

**REPUBLIC OF KENYA**

**GOVERNMENT OF MAKUENI COUNTY**



**LANDS, URBAN PLANNING & DEVELOPMENT, ENVIRONMENT AND CLIMATE  
CHANGE**

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**STAKEHOLDER ENGAGEMENT PLAN (SEP)**

**FINANCING LOCALLY-LED CLIMATE ACTIONS (FLLoCA)**

**2023- 2026**

## ACRONYMS

<b>CBO</b>	Community Based Organization
<b>CSO</b>	Civil Society Organization
<b>EIA</b>	Environmental Impact Assessment
<b>EMCA</b>	Environmental Management and Coordination Act 1999
<b>ESS</b>	Environmental Social Safeguards
<b>FLLoCA</b>	Financing Locally-Led Climate Actions
<b>GRM</b>	Grievance Redress Mechanism
<b>HIV</b>	Human Immunodeficiency Virus
<b>KEFRI</b>	Kenya Forest Research Institute
<b>KFS</b>	Kenya Forest Service
<b>KMD</b>	Kenya Meteorological Department
<b>KPI</b>	Key Performance Indicators
<b>KWTA</b>	Kenya Water Towers Agency
<b>NEMA</b>	National Environment Management Authority
<b>NDMA</b>	National Drought Management Agency
<b>NGO</b>	Non-Governmental Organization
<b>OVC</b>	Orphans and Vulnerable Children
<b>PAI</b>	Project Area of Influence
<b>PAP</b>	Project Affected Persons
<b>PWD</b>	Persons With Disability
<b>RAP</b>	Resettlement Action Plan
<b>SEP</b>	Stakeholder Engagement Plan

<b>SMS</b>	Short Message Service
<b>MARPS</b>	Most At Risk Populations
<b>OVC</b>	Orphans and Vulnerable Children
<b>VMG</b>	Vulnerable Marginalized Groups
<b>WRA</b>	Water Resource Authority

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## **EXECUTIVE SUMMARY**

The Stakeholder Engagement Plan (SEP) is designed to establish a platform for productive and effective interaction with potentially affected parties, groups and persons with an interest in the implementation and outcomes of FLLoCA Program Initiatives.

This plan will help the County to solicit feedback to inform project design and implementation while simultaneously managing the expectations of beneficiaries, project-affected persons (PAPs), and interested parties about project design and expected outcomes.

This Plan establishes a framework on which public participation is anchored, presents identification and analysis of stakeholders, as well as the activities, responsible parties, the mechanism for handling complaints monitoring and reporting activities. This stakeholder engagement plan also sets out details of the purpose, timing and methods of stakeholder engagement and strategy for information disclosure. The SEP has been designed so that the program can demonstrate engagement that is effective, meaningful, consistent, comprehensive, coordinated and culturally appropriate.

Overall, this SEP is an essential tool for ensuring that all stakeholders are heard, their needs and concerns are addressed, and project implementation is successful.

## DEFINITIONS

For the purposes of this Framework, the following definitions apply:

**Communications:** Communications refers to the range of channels and format used to disseminate consistent and relevant project information to different audiences.

**Stakeholder:** An individual, group or organization that has concern or interest and can either affect or be affected by a project.

**Stakeholder engagement:** This is a planned process with the specific purpose of working with individuals and groups to encourage active involvement in the project.

**Community:** A community is a group of people who are connected by the area they live, work and/or visit or who have a relationship or a shared interest.

**Stakeholder identification:** The process of identifying a project's stakeholders.

**Grievance:** An issue, concern, problem, or claim (perceived or actual) raised by an individual or community group that requires to be resolved or addressed.

**Grievance Redress Mechanism:** a framework established to receive, review, and resolve stakeholder complaints about the performance or behavior of project proponents, including its contractors or employees.

**Vulnerable Groups** – persons who may be disproportionately impacted or further disadvantaged by the project(s) as compared with any other groups due to their status, and that may require special engagement efforts to ensure their equal representation in the consultation and decision making process associated with the project(s)

## **CHAPTER ONE: INTRODUCTION**

### **1.0 Background**

Financing Locally-Led Climate Action Program is a five-year program whose objective is to support low-carbon climate resilience development pathway by decentralizing funds to county's and devolving decisions to the local communities to have greater influence in identifying, prioritizing, implementing and monitoring climate adaptation investments and solutions.

The program has two key results areas;

- To build the County's Institutional Capacity by Strengthening County Climate Risk Management Capacity, the Climate Change Unit, and other climate governance structures, developing Legal Framework and Climate Information system and enhancing the County Climate Change Fund.
- To enhance Locally- Led Climate resilience actions by Implementing low emission climate resilience actions identified through the Participatory Climate Risk Assessment and institutionalized in the Makueni County Climate Change Action Plan 2023- 2027.

