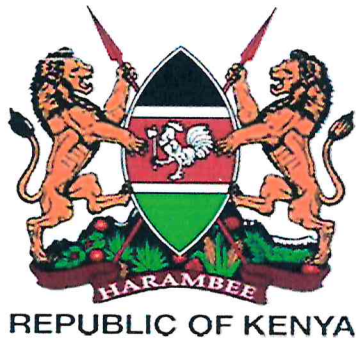


REPUBLIC OF KENYA



COUNTY GOVERNMENT OF NYERI MUNICIPALITY OF NYERI

GRIEVANCE REDRESS MECHANISM FRAMEWORK SEPTEMBER, 2024

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NYERI MUNICIPALITY GRIEVANCE REDRESS MECHANISM (GRM) FRAMEWORK

INTRODUCTION

The Municipality Nyeri Grievance Redress Mechanism (GRM) Framework is designed to address complaints and grievances raised by municipality residents concerning municipal services, governance, and local development projects. This framework is structured to ensure that residents have a clear, accessible, and responsive process to express their concerns, seek resolutions, and hold local authorities accountable.

PURPOSE

The purpose of this framework is to establish a formal, transparent, and effective grievance redress mechanism in Nyeri Municipality, ensuring that complaints from citizens are addressed efficiently, improving governance and service delivery.

SCOPE

The framework applies to all municipal services and issues managed by Nyeri Municipality, including waste management, water supply, road maintenance, public health, planning and development issues, and the delivery of municipal services.

OBJECTIVES

- To provide citizens with an accessible way to file grievances.
- To ensure that grievances are handled in a fair, transparent, and timely manner.
- To enhance citizen satisfaction by improving service delivery and community engagement.
- To ensure accountability and transparency in municipal operations.

BENEFITS OF THE NYERI MUNICIPALITY GRM FRAMEWORK

- **Improved Citizen Trust:** A transparent and responsive system helps build trust between citizens and local government authorities.
- **Efficient Service Delivery:** Identifying and addressing recurring grievances helps improve municipal services and policy decisions.

- **Stronger Accountability:** Municipal officials are held accountable for addressing and resolving complaints, fostering better governance.
- **Empowered Citizens:** A well-structured GRM enables citizens to actively participate in local governance, ensuring that their voices are heard.

PRINCIPLES OF THE GRM

The Nyeri Municipality GRM is built on the following core principles:

- **Accessibility:** The mechanism must be available to all citizens of Nyeri Municipality, including all gender and vulnerable groups, and be easily accessible through multiple channels.
- **Transparency:** The process should be clear and open, with regular updates provided to complainants on the status of their grievance.
- **Timeliness:** Grievances should be addressed and resolved within a reasonable period, with set timelines communicated to the complainant.
- **Impartiality:** The process should be free from bias and should ensure that all grievances are treated fairly and without discrimination.
- **Accountability:** Municipal officials responsible for handling grievances must be accountable for the resolution of complaints and service improvements.
- **Responsiveness:** The municipality must respond to grievances promptly and ensure appropriate corrective actions are taken where necessary.
- **Gender Sensitivity:** The staff involved in managing grievances should be trained to understand the gender dynamics involved in complaints, particularly in cases of gender-based violence, harassment, or discrimination. They must be sensitive to the unique experiences of marginalized gender groups.

GRIEVANCE CHANNELS

Citizens of Nyeri Municipality can file grievances through the following channels:

- **Online Portal/Website:** A dedicated online platform where residents can submit grievances, track progress, and receive notifications about their issues.
- **Mobile App:** A user-friendly mobile application allowing residents to file grievances, send images or videos, and track the status of their complaints.
- **In-person Submission:** Complaints can be submitted in person at the Nyeri Municipal offices or designated grievance desks in key locations within the municipality.
- **Phone/Helpline:** A dedicated phone line or helpline (e.g., toll-free number) for citizens to lodge complaints.
- **Email:** Citizens can send emails to the municipality's designated grievance redress email address.

