



**MINISTRY OF
ENVIRONMENT,
CLIMATE CHANGE &
FORESTRY**

STATE DEPARTMENT FOR FORESTRY (SDF)

**KENYA WATERSHED SERVICES IMPROVEMENT PROJECT (KEWASIP)
(P178850)**

GRIEVANCE REDRESS MECHANISM (GRM) REPORT

NOVEMBER 2025

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ABBREVIATIONS

ASAL	Arid and Semi-Arid Land
BETA	Bottom-Up Economic Transformation Agenda
CALM	Climate Action through Landscape Management PforR
CBD	Convention on Biological Diversity
CCDR	Country Climate and Development Report
CEC	County Environment Committee
CFA	Community Forest Association
CIF	Climate Investment Funds
CIG	Community Interest Groups
CoG	Council of Governors
CPCU	County Project Coordination Unit
CPSAC	County Project Steering and Advisory Committee
CRI	Climate Resilience Indicator
CSA	Climate Smart Agriculture
DRSRS	Directorate of Remote Surveys and Resource Sensing
DOSHS	Directorate of Occupational Safety and Health Services
EHSGs	Environmental, Health, and Safety Guidelines
EIA	Environment Impact Assessment
EMCA	Environmental Management and Coordination Act
ESF	Environment and Social Framework
ESIA	Environment and Social Impact Assessment
ESMP	Environment and Social Management Plan
ESSs	Environment and Social Standards
FAO	Food and Agriculture Organization
FCMA	Forest Conservation and Management Act
FFS	Farmer Field Schools
FLLoCA	Financing Locally Led Climate Action
GEF	Global Environment Facility
GHG	Greenhouse Gas
GoK	Government of Kenya
GRS	Grievance Redress Service
Ha	Hectare
IHCS	Integrated Hydroshed Committees
ICT	Information and Communication Technology
IDA	International Development Association
IEMP	Integrated Ecosystem Management Plans
IP	Indigenous People
IPF	Investment Project Financing

IPPF	Indigenous People's Planning Framework
IWC	Integrated Watershed Committees
IWUA	Irrigation Water Users Associations
KAPSLMP	Kenya Agricultural Productivity and Sustainable Landscape Management Project
KCSAP	Kenya Climate-Smart Agriculture Project
KEFRI	Kenya Forestry Research Institute
KEWASIP	Kenya Watershed Services Improvement Project
KFS	Kenya Forest Service
KES	Kenyan Shilling
KWS	Kenya Wildlife Service
KWSCRIP	Kenya Water Security and Climate Resilience Project
M&E	Monitoring and Evaluation
MECCF	Ministry of Environment, Climate Change and Forestry
MoA	Ministry of Agriculture
MRV	Measurement, Reporting, And Verification
MTP	Medium-Term Plan
NBEs	Nature-Based Enterprises
NCCAP	National Climate Change Action Plan
NDC	Nationally Determined Contributions
NECC	National Environmental Complaints Committee
NEMA	National Environment Management Authority
NET	National Environment Tribunal
NGAO	National Government Administration Officers
NGEC	National Gender and Equality Commission
NLERS	National Landscape and Ecosystem Restoration Strategy 2023-2032
NMK	National Museums of Kenya
NPC	Nature, People, and Climate
NPCU	National Project Coordination Unit
NPSC	National Project Steering Committee
NTAC	National Technical Advisory Committee
OESRC	Operations Environmental and Social Review Committee
OHS	Occupational Health and Safety
PAD	Project Appraisal Document
PDO	Project Development Objective
PES	Payment for Ecosystem Services
PF	Process Framework
PFM	Public Finance Management
PFMP	Participatory Forest Management Plan
PPP	Public-Private Partnership
REDD	Reducing Emissions from Deforestation and Forest Degradation

RMP	Resource Management Plan
SCMP	Sub-Catchment Management Plan
SDA	State Department for Agriculture
SDECC	State Department for Environment and Climate Change
SDF	State Department for Forestry
SDI	State Department for Irrigation
SDW	State Department for Wildlife
SDWS	State Department for Water and Sanitation
SEA/SH	Sexual Exploitation and Abuse/Sexual Harassment
SESA	Strategic Environmental and Social Assessment
SFM	Sustainable Forest Management
SLM	Sustainable Land Management
SLWM	Sustainable Land and Water Management
THS-UCP	Transforming Health Systems for Universal Care Project
ToR	Terms of Reference
VMG	Vulnerable and Marginalized Groups
WB	World Bank
WCCPC	Water Catchment Conservation and Protection Committee
WIBA	Work Injury Benefit Act
WMP	Watershed Management Plans
WRA	Water Resources Authority
WRUA	Water Resource Users Association

DEFINITION OF TERMS

For the purpose of this GRM document, unless the context otherwise requires and is expressly stated:

A Grievance Redress Mechanism Grievance Redress Mechanism (GRM) means a system established under the KEWASIP Project through which queries, clarifications, complaints, or concerns related to the Project are received, reviewed, and resolved in a fair, transparent, and timely manner. The GRM provides a structured process for addressing issues arising from Project activities, including potential or actual adverse impacts on individuals, communities, or institutions.

The GRM serves as a non-judicial and non-binding platform for amicable resolution of grievances through dialogue, negotiation, and mediation. It does not limit or replace the right of any complainant to seek redress through formal legal or administrative channels. However, where parties voluntarily reach an agreement through the GRM process, such agreement shall be documented and treated as a binding commitment among the parties involved.

Complaint is a general expression of dissatisfaction or annoyance with project related actions, and it is not necessarily formal and can be resolved informally.

Complainant is a person who reports a complaint to the project grievance redress mechanism (GRM) in accordance with established procedures.

Compliment is an action that expresses approval, admiration, or respect.

Concern is a matter of interest or importance to a stakeholder.

Dispute means a disagreement or argument between two or more people or parties.

Feedback is a response provided to a complainant regarding the status of resolution of reported grievance.

Grievance means any complaint, concern, or perception whether actual, potential, or anticipated arising from real or perceived unfair treatment, actions, omissions, or practices. A grievance may result from disagreements or misunderstandings between individuals, institutions, groups, or stakeholders who hold different interests, perceptions, expectations, or concerns regarding the design or implementation of a project.

Mediation means the process a mediator uses to help the parties in a dispute to identify their disputed issues, develop and evaluate options, and enable them to make their own decisions about how to forward and or enhance their communication in a way that addresses their mutual needs with respect to their individual interests with future actions and outcomes and enable them to reach their own agreement or make a decision based on the principle of self-determination and includes blended processes

and customary forms of mediation. The process is confidential, and if an agreement is reached, it is a binding contract.

Social License to Operate means consent from the local and wider community for a project to function as a legitimate and respected operator in their midst.

1. Introduction

1.1. Background to the KEWASIP

The Ministry of Environment, Climate Change & Forestry (MoECCF), in collaboration with the World Bank, is spearheading the development of the Kenya Watershed Services Improvement Project (KEWASIP). This five-year Project aims to restore degraded landscapes and improve watershed services to enhance climate change resilience and improve the livelihoods of communities within Kenya's watersheds.

Kenya currently faces a significant land degradation, especially in the five core management basins that are largely considered national watersheds, with studies showing that over 12 million people reside in degraded lands. Further, habitat loss and fragmentation are both exacerbated by various underlying pressures, including the country's growing population, increasing poverty and the drive for economic growth. Notably, soil compaction, soil erosion, salinization and vegetation dilapidation are the principal degradation processes in the marginal, arid and semi-arid environments in Kenya, with food insecurity and poverty being attributable to the impacts of land degradation, including a reduction in crop, pasture, fuelwood and non-timber forest products. Similarly, water shortages, siltation, damage to soil and habitat loss all serve to reduce ecosystem services and biodiversity, with adverse consequences on the national economy.

Herewith, the KEWASIP (P178850) is being undertaken with its objectives focusing on improving the management and conservation of watershed services, promoting sustainable land use practices, and enhancing the livelihoods of communities that depend on these ecosystems. The Project targets key regions across Kenya, where these efforts are expected to have a significant impact on both environmental sustainability and community well-being.

1.2 Project Objectives

The Kenya Watershed Services Improvement Project (KEWASIP) includes three key objectives:

1. Strengthening Watershed Planning, Governance, and Monitoring: This objective focuses on building institutional capacity, improving governance

structures, and establishing a monitoring system to support effective watershed management.

2. Promoting Sustainable Land Management Practices and Restoring Landscapes: This objective involves Implementing land management practices that restore degraded landscapes and ensure the sustainable use of natural resources.
3. Enhancing Public Land Management and Restoration of Gazetted and Protected Areas: This objective aims to improve the management of public lands and restore protected areas to safeguard biodiversity and ecosystem services.

1.3 Project Components

The Kenya Watershed Services Improvement Project (KEWASIP) entails three main components, each designed to achieve the Project's objectives effectively:

Component 1: Roots to Resilience: Foundation for Integrated Long-term Project.

This component aims to establish a strong foundation for Sustainable Landscape and Watershed Management (SLWM) through enhanced institutional capabilities, improved governance, and innovative financing mechanisms. It supports the development of an integrated monitoring system to facilitate informed decision-making and enhance landscape resilience.

Component 2: Green Horizons: Sustainable Landscape and Watershed Revitalization. This component focuses on restoring degraded landscapes and managing ecosystems through targeted investments in selected watersheds. It promotes community resilience by adopting a participatory approach to plan and implementing SLWM activities, with an emphasis on both watershed assessments and community-driven initiatives.

Component 3: Project Management, Training & Capacity Building. The objective of this component is to ensure effective planning, budgeting, implementation, and reporting of project activities, aligned with World Bank standards. It emphasizes training and capacity building to support successful project execution.

1.4 Spatial Distribution of Project Sites

KEWASIP will be implemented across diverse regions of Kenya, targeting counties based on critical factors such as land degradation levels, water security, social

vulnerability, climate change vulnerability, and conservation priorities. Owing to the continued existential threats that arise due to farming and human settlements which result in encroachment on riparian areas and forests, a vast majority of the project will take place in modified habitats, or in areas that are already anthropogenically impacted. The selected counties span various geographical and ecological zones, ensuring comprehensive coverage and impact:

Table 1: Project Sites

Region	Water Towers/Watershed	Counties
Northern	Mt. Marsabit	Marsabit
	Ndotos	Samburu
Eastern	Chyullu	Makueni
Central	Marmanet	Laikipia, Baringo,
Eastern	Nyambene	Isiolo, Meru, Kitui, Tana River, Garissa, Tharaka Nithi
Coastal	Shimba Hills	Kwale

The Kenya Watershed Services Improvement Project (KEWASIP) is being developed under the World Bank's Environment and Social Framework (ESF). In line with Environmental and Social Standard ESS10 on Stakeholder Engagement and Information Disclosure, the MoECCF should provide stakeholders with timely, relevant, continuous, understandable, and accessible information, and consult with them in a culturally appropriate manner, which is free of manipulation, interference, coercion, discrimination, or intimidation.

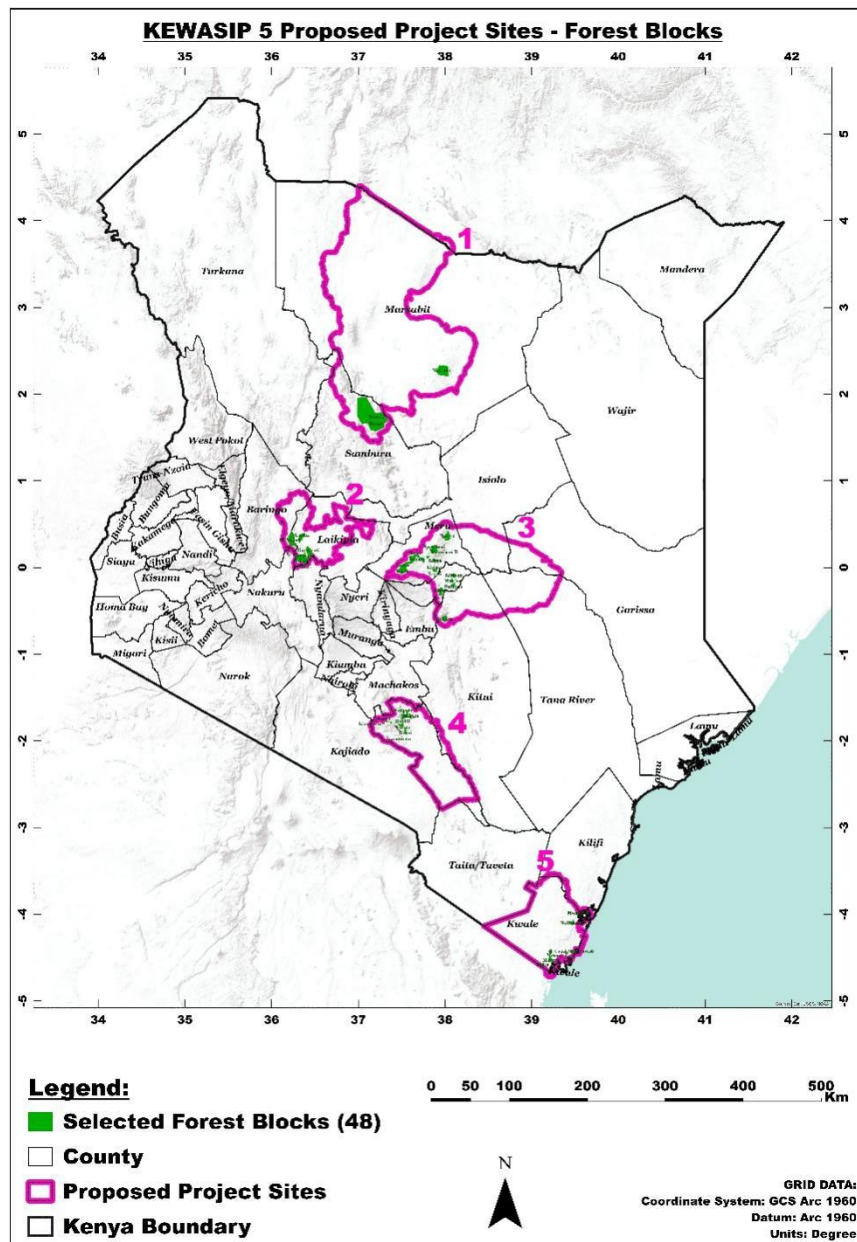


Figure 1: Map of the project sites

1.5 Project Beneficiaries

Project beneficiaries will be classified as direct or indirect beneficiaries depending on where they live (i.e., inside or adjacent to project areas) and how they are affected by project interventions and activities (e.g., training, reduced risks, livelihoods, spillover effects, etc.). Beneficiaries will be further classified with the aim of measuring the Project's gender and Minority and Marginalized Groups (MMG) inclusion results. The Project will use the watershed approach as the unit for integrated planning and management of ecosystems within the project-selected areas. The overarching factors used to identify the project area are the gazetted water towers and the major rivers originating from water towers and the downstream flows of these rivers. To ensure that the project area reflects the potential amount of financing proceeds and effective

consolidation of interventions within the watersheds, additional information on land degradation and SLM cost-benefit considerations were used to identify a smaller number of watersheds to ensure the limited resources can generate measurable outcomes. The final list of selected watersheds will be determined in combination with practical, on-the-ground considerations and subject to the available financing.

