



**REPUBLIC OF KENYA**  
**COUNTY GOVERNMENT OF**  
**NYANDARUA**



**MAIRO INYA**  
**MUNICIPALITY**

**GRIEVANCE REDRESS**  
**MECHANISMS ( GRM)**

**2026- 2028**



## FOREWORD

Mairo Inya Municipality is committed to transparent, inclusive, and accountable urban governance. As the municipality implements development programs and delivers essential services, it is important to provide residents and stakeholders with a clear and accessible way to raise concerns and provide feedback.

The Grievance Redress Mechanism (GRM) offers a structured platform for receiving, addressing, and resolving complaints in a fair, timely, and transparent manner. It aims to strengthen trust between the municipality and the public while improving service delivery and accountability.

This mechanism upholds national governance principles and promotes equitable access, particularly for women, youth, persons with disabilities, and other vulnerable groups. Mairo Inya Municipality remains committed to continuously improving the GRM to ensure it effectively serves all residents.



**Purity Ng'ang'a**

**Chairperson, Mairo Inya Municipal Board**

## ACKNOWLEDGEMENT

On behalf of the Municipal Board, I wish to formally acknowledge receipt and adoption of the Grievance Redress Mechanism (GRM) Policy for Mairo Inya Municipality.

This policy represents a significant step toward enhancing accountability, transparency, and responsiveness within our municipality. It provides a structured and fair process for addressing grievances raised by citizens, staff, and stakeholders, ensuring that concerns are handled promptly, impartially, and effectively.

The Municipal Board commends the collaborative efforts of the technical team, staff, and partners who contributed to the preparation of this important policy. Your commitment to fostering good governance and citizen-centered service delivery is highly appreciated.

As we move forward, all departments are encouraged to familiarize themselves with the policy's provisions and to implement its guidelines diligently. The Board will continue to provide oversight to ensure that the grievance management process remains fair, accessible, and consistent with our principles of good governance.

Thank you for your dedication to strengthening our municipality's governance systems and service delivery standards.



**Rachael Ndiritu**  
**Manager Mairo Inya Municipality**

## EXECUTIVE SUMMARY

Mairo Inya Municipality recognises the importance of ensuring accountability, transparency, and inclusivity in the management of urban development projects and service delivery. In line with the Urban Areas and Cities Act (UACA, 2011; Revised 2022), this Grievance Redress Mechanism (GRM) has been established to provide a structured and accessible channel for addressing grievances from individuals, groups, and other stakeholders who may be affected by the Municipality's operations or decisions. The mechanism strengthens stakeholder engagement and promotes good governance by ensuring that concerns are addressed fairly, promptly, and transparently. It also serves as a feedback tool to guide the Municipality in improving service delivery and compliance with environmental and social safeguards. This document outlines the framework, processes, roles, and responsibilities of the Grievance Redress Committee (GRC) and provides standard forms to facilitate effective grievance handling. Mairo Inya Municipality remains committed to continuous improvement and community participation in line with the principles of devolution and sustainable urban management.

## DEFINITION OF KEY TERMS

**Complaint** - An expression of dissatisfaction by a person or persons or a group, institution or organization about an unsatisfactory or unacceptable situation, including an act or omission, or about the standard of a service; whether the action was taken or the service provided by the person, the institution itself or a body acting on behalf of the public institution.

**Complainant**- A person, group of persons, organization or institution making a complaint within the meaning of this guide.

**Lodging** - For the purpose of this guide, lodging is the making of a formal or official complaint about a public institution or a public officer.

**Resolution**- A situation where an institution has provided sufficient information or a remedy or solution to the satisfaction of the complainant, or where the complainant is unsatisfied and the public institution has taken the complaint through due process and made a just decision.

**Grievance Redress or Complaints Mechanism** - For the purpose of this guide, a grievance redress mechanism/ complaints mechanism refers to the institution, procedure and process that has been adopted by a public institution to handle complaints.

**Complaint's desk**- Any service point at the Municipality.

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## 1 CHAPTER 1: MAIRO INYA MUNICIPALITY (GRM) GRIEVANCE REDRESS MECHANISM FRAMEWORK OVERVIEW

### 1.1 INTRODUCTION

The Mairo Inya Municipality Grievance Redress Mechanism {GRM} Framework is designed to address complaints and grievances raised by municipality residents concerning municipal services, governance, and local development projects. This framework is structured to ensure

that residents have a clear, accessible, and responsive process to express their concerns, seek resolutions, and hold municipality authorities accountable.

## 1.2 BACKGROUND OF THE POLICY.

An effective complaint handling mechanism is a crucial part of quality service delivery in any institution. Lodging of complaints helps institutions to identify weak areas and spurs the motivation for continual improvement. Handling of complaints provides an opportunity for the Municipal Board to understand its customers and ensure that the issues raised are adequately resolved. Proper handling of complaints will therefore improve the municipality's reputation.

Additionally, complaints provide the management with a clear platform for transparency and accountability.

## 1.3 PURPOSE

The importance of this framework is to establish a formal, transparent, effective and efficient grievance redress mechanism. This will ensure that citizens' complaints are addressed in a timely manner, thereby improving governance and service delivery.

## 1.4 SCOPE

The framework applies to all municipal department services and issues managed by the municipality, including: physical planning and urban development, engineering and infrastructure, environment and solid waste management, social services and gender, and Finance, revenue, and administration.

## 1.5 OBJECTIVES

1. To provide citizens with an accessible way to file grievances.
2. To ensure that grievances are handled in a fair, transparent, and timely manner.
3. To enhance citizen satisfaction by improving service delivery and community engagement.
4. To ensure transparency and accountability in municipal operations.

## 1.6 BENEFITS OF THE MAIRO INYA MUNICIPALITY GRMFRAMEWORK

**Improved Citizen Trust:** A transparent and responsive system helps build trust between citizens and government authorities.

**Efficient Service Delivery:** Identifying and addressing recurring grievances helps improve municipal services and policy decisions.

**Stronger Accountability:** Municipal authorities are held accountable for addressing and resolving complaints, fostering better governance.

**Empowered Citizens:** A well-structured GRM enables citizens to actively participate in local governance, ensuring that their voices are heard.

