

Machakos Municipality - Greivance Handling Mechanism

This document outlines a comprehensive grievance mechanism designed for the residents of Machakos municipality. The purpose of this mechanism is to provide a structured and accessible process for individuals to voice their concerns, complaints, or grievances regarding various issues affecting their community. By implementing this mechanism, we aim to enhance transparency, accountability, and community engagement, ensuring that the voices of Machakos residents are heard and addressed effectively.

Grievance Mechanism Overview



1. Objectives of the Grievance Mechanism

- **Accessibility:** Ensure that all residents can easily access the grievance mechanism.
- **Transparency:** Maintain an open process where residents can track the status of their grievances.
- **Timeliness:** Address grievances promptly to foster trust and confidence in the system.
- **Accountability:** Hold relevant authorities and stakeholders accountable for their actions and decisions.

2. Scope of the Grievance Mechanism

The grievance mechanism will cover a wide range of issues, including but not limited to:

- Local government services
- Infrastructure and public works
- Environmental concerns
- Social services and welfare
- Community safety and security

Components of the Mechanism

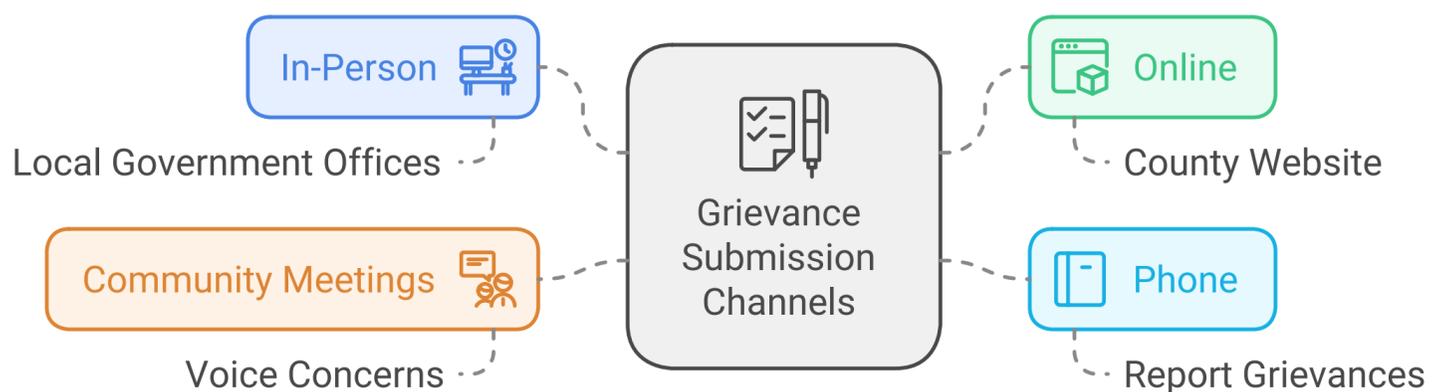


3. Grievance Submission Process

3.1. Channels for Submission

Residents can submit grievances through various channels to ensure inclusivity:

- **In-Person:** Grievances can be submitted at designated local government offices.
- **Online:** A dedicated webpage on the county website for online submissions.
- **Phone:** The County government public phone line is available for residents to call and report grievances.
- **Community Meetings:** Regular community forums are held to allow residents to voice their concerns.



3.2. Required Information

When submitting a grievance, residents should provide the following information:

- Name and contact information (optional for anonymity)
- Description of the grievance
- Date and time of the incident (if applicable)

- Any supporting documents or evidence

4. Grievance Handling Process

4.1. Acknowledgment

Upon receipt of a grievance, the responsible authority will acknowledge and register it, earmarked for the relevant department/office.

4.2. Review

The grievance will be assigned to a designated officer who will review the issue within a specified timeframe. The officer may contact the complainant for additional information if necessary.

4.3. Resolution

After the review, the officer will propose a resolution. The complainant will be informed of the outcome within 7 days of conclusion of the review.

