 <p>REPUBLIC OF KENYA</p>		<p align="center">GRIEVANCE HANDLING MECHANISM FOR FINANCING LOCALLY- LED CLIMATE ACTION (FLLoCA) PROGRAM</p>	
		<p>Issue No. 1 Rev. No.2</p>	
1.	<p>Introduction</p>	<p>Effective September 2023, Counties will implement projects identified within their Climate Change Action Plans (CCAP) and funded from the CCRI grant disbursed by the National Treasury under the FLLoCA Program. The multiple projects implemented at the Ward and County levels will inevitably invite community grievances and feedback requiring immediate resolution and response.</p> <p>An appropriate grievance redress mechanism is implemented as an effective tool for the identification, assessment, and resolution of complaints which may arise during subproject implementation.</p> <p>The Grievance Redress Mechanism (GRM) is an avenue/system for individuals, groups, and communities to raise and report complaints if they feel that a FLLoCA project has or is likely to have adverse effects on them, their community, or their environment. The GRM seeks to ensure that complaints raised by project-affected persons, project beneficiaries, and stakeholders are promptly acknowledged, reviewed, and addressed.</p>	
2.	<p>Framework of Grievance Redress in FLLoCA Projects</p>	<p>The grievance mechanism will utilize existing formal or informal grievance mechanisms/Complaints Handling Systems in the County, supplemented as needed with project-specific arrangements. It will be adapted to the approved Complaints Handling Policy.</p> <p>FLLoCA projects shall adopt a functional grievance redress mechanism to respond to concerns/claims/grievances from the members of the public concerning the project operations as well as the environmental and social performance of the project on time. The grievance mechanism is proportionate to the potential risks and impacts of the project and is accessible and inclusive for use during the project cycle.</p>	
3.	<p>Purpose</p>	<p>This document describes the steps to be followed by the Kakamega County Climate Change Unit in handling and managing complaints to ensure that all lodged complaints are dealt with in a fair, efficient and timely manner.</p> <p>The County Government of Kakamega acknowledges the significance of identifying and mitigating potential risks, conflicts, and tensions throughout the FLLoCA project's design and implementation phases. The Government also recognizes the</p>	

		<p>need to address the concerns and grievances of parties affected by the project's environmental and social performance. To accomplish this, the project will implement a well-designed grievance mechanism (GRM).</p> <p>The objectives of this GRM are as follows:</p> <ol style="list-style-type: none"> i. Provide stakeholders with an effective platform to seek resolution or address any disputes that may arise during the project's implementation before they escalate into unmanageable conflicts. ii. Ensure that appropriate and mutually acceptable methods for redress are identified and implemented to the satisfaction of the complainants. iii. Minimize the reliance on judicial proceedings by facilitating alternative resolution methods.
4.	Scope	This Grievance Redress Mechanism covers various steps from reporting/lodging, investigation, and feedback mechanisms. The procedure is only applicable to the FLLoCA Program in Kakamega County.
5.	Terms and Definitions	<ol style="list-style-type: none"> a. CAJ- The Commission on Administrative Justice. b. 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 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. c. Feedback- A comment or concern that can be positive or negative but does not require a formal response. d. Grievance Redress Mechanism- An effective tool for early identification, assessment, and resolution of complaints on projects. e. Lodging - The making of a formal or official complaint about a public institution or a public officer. f. Resolution – The provision of sufficient information or a remedy or solution to the satisfaction of the complainant. It is also a situation where the complainant is unsatisfied, and the public institution has taken the complaint through due process and made a just decision.
6.	Responsibility and Authority	<p>6.1: FLLoCA Projects will be domiciled at the office of the Chief Officer for Climate Change who shall therefore be chiefly responsible for the resolution of all FLLoCA project-related grievances. The County Chief Officer (CO) in charge of Climate Change at the County can delegate to other officers under them.</p> <p>6.2: The CCU also has a designated GRM focal person who will have a dedicated GRM desk at the county Climate Change Unit office to provide a single entry point to submit complaints directly to the Climate Change Unit and ensure the county's responsiveness and accountability. The GRM focal person shall be responsible for implementing and maintaining this complaints mechanism (Procedure) and managing grievances on a day-to-day basis.</p>