## 1.7 PRINCIPLES OF THE GRM

The Mairo Inya Municipality GRM is built on the following core principles:

- 1. Accessibility:** The mechanism must be available to all citizens of Mairo Inya Municipality, including all gender and vulnerable groups, and be easily accessible through multiple channels.
- 2. Transparency:** The process should be clear and open, with regular updates provided to complainants on the status of their grievance.
- 3. Timeliness:** Grievances should be addressed and resolved within a reasonable period, with set timelines communicated to the complainant.
- 4. Impartiality:** The process should be free from bias and should ensure that all grievances are treated fairly and without discrimination.
- 5. Accountability:** Municipal authorities responsible for handling grievances must be accountable for the resolution of complaints and service improvements.
- 6. Responsiveness:** The municipality must respond to grievances promptly and ensure appropriate corrective actions are taken where applicable. The parties involved in managing grievances should be trained to understand the gender dynamics involved in complaints, particularly in cases of gender-based violence, harassment, or discrimination. They must be sensitive to the unique experiences of marginalized gender groups.

## 2 CHAPTER 2: LEGAL AND REGULATORY FRAMEWORK

### 2.1 INTRODUCTION

This chapter provides a comprehensive overview of the legal and regulatory framework underpinning the establishment and operation of a Grievance Redress Mechanism (GRM). It examines the foundational legal principles derived from constitutional, statutory, and administrative law, as well as relevant international and regional standards that inform best practices in GRM design and implementation. The chapter further delineates institutional mandates and policy requirements necessary to ensure that grievance handling processes are fair, transparent, accessible, and effective.

A robust legal framework is essential for the legitimacy and credibility of any GRM. It ensures that complaints are addressed in accordance with the rule of law, protects the rights of all stakeholders, and enhances public trust in institutions.

### 2.2 FOUNDATIONAL LEGAL PRINCIPLES

The legal foundation of a GRM is rooted in core constitutional and statutory principles that safeguard fundamental rights and promote good governance. These principles provide the normative basis for all grievance handling systems.

#### **Key legal principles underpinning GRMs include:**

1. **The Right to Administrative Justice:** The right to fair, lawful, and reasonable administrative action.
2. **The Right to a Fair Hearing (Audi Alteram Partem):** The right of every complainant to be heard and to receive an impartial response.
3. **The Right to Access Information:** The right of citizens to obtain information held by public bodies, ensuring transparency.
4. **Equality and Non-Discrimination:** The guarantee of equal treatment before the law for all individuals, including vulnerable and marginalized groups.
5. **Accountability and Transparency:** The duty of public institutions to act openly, justify their decisions, and be answerable for their actions.

6. **The Right to an Effective Remedy:** The entitlement of individuals to an effective remedy for the violation of their rights.

## 2.3 INTERNATIONAL AND REGIONAL LEGAL INSTRUMENTS

The design of an effective GRM is informed by international and regional human rights standards and development frameworks, which emphasize access to remedy and accountability.

1. **United Nations Guiding Principles on Business and Human Rights (UNGPs, 2011):** These foundational principles establish the state duty to protect human rights and the corporate responsibility to respect them. Crucially, they emphasize the need for access to effective remedy through both judicial and non-judicial grievance mechanisms, outlining criteria for effectiveness (legitimate, accessible, predictable, equitable, transparent, rights-compatible, and a source of continuous learning).
2. **African Charter on Human and Peoples' Rights (ACHPR):** The Charter guarantees individuals the right to seek redress and have their cause heard before competent national organs for acts violating their fundamental rights.
3. **World Bank Environmental and Social Framework (ESF):** The ESF requires borrowers to establish and maintain GRMs for all development projects. These mechanisms must handle concerns and complaints from project-affected parties in a timely, effective, and transparent manner, proportionate to the risks and impacts of the project.

## 2.4 NATIONAL FRAMEWORKS

In Kenya, the GRM is anchored in a robust legal architecture, with the Constitution of Kenya (2010) as its supreme foundation.

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### 2.4.1 THE CONSTITUTION OF KENYA (2010)

- **Article 10** establishes the national values and principles of governance, including transparency, accountability, public participation, and the rule of law. These principles are the bedrock of all public engagement, including grievance redress.
- **Article 35** guarantees every citizen the right of access to information held by the State, which is critical for a complainant to understand processes and decisions.

- **Article 47** enshrines the right to fair administrative action, entitling every person to an expeditious, efficient, lawful, reasonable, and procedurally fair administrative decision.

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#### 2.4.2 KEY STATUTORY AND POLICY FRAMEWORKS

- **Fair Administrative Action Act (2015):** This Act operationalizes Article 47 of the Constitution. It provides the legal procedures for fair and just handling of grievances, requiring that administrative action be taken in accordance with the rules of natural justice.
- **Access to Information Act (2016):** This Act gives effect to Article 35, supporting the right of citizens to access public information, a prerequisite for fair and transparent grievance handling.
- **Urban Areas and Cities Act (UACA, 2011, Revised 2022):** This Act provides for the governance and management of urban areas and municipalities. It mandates these entities to establish structures that promote accountability, transparency, and public participation, which necessarily includes formal grievance redress mechanisms.
- **County Governments Act (2012):** This Act mandates counties to facilitate citizen engagement and responsiveness, requiring them to establish complaint management mechanisms as part of their public participation framework.
- **Public Service (Values and Principles) Act (2015):** This Act guides public officers to provide efficient, transparent, and accountable services and to establish mechanisms for handling complaints from the public.

#### 2.5 OVERSIGHT AND REGULATORY INSTITUTIONS

A credible GRM operates within an ecosystem of oversight bodies that provide recourse and ensure accountability.

1. **Commission on Administrative Justice (CAJ) – Office of the Ombudsman:** Established under the Commission on Administrative Justice Act (2011), the CAJ is constitutionally mandated to investigate complaints of maladministration, delay, inefficiency, unfair treatment, and abuse of power by public institutions. It serves as an external appellate body for unresolved grievances.
2. **Ethics and Anti-Corruption Commission (EACC):** The EACC handles grievances and complaints related to corruption, unethical conduct, and economic crimes in the public service.

3. **Kenya National Commission on Human Rights (KNCHR):** The KNCHR addresses grievances relating to the violation of human rights, providing an avenue for redress for individuals and communities.
4. **National Environment Management Authority (NEMA):** NEMA manages environmental grievances, particularly those arising from development projects, and ensures compliance with environmental regulations and licensing conditions.

