

COUNTY GOVERNMENT OF KITUI



MINISTRY OF ENERGY, ENVIRONMENT,
CLIMATE CHANGE, FORESTRY, NATURAL
AND MINERAL RESOURCES.

DEPARTMENT OF ENVIRONMENT, CLIMATE
CHANGE AND FORESTRY.

KITUI COUNTY CLIMATE CHANGE UNIT

FLLoCA PROJECT GRIEVANCES REDRESS
MECHANISM FRAMEWORK.

1. INTRODUCTION

An appropriate grievance redress mechanism will be implemented as an effective tool for early identification, assessment, and resolution of complaints which may arise during sub project implementation. An effective grievance mechanism therefore has the ability to identify minor incidents affecting project beneficiaries before they escalate into unmanageable conflicts.

In implementation of FLLOCA project, KCCCU shall adopt 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 GRM mechanism will enable KCCCU to receive complaints from project-affected people and communities and serves as a facilitation platform for the response to such grievances by providing support to Ward-GRM Committees, project teams and communities to address the issues raised in a quick and effective manner.

The KCCCU will call for sensitization forums and strategies to raise awareness on the mechanism among the members of the public. The awareness will target how to raise concerns/claims/comments/grievances on any matter concerning the project, processes that is followed for reception and resolution of the issues raised, the grievance focal person that will be in charge of the grievances and the turnaround time.

THE PRINCIPLES OF THE KCCCU GRM.

The established KCCCU GRM-Committees will adhere to the principles enlisted below in carrying out its mandate;

- i. GRM system that is easily accessible, cost free, restitution free, timely in resolution and makes provision for additional special measures for vulnerable persons to access the process;
- ii. GRM system that takes account of, and not impede, access to judicial or administrative remedies.
- iii. GRM system that ensures grievances will be tracked and accessible on a single database for immediate reference.
- iv. GRM system inclusive of Civil Society Organizations and institutions (including community systems) in the resolution process.
- v. GRM system that is well capacity build in relation to mediation and resolution of grievances.

OUTLINE OF KITUI COUNTY FLLoCA GRM STRUCTURE

The FLLoCA project grievance redress mechanism is managed from the office of the Chief Officer in charge of Environment, Climate Change and Forestry who is responsible for resolution of all FLLoCA project related grievances’.

The chief officer has delegated the establishment of a functional FLLoCA GRM system to KCCCU Director Environment & Climate, by appointing GRM Focal point & Environment Safeguard Focal point and Social Safeguard Focal point.

There is a GRM Desk Office at the county level and 40 designate GRM-desk focal point at the ward level. The GRM designate offices receive and manage complains through;

- I. In person reports – a complainant can walk grievance handling office and complete a complaints form.
- II. The community complainant incident reporting to KCCCU or WCCPT’s grievance committees
- III. Phone calls by use of a designated telephone line to be broadly disseminated to all key stakeholders;
- IV. Short message system (SMS) on the designated line and managed by the responsible officer;
- V. FLLoCA project complaints box.

At the county level there is a county GRM steering Committee chaired by the Chief Officer, Environment, Climate Change and Forestry composed of representatives of the sectors enlisted;

