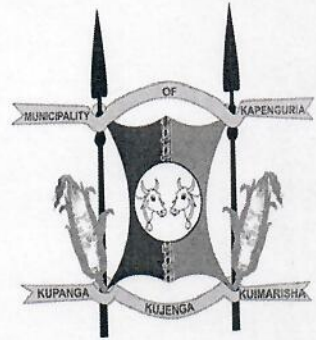




REPUBLIC OF KENYA
COUNTY GOVERNMENT OF WEST POKOT

KAPENGURIA MUNICIPALITY



GRIEVANCE REDRESS PROCEDURE (GRP) – 2026

Prepared for: Kapenguria Municipality

County Government of West Pokot

Year: 2026

FOREWORD

Kapenguria Municipality is committed to strengthening transparent, accountable, and responsive governance in the delivery of municipal services and development programs. As urban growth continues within the municipality, it is important that residents, businesses, workers, and stakeholders have access to clear and reliable mechanisms for raising concerns and resolving grievances.

The **Grievance Redress Procedure (GRP)** provides a structured system through which complaints related to municipal services, infrastructure projects, staff conduct, environmental impacts, and public participation can be reported and addressed in a fair and timely manner.

The establishment of this procedure reflects the municipality's commitment to the principles of **good governance, inclusivity, and citizen participation** as outlined in the **Constitution of Kenya (2010)** and the **Urban Areas and Cities Act**. It also supports the implementation of development programs such as the **Kenya Urban Support Programme II (KUSP II)**, which emphasizes social accountability and safeguards in urban development.

Through this framework, Kapenguria Municipality seeks to strengthen trust between the municipal administration and the community while ensuring that grievances are handled professionally, transparently, and efficiently.



David Kaptum Yator

Chairperson, Municipal Board.

ACKNOWLEDGEMENT

Kapenguria Municipality acknowledges the contributions of various stakeholders who participated in the development of this Grievance Redress Procedure.

Special appreciation goes to:

- **The Municipal Board of Kapenguria**
- **The County Government of West Pokot**
- **The Department of Lands, Housing and Urban Development**
- **Community representatives and stakeholders**
- **Officers supporting the implementation of the Kenya Urban Support Programme II (KUSP II)**

Their insights and technical input helped shape this procedure to ensure that it responds to the needs of residents while strengthening accountability in municipal governance.



Donato Longal

**Municipal Manager
Kapenguria Municipality**

ACRONYMS AND DEFINITIONS

Acronym	Meaning
CECM	County Executive Committee Member
GRC	Grievance Redress Committee
GRM	Grievance Redress Mechanism
GRP	Grievance Redress Procedure
KUSP II	Kenya Urban Support Programme II
SEA	Sexual Exploitation and Abuse
SH	Sexual Harassment
SEA/SH	Sexual Exploitation, Abuse and Sexual Harassment

Definitions

Grievance

A complaint, concern, or dissatisfaction raised by an individual or group regarding municipal services, development projects, environmental impacts, or staff conduct.

Grievance Redress Mechanism (GRM)

A structured system used to receive, process, and resolve complaints from stakeholders.

Complainant

Any person or group submitting a grievance to the municipality.

Resolution

A mutually acceptable solution reached to address the grievance.

Approval and Commencement

Approved by Kapenguria Municipality Management.

Municipal Manager: DONATO LONGAL

Signature: 

Date: 2nd February 2026

Chairperson, Municipal Board: TATOR DAVID KIPTUM

Signature: 

Date: 2nd February 2026

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1. Introduction

Kapenguria Municipality is committed to transparent, accountable, and inclusive governance in the delivery of municipal services.

This Grievance Redress Procedure (GRP) establishes a structured mechanism for receiving, assessing, resolving, and reporting grievances raised by residents, workers, service users, contractors, and other stakeholders.

The procedure aligns with the Constitution of Kenya (2010), Urban Areas and Cities Act, Public Service (Values and Principles) Act, and Kenya Urban Support Programme II (KUSP II) safeguards.

2. Objectives

Provide an accessible, fair, and transparent mechanism for lodging grievances.

Ensure timely and effective resolution of complaints.

Promote accountability and improvement in municipal service delivery.

Strengthen trust between Kapenguria Municipality and the public.

3. Scope and Applicability

This procedure applies to grievances related to municipal services including waste management, water and sanitation, roads, markets, and street lighting.

It also applies to complaints related to municipal projects, environmental and social impacts, and the conduct of municipal staff or contractors.

SEA/SH CONFIDENTIAL REPORTING PROTOCOL

Kapenguria Municipality recognizes the seriousness of **Sexual Exploitation, Abuse, and Sexual Harassment (SEA/SH)** and commits to handling such cases with the highest level of confidentiality and sensitivity.

Reporting Channels

SEA/SH complaints may be reported through:

- A designated confidential reporting officer
- Secure email or hotline
- Direct reporting to the Municipal Manager
- Referral through social safeguards officers

1.

