

## **GRIEVANCE REDRESS MECHANISM (GRM)**

### **NIE KENYA**

### **(DRAFT)**

**PROGRAMME TITLE:**

**INTEGRATED PROGRAMME TO BUILD RESILIENCE TO CLIMATE  
CHANGE & ADAPTIVE CAPACITY OF VULNERABLE COMMUNITIES IN  
KENYA**

**National Implementing Entity, NEMA – KENYA**



## **1 LIST OF ABBREVIATIONS**

### **LIST OF ABBREVIATIONS**

ADRA	:	Adventist Development & Relief Agency
CAJ	:	Commission on Administrative Justice
CDA	:	Coastal Development Authority
CDE	:	County Director of Environment
CIC	:	County Implementation Committee
EE	:	Executing Entity
GRC	:	Grievance Redress Committee
GRM	:	Grievance Redress Mechanism
KEFRI	:	Kenya Forestry Research Institute
NEMA	:	National Environment Management Authority
NET	:	National Environment Tribunal
NIE	:	National Implementation Entity
KCCAP	:	Kenya Climate Change Adaptation Programme
TARDA	:	Tana&Athi River Basin Development Authority
UNFCCC	:	United Nations Framework Convention on Climate Change

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## **CHAPTER 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.

NEMA intends to implement the Kenya Climate Change Adaptation Programme (KCCAP) whose overall objective is to enhance resilience and adaptive capacity to climate change for vulnerable communities in various counties in Kenya by implementing projects under the following thematic areas:

- i. Food security
- ii. Water management
- iii. Coastal management
- iv. Disaster risk reduction
- v. Knowledge management

The programme will be implemented in 18 counties namely: Kajiado, Homa Bay, Laikipia, Wajir, Garissa, Tana River, Kitui, Makueni, Kisumu, Machakos, Kiambu, Mombasa, TaitaTaveta, Kwale, Kilifi, Lamu and Meru. NEMA's main role as the NIE is the overall management of the projects andprogrammes financed by the global climate finance mechanisms such as the Adaptation Fund. It is in this context that NEMA requires a GRM which will ensure smooth implementation of the projects and timely and effective addressing of problems encountered during their implementation.

The GRM will assist the NIE to ensure that deliberate processes and procedures are put in place to capture, assess and respond to concerns from project beneficiaries, project executors and the general public during the implementation of the KCCAP. This will ensure smooth implementation of the projects and timely and effectively addressing of the problems that would be encountered during implementation.

The stakeholders for NIE are categorized as follows:

- i. Funding agencies: Adaptation Fund, Adaptation Fund Board Secretariat, Adaptation Fund Trustee-World Bank and the UNFCCC Secretariat
- ii. Implementers: NIE (NEMA) and Designated Authority (Ministry of Environment and Natural Resources)
- iii. Executers: EEs (KEFRI, TARDA & CDA) and sub-executing entities (World Vision, Kenya Red Cross, NASARU, Horn Aid International, CARITAS, Kenyatta University, VIRED International and ADRA)
- iv. Project beneficiaries: Recipient communities and their local institutions.

## **1.1 Objectives of the GRM**

The following are the objectives of establishing a GRM;

- i. To address complaints and grievances and enhance conflict resolution arising from, and during NIE programme implementation.
- ii. Ensure transparency and accountability throughout the implementation of projects and programmes amongst the relevant stakeholders including project beneficiaries.
- iii. Resolve any emerging environmental and social grievances in project areas.
- iv. To promote relations between the project implementers, executers and beneficiaries.

## **1.2 Scope of the GRM**

The NIE's GRM provides a channel for dispute resolution during the implementation of programmes. However, the GRM serves to complement but not replace the existing legal channels such as courts, tribunals and other recourse mechanisms for addressing grievances.

The GRM is designed to improve project outcomes by creating public awareness about the project and its objectives, deterring fraud and corruption, mitigating socio-economic and environmental risks and providing the NIE Secretariat with practical suggestions and feedback during programme implementation.

The targeted audience for this GRM will range from the funding bodies (AFB, AFB Secretariat, AF Trustee-World Bank and the UNFCCC Secretariat), the NIE, EEs, project beneficiaries and their related institutions. It is anticipated that this GRM will be robust enough to address conflicts and complaints across the above described scales.