		<p>The GRM focal person is Scolastica Matete Tel No 0726244741</p> <p>6.3: The secretary to every Sub County Multi-Sectoral GRM Committee shall be the Sub County GRM focal person at the Sub County level (<i>Annex 13</i>) and shall be based at the Sub County Social Development offices. He/she shall be receiving grievances at the Sub County level in multiple formats including in person, phone calls, text messages, social media, and referrals from the ward offices.</p> <p>6.4: The secretary to every Ward Multi-Sectoral GRM Committee shall be the Ward GRM focal person at the Ward level and shall be based at the county ward offices. He/she shall be receiving grievances at the ward level in multiple formats including in person, phone calls, text messages, social media, and referrals from the ward offices.</p>
7.	The GRM Structure	<p>A three-level Redress mechanism is planned to address all complaints during the FLLoCA program implementation. The committees are required to ensure accessibility and general awareness of the Grievance Redress Mechanism.</p> <p>7.1: First Level of Redress: Ward Level</p> <ul style="list-style-type: none"> • The main targets at this level are the project implementers, executors, communities and project beneficiaries and their related institutions. At every Ward implementation level, a multi-sectoral grievance handling committee shall be appointed and trained to handle complaints. The Ward GRM Focal Persons shall dedicate days when they are available to receive complaints. Once the focal persons receive a complaint, they shall be mandated to register the complaint, investigate, and recommend an action. The received complaint shall be recorded on a standardized <i>CCU-GRM/001</i> form as shown in <i>Annex 1</i>. As soon as a complaint is received, an acknowledgement, <i>CCU- GRM/002</i> is issued (<i>Annex 2</i>). • The Ward Multi-Sectoral GRM Committee shall then dedicate days when they are available to resolve the received complaints. The deliberations of the meetings and decisions taken are recorded on a <i>CCU-GRM/003 form (Annex 3)</i>. If the complainant is not satisfied with the recommendation, they shall be advised to report to the second level of redress. • The resolution at the first level will take a maximum of 14 working days and the concerned shall be notified through a standardized disclosure form, <i>CCU-GRM/004</i> as shown in <i>Annex 4</i>. Should the Grievance not be solved within 21 days of receipt, it would be referred to the second level of Grievance Redress. However, suppose the complainant requests for an immediate transfer of the issue to the next level or is dissatisfied with the recommendation. In that case, the issue will be taken to the next level. • These Ward GRM Focal Persons shall be obligated to submit a quarterly report using the standardized <i>CCU-GRM/005</i> form as in <i>Annex 5</i> and a summary of registered complaints as in <i>Annex 8</i> to the Sub County GRM Focal Person which

shall eventually be transmitted to the FLLoCA PIU by the County GRM Focal Person.

7.2: First Level of Redress: Sub County Level

- The main targets at this level are the project implementers, executors, communities and project beneficiaries and their related institutions. At every Sub County implementation level, a multi-sectoral grievance handling committee shall be appointed and trained to handle complaints. The Sub County GRM Focal Persons shall dedicate days when they are available to receive complaints. Once the focal persons receive a complaint, they shall be mandated to register the complaint, investigate, and recommend an action. The received complaint shall be recorded on a standardized *CCU-GRM/001* form as shown in *Annex 1*. As soon as a complaint is received, an acknowledgement, *CCU- GRM/002* is issued (*Annex 2*).
- The *Sub County Multi-Sectoral GRM Committee* shall then dedicate days when they are available to resolve the received complaints. The deliberations of the meetings and decisions taken are recorded on a *CCU-GRM/003 form (Annex 3)*. If the complainant is not satisfied with the recommendation, they shall be advised to report to the second level of redress.
- The resolution at the second level will take a maximum of 14 working days and the concerned shall be notified through a standardized disclosure form, *CCU-GRM/004* as shown in *Annex 4*. Should the Grievance not be solved within 21 days of receipt, it would be referred to the second level of Grievance Redress. However, suppose the complainant requests for an immediate transfer of the issue to the next level or is dissatisfied with the recommendation. In that case, the issue will be taken to the next level.
- These Sub County GRM Focal Persons shall be obligated to submit a quarterly report using the standardized *CCU-GRM/005* form as in *Annex 5* and a summary of registered complaints as in *Annex 8* to the County GRM Focal Person for onward transmission to the FLLoCA PIU.