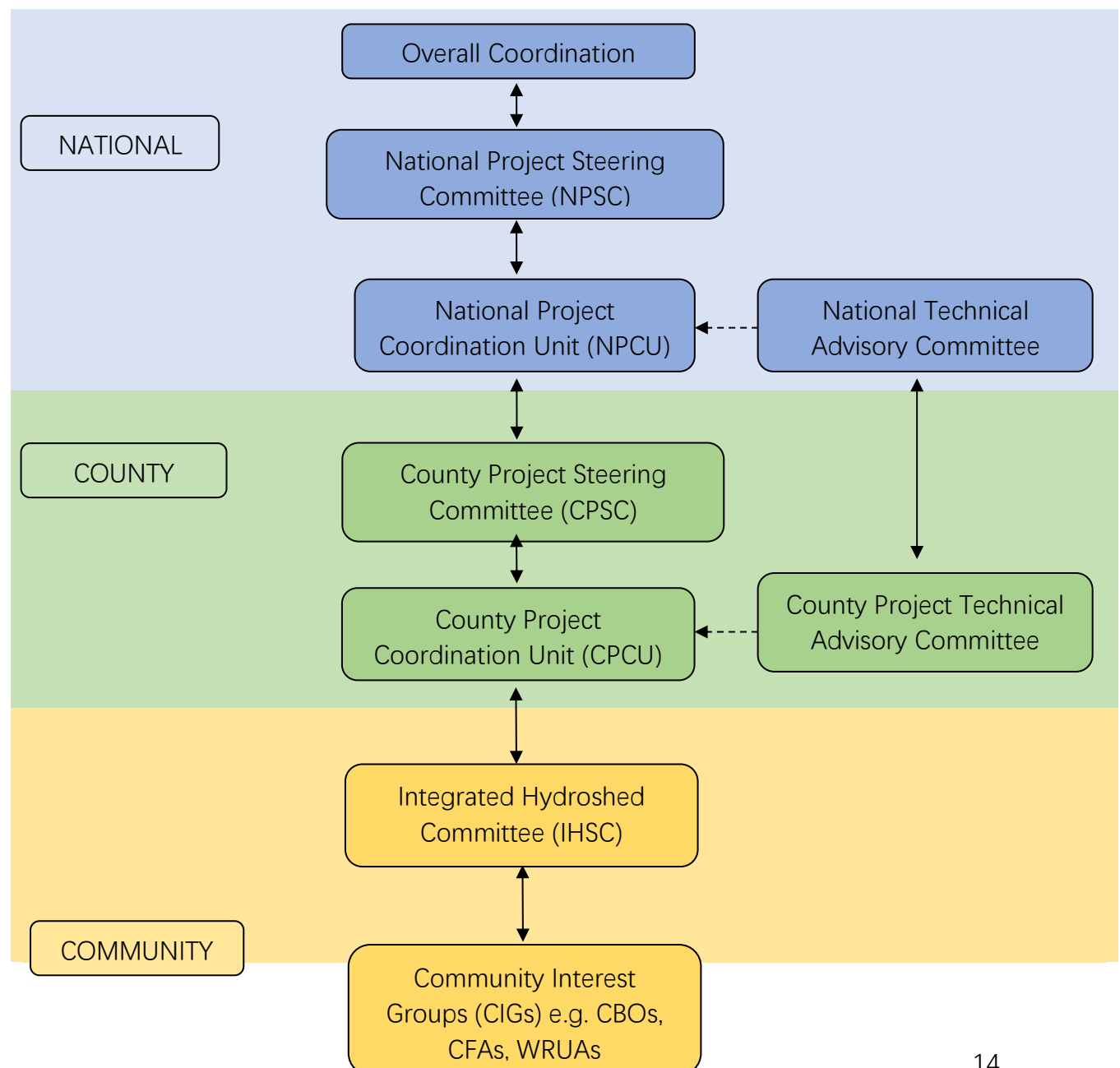
1.6 Institutional and Implementation Arrangements

The KEWASIP will adopt a three-tiered implementation arrangement involving national, county, and community levels. At the national level, a National Project Steering Committee (NPSC) will provide overall project oversight and policy guidance, while a National Technical Advisory Committee (NTAC) will offer technical support to ensure environmental, social, and economic objectives are met. The project will have a National Project Coordinating Unit (NPCU) established under the State Department for Forestry. The main role of NPCU is the day-to-day coordination and management of project activities, and implementation of activities at National Level. At the county level, the County Project Steering and Advisory Committee (CPSAC), the County Technical Advisory Committee (CTAC) and the County Project Coordinating Units (CPCUs) will be established in relevant counties. The CPSAC will provide overall project oversight and policy guidance at the County level. While the CTAC will provide technical advice to the CPCU which is responsible of the day-to-day execution, and will be composed of technical officers from KFS, NEMA, WRA, KEFRI, KWS and county officers. The NTAC will coordinate between different CTACs to ensure participatory plans from the different counties are integrated and activities proposed complement each other. The NPCU under the State Department for Forestry will handle daily project management, monitoring and evaluation, and review and approval of CPCUs' work plans. The CPCUs will oversee project execution, consolidate plans, and monitor activities at county level.

At the community level, the organization will revolve around Community-Based Organizations (CBOs), which will represent beneficiary communities at the grassroots and ensure participatory identification, preparation, and implementation of restoration and livelihood sub-projects. These structures will prioritize the inclusion of Vulnerable and Marginalized Groups and Marginalized Communities to enhance social and economic participation in targeted rural areas. The project activities will be informed by the project integrated watershed management plans which harmonizes County

Integrated Development Plans (CIDPs), County Spatial Plans, Participatory Climate Risk Assessments (PCRA), and other plans such as Participatory Forest Management Plans (PFMPs), Sub-Catchment Management Plans (SCMPs), and Climate Risk Management Action Plans, ensuring that local climate vulnerabilities are incorporated into planning and implementation. The project also links closely with existing entities like local community groups, Community Forest Associations (CFAs), Watershed User Associations (WRUAs), and Conservancies, ensuring collaborative implementation at the grassroots level. The project will be implemented in coordination with technical agencies such as SDF, SDECC, SDI, SDW, WRA, KFS, KEFRI, KWS, NEMA, and CoG.

KEWASIP will adopt a three-tiered approach representing implementation at national, county, and community levels as shown in the organogram below:



The roles of each unit in the implementation structure are defined below.

A. National Level

a. The National Project Steering Committee (NPSC)

The National Project Steering Committee (NPSC) will be established within 30 days of the Effective Date to provide overall project oversight and policy guidance. The Committee will be chaired by the Principal Secretary (PS) of the State Department for Forestry (SDF) in the Ministry of Environment, Climate Change and Forestry (MECCF) (the lead Implementing Agency).

This committee will constitute the Principal Secretaries from State Department for Environment and Climate Change (SDECC), State Department for Irrigation (SDI), State Department for Wildlife (SDW), State Department for Water and Sanitation (SDWS), Council of Governors (CoG), The National Treasury (TNT), Chief Executive Officers (CEOs), Director Generals (DGs) and Chief Conservator of Forests (CCF), of the implementing agencies. The National Project Coordinator will initiate the process of constituting this committee. It will involve the preparation of a briefing note to the PS, SDF covering the proposed membership of the committee, its functions, and proposed dates for the inaugural meeting. Members of the NPSC will be provided with necessary documents for the Project, including (but not limited to) the Project Appraisal Document (PAD) and the Financing Agreement.

The NPSC will be responsible for: (a) approving the annual national and county work plans and budgets and the annual Procurement Plan; and (b) reviewing the annual implementation performance report to be prepared by the implementing agencies, and compiled by the SDF, and overseeing the implementation of corrective actions, if needed.

Project implementation will require effective inter-ministerial coordination, collaboration, and information sharing. A ToR will be developed during the first months of project implementation for the NPSC in accordance with national procedures. ToRs define roles and commitments in terms of staff allocations and resources.

b. The National Technical Advisory Committee (NTAC)

The PS State Department for Forestry will constitute the NTAC, within 30 days of the Effective Date. NTAC will be responsible for providing technical support to the overall

implementation of the project and operational aspects of the project and ensuring that recommendations from the NPSC are implemented. They will also provide expert advice to ensure the project meets its environmental, social, and economic objectives.

The committee will comprise of Technical Experts from the Participating Entities which will include Kenya Forest Service (KFS), Kenya Forestry Research Institute (KEFRI), National Environment Management Authority (NEMA), Kenya Wildlife Service (KWS), Water Resources Authority (WRA), National Environment Trust Fund (NETFUND), Directorate of Remote Surveys and Resource Sensing (DRSRS), Council of Governors (CoG), State Department for Irrigation (SDI), SDW, Directorate of Social Development and National Gender and Equality Commission (NGEC). These will be Technical Experts like GIS and Data Analysts, Water Resource Experts, Forestry and Land Restoration Specialists, Climate Change Specialists; and Research Institutions like Kenya Forestry Research Institute (KEFRI). The NTAC will also support the development and implementation of technical components such as watershed prioritization and capacity building.

The NTAC will provide technical support to the NPCU in reviewing plans and proposals on public land and to the CPCUs & CTACs to review and refine plans and proposals for project implementation at the county level.

c. National Project Coordinating Unit

The project will have a National Project Coordinating Unit (NPCU) established under the State Department for Forestry. The establishment of the NPCU will be an effective condition for the Project. The PS, SDF will constitute the NPCU which will be led by a National Project Coordinator (NPC). The NPCU will be supported by a compliment of qualified experts in the fields of project interventions and fiduciary experts (E&S risk management, Financial Management, Procurement, M&E experts) and Resource Mobilization. The main mechanism for filling positions of the NPCU will be deployment of staff based on ToRs agreed between the government and the World Bank. Recruitment of NPCU staff from the market will be done only where internal capacity is inadequate. The NPCU will serve as the secretary to both NPSC and NTAC. The main role of NPCU is the day-to-day coordination and management of project activities.

The NPCU will be responsible for: (a) establishing policy guidelines and providing overall oversight of project implementation; (b) preparing the annual national work

plans and budgets and the annual Procurement Plan; and (c) preparing the annual implementation performance report to be prepared by the implementing agencies, and compiled by the SDF, and overseeing the implementation of corrective actions, if needed. The NPCU will oversee the planning and implementation of activities identified under Components 1 and 3. The NPCU will also be responsible for decision-making related to the approval of plans and allocation of funds for Component 2 activities.

This will include the review and approval of annual allocations to counties to support activities to be financed under Sub-Component 2a and allocations to relevant national entities to implement ecosystem management plans under Sub-Component 2b.

B. County Level

The project implementation and oversight structures at the county level for private and community lands will include County Project Steering and Advisory Committee (CPSAC), County Project Technical Advisory Committee (CPTAC) and County Project Coordination Unit (CPCU). The PS, SDF will enter into an Inter-Governmental Partnership Agreement (IPA) detailing mutual responsibilities for the project's implementation with the respective county governments. At the same time, a Memorandum of Agreement (MoA) and Grants Agreement (s) will thereafter be effected between the county governments and the CBOs who are the beneficiaries of the sub-projects grants. The CPSAC, CPTAC and the CPCU will be established no later than one month once an Inter-Governmental Partnership Agreement is signed with the participating county (ies). A formal project launch within the county will follow within three months after signing the IPA.

i) County Project Steering and Advisory Committee (CPSAC)

A County Project Steering and Advisory Committee (CPSAC) shall be established in each eligible County Government implementing the KEWASIP. The CPSAC will be constituted by the CECM responsible for Environment and Forestry within 1 month after the signing of the IPA. The CPSAC will be chaired by the County Executive Committee (CEC) member in charge of Environment and Forestry. All members of the CPSAC will be provided with relevant project documents to enable them to perform their duties effectively. These will include the IPA, PAD, FA, and Roles & Responsibilities of the CPSAC.

The CPSAC membership will be derived from respective CECMs, County Directors for environment and natural resources, water and irrigation, agriculture, livestock, and fisheries, cooperatives, and women and gender.

The CPSAC will be responsible for project oversight and quality assurance at the county level.

It will be responsible for reviewing proposed annual activity plans prepared by the CPCUs. Once approved, these will be submitted to the NPCU for review and approval on an annual basis.

ii) County Technical Advisory Committee (CTAC)

The CTAC will be responsible for providing technical support to the overall implementation of the project and its operational aspects at the county level, ensuring that recommendations from the County Project Steering Committee (CPSC) are implemented. They will also provide expert advice to ensure the activities meets its environmental, social, and economic objectives.

The CTAC will be composed of technical experts from representatives of national Participating Entities in the respective counties (KEFRI, KFS, WRA, KWS, SDI etc.), other relevant county departments, as well as representatives of MMGs and other natural Resource Management related projects in the county. The CTAC will provide technical support to the County Project Coordination Unit (CPCU) in reviewing plans and proposals on public, community and private lands.

iii) County Project Coordinating Units (CPCU)

A County Project Coordinating Unit shall be established for each county where the Project is being implemented and will be embedded into the respective county government – in the Environment and Forestry sector department. They will be responsible for the day-to-day project execution in each county. Each CPCU will comprise the County Project Coordinator (CPC) who will be the head of the unit. The unit will comprise Environment, Forestry Statistics Officer, Environment Specialist and Social risk management specialists, County M&E Officer, County Finance Specialist/Project Accountant, County Procurement Specialist and support staff (secretary, drivers, cleaner), and any other relevant expertise required. These staff

are seconded to the project on a full-time basis by the county government. Recruitment of additional CPCU staff from the market will be done only where internal capacity is inadequate. The CPCU coordinator serves as the Secretary to the CEC.

CPCUs will be responsible for providing general coordination and oversight of the Project at the county level, undertake the call for proposals prepared at county and community level and consolidating these into a proposed annual activity plan.

NTAC will support CPCUs in reviewing and refining these documents prior to submission to the CEC for review. Amended activity plans will then be submitted to the NPCU for review and approval. The CPCU will also be responsible for oversight, monitoring and reporting of all project activities on private and community lands, and the CPSAC will approve documents such as the annual work plans and the proposal from the CBOs.

C. Community Level

Implementation at the community level will be carried out by Community Interest Groups (CIGs) which comprises CFAs, WRUAs, CBOs, SHGs and Conservancies contingent upon the submission and approval of grant applications. These applications will be prepared with support from the CPCU and reviewed by the CTAC. Eligibility criteria and guidelines for these CIGs will be outlined in a Grant Manual specifically prepared for the project.

Plans and proposals developed by the CIGs will be aligned with relevant catchment plans to ensure cohesive linkages between upstream and downstream activities. These plans will be developed in a participatory manner to ensure comprehensive and integrated project implementation.

To promote integration and coordination at the watershed level, Integrated Hydroshed Committees (IHCs) will be formed. These committees will be composed of representatives from participating Community Interest Groups (CIGs), county technical officers, and other relevant stakeholders. This structure will ensure inclusive and equitable representation of diverse community interests, including marginalized and vulnerable groups, such as women, youth, persons with disabilities (PWDs), and Marginalized Communities (MCs).

In line with the project's commitment to participatory monitoring and evaluation (M&E), the IHCs, together with CIGs, will also be actively involved in tracking the implementation and outcomes of sub-project activities. This approach will ensure that the direct beneficiaries are engaged in the oversight process and that the interventions are inclusive, responsive, and aligned with the needs and priorities of vulnerable populations.

To promote accessible, transparent, and culturally appropriate grievance handling, the IHCs will also serve as the first-level grievance uptake and resolution platform within each hydrological landscape. Their proximity to communities and their inclusive composition position them to facilitate timely and fair resolution of complaints and concerns arising during project implementation.

1.7 World Bank Environmental and Social Standards (ESSs) Triggered

Table 2: WB ESSs Triggered

ESSs Applicable to the Project	Reasons for the ESSs applicability
ESS1 Assessment and Management of Environmental and Social Risks and Impacts	• Project activities are expected to result in significant environmental and social impacts. To manage these, ESS1 requires that risks and impacts are anticipated and avoided where possible; minimized where avoidance is not feasible; mitigated through appropriate measures; and compensated for where significant residual impacts remain. Environmental and social screening will be conducted for all sub-projects, with the development of relevant instruments.
ESS2 Labor and Working Conditions	• The ecosystem restoration and conservation activities will require labor and triggering ESS2 will be triggered. This standard is essential to ensure the application of fair labor practices, the prevention of child and forced labor, and the promotion of safe, healthy, and non-discriminatory working

ESSs Applicable to the Project	Reasons for the ESSs applicability
	environments. To uphold these principles, the project will develop and implement Labor Management Procedures (LMPs) to guide the recruitment, management, and protection of all project workers.
ESS3 Resource Efficiency and Pollution Prevention and Management	• The project will focus on depletable resources such as water, flora and fauna and thus efficiency of use is critical to observe, and pollution prevention is important especially regarding water.
ESS 5 Land Acquisition, Restrictions on Land Use and Involuntary Resettlement	• The project entails significant restrictions on access to forest and wildlife resources in gazetted forests and this standard is critical to avoid human rights violations, considerations on the application of Free, Prior and Informed Consent (FPIC), and it is triggered also to facilitate close monitoring and reporting on project activities and incidents for timely management.
ESS6 Biodiversity Conservation and Sustainable Management of Living Natural Resources	• This project deals heavily in biodiversity conservation and sustainable management of living natural resources namely trees and wildlife, hence, the need to observe this standard in handling these resources.
ESS7 Indigenous Peoples/Sub-Saharan African Historically Underserved Traditional Local Communities.	• Project activities will be carried out in watersheds where v marginalized Communities (MCs) live and draw their livelihoods from. In ensuring that their rights and voices are respected this standard is triggered and will be necessary to follow.

ESSs Applicable to the Project	Reasons for the ESSs applicability
ESS8 Cultural Heritage	• In each of the watersheds where this project will be implemented there are cultural and heritage sites and assets that will need to be managed in line with this standard.
ESS10 Stakeholder Engagement and Information Disclosure	• This standard is triggered because of the variety of stakeholders that this project involves a diverse range of stakeholders, including national and county institutions, Marginalized communities, and vulnerable groups. ESS10 guides inclusive, transparent, and meaningful engagement, as outlined in the Stakeholder Engagement Plan (SEP), with a focus on participation of VMGs, women, youth, and persons with disabilities. ty groups.

2. Rationale for a Grievance Redress Mechanism (GRM)

Grievances such as conflicts and disputes are inevitable during project implementation and thus need to be effectively managed to avoid rapid escalations. A functional Grievance Redress Mechanism (GRM) should:

- i. Be accessible and inclusive to all project-affected parties including VMGs/MCs.
- ii. Address concerns promptly and effectively in a transparent manner that is culturally appropriate and readily accessible to all project-affected parties, at no cost and without retribution.
- iii. Operate with independence and objectivity, inform aggrieved persons of the steps being taken to address their concerns, and allows for feedback about the response.
- iv. Include an appeals process to which unsatisfied grievances may be referred when resolution of the grievance has not been achieved.
- v. Ensure grievance reports are prepared by project coordination units and are publicly available. This includes data on numbers of grievances received,

compliance with business standards, issues raised in grievances, trends in grievances over time, causes of grievances, remedial action taken, and recommendations/strategies to prevent or limit future recurrences.