### **1.3 Principles of the GRM**

The effectiveness of this GRM will be guided by the following principles:

- i. **Accessibility:** The GRM should be accessible to everyone and at any time. It should take into consideration potential barriers such as language, literacy, awareness, cost or fear of reprisal and seek to address them.
- ii. **Predictability:** GRM should be time-bound at each stage, and have specified time frames for the responses.
- iii. **Fairness:** All the procedures therein should be widely perceived as unbiased in regards to access of information and meaningful public participation.
- iv. **Rights compatibility:** The outcomes of the mechanism should be consistent with the international and national standards. It should also not restrict access to other redress mechanisms.
- v. **Transparency and accountability:** The entire GRM process should be done out of public interest.
- vi. **Capability:** For an effective GRM, the system needs to be endowed the necessary resources, that is, technical, financial and human resources.
- vii. **Feedback:** It should serve as a means to channel citizen feedback to improve project outcomes for the people.

## **2 THE GRM STRUCTURE**

A three level Redress mechanism is planned to address all complaints during NIE programme implementation.

### **2.1 First Level of Redress: Community Level**

The main targets at this level are the communities and project beneficiaries. At every community unit, three community leaders shall be appointed and trained to handle complaints. These three community leaders shall work under the supervision of the area chief/assistant chief. All project beneficiaries shall be informed of the appointed recipients of complaints. These community level leaders shall dedicate days when they are available to receive and resolve complaints. Once they receive a complaint they shall be mandated to register the complaint, investigate and recommend an action. The received complaint shall be recorded on a standardized **NIE-GRM/001** form as shown in Appendix 1. If the complainant is not satisfied with the recommendation they shall be advised to report to the second level of redress. These community leaders shall be obligated to submit a quarterly report using the standardized **NIE-GRM/005** format as in Appendix 5. of registered complaints to the County Implementation Committee for onward transmission to the NIE.

#### **2.1.1. Points of receipt of complaints at community level**

The community members shall be advised to register their complaints at the following points:

- i. The 3 appointed community leaders
- ii. Chief/assistant chief of the area
- iii. Head of Community Based Organizations (CBOs)
- iv. Project Officer from the EE

#### **2.1.2 Mode of receipt and recording of Complaints**

The complaints can be made in writing, verbally, over the phone, by fax or emails. The officer receiving the complaints should try to obtain relevant basic information regarding the grievance. It is anticipated that at this level, most complaints will be made verbally. The four

points of receiving complaints as illustrated above shall be in possession of a standardized complaint receiving form which must be filled in for every complaint. As soon as a complaint is received, an acknowledgement form, **NIE-GRM/002** as shown in Appendix 2 shall be issued.

After registering the complaint the Grievance Handling Team under the guidance of the area chief shall set a date to investigate the matter, after which they shall provide a recommendation. If necessary, meetings have to be held between the complainants and the concerned officers to find a solution to the problem and make arrangements for grievance redress. The deliberations of the meetings and decisions taken are recorded in a standardized format as in **NIE-GRM/003** (see Appendix 3).

### **2.1.3 Timeline**

The resolution at the first level will be done within 14 working days and notified to the concerned through a standardized disclosure form, **NIE-GRM/004** as shown in Appendix 4. Should the Grievance not be solved within this period it would be referred to the next level of Grievance Redress. However, if the complainant requests for an immediate transfer of the issue to the next level or is dissatisfied with the recommendation, the issue will be taken to the next level.

## **2.2 Second Level of Redress: County Level**

The main targets at this level are the project implementers, executers, communities and project beneficiaries and their related institutions. At every county implementation level, a grievance handling committee shall be appointed and trained to handle complaints. This committee shall work under the supervision of the County Director of Environment (CDE). All stakeholders shall be informed of the existence of the grievance committee. This committee shall dedicate days when they are available to receive and resolve complaints. Once the committee receives a complaint it shall be mandated to register the complaint, investigate and recommend an action. If the complainant is not satisfied with the recommendation they shall be advised to report to the third level of redress. This committee shall be obligated to do a quarterly report following the **NIE-GRM/005** format.

### **2.2.1Points of receipt of complaints at county level**

Any aggrieved person/organization shall be advised to register their complaints at the following points:

- i. The GRM Committee
- ii. CDE
- iii. Secretary to the NIE County Implementation Committee (CIC)
- iv. Project Officer from the EE
- v. County Commissioner
- vi. County Government Office

### **2.2.2 Mode of receipt and recording of Complaints**

The complaints can be made in writing, verbally, over the phone, by fax or emails. The officer receiving the complaints should try to obtain relevant basic information regarding the grievance. The points of receiving complaints as illustrated above shall be in possession of a **NIE-GRM/001** form which must be filled in by every complaint. As soon as a complaint is received, an acknowledgement, **NIE-GRM/002** is issued.