### **1.2 Objectives and Outcomes**

#### **1.2.1 Objectives of Stakeholder Engagement Plan**

- Provide the relevant policy and legal framework for stakeholder identification, engagement and consultation.
- Provide a database of key stakeholder groups or individuals that are and will be informed and consulted about the Project;
- Identify stakeholders and provide in-depth analyses of the interests and needs of consultation of the different stakeholder groups;
- plan for monitoring and reporting modalities for effective and efficient stakeholder engagement and consultation
- provide an appropriate approach for consultations and disclosure of Program information throughout its cycle.
- Establish an effective grievance redress mechanism, for informed, transparent and inclusive stakeholders consultation.
- Outline roles, responsibilities for consultation, communication and information disclosure for effective stakeholder engagement



### 1.2.2 Outcomes

- Effective and meaningful stakeholder participation, engagement and consultation.
- Enhanced social responsibility and community ownership
- Enhanced county responsiveness and communication to program stakeholders' grievances and concerns
- Improved project designing and scoping
- Enhanced environment and social safeguards for the projects

### 1.3 Stakeholder Engagement Plan Scope

The Stakeholder Engagement Plan (SEP) is designed to ensure effective and efficient engagement between identified stakeholders throughout the cycle of FLLoCA program for Makueni County. The plan will aim to maintain an open dialogue with the relevant National and County government ministries and parastatals, CSO's and local communities.

The Plan is developed and presented for public information on FLLoCA goals and activities, carry out necessary consultations with the key stakeholders, receive feedback from various stakeholders, adequately manage the grievances, as well as to ensure the overall effective implementation of FLLoCA.

The stakeholder engagement is important to FLLoCA as it will increase stakeholder understanding and build support for and ownership of projects, it will improve on project design, contribute to successful project implementation and improve the environmental and social sustainability of projects.

### 1.4 Roles and Responsibilities

<b>ORGANIZATION</b>	<b>RESPONSIBILITY</b>
Project Implementation Unit	<ol style="list-style-type: none"><li>1. Set the strategic direction for and oversee communications and stakeholder engagement activities for the Project.</li><li>2. Review communications and engagement plans and materials prepared by counties to support the engagement approach</li><li>3. Develop communications strategies and manage media and government relations.</li><li>4. Provide linkage with other sectoral agencies /stakeholders at National level</li></ol>

Climate Change Unit	<ol style="list-style-type: none"> <li>1. Identifies Priority Investments through a participatory process</li> <li>2. Community mobilization in project planning, designing and implementation</li> <li>3. Provide linkage with other sector/departments in the county</li> <li>4. Monitoring and evaluating the GRM process through the GRM Focal point person</li> <li>5. Capacity building to communities on GRM framework</li> <li>6. Coordinate Environment and Social Safeguards, and preparation of designs for the projects</li> <li>7. Implement communications and engagement campaigns that increase awareness and build relationships with key stakeholders.</li> </ol>
Grievance Redress Committees - (County, Sub-county & Ward )	<ol style="list-style-type: none"> <li>1. Collecting, acknowledging and reviewing from aggrieved stakeholders and uploading them into the project database;</li> <li>2. Resolving disputes that may arise from stakeholders;</li> <li>3. Provide feedback on any grievances raised;</li> <li>4. Preparing quarterly reports;</li> </ol>

The County Director In-charge of Climate Change Unit has an overall responsibility for sustaining enhanced working relationships between FLLoCA program and the stakeholders at the County level and implementing and monitoring the Stakeholder Engagement Plan. The day to day, responsibility will be coordinated by Environment, Social and Grievance Focal Persons with support from project Accountant, procurement, Communication and Monitoring & Evaluation Officers in the specialized areas.

## **CHAPTER TWO: POLICY AND LEGAL FRAMEWORKS FOR STAKEHOLDER ENGAGEMENT**

### **2.1 World Bank Standards**

The World Bank OP 4.01 provides for public engagement during environmental assessment processes. Environment and Social Safeguards (ESS 10) also provides for stakeholder engagement and information disclosure in project implementation.

### **2.2 Agenda 21**

Agenda 21 recognizes that one of the vital prerequisites for the achievement of sustainable development is public participation in decision-making. Chapter 23 highlights the need of individuals, groups, and organizations to participate in programs/projects and to know about and take part in decisions, particularly those that potentially affect the communities in which they live and work. In addition, Individuals, groups, and organizations have access to information relevant to the environment and development held by government and private entities.

### **2.3 Rio Declaration on Environment and Development**

Principle 10 of Rio Declaration on Environment and Development identifies public participation as a crucial process in sound management and governance.

### **2.4 The Constitution of Kenya (Articles 1, 10, 33, 35, 174, and 232)**

Provides for public participation as a core pillar and a constitutional right. The legal right availed to all Kenya citizens and residents to be included in any project to seek, receive, or impart information or ideas. In addition, it provides for access to information under article 35. The Constitution gives the state the mandate to encourage public participation in the management, protection, and conservation of the environment.