- vi. Take into account the cultural attributes of project-affected parties and their traditional mechanisms for raising and resolving issues/grievances.
- vii. Allow for anonymous complaints to be raised and addressed.
- viii. Allow for consent by concerned parties.

Under the KEWASIP, factors that may give rise to complaints/grievances may include:

- i. Inadequate and/or untargeted stakeholder engagements during project implementation;
- ii. Implementation of the project in areas with the presence of VMGs/MCs without obtaining their broad community support;
- iii. Inequitable project benefitting and opportunities amongst targeted beneficiaries including VMGs/MCs;
- iv. Unmet expectations on project benefits;
- v. Failure to generate opportunities for employment, training, supply, or community development amongst target beneficiaries or host communities; and
- vi. Disruption of host community norms and dynamics;
- vii. Labor influx for employment;
- viii. Lack of transparency and accountability during project implementation;
- ix. Pollution;
- x. Income and livelihood disruption;
- xi. Lack of attention to vulnerability;
- xii. Restrictions of access;
- xiii. Implementation of E&S measures; and,
- xiv. Any other concerns arising out of Project activities.

Other contextual factors that have particular significance for VMGs/MCs and their relations with the project include the lack of respect (perceived or actual) for indigenous customary rights or culture, history, and spirituality and issues around access to grants, training, internships, apprenticeships and other project benefits and opportunities, and non-recognition of their sovereignty. These aspects are very important for many VMGs/MCs and can lead to disenchantment or disputes if they are

not handled in a culturally appropriate sensitive manner and with due respect for the rights of affected groups.

The Project Grievance Redress Mechanism (GRM) will provide a platform to address complaints, disputes, and grievances associated with interventions implemented under KEWASIP. It outlines the procedures for receiving, recording, handling, and reporting grievances. The KEWASIP GRM has been developed under the leadership of NPCU with inputs from key stakeholders including: i) project-implementing agencies such as Ministry of Environment, Climate Change and Forestry (MECCF), Council of Governors (COG), Kenya Forest Service (KFS), Water Resources Authority (WRA) and Kenya Forestry Research Institute (KEFRI); ii) host community representatives from the KEWASIP beneficiary counties; (iii) National Government Administration Officers (NGAO) from KEWASIP beneficiary counties (iv) and relevant County Governments (see Annexes 1-8).

The GRM is also informed from an assessment of the implementing agencies' and communities grievance mechanisms. The GRMs assessed were from KFS, WRA, MECCF, SDI, NEMA, KEFRI, KWS, COG, County Governments, CFAs, WRUAs, Irrigation Water Users Association (IWUA), Northern Rangelands Trust (NRT) VMGs, MCs, Indigenous People Associations, and best practices from other GRMs under completed and ongoing World Bank financed projects.

3. Purposes and scope of the KEWASIP GRM

The purpose of the KEWASIP grievance redress mechanism (GRM) is to outline in a clear, unambiguous manner, the framework for stakeholder to seek redress and share compliments as related to Project interventions. Overall, GRMs are specified procedures for methodically receiving, recording, and addressing complaints and resolving disputes. GRMs have been useful to identify and respond to unintended project negative impacts on project beneficiaries such as individuals/communities, to ensure that the rights of project-affected parties are respected, and to increase the likelihood that project implementation will proceed without undue delays, complications, and subsequent cost overruns.

Grievance mechanisms (GMs) have proven to be an effective tool for early identification, assessment, and resolution of complaints, which may arise throughout the project implementation period. Accordingly, GMs are necessary to support the effectiveness of targeted continuous stakeholder engagements. Project implementing entities must publicize to stakeholders the steps involved in grievance redress to enable improvement of project outcomes and support both project teams and beneficiaries to improve results. Evidence from a global perspective has shown that the lack of a functional GRM has often resulted in the stalling of many development projects. The KEWASIP's approach is to promptly resolve grievances from the point of generation and only escalate when it is practically not possible to resolve them at the lowest levels.

3.1 Objectives of GRM

The KEWASIP GRM has been developed with the aim to achieve the following objectives:

- i. To ensure that grievances, complaints, and concerns are addressed and resolved in a fair, transparent, and timely manner;
- ii. To be responsive to the needs of beneficiaries and timely resolve their grievances;
- iii. To serve as a conduit for soliciting inquiries, inviting suggestions, and increasing stakeholders/beneficiaries' participation;
- iv. To ensure documentation of complaints and implementation of actions are maintained;
- v. To serve as the implementer's early warning system and capture information that can be used to improve project implementation performance;
- vi. To promote transparency and accountability;
- vii. To deter fraud, corruption and mitigate project risks;
- viii. To ensure compliance with laws and regulations and reduces exposure to litigation and the need to resort to judicial proceedings;
- ix. To facilitate timely feedback from stakeholders/beneficiaries in order to support the project's commitment to continuous improvement; and
- x. Enhance trust and positive relationships with stakeholders

3.2 Grievance Categories

The KEWASIP GRM will redress grievances related to implementation of project activities in the protected areas namely of the following categories:

- i. Comments, suggestions or queries related to the project;
- ii. Grievances relating to non-performance of project obligations including E&S management;
- iii. Grievances referring to violations of law, human rights, and relating to corruption;
- iv. Grievances related to project governance and implementation (including OHS, Impacts related to project activities);
- v. Grievances related to fair access to forest resources and benefit sharing;
- vi. Grievance related to stakeholder engagement (including gender inclusion);
- vii. Labor management related grievances;
- viii. Grievances on Gender-based Violence and Sexual Exploitation Abuse and Sexual Harassment (GBV/SEA-SH); and
- ix. Grievance related to budget allocation (including for livelihoods restoration and natural resource-based enterprises.
- x. Complaints regarding eligibility criteria, inclusion or exclusion decisions, targeting for benefiting of the most deserving, or perceived unfairness in beneficiary selection.
- xi. Concerns about inadequate stakeholder engagement, lack of meaningful consultation, inadequate access to information, or failure to obtain views of stakeholders adequately.
- xii. Complaints related to grants allocation, delays in disbursements, misuse of funds, transparency, or discrepancies in financial processes.

However, it is not within the scope of this GRM to handle criminal cases. Any cases relating to not abiding by the laws of the country will be dealt accordingly by the existing justice, law and order systems of the country.

3.3 Labor Management Procedures (LMP) and GRM for Community Workers

Labor management related grievances under the KEWASIP Project are addressed through a specific mechanism established under the Labor Management Procedures

(LMP), which are detailed in the Environmental and Social Management Framework (ESMF), Section 1.0–1.3 and Annex [L].

The LMP, prepared in accordance with World Bank Environmental and Social Standard 2 (ESS2): Labor and Working Conditions, identifies the various categories of project workers and sets out procedures to manage their employment terms, working conditions, and occupational health and safety. It also establishes a Workers Grievance Redress Mechanism (Workers GRM) for addressing workplace-related concerns.

The Worker GRM provides accessible, confidential, and non-retaliatory channels for all project workers including direct, contracted, and community workers to raise complaints or suggestions related to:

- i. Terms and conditions of employment;
- ii. Occupational health and safety;
- iii. Discrimination, harassment, or unequal treatment;
- iv. Unfair termination or disciplinary actions; and
- v. Gender-Based Violence (GBV), Sexual Exploitation and Abuse (SEA), or Sexual Harassment (SH).
- vi. Any other labor-related grievances associated with Project activities.

The LMP GRM ensures that labor-related grievances are addressed promptly, fairly, and transparently. Unresolved grievances may be escalated to the Project KEWASIP GRM or referred to the relevant labor and administrative authorities in accordance with Kenyan labor laws.

Further details on the Labor Management Procedures and the Worker GRM process are provided in the KEWASIP ESMF (Section 1.0–1.3), which forms an integral part of the Project’s environmental and social management.

4. Policy, Regulatory and Legal Frameworks

Kenya has policies, regulatory and legal frameworks (hereinafter the country frameworks) relevant to the GRM for the KEWASIP. The foregoing will be applied together with the applicable Environmental and Social Standards in the World Bank ESF and other international best practices.

The country frameworks provide for measures to reduce conflicts, disputes and grievances, and mechanisms for resolving them when they occur. Also, there are established entities to support grievance management. The World Bank has also supported the establishment of GRMs at national and sub-national levels under several projects. The table below presents the country frameworks, entities that support

grievance management and grievance mechanisms established under World Bank projects.

The KEWASIP Grievance Redress Mechanism (GRM) will operate in complementarity with Kenya's existing legal and institutional frameworks. Table 1 below identifies the key frameworks and entities relevant to grievance management, outlines their main responsibilities, and indicates their respective roles whether direct, referral, oversight, or advisory within the KEWASIP GRM. This alignment ensures consistency with the Constitution, national laws, and the World Bank's Environmental and Social Standard 10 (ESS10) on stakeholder engagement and information disclosure.

Table 1: Country frameworks and entities mandated with grievance management and World Bank projects

No.	Country	Frameworks	Role in the KEWASIP
1.	Constitution of Kenya (CoK), 2010	Chapter IV of the CoK, 2010 provides for the Bill of Rights as the framework for social, economic, and cultural policies. It considers the rights and fundamental freedoms to preserve the dignity of individuals and communities and promote social justice and the potential realization of all human beings. Relevance: The project GRM is aligned to the provision of chapter IV of the constitution on bill of rights.	Provides the constitutional foundation for fairness, non-discrimination, and transparency in grievance management. All GRM processes must uphold these rights.
2.	Vision 2030	The social pillar envisages efforts towards equitable social development that	Informs KEWASIP's commitment to equitable access to benefits and fair

		protects people from discrimination, and ensuring respect for gender, youth, and vulnerable groups. Further, the pillar sets in motion efforts for equity and poverty reduction. The social pillar of Vision 2030 is people-centered, result-oriented, and accountable to the public.	treatment through the GRM. No direct role in grievance handling.
3.	County Government Act of 2012	The Act mandates public participation and engagement in project identification and implementation that essentially has potential to reduce grievances arising from exclusion of vulnerable or disadvantaged groups.	County-level GRM Committees established under the County Project Coordinating Units (CPCUs) will utilize county participation structures to receive, document, and resolve community grievances. The established county structures support inclusive consultation and local resolution.
4.	Data Protection Act (2019)	The Act provides for the protection of individuals personal information. It also outlines offences relating to the unlawful disclosure of personal data, obtainment of access to data without prior authorization, sale of personal data obtained unlawfully, and the obstruction of the Office of	The Project GRM will comply with the Act by safeguarding complainants information and limiting disclosure to unauthorized persons.

		the Data Commissioner during an investigation.	
5.	Access to Information Act (No. 31 of 2016)	The Act's purpose is to: (a) give effect to the right of access to information held by the state by citizens as provided under Article 35 of the Constitution; (b) provide a framework for public entities and private bodies to proactively disclose information that they hold and to provide information on request in line with the constitutional principles; (c) provide a framework to facilitate access to information held by private bodies in compliance with any right protected by the Constitution and any other law; (d) promote routine and systematic information disclosure by public entities and private bodies on constitutional principles relating to accountability, transparency and public participation and access to information; (e) provide for the protection of persons who disclose information of public interest in good faith; and (f) provide a framework	Requires the KEWASIP GRM to proactively disclose information on grievance procedures, outcomes, and timelines. Complainants may rely on this Act if information is withheld.

		to facilitate public education on the right to access information under this Act. The Act is aligned with ESS 10 of the ESF on information disclosure and will be upheld by the Project in relation to ensuring stakeholders are provided with timely information on all Project related activities and interventions.	
6.	Persons with Disability Act, 2003	The Act in Section 21 provides that Persons with Disabilities (PWDs) are entitled to a barrier-free and disability friendly environment to enable them to have access to buildings, roads and other social amenities, and assistive devices and other equipment to promote their mobility. The established Project GRM shall incorporate measures to facilitate the access of the grievance system for PWDs.	The Project GRM will implement inclusive access measures for PWDs. This will include the use of disability-friendly venues, ensuring barrier-free access (e.g., physical accessibility, sign language, simplified forms) and prioritized timely responses to PWDs grievances.
7.	Public Participation Policy 2023	The policy provides the framework for the management and coordination of public participation in Kenya for the fulfilment of the constitutional requirement on	Guides participatory grievance management including collection, feedback dissemination, and awareness creation at community level. Ensures

		citizen engagement in development and governance processes in the country.	participatory resolution processes.
8.	Forests Conservation and Management Act, 2016	The Forest Conservation and Management Act, 2016 (No. 34) is a Kenyan law that provides for the sustainable management and conservation of all forest resources. It establishes provisions for public, community, and private forests, defines rights within forests, promotes community participation through Community Forest Associations, regulates forest product trade, and protects indigenous forests and water resources. The Act was enacted to give effect to Article 69 of the Kenyan Constitution regarding forest resources.	Forest-related grievances (e.g., from CFAs, on access restriction and benefit-sharing) may be referred to the Kenya Forest Service and CFAs before escalation.
9.	Wildlife Conservation and Management Act of 2022	The Wildlife Conservation and Management Act of 2013 is a Kenyan law that governs wildlife conservation and management by providing a framework for the protection, conservation, and regulation of wildlife resources on all	Wildlife-related grievances will be addressed in coordination with the Kenya Wildlife Service (KWS) for technical advice and/or redress.

		land and in territorial waters. Key principles include devolved management, public participation, and an ecosystem approach. The Act established new governance structures at national and county levels, strengthened community-based management, increased penalties for poaching, and introduced a compensation scheme for human-wildlife conflict.	
10	National Land Commission Act, 2012	The National Land Commission Act 2012 establishes the National Land Commission (NLC) to manage land in accordance with the Constitution and provide a framework for land administration, in the context of devolved government. Key functions include managing public land, recommending land policy, handling land injustices, and advising on a national land registration program.	Land-related grievances, especially historical or ownership disputes arising from KEWASIP interventions will be addressed in coordination with the NLC.
11	Water Act 2016	Establishes water sector institutions; the Water Resources Authority (WRA) and Water Works Development Agencies	Water resource access or use-related grievances will be addressed in coordination with the WRA which has

		(WWDAs) for equitable water resource management.	technical mandates for water permits and regulation.
12	Environmental Management and Coordination Act (EMCA, 1999; Rev. 2015)	Provides for environmental impact assessments (EIAs), public participation, and complaints resolution mechanisms under NEMA. Supports project-level GRMs on environmental risks.	Environment-specific complaints will be reported to or handled jointly with NEMA for enforcement or compliance action.
13	Children Act (2022)	Protects children's rights and provides for reporting and redress in cases of abuse, neglect, or exploitation. Project GRMs must integrate child-sensitive safeguards.	Where a grievance involves or affects a child (e.g., allegations of child labor, abuse, neglect, or exploitation within project sites or as related to activities), their handling will be guided by the provisions of the Children Act (2022). The GRM will ensure confidentiality, child safeguarding, and immediate protective action as prescribed under the Act, working in coordination with the Department of Children's Services or child protection structures, as appropriate.
14	Social Protection Act (2025)	Establishes grievance and appeals structures within social protection programs, ensuring fair access to entitlements and services. Project GRMs can link to these systems.	For KEWASIP, the Act provides the guiding framework for managing grievances related to livelihood restoration, benefit sharing, and community enterprise

			support. The Project GRM will apply the principles and standards of this Act—particularly fairness, non-discrimination, and right to appeal—when addressing grievances on eligibility, benefit targeting, delays, or exclusion. Where appropriate, the GRM will align with or draw lessons from the grievance and appeal systems established under the national social protection programs.
15	Community Groups Registration Act (2022)	Legalizes registration of community groups (e.g., Common Interest Groups). Enables these groups to formally raise grievances and participate in consultations or benefit sharing.	Under KEWASIP, registered community groups (e.g., CBOs, CFAs, WRUAs, CIGs, and other eligible entities) will act as the first point of contact for receiving, recording, and forwarding grievances from community members. They will facilitate participatory dialogue, ensure fair representation—including of women, youth, and vulnerable persons—and document all grievances submitted to the GRM. Their role strengthens accountability and legitimacy of community engagement

			in the grievance-handling process.
Government Entities			
16	The Judiciary	The Judiciary has integrated public participation by establishing Court Users' Committees and the National Council on the Administration of Justice.	Provides final recourse for complainants dissatisfied with project-level grievance management outcomes. The Judiciary also enforces mediation agreements which are legally binding.
17	The Commission on Administrative Justice (Office of the Ombudsman) and the National Government Administrative Officers (NGAO)	The Commission on Administrative Justice (Office of the Ombudsman) and the National Government Administrative Officers (NGAO) at the county level provide an avenue for resolving disputes.	The Ombudsman will receive escalated or governance-related grievances that require independent review.
	World Bank		
18	World Bank Projects	There are GRMs within counties with varied levels of functionality that were established through other World Bank- financed Operations such as Kenya Urban Support Program (KUSP) I & II, Kenya Devolution Support Program (KDSP I), Financing Locally	The KEWASIP builds on existing WB project GRMs to harmonize approaches, train focal points, and strengthen county-level grievance response systems.