7.3: Second Level of Redress: County Level

- The main targets at this level are the funding agencies, project implementers, executing entities, communities, project beneficiaries and their related institutions. At the county implementation level, a multi-sectoral grievance handling committee shall be appointed and trained to handle complaints. The secretary to the County Multi-Sectoral GRM Committee shall be the focal person for GRM matters at the County level. Once the focal person receives a complaint, he/she shall be mandated to register the complaint, investigate, and recommend an action. The received complaint shall be recorded on a standardized *CCU-*

		<p><i>GRM/001</i> form as shown in (<i>Annex 1</i>). As soon as a complaint is received, an acknowledgement, <i>CCU- GRM/002</i> is issued (<i>Annex 2</i>).</p> <ul style="list-style-type: none"> • The County Multi-Sectoral GRM Committee shall then dedicate days when they are available to resolve the received complaints. The deliberations of the meetings and decisions taken are recorded on a <i>CCU-GRM/003 form (Annex 3)</i>. • The resolution at the third level will also take a maximum of 14 working days and the concerned shall be notified through a standardized disclosure form, <i>CCU-GRM/004</i> as shown in <i>Annex 4</i>. Should the Grievance not be solved within 21 days of receipt, it would be referred to the County Office of the Ombudsman. However, suppose the complainant requests for an immediate transfer of the issue to the County Office of the Ombudsman or is dissatisfied with the recommendation. In that case, they shall be advised to report to the County Office of the Ombudsman. • These County GRM Focal persons shall be obligated to submit a quarterly report using the standardized <i>CCU-GRM/005</i> form as in <i>Annex 5</i> of registered complaints to the County Secretary and the FLLoCA PIU.
8.	<p>Channels for Lodging Complaints</p>	<p>The complaints can be made in writing, verbally, over the phone, by email or social media post.</p> <p>Multiple channels will be availed to the public for registering their complaints on the CCU projects, including:</p> <ol style="list-style-type: none"> 1. In-person visits to the FLLoCA GRM Focal Persons at the Sub-County and County offices. 2. Telephone and texts via attached GRM Focal Persons contacts. 3. County Climate Change Unit email address (ccukakamega@gmail.com). 4. Online form on the County Website (https://forms.gle/rsqieQovKfZPmNf39). 5. Social media through the Kakamega Water, Environment, Natural Resources & Climate Change Department Facebook page.
9.	<p>Procedure</p>	<ol style="list-style-type: none"> 1. The points for receiving complaints, the county GRM desk, Sub County offices and county ward offices, shall have all forms required in addressing the grievances. 2. The officer receiving the complaint should try to obtain relevant basic information regarding the grievance. 3. The complaints should be collated onto the complaints form (<i>CCU-GRM/001</i>) and logged into a <i>GRM register (Annex 6)</i>. 4. As soon as a complaint is received, an acknowledgement form (<i>Annex 2</i>) will be issued to the complainant. 5. Complaints will be reviewed by the GRM focal persons at all grievance redress levels within 7 days of receipt. 6. The GRM Committee shall be expected to resolve the registered complaints within 21 days of receipt, and the deliberations of the meetings and decisions taken be recorded on a <i>CCU-GRM/003 form (Annex 3)</i>.

