

FRONTMAN CONSULTANTS
MINISTRY OF WATER SANITATION AND IRRIGATION
KENYA WATER SECURITY CLIMATE RESILIENCE PROJECT
Mwache Multipurpose Dam Project

Resettlement Action Plan Implementation

**FREQUENTLY ASKED QUESTIONS (FAQS) ON THE
GRIEVANCE REDRESS MECHANISM**

1. WHO SUBMITS A GRIEVANCE?

Anyone who is aggrieved by any aspect of the resettlement process i.e an affected person/household and community member.

2. WHY SHOULD I TAKE MY GRIEVANCES TO THE GRC?

- It provides an opportunity for all stakeholders to raise comments/concerns;
- To structure and manage the handling of comments, responses and grievances, and allow monitoring of the effectiveness of the mechanism;
- To ensure that comments, responses, and grievances are handled in a fair and transparent manner, in line with the applicable reference framework; and
- Grievances are welcome because they help improve project service delivery.

3. THE TYPES OF GRIEVANCES THAT CAN BE SUBMITTED.

- Anyone dissatisfied or feeling that they are not properly consulted in any of the project affair,
- Valuation of assets, crop rates, option packages offered and/or errors in NLC valuation reports,
- Livelihood restoration plans,
- Disagreement regarding inheritance or ownership of assets, community planning measures, or actual project implementation

In summary, the GRCs will handle all disputes related to project compensation and resettlement.

4. SOME OF THE GRIEVANCES MAYBE AGAINST CLOSE FAMILY MEMBERS SUCH AS HUSBAND, WIFE, SON, DAUGHTER OF A RELATIVE AND THERE IS FEAR THAT DISCLOSURE OF THE NAME OF THE PERSON COMPLAINING MAY PUT THEM AT RISK. HOW IS CONFIDENTIALITY ASSURED?

Grievances will be treated confidentially, and complainants will not be punished for complaining

5. WHAT HAPPENS IF MY GRIEVANCE IS AGAINST ONE OF THE GRC MEMBER?

The involved committee member will not sit during the meeting when the case is being heard. The PAP can also report to the next level of committee for example if the involved member is a mzee wa magogo, they can report the case to the sub-location level.

6. HOW DO I SUBMIT A COMPLAINT?

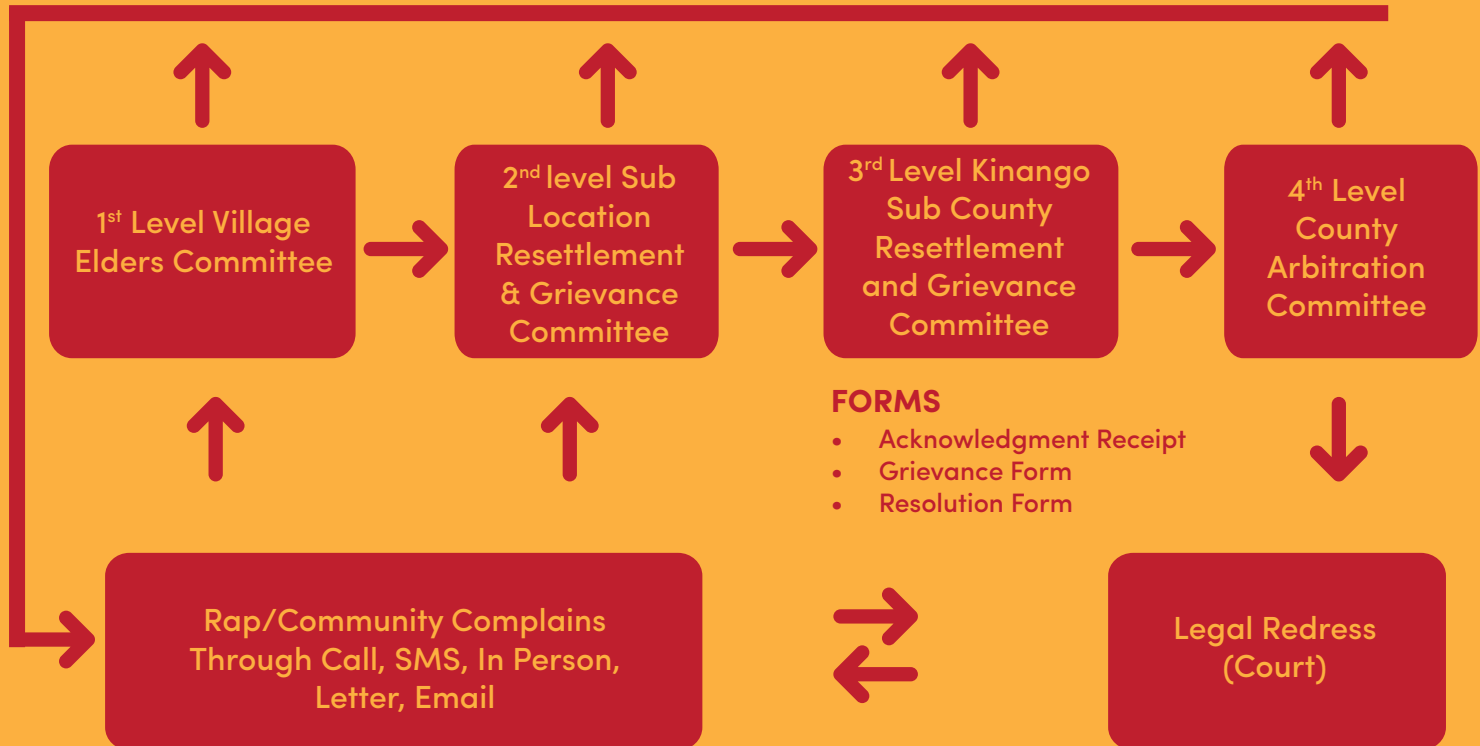
A grievance can be submitted either in writing or verbally through the village elders GRC as the preferred first level. The grievance is then recorded and logged in a grievance form by a member of the committee and an acknowledgment receipt given. The forms are available at the Frontman Consultant office located in Kasemeni chiefs and assistant chiefs' offices.

7. SHOULD I PAY TO BE ASSISTED BY THE GRC?

There is no financial charge for making a complaint in Level 1 to 4. However, anyone going to the courts will meet all the legal and related expenses themselves.

MWACHE MULTI-PURPOSE DAM PROJECT GRIEVANCE REDRESS MECHANISM FLOW CHART

30 DAYS MAXIMUM RESOLUTION PERIOD



NB: The Project welcomes not only grievances, but also suggestions, recommendations, compliments and inquiries can be sent to: Frontman Consultants Limited, P.O. Box 171 – 80144 Mazaras, Coast Development Lobby Group Building Opposite ACC's office Kasemeni Mazaras – Kinango Road, Email: info@frontmancon.com, Web: www.frontmancon.com Tel: (254) 794 312 299/ 784 333 338, Toll Free: 0800 720 427