## 2.6 MUNICIPAL AND INSTITUTIONAL POLICIES

At the municipal level, the national legal framework is operationalized through local policies and plans. For Engineer Municipality, the GRM must align with:

1. **The Municipal Charter and By-Laws:** These provide the specific legal identity of the municipality and outline local regulations that govern service delivery and public conduct.
2. **Municipal Planning Documents:** The GRM must be integrated with and support the objectives of key planning instruments such as the County Integrated Development Plan (CIDP), the Integrated Strategic Urban Development Plan (ISUDP), and the Municipal Investment Plan (MIP).
3. **The Municipality's Grievance Redress Mechanism Policy:** This document provides the practical guidelines for complaint handling, including detailed procedures, defined roles and responsibilities, service level agreements, escalation pathways, and reporting protocols, thereby operationalizing national legal requirements.

## 2.7 SUMMARY OF THE LEGAL FRAMEWORK

The legal and regulatory framework establishes a solid foundation for a fair, transparent, and accountable Grievance Redress Mechanism. By anchoring the GRM in constitutional principles, statutory requirements, institutional policies, and international standards, the municipality ensures that grievances are addressed effectively and equitably. The following table summarizes the key instruments and their implications for the GRM.

## 2.8 SUMMARY OF THE LEGAL FRAMEWORK FOR THE GRM

Table 1: Legal framework

<b>Legal / Regulatory Instrument</b>	<b>Key Provisions Relevant to GRM</b>	<b>Implications for GRM Design and Implementation</b>
<b>Constitution of Kenya (2010)</b>	Guarantees fundamental rights, access to justice (Art 48), equality, and fair administrative action (Art 47).	Establishes the legal mandate for grievance handling and ensures GRM alignment with constitutional rights.
<b>Fair Administrative Action Act (2015)</b>	Requires fairness, transparency, due process, and reasoned decisions in all administrative actions.	Mandates clear, documented procedures for receiving, assessing, and resolving grievances.
<b>Access to Information Act (2016)</b>	Provides the right to access information held by public institutions.	Requires GRMs to ensure transparency, publicize procedures, and effectively communicate decisions.
<b>Urban Areas and Cities Act (2011)</b>	Mandates accountability, transparency, and public participation in urban governance.	Requires municipalities to have formal structures for public engagement, including grievance redress.
<b>Environmental &amp; Social Laws</b>	Address impacts on communities, environment, and vulnerable groups.	Requires GRMs to be equipped to handle project-related social and environmental complaints.
<b>Commission on Admin. Justice Act (2011)</b>	Establishes the Ombudsman to investigate maladministration in the public service.	Provides an external, independent appeal mechanism for complainants not satisfied with the municipal GRM.

<b>International Standards (UNGPs, ESF)</b>	Promote access to effective remedy, accountability, and meaningful stakeholder participation.	Aligns municipal GRM practices with international best practice, ensuring effectiveness and credibility.
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## 3 CHAPTER 3: TYPES OF MUNICIPAL GRIEVANCES

### 3.1 INTRODUCTION

Nyandarua County continues to experience rapid urbanisation, leading to increased demand for municipal services and infrastructure. As municipalities expand, residents increasingly interact with municipal authorities in matters relating to infrastructure, service delivery, land use, environmental management, and governance. These interactions, while essential, often give rise to grievances when public expectations are unmet or services are inadequately delivered.

This policy framework outlines the common types of grievances experienced within Nyandarua County municipalities, their nature, and the underlying causes, with the objective of informing planning, improving service delivery, and strengthening accountability at the municipal level.

### 3.2 TYPES OF MUNICIPAL GRIEVANCES, THEIR NATURE AND CAUSES

#### 3.2.1 INFRASTRUCTURE AND ROADS GRIEVANCES

Residents frequently raise complaints regarding poor road conditions, delayed completion of road projects, substandard workmanship, and lack of routine maintenance. These issues often result in impassable roads, increased transport costs, and safety risks.

#### **Causes**

1. Inadequate funding and delayed release of funds for road projects
2. Weak supervision and monitoring of contractors
3. Poor planning and drainage design, especially in areas prone to heavy rainfall
4. Limited technical capacity at the municipal level

#### 3.2.2 WASTE MANAGEMENT AND ENVIRONMENTAL GRIEVANCES

Common complaints include irregular garbage collection, absence of designated waste disposal sites, illegal dumping, and environmental pollution within urban centres and along water bodies.

#### **Causes**

1. Insufficient waste management infrastructure and equipment

2. Limited budgetary allocation to sanitation services
3. Weak enforcement of environmental regulations
4. Low levels of public awareness on proper waste disposal

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### 3.2.3 PUBLIC SERVICE DELIVERY GRIEVANCES

Residents report delays, inefficiency, and poor customer service in municipal and county offices, particularly in land administration, licensing, and permit processing.

#### **Causes**

1. Inadequate staffing and skills gaps in municipal offices
2. Bureaucratic procedures and lack of service delivery standards
3. Limited use of digital or automated systems
4. Weak performance management and accountability mechanisms

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### 3.2.4 PUBLIC PROJECT IMPLEMENTATION AND COMMUNICATION GRIEVANCES

Citizens express dissatisfaction with delayed public projects, lack of information on project status, and limited opportunities for meaningful public participation in planning and implementation.

#### **Causes**

1. Weak public communication and information dissemination systems
2. Inadequate stakeholder engagement during project planning
3. Limited transparency in project prioritization and budgeting
4. Capacity constraints within municipal boards

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### 3.2.5 WATER ACCESS AND RESOURCE MANAGEMENT GRIEVANCES

Grievances relate to unreliable water supply, inequitable distribution, poor metering, and frequent breakdowns in water infrastructure.

#### **Causes**

1. Aging or insufficient water infrastructure
2. Increased demand due to population growth
3. Environmental degradation affecting water catchment areas

4. Limited investment in sustainable water resource management

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### 3.2.6 GOVERNANCE, TRANSPARENCY, AND ACCOUNTABILITY GRIEVANCES

Residents raise concerns about lack of transparency in municipal budgeting, perceived misuse of public funds, unclear decision-making processes, and inadequate feedback on public concerns.