4.4. Appeal Process

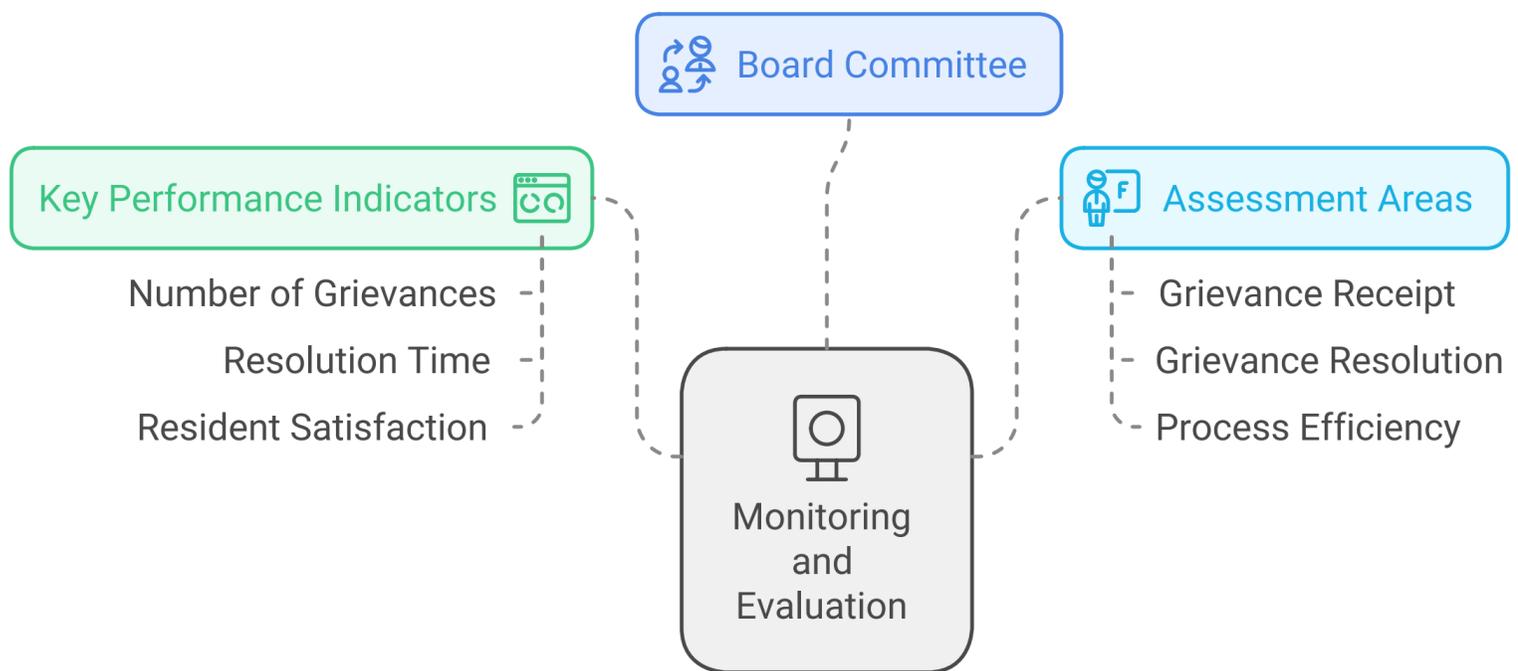
If the complainant is not satisfied with the resolution, they can appeal the decision. The appeal will be reviewed by the municipal board's complaints committee, and a final decision will be communicated within 14 days.



5. Monitoring and Evaluation

To ensure the effectiveness of the grievance mechanism, regular monitoring and evaluation will be conducted by the board committee. Key performance indicators will be established to assess:

- The number of grievances received and resolved
- The average time taken to resolve grievances
- Resident satisfaction with the grievance process



6. Awareness and Training

To promote the grievance mechanism, awareness campaigns will be conducted within the community. Additionally, training sessions will be held for local government officials and stakeholders to ensure they understand the process and their roles in addressing grievances.

Conclusion

The establishment of a grievance mechanism in Machakos is a crucial step towards fostering a responsive and accountable local governance system. By providing residents with a clear and accessible way to voice their concerns, we can work together to improve the quality of life in our community.