After registering the complaint the Grievance Handling Team under the guidance of the CDE shall set a date to investigate the matter, after which they shall provide a recommendation. If necessary, meetings have to be held between the complainants and the concerned officers to find a solution to the problem and make arrangements for grievance redress. The deliberations of the meetings and decisions taken are recorded on a **NIR-GRM/003** form.

### **2.2.3Timeline**

At the second level, the resolution period will also take a maximum of 14 working days and the concerned shall be notified through a **NIE-GRM/004** form. Should the Grievance not be solved within this period, this would be referred to the next level of Grievance Redress. However, if the complainant requests for an immediate transfer of the issue to the next level or is dissatisfied with the recommendation, the issue will be taken to the next level.

## **2.3Third Level of Redress: National Level**

The main targets at this level are the funding agencies, project implementers, executing entities, communities, project beneficiaries and their related institutions. At the national

implementation level, a grievance handling committee shall be appointed and trained to handle complaints. NEMA as the NIE shall appoint a Grievance Handling Officer to operationalize the grievance handling processes. This committee shall work under the supervision of the Grievance Handling Officer. All stakeholders shall be informed of the existence of the grievance committee. This committee shall dedicate days when they are available to receive and resolve complaints. Once the committee receives a complaint it shall be mandated to register the complaint, investigate and recommend an action. If the complainant is not satisfied with the recommendation they shall be advised to seek other recourse measures, such as the courts. The National GRM committee shall be obligated to do a quarterly report of registered complaints, using the **NIE-GRM/005** form and submit it to the NIE Secretariat. The funding agencies shall be advised of the existence of the Grievance Handling Officer and further advised to forward any complaints they have or received by them to this officer.

### **1.3.1 Points of receipt of complaints at national level**

Any aggrieved person/organization shall be advised to register their complaints at the following points:

- i. The NIE Grievance Handling Officer
- ii. The National GRM Committee (hosted at NEMA)
- iii. The NIE Programme Coordinator
- iv. The NIE Secretariat
- v. The relevant funding agencies' secretariat
- vi. Project officers from EEs
- vii. The CDEs
- viii. County Commissioners
- ix. County government offices

### **1.3.2 Mode of receipt and recording of Complaints**

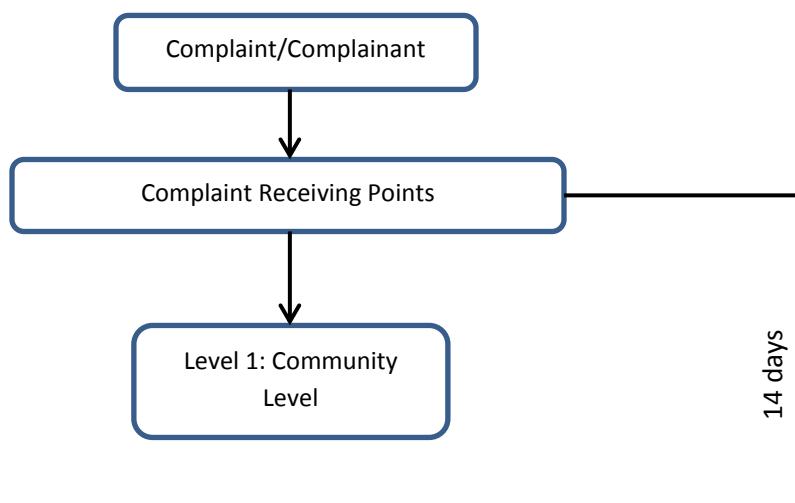
The complaints can be made in writing, verbally, over the phone, by fax or emails. The officer receiving the complaints should try to obtain relevant basic information regarding the grievance. The points of receiving complaints as illustrated above shall be in possession of a

**NIE-GRM/001** form which will be used to record each complaint. As soon as a complaint is received, a **NIE-GRM/002** form will be issued to the complainant.

After registering the complaint the Grievance Handling Committee under the guidance of the Grievance Handling Officer shall set a date to investigate the matter, after which they shall provide a recommendation. If necessary, meetings have to be held between the complainants and the concerned officers to find a solution to the problem and make arrangements for grievance redress. The deliberations of the meetings and decisions taken are recorded using the **NIE-GRM/003** format.

### 1.3.3 Timeline

At the national level, the resolution period will take a maximum 21 working days and the concerned shall be notified through the **NIE-GRM/004** form. Should the grievance not be solved within this period, the complainant will be advised to seek recourse through national arbitration processes.