		Led Climate Action (FLLoCA), and Kenya Informal Settlements Improvement Project (KISIP 1&2). These have been applied to varying degrees of effectiveness in management of complaints and grievances at the county level. The Project shall consider opportunities to anchor on the WB established grievance systems.	
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The GRM provides an accessible, non-judicial platform for resolving project-related grievances. It will be guided by national legislation and applied in accordance with the World Bank's applicable Environmental and Social Standards of the Environmental and Social Framework (ESF).

The World Bank's ESF, requirements and measures for a Project GRM are outlined under the following Environmental and Social Standards (ESSs), applicable to the KEWASIP:

1. ESS10: The Borrower will propose and implement a grievance redress mechanism to receive and facilitate resolution of concerns and grievances of project-affected parties.
2. ESS2: A grievance redress mechanism will be provided for all direct workers and contracted workers (and, where relevant, their organizations) to raise workplace concerns.
3. ESS7: The Borrower will ensure that a GRM is established for the project, as described in ESS10, which is culturally appropriate and accessible to affected IPSSAHUTLC – Indigenous Peoples/Sub-Saharan African Historically Underserved Traditional Local Communities (also known as VMGs/MCs in the Kenyan context).

Investment Project Financing (IPF) projects of the Bank are also required to have a GRM that applies to all aspects of the project including handling GBV/SEA-SH related complaints.

Project-affected persons (PAPs) and other interested parties may submit complaints regarding a Bank-financed project through the project GRM, applicable local grievance mechanism, or the World Bank's corporate Grievance Redress Service (GRS). After bringing their concerns directly to the World Bank's attention and giving the Bank management a reasonable opportunity to respond, aggrieved parties may submit their complaint to the World Bank's independent Inspection Panel to request an inspection to determine whether harm has occurred as a direct result of World Bank non-compliance with its policies and procedures. (Para 61, ESF).

The Grievance Redress Service (GRS) is an avenue for individuals, communities, and other stakeholders to submit complaints directly to the World Bank if they believe that a World Bank-supported project has or is likely to have adverse effects on them, their community, or their environment. The GRS enhances the World Bank's responsiveness and accountability to project-affected communities by ensuring that grievances are promptly reviewed and addressed. Complaints must be in writing, addressed to the GRS and sent through the following methods namely: Online by accessing the online form; Email to grievance@worldbank.org and Letter or hand delivery to World Bank Headquarters in Washington D.C., United States or World Bank Kenya Country Office.

5. Guiding principles for the GRM

An effective GRM is guided by some basic principles for which the KEWASIP GRM shall adhere to:

1. **Continuous learning:** The GRM provides for analysis of complaints and identification of lessons learnt so that they can be applied to its operations.
2. **Fairness:** Grievances will be treated confidentially, assessed impartially, and handled transparently. The KEWASIP GRM will ensure fairness by guaranteeing equal access to information, meaningful participation in decision-making, and equitable access to mitigation measures, entitlements, and project-related benefits. All complainants will have the right to be heard and to receive timely, unbiased responses based on clear criteria and procedures.

3. **Objectiveness, legitimacy, and independence:** The GRM will operate independently of all interested parties to guarantee fair, objective, and impartial treatment to each case. GRM officials will be adequately resourced and granted the mandate to investigate grievances (e.g., interview witnesses, access records).
4. **Simplicity and accessibility:** Procedures to file grievances and seek action are simple enough that project beneficiaries/communities can easily understand them. The GRM is accessible to all stakeholders, irrespective of the remoteness of the area they live in, the language they speak, and their level of education or income. The GRM will provide sufficient assistance to those who face barriers such as language, literacy, awareness, and will not use complex processes that create confusion or anxiety (such as only accepting grievances on official-looking standard forms or through grievance boxes in government offices). To enhance accessibility, the project will publicize the Project GRM and provide multiple grievance uptake channels including: in-person reporting at community, county and national levels, toll free lines, text messages, WhatsApp messaging, a dedicated email, suggestion boxes, community barazas, online platforms (e-GRM) and anonymous complaints platforms. The GRM will utilize the culturally-appropriate and responsive mechanism.
5. **Responsiveness and efficiency:** The GRM is designed to be responsive to the needs of all complainants. Accordingly, GRM officials will be the designated E&S officers at national and counties and focal persons from implementing entities and representatives of CIGs, VMGs, MCs from the communities responsible for grievances management at community level. The officials shall be trained to handle and take effective action upon, and respond quickly to, grievances and suggestions.
6. **Speed, proportionality, and predictability:** All grievances, simple or complex, shall be addressed and resolved as quickly as possible. The GRM will define a clear procedure for grievance management with time frames for each tier and also provide clarity on the types of results it can (and cannot) deliver. GRM committees will be established at the community, county and national levels with grievances aimed to be resolved at the lowest applicable level. Dependent on the type of grievance that cannot be resolved under the Project GRM, they will be referred to the applicable entities such as the mapped

GBV/SEA-SH service providers, national police services, National Environmental Tribunal, Environment and Land Court at the High Court. The decision of Environment and Land Court is final.

7. **Participatory and Inclusive:** A wide range of PAPs including community members, VMGs/MCs, project implementers, civil society, and the media shall be encouraged to record grievances and complaints through project teams at both county and national level. Special effort will be made to ensure that vulnerable individuals and groups, including those with special needs access the GRM;
8. **Capability:** The GRM will be adequately resourced with the necessary technical, human, and financial resources to deal with the issues at stake;
9. **Anonymity/confidentiality/sensitivity:** The GRM will allow for anonymous reporting of complains and will ensure confidentiality of all information in a complaint that may lead to the identification of a specific incident or those affected by the allegation. Confidentiality is key to protecting survivor's and witnesses' safety. This is specifically critical for SEA/SH survivors and witnesses, but also the identity of the alleged perpetrator. Confidentiality requires that information gathered about the allegation not to be shared with persons or entities unless there is explicit permission granted by the complainant. Even in such cases, information-sharing should take place on a strict need-to-know basis and limited to essential information. In such circumstances, reports of grievances to the Bank and NPCU shall only include an anonymized summary of allegations based on pre-established information sharing protocols; There will be a designate GRM office with a qualified E&S Officers who will be handling GRM complaints.
10. The project will adopt measures to safeguard confidentiality of complainants raised and prevent retaliation risks. Whistle blowers and complainants will be protected from intimidation, discrimination or reprisals. In situations where supervisors, or GRM official are implicated in a complaint, complainant will have alternative channels including direct reporting to the NPCU.
11. **Predictability:** The GRM will provide a clear and known procedure with an indicative timeframe for each stage, and clarity on the types of process and outcome available and means of monitoring implementation.
- **Cultural sensitivity:** The GRM shall take into account the cultural attributes of project-affected parties and their traditional mechanisms for raising and

resolving issues. It has been designed in consultation with communities and project-affected parties to ensure that it is culturally appropriate, discreet, objective, sensitive, and responsive to their needs and concerns. This includes incorporation of the grievance systems utilized by all groups in the project affected areas. Project shall be committed to accept and implement their resolutions. The system has consolidated and incorporated all the existing local grievance resolution systems for communities and groups within the project implementation area.

6. Elements of a GRM

Experience in developing and implementing grievance redress mechanisms indicates that there are practices and essential elements that enhance the functionality and effectiveness of the system. The KEWASIP shall implement the Project GRM and outlines the key elements and practices that will guide operations throughout the project implementation period. Therefore, the practices and key elements that the KEWASIP- GRM adopts include:

- a. The GRM adopts central coordination for the development, implementation monitoring and financial management of the Project GRM functions – at the national level;
- b. The GRM is well publicized to PAPs and other interested parties accompanied with clear explanation of its purpose, GRM handling procedures and available channels to ensure stakeholders understands how to access and use GRM effectively through public barazas, training, focused group discussion, social media platforms and print media; KEWASIP will distribute GRM materials at project sites, community meetings, local gathering venues; train staff to refer all verbal complaints to the focal point, offer forms to record concerns presented to them;
- c. The GRM has a systematic way of receiving, recording and monitoring the progress on grievance resolution and includes regular communication with PAPs on the status and outcome of their cases;
- d. The GRM is accessible to all PAPs and other interested parties irrespective of their economic status, literacy levels, ethnicity, caste, religion, gender, disabilities, geographical location, and so forth;
- e. The GRM includes participation, representation, and consultation of PAPs and other interested parties in its design, planning, and operational processes;

- f. The GRM provides security (both physical and psychological) for PAPs and other interested parties to participate without fear of intimidation or retribution;
- g. The GRM has respect for the dignity and self-esteem of PAPs and other interested parties and an empathetic relationship toward them;
- h. The GRM provides equitable access for PAPs and other interested parties to information, advice, and expertise;
- i. The GRM has different levels to allow for appeals;
- j. The GRM has a reasonable timeframe that prevents grievances from remaining open for extended periods of time or unresolved;
- k. The GRM demonstrates social and cultural appropriateness of the systems, approaches, and methods adopted;
- l. The GRM possesses values, attitudes, and commitment to fairness and justice;
- m. The GRM upholds transparency, accountability, and objectivity in conducting grievance redress processes and realizing their outcomes;
- n. The GRM is independent and has a clear governance structure with no external interference with the conduct of grievance redress processes and reaching agreements;
- o. The GRM shows clarity in procedures, processes, and timeframes adopted;
- p. The GRM has flexibility in decision-making processes, considering the unique and diverse character of grievances;
- q. The GRM adopts existing systems without undermining them;
- r. The GRM is manned by professionally and technically competent GRM implementers who have been able to win trust and recognition from the communities; and
- s. The GRM shows respect for the freedom of PAPs and other interested parties to opt for alternative GRMs including the judiciary, if they so decide.

7. Assessment of the existing GRMs of implementing entities

7.1 Introduction

This section delves into the existing GRMs in the KEWASIP implementing entities. The entities include the State Department for Forestry, State Department for Irrigation, Kenya Forest Service, Kenya Wildlife Service, Kenya Forestry Research Institute, National Environment Management Authority, Water Resources Authority, National Environment Trust Fund, Council of Governors, County Governments and

communities. The aim of the assessment of GRMs in the implementing agencies was to ascertain the statuses of the respective GRMs to inform and be the basis upon which to build a KEWASIP GRM.

7.2 Current GRMs in Implementing Entities

This sub-section looks at the various implementing entities in turns with a view to establishing the nature and staffing of GRMs in there.

The State Department for Forestry

The State Department for Forestry (SDF) has no formal GRM nor any dedicated resources and staff for handling grievances from citizens or other stakeholders.

Kenya Forest Service

Kenya Forest Service (KFS) has implemented several multilateral-supported projects in the country, primarily funded by the African Development Bank and the European Union. The projects have continually infused the practice of maintaining GRMs. In an internal document on GRM, KFS argues that grievance management constitutes a critical part in the implementation of KFS programs and projects and is handled at six levels that include (i) program/project affected persons/groups/ communities; (ii) Forest Station Manager/ Sub-County Forest Officer; (iii) County Forest Conservator; (iv) Regional Forest Conservator (v) Program/Project/Quality Management Representative (QMR); and (vi) National Environment Tribunal/ Environment and Land Court Act, 2011.

The KFS has ensured that channels for receiving complaints are accessible and privacy of the complainant is upheld. Complaints can be submitted through various channels which the Service has initiated and include; (i) In-person at the forest station, county office, regional conservation office and headquarters (ii) the toll-free phone-specific number to receive complaints from third party which is handled by the dedicated staff. KFS telephone number 020-2020285; (iii) Email address for complaints uptake: info@kenyaforestservice.org; (iv) written submission of complaints form to be logged in complaints register at the forest station or at county level.(v) social media platforms e.g. face book(<https://www.facebook.com/KenyaForestService/>), x-handle (@KFS), website (www.kenyaforestservice.org)vi) customer care desk, vii) suggestion box. The KFS supports grievance management with regular staff and community

representatives including: CFAs, forest conservation committee and organizations with persons with disabilities and indigenous peoples playing a key role. The complaints are received and resolved through public complaint committee and resolutions communicated to the complainants. If not resolved, the complainant can seek redress from National Environment Tribunal or Environment and Land Court.

KFS has a strong experience in GRM management through implementation of ongoing Green Zones Development Support Project Phase two funded by GOK/ADB.

Kenya Wildlife Service

The Kenya Wildlife Service (KWS) has no formal GRM. Nonetheless, the Service handles grievances as they are encountered/emerge. At the County Level, counties where the service has a presence, the Warden in charge conducts community engagements regularly and closes any emerging grievances on site or escalates to the KWS headquarters which through the Corporate Social Responsibility (CSR) unit.

Where wildlife have caused injury, death or destruction of property and such incident is reported to the Warden in charge at the county, the warden issues compensation forms and assists complainants to fill them including by the police service and local chief. The completed forms are then considered by the County Wildlife Compensation Committee (CWCC), chaired by the local county commissioner, with KWS as secretariat and membership from Ministry of Health, State Department for Livestock, State Department for Agriculture, and State Department of Forests. The committee uses technical guidance from relevant members, recommends compensation figures and forms submitted to the KWS headquarters where a committee with similar representatives as the county one in addition with a representative each from the National Treasury and State Department for Wildlife determine the final decision and submit the file to the Treasury for funds release. During the process, complainants may seek interventions from the Commission for Administration of Justice (Office of the Ombudsman) or the Judiciary. Under the Wildlife Conservation and Management Act, 2013, communities are formally represented in the County Wildlife Conservation and Compensation Committees (CWCCs). CWCCs include community representatives from areas adjoining protected areas, representatives of community wildlife associations, and landowners from wildlife dispersal zones. KWS participates as part

of the committee but does not dominate decision-making. Community representation is therefore guaranteed by law, not discretionary.

CWCCs have demonstrated a mixed but generally positive track record: they have enhanced transparency in verification of human–wildlife conflict incidents and compensation claims, improved collaboration between KWS and communities, and provided structured engagement platforms, although performance varies across counties due to funding and capacity constraints.

Kenya Forestry Research Institute

The Kenya Forestry Research Institute (KEFRI) has a Grievance Redress Mechanism System in place operated through a Public Complaints Committee appointed by the Director. The Committee is housed in the Corporate Affairs and Quality Assurance Department. KEFRI has put in place channels for receiving complaints which include: (i) In-person at the KEFRI research centers and headquarters (ii) the toll-free phone-specific number to receive complaints from third party which is handled by the dedicated staff. KEFRI telephone number; (iii) Email address for complaints uptake: complaintsdesk@kefri.org; (iv) written submission of complaints form to be logged in complaints register at the KEFRI research centers (v) social media platforms eg face book, x-handle (@KEFRI), website. Vi) suggestion boxes and vii) customer care desk.. Therefore, the practice of grievance management is entrenched in the institute, and this will be useful to support the management of grievances related to the KEWASIP interventions.

KEFRI has experience in grievances management in different projects such as Japan International Cooperation Agency (JICA) which has put in place a structured GRM system. Additionally, KEFRI receives and resolves complaints through a public complaints committee based at the head-quarters. This structured GRM channel for KEFRI effectively supports the management of grievances arising from project interventions. The KEWASIP will leverage on the existing structure to manage grievances.

Water Resources Authority

The Water Resources Authority (WRA) has adopted and is implementing a Grievance Redress Mechanism (GRM) developed under the Horn of Africa Groundwater for Resilience Project (HoAGW4RP), which runs until 2028. Thereafter, grievance handling

will continue under KEWASIP through the established WRA channels. Grievances can be lodged at the WRA PIU Headquarters, Basin Area Offices, Sub-Basin Area Offices and Water Resource User Association Level, County or Community Level. Grievances can be lodged through relevant office walk-ins at NHIF building , wing B, 9th floor, short message service (SMS), email-info@wra.go.ke, phone call 0700056472 and WRA website <https://wra.go.ke/> and on official social media pages <https://www.facebook.com/share/12KKauBHYWx> and https://youtube.com/@waterresourcesauthority9462?si=IS3WIb02_-mBo48F. The publicized GRM brochure includes details on the physical, phone, website, social media handles and contacts for the various grievance lodging domains. The GRM has a five-step process: step 1 – submit your complaints/grievances; step 2 - acknowledge, assess and assign; step 3 - response to complaints; step 4 - agreement on response; and step 5 - close out. These steps are followed at the three levels of the GRM namely, National, Basin Level, and Sub-basin Level. The lodging of Grievance is at the sub-basin levels and escalated as necessary. Overall, WRA has a robust project-based GRM with current staffing from the project. The experience from implementation of the HoAGW4RP GRM and Upper Tana Nairobi Water Fund Project will be useful in the grievances management for the KEWASIP.

Communities are represented through Water Resource User Associations (WRUAs) at the basin and sub-basin levels. The WRUAs conflict resolution committee provides a platform for local water resource users to submit grievances and engage in the resolution process. The committee reviews issues, convenes meetings and facilitate local dialogue between affected parties.

The WRA GRM system is robust and project based with dedicated staffing and clear processes for managing grievances.

7.3 Conclusion and Recommendations

While the State Department for Forestry does not have a formal GRM, the other implementing entities including KFS, KEFRI, WRA, and KWS have experiences in grievance management which will be useful and can be anchored on for management of KEWASIP related grievances. Key recommendations from the assessment on the grievance mechanisms of KEWASIP implementing entities, is that the KEWASIP should have dedicated E&S staff and financial resources to coordinate and implement a structured GRM for the project interoperable with all implementing entities.