### **2.5 The Environmental Management and Coordination Act (Cap 387)**

General Principles section (Part II, 5a) of the EMCA, 1999 stipulates that participation of the concerned community is a necessity for any development. Its subsequent regulations (Environmental (Impact Assessment and Audit) Regulations, 2003 Section 17) provide for Public Consultations and relevant stakeholder engagement as part of the study.

## **2.6 National Climate Change Act, Amendment 2023**

Its subsequent regulations, The Climate Change (Public Participation and Access to Climate Change Information), 2023) provide for public consultations and access to information in climate actions planning, budgeting, and implementation.

## **2.7 The County Government, Act (2012)**

Under section 30, it provides for citizen participation in the development of plans, policies, and service delivery.

## **2.8 Makueni County Public Participation Policy,2021**

The policy provides a framework for the management and coordination of public participation and civic education in fulfillment of Constitutional requirements of the same.

## **2.8 Makueni County Climate Change Act, 2022**

The Act has established the Climate Fund structures as a means of stakeholder engagement and public participation in planning, resource mobilization, budgeting, implementation, monitoring, and evaluation of climate resilience projects.

## CHAPTER THREE: STAKEHOLDER IDENTIFICATION AND ANALYSIS

### 3.1 Introduction

Project stakeholders are defined as individuals, groups who are directly or indirectly affected by the project. In order to develop an effective SEP, it is necessary to determine who the stakeholders are and understand their needs and expectations for engagement, their priorities and objectives in relation to the FLLoCA programme, as well as their level of influence on the project. This information is then used to tailor engagement to each type of stakeholder.

The County through Climate Change Unit will utilize a robust process of stakeholder identification and analysis, involving an assessment of different groups and their interests in the community, to determine potential supporters and partners, as well as those who may oppose the project. The CCU will thematically consult vulnerable marginalized groups and individuals to ensure that they meaningfully and effectively participate and benefit from the programme activities, and these consultations will take into consideration social inclusivity. The County will create a database of all stakeholders with contact information of specific individuals or groups, their influence and how they will benefit from the programme.

### 3.2 Methodology

For the engagement process to be effective and successful, stakeholder consultation shall employ aspects of;

- **Inclusivity and sensitivity**-To ensure participation process for the projects is inclusive with all stakeholders involved in the consultation process, allowing equal access to information. Sensitivity to stakeholder's needs is also key in the engagement process giving special attention to vulnerable groups among them PWDs, youth, women and elderly persons at all levels of project implementation
- **Informed Participation and feedback**-To ensure information is provided and widely distributed among various stakeholders in varied formats to ensure concerns and interests of vulnerable groups and individuals are taken into consideration and provide feedback where necessary
- **Openness and life cycle approach**- Consultations and other stakeholder engagement for the project will be undertaken during the whole lifecycle and is carried out in an open and transparent manner.

### 3.3 Stakeholder Categorization

The stakeholders shall be groups as follows to ensure effective and efficient engagement in FLLoCA program;

- i. **Project Affected Parties** – persons, groups and other entities within the Project Area of Influence that are directly influenced (actually or potentially) by the project and/or have been identified as most susceptible to change associated with the project, and who need to be closely engaged in identifying impacts and their significance, as well as in decision making on mitigation and management measures;
- ii. **Other Interested Parties** – individuals/groups/entities that may not experience direct impacts from the Project but who consider or perceive their interests as being affected by the project and/or who could affect the project and the process of its implementation in some way; and
- iii. **Vulnerable and marginalized Groups** – persons who may be disproportionately impacted or further disadvantaged by the project(s) as compared with any other groups due to their vulnerable status, and that may require special engagement efforts to ensure their equal representation in the consultation and decision-making process associated with the project.

#### 3.3.2 Project Affected Parties(PAP)

Project affected parties refer to both intended beneficiaries of the project and those likely to be affected by the project because of actual impacts or potential risks to their physical environment, health, security, wellbeing or livelihoods. These stakeholders may include local communities, individuals, groups and other parties that may be subject to direct impacts from the Project. These stakeholders may include project beneficiaries, communities, communities neighboring project sites and Community groups etc.

#### 3.3.3 Interested parties

The projects' stakeholders also include parties other than the directly affected communities, including:

- State department of
- County assembly of Makueni
- National Environmental Management Authority
- Water Service Providers
- KFS

- National Government Administration Officers
- Makueni climate change board
- Climate change committees - county steering, county and ward planning committees

### **3.4 Disadvantaged/ Vulnerable groups**

Disadvantaged/ Vulnerable groups refers to those who may be more likely to adversely affected by the project impacts and/ or more limited than others in the ability to take advantage of project benefits. Such an individual or group is also more likely to be excluded from/enabled to participate fully in the mainstream consultative and as such may receive assistance to do so.