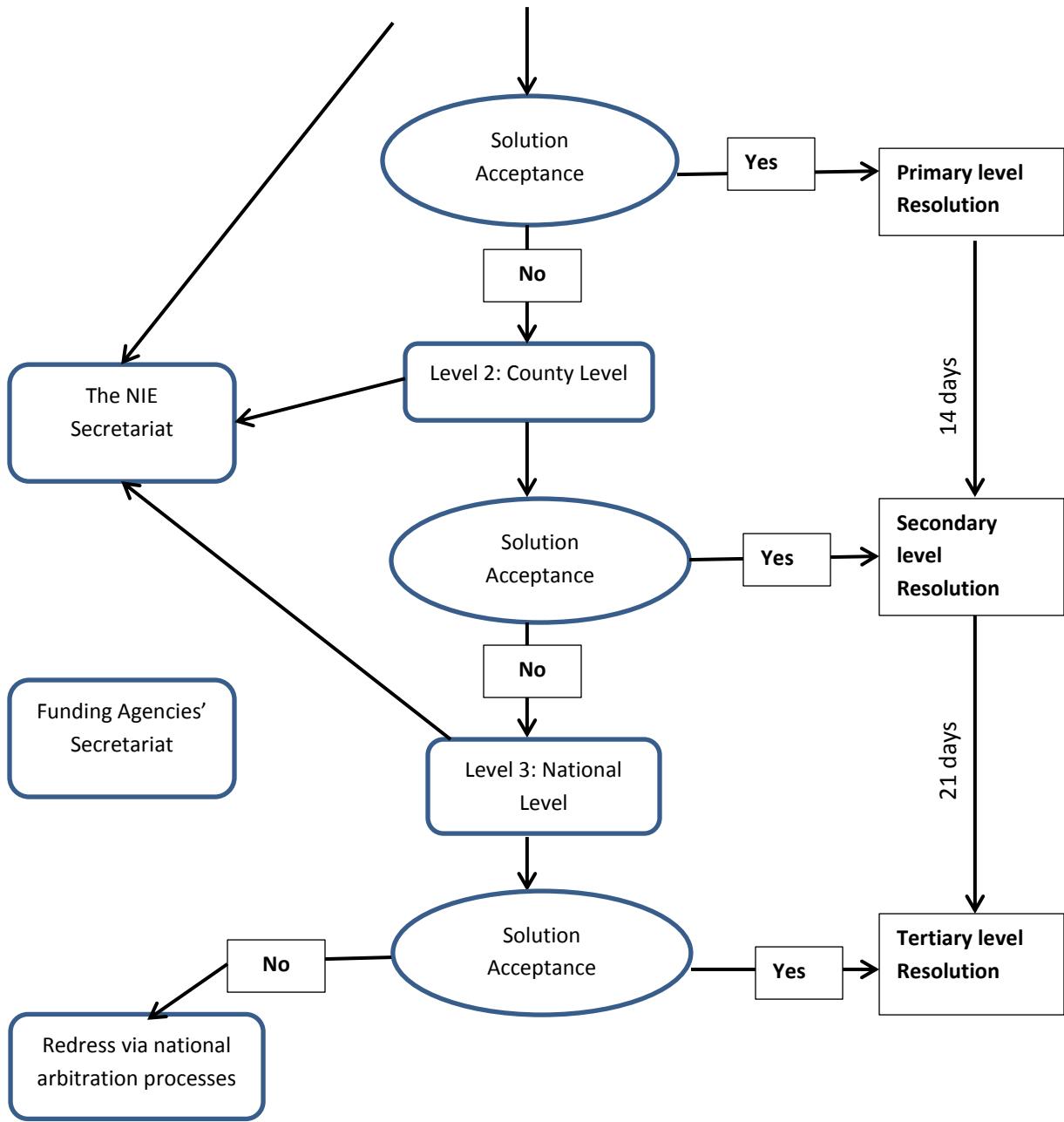


Figure 1: *Channel of complaints*

## 2 LEGAL & JUDICIAL REDRESS MECHANISMS IN KENYA

In the event that the complainants are dissatisfied with the outcome of grievance resolution, they shall be advised to seek recourse through the following national arbitration processes:

- i. The Commission on Administrative Justice (CAJ)
- ii. The National Environment Tribunal (NET)

iii. The Courts

## **2.1 The Commission on Administrative Justice (CAJ)**

The Commission on Administrative Justice (CAJ) also known as the Office of the Ombudsman is an independent commission established by the Commission on Administrative Justice Act, 2011 pursuant to Article 59 (4) of the Constitution of Kenya. It is the foremost constitutional commission whose primary function is to ensure public officers and public institutions respect sovereignty of the people of Kenya. The CAJ is mandated to address all forms of maladministration, promote good governance and efficient service delivery in the public sector by enforcing the right to fair administrative action. The CAJ investigates abuse of power, manifest injustice and unlawful, oppressive, unfair or unresponsive official conduct.