KEWASIP GRM system has been developed drawing on the experience of implementing entities including: KFS, KEFRI, NEMA, WRA, and KWS. The system incorporates stepwise grievance handling, multiple accessible channels, community participation, and robust documentation and tracking leveraging on existing institutional GRMs at all levels - national, county and community.

The KEWASIP has dedicated qualified E&S staff in the NPCU who will support grievance management. In addition, each implementing entity will nominate a E&S/GRM focal persons who has experience in implementing project based GRM systems who will provide technical guidance, field-level support, and ensure interoperability with existing systems.

This integrated approach ensures that project-affected persons and communities have timely and effective access to grievance redress, enhancing safeguards compliance, accountability, and stakeholder trust throughout KEWASIP.

KEWASIP will also recruit a GBV consultant continuously for the first 6 months and engage the consultant on need be basis after the 6 months to offer technical support to the E&S officers for the KEWASIP.

8. The KEWASIP GRM

8.1 Introduction

The KEWASIP Grievance Redress Mechanism (GRM) will operate through a three-level structure with clear pathways for complainants to access the Office of the Ombudsman (Commission on Administrative Justice) or the Judiciary at any stage of the grievance-handling process, should they choose. These three levels are fully supported by KEWASIP in terms of staffing, financing, infrastructure, capacity building and grievance-handling tools. The GRM for the KEWASIP will function at:

1. Community Level – Community Grievance Management Committees (CGMCs)
2. County Level – County Grievance Management Committees (CoGMCs)
3. National Level – National Grievance Management Committee (NGMC)

8.2 KEWASIP Grievance Management Structures

Building on the operational experience of the implementing entities, the KEWASIP NPCU will implement a three-tier GRM at the community, county, and national levels. Each tier will be supported by a Grievance Management Committee responsible for

receiving, recording, reviewing, and resolving grievances in accordance with established procedures.

Annual GRM workplans and budgets will be prepared and integrated into the broader project budgeting cycle. A contingency provision will be included in the GRM budget to allow rapid response to high grievance volumes, emergency cases, or complex grievances requiring specialized expertise.

Requests for supplementary funding will be submitted by committee chairpersons to the NPCU through a formal justification note. These requests will be reviewed and approved in accordance with established project financial management procedures.

GRM committees will meet regularly and, when necessary, on an ad hoc basis to ensure timely and effective grievance resolution. Committee members will be fully facilitated through the KEWASIP implementation budget, managed by the NPCU, with adequate resources to support active engagement, mobility, documentation, timely feedback, and the overall effective functioning of the GRM.

(i) First Tier of the GRM (Community Grievance Management Committee)

The first level of grievance redress will be at the community level.

The Community Grievance Management Committee will comprise a:

- i. Representative of NGAO – Chief (Chairperson);
- ii. Forester (Focal Person, liaison);
- iii. KEWASIP Social officer- Secretary;
- iv. KEWASIP Environmental officer;
- v. Representative of the IHSCs;
- vi. Representative of women;
- vii. Representative of youth;
- viii. Representative of PWDs;
- ix. Representative of the Marginalized Communities in the Project area (where applicable);
- x. Representatives of KWS, KEFRI, WRA, County Irrigation Development Units (CIDUs) if present in the community.

The representatives of the community GRM committee will be drawn from organized groups such as CIGs, CFAs, WRUAs, IWUAs, CBOs, self- help groups, VMGs/MCs and Special interest groups in the project areas. If in the event that individuals in the project site are not members of these organized groups, they will be advised to form or join an existing group as per the project design.

The appointment of community representatives for the Grievance Management Committee begins with community nomination or election. Members of the community nominate or elect representatives from existing organized groups, such as CIGs, CFAs, WRUAs, IWUAs, CBOs, self- help groups, women's groups, youth groups, PWD associations, Vulnerable and Marginalized Groups (VMGs/MCs), and local CBOs. This ensures that the committee is legitimate, inclusive, and reflective of the community's voice.

Following the nominations, the Forester or Assistant Forester, as the E&S/GRM focal person at the community level in collaboration with local administration, reviews the proposed representatives to verify their eligibility, willingness to serve, and alignment with KEWASIP GRM principles. Once verified, the KEWASIP County Project Coordinator formally appoints the committee, issuing letters of appointment to provide official recognition.

After appointment, committee members are oriented on their roles, responsibilities, and grievance management procedures to ensure effective participation. The composition of the committee is then documented in the GRM files and database, maintaining accountability and continuity throughout the project implementation.

To address power asymmetries within Community Grievance Management Committees, the KEWASIP ensures inclusive representation of women, youth, PWDs, and Vulnerable and Marginalized Groups (VMGs/MCs), alongside technical officers and community leaders. Representatives are nominated or elected by their peers from existing organized groups, empowering marginalized voices and reducing domination by local elites. The Forester as focal person, facilitates committee deliberations to ensure all members can contribute equally, while structured agendas, grievance logs, and formal documentation promote transparency and accountability. In cases where power imbalances hinder fair resolution, grievances may be escalated to the County or National Grievance Management Committees for additional oversight, ensuring equitable outcomes.

The roles of this committee include:

- a. Serve as the first point of grievance redress for project-affected community members.
- b. Receive, register, categorize, and document grievances, ensuring accurate records in the project GRM database.
- c. Conduct initial assessment and deliberation to resolve grievances at the community level, aiming for mutually acceptable solutions.
- d. Provide feedback to complainants on outcomes of grievance resolution.
- e. Escalate unresolved or complex grievances to the County Grievance Management Committee.
- f. Raise awareness and educate the community on GRM procedures, ensuring accessibility and inclusivity.
- g. Monitor and track the timeliness and effectiveness of grievance handling at the community level, flagging gaps for county-level committees.
- h. Ensure representation of women, youth, PWDs, and vulnerable/marginalized communities in the decision-making process.

The Forester or Assistant Forester will serve as the focal person for grievance management at the community level, responsible for maintaining and updating the grievance log. He/she will guide the community members through lodging complaints through the GRM system. They will work with the Chief (Chairperson) to constitute and convene committee meetings, brief members on grievances, and guide deliberations and resolutions.

The Community Grievance Management Committee will meet once every month, aligned with the project reporting timelines, and on an ad hoc basis when urgent grievances arise that require immediate attention.

(ii) Second Tier of the GRM (County Grievance Management Committee)

At the county level, the CPCU will constitute the County Grievance Management Committee, to serve as the second tier for grievance management.

The County Grievance Management Committee shall constitute a:

- i. Representative of NGAO - County Commissioner (Chairperson);

- ii. County Chief Officer- Social services
- iii. County Coordinator for Social Development- National government at the county level;
- iv. County Forest Officer (Focal Person);
- v. KEWASIP Social Officer -Secretary
- vi. KEWASIP Environmental Officer;
- vii. Representative of relevant local CBOs/NGOs active in the area;
- viii. Representative of the VMGs/MCs community in the area (applicable where minority VMGs/MCs are present);
- ix. Representative of implementing agencies, KWS, KEFRI, NEMA, SDI, WRA in the county and any other co-opted stakeholder on need be basis.
- x. Representative of Youth;
- xi. Representative of Women;
- xii. Representative of PWDs;

The roles of this committee will include:

- a. Serve as the second-tier resolution body, handling grievances escalated from the community level.
- b. Review, deliberate, and resolve grievances that could not be addressed at the community level.
- c. Coordinate technical guidance and support to community-level committees and focal persons.
- d. Maintain county-level grievance logs and track the progress of each case to ensure timely resolution.
- e. Prepare consolidated county-level reports for submission to the national-level E&S/GRM focal persons.
- f. Promote awareness of the GRM among county stakeholders and communities.
- g. Monitor GRM performance at both county and community levels, including adherence to procedures, timeliness, and quality of resolutions.
- h. Ensure representation from implementing agencies, local authorities, community members, and marginalized groups (VMGs/MCs, women, youth, PWDs).
- i. To offer training and mentorship to the community GRM committee to assure GRM expertise.

The County Forest Officer (CFO) will serve as the focal person for grievance management at the county level. Grievances that cannot be resolved at the community level will be escalated to the County Grievance Management Committee for redress. The CFO will coordinate with the County Commissioner (Chairperson) to constitute the committee, issue circulars, and convene meetings to review and resolve grievances. The committee will meet quarterly, aligned with project reporting timelines, and on an ad hoc basis when urgent issues arise.

(iii) Third Tier of the GRM (National Grievance Management Committee)

The third tier will be the National Grievance Management Committee that comprises the NPCU. Membership of the Committee will comprise the;

- i. KEWASIP National Project Coordinator - Chair Person;
- ii. NPCU Social Officer – Focal Person and Secretary;
- iii. NPCU Environmental Officer;
- iv. Representative from the KEWASIP implementing Agencies (KWS, KFS, KEFRI, NEMA, WRA, SDI);
- v. Legal officer;
- vi. Representative from relevant Ministries, Departments and Agencies (MDAs) focusing on pertinent conservation, social, health and safety aspects, including minority and vulnerable groups, social protection, gender and GBV, PWDs, grievance management, labor and working conditions, among others will be brought on board as needed to help address issues that fall within their constitutional mandates.

The roles of this committee include:

- a. Serves as the final decision-making body for grievances escalated from counties.
- b. Review and deliberate on complex or unresolved grievances, ensuring compliance with project safeguards, legal frameworks, and social protection standards.
- c. Provide guidance and technical input from relevant implementing agencies, legal advisors, and sector experts.

- d. Document final decisions in the KEWASIP GRM database and communicate outcomes to complainants.
- e. Oversight insight: Conduct system-wide monitoring, including audits of county and community-level GRM records, tracking trends, identifying bottlenecks, and recommending procedural improvements.
- f. Facilitate linkages to alternative dispute resolution mechanisms, including CAJ, courts, or traditional dispute resolution for VMGs/MCs.
- g. Ensure inclusive representation from NPCU, implementing agencies, relevant Ministries, Departments, and Agencies focusing on social, environmental, gender, and vulnerable groups' safeguards.

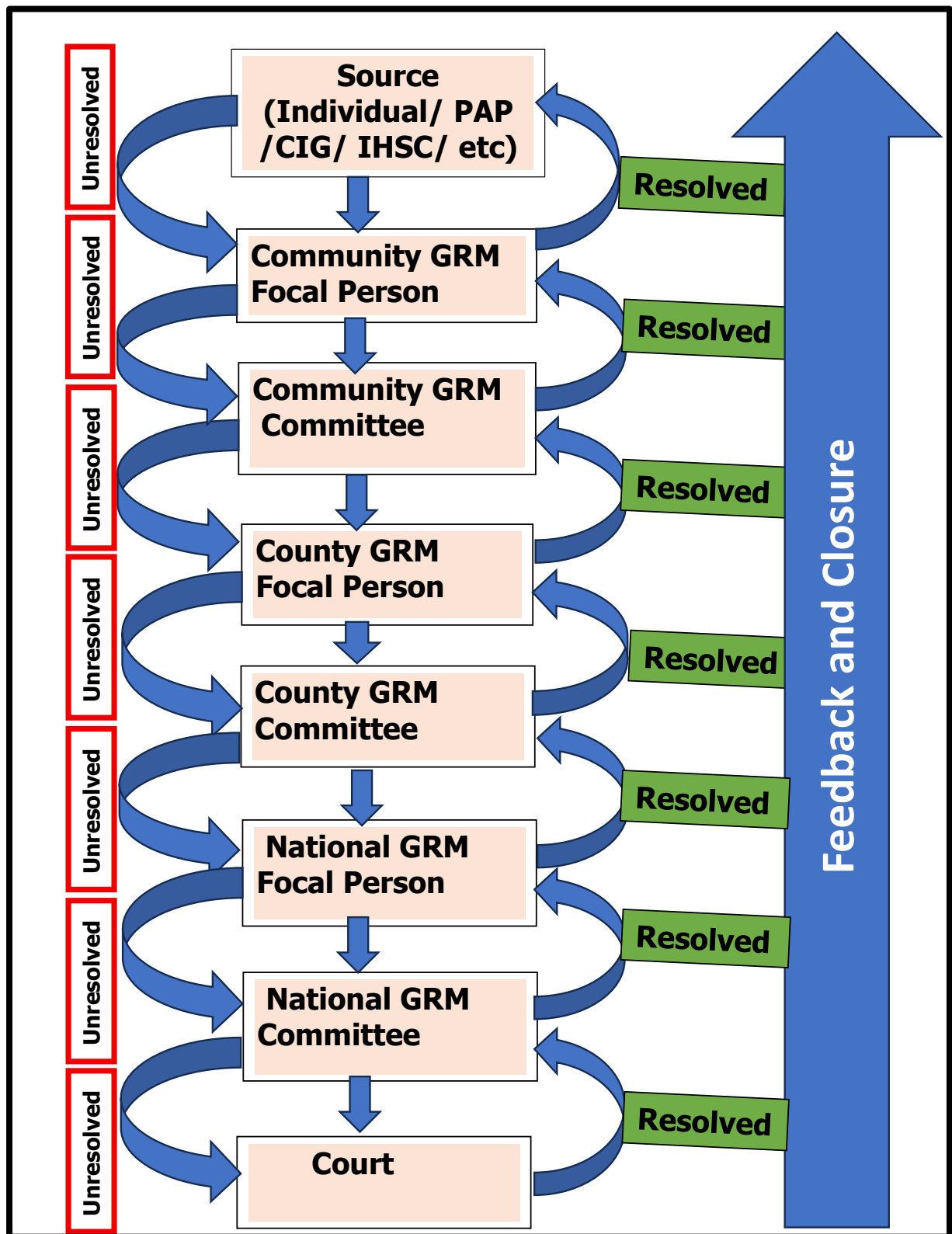


Figure 1: KEWASIP GRM structure

The National Grievance Management Committee will be established by the NPCU prior to the commencement of project activities. It will be chaired by the National Project Coordinator, with the Environmental and Social Officers serving as focal persons and

secretary. The committee will meet quarterly, in line with project reporting timelines, and on an ad hoc basis when urgent cases are escalated from the county level.

8.3 Key Staff Coordinating KEWASIP Grievance Management

The NPCU's Environmental & Social Officers will be the main focal persons mandated with grievance management for the project. At the community and county levels, the appointed E&S officers will be the responsible focal persons to support grievance management at those levels. The specific activities for the E&S Officers at the three levels are articulated below:

i. The Environment and Social Officers at the NPCU

The Environment and Social Officers at the NPCU will undertake the following activities:

- i. Coordinate the formation of Grievance Management Committees at the national, county, and community levels before the commencement of project interventions;
- ii. Serve as the main E&S/GRM focal persons for the project, liaise with, and assist to resolve all grievances in collaboration with community and county level focal persons;
- iii. Maintain overall project GRM logs detailing grievances received, resolved, and closed. Also, monitor the performance of the GRM through quarterly audits and recommend any corrective actions as appropriate;
- iv. Compile and prepare consolidated quarterly GRM monitoring reports, to be included as an annex to the quarterly E&S report, for submission to the Bank;
- v. Liaise with the project coordinator to ensure adequate financial resources are allocated for implementing the GRM; and
- vi. Facilitate GRM training for KEWASIP staff and stakeholders at the community, county, and national levels as well as information dissemination to beneficiaries in liaison with project community and county teams.

ii. County Forest Officer

The County Forest Officer in the respective KEWASIP counties will coordinate with the County Warden In charge and where available other counterparts from implementing agencies to constitute the County Grievance Committee. Therefore, the County Forest

Officer will be designated as the grievance focal person at the county level with the following responsibilities:

- i. Serve as the main focal person for grievance management at the County level;
- ii. Create awareness of the GRM amongst all the stakeholders at the County level;
- iii. Register, categorize, analyze, resolve grievances at the county level and provide feedback to the aggrieved;
- iv. Maintain the GRM log in both soft and hard copies;
- v. Follow-up on pending issues with the community, county, and national level grievance management committees;
- vi. Identify gaps and recommend actions for improving the GRM to the NPCU;
- vii. Prepare monthly/quarterly reports on all grievances received and processed and submit to the NPCU;
- viii. Build the capacity of the project staff at county and community level on grievance management; and
- ix. Monitor performance of the project GRM by taking periodic audits of all GRM activities at the county level.
- x. To offer training and mentorship to the community GRM committee to assure GRM expertise
- xi. Reporting to national level to the follow-up function of forest officers to ensure consistency and project management awareness.

iii. Forester or Assistant Forester

The NPCU will nominate staff responsible for grievance management at the community level of the KEWASIP. Specifically, the Forester or Assistant Forester will be designated as the grievance focal person at the community level with the following responsibilities:

- i. Serve as the main focal person for grievance management at the community level;
- ii. Create awareness of the GRM amongst all the stakeholders at the community level;
- iii. Register, categorize, analyze, resolve grievances at the community level and provide feedback to the aggrieved;
- iv. Maintain the GRM log in both soft and hard copies;

- v. Follow up on pending issues with the community, county, and national level grievance management committees;
- vi. Identify gaps and recommend actions for improving the GRM to the NPCU;
- vii. Prepare monthly/quarterly reports on all grievances received and processed and submit to the NPCU;
- viii. Build the capacity of the project staff at the community level on grievance management; and
- ix. Monitor performance of the project GRM by taking periodic audits of all GRM activities at the community level.
- x. To offer training and mentorship to the community GRM committee to assure GRM capacity enhancement.
- xi. Guide the community members through lodging complaints through the GRM system.