#### **Causes**

1. Limited access to municipal plans, budgets, and reports
2. Weak citizen oversight and participation mechanisms
3. Inadequate internal controls and accountability systems
4. Perceptions of corruption or favoritism

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### 3.2.7 LAND USE AND URBAN PLANNING GRIEVANCES

Urban residents experience disputes related to land use, zoning, encroachment, informal settlements, and conflicts arising from urban expansion.

#### **Causes**

1. Rapid urbanisation without comprehensive spatial planning
2. Weak land management and enforcement systems
3. Inadequate coordination between county and national land institutions
4. Competing interests over urban land

The identified grievances largely arise from capacity gaps, resource constraints, governance weaknesses, and increasing urban pressures within the municipality. Addressing these grievances through structured identification, documentation, and response mechanisms is essential to improving service delivery, strengthening public trust, and promoting sustainable urban development.

## 4 CHAPTER 4: GRIEVANCES REDRESS MECHANISM CHARTER

### 4.1 INTRODUCTION

Grievance redress requires a systematic approach through which a step-wise procedure is followed and the responsibility for handling is assigned to specific individuals, competent and adequately empowered for the task

### 4.2 THE GRIEVANCE REDRESS PROCESS

These steps are:

#### Step 1: Grievance Uptake (Submission)

A grievance can be submitted by any individual or group, free of charge. Channels for submission include:

- 1. In-person:** At the Municipal Office, Ward Administrator's office, or any active project site office.
- 2. Written:** By filling out the Grievance Redress Form (Annex A) and depositing it in a designated "Complaints Box" or submitting it to the Municipal Registry.
- 3. Digital:** Via the Nyandarua County e-Grievance portal or a dedicated municipal email address (e.g., complaints.maironya.go.ke.)
- 4. Telephone:** Through a dedicated municipal office line.
- 5. Complain/Compliment box:** Ensure it is a well mounted, labeled and easily accessible by public.

#### Step 2: Logging and Acknowledgement

**Logging:** All grievances, regardless of the channel, must be logged into the central Grievance Register Log (Annex B) by the GRM Focal Person (Secretary) within 2 working days of receipt.

**Acknowledgement:** The complainant shall receive a formal acknowledgement (in writing, SMS, or email) within 3 working days, including a unique grievance tracking number.

**Registration Process:** When a grievance is received, it shall be registered into a central database for tracking purposes. The complaint will be assigned a unique reference number.

**Response Time:** Each grievance will be categorized based on its urgency (e.g., safety concerns or health issues) and type (e.g waste management). A response time will be provided based on the category

(e.g., 24-72 hours for urgent issues, 7-14 days for standard grievances).

### Step 3: Assessment and Triage

The GRM Focal Person will assess the grievance and categorize it:

**Categorization:** Grievances will be classified based on their nature (e.g., infrastructure, utilities, health & safety, etc.) and priority (e.g., urgent, high, medium, or low priority).

**Investigation and Analysis:** Once a grievance is registered, the concerned municipal department (e.g., public health, roads, etc.) will investigate the complaint.

**Level 1 (Simple):** Can be resolved immediately by providing information or a simple administrative action.

**Level 2 (Moderate):** Requires investigation by a specific Department head.

**Level 3 (Complex):** Requires a full review by the M-GRC (e.g., involves multiple parties, policy issues, or serious allegations).

### Step 4: Resolution and Action

Timelines for resolution begin from the date of acknowledgement:

**Level 1 (Simple):** Target resolution within 5 working days. The GRM Focal Person or relevant Ward Admin resolves and communicates the outcome.

**Level 2 (Moderate):** Target resolution within 14 working days. The grievance is forwarded to the head of the relevant department (e.g., Municipal engineer) for investigation and proposed action. The GRM Focal Person tracks progress and communicates the outcome.

**Level 3 (Complex):** Target resolution within 30 working days. The grievance is tabled at the next M-GRC meeting. The M-GRC investigates, may call for hearings, and recommends a binding resolution to the Municipal Manager.

## 5: Feedback and Close-out

The final resolution shall be communicated to the complainant in writing (or their preferred medium).

The complainant will be asked to confirm their satisfaction, ideally by signing a Grievance Close-out Form (Annex C).

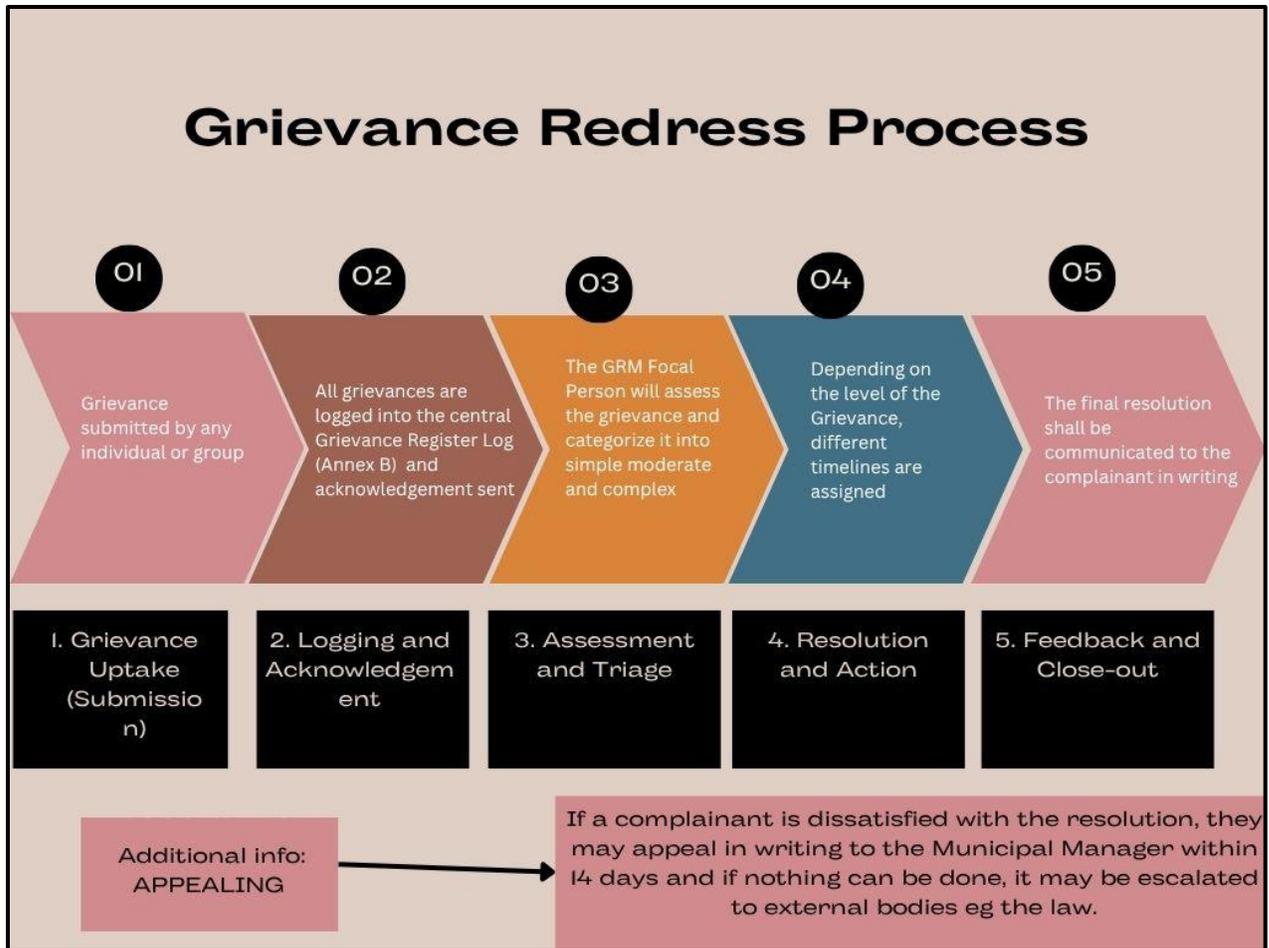
If the complainant is satisfied, the grievance is formally closed in the register.