### **2.1.1 Complaints Handling Process**

#### **Level 1:**

- i. Complainant fills in Complaint Form.
- ii. Complaint is assessed for compliance with Mandate.
- iii. If within mandate, CAJ commences inquiries and complainant is issued with copy of communication.
- iv. If NOT within CAJ mandate, Complainant is advised accordingly and/or referred to appropriate agencies.
- v. If a response is not received from the respondent after 14 working days, CAJ sends a first reminder giving the respondent 7 days to comply.
- vi. If no response is received after this, a final reminder of 7 days is sent.
- vii. If there is still no response after 28 days, summonses are issued to the respondent.

#### **Level 2:**

- i. Proceed to determine the complaint in the absence of the Respondent;
- ii. Institute legal proceedings against the respondent;
- iii. Cite the respondent as an unresponsive State or Public Office or Officer, and/or declare such State or Public Officer to be unfit to serve in the Public Service;

**Level 3:** In resolving a complaint, the Commission may:

- i. Conduct investigations.
- ii. Demand and obtain information or documents.
- iii. Conduct an inquiry.
- iv. Undertake mediation, negotiation and conciliation.
- v. Constitute a hearing panel.
- vi. Invite or summon any person or persons to attend to the Commission.
- vii. Obtain warrants of arrest for breach of any summons or orders of the Commission
- viii. Obtain orders from the Court authorizing Searches or Seizures.

**Level 4:** The Commission may:

- i. Make a formal determination that the Respondent is in breach of the Constitution, the Commission on Administrative Justice Act 2011 or any other legislation;
- ii. Declare the Respondent to be a person ineligible to hold a public office;
- iii. Enter the name of the Respondent in the Commission's Citation Register which shall be signed and sealed by the Chairperson and shall include the nature of the complaint and the determination made.

**Level 5:** In resolving the Complaint, the Commission may:

- i. Recommend an appropriate remedy;
- ii. Award appropriate compensation to the Complainant;
- iii. Recommend the removal of the respondent from public office;
- iv. Issue a formal caution or warning to the Respondent;
- v. Publish the action taken in the Commission's Statutory Report.

## 2.2 The National Environment Tribunal

The National Environment Tribunal (NET) is created under section 125 of the Environment Management & Coordination Act (EMCA) of 1999. It has the following functions:

- i. To hear and determine appeals from NEMA's decisions and other actions relating to issuance, revocation or denial of Environmental Impact Assessment

- (EIA) licenses or amount of money to be paid under the Act and imposition of restoration orders;
- ii. To give direction to NEMA on any matter of complex nature referred to it by the Director General;
- iii. In accordance with Forest Act No. 7 of 2005, NET is mandated to review decisions of the board under sections 33 and 63.

### **2.2.1 Composition of the Tribunal**

The NET as established under section 125 of EMCA consists of 5 members nominated as follows:

- i. A chairman nominated by the Judicial Service Commission;
- ii. Two lawyers, one nominated by the Law Society of Kenya (LSK) and the other appointed by the minister; and
- iii. Two persons with exemplary academic competence in environmental management appointed by the minister.

### **2.2.2 Power of the Tribunal**

On receiving an appeal or referral, the Tribunal shall enquire into the matter and:

- i. Make an award, order or decision or give directions;
- ii. Confirm, set aside or vary the decision in question;
- iii. Exercise any of the powers which could have been exercised by NEMA;
- iv. Make orders for costs; and
- v. Order that status quo be maintained pending determination of the appeal.

In the course of its proceedings, the Tribunal May:

- i. Compel attendance of any person;
- ii. Order for discovery or production of documents;
- iii. Order investigation of any contravention of EMCA as it deems necessary or expedient;
- iv. On its own motion, summon or hear any person as a witness;
- v. Take evidence on oath and administer oaths; and
- vi. Visit the sites which are subject of dispute.

### **2.2.3 Rules of the Procedure**

- i. The Tribunal shall determine its own procedure;
- ii. The proceedings are open to the public;
- iii. The Tribunal is not bound by the rules of evidence; and
- iv. The prescribed rules of procedure are in Legal Notice No. 191 as of 21<sup>st</sup> November 2003.

