



COUNTY GOVERNMENT OF BUSIA
DEPARTMENT OF LANDS, HOUSING
& URBAN DEVELOPMENT
THE MUNICIPALITY OF BUSIA
P.O. Box 1001- 50400
BUSIA, KENYA
Email: municipalityofbusia@gmail.com



MINUTES OF THE PUBLIC PARTICIPATION MEETING ON THE MUNICIPALITY OF BUSIA GRIEVANCE REDRESS MECHANISM (GRM) HELD ON THURSDAY 5TH JUNE, 2025 AT 10.00AM AT BUSIA SOCIAL HALL.

Members Present

As per attached list

Agenda

1. Preliminaries
 - a) Devotion
 - b) Apologies
 - c) Quorum
2. Remarks from the Municipal Manager
3. Remarks from County Officials
4. Presentation of the Municipality of Busia Grievance Redress Mechanism
5. Plenary
6. Resolutions and Way Forward

MIN: PP/GRM: 01/05/06/2025: PRELIMINARIES

a) Devotion

The meeting was called to order at 1000hrs by the Municipal Manager – Busia Municipality, followed by a word of prayer from Mrs. Lucy Onyango and introduction of members present.

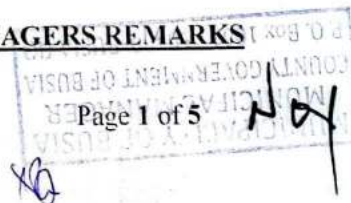
b) Apologies

No apologies were recorded.

c) Quorum

Quorum attained the meeting was declared duly constituted.

MIN: PP/GRM: 02/05/06/2025: MUNICIPAL MANAGERS REMARKS




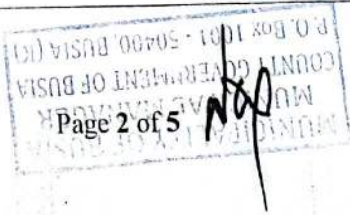
The Municipal Manager welcomed participants and emphasized that the Municipality of Busia is committed for effective service delivery in a transparent and accountable manner through exercising inclusive governance in development of projects. He reiterated that the meeting aimed to:

1. Present the proposed Grievance Redress Mechanism (GRM).
2. Collect views, concerns and recommendations from stakeholders.
3. Ensure the GRM is accessible, fair, and responsive to public concerns.

MIN: PP/GRM: 03/05/06/2025: REMARKS FROM COUNTY OFFICIALS

The CECM- Lands, Housing and Urban Development and County Chief Officer- Urban Development and Physical Planning advanced the following issues with regards to the Municipality of Busia Gender Redress Mechanism (GRM):

No.	Item	Resolution	Action by
1.	Gender Redress Mechanism (GRM) policy	The Municipality needs to establish a clearly documented accessible to the public GRM policy which provides a structured system for addressing gender-related grievances such as discrimination, harassment, inequality and gender-based violence within an organization, institution, or community.	Municipal Manager
2.	Sensitization forums	There is need for sensitization forums on grievance redress mechanism within the three wards within the Municipality for clarification of roles of the Municipality grievance redress committee, understand reporting channels (in-person, phone, suggestion boxes, digital platforms), put emphasis of confidentiality and protection against retaliation and promote gender-sensitive and inclusive reporting	
3.	Grievance register	A grievance register will be maintained and regularly audited to: <ul style="list-style-type: none"> • Ensure proper documentation of all complaints received. • Promote transparency and accountability in handling grievances. • Track the status and resolution of reported issues. • Support monitoring, reporting and performance improvement. • Build trust by ensuring concerns are addressed fairly and promptly. 	Grievance redress committee
4.	Anonymous complaints	Anonymous complaints will be allowed where necessary.	
5.	Quarterly reports	Quarterly reports on grievances will be prepared and shared.	

MIN: PP/GRM: 04/05/06/2025: PRESENTATION OF THE MUNICIPALITY OF BUSIA GRIEVANCE REDRESS MECHANISM (GRM)

The Municipality of Busia Social Development Officer presented the proposed Grievance Redress Mechanism framework, highlighting the following for the members noting and consideration:

No.	Item	Remarks
1.	Objectives of the GRM	<ul style="list-style-type: none"> • Provide a clear channel for lodging complaints related to land, housing, and urban development projects. • Ensure timely and fair resolution of disputes. • Promote community trust and stakeholder engagement. • Prevent escalation of conflicts.
2.	Scope of Complaints	<p>The GRM will address issues related to:</p> <ul style="list-style-type: none"> • Land allocation and adjudication. • Urban planning and zoning. • Housing projects and infrastructure development. • Environmental and social impacts of development projects.
3.	Structure of the GRM	<p>The proposed structure includes:</p> <ol style="list-style-type: none"> 1. Community / ward Level: Initial complaint submission through local administration or project grievance desks. 2. Municipal /Departmental Level: Review by a designated Grievance Redress Committee (GRC). 3. County Level: Escalation to the CECM –Lands, Housing and Urban Development where necessary. 4. National/Legal Level: Referral to relevant national bodies or courts if unresolved.
4.	Channels for Lodging Complaints	<ul style="list-style-type: none"> • Physical submission at municipal offices. • Written letters. • Dedicated telephone line. • Email address. • Suggestion/complaint boxes at project sites.
5.	Timelines	<ul style="list-style-type: none"> • Acknowledgment of complaint: Within 3 working days. • Investigation and response: Within 14–21 working days. • Escalation (if necessary): Within 7 days after initial decision