A) County Departments

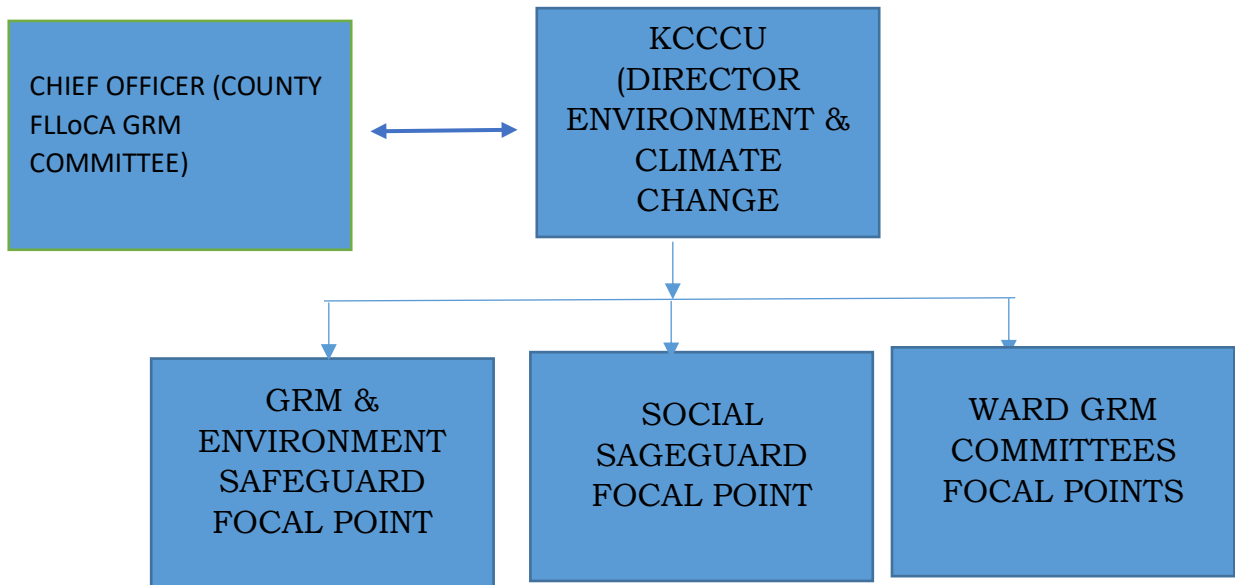
- I. Lands and Housing
- II. Gender and Social services
- III. Public Health
- IV. County legal officer
- V. Decentralized units
- VI. Water
- VII. Agriculture and Livestock Development

B) National offices based in the county including

- I. NEMA,
- II. National Council for Persons with Disability, Labour,
- III. Directorate of Occupational Safety and Health Services (DOSHS),
- IV. County Commissioner.
- V. State Department for Social Protection

At the Ward level, there is a grievance sub-committee of each Ward’s Climate Change Planning Team comprising of three elected members and the Ward Administrator who is Secretary to the Sub-committee.

The KCCCU-GRM system has registers for acknowledging, processing and giving feedback for complaints registered under implementation of the FLLoCA project.



GRIEVANCE HANDLING PROCESS

KCCCU Grievances handling process is as outlined below

Lodging of Complaints.

This will involve lodging of a complaint as an individual’s own name or on behalf of another person, a group, organization or institution at county designated GRM desk offices.

Receipt and Acknowledgement of Complaints.

Upon receipt of a complaint, the complaint handling officer assigns it a reference number, which is made known to the complainant for tracking purposes.

Documentation of complaint.

The complaints’ received a recorded in a database of complaints containing particulars of the complainant, the nature of the complaint, parties involved, relevant dates, action taken and any other details related to the specific complaint. All documents relating to complaints are kept in safe custody and a

record of the chain of custody is maintained. Complaints records are maintained for at least six years as required by law.

Investigation/Action

Action/Investigation will be properly planned for with a clear indication of the time and resources required. The planning should clearly establish what is to be investigated, what evidence will be gathered, who is to be interviewed, documents to be recovered, the expectations of the complainant and also whether the complaint has special considerations to be taken into account. Confidentiality will be maintained and great care taken to ensure that the complainant's privacy is protected and their safety is not endangered through exposure of his or her identity.

Responding to/resolving the complaint

Resolving the complaint will involve addressing the issue(s) complained about and offering the best possible remedy in the circumstances. The complainant will be informed of the decision reached and reasons given for the decision by the complaints officer.

Closing the file/Appeal

Once a decision is arrived at, it shall be communicated to the complainant and the respondent and other interested parties. The complaints database shall be updated to reflect the decision made. In case the decision made dissatisfies any of the involved parties, they will be allowed to escalate the complaint to the next tier of GRM for further investigation/resolution.