The County will design facilitate thematic/sector participation forums to ensure participation of the disadvantaged or vulnerable groups in the decision making processes for the FLLoCA programme. The groups may include and not limited to;

- Youth;
- Elderly people;
- People with disabilities;
- Women;
- Children;
- Unemployed;
- Orphans and vulnerable children;
- Refugees;
- Street families;
- People with HIV/AIDS
- Marginalized communities/clans
- MARPS

### **3.4 Stakeholder identification and Analysis**

Stakeholder analysis is important as it identifies and assesses project affected parties that may be disadvantaged or vulnerable. It also assesses stakeholders' levels of influence and interest and how best to engage with them.

S/No	Stakeholder category	Expected roles in the programme	Interest	Influence
1.	<p><b>Project Affected Parties</b></p> <p>Project beneficiaries, Community groups, general community members, community/opinion leaders, VMGs, etc.</p>	<ul style="list-style-type: none"> <li>● Provide information or their views on the program</li> <li>● Providing support during program implementation</li> <li>● Project land donation</li> <li>● Project ownership</li> </ul>	High	High
2.	<b>Interested parties</b>			
3.	National Treasury	<p>General oversight and control of disbursed funds. Monitor compliance of program implementation</p> <p>Audit fund utilization</p> <p>Establishment of Project implementation Units/structures</p> <p>Provide technical support to the county</p> <p>Release of program funds</p>	High	High
4.	National Government Administrative officials	<p>Mobilization of community and coordination of community activities</p> <p>Program grievances resolutions</p>	Low	High
5.	NEMA	Licensing and compliance monitoring of FLLoCA projects	Low	High
6.	Directorate of Occupational Health and Safety (DOSHS)	Registering places of work and monitoring compliance to OSHA, 2007	High	Low



<b>S/No</b>	<b>Stakeholder category</b>	<b>Expected roles in the programme</b>	<b>Interest</b>	<b>Influence</b>
7.	KMD	Dissemination of weather/climate information and early warning systems	High	High
8.	KEFRI	Provision of certified seeds and seedlings for catchment restoration	Moderate	Low
9.	NDMA	Implementing interventions on drought emergence	High	Low
10.	KFS	Support in community sensitization on sustainable forest management practices	Moderate	Low
11.	KWTA	Collaboration in rehabilitation and conservation of catchment areas that fall under Water towers in the County	High	Low
12.	WRA	Issuance of Water abstraction permits Technical support in mapping and pegging of riparian areas	Moderate	High
13.	County Assembly	Legislation of relevant legal frameworks and oversight of climate change programs	High	High
14.	Climate Change Planning and steering Committees	Implementation, coordination, planning and budgeting for climate change programmes	High	High
15.	Department of Finance, Socio-economic planning, Monitoring and Evaluation	Ensure financial management compliance Support in program planning and budgeting Procurement Monitoring, reporting and evaluation of project implementation	High	High

<b>S/No</b>	<b>Stakeholder category</b>	<b>Expected roles in the programme</b>	<b>Interest</b>	<b>Influence</b>
16.	County Department of Lands	Technical support in land acquisition	Low	Low
17.	Department of Labor and Social protection	Regulate management of social risks in projects Ensure inclusion and participation of vulnerable and marginalized groups in project planning and implementation	High	Low
18.	Department in-charge of Climate Change	Overall coordination and implementation of FLLoCA program in the County and establishment of climate change structures	High	High
19.	Department of Devolution, Public Participation, County Administration and Special Programs	Programme coordination and community mobilization Facilitate and management public participation on the programme Establishing project management and sustainability committees Resolution of grievances related to the program	High	Moderate
20.	Other County Departments - Agriculture, Water, Energy	Technical support in project designing , implementation and supervision	High	Moderate
21.	Climate change unit	Program Reporting Technical support to implementing Departments Mainstreaming environmental and social risk management within the programme	High	High

<b>S/No</b>	<b>Stakeholder category</b>	<b>Expected roles in the programme</b>	<b>Interest</b>	<b>Influence</b>
22.	County Department of Environment	Implementing interventions on catchment restoration and control of pollution of natural resources including water, land and air	High	High
23.	Project Management Committee	Oversee and report on project implementation Representing project beneficiaries during project implementation Ensuring program ownership and sustainability	High	High
24.	Civil society groups	Participate in programming Social audits/accountability & Information sharing	Moderate	Moderate
25.	World Bank	Program funding and compliance	High	High
26.	Other development partners/Non state Actors	Partnerships for resource mobilizations, implementing climate change initiatives and joint reporting for climate change initiatives	Moderate	High
27.	Research and Academic Institutions	Capacity development and institutional strengthening	High	Low
28.	Press and Media	Dissemination of program information to the public	High	High
29.	Contractors/Suppliers /Business community/	Supply of goods and services	High	Low
30.	Politicians (Parliament & Senate)	Political goodwill/ Oversight and legislation	High	High

## CHAPTER FOUR: STAKEHOLDER ENGAGEMENT

### 4.1 Introduction

Stakeholder engagement involves effective participation of community members, groups, interested parties and affected by project implementation. The county will use a comprehensive approach that includes continuous communication, listening, collaboration and providing feedback.

