against	Cause of Complaint	Corrective/Preventive Action Taken

GRM_GRIEVANCE LODGING FORM

Ref. No.

SECTION A: Personal Information (*Provision of information in this section is voluntary*)

Complainant's Name:

ID Number:

Postal Address:

Mobile No.

Email (where applicable)

Village/Ward/Sub-County:

Age:

SECTION B: Complaint Lodge

ITEM	DETAILS
Which public official/office are you complaining about?	
Name/Department/Sub-county/Ward/Agency	
Have you reported this matter to any other county official/office? YES/NO	
If YES, which one?	
Has this matter been the subject of court proceedings? YES/NO	
If NO, please give a brief summary of your complaint and attach all supporting documents (Indicate all the particulars of what happened, where it happened, when it happened and by whom)	
Action Taken	

Place of Submission
Date

Signature of Complainant

GRM. ACCESS TO INFORMATION REQUEST FORM

Ref. No.

SECTION A: PERSONAL DETAILS

Name:..... (Dr/Mr/Mrs /Ms)

ID Number:.....

Postal Address:

Mobile Phone No.

Email (where applicable):

Village/Ward/Sub-county:

Age:

Gender: Male/Female / Other (specify):

SECTION B: DESCRIPTION OF INFORMATION REQUESTED

ITEM	DESCRIPTION
I would like to (<i>tick all that apply</i>)	() Inspect the record () Listen to the record () Have a copy of the record availed to me
Delivery Method (<i>tick where applicable</i>)	() Collection in person () By email () By mail
Does the information requested concern the life or liberty of any person?	() No () Yes (<i>explain</i>)
Is the request being made on behalf of another person or group of persons?	() No () Yes (<i>explain</i>) () No () Yes (<i>explain</i>)
Action taken	

Place of Submission Signature of Complainant_____
Date

GRIEVANCE MANAGEMENT AND ACCESS TO INFORMATION INFRASTRUCTURE

No.	INDICATORS	DETAILS OF IMPLEMENTATION
1	Physical location: Provide the contact and physical address	Include the details of all GRM/ATI offices.
2	<ul style="list-style-type: none"> a. Provide names, contact details (Official telephone & e-mail address) and designation of officers in-charge of Grievance handling b. Provide names, contact details and designation of the Information access officers 	Include details for all the GRM/ATI offices.
3	Communication channels: <ul style="list-style-type: none"> a. Complaint desk email(s) eg complaints@maporomoko.go.ke b. Dedicated telephone line(s) c. Official email address of the county d. County website (Links/portals to access information and grievance handling information) e. Official e-mail address of the County Secretary 	
4	Updated service delivery charters that include GRM & ATI provisions	Include the service charters for all the departments and agencies
5	<ul style="list-style-type: none"> a. Complaints Register b. Access To Information Register 	Include the registers of all GRM/ATI offices but for internal purposes only(not for submission to CAJ)
6	County GRM Policy and Procedures	
7	County ATI Legislation, Policy and Procedures	
8	<ul style="list-style-type: none"> a. Grievance Handling Committee members: appointment letters & minutes of meetings held b. Designation letters for all GRM & Information officers 	

GRM_ M&E TOOL

Name of County: _____

<i>OUTCOME: Services rendered by county government</i>					
<i>INDICATOR: Percentage change in the complaints resolved in a year</i>					
No. of complaints received	Mode of complaint lodge	No. of complaints pending	No. of complaints resolved	Duration taken to resolve complaint	Recommendation for system improvement

Compiled by_____
Signature_____
Date_____
Approved by_____
Signature_____
Date

GRM _ SUMMARY COMPLAINTS' REPORTING FORM

Name of County: _____

Reporting Period: Monthly/Quarterly/Annually _____

OUTCOME: Services rendered by county government improved***INDICATOR: Percentage change in the complaints resolved in a year (to be reported once per year)***

Sector	Administrative Unit	No. of Complaints Received	Resolved complaints		Pending complaints		Modes of complaint lodge	Average duration taken to resolve complaint
			No	%	No.	%		

Compiled by_____
Signature_____
Date_____
Approved by_____
Signature_____
Date