### **2.2.4 Appeal from the Tribunal**

- i. Parties have a right to appeal to the High Court;
- ii. Such appeal must be lodged within 30 days after the tribunal's award, order or decision.

### **2.2.5 Independence of the Tribunal**

- i. The Tribunal is a quasi-judicial body which makes its own decisions in accordance with the law and free from any interference.
- ii. It operates independently of all other institutions established under EMCA including NEMA and its committees and the National Environment Council (NEC).
- iii. It makes its own decisions without reference to any other party.
- iv. It determines its own procedure.
- v. Administratively, the Tribunal falls under the Ministry of Environment and Natural Resources.

## **2.3 The Courts**

The Courts have power to hear and determine disputes, primarily of criminal and civil nature. Criminal cases are those in which the State prosecutes a person or an organization for committing an act which is not in the interest if the public, and therefore considered to be an offence against the State. Civil cases originate from a person who seeks redress for a private wrong such as breach of contract, trespass or negligence; or to enforce civil remedies such as compensation, damages or to stop some action.

### **2.3.1 Court Structure**

The courts under the Constitution operate at 2 levels, namely: superior & subordinate courts.

## **1. Superior Courts:**

- i. Supreme Court
- ii. Court of Appeal
- iii. High Court

## **2. Subordinate Courts**

- i. Magistrates' Courts
- ii. Local Tribunals established by an Act of Parliament

### **i. The Supreme Court**

Supreme Court is the highest court in the Judiciary while the lowest Court is the Magistrates Court. The court hears appeals on cases that have been concluded by the Court of Appeal, issues advisory opinions on matters concerning County Governments, in any cases involving the interpretation or application of the Constitution and in matters of general public importance. Further, the Supreme Court hears appeals from any other court or tribunal as prescribed by national legislation. It comprises of the Chief Justice, the Deputy Chief Justice and 5 judges.

### **ii. The Court of Appeal**

This handles appeals arising over the decisions of the High Court as well as any other court or tribunal as provided for in law. The court comprises of a maximum of 30 judges. The Court of Appeal has been decentralized and currently has a total of 6 registries namely: Nairobi, Mombasa, Nyeri, Kisumu, Nakuru and Eldoret.

### **iii. The High Court**

**The high court** has jurisdiction to hear all criminal and civil cases as well as appeals from the lower courts. The High Court comprises a maximum of 150 judges and has original jurisdiction in all criminal and civil matters. The High Court is a premier court in interpreting the Constitution, hears appeals from subordinate courts and tribunals and supervises all administrative bodies. High Court divisions include: family, commercial and admiralty, constitutional and judicial review, land and environment, criminal, industrial and environmental and land court. There are at least 20 High Court stations countrywide.

### **iv. Magistrates' Courts**

This deals with the majority of cases in Kenya. There are 116 court stations manned by at least 455 magistrates. A Magistrate's Court has the authority to hear selected criminal cases and all civil cases except those limited by statute.

#### **v. Tribunals**

**Tribunals** are bodies established by Acts of Parliament to exercise judicial or quasi-judicial functions. They supplement ordinary courts in the administration of justice. Tribunals however do not have penal jurisdiction. Like the courts, they have to respect the Bill of Rights in their decisions and not be repugnant to justice & morality or be inconsistent with the constitutions or other laws of the land. Most tribunals are under the supervision of the High Court and all are under the Judiciary.

### **3 COMMUNICATION PLAN FOR THE GRIEVANCE REDRESS MECHANISM**

This Communication plan describes the approach to be taken by the NIE secretariat in communicating and collaborating with its relevant stakeholders on the Grievance Redress Mechanism for the KCCAP programme. This plan will facilitate effective and coordinated communication between the NIE secretariat, funding body (AFB, AFB Secretariat), Executing Entities, project beneficiaries and the general public on standard procedures of the GRM before and during programme implementation.

#### **3.1 Communication plan objectives**

The primary objective of the GRM communicate plan is to:

Outline the strategy and methodologies to be used for GRM communications, GRM information distribution, feedback and stakeholder engagement, and how these will be managed during KCCAP implementation.