The stakeholder engagement will increase stakeholder understanding and build support for ownership of projects. It will provide a platform for the communities to give inputs into project design and mitigation measures.

Stakeholder engagement requires meaningful consultation which is a two-way process that provides stakeholders with opportunities to express their views on project risks, impacts and mitigation measures allows for feedback.

### 4.2 Principles of Stakeholder Engagement

The FLLoCA program recognizes that project progress and decisions can be enhanced through community and stakeholders dialogue. The core principles of stakeholder engagement throughout program planning and implementation include:

- i. **Openness**-Clear and open engagement as well as accessibility to information throughout the planning and delivery of the project
- ii. **Timeliness**-the need to ensure provision of information to stakeholders during the span of project development and as well incorporation of any feedback to project developments
- iii. **Meaningful information**-access to balanced and objective information to all stakeholders and community members to understand the project objectives and outcomes
- iv. **Channels of communication**-use of different channels of communication to ensure community and other stakeholders have access to information throughout the sub -projects span. Such include community fora, mass and social media communication, written information among others
- v. **Feedback**-Stakeholder engagement should listen and acknowledge concerns and aspirations of community members and other stakeholders to improve project outcomes for all

- vi. **Transparency and accountability** -Engagement process should be transparent and based on factual information, including about the scope of consultation and ability of stakeholders to influence project decisions
- vii. **Confidentiality**-Confidentiality of information and stakeholders should be provided when requested or where there is concern about retaliation
- viii. **Timing**-to be meaningful a consultation process should also be respectful of participant’s time by avoiding excessive consultations that do not lead to anything or that may lead to unrealistic expectations
- ix. **Ongoing and iterative**-stakeholder engagement should be ongoing and iterative throughout the sub-projects cycle

### 4.3 Project Stakeholder Needs and Methods, Tools and Techniques for Stakeholder Engagement

The program shall employ various methods of engagement to ensure different groups are reached and involved in the process of consultation, decision making and all stages of project cycle as outlined below;

Stakeholder group	Means of engagement	Rule of communication
Internal stakeholders involvement in project implementation	Meetings, exchange of minutes, memos, official letters	In accordance with rules for internal communication, meetings and GRM available
External stakeholders involved in the project implementation	Exchange of correspondence, meetings, training courses, design supervision, Data collection templates and procedures	In accordance with laid down government procedures
Vulnerable and marginalized groups	Consultation meetings, exchange of documentation and correspondence associated with projects, Grievance Redress Avenues and feedback, Targeted group meetings	In accordance with rules of internal communication and accepted custom  Direct communication, indirect through announcements to public

<b>Stakeholder group</b>	<b>Means of engagement</b>	<b>Rule of communication</b>
Stakeholders to be affected directly or indirectly by the outcomes of the project implementation	Project Website, brochures and National reports	Communication to be done by authorized persons  Public communication can be done through national reporting rules
County Governments and state corporations	Progress reporting, project decisions and data usage decisions	In accordance with administrative procedure requirements
Government Ministries	Official letters	In accordance with administrative procedure requirements
Non-Governmental organizations(NGOS) interested in the projects	Direct meetings Official letters	On demand and during public meetings

**4.4 Stakeholder Engagement Plan and Budget**

**4.4.1 Stakeholder engagement plan**

<b>Target stakeholders</b>	<b>Topic of consultation</b>	<b>Method used</b>	<b>Location / Frequency</b>	<b>Responsibilities</b>
<b>Project Preparation Phase</b>				

Target stakeholders	Topic of consultation	Method used	Location / Frequency	Responsibilities
Project Affected People: <ul style="list-style-type: none"> <li>● People potentially affected by land acquisition</li> <li>● People residing in the project area</li> <li>● Vulnerable households</li> </ul>	Reconnaissance., project scoping and project designing EIA	Public meetings Questionnaires Screening checklist		<ul style="list-style-type: none"> <li>● Climate Change Unit</li> <li>● Environment and Social Safeguard focal persons</li> </ul>
Internal stakeholder's involvement in project implementation	Reconnaissance., project scoping and project designing EIA	Meetings, exchange of minutes, memos, official letters		<ul style="list-style-type: none"> <li>● Climate Change Unit</li> <li>● Environment and Social Safeguard focal persons</li> <li>● Water Engineers</li> <li>● Agriculture Officers</li> <li>● Administrators</li> </ul>
External stakeholders involved in the project implementation <ul style="list-style-type: none"> <li>● Press and media</li> <li>● NGOs and CBOs,</li> <li>● Businesses and business organizations</li> <li>● Academic institutions</li> <li>● National Government Ministries/Parastatals</li> <li>● The general public, jobseekers</li> </ul>	<ul style="list-style-type: none"> <li>● Environment and social safeguards</li> <li>● Grievance mechanism</li> <li>● Project scope and project beneficiaries</li> </ul>	Public meetings, trainings/workshops, Mass/social media, Brochures, posters, flyers, website and Information desks		