8.4 Meeting Schedule of the Grievance Management Committees

The three committees shall convene as needed to address grievances referred to their levels. The National and County committees shall convene on quarterly basis to review the effectiveness of grievance management for the Project and address any open grievances while the community committees shall convene on monthly basis. The quorum at the meeting shall be two third of the total membership. Minutes of meetings shall be recorded by the Focal Persons (FPs) and filed.

8.5 Mode of Receipt and Recording of Complaints

Project related Complaints can be submitted in writing, text message, over the phone/toll-free hotline, by emails, using anonymous/suggestion boxes, over the internet or verbally through walk-ins at the community-level project, county, NPCU offices, the project MIS and social media platforms. Stakeholders will be sensitized on the various grievance uptake channels during the project GRM sensitization workshops, and brochures with this information distributed. At county and community levels, the FPs shall receive, record, and collate all the grievances from the various uptake channels on a weekly basis. As soon as the officer receives a complaint, he/she shall issue an acknowledgement receipt (Annex 9) to the complainant and let the complainant know that it will be logged and checked for eligibility. The eligibility decision by the focal point shall be validated by the CGMC and/or the E&S officers and

recorded in the GRM database. The officer receiving the complaints shall obtain and document all the relevant basic information regarding the grievance.

KEWASIP will adopt a proactive and inclusive approach to enhance access to the GRM for Vulnerable and Marginalized Groups (VMGs) and Minority Communities (MCs) by ensuring that their concerns are identified, understood, and addressed in a culturally appropriate manner. This will be achieved through regular outreach by E&S/GRM focal persons (FPs) to VMGs/MC communities, either directly or through their representatives in GRM committees; periodic community meetings in accessible locations; use of trusted intermediaries such as community elders, leaders, and CSOs; and, culturally and linguistically appropriate communication. The process will integrate the principles of Free, Prior, and Informed Consent (FPIC) before any project activity that could affect VMG/MCs lands, resources, livelihoods, cultural heritage, or rights, ensuring that engagement is free from coercion, undertaken before implementation, based on complete and accessible information, and concluded with documented consent through legitimate community decision-making processes.

8.6 KEWASIP Grievance Handling Process

Step 1: Grievance Reporting

The Project will offer formal and informal channels in addition to the national judicial system for reporting compliments, occurrences, complaints, or grievances. The KEWASIP NPCU with the support of beneficiary counties will undertake 12 workshops (1 per county) per quarter to sensitize all stakeholders on the project GRM. The KEWASIP will provide various uptake channels, to be set up before commencement of project activities and publicized as shown in Table 3 below:

Table 3: KEWASIP Grievance Uptake Channels

#	Mode	Contact
1	NPCU's physical and postal address to submit verbal and written complaints. • GRM and GBV Focal Person Desk • Anonymous/suggestion boxes • Grievance Log • GRM email address	National Social officer

	• Toll free line • KEWASIP website • Social media platforms	
2	CPCU physical address to submit verbal and written complaints. • GRM and GBV Focal Person Desk • Anonymous/suggestion boxes • Grievance Log • GRM email address • Toll free line • KEWASIP website • Social media platforms • Local papers radios, posters, social halls, churches, markets	County Social officer
3	Community Level Project physical address to submit verbal and written complaints. • GRM and GBV Focal Person Desk • Anonymous/suggestion boxes • Grievance Log • Local papers radios, posters, social halls, churches, markets,	Forest station manager
4	1 (one) NPCU Toll Free line with a provision for WhatsApp and SMS, and E-mail address	TBP
5	KEWASIP Twitter/X Handle	TBP
6	KEWASIP Facebook Handle	TBP
7	KEWASIP MIS Link	TBP
8	Project Website with a provision for E-mail address	TBP

For greater accessibility, the channels will be published and publicized, including on the websites and social media platforms.

Step: 2 Grievance Receipt and Logging

For accountability purposes and continuous monitoring and learning, centralized logging and tracking is essential. All grievances received in written or oral form must

be logged at the applicable level of the three on the GRM logbook and all related documents scanned and archived as related to each case. Central logging will also be essential on the Project MIS database. The database will be maintained, and updated regularly with information on the status of the complaints, and track timeline compliance for resolve Within 24–48 hours. The grievance records will be useful for analysis and depicting patterns and trends in complaints, disputes, and grievances over the Project span. While transparency should be maintained through quarterly grievance reports, confidentiality of information or anonymity of the complainant(s) will be considered in line with the Data Protection Act, 2019. A sample grievance redress log is provided in Annex 10. Once logged, the grievance will be assessed for eligibility and assigned to the applicable focal person for tracking and resolve.

The community, county and national level project offices will maintain a GRM logbook in which complaints received by GRM FPs or other project staff, either in written or verbal form, are entered. The GRM FPs at the National, County and Community levels will be responsible for logging complaints. There will be a database at the National level which will be the central database. The FPs at the level where the grievance has been received and logged shall lead the screening process in consultation with the GRM Committee, E&S officer and relevant project implementing entities E&S/GRM focal person and make recommendation on eligibility and resolution. The focal person in consultation with the safeguards officer and relevant project implementing entities E&S/GRM focal person will validate and record the complaint, the decision to escalate to the committee will be informed by the outcome of the investigated claim.

GENERAL COMPLAINTS REGISTER

A complaints register Must capture the following information, dated at each stage towards the complaint resolution:

- i. Reference number;
- ii. Uptake channel utilized;
- iii. Name and address of the complainant/s,/their representatives/not applicable if anonymous;
- iv. Date of complaint;
- v. Summary of the complaint/grievance;

- vi. Signature of the complainant/s;
- vii. Category;
- viii. Resolution process (Not commenced/In process/Completed); and
- ix. Reference records (if referred).

CONFIDENTIAL COMPLAINTS REGISTER

Confidential complaints register will be used for private or sensitive complaints that cannot be entered in the general complaints register. The following information will be required for confidential complaints:

- i. Case ID / Reference Number
- ii. Date Received
- iii. Method of Submission
- iv. Complainant Details (Confidential Section)
- v. Anonymity Preference
- vi. Type of Grievance Broad category:
- vii. Brief Description of Complaint
- viii. Location of Incident
- ix. Date of Incident
- x. Persons Involved (Confidential)
- xi. Immediate Action Taken
- xii. Assessment Outcome
- xiii. Action Plan / Resolution Steps
- xiv. Date Resolved / Closed
- xv. Status Open / Under Investigation / Closed / Referred.
- xvi. Feedback to Complainant
- xvii. Responsible Officer Name or code of E&S/GRM focal person handling the case.
- xviii. Remarks / Notes

Categories of Complaints under the KEWASIP and Key Actors in Resolution			
SN	Category	Examples in KEWASIP Context	Responsible / Supporting Parties in Resolution
1.	Land, Boundary and Access Disputes	Disputes over forest boundaries, restricted access to forest resources, encroachment claims, or	- KFS Zonal/Station Forester - County Land Officer - National Land

		unclear demarcations between public and community lands.	Commission (NLC) - Local Administration (Chief, Assistant Chief) - Survey and Mapping Department
2.	Livelihood and Benefit Sharing Complaints	Unequal benefit distribution from livelihood projects, exclusion of groups (youth, women, VMGs, MCs), or elite capture of project benefits.	- KEWASIP Social Safeguards Officer - Community Forest Association (CFA) Leaders - County Project Coordinator - County Community Development Officer
3.	Employment and Labour-Related Grievances	Low or delayed wages, unsafe working conditions, gender bias in recruitment, or unfair dismissal of casual labourers.	- Contractor / Implementing Partner - Labour Officer (County/National) - Project Labour Management Focal Point - KFS HR Officer
4.	Environmental Degradation and Pollution	Tree felling, soil erosion, poor waste disposal, blocked water channels, or pollution from project works.	- Environmental Safeguards Specialist - NEMA (County Office) - KFS Ecosystem Conservator - County Environment Officer
5.	Water Resource Use and Catchment Conflicts	Conflicts over water abstraction points, reduced downstream flows, or damage to water infrastructure.	- Water Resources Authority (WRA) - County Water Department - KFS Catchment Management Officer - WRUA Representatives
6.	Gender-Based Violence / SEA/SH	Cases of sexual exploitation or harassment by workers or community members during project activities.	- Project SEA/SH Focal Point - Accredited GBV Service Providers (Health, Psychosocial, Legal) - County Gender Officer - Police GBV Desk (if survivor consents)
7.	Forest Product Use and Permit Issues	Denial or delay in issuing permits, favoritism in access to forest products,	- KFS Forest Manager - CFA Executive Committee - County Environment

		or disputes over forest user rights.	and Natural Resources Office
8.	Community Health, Safety and Security	Accidents during tree planting, unsafe construction works, or conflicts between guards and community members.	- Contractor HSE Officer - County Public Health Officer - KFS Security/Enforcement Unit - Local Police (if criminal in nature)
9.	Cultural or Heritage Site Concerns	Disturbance of sacred groves, burial sites, or cultural landmarks during project activities.	- National Museums of Kenya (NMK) - Local Elders/Cultural Leaders - KFS Environmental Officer
10.	10. Governance, Corruption and Accountability Issues	Alleged misuse of project funds, lack of transparency in procurement or leadership of CFAs, or favoritism in group formation.	- Project Procurement Officer - Internal Audit Unit - Ethics and Anti-Corruption Commission (EACC) - County Project Steering Committee
11.	Information Disclosure and Consultation Complaints	Poor or no communication on project plans, inadequate consultations, misinformation, or failure to incorporate community feedback.	- Project Communication and Stakeholder Engagement Officer - County Information Officer - Social Safeguards Officer
12.	Discrimination and Inclusion	Exclusion of vulnerable or marginalized groups (VMGs, PWDs, women, youth) from consultations, benefits, or employment.	- Social Safeguards Officer - VMG Representative - County Social Development Officer - Local Grievance Co

Step 3: Acknowledgement and Review of Grievances

All grievances will be acknowledged in writing, reviewed and investigated for eligibility. When a complaint is received verbally, it will be acknowledged verbally and recorded on the Project log and MIS database. When a complaint is received through email, social media platforms or whistle-blower channels, it will be acknowledged in writing, either via an official letter, email or social media handle. For all cases, acknowledgement shall be within 24- 48-hours of grievance receipt.

Step 4: Screening and Validation of Complaint

The received grievances will be screened to determine eligibility, categorization, classification, and further steps to be taken, including escalation to the appropriate Project level, all within 24- 48-hours of grievance receipt.

Eligibility of the grievance will be determined by:

- i. The nature of the claim, including its potential to have an adverse economic, social, or environmental impact.
- ii. Whether the complaint details the specific damage or harm that has happened or could happen, as well as how the Project has contributed to or could contribute to that impact.
- iii. If the complainant has been impacted, is at risk of being impacted, or is a representative of the stakeholders who have been impacted or who could be impacted.

If there is sufficient data for decisions obtained from the preceding three criteria for determining the eligibility of the grievance, the focal person shall provide feedback to the complainant, which may include;

- a. Request for more information if insufficient.
- b. Referral to relevant parties/MDAs if ineligible under the project.
- c. Action taken and next steps, if eligible.

Step 5: Initial Grievance Response

Once validity has been determined, resolution options are considered including on key aspects such as stakeholders' preferences, past experiences, prevailing Project issues, policies, legal & regulatory frameworks as well as potential outcomes. The Grievance Committee at the specific level in consultation with the E&S/GRM focal person, E&S officers and relevant project implementing entities E&S/GRM focal person will provide recommendations on the resolve of the grievance, which will be recorded in the grievance log and stored in the Project database. The appropriate responses are either to: i) resolve the complaint at the relevant project level and undertake engagements with all relevant stakeholders to resolve the complaint; or ii) request an investigation to gather more data through an additional assessment to ascertain the occurrence/case, causes, all responsible parties, propose actions to mitigate and address the complaint. This process and communication will be undertaken within a maximum of four (4) days from receipt of the grievance by the committee.

Step 6: Communication and Agreement with Complainant

One of the most important steps of the KEWASIP GRM is to provide clear feedback of outcome to the complainants. The GRM FPs at the National, county and community levels are responsible to provide feedback to the complainant's in-person, via email, message, or call. In case of an anonymous complaint/grievance, communication will be through the complainant provided channel, if provided. The means through which the complainant has been acknowledged shall also be recorded in the Project MIS database. In this regard, the complainants shall receive acknowledgement feedback within 7 working days after the issue is reported. The resolutions agreed upon must also be recorded in the Project MIS for purposes of adopting best practice, tracking grievance management and reporting. The KEWASIP GRM will use various approaches to acknowledge and communicate the grievance redress outcomes, which includes:

- i. Email/text messaging: Either an automatic or manual reply will be sent to the complainants confirming the receipt of their complaints and the processing timeline. The complainant, who has sent his /her grievance through email, will receive communication through email.
- ii. Grievance resolution form: A printed, or soft copy grievance resolution form will be utilized. The sample grievance resolution form is provided in Annex 12.
- iii. Phone call: The complainant, who has shared his/her grievance through a phone call, will also receive feedback through a phone call by the relevant GRM FP, or verbally. The grievance shall also be logged in the Project GRM log sheet.

All communications with complainants, including acknowledgements, feedback, and resolution updates, shall be documented and backed up by written communication. This may include formal letters, SMS, or email confirmations, depending on the complainant's preferred mode of communication and literacy level. Copies of all correspondence will be attached to the case record in the grievance log and stored in the Project MIS for accountability and audit purposes.

Step 7: Appeals Mechanism and Review of an Unsuccessful Approach

The project GRM provides an appeal mechanism for complainants who may not be satisfied with the resolutions of the GRCs at the respective level of the three. Appeals may be sought where the complainant is dissatisfied with the findings, rejects a proposed action, or is not keen on participating in the resolution process. The FP will

inform the complainant of available alternatives, whether through other recourse channels or judicial system, and, clearly document the decision taken by the complainant and the reasons. The appeal decision by the complainant will be communicated and documented on the Project GRM within two (2) days/48 hours of receipt by the NPCU.

Where a complainant deems the response or resolution unacceptable, the National-level GRC will review the case and consider whether alternative actions could have addressed the complaint. Where the matter remains unresolved, the project may facilitate third-party mediation or arbitration, with the project bearing the associated costs, to avoid prolonged disputes that could delay implementation or erode community trust.

Step 8: Implementation of Agreed Actions

When a complainant and FP agree to implement the agreed action/s, the procedure will be overseen by the GRC, at the respective level. Agreed actions will be implemented within timelines agreed for the grievance resolution.

Each case file shall include follow-up on the implementation of the agreed remedial action plan. The GRC and FP will monitor progress, document all actions taken, and confirm completion. Final closure of the case will only be made when the agreed action plan has been satisfactorily implemented.

Step 9: Closeout of grievances

The final step in the resolution process is to close the open grievance. If responses and action plan are acceptable by the complainant, the FP will document the satisfactory resolution and report the outcome to relevant stakeholders. The resolution shall be captured in the Project MIS database within 7 working days after completion of action.

Step 10: Monitoring and Reporting of the Grievance Redress Mechanism

Monitoring and reporting of the Project GRM:

- i. Measures effectiveness of the system;
- ii. Facilitates compliance with national policies, legal & regulatory frameworks and the applicable standards of the World Bank's ESF;

- iii. Enhances stakeholders trust improving community and beneficiaries' confidence;
- iv. Identifies systemic issues and prevents escalations by detecting recurrences, facilitates modification of Project implementation through data-driven decision making;
- v. Promotes inclusion and equity as the system will be accessed on cultural appropriateness and gender-sensitivity. Also, the system will ensure VMGs/MCs have equal access to the Project GRM;
- vi. Strengthens accountability and transparency as grievances are tracked and logs maintained; and Stakeholders and beneficiaries shall be encouraged to actively participate in implementation facilitating achievement of Project outcomes.

To support the functionality of the Project GRM, the NPCU will conduct planned Project supervision and monitoring missions. The number of grievances received and their status of resolution will be reported by community and county levels GRM FPs on a monthly basis. The GRM reports will be submitted to the Social Officer at the NPCU (who serves as the main GRM FP) for compilation and onward submission to the Bank.

GRM monitoring reports shall also include performance against established Key Performance Indicators (KPIs), such as the number and types of grievances received, resolution rates, average resolution time, percentage of appeals, level of complainant satisfaction, and trends in recurring issues. This will support continuous improvement, accountability, and evidence-based decision-making within the Project.

9 Use of alternative dispute resolution mechanisms

In addition to the Project GRM, KEWASIP recognizes that affected persons and communities may choose to pursue Alternative Dispute Resolution (ADR) mechanisms. These include mediation, conciliation, and arbitration as provided for under Kenyan law and supported by the Constitution of Kenya (2010). ADR processes offer a flexible, culturally appropriate, and cost-effective avenue for resolving disputes while promoting dialogue and sustaining community trust.