Handwritten initials

P.O. Box 1001 - 50400, BUSIA (K) COUNTY GOVERNMENT OF BUSIA
 MUNICIPALITY OF BUSIA
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MIN: PP/GRM: 05/05/06/2025: PLENARY

The members of the public advanced the following concerns and recommendations for consideration:

No.	Item	Remarks	Action by
1.	Accessibility	The Municipality of Busia requires: <ul style="list-style-type: none">• Simplified procedures for elderly and vulnerable persons for launching grievances.• Interpreters of local languages to enhance understanding.	Municipal Manager
2.	Transparency	The Municipality should request for regular public updates on resolved and pending complaints and should publicize the GRM procedures at the three wards level and municipal offices.	Grievance Redress Committee
3.	Impartiality	The Municipality of Busia Grievance Redress Committees should operate independently and free from political interference.	
4.	Awareness	There is need for continuity of public sensitization in various forums such as chief's Barazas, and local media.	
5.	Protection from Retaliation	Members of the public should be assured that complainants will not face intimidation or discrimination.	
6.	Alignment with existing legal frameworks	The Municipality of Busia GRM should align with existing legal structures, the GRM committee needs proper documentation and proper record keeping standards.	

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MIN: PP/GRM: 06/05/06/2025: RESOLUTIONS AND WAY FORWARD

The members present advanced the following resolutions:

No.	Item	Resolutions	Action by
1.	Grievance Redress Framework (GRM)	The public recommendations should be incorporated in the GRM framework be adopted with the incorporation of public recommendations	Municipal Manager
2.	Public awareness campaigns	The Municipality should schedule public awareness campaigns within the Municipality.	
3.	Constitution of GRM committee	It should be formally constituted within 30 days.	
4.	Monitoring and evaluation mechanisms	The Municipality needs to incorporate monitoring and evaluation mechanisms for credibility, assessment of the appropriateness of the actions taken and enhancement of efficiency.	

Adjournment

The Social Development Officer –the Municipality of Busia thanked all participants for their active engagement and reaffirmed the members of the public commitment to participatory governance and effective service delivery. Then the meeting adjourned with a word of prayer from CPA. Absalom Okwara

For the Municipality of Busia:

Chairperson:

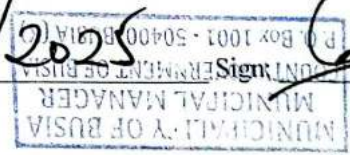
Norbert O. Wobwire

Date:

5/6/2025

Sign:





Secretary:

LUCY MILDRED ONYANG'AO

Date:

5th June 2025

Sign:





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ATTENDANCE REGISTER FOR 'PUBLIC PARTICIPATION' WITHIN THE MUNICIPALITY
DATE: 5TH JUNE, 2025 VENUE: 5TH JUNE, 2025 - SOCIAL HALL

NO.	NAME	ID NO.	PHONE NO.	SIGN
1.	NORBERTO D. WABWIRE	9228449	0722586747	
2.	nameer wandera	34162649	0706896420	
3.	Apollo Ingoba	13529770	0710870153	
4.	Christopher Okori	20689815	0725142042	
5.	Catherine Maemba	25817736	0726699062	
6.	LUCY OWTIMGO	22150689	0723458666	
7.	Humphrey Dnyungu	22801454	0725255684	
8.	IRENE DORIS	27603325	0701778457	
9.	SHARON MUKAMANI	31959455	0700513432	
10.	Vincenter muga	25686451	0741231159	
11.	Kilikishah Nandele	31968154	0703512868	
12.	Merao Elyng	31957586	0714328724	
13.	ABDULOM OKWARA	20595502	0721761657	
14.	Sebastian Sungu	27503629	0723458444	
15.	Richard Warkhara	29359733	0782191200	

16.	Elizabeth Okumu	37427187	015145736	E.O
17.	Edwin Wanyonyi	24312041	072239636	Edwin
18.	JOY PURITY	37017873	0745055814	#
19.	HENRY LIYATI	32434433	0723731191	Henry
20.	STELLA NASIRUMBI	26371738	0719549863	Stella
21.	Banet pila	33580779	0768860027	Banet pila
22.	Edouard opio	22367436	0741662987	Edouard
23.	Daniel kaya	07324611	0710510974	Daniel
24.	Herwig ulonga	29211924	0722777401	HP
25.	Caroline Owino	.	0791522931	Caroline
26.	Albert Asoka	25718342	0707724642	Albert
27.	BEXRICE NASTIMITU	37857736	0723255511	Bexrice
28.	Judith marje	25877732	0726682384	Judith
29.	Dany Simju	24887126	0735870143	Dany
30.	Olivier Ojukwa	2543288	0701264233	Olivier
31.	ALBERT YIKI	32614973	0722262873	Albert
32.	Jean Helkesa	25712254	0114562351	Helkesa
33.	Joyce Achieus	32384207	0736434501	Joyce
34.	Rosebella Anliwo	36277233	0735840807	Rosebella
35.	IVONNE ESAMA	27000492	0724615454	Esama
36.	GITUS OKEICHI	21947496	0714978848	Gitus
37.	Celestine Waga	21105482	0703925164	Ceo