Target stakeholders	Topic of consultation	Method used	Location / Frequency	Responsibilities
<b>Project Implementation/Construction Phase</b>				
Project Affected People: <ul style="list-style-type: none"> <li>● People potentially affected by land acquisition</li> <li>● People residing in the project area</li> <li>● Vulnerable households</li> </ul>	<ul style="list-style-type: none"> <li>● Grievance mechanism</li> <li>● Occupational health and safety</li> <li>● Employment opportunities</li> <li>● Project status</li> <li>● Sensitization on sustainability</li> </ul>	Public meetings Notice board(s) and signage (s) at construction sites	Project site Weekly and monthly meetings	<ul style="list-style-type: none"> <li>● Climate Change Unit</li> <li>● Administrators</li> <li>● Environment and Social Safeguard focal persons</li> <li>● Contractor</li> </ul>
Internal stakeholders' involvement in project implementation	<ul style="list-style-type: none"> <li>● Grievance mechanism</li> <li>● Project monitoring and supervision</li> <li>● Occupational health and safety</li> <li>● Employment opportunities</li> <li>● Project status</li> </ul>	Meetings, exchange of minutes, memos, official letters, Reports, Site Book		<ul style="list-style-type: none"> <li>● Climate Change Unit</li> <li>● Environment and Social Safeguard focal persons</li> <li>● Water Engineers</li> <li>● Agriculture Officers</li> <li>● Administrators</li> </ul>
External stakeholders involved in the project implementation <ul style="list-style-type: none"> <li>● Press and media</li> <li>● NGOs and CBOs,</li> <li>● Businesses and business organizations</li> </ul>	<ul style="list-style-type: none"> <li>● Grievance mechanism</li> <li>● Project monitoring and supervision</li> <li>● Occupational health and</li> </ul>	Public meetings, trainings/workshops, Mass/social media, Brochures, posters, flyers, website and Information		



Target stakeholders	Topic of consultation	Method used	Location / Frequency	Responsibilities
<ul style="list-style-type: none"> <li>Academic institutions</li> <li>National Government Ministries/Parastatals</li> <li>The general public, jobseekers</li> </ul>	<ul style="list-style-type: none"> <li>safety</li> <li>Employment opportunities</li> <li>Project status</li> </ul>	desks		
<b>Project Operational Phase</b>				
Project Affected People: <ul style="list-style-type: none"> <li>People potentially affected by land acquisition</li> <li>People residing in the project area</li> <li>Vulnerable households</li> </ul>	<ul style="list-style-type: none"> <li>Feedback of effectiveness</li> <li>Project compliance requirements</li> </ul>	Public meetings Survey	Project site quarterly meetings	<ul style="list-style-type: none"> <li>Climate Change Unit</li> <li>Administrators</li> <li>Environment and Social Safeguard focal persons</li> <li>Contractor</li> </ul>
Internal stakeholders' involvement in project implementation	<ul style="list-style-type: none"> <li>Project Evaluation</li> <li>Environmental Audits</li> </ul>	Meetings, Reports, Site Book		<ul style="list-style-type: none"> <li>Climate Change Unit</li> <li>Environment and Social Safeguard focal persons</li> <li>Water Engineers</li> <li>Agriculture Officers</li> <li>Administrators</li> </ul>
External stakeholders involved in the project implementation <ul style="list-style-type: none"> <li>Press and media</li> <li>NGOs and CBOs,</li> </ul>	<ul style="list-style-type: none"> <li>Project Evaluation</li> <li>Environmental Audits</li> </ul>	Public meetings, trainings/workshops, Mass/social media, Brochures,		

Target stakeholders	Topic of consultation	Method used	Location / Frequency	Responsibilities
<ul style="list-style-type: none"> <li>• Businesses and business organizations</li> <li>• Academic institutions</li> <li>• National Government Ministries/Parastatals</li> <li>• The general public, jobseekers</li> </ul>		posters, flyers, website and Information desks		

#### 4.4.2 Stakeholder Engagement Budget

Stakeholder engagement activities	Quantity Per year	Unit cost	Year	Estimated cost
Stakeholder consultation meetings	2	500,000	3	3,000,000
Communication materials -brochures, posters, leaflets	1	250,000	3	750,000
Capacity building of GRM Committee	1	2,000,000	3	6,000,000
Capacity building of Technical Officers	1	1,000,000	3	3,000,000
Capacity building of Steering Committee	1	1,000,000	3	3,000,000
Capacity building of Climate Change Planning Committees	1	3,000,000	3	9,000,000
Publicity/Media	1	500,000	3	1,500,000
Radio/ Television talk show	4	100,000	3	1,200,000
Monitoring and Evaluation	4	100,000	3	1,200,000

Stakeholder engagement activities	Quantity Per year	Unit cost	Year	Estimated cost
Toll free Hotline, subscription and Bulk SMS to receive complaints and grievances related to the project	4	100,000	3	1,200,000
<b>Total</b>				<b>29,850,000</b>