ADR may be applied when a grievance remains unresolved after all Project GRM tiers have been exhausted, when a complainant prefers ADR due to cultural norms,

confidentiality needs, or case sensitivity, when disputes involve multiple parties requiring a neutral third-party mediator or arbitrator, or where litigation or a prolonged GRM review may escalate tensions or delay implementation. In all cases, ADR will only proceed with the voluntary and informed consent of the complainant. The E&S/GRM focal person will explain the available ADR options, outline procedures, implications, and expected timelines, and obtain written or verbally recorded consent. The complainant retains the right to withdraw from the ADR process at any stage.

The KEWASIP commits to respecting and implementing ADR outcomes, provided they comply with national laws and the World Bank Environmental and Social Framework (ESF). All ADR outcomes will be documented in the GRM logbook and MIS, and any agreed corrective actions will be incorporated into the Project implementation schedule. Where an ADR outcome does not align with legal or safeguards requirements, the Project will work with the parties to revise the outcome in a manner consistent with applicable standards.

To prevent financial barriers that may inhibit access to ADR, KEWASIP will cover reasonable costs associated with ADR processes, including mediator fees, meeting logistics, transportation, and documentation. Vulnerable and Marginalized Groups (VMGs/MCs), women, persons with disabilities, and low-income Project Affected Persons (PAPs) will not bear any financial burden when accessing ADR services.

KEWASIP will ensure that PAPs and communities are well informed about the availability and use of ADR mechanisms through GRM sensitization meetings and public barazas, county and community-level consultations, disclosure materials such as brochures, posters, and community noticeboards, as well as training for GRM focal points and traditional leaders. Information on ADR options will also be shared during the preparation and validation of VMGPs to ensure awareness and accessibility, particularly among VMG/MC communities costs to promote fairness, prevent protracted disputes, and maintain community trust.

KEWASIP recognizes and will accept the outcomes of resolutions reached through legitimate Alternative Dispute Resolution (ADR) mechanisms, including mediation, conciliation, and arbitration, provided that such resolutions are consistent with national laws and the World Bank Environmental and Social Framework (ESF).

Where disputes remain unresolved through the Project GRM, the complainant may, with the assistance of the E&S/GRM focal person, request referral to an ADR mechanism. The Project may facilitate such processes and, where appropriate, bear the associated costs to promote fairness, avoid protracted disputes, and maintain community trust.

9.1 Traditional grievance redress mechanism among VMGs/MCs communities

Prior to engaging with the project GRM, the traditional dispute resolution structures existing for each of the VMGs/MCs will be anchored on to resolve grievances. During the preparation and validation of the VMGPs, the Foresters or Assistant Foresters will document the traditional dispute resolution structures existing for each of the VMGs/MCs communities including identifying a VMG GRM focal points and involvement of VMG/MMGs traditional councils who form the GRM committee.

Aggrieved persons or communities seeking redress will notify their VMGs/MCs GRM focal points or the appropriate VMGs/MCs traditional councils. If the complainant does not agree with the resolution provided through the traditional grievance mechanism existing within each VMG/MCs community, the complainant will be offered the option of reaching out to the three-tier project GRM outlined earlier. The KEWASIP will provide additional uptake channels such as toll-free telephone lines, dedicated email addresses, physical suggestion/complaint boxes, community noticeboards, and scheduled GRM outreach visits for the project GRM in VMG/MCs areas to enhance its utilization.

9.2 National Referral Institutions

All the complainants dissatisfied with resolution provided through the project GRM will be referred to the other grievance handling structures in Kenya such as the National Gender Equality Commission, National Council for Persons with Disabilities, Kenya National Commission on Human Rights, the Ethics and Anti-Corruption Commission, CAJ, NET, and the Kenyan Courts of Law as the last resort.

In addition, complainants may be referred to appropriate ADR mechanisms or may choose to submit grievances directly to the World Bank's Grievance Redress Service (GRS) if they believe the Project has not complied with Bank policies. Information on the World Bank GRS, including submission procedures, shall be made accessible to

communities through Project disclosure materials, noticeboards, and outreach sessions.

These options ensure that all grievances are fairly addressed through transparent, inclusive, and legally recognized channels, thereby strengthening accountability and trust in KEWASIP's operations.

10. World Bank Grievance Redress Service

Communities and individuals who believe that they are adversely affected by a WB supported project may submit complaints to existing project-level grievance redress mechanisms or the WB's Grievance Redress Service (GRS). The GRS ensures that complaints received are promptly addressed by engaging both the World Bank project team and the complainant. Project affected communities and individuals may also submit their complaint to the World Bank's independent Inspection Panel, which determines whether harm occurred, or could occur, because of World Bank non-compliance with its policies and procedures. Complaints may also be submitted at any time after concerns have been brought directly to World Bank's attention, and the Bank's Management has been given an opportunity to respond. For information on how to submit complaints to the World Bank's corporate Grievance Redress Service (GRS), please visit <https://www.worldbank.org/en/projects-operations/products-and-services/grievance-redress-service>. For information on how to submit complaints to the World Bank Inspection Panel, please visit www.inspectionpanel.org. These contact email addresses will also be shared to project stakeholders through the GRM disclosure workshops.

11. The KEWASIP Grievance Management Information System (MIS)

To complement the three tier GRM levels, the project shall develop an MIS with a specific platform for reporting, processing, and resolving grievances. The MIS will be critical in ensuring centralization and consolidation of grievance management including, sending automated acknowledgements and responses, generation of standard reports. The NPCU will have overall responsibility for managing the GRM MIS, including system administration, data oversight, and quality assurance. The NPCU Environmental and Social Officers will serve as the MIS Data Custodian, ensuring that data entry, storage, and access comply with the Project's Data Protection and

Confidentiality Policy. The ICT Officers at national and county levels will provide technical support, system maintenance, and backup services.

The costs for establishing, operating, and maintaining the MIS will be financed through KEWASIP's project coordinating unit. This will ensure sustainability, timely updates, and integration of the MIS with other Project information systems.

The process of developing and implementing the MIS will take cognizance and comply with the principles of the Data Protection Act, 2019 that include:

- i. Lawfulness, fairness, and transparency;
- ii. Purpose limitation;
- iii. Data minimization;
- iv. Accuracy and storage limitation; and
- v. Security and confidentiality.

12. Sexual Exploitation Abuse and Sexual Harassment (SEA-SH) grievances management

The project GRM with numerous uptake channels, shall support the confidential reporting and logging in of SEA-SH complaints at each sub-project location. A SEA-SH Prevention and Action Plan has been prepared for the KEWASIP that elaborates on the procedures SEA-SH grievances will be received, recorded, and handled. The KEWASIP GRM will be adapted to receive, record, and refer all SEA-SH complaints to qualified GBV service providers in line with referral pathways outlined in the SEA-SH plan. In this respect, the following considerations will be made:

- i. The GRM will adopt a survivor-centered approach in which the safety and well-being of the SEA-SH survivor is the first priority and, in relation to adult GBV survivors, any action is only taken with the survivor's consent;
- ii. In order to act in the best interests of children, the Project GRM will develop specific protocols for children survivors of SEA-SH. For child survivors, the GRM will adhere to the child protection protocols outlined in the SEA/SH Prevention and Action Plan. Consent will be obtained through the child's parent or legal guardian, or through a designated child protection officer in cases where the parent/guardian is implicated or unavailable. All actions involving minors will comply with the Children Act (2022) and other relevant national child protection frameworks. Also, GRM FPs

will be trained on how to respond to cases involving children, regardless of whether the child or a third-party lodges the complaint. The GRM will provide multiple channels through which complaints can be registered in a safe and confidential manner, including through anonymous complaint reporting mechanisms (anonymous/suggestion boxes and the toll-free line);

- iii. The E&S/GRM focal persons (FPs) will be trained to respond appropriately to SEA/SH incidents involving both adults and children, ensuring sensitivity, confidentiality, and a non-discriminatory approach.
- iv. The E&S Officers at NPCU and CPCUs will ensure that information on how to report complaints is disseminated among project beneficiaries and communities;
- v. The E&S Officers at NPCU, CPCUs and E&S/GRM focal persons will advise SEA-SH survivors of mandatory reporting requirements and limits of confidentiality as required under Kenyan law and the World Bank's ESF. The E&S Officers at the NPCU and CPCU, in collaboration with the GBV/SEA-SH Advisor, will be responsible for guaranteeing proper referral and confidentiality. This includes maintaining secure survivor information, restricting access to authorized personnel only, and ensuring that referral is made immediately and safely to qualified GBV service providers identified in the SEA/SH Action Plan.;
- vi. The Project E&S Officers at NPCU, CPCUs and GBV/SEA Advisor will ensure that personal information of a survivor is protected. No identifiable information on the survivor will be stored in the GRM and all information must be kept confidentially and to the extent possible anonymized. The GRM will not require disclosure of, or record, information on aspects of the SEA-SH incident other than (a) the demographic data, such as age and gender; (b) the nature of the complaint (what the complainant says in her/his own words without direct questioning); (c) if, to the best of the complainant's knowledge, the alleged perpetrator was associated with the project; and (d) whether they received or were offered referral to specialized GBV/SEA-SH services. Where mandatory reporting requirements apply, information disclosure should be made in accordance with legal requirements, and information should only be released to the appropriate authority or agency;
- vii. Access rights to the Project MIS will be provided to specific staff trained in SEA-SH management to ensure the confidential handling of SEA-SH cases.
- viii. The project E&S Officers at NPCU and CPCUs will serve primarily to refer complainants to GBV service providers (whether related to the project or not)

immediately after receiving a complaint. The project will also facilitate the survivor to access the GBV provider they choose to. Where the complainant consents, the GRM should initiate procedures to determine whether disciplinary measures should be implemented. The GRM should also monitor follow-up actions and record resolution of the complaint in line with survivor-centered principles.

- ix. The GRM will operate without prejudice to any other complaint mechanisms or legal recourse to which an individual or community may otherwise have access to under national, regional, or international law, or under the rules and regulations of other institutions, agencies, or commissions.
- x. The Social Officer at the NPCU together with the GBV/SEA Advisor (engaged on a need basis), will provide technical guidance to ensure GBV/SEA-SH considerations are integrated into the GRM across the three tiers. This will include developing standardized IEC materials, preparing training modules for grievance focal points at the County and community level GRM committees, and coordinating national level awareness initiatives to ensure consistent messaging across the project. The Social Officers (GBV/SEA-SH focal points) at the county GRM committees will operationalize these materials within the local context and lead awareness creation activities linked to the GRM. These will include sensitizing communities on how to report GBV/SEA-SH related grievances, integrating awareness messages into GRM forums and barazas, distributing IEC materials, and working with local leaders, service providers, and media to strengthen community knowledge of reporting channels.

All FPs will be trained to receive SEA-SH complaints, to frame questions in a non-accusatory manner, and to treat complainants with respect. In addition, they will be trained to follow specific protocols when receiving complaints related to SEA-SH against children. The GRM may also verify whether the allegation is linked to the project and will have an ongoing role in monitoring progress and conclusion of the complaint, including actions taken. Follow-up support to the survivor is provided by the GBV service providers, while the Project GRM at the National, County and Community levels will monitor effective access to holistic care based on each survivor's needs and wishes.

For project E&S Officers at NPCU and CPCUs to be able to respond appropriately to incidents of SEA-SH, it is important that the NPCU identifies in advance competent GBV service provider (s) to refer survivors to, for support. GBV service providers play an essential role in supporting survivors and mitigating the harm of SEA-SH including through health services; psychosocial care; and security, legal, and financial support. However, the availability and quality of GBV service providers varies significantly across the country. At the time a complaint occurs, it is often too late to identify and evaluate a suitable GBV service provider for referral. For this reason, the NPCU should seek to identify referral pathways before project activities commence, after careful GBV service provider mapping and capacity assessment to be conducted during the preparation of the KEWASIP SEA-SH Prevention and Action Plan.

All actions under this section shall be implemented in full alignment with SEA-SH prevention Action Plan (*Chapter 6 of KEWASIP Sexual Exploitation, Abuse and Sexual-Harassment (SEA-SH) Prevention and Response Plan 2025*) which provides detailed referral pathways, survivor report protocols and reporting procedures.

13. Grievance documentation, monitoring and reporting

Documentation of complaints and grievances will include those that are communicated through formal and informal channels. The grievances shall be logged, assessed, assigned to a FP for tracking and close out only after all agreed remedial actions have been satisfactorily implemented and verified , through consultations with the complainant(s). Records provide for the analysis of patterns and trends in complaints, disputes, and grievances over time. While transparency will be maintained through grievance logs being maintained, provision shall also be made for confidentiality of information or anonymity of the complainant(s) in accordance with Data Protection Act 2019. A grievance file will be opened for each case and maintained by the respective GRM FPs at the community, county and national levels.

The file will include:

- i. The grievance form and supporting evidence;
- ii. Investigation notes and correspondence;
- iii. The agreed action plan for resolution;
- iv. Follow-up documentation confirming completion of the agreed actions; and
- v. Closure confirmation, signed or acknowledged by the complainant where possible.

Grievance files shall remain open until all agreed actions are fully implemented and verified.

A consolidated Grievance Log will be maintained by the NPCU, combining grievances received at the community, county, and national levels. The GRM FPs shall record the following information:

1. Date of the complaint;
2. Individual grievance reference number;
3. Name of the person submitting the complaint, question, or other feedback, address and/or contact information (unless the complaint has been submitted anonymously);
4. Details of the complaint, feedback, or question including his or her location;
5. Name of person assigned to deal with the complaint (acknowledge to the complainant, investigate, propose resolutions, etc.);
6. Details of proposed resolution, including person(s) who will be responsible for authorizing and implementing any corrective actions that are part of the proposed resolution;
7. Date when proposed resolution was communicated to the complainant (unless anonymous);
8. Date when the complainant acknowledged, in writing if possible, being informed of the proposed resolution;
9. Details of whether the complainant was satisfied with the resolution, and whether the complaint can be closed out;
10. If necessary, details of escalation procedure; and
11. Date when the resolution is implemented (if any).

The updated grievance logs from CPCUs will be submitted every month to the Social Officer at the NPCU level for consolidation and on-ward forwarding to the Bank on quarterly basis. The NPCU shall monitor the implementation of the GRM on a monthly basis. The monitoring of the GRM will include the following indicators:

- i. Number of grievances received, logged, acknowledged, processed, resolved, and closed within a set time frame;
- ii. Number of cases requesting external review or alternative third-party arbitration;

- iii. Number of stakeholders satisfied with resolution outcomes; Number of and percentage of grievances received per categories/ severity rating Categories and severity ratings will be classified as: minor (resolved within 7 days), moderate (requires investigation and resolved within 14 days), and major (complex, escalated, or requiring management or third-party intervention).
- iv. Number and percentage of grievances resolved versus rejected. Rejection criteria shall include grievances unrelated to the project, those without adequate information, or those already under formal judicial or administrative review. Such cases shall be documented, and reasons for rejection communicated in writing to the complainant.; and
- v. Number and percentage of grievances per operation site/watershed.

Through the project MIS, the KEWASIP shall analyze:

- i. Grievance trends & patterns on the frequency (daily, weekly, monthly), categories of complaints and those recurring.
- ii. A demographic and stakeholder analysis on gender and the various stakeholders who raised grievances including project workers, communities, contractors, suppliers, VMGs/MCs.
- iii. The specific sub-project locations where grievances were raised.
- iv. The efficiency in resolution of grievances on the average time taken to close grievances, analysis of resolved vis-a-vis open grievances and escalated grievances.
- v. The root cause analysis of recurring issues and systemic lessons to inform adaptive project management.
- vi. Compliance with national policies, legal and regulatory frameworks and the applicable standards of the World Bank's ESF.
- vii. Impact assessment as related to negative effect/s of grievances to actual project implementation specific to related costs and timelines. Also, assessment of E&S impacts as linked to open grievances.
- viii. A predictive analysis to act as an early warning mechanism for potential grievances related to project implementation and hotspot project sites.

Where non-compliances or recurrent systemic issues are identified through monitoring or MIS analysis, the NPCU shall develop and implement corrective action plans. These may include revising procedures, retraining staff or contractors, strengthening community engagement, or enforcing contractual or administrative measures as appropriate. Follow-up actions shall be tracked and verified until compliance is achieved. Performance reports on grievance management will be prepared and shared with the World Bank, the Project Steering Committee, and other relevant stakeholders on a quarterly basis. The reports will highlight trends, systemic issues, corrective actions implemented, and lessons learned to enhance overall GRM functionality and project performance. The extracted data and performance insights will inform continuous improvement of the GRM system and support adaptive management of KEWASIP implementation.

14. Evaluating the grievance mechanism

The evaluation system shall assess the overall effectiveness and the impact of the Project GRM.

The evaluations will be undertaken quarterly and results contribute to improving the functionality of the GRM and provide valuable feedback to the NPCU.

To strengthen continuous learning and localized responsiveness, periodic evaluations will also be conducted at the watershed and county levels every six months, enabling early detection of systemic issues and ensuring adaptive management of grievance trends at the sub-project level.