#### ***Other objectives***

- i) Share information on GRM procedures to the relevant stakeholders before and during programme implementation.
- ii) Develop a detailed communication methodology of disseminating GRM information to the target audience
- iii) Foster collaboration with the project executors, project beneficiaries and the general public for successful grievance handling throughout the implementation of KCCAP.
- iv) Assign responsibilities for the NIE Secretariat, GRM committee, EEs and sub EEs in regards to GRM procedures and structure

#### **3.2 Target audiences**

The targeted audiences for this plan are namely:

- i. Funding agencies: Adaptation Fund, Adaptation Fund Board Secretariat, Adaptation Fund Trustee-World Bank and the UNFCCC Secretariat
- ii. Implementers: NIE (NEMA) and Designated Authority (Ministry of Environment and Natural Resources)

- iii. Executers: EEs (KEFRI, TARDA & CDA) and sub-executing entities (World Vision, Kenya Red Cross, NASARU, Horn Aid International, CARITAS, Kenyatta University, VIRED International and ADRA)
- iv. The NIE Grievance Handling Officer
- v. The National GRM Committee (hosted at NEMA)
- vi. The NIE Programme Coordinator
- vii. The NIE Secretariat
- viii. Project officers from EEs
- ix. The CDEs
- x. County Commissioners
- xi. County government offices
- xii. Project beneficiaries: Recipient communities and their local institutions.

### **3.3 GRM Communication Structure and channels**

#### **3.3.1 GRM communication structure**

This is a three-tier structure that outlines the types of information that the KCCAP implementers and executers will pass down to the targeted audience.

##### ***3.3.1.1 First tier of the GRM communication structure***

The targeted audiences for this tier are the project beneficiaries, local institutions and the general public.

This audience will be informed about:

- GRM goals, objectives and procedures
- GRM planned activities and deliverables, including start and end dates
- Criteria for selecting community representatives who will act as recipients of complaints
- Details about GRM committee officials, NIE's operational unit (NIE secretariat, Programme Coordinator) who are involved in the GRM procedures
- Contact details, including how people can seek for redress if aggrieved by programme activities

- Community members' right to provide feedback on the KCCAP implementation and make grievances
- When and how complaints will be handled

### ***3.3.1.2 Second tier of the GRM communication structure***

The targeted audiences for this tier are the project implementers, executers, communities and project beneficiaries and their related local (county) institutions.

These stakeholders informed about:

- All first tier level information
- Criteria of appointing members to the GRM committee
- How people can participate in the GRM procedures
- Points of receipts of grievances at the national level
- Mode of receipt and recording of grievances
- When and how complaints will be handled
- Alternative redress mechanisms open to the public in case their grievances are not handled

### ***3.3.1.3 Third tier of the GRM communication structure***

The targeted audiences for this tier are the funding agencies, project implementers, executing entities, general public, project beneficiaries and their related institutions.

Communities are informed about:

- All First and Second tier information
- Progress of the Grievance Handling performance in relation to its goals and activities
- How input from GRM progress reports has contributed to decisions
- Key staff, community representatives, GRM committee roles and responsibilities in relation to GRM procedures

### **3.4 GRM communication channels**

In order to communicate all information regarding the GRM to the targeted audience, the NIE will need to have platforms and utilize already existing avenue to reach their stakeholders at the different tiers. It is noteworthy that the communication channels will vary for each target audience due to group dynamics and accessibility of such platforms especially to the project beneficiaries and local communities.

NIE Secretariat will use the communication channels listed depending on its target audience:

- a) Print media; e.g. posters, flyers, booklets, notices
- b) Social media; that is Facebook, Twitter, Whatsapp
- c) Use of ICT
- d) Radio stations
- e) Television stations

In addition, the following communication activities and methods will be conducted to promote a two way communication between NIE and all its relevant stakeholders, that is,

- a) Setting up Programme's Intranet
- b) Information sessions and workshops on GRM
- c) Bulletins
- d) GRM awareness literature
- e) Public forums
- f) Training on GRM procedures and structure at the community level

### 3.5 GRM Communication matrices

The following pages are matrices for the NIE Secretariat, GRM committee, Project officers and local institutions to assemble target audiences, messages, and delivery channels in line with the GRM communication plan.

AUDIENCE	INTEREST	MESSAGE	CHANNEL	WHO	WHEN
Name the stakeholders here.	Identify the kind of information needed to be relayed in regard to the GRM	Identify the primary message for this group. All future messages developed for this group should tie to this one overall theme.	Describe the communication tools to be used to reach the targeted audience.	List the official (s) who will craft and deliver the message.	Describe the time frame or frequency of the communication
Add additional resources here.					

## **4 Appendices**

### **4.1 Complaint Receiving Form(NIE-GRM/001)**

Date: ..... (dd/mm/yyyy)

Place of issuing complaint .....

Complaint no.: .....