## CHAPTER FIVE: GRIEVANCE REDRESS MECHANISM

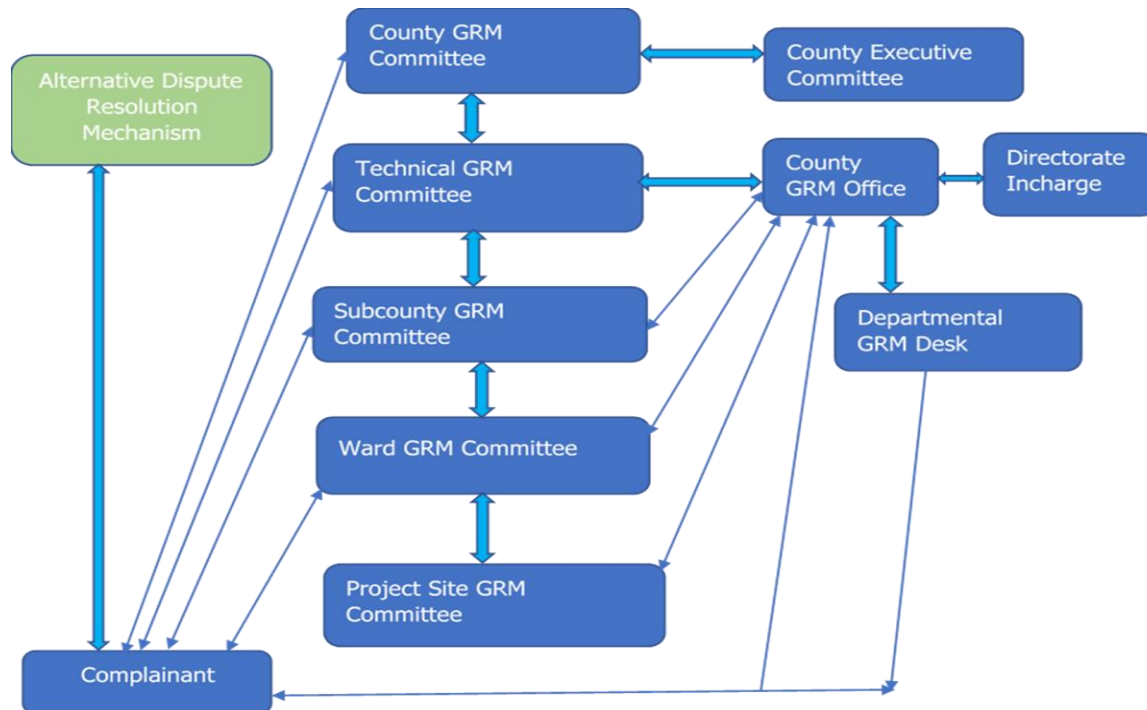
### 5.1 Introduction

A Grievance Redress Mechanism (GRM) is an instrument through which dispute resolution is sought and provided. It involves the receipt and processing of complaints from individuals or groups negatively affected by activities of a particular project.

The County has established a framework for the resolution of grievances emanating from project beneficiaries, project implementers, and other stakeholders during implementation. The program GRM is domesticated from existing county institutional mechanism to ensure continued permanence and sustainability of institutional systems for resolving complaints. The structure describes grievance receiving, registration, sorting, processing, acknowledgement, follow-up, verification, action or redress, and feedback.

### 5.2 Grievance Redress Mechanism Structure

In order to ensure that complaints are received and addressed appropriately and in a timely manner, a grievance redress structure that is responsive, easy to understand and implement is necessary. A five level Grievance Redress mechanism is put in to address all complaints during FLLOCA programme implementation as illustrated below.



### 5.3 Grievance Redress Mechanism Committees and Functions

The County has established GRM committees from county level to projects, departmental desks and county GRM designated officer for receiving, recording, processing and resolving complaints arising from stakeholder engagements. These committees have membership from county departments implementing FLLoCA program, coordinating service delivery and facilitating public participation function. The committees also ensure mainstreaming of environmental and social safeguard in the programming and capacity development for GRM.

The received complaints shall be acknowledged with 24 hours and resolution shall take between 14 and 21 days depending on their nature.