7. The concerned shall be notified by the respective GRM Focal person through a standardized disclosure form, *CCU-GRM/004* as shown in *Annex 4*.
8. The Ward and Sub County GRM focal persons shall be expected to **prepare a report** that includes but is not limited to the following and forward it to the County GRM focal person.
 - a. The nature of the complaint.
 - b. The written or oral evidence submitted on the matter and the name and details of the complainant.
 - c. Officer(s) assigned to handle the complaint lodged and evidence of resolution of the complaint.
 - d. Conclusions or findings on the complaint.
 - e. A statement of opinion by the Committee on the matter coupled with any material information mitigating or aggravating the complaint.
 - f. Feedback given to the complainant concerned.
9. Upon receipt of the Ward and Sub County Multi-Sectoral GRM Committees' complaints report, the county GRM Focal Person will on a quarterly-basis share a compiled report of all county complaints with the FLLoCA PIU, and copy the CECM and office of the Ombudsman.
10. Confidential complaints such as incidences of Gender-Based Violence (GBV) and Sexual Exploitation and Abuse (SEA) will be guided by a complaints protocol (to be prepared) and all the implementers will be trained on the same. The grievance focal persons identified shall be trained on the complaints protocol.
11. Complaints regarding GBV/SEA will be kept confidential and reported through a different procedure that will be detailed in the GBV Action Plan to be implemented for the Climate Change program.
12. No disciplinary or legal action will be taken against anyone raising a complaint in good faith.
13. The complaints handling email and telephone numbers will be disseminated widely to all stakeholders.
14. The GRM Committee shall have specific terms of reference concerning their mandate.
15. The GRM Committees shall resolve complaints and give feedback to the complainant within **21 days of receipt**.
16. If the complainant is dissatisfied with the feedback provided, further consideration shall be given to options including mediation, reconciliation, or negotiation towards remedying the complaint.
17. If the complaint is not resolved by the above mechanisms, the complainant shall be referred to the County Office of the Ombudsman, the FLLoCA Project Implementation Unit, the National Environment Complaints Committee (if the nature of the complaint affects the environment) or to a court of law as a last resort.

		<p>18. The Chairperson of the County Multi-sectoral GRM Committee shall inform the CECM, immediately and in writing, when all the alternative dispute/complaint handling mechanisms fail and a decision is made to refer the matter to the Office of the Ombudsman or other recourse measures, such as the court of law.</p> <p>19. When handling complaints, all the GRM focal persons shall ensure that they correctly interpret and strictly adhere to the laid down procedures according to laws and regulations to protect the rights of the complainant, the affected persons, and the public.</p>
10	Complaints registration and handling	<ol style="list-style-type: none"> 1. All grievances will be registered in the grievance register (CCU-GRM Register) acknowledged within 7 days and responded to within 14 days of receiving the grievance. 2. The complainant will be informed of the corrective action taken within 21 days of lodging the complaint. 3. Individuals who submit their comments or grievances have the right to request that their names be kept confidential. 4. Individuals unable to lodge complaints are allowed to have other persons register complaints on their behalf. 5. The GRM Focal Persons will keep a log of all grievances received and addressed. 6. The grievance management reports will be compiled and forwarded to the County GRM focal Person to be included in the annual environmental and social reports and submitted to interested stakeholders including the CECM, County Secretary, Office of the Ombudsman and FLLoCA PIU. 7. If a complainant is not satisfied with the way his/her grievance has been responded to or handled by the GRM Redress Committees, the Committee will invite representatives of the relevant local community to participate in the process so that a mutually agreed solution is identified and implemented. 8. At all times, complainants are also able to seek legal remedies per the laws and regulations of the Republic of Kenya (including the Office of the Ombudsman, the International Council of Jurists, and courts of law).
11	Access to information	<p>The focal persons shall also be responsible for ensuring access to information. Persons requesting information shall do so through the Access to information request form that shall be filled in duplicate (<i>Annex 10</i>). All details of requested information shall be filled in an Access to Information Register template (<i>Annex 9</i>).</p>
12	References	<ol style="list-style-type: none"> I. Commission on Administrative Justice Kenya, (2016). <i>The Kenya Public Sector Complaints Handling Guide</i>. Nairobi. II. DWENR Service Delivery Charter. III. Ministry of Labour and Social Protection State Department of Social Protection, (2020).

		IV. National Treasury Programme Implementation Unit. (2023). <i>FLLoCA Projects Grievance Redress Mechanism in Counties</i> . Nairobi: FLLoCA Project. V. Stakeholder Engagement Plan (SEP) For the Financing Locally Led Climate Action Program (Social Risk Management). Nairobi.		
13	Records and Annexes	Complaints handling templates		
14	Amendment Record Sheet	Revision Number	Date:	Description of Change:
15	Inception meeting minutes	Rev 2	27 th May 2024	Reviewed as per recommendations by the Kakamega County Multi-Sectoral Grievance Redress Committee
Prepared By:		Approved By:		
Sign:		Sign:		
Designation:		Designation:		
Date:		Date:		

Annex 1: Complaints lodging form (CCU-GRM/ 001)

Date: (dd/mm/yyyy) Place of issuing complaint.....