If the complainant is not satisfied, they will be informed of their right to appeal.

### 4.3 THE APPEALS PROCESS

**Internal escalation:** If a complainant is dissatisfied with the resolution, they may appeal in writing to the Municipal Manager within 14 days. The Municipal Manager will review the case and provide a final decision within 10 working days.

**External escalation:** If still dissatisfied, the complainant retains the right to escalate the matter to external bodies, such as the Office of the Ombudsman (Commission on Administrative Justice), the County Assembly, or a court of law.



**Figure 1: Grievance redress process**

## 4.4 RECORDING

The Municipal Board shall maintain written records of all complaints received. Specifically, it will ensure that the records are not just recorded but also assigned a case reference number and allocated a file number, which will be categorized e.g:

018.1-Land and environmental issues

018.2-Employment and training

018.3-Access to property

018.4-Compensation

018.5-Drainage

018.6-Accidents

018.7-SGBV/SEA/SH

Upon resolution of the case, it will monitor and evaluate such cases so that they inform future decision-making processes.

## 5 CHAPTER 5: MUNICIPALITY GRM STRUCTURE

There shall be established committees to resolve and manage complaints emanating from service delivery within the municipality.

The Tiers shall be as follows;

### 5.1 MUNICIPAL GRM STEERING COMMITTEE

This shall be the Apex municipal GRM committee and shall be appointed by the County Executive Committee Member responsible for urban development. The committee shall be reporting quarterly to the municipal Board.

The committee shall have the following membership;

- 1) Chairperson of the Municipal Board- Chairperson
- 2) Chief officer responsible for urban planning and development
- 3) Chief Officer responsible for public participation or representative
- 4) Municipal board Members (considering gender parity)
- 5) County solicitor or representative
- 6) Municipal manager - secretary
- 7) Municipal Grievance Redress focal person- Municipal Social Safeguard

In consultation with the board, the committee may co-opt any other relevant person(s) on a need basis.

#### **1. Roles and responsibilities**

2. Coordinate grievance redress within the municipality.
3. Ensure budgetary allocation, equipping, and capacity building of GRM structures.
4. Provide policy guidance to the municipality GRM committees.
5. GRM Policy development for approval by the Municipal Board.
6. Promote strategic partnerships for resource mobilization in GRM.
7. Promote the sensitization of staff, communities, and other stakeholders on complaints handling.
8. Approve processing of requests for access to information.
9. Ensure proactive disclosure of information held by the municipality.

10. Monitor, evaluate, and review complaints handling activities in the municipality and report to the Board.

11. Submit quarterly and annual reports to the Board.

## 5.2 MUNICIPAL TECHNICAL GRM COMMITTEE:

The committee shall be appointed by the Municipal manager. The committee shall have the following membership;

- 1) Municipal Manager - Chairperson
- 2) Municipal Social Safeguard– Secretary
- 3) Municipal Engineer
- 4) Municipal Planner
- 5) Municipal Public health officer
- 6) Municipal Legal officer
- 7) Municipal Environment Officer

In consultation with the board the committee may co-opt any other relevant person(s) on need basis.

### **Roles and responsibilities**

- a) Promote access to information on project implementation.
- b) Mainstreaming environmental and social safeguards in the programming.
- c) Provide regular status updates on grievances to cabinet claimants and other relevant stakeholders, as applicable;
- d) Provide technical support to GRM committees.
- e) Review, process, and propose solutions to complaints escalated by the project-level GRM Committee
- f) Capacity building of GRM Committees and other stakeholders
- g) Identify growing trends in grievances and recommend possible measures.
- h) Create awareness, accessibility, predictability, transparency, legitimacy, and credibility of the GRM process;
- i) Ensure consolidation of quarterly and annual GRM reports for submission to the GRM steering committee.

### 5.3 MUNICIPALITY FOCAL PERSON/GRM DESK OFFICER

This is a one-stop GRM office with a designated GRM officer/social safeguard appointed by the Municipal Manager. The officer will be responsible for;

- a) Complaints receipt, documentation, acknowledgement, tracking/follow-ups, and resolution.
- b) Capacity development for all levels of GRM committees and desks.
- c) Provide feedback for complaints resolved to the complaints/petitioners/memoranda
- d) Capacity building of staff, communities, GRM committees, and desks on the GRM framework.
- e) Make referrals for cases outside the municipality GRM mandate
- f) Provide a central point for the municipality grievance redress mechanism.
- g) Capacity building of County staff, communities, and other stakeholders on County and donor/partner-funded programs
- h) Providing technical support to County departments, committees/desks, and other stakeholders on GRM
- i) GRM policy development
- j) Prepare monthly, quarterly, and annual reports for submission to the municipality technical committee.
- k) Monitor, evaluate, and review complaints handling activities in the municipality and report to the municipality technical committee.