GRIEVANCE REGISTRATION AND ACKNOWLEDGMENT

- **Registration Process:** When a grievance is received, it will be registered into a central database for tracking purposes. The complaint will be assigned a unique reference number.
- **Acknowledgment:** Upon receiving a grievance, the complainant will be sent an acknowledgment message (via email, SMS, or a phone call), confirming that their issue has been logged and is being processed.
- **Response Time:** Each grievance will be categorized based on its urgency (e.g., safety concerns or health issues) and type (e.g. waste management). A response time will be provided based on the category (e.g., 24-48 hours for urgent issues, 7-14 days for standard grievances).

GRIEVANCE ASSESSMENT AND RESOLUTION

- **Categorization:** Grievances will be classified based on their nature (e.g., infrastructure, utilities, health & safety, etc.) and priority (e.g., urgent, high, medium, or low priority).
- **Investigation and Analysis:** Once a grievance is registered, the concerned municipal department (e.g., public health, roads, etc.) will investigate the complaint. This may involve field visits, gathering of information, or consultation with relevant stakeholders.

- **Resolution Action:** Once the grievance is assessed, an appropriate resolution action will be identified. This could range from addressing an infrastructure repair, improving service delivery, or initiating a policy review.
- **Communication with Complainant:** The complainant will be kept informed of the progress throughout the process and notified of the resolution once the issue has been addressed.

ESCALATION MECHANISM

- **Internal Escalation:** If the grievance is not resolved satisfactorily within the stipulated time, or if the complainant is not satisfied with the response, the issue can be escalated to a senior municipal officer or the Grievance Redress Committee.
- **External Escalation:** For unresolved grievances or those that require external intervention, citizens can escalate their concerns to higher authorities such as the Nyeri County Government, the Ombudsman's office, or any relevant regulatory body.

FEEDBACK AND EVALUATION

- **Post-Resolution Feedback:** After a grievance is resolved, the municipality will seek feedback from the complainant on the handling of the issue. This feedback will be used to assess satisfaction and identify areas for improvement.
- **Continuous Monitoring and Evaluation:** The GRM will be regularly monitored to evaluate its effectiveness. Data from the grievance management system will be analyzed to identify trends, recurring issues, and systemic problems that need attention.

MONITORING AND REPORTING

- **Annual Reports:** The municipality will produce annual reports on the status of grievances, detailing the number of complaints received, categories of issues, resolution times, and overall satisfaction levels.
- **Public Disclosure:** To ensure transparency, the municipality will make certain information about grievance trends available to the public (e.g.,

common grievances and resolutions) through reports or community outreach.

ROLES AND RESPONSIBILITIES

- **Municipal Leadership:** The Municipal Manager, and other senior municipal officers are responsible for ensuring the effective implementation of the GRM and for overseeing the resolution of complaints.
- **Grievance Redress Committee:** A designated committee will be responsible for managing the GRM process, ensuring complaints are tracked, investigated, and resolved in a timely manner. The membership of the committee will be;
 - i) Municipal Manager – Chairperson
 - ii) Environment Officer – Member
 - iii) Municipal Planner – Member
 - iv) Municipal Engineer – Member
 - v) Public Health Officer – Member
 - vi) Social Development Officer – Member
 - vii) Legal Officer – Member

NB//In consultation with the Board, the committee may coopt any other municipal officer on need basis.

- **Municipal Departments:** Each department (e.g., public health, infrastructure) is responsible for investigating complaints related to its service area and taking corrective action when necessary.
- **Frontline Staff:** Frontline municipal employees should be trained to assist citizens with filing complaints and provide basic information on the grievance process.

CAPACITY BUILDING AND AWARENESS

- **Staff Training:** Regular training programs will be provided for municipal employees on customer service, grievance handling, conflict resolution, and the use of the grievance tracking system.
- **Public Awareness Campaign:** The municipality will conduct outreach programs to inform citizens about the GRM process, including through

social media, radio, community meetings, and local outreach campaigns.

GRM FRAMEWORK REVIEW

- **Annual Review:** The GRM framework will be reviewed annually to assess its effectiveness and make adjustments as needed. Public feedback, performance data, and evolving needs will inform these reviews.

By implementing this GRM Framework, the local government can create a more accountable, transparent, and responsive administrative environment, improving the quality of life for residents and fostering stronger community engagement

SIGNED



Municipal Manager



Chairman – Nyeri Municipal Board