Complaint no.:

Mode of Receipt (please tick where applicable):

Writing Verbal Phone Fax Email

Details of the Complainant:

Name (optional): Gender:

Address: Email address:

Phone no.:

Location of complaint/concern:

Village/Town/City/Area: Sub County:

Category of Complainant (please tick where applicable):

- i. Project Beneficiaries
- ii. Project Executers
- iii. Project implementers
- iv. Funding agencies
- v. Other interested party (Please specify)

Category of Grievances (please tick where applicable):

- i. Project implementation related.
- ii. Social
- iii. Environment

Have you reported this matter to any other public institution?

Yes

No

If yes which one? _____

Has the matter been subjected to court proceedings?

Yes

No

Brief Description of the Grievance:

.....
.....
.....

(Attach letter/petition (if reported to a court of law) /documents detailing grievance information as submitted)

Attachments: (1) _____ (2) _____ (3) _____

What action would you want to be taken?

.....
.....

Received/prepared by: Date: (dd/mm/yyyy)

Signature:

Annex 2: Acknowledgement Receipt (CCU-GRM/002)

Complaint no.: Date of issuing complaint:..... (dd/mm/yyyy)

Place of issuing complaint:

Village/Town/City/Area: Sub County:

Details of the Complainant:

Name: Age:

Address: Gender:

Email address: Phone no.:

Do you request that identity be kept confidential?

Yes

No

Supporting documents submitted:

- i.
- ii.
- iii.
- iv.
- v.

Summary of complaint:

.....
.....
.....
.....
.....

Name of Officer receiving Complaint: _____

Signature of Officer receiving Complaint: _____

Annex 3: Grievance Redress Resolution Meeting (CCU-GRM/003)

Date of Meeting:.....Complaint no.:.....

Venue of Meeting:

List of participants:

Complainant Side

- 1)
- 2)

NIE/EE/Grievance Redress Committee Members

- 1)
- 2)
- 3)

Summary of Grievance:

.....
.....
.....
.....
.....

Key discussions:

- 1)
- 2)
- 3)
- 4)
- 5)

Decisions Made/Recommendations by the Grievance Redress Committee:

- 1)
- 2)
- 3)

Status of Grievance (tick where applicable):

Solved **Unsolved**

Chairperson's name: _____

Chairperson's signature: _____

Date (dd/mm/yyyy): _____

Annex 4: Grievance Disclosure Form (CCU-GRM/004)

Village/Town/City/Area Sub County

Result of Grievance Redress

1. Complaint no.

2. Name of Complainant:

3. Date of Complaint:

4. Summary of the Complaint:

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.....
.....

5. Summary of Resolution:

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.....
.....
.....

6. Level of Redress (please tick where applicable)

First/Sub County

Second/County

7. Date of grievance redress (dd/mm/yyyy): _____

Name of complainant: _____

Signature of the Complainant, indicating acceptance of the solution to his/her grievance:

Name of Grievance Handling Officer: _____

Signature of Grievance Handling Officer: _____

Date (dd/mm/yyyy): _____

(Note: Copy to be sent to the complainant and the County GRM Focal Person)

Annex 5: Quarterly Report of Registered Complaints (CCU-GRM/005)

Committee Handling

Date (dd/mm/yyyy)

Period (Quarter ending)

i. Details of Complaints Received:

Place of Issuing Complaint	Name & Address of Complainant	Location of complaint/concern	Date of Receipt	Complaint no.

ii. Details of Complaint Investigation:

Complaint no.	Complaint Issue	Root Cause of Complaint	Decision Arrived at	Corrective/Preventive Action Taken	Date of Completing Investigation

iii. Details of Grievance Redress Meetings:

Complaint no.	Date of meeting	Venue of meeting	Names of participants	Decisions/Recommendations made

iv. Details of Grievances addressed:

