

REPUBLIC OF KENYA



GOVERNMENT OF MAKUENI COUNTY



EMALI-SULTAN HAMUD MUNICIPALITY

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## REPORT ON MUNICIPAL STAFF SENSITIZATION ON MUNICIPAL GRIEVANCE REDRESS MECHANISM.

### INTRODUCTION

*“A Grievance Redress Mechanism is a system by which queries or clarifications about the project are responded to, problems that arise out of implementation are resolved and grievances and grievances are addressed efficiently and effectively” – Kalabi-CIDSS, Philippines*

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 Emali-Sultan Hamud Municipality will use this guideline to provide a framework/ procedure for resolution of grievances emanating from project beneficiaries, project implementers and other stakeholders during implementation of its projects and programs. This will ensure smooth implementation of the projects, timely and effectively addressing of the social conflicts that would be encountered during implementation.

### SENSITIZATION EXERCISE

The staff convened at the Municipal boardroom for the sensitization exercise. This was after the Municipal Board adopted the proposed GRM. The municipal social development officer took the staff through the contents of the GRM, detailing what is required of them while handling public complaints as per the GRM document.

This assisted them to know at what level each needed to escalate issues reported to them. The sensitization exercise also unveiled the municipal GRM committee that is made to handle issues that can't be handled by one staff.

It was agreed that the committee would meet once a month to handle any pending complaint. However, meetings can be convened anytime if there's any urgent matter reported.



*Figure 1 staff during the GRM sensitization exercise*

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