#### **Mode of Receipt (please tick where applicable):**

Writing		Verbal		Phone		Fax		Email	
---------	--	--------	--	-------	--	-----	--	-------	--

#### **Details of the Complainant:**

Name (optional): .....

Gender: .....

Address: .....

Email address: .....

Phone no.: .....

#### **Location of complaint/concern:**

Village/Town/City/Area: .....

County: .....

#### **Category of Complainant (please tick where applicable):**

- i. Project Beneficiaries
- ii. Project Executers
- iii. Project implementers
- iv. Funding agencies
- v. Other interested party (Please specify) .....

#### **Category of Grievances (please tick where applicable):**

- i. Project implementation related
- ii. Social
- iii. Environment

#### **Brief Description of the Grievance:**

.....  
.....  
.....

(Attach letter/petition/documents detailing grievance information as submitted)

**Attachments:** (1) \_\_\_\_\_ (2) \_\_\_\_\_ (3) \_\_\_\_\_

Received/prepared by: ..... Date: ..... (dd/mm/yyyy)

Signature: .....

## **4.2 Acknowledgement Receipt (NIE-GRM/002)**

Complaint no.: .....

Date of issuing complaint: ..... (dd/mm/yyyy)

### **Place of issuing complaint:**

Village/Town/City/Area: .....

County: .....

### **Details of the Complainant:**

Name: .....

Age: .....

Address: .....

Gender: .....

Email address: .....

Phone no.: .....

### **Supporting documents submitted:**

- i. .....
- ii. .....
- iii. .....
- iv. .....
- v. .....

### **Summary of complaint:**

.....  
.....  
.....

Name of Officer receiving Complaint: \_\_\_\_\_

Signature of Officer receiving Complaint: \_\_\_\_\_

### **4.3 Meeting Record Structure (Grievance Redress Committee & Other Meetings)**

**(NIE-GRM/003)**

Date of Meeting: ..... Complaint no.: ..... Venue of Meeting: .....

**List of participants:**

<b>Complainant Side</b>	<b>NIE/EE/Grievance Redress Committee Members</b>
1)	1)
2)	2) 3)

**Summary of Grievance:**

.....  
.....  
.....

**Key discussions:**

- 1)
- 2)
- 3)
- 4)
- 5)

**Decisions Made/Recommendations by the Grievance Redress Committee:**

- 1)
- 2)
- 3)

**Status of Grievance (tick where applicable):**

<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Solved		Unsolved	

Chair person's name: \_\_\_\_\_

Chair person's signature: \_\_\_\_\_  
Date (dd/mm/yyyy): \_\_\_\_\_

#### **4.4 Disclosure Form (NIE-GRM/004)**

Village/Town/City/Area ..... County .....

#### **Result of Grievance Redress**

1. Complaint no.
2. Name of Complainant:
3. Date of Complaint:
4. Summary of the Complaint:

.....  
.....  
.....

5. Summary of Resolution:

.....  
.....  
.....

6. Level of Redress (please tick where applicable)

<b>First/Community</b>	<b>Second/County</b>	<b>Third/National</b>	<input type="checkbox"/>
------------------------	----------------------	-----------------------	--------------------------

7. Date of grievance redress (dd/mm/yyyy): \_\_\_\_\_

Name of complainant: \_\_\_\_\_

Signature of the Complainant, indicating acceptance of the solution to his/her grievance:  
\_\_\_\_\_

Name of Grievance Handling Officer: \_\_\_\_\_

Signature of Grievance Handling Officer: \_\_\_\_\_

Date (dd/mm/yyyy): \_\_\_\_\_

(Note: Copy to be sent to the complainant and the NIE Secretariat)

## **4.5 Quarterly Report of Registered Complaints (NIE-GRM/005)**

Location ..... Date (dd/mm/yyyy) ..... Period (Quarter ending).....

### **i. Details of Complaints Received:**

<b>Place of issuing complaint</b>	<b>Name &amp; Address of complainant</b>	<b>Location of complaint/concern</b>	<b>Date of Receipt</b>	<b>Complaint no.</b>

### **ii. Details of Grievance Redress Meetings:**

<b>Date of meeting</b>	<b>Venue of meeting</b>	<b>Names of participants</b>	<b>Decisions/Recommendations made</b>

### **iii. Details of Grievances addressed:**

<b>Date of issuing complaint</b>	<b>Category of complaint</b>	<b>Category of grievance</b>	<b>Brief description of grievance</b>	<b>Date of complete resolution</b>

*(Note: Copy to be submitted to the NIE Secretariat)*