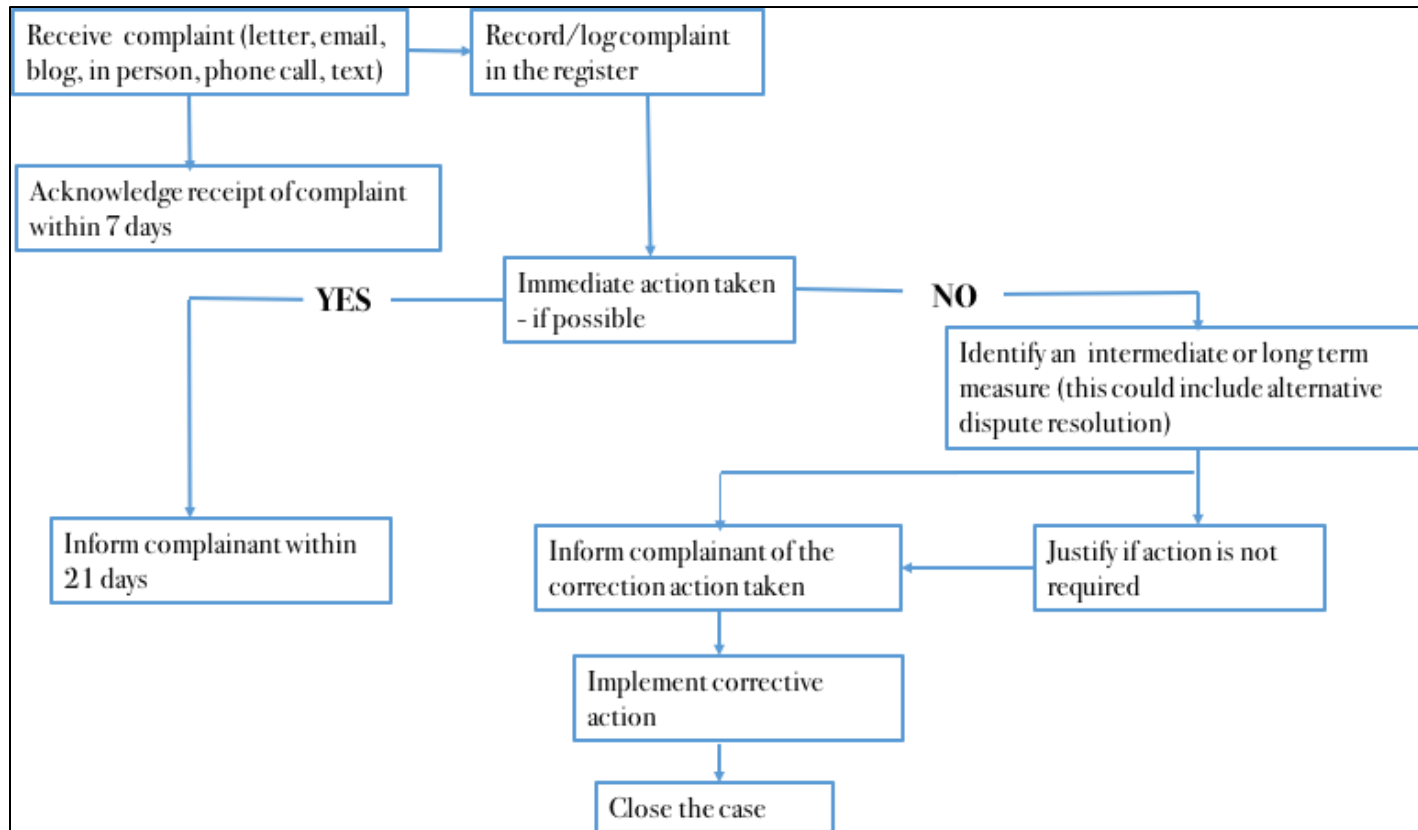
Complaint no.	Date of issuing complaint	Category of complainant	Category of grievance	Brief description of grievance	Date of complete resolution and Disclosure

(Note: Copy to be sent to the complainant and the County GRM Focal Person)

Annex 6: Grievance Register (CCU- GRM Register)

Date	Complaint from	Channel of complaint	Category of grievance	Category of complaint	Nature of complaint/ service issue, e.g. delay	Type of cause – physical (e.g. system failure), human (e.g. inefficient officers, slow, unresponsive) or organization (e.g. policies, procedures, regulations)	Date of acknowledgement	Remedy granted	Corrective/ preventive action to be taken	Feedback given to the complainant

Annex 7: Steps for Addressing Complaints



Annex 8: Complaints summary reporting template

Complaints Data (Totals)									Deviations from the Previous Quarter						
No. of complaints received	The main mode of lodging the complaints	Complaints resolved		Complaints on-going		Total Number New		Duration taken to resolve, e.g. spot resolution, 1 day, 7 days, 14 days, 1 month, quarterly, annual	Complaints resolved		Complaints on-going		Total Number New		Recommendations for system improvement
		No.	%	No.	%	No.	%		No.	%	No.	%	No.	%	

Compiled by:

Signature:

Date:

Approved by:
Page | 16

Signature:

Date:

Annex 9: Access to information register template

No.	Date Received	Name of Requester	Type of information Requested	Requisition Channel	Request Status	Date decision was communicated

Annex 10: Access to information request form (To be filled in duplicate)

Ref. No.

