



REPUBLIC OF KENYA
COUNTY GOVERNMENT OF NYANDARUA



DEPARTMENT OF LANDS, PHYSICAL PLANNING,
HOUSING AND URBAN DEVELOPMENT
ENGINEER MUNICIPALITY

Report on Public Participation on GRM Policy

Engineer Municipality

Date: 22nd January 2026

Venue: ACK Hall

1. Introduction

Engineer Municipality convened a public participation forum on **22nd January 2026** at **ACK Hall** to deliberate on the proposed **Grievance Redress Mechanism (GRM) Policy**. The forum aimed to engage residents, stakeholders, and community representatives in reviewing the draft policy, gathering feedback, and ensuring the GRM framework reflects public needs, transparency, and accountability.

2. Objectives of the Meeting

The key objectives of the public participation forum were to:

- Present the draft GRM Policy to stakeholders.
- Sensitize residents on the importance of structured grievance handling.
- Collect public views, recommendations, and concerns.
- Promote transparency and accountability in municipal service delivery.
- Strengthen collaboration between the Municipality and the community.

3. Attendance

Attendance was recorded through a signed register appended to this report.

4. Proceedings of the Meeting

4.1 Opening Session

The meeting commenced at 10:00 AM with a word of prayer followed by welcoming remarks from the Municipal Manager. The purpose of the meeting was outlined, emphasizing the Municipality's commitment to responsive governance and citizen engagement.

4.2 Presentation of the GRM Policy

The Legal/Compliance Officer presented the draft GRM Policy covering:

- Definition and scope of grievances
- Channels for lodging complaints (physical office, suggestion boxes, email, hotline)
- Timelines for acknowledgment and resolution
- Escalation procedures
- Confidentiality and protection against victimization
- Monitoring and reporting mechanisms

The presentation highlighted the need for a clear, accessible, and timely complaint-handling system to improve service delivery.

5. Key Issues Raised by the Public

Participants actively contributed and raised the following issues:

- 1. Accessibility of Complaint Channels**
 - Request for inclusion of SMS and online platforms.
 - Suggestion to establish complaint desks in all wards.
- 2. Timelines for Resolution**
 - Concern that proposed timelines may be too long.
 - Recommendation to categorize complaints by urgency.
- 3. Feedback Mechanism**
 - Need for mandatory feedback to complainants after resolution.
 - Request for tracking numbers for submitted complaints.
- 4. Awareness and Sensitization**
 - Call for public education campaigns on how to use the GRM system.
- 5. Protection and Confidentiality**
 - Assurance sought regarding protection of whistleblowers and vulnerable groups.
- 6. Monitoring and Reporting**
 - Proposal for quarterly public reports on complaints received and resolved.

6. Responses from Municipal Officials

Municipal officials responded as follows:

- Commitment to incorporate digital complaint channels where feasible.
- Agreement to review timelines and introduce priority-based categorization.
- Confirmation that each complaint will receive a tracking reference number.
- Assurance that confidentiality clauses will be strengthened.
- Plan to conduct awareness campaigns through community meetings and local media.

7. Resolutions and Way Forward

The following resolutions were agreed upon:

- The draft GRM Policy will be revised to incorporate public feedback.
- An addendum will be created to include digital reporting mechanisms.
- The revised policy will be tabled before the Municipal Board for approval.
- A monitoring committee will be established to oversee implementation.

8. Conclusion

The public participation forum was successful and demonstrated strong community interest in strengthening accountability within Engineer Municipality. The contributions received will significantly enhance the GRM Policy and ensure it is inclusive, transparent, and responsive to public needs.

The meeting adjourned at 1:30 PM with a vote of thanks from the Chair.

Prepared by:

Technical staff

Date: _____