### 5.4 PROJECT-LEVEL GRIEVANCE REDRESS COMMITTEE.

This committee shall comprise of;

Project management committee (PMC) with representation outlined in County PMC Guidelines. The PMC secretary shall be the Municipality GRM Desk at the project site. The committee may invite the project manager, ward administrator, and respective village administrator to their meetings.

#### **Their roles and responsibilities shall be;**

- 1. Receive, record, and resolve grievances reported at the project site. Thus, providing first link of grievance handling.
- 2. Sensitize the project beneficiaries on GRM mechanisms.
- 3. Updating and managing project GRM register log.

4. Escalation of complaints relating to the project for resolution.
5. Provide feedback to the complainant or communities.

## 5.5 CAPACITY BUILDING AND AWARENESS

1. **Staff Training:** Frontline municipal employees should be trained to assist citizens with filing complaints and provide basic information on the grievance process.
2. **Refresher training** programs will be provided for municipal employees customer service, grievance handling, conflict resolution, and the use of the grievance tracking system.
3. **Public Awareness Campaign:** The municipality will conduct outreach programs to inform citizens about the GRM process, including through

## 6 CHAPTER 6: MONITORING, EVALUATION AND REVIEW

### 6.1 PURPOSE OF GRM MONITORING AND EVALUATION

The primary purpose of M&E within the GRM framework is to ensure that grievances are handled in a timely, transparent, and fair manner. Regular monitoring and evaluation will enable the Municipality to:

1. Track the effectiveness and efficiency of the grievance handling process;
2. Identify and address systemic issues or bottlenecks in the GRM;
3. Improve service delivery and citizen engagement;
4. Ensure compliance with KUSP II's principles of accountability, transparency, and participation;
5. Continuously refine the grievance process based on data-driven insights and stakeholder feedback.

### 6.2 KEY AREAS FOR MONITORING AND EVALUATION

To ensure a comprehensive and effective M&E process, the GRM will monitor both quantitative and qualitative aspects of grievance management. These include:

#### 6.2.1 PROCESS MONITORING

Process monitoring involves tracking the operational aspects of the GRM and ensures that grievances are being handled in line with established procedures.

<b>Indicator</b>	<b>Description</b>	<b>Purpose</b>
Number of grievances received	The total number of complaints filed within a given period	Tracks demand for the GRM and identifies emerging issues
Time to acknowledge	The average number of days taken to acknowledge a grievance after submission	Measures responsiveness and adherence to timelines
Time to resolution	The average time taken to resolve complaints	Assesses the efficiency of the grievance resolution process

Percentage of grievances resolved	The percentage of grievances closed within the reporting period	Measures the effectiveness of the GRM in resolving issues
Percentage of escalated cases	Proportion of grievances referred to higher authorities (e.g., appeal process)	Helps identify complex issues that may require additional intervention

**Figure 2: Process monitoring**

## 6.3 DATA COLLECTION AND REPORTING MECHANISMS

To ensure that M&E is effectively implemented, the GRM will incorporate systematic data collection and reporting processes. These processes will help in generating accurate and timely reports for both internal and external stakeholders.

### 6.3.1 GRIEVANCE LOG/REGISTER

A comprehensive Grievance Log/Register will be maintained to track each complaint from submission to resolution. This log will include:

1. Complainant details (if applicable);
2. Date of grievance submission
3. Grievance description;
4. Steps taken to resolve the grievance;
5. Resolution status (open, closed, or escalated);
6. Timeline for each stage of the resolution process.

### 6.3.2 MONTHLY AND QUARTERLY REPORTS

Detailed monthly and quarterly performance reports will be submitted to the relevant county authorities, summarizing the GRM's performance, trends in grievance types, and areas for improvement. These reports will also be used for internal planning and resource allocation.

### 6.3.3 ANNUAL SUMMARY REPORT

An annual report will consolidate all M&E data and provide an overview of the year’s GRM performance, including achievements, challenges, and recommendations for improvement. This report will be presented to stakeholders including the County Executive, the public, and relevant regulatory bodies.

### 6.3.4 ROLES AND RESPONSIBILITIES IN M&E

To ensure effective implementation of the GRM M&E system, clear roles and responsibilities will be defined for the various stakeholders involved.

**Table 2: Roles and responsibilities of M & E**

Stakeholder	Responsibility
Municipal GRM Focal Point	Maintains the grievance log, tracks cases, updates status, and prepares monthly reports.
GRM Committee / Oversight Body	Reviews trends, identifies systemic issues, and makes recommendations for process improvements.
CPCT	Aggregates data from the GRM and integrates it into broader municipal M&E systems.

## 6.4 REPORTING AND FEEDBACK LOOPS

The M&E findings will be used to provide ongoing feedback to all stakeholders. This feedback will inform:

1. Policy adjustments to improve grievance handling procedures;
2. Capacity-building for municipal staff handling grievances;
3. Public disclosure of GRM performance to build trust and transparency.

## 6.5 CONCLUSION

Effective Monitoring and Evaluation of the Grievance Redress Mechanism (GRM) is critical to ensuring that grievances are addressed in a timely, transparent, and fair manner. Through comprehensive M&E processes, the Municipality will improve its grievance handling system, contribute to enhanced governance, and meet the objectives. Continuous learning from M&E outputs will drive improvements in service delivery, foster accountability, and enhance public trust in municipal governance.

## 7 APPENDICES

### 7.1 APPENDIX 1

Complaints Form - EN/GRM/001

**Table 3: Complaints form**

<b>Date:</b> <i>(Date complaint is received)</i>	
<b>Personal Details:</b> <i>(Name, contact details, if necessary)</i>	
<b>Nature of Complaint:</b>	
<b>Detail of Complaint:</b>	
<b>Who dealt with the complaint?</b>	
<b>How it was dealt with:</b>	
<b>Outcome:</b> <i>(Outline of what has happened as a result of the complaint)</i>	
<b>Follow-up required:</b>	

7.2 APPENDIX 2

Grievance Log Register – EN/GMC/GRM/002

**Table 4: Grievance log register**

<b>S/No.</b>	<b>Date that complaint was received</b>	<b>Details of petitioner/ complainant</b>	<b>Nature of complaint/ details</b>	<b>Action Taken</b>	<b>Resolve date</b>
1.					
2.					
3.					