SECTION A: PERSONAL DETAILS

Requester's Name: Nationality:
Gender (Male/ Female/Other): ID Number: Age:
Village: Ward: Sub-County:
Mobile No. Email (where applicable)
Occupation: Disability (Yes/ No):
If yes, type of disability:
Member of Vulnerable/Minority Group (Yes/ No):..... If yes, describe:
.....

SECTION B: DESCRIPTION OF INFORMATION REQUESTED

ITEM	DESCRIPTION
Type of information requested for	
I would like to (tick all that apply)	<input type="checkbox"/> Inspect the record <input type="checkbox"/> Listen to the record <input type="checkbox"/> Have a copy of the record availed to me
Delivery Method (tick where applicable)	<input type="checkbox"/> Collection in person <input type="checkbox"/> By email
Does the information requested concern the life or liberty of any person?	<input type="checkbox"/> No <input type="checkbox"/> Yes (explain)
Is the request being made on behalf of another person or group of persons?	<input type="checkbox"/> No <input type="checkbox"/> Yes (explain)

Place of Submission: Signature of Applicant: Date:

Section C: For Official Use

Name of receiving officer: Signature: Date:

Decision taken

Date of communicating decision:

Section D: Acknowledgement Slip

Ref. No: Date of making request:

Place of Submission:

Signature of receiving officer:

Annex 11: County Multi-Sectoral GRM Committee Membership

1. Chief Officer Environment, Natural Resources and Climate Change— Chairperson
2. Grievance Redress Mechanism Focal Person (FLLoCA Program)—Secretary
3. Climate Change Fund Administrator—Member
4. Director, County Administration—Member
5. County Coordinator for Social Development- Member
6. Environmental Safeguards Focal Person (FLLoCA Program)—Member
7. Social Safeguards Focal Person (FLLoCA Program)—Member
8. Monitoring & Evaluation Focal Person (FLLoCA Program)—Member
9. Representative of Persons with Disabilities (PWDs)—Member
10. Representative of Faith-Based Organizations (FBOs)—Member
11. Representative of Community-Based Organizations (CBOs)-Member

Annex 12: Sub County Multi-Sectoral GRM Committee Membership

1. Sub County Administrator (Chairperson)
2. Sub County Social Development Officer (Secretary)
3. One representative of the Faith Based Organization (FBO)
4. One representative of the Community Based Organization (CBO)
5. One representative of the Persons with Disability (PWDs)
6. Sub County environment officer—Member.
7. Ward Administrator of the ward, in which the grievance arises who shall be a co-opted member.

Annex 13: Sub County GRM Focal Persons

S/No.	SUB COUNTY	NAME	PHONE NUMBER
1.	Lurambi	Laura Sambuli	0723248694
2.	Shinyalu	Medina Khakina	0797033114
3.	Ikolomani	Josephine Mwaniga	0729832622
4.	Khwisero	Elkana Kimosop	0728023910
5.	Butere	Patriciah Kavedza	0727870617
6.	Matungu	Grace Amoit	0721108329
7.	Mumias West	Reuben Tonui	0725954935
8.	Mumias East	Dishon Murura	0726461020
9.	Navakholo	Norah Wafula	0723233078
10.	Malava	Grace Nekesa	0728477259
11.	Lugari	Fredrick Okoth	0723030278
12.	Likuyani	Imelda Wamalwa	0720106348

Annex 14: Ward Multi-Sectoral GRM Committee Membership

1. One representative of Civil Society Organization (CSO) (Chairperson)
2. Ward Administrator (Secretary)
3. One representative of the Faith Based Organization (FBO) - Member
4. One representative of Persons with Disability (PWDs)- Member
5. One representative of youths —Member