Handling Procedures: All SEA/SH cases shall:

- Be treated with **strict confidentiality**
- Follow a **survivor-centered approach**
- Protect the **safety, dignity, and privacy of survivors**
- Be handled only by **trained personnel**
- Be referred to appropriate **medical, psychosocial, and legal support services**

The municipality shall also cooperate with relevant authorities in accordance with **Kenyan law and KUSP II safeguard requirements.**

4. Guiding Principles

Accessibility – Open to all including vulnerable groups.

Transparency – Clear procedures and communication.

Fairness and Impartiality – Objective handling of complaints.

Confidentiality – Protection of complainant identity where required.

Timeliness – Resolution within established timelines.

Non-Retaliation – Protection from victimization.

5. Classification of Grievances

Critical – Issues requiring immediate action due to risk or safety concerns.

Severe – High-priority issues affecting large groups.

Moderate – Issues affecting smaller groups.

Low – Minor concerns with limited impact.

6. Grievance Redress Structure

The Municipality shall establish a Grievance Redress Committee (GRC).

Chairperson: Municipal Manager.

Members: Two municipal representatives including technical personnel.

Secretary: Social Safeguard Officer.

7. Grievance Submission Channels

Written complaints submitted to municipal offices.

Verbal complaints recorded by staff.

Telephone or SMS hotline where available.

Email or official municipal website.

Suggestion boxes at municipal facilities.

8. Grievance Handling Process

Step 1: Receipt and Registration – Acknowledge within 3 working days and assign reference number.

Step 2: Screening and Categorization – Determine eligibility and classification.

Step 3: Investigation – Conduct investigation within 14 working days.

Step 4: Resolution – GRC determines corrective action.

Step 5: Implementation – Responsible department implements action.

Step 6: Appeal – Complainant may appeal within 14 days.

9. Timelines Summary

Acknowledgement – Within 3 working days.

Investigation – Within 14 working days.

Resolution Communication – Within 7 days after investigation.

Appeal Submission – Within 14 days.

10. Documentation and Reporting

All grievances shall be documented and securely stored.

Quarterly grievance reports shall be submitted to the County Government.

Trends shall inform service delivery improvement.

11. Awareness and Capacity Building

The Municipality shall publicize the grievance procedure through notices and community forums.

Municipal staff and committee members shall receive training on grievance handling.

12. Monitoring and Review

This procedure shall be reviewed every three years to ensure effectiveness and legal compliance.

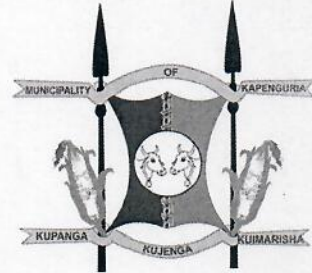
13. GRIEVANCE SUBMISSION FORM

Kapenguria Municipality Grievance Submission Form



REPUBLIC OF KENYA
COUNTY GOVERNMENT OF WEST POKOT

KAPENGURIA MUNICIPALITY



(Important information! Send the filled form through
email: info@kapenguriamunicipality.co.ke

.or drop it at the Kapenguria municipal offices or contact: 0726291494 to report or
directions)

GRIEVANCE SUBMISSION FORM

Grievance Reference Number: _____
(For Official Use Only)

Date of Submission: _____

1. Complainant Details (*Optional*)

Name: _____

ID / Passport Number (*Optional*): _____

Gender (*Optional*): Male Female Other Prefer not to say

Telephone Number: _____

Email Address: _____

Physical Address / Village / Ward: _____

Preferred Mode of Communication:

- Phone Call
 - SMS
 - Email
 - Written Letter
-

2. Nature of Grievance

Please tick the category that best describes your grievance:

- Service Delivery Issue
 - Environmental Concern
 - Social Safeguard / Vulnerability Issue
 - Labor-Related Complaint
 - Misconduct / Staff Behaviour
 - Corruption / Abuse of Office
 - Other (Specify): _____
-

3. Classification (Severity)

- Critical
 - Severe
 - Moderate
 - Low
-

4. Department / Service Concerned

- Public Works / Roads
- Environment & Solid Waste Management
- Water & Sanitation
- Markets & Trade Services
- Urban Planning & Development
- Municipal Administration
- Other (Specify): _____

5. Description of Grievance

Please describe the grievance clearly including **date, location, persons involved, and any supporting information.**

6. Action Requested / Expected Outcome

7. Previous Complaint

Has this grievance been raised before?

- Yes
 No

If Yes, provide details:

8. Supporting Documents (if any)

- Photos
 Letters
 Receipts
 Other: _____

6.

9. Declaration

I confirm that the information provided above is true to the best of my knowledge.

Signature / Thumbprint: _____

Name (if signing): _____

Date: _____

For Official Use Only

Date Received: _____

Received By (Name & Position): _____

Department Assigned: _____

Action Taken: _____

Status:

- Open
- Under Investigation
- Resolved
- Closed

Date Closed: _____

14. Grievance Register (Template)

Re f No	Date Receiv ed	Complaina nt Name	Ward/Locati on	Classificati on	Nature of Grievan ce	Departme nt	Statu s
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7.