**ACKNOWLEDGEMENT RECEIPT**

**Complaint No.:** \_\_\_\_\_

**Date of Complaint:** \_\_\_\_\_

**Place of Issuance:** \_\_\_\_\_

*(Ward / Mairo Inya / Municipality HQ Office)*

**COMPLAINANT'S DETAILS**

**Full Name:** \_\_\_\_\_

**Age:** \_\_\_\_\_ **Gender:** \_\_\_\_\_

**Physical Address:** \_\_\_\_\_

**Phone No.:** \_\_\_\_\_

**Email Address:** \_\_\_\_\_

**SUMMARY OF COMPLAINT**

\_\_\_\_\_  
\_\_\_\_\_

**SUPPORTING DOCUMENTS ATTACHED**

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_

**RECEIVED BY:**

**Name:** \_\_\_\_\_

**Designation:** \_\_\_\_\_

7.4 APPENDIX 4

Quarterly Report Template (EN/GMC/GRM-004)

Level of Committee ..... Date: ..... Reporting Period: .....

**Table 5: Details of complaints received**

<b>Complaint No.</b>	<b>Place of Issuing complaint</b>	<b>Name&amp;Addressof complainant</b>	<b>Location of complaint/concern</b>	<b>Date of Receipt</b>

**Table 6: Details of Grievance Redress Meetings**

<b>Date of meeting</b>	<b>Venue of meeting</b>	<b>Name of participants</b>	<b>Committee Decisions/recommendation</b>

**Table 7: Details of grievances addressed**

Date of Issuing a complaint	Category of complaints	Category of grievance	Brief description of the grievance	Date of complete resolution	REMARKS

**Appendices – Minutes/GRM register log/complaints/petition**

7.5 APPENDIX 5

**Petition Form**

**FORM OF A PUBLIC PETITION**

To: The Mairo Inya Municipality

We/I, the undersigned and humble Petitioner(s)

of \_\_\_\_\_  
\_\_\_\_\_

.....(Here insert the names or descriptions of the petitioner(s) and address including their status: residents of a particular area, workers, particular part of the community, minority or marginalized group, etc.)

DRAW the attention of the Mairo Inya municipality to the following:

(Here, briefly state the reasons underlying the petition and request for the intervention of the Government by outlining the grievances or problems and summarizing the facts that the petitioners wish the Government to consider)

THAT:

(Here confirm that the issues in respect of which the petition is made had not been pending before any court of law or constitutional or legal body.)

THEREFORE, your humble petitioners PRAY that the Mairo Inya municipality

PETITIONED ISSUES

\_\_\_\_\_  
\_\_\_\_\_

An attachment of all signatories of the petition shall be provided (list of aggrieved community members, any other attachments)

7.6 APPENDIX 6

Data Update Form Complaint

1. Nature of the complaint

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2. The facts of the complaint

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3. Findings

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4. Decisions

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7.7 APPENDIX 7

**Table 8: Access to information Form or Request Information Form**

Step 1	Step 2	Step 3	Step 4
Decide if you need to make an informal request or a formal request under the Access to Information Act 2016. If it is a formal request, send your request to <a href="mailto:complaints.mairoinya@nyandarua.go.ke">complaints.mairoinya@nyandarua.go.ke</a>	If you need to make a formal request under the Access to Information Act 2016, complete this form or a written request mentioning the Act. Describe the information being sought and provide relevant details to assist Mairo Inya Municipal find it	Forward the access request to Mairo Inya Municipal Administrator OR Information Officer. The address is listed as: <a href="mailto:complaints.mairoinya@nyandarua.go.ke">complaints.mairoinya@nyandarua.go.ke</a>	When you receive an answer to your request, review the information to determine whether you wish to make any further requests under the Act. You also have the right to complain to the office of “Ombudsman” should you believe that your have been denied any of your rights under the Act

Summary of the information being sought \_\_\_\_\_

Method of access preferred:

*Receive copies of the original..... Examine original in Mairo Inya Municipal offices.....*

Name of applicant \_\_\_\_\_

Postal Address \_\_\_\_\_ City/County \_\_\_\_\_

Physical Address \_\_\_\_\_ Telephone No. \_\_\_\_\_

Signature.....Date.....

HEARING /PRONOUNCEMENT OF FINDINGS

To: ..... Complaint /Respondent

TAKE NOTICE that this complaint is scheduled for Hearing/Pronouncement of the committee’s findings (delete as appropriate) before a committee of the Municipal at the offices of the

Municipality situate at ..... on the day .....of 20 ..... at .....

O’clock. Take further notice that you are required to appear in person or by your duly authorised representative and, in the case of a hearing, together with your witnesses (if any) to give evidence in support or defense of the complaint.

Please note that, in the event of your non-attendance, the committee shall take such action or make such orders and directions as the committee considers just.

Issued this ..... day of ..... 20 .....

Name..... Signature..... Designation.....

## 7.8 APPENDIX 8

### **Investigations Report**

Name and contact information of the complainant or complainants, as the case may be;

Name and contact information of the respondent or respondents, as the case may be; c) the nature of the complaint;

Date on which the complaint was lodged;

Date on which the complaint was admitted;

Date on which the authorised officer was appointed to undertake preliminary investigations;

Period within which the preliminary investigations were carried out;

Names and contact information of the persons interviewed;

Authorised officer's findings on the respective issues raised in the complaint;

Date on which the report is made; and

the name of the officer by whom the report is made.



**REPUBLIC OF KENYA**  
**COUNTY GOVERNMENT OF NYANDARUA**  
**DEPARTMENT OF LANDS, PHYSICAL PLANNING, HOUSING**  
**AND URBAN DEVELOPMENT.**



**MAIRO INYA MUNICIPALITY**

Telephone: 0202660859  
 Fax: 02026660859  
 Website: [www.nyandarua.go.ke](http://www.nyandarua.go.ke)  
 Email: [lands@nyandarua.go.ke](mailto:lands@nyandarua.go.ke)

P.O. Box 701-20303  
 OL KALOU  
 KENYA

**NOTICE!!**

**NOTICE!!**

**NOTICE!!**

**PUBLIC PARTICIPATION NOTICE – MAIRO INYA MUNICIPALITY (KUSP II)**

The County Government of Nyandarua, through the Department of Lands, Physical Planning, Housing and Urban Development invites residents, stakeholders, and the general public to a Public Participation forum under the Kenya Urban Support Programme (KUSP II) on 22<sup>nd</sup> and 23<sup>rd</sup> January 2026. The venue will be at Mutanga Catholic Hall from 10:00 am.