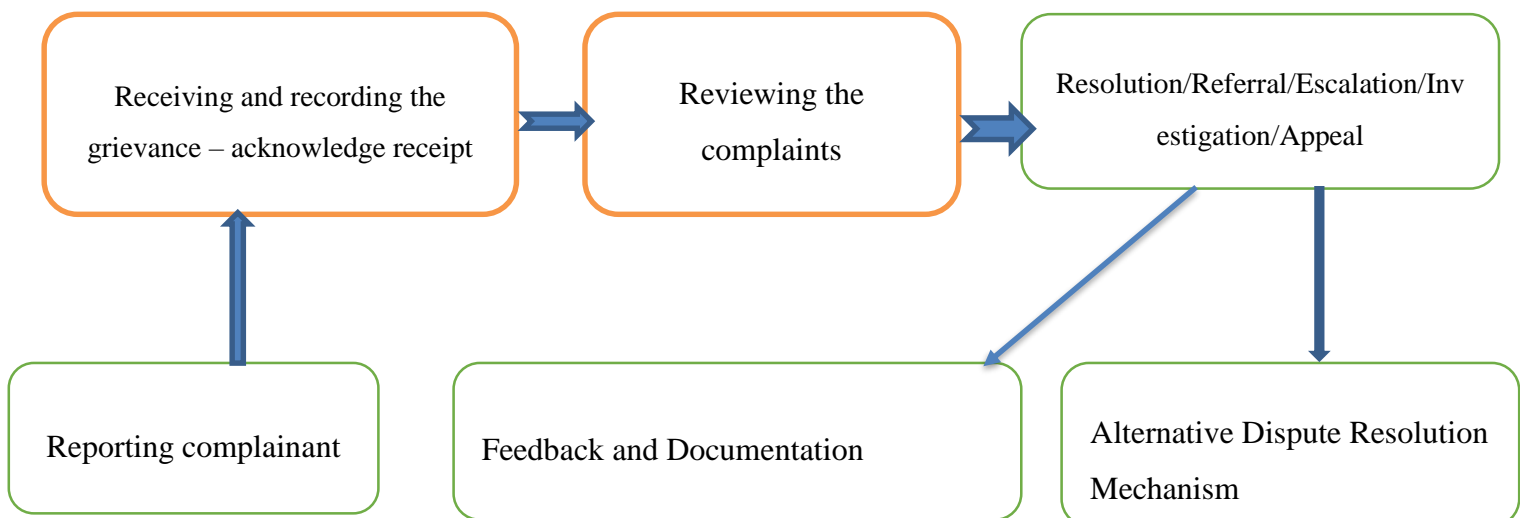
This structure allows complainant/petitioner appeal or seek redress from other alternative dispute resolution mechanisms if he/she is dissatisfied with decision reached by highest established committee/office.

### 5.4 Grievance Redress Mechanism Reporting Channels

For receiving grievances, the County will utilize multiple of channels that include;

- Direct reporting either orally or through verbal narration
- In writing – Letters/filing complaints, petition and memorandum forms
- Text Messages or phone calls via 0719426315 or 0792426073
- Email – [grievances@makueni.go.ke](mailto:grievances@makueni.go.ke) and
- County website - <https://county.safaricom.co.ke/017/report-issue>
- MYCOUNTY APP – Sema na MutulaJnr

### 5.5 GRM Resolution Process



## **5.6 GRM Documentation**

All grievances received under this program by desks offices and committees shall be registered in the grievances log register indicating:

- i. Date the complaint was received
- ii. Details of complainant/petitioner
- iii. Nature/details of complaint
- iv. Action taken

The GRM quarterly and annual reporting shall include no. of complaints received, resolved, referred and pending.

## v. CHAPTER SIX: MONITORING AND EVALUATION

### 6.1 Monitoring and Reporting

Monitoring will provide an opportunity to examine the results of project implementation against the planned activities and guides on what corrective actions are needed to ensure the achievement of intended results. Monitoring, therefore, provides data used for analysis and synthesis prior to reporting for decision making

### 6.2 Monitoring Indicators

A number of Key Performance Indicators (KPIs) will be used to monitor stakeholder involvement during project implementation on a regular basis, including the following parameters:

	<b>Parameter</b>	<b>Monitoring and Reporting Responsibility</b>	<b>Reporting Period</b>
1.	Number of public hearings, consultation meetings and other public fora conducted	CCU	Quarterly
2.	Number of participants attending consultation meetings and other forums disaggregated by age, sex, gender and PWDs	CCU	Quarterly
3.	Frequency of public engagement activities	CCU	Quarterly
4.	Geographical coverage of public engagement activities – number of locations and settlements covered by the consultation process, including the settlements in remote areas within the Project Area of Influence (PAI);	CCU	Quarterly
5.	Number of public grievances received, resolved, referred and pending	CCU	Quarterly
6.	Number of press materials published/broadcasted in the	CCU	Annually

	local, regional, and national media;		
7.	Percentage of stakeholders who rate as satisfactory the level at which their views and concerns are taken into account by the project	Ombudsman/Legal Department	Annually

**6. Information Disclosure**

The County Government will disclose on their websites the projects GRM and ESRM Framework and the stakeholder Engagement Plan. All invitation on public hearings, stakeholder meetings will be advertised through either of the following platforms;

- County and National Administrative offices,
- County Website
- Newspapers/ Radio stations
- Internet- project related social media platforms

Approved for Circulation by;

Japheth M. Kiminza

**Chief Officer - Environment, Natural Resources, Mining and Climate Change**

Signature:  Date: 30<sup>th</sup> January 2024