Completed planning and policy documents will be presented for public review, feedback, and validation. Documents to be presented are scheduled as follows:

DATE	DOCUMENTS TO BE PRESENTED
<b>Thursday, 22nd January 2026</b>	1. Private Sector Engagement Framework 2. Municipal (GRM) System and Gender Inclusion & Participation Framework
<b>Friday, 23rd January 2026</b>	1. Solid Waste Management Policy & Monitoring and Evaluation Plan

Members of the public can access the draft document from the municipality's website; <https://www.nyandarua.go.ke/site2/mairo-inya-municipality/> and are encouraged to attend.

Dated: 8<sup>th</sup> January, 2026

**HON. STEPHEN KINYANJUI MBURU KK**  
**CECM – LANDS, PHYSICAL PLANNING, AND URBAN DEVELOPMENT**



**REPUBLIC OF KENYA  
COUNTY GOVERNMENT OF NYANDARUA  
DEPARTMENT OF LANDS, PHYSICAL  
PLANNING, HOUSING AND URBAN**



**DEVELOPMENT**

**PUBLIC PARTICIPATION**

**GENERAL - ATTENDANCE LIST- KUSP II UIG  
GRIEVANCES REDRESS MECHANISM & GIFP - 22<sup>nd</sup>/01/2026**

Maimo Moya

NO.	NAME	PF No./ ID No.	DESIGNATION	SIGNATURE
17	PATRICIA KARUKI	11253302	SR ALOTI NGU	
18	NANCY MUNDIA	21762174	ASST/CHIEF NGAD	
19	PETER K. MWANGI	6834754	SEC - CENTRAL SACCO	
20	JOSHUA M. KARUKI	28806111	PERSONAL ASSISTANCE M.C.A. (Lesho Pond)	
21	JAMUEL KOMU	27520024	BUSINESS MAN MAP	
22	SHAD M. AHEGE	7664585	BUSINESS / GROUP REPRESENTATIVE	
23	John Nyamu Karuki	3199976	Hotel & Hospitality	
24	Hannah Numbi	32738452	PKD	
25	Philomena Karimi	01693683	Communication Officer	
26	JOSEPH MATHIA MURAYA	23426778		
27	BILLY WAMUKU	10877571	electrician	
28	Janifer Mwangi	25038720	BUSINESS	
29	Jane Wangiku	25015046	Business woman Kungu	
30	Mary Nyoki Kagwi	12946765	farmer	
31	Peter bin Kahura	7261063	Farmer	
32	Susan WARDIMU MAINA	29510532	M.C.A's office sec.	





REPUBLIC OF KENYA  
COUNTY GOVERNMENT OF NYANDARUA  
DEPARTMENT OF LANDS, PHYSICAL  
PLANNING, HOUSING AND URBAN



DEVELOPMENT

PUBLIC PARTICIPATION  
GENERAL - ATTENDANCE LIST- KUSP II UIG  
GRIEVANCES REDRESS MECHANISM & GIPF - 22<sup>nd</sup>/01/2026

Marro Inya

NO.	NAME	PF No./ ID No.	DESIGNATION	SIGNATURE
1	Ruth Wairimu Waniti	21666066		
2	Naivah Opyango Odhiambo	792211356		
3	Jay Mufutu	935927184		
4	Julius Mubando	40659140		
5	Samuel Catoro	39856022		
6	Berwick Mwangi	212856943		
7	Ann Wagoni	36628111		
8	Nay Nyaguthi Nyayo	4350022		
9	MERCY N KARIUKI	2498656		
10	NAOMI WANJIKU	23743316		
11	MARIE KAREI	21039904	SNECHIE MURUM	
12	Moses Kiunga	25203849		
13	HARISH N. N. N.	29468523		
14	JOHN MWANGI	33819033		
15	MOSES MWANIKI	22844285		
16	JOSEPH GACHERU	9257549		



**REPUBLIC OF KENYA  
COUNTY GOVERNMENT OF NYANDARUA  
DEPARTMENT OF LANDS, PHYSICAL  
PLANNING, HOUSING AND URBAN**



**DEVELOPMENT**

**PUBLIC PARTICIPATION  
GENERAL - ATTENDANCE LIST- KUSP II UIG  
GRIEVANCES REDRESS MECHANISM & GIPF - 22<sup>nd</sup>/01/2026**

Muro Inya

NO.	NAME	PF No./ ID No.	DESIGNATION	SIGNATURE
33	JULIANA WAMJIRU KIHARA	76645611	FARMER	AB
34	GR. CHARLES MUYIEMI	5334475	INVESTOR/OPINION LEADER CATHOLIC	Mr. [Signature]
35	MUHO MANA GATHI	5101250	COMMUNITY HEALTH PROMOTER	[Signature]
36	SAMUEL MUKHIA WAMBUE	10880538	Community Health worker	[Signature]
37	DICKSON GITANI MURICHUKI	13645823	SENIOR S.S.	[Signature]
38	MARA WANGARI KAMUNGBIA	24028367	CLIMATE CHANGE	[Signature]
39	ESTHER WATHIRA MUNGA	72845756	MARKETING	[Signature]
40	SIMON NJUGUNA MURITHI	23863886	BODA BODA SECTOR	[Signature]
41	MARGARET WANGARI KIMANI	24496225	BUSINESS	[Signature]
42	JULIAH WAMJIRU KANIUKI	25204969	ARTIST	[Signature]
43	Elizabeth Wangari Kimani	25928260	BUSINESS	[Signature]
44	LEAH M MOKI	24586820	ASST. CHIEF	[Signature]
45	JANEFFER KAMBETI	9718752	PASTOR	[Signature]
46	Anthony Njator	2037961	Ward Administrator	[Signature]
47	MUIRURI OSCAR	30012730	L. Surveyor	[Signature]
48	Charles Muriuki	3743612	Surveyor	[Signature]

## 8 REFERENCES

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