Whilst conducting the evaluation, the following questions can be considered:

- i. How many complaints have been raised?
- ii. What types of complaints have been raised?
- iii. What is the status of the complaints (rejected or not eligible, under assessment, action/s agreed upon, action/s being implemented, or resolved/closed)?
- iv. How long did it take to resolve the complaint?
- v. Are there certain demographic group's often raising grievances such as men, women, youth, elderly, VMGs/MCs?
- vi. How many complainants have utilized the project GRM uptake channels?
- vii. Are complaints linked to specific project interventions or sub-project phases?
- viii. Is there a pattern on the categories of grievances raised?
- ix. Are complainants satisfied with the outcomes?

- x. Is the Project GRM effective in realizing the goals, objectives, and principles of a GRM system?
- xi. Is the Project GRM capable of responding to the range of grievances being reported?

To ensure objective measurement of performance, the evaluation process will use Key Performance Indicators (KPIs) aligned with project-level results frameworks and World Bank standards. The KPIs shall include, but are not limited to:

- i. Average time taken to acknowledge and resolve grievances (target: within 7–21 days, depending on grievance complexity);
- ii. Percentage of grievances resolved within agreed timelines (target: $\geq 80\%$);
- iii. Percentage of complainants satisfied with the resolution process and outcomes (target: $\geq 75\%$ satisfaction rate);
- iv. Percentage of grievances referred to external mechanisms or third-party arbitration (target: $\leq 10\%$);
- v. Percentage of anonymous or SEA/SH-related grievances handled confidentially and referred appropriately (target: 100% compliance);
- vi. Trends in grievance frequency and categories per quarter, showing reductions in recurrence or improvement in resolution timeliness; and
- vii. Effectiveness of corrective or preventive actions implemented following grievance reviews.

At Project mid-term, an in-depth evaluation of the GRM performance will be undertaken using a structured assessment tool. This evaluation will measure trends, KPIs, and stakeholder perceptions, and will include recommendations for system strengthening.

The findings from both watershed-level and mid-term evaluations will be synthesized into a consolidated report for the NPCU and the World Bank, highlighting trends, performance gaps, adaptive responses, and lessons learned to continuously enhance the efficiency and credibility of the Project GRM

15. Publicizing the KEWASIP's GRM

The section delves into strategies to publicize the GRMs to affected persons and other stakeholders especially VMGs/MCs and PWDs. Therefore, to enhance utilization of the GRM, the NPCU in close collaboration with the community-level and county Project teams will ensure that it is widely publicized among stakeholder groups, such as the affected communities, government agencies, and civil society organizations. Inadequate disclosure of the GRM may potentially lead to its under-utilization and eventually the GRM loses its relevance and validity of the purpose for which it was established. Therefore, the NPCU will implement a structured awareness and outreach campaign that explains not only the project-level GRM but also the full range of available grievance recourse options, including:

- i. Local and traditional dispute resolution mechanisms (as described under Section 9.1);
- ii. Third-party mediation or arbitration, where applicable, as a voluntary alternative to avoid prolonged disputes; and
- iii. External redress channels, such as the World Bank's Grievance Redress Service (GRS) and relevant national judicial systems or oversight institutions.

An effective awareness campaign, launched to give publicity to the Project GRM will include among others the following aspects:

- i. Scope of the project, target beneficiaries/communities, components, and key interventions;
- ii. The project GRM including other alternative GRMs (the World Bank's GRS, other national systems for GRM);
- iii. How the different GRMs can be accessed and procedure for lodging complaints;
- iv. Support available PAPs and vulnerable groups (VMGs/MCs) to help them understand their rights, grievance processes and available grievance channels
- v. Types of grievances not acceptable to the GRMs;
- vi. Who can access the GRMs and how complaints can be reported to those GRMs and to whom, e.g., phone, facsimile, WhatsApp numbers, postal and e-mail addresses, and websites of the GRMs, and information that should be included in a complaint;
- vii. Procedures and time frames for initiating and concluding the grievance redress process;

- viii. Boundaries and limits of GRMs in handling grievances including matters beyond its jurisdiction such as criminal cases or civil disputes between private parties (cross-referenced to section 8.6.4 Screening and validation of complaints); and
- ix. Roles of different agencies such as project implementers and funding agencies.

Additionally, to create awareness on the GRMs to affected parties including VMGs/MCs particularly those with literacy, mobility and disability challenges, and other interested parties, the NPCU will adopt a variety of methods including: (i) displaying graphical posters and summaries of project instruments in public places accessible to all stakeholders such as in chiefs' offices, community-level, and county project offices for implementing agencies, community centers and religious places. The posters and summaries will be written in languages understandable to all stakeholders including communities and VMGs/MCs; (ii) through public forums/youth engagements held at the community and county levels by Foresters or Assistant Foresters and CFOs, and Wardens In-charge; (iii) social media platforms, and (v) vernacular radio and TV stations (as applicable).

The GRM will be summarized in simple and easy to understand procedures for submitting grievances in languages understandable to all, indicating the expected length of timelines for acknowledgment, response, and resolution of grievances. Lastly, the implementing agencies will publicly disclose the instruments on their external websites in line with the World Bank Access to Information Policy.

16. Budget for implementing the KEWASIP's grievance mechanism

Table 4 presents the estimated budget for implementing the GRM under KEWASIP. The budget will cover costs related to the formation, training and maintenance of grievance management committees, procurement of required hardware, monitoring and auditing the performance of the GRM and facilitation and logistical support for grievance resolution meetings. Costs related to training of project staff and service providers and awareness to beneficiaries/communities on GRM are covered under the Stakeholder Engagement Plan budget. A contingency provision (10%) is included to cater for additional expenses that may arise from the implementation of agreed resolutions.

Table 4: Estimated budget for implementation of the KEWASIP GRM for 5 Years

#	Item	Units	Cost (KES)
1	i. Formation and maintenance of 12 community level grievance management committees. (Stakeholder engagement in 12 counties, Sensitization on GRM guidelines, Stakeholder workshops (12 x 20 per county X 2 Committees (1st tier, 2nd tier) x 5days stakeholders) conference packages, Transport reimbursement for stakeholders, Fuel for officers) ii. DSA for officers/facilitators 10 per county for 7days	No. of voluntary positions Lump sum budget to facilitate meetings to resolve grievances	3,000,000
2	Formation and maintenance of 12 county level grievance management committees (transport, DSAs, Conference package)	No. of Voluntary positions Lumpsum budget to facilitate meetings to resolve grievances	2,000,000
3	Formation and maintenance of 1 national level grievance management committee at the NPCU (Sensitization on GRM guidelines NPCU workshop 5days x 20 officers x 4,000 Conference package,	No. of Voluntary positions Lumpsum budget to facilitate meetings to resolve grievances	1,500,000

#	Item	Units	Cost (KES)
	Fuel for 8 vehicles, DSA for officers for 6days, Facilitators/TOT, DSA for drivers 11200 for 8 drivers).		
4	Training of 12 County Forest Officers, Wardens In-charge, WRA directors, NEMA and KEFRI on KEWASIP GRM (Training of 10 officers per county (12) x 5days X 15 pax @ Ksh 4000 conference package Transport reimbursement for 10 officers Fuel for facilitators, DSA for officers/facilitators 15 per county for 6days).	Virtual meetings. Lumpsum budget for communication	300,000
5	Training of 90 grievance management committees. Trainings conducted at the county and community levels by the trained Social Expert and an Assistant. (Transport reimbursement 90X20ppl Lunch/snacks 90X20pax XKsh1000, Dsa for 3officers (3XKsh 14000 X12 counties X 5days, Fuel for 1 vehicle)	Meeting facilitation 90 committees @20,000	1,860,000
6	Acquisition and maintenance of 90 anonymous/suggestion boxes.	90 boxes@ 5,000	465,000

#	Item	Units	Cost (KES)
7	Acquisition and maintenance of 1 toll- free line at NPCU.	Setup Fee for one toll free line: KSh 8,320 (one-time) Annual Rental: \$40 × 12 × 130 = KSh 62,400 Annual Call Charges: 300 min × 12 × KSh 36.40 = KSh 131,040 Total First-Year Cost: KSh 201,760 *5 5years Total cost= KSH1,008,800	1,008,800
8	Monitoring the performance of GRM. (Monitoring quarterly, Field visits 4 X 12 counties X 3officers ksh14,000, Fuel for 1 vehicle)	5@450,000	2,250,000
9	GRM Audit at mid and end of the project	1 @2,000,000*2 by an external social auditor	4,000,000
10	Evaluations on SEA/SH GRM Performance every six (6) months throughout Project implementation	12 semi-annual (every six months) evaluations at watershed@500,00	6,000,000
	TOTAL		21,715,000
	CONTINGENCY (10%)		,2,171,500
	GRAND TOTAL		23,886,500

Explanatory Notes:

"Voluntary Positions":

Refers to community and stakeholder representatives serving in Grievance Redress Committees (GRCs) at community, county, and national levels on a non-salaried, voluntary basis. These members represent groups such as VMGs/MCs, women, youth, and PWDs. Although not salaried, modest facilitation (transport reimbursement, refreshments, and meeting allowances) is provided to support participation, consistent with GoK and World Bank standards for community engagement.

ANNEX 1: GRIEVANCE DOCUMENTATION AND ACKNOWLEDGEMENT FORM

Country: Institution:

Name of Complainant:

Contacts: Phone..... Email address

Date of Complaint: (dd-mm-yyyy)

Documents comprising the complaint: (petition, supporting documents etc.)

1)

2)

3)

Summary of Complaint:

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

Name and Signature of the Complainant:

.....

Name and Signature of Officer receiving the
complaint:

KEWASIP ANONYMOUS GRIEVANCE REPORTING FORM (GRM)

Confidential (Do Not Include Your Name)

1. Report Details

Date of Submission:

County/Sub-County:

Project Component / Activity:

Site/Location of Incident: _____

2. Type of Grievance

- ☐ Environmental issue (dust, noise, pollution, waste, etc.)
- ☐ Social issue (community impacts, land access concerns, vulnerable groups, etc.)
- ☐ Health and Safety issue
- ☐ Sexual Exploitation and Abuse / Sexual Harassment (SEA/SH)
- ☐ Child protection concern
- ☐ Labour-related grievance (workers' conditions, wages, OHS)
- ☐ Gender-Based Violence (GBV)
- ☐ Resettlement or compensation concern
- ☐ Misconduct or unethical behavior
- ☐ Fraud, corruption, or misuse of project resources
- ☐ Complaint about project staff/contractor
- ☐ Other(specify): _____

3. Description of the Grievance

4. Evidence or Supporting Information (Optional)

5. Has This Issue Happened Before?

- ☐ Yes ☐ No

If yes, when? _____

6. Suggested Action or Proposed Solution (Optional)

7. Preferred Mode of Follow-Up (Optional)

Phone (no personal name): _____

Email (non-identifiable): _____

Other method: _____

☐ I prefer not to be contacted

8. For Official Use Only (Do Not Fill This Section)

GRM Reference Number: _____

Date Received: _____

Received By: _____

Category Assigned: _____

Action Taken: _____

Date Closed: _____

ANNEX 2: GRIEVANCE REDRESS LOG

GRIEVANCE LOG		Person Completing	
Watershed		Contact	
Hydroshed			
Community (in detail)			

/

[illegible]

6																		
7																		
8																		
9																		
10																		
11																		
12																		
13																		
14																		
15																		

ANNEX 3: COMMITTEE MEETING RECORDING FORM

County: _____

Community(specify): _____

(Name of the local area or settlement where the complaint originated)

Date of the Meeting: _____; Complaint Register No. _____

Venue of meeting: _____

Details of Participants:

Complainants (if present)	Committee Members
1.	1.
2.	2.
3.	3.
4.	4.
5.	5.

Summary of Grievance:

Summary of casesdiscussed:

Decisions taken in the meeting / Recommendations of GRC:

Issue solved / Unsolved _____

Signatures

Name of Chairperson: _____

Signature _____ Date: dd-mm-yyyy _____

Name of Secretary _____

Signature _____ Date _____

ANNEX 4: GRIEVANCE RESOLUTION FORM

County: _____

Community: _____

1. Name of
Complainant(Optional): _____

2. Date of
Complaint: _____

Summary of the
Complaint: _____

3. Summary of
Resolution: _____

4. Date of Redress of the Grievance: (dd-mm-yyyy)

5. Feedback and acceptance

Complainants accepts resolution (tick appropriately) _____

Complainant rejects resolution (tick appropriately) _____ if not accepted, indicate reasons. _____

_____ - _____

Decision

Appeal requested _____

Reffered _____

Closed _____

6. Signature of the grievance committee chairperson:

Name of Chairperson: _____

Signature _____ Date: dd-mm-yyyy _____

Name of Secretary _____

Signature _____ Date _____

ANNEX 5: LIST OF KEY INFORMANTS

#	NAME	POSITION & INSTITUTION/DEPT	COUNTY
1.	Protas Masaba	Dep. Forest Conservator, KFS	Meru
2.	Hamida Nyuki	Assistant Forester, Nyambene Forest Station, KFS	Meru
3.	Paul Mirikau	Forester, Ngaya Forest, KFS	Meru
4.	Martin Mutie	County Forests Officer, KFS	Makueni
5.	Agnes Maswai	Assistant County Commissioner, Kibwezi, NGAO	Makueni
6.	Lawrence Orre	Kenya Forest Research Institute (KEFRI)	Makueni
7.	Stella Wamunyolo	Water Resources Authority (WRA)	Makueni
8.	Sammy Mwatu	Chair, Thome wa Akamba	Makueni
9.	Jimmy Njau Kamandi	Social Development Officer, State Department of Social Protection	Kajiado
10.	Vincent Musee Ndinda	Social Development Officer, State Department of Social Protection	Marsabit
11.	Chimwaga Katembo	Social Development Officer, State Department of Social Protection	Kwale

ANNEX 6: FGD ATTENDANCE SHEETS



 THE WORLD BANK

KENYA WATERSHED SERVICES IMPROVEMENT PROGRAMME (KEWASIP)
SAFEGUARDS STAKEHOLDER CONSULTATIONS.

REGISTRATION AND ATTENDANCE (COMMUNITY) LIST FOR TEAM KIBWEZI COMMUNITY MEETING
 DATE: 28/02/2025
 ACTIVITY: KEWASIP FGD For Women - Kibwezi (Chyulu Hills)

No.	Name	Organization	Gender		Person with disability		Age (Years)		Telephone No	Signature
			M	F	Yes	No	<35	>35		
1.	DOREENI N. KUNGU	LIKIKI CFA		✓				✓	0700067525	<i>AK</i>
2.	EUNICE NTULINGE	CHYULU EAST CBO		✓				✓	0792787875	<i>Eunice</i>
3.	VICTORIA MUSTOKA	CHYULU EAST CBO		✓				✓	07105849340	<i>Victoria</i>
4.	Mercy KALUNDA	LIKIKI CFA		✓				✓	0711894453	<i>Mercy</i>
5.	HENRIETTA MDAVA	TREES FOR WETLANDS		✓				✓	0721958219	<i>Henrietta</i>
6.	JANNEI LYUUN	TREES FOR WETLANDS		✓				✓	0726701789	<i>Janne</i>
7.	REGINAH N. KAMOLO	CHYULU EAST C.B.O		✓				✓	0729434197	<i>Reginah</i>
8.	PRISCILLA MURAI	KEWASIP - Social Safeguard expert		✓				✓	0724374391	<i>PR</i>

ANNEX 7: FGD ATTENDANCE SHEETS – CHYULLU HILLS –MEN



KENYA WATERSHED SERVICES IMPROVEMENT PROGRAMME (KEWASIP) SAFEGUARDS STAKEHOLDER CONSULTATIONS.

REGISTRATION AND ATTENDANCE (COMMUNITY) LIST FOR TEAM

DATE 28/02/2025

ACTIVITY KEWASIP FGD For men - Kibwezi (Chyulu Hills)

No.	Name	Organization	Gender		Person with disability		Age (Years)		Telephone No	Signature
			M	F	Yes	No	<35	>35		
1	Mwaka Mutalima	Chyulu East CBO	✓		✓			✓	0725164473	Mwaka
2	Nicholas Mutinda	UKIKA CFA	✓				✓		074045989	Nicholas
3	POLYCARP MURIA	UKIKA CFA	✓				✓		0795229456	POLYCARP
4	URBANUS MURIA	K-URUA	✓				✓		0729245534	URBANUS
5	Joseph MURIA	K-URUA	✓				✓		0724455793	Joseph
6	Xyowu Ndoto	UKIKA CFA	✓				✓		0797006936	Xyowu
7	PIER KUSANGA	Chyulu East CBO	✓				✓		0722331749	PIER
8	MURIA MURIA	Upper Kombu Ukika	✓				✓		0711572488	MURIA
9	JOHN MURIA MURIA	Upper Kombu Ukika	✓				✓		0716282708	JOHN
10	SAMUEL K. MURIA	Chyulu East CBO	✓				✓		0721781131	SAMUEL

ANNEX 8: FGD ATTENDANCE SHEETS – NYAMBENE HILLS –WOMEN



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Kenya Watershed Services Improvement Programme (KEWASIP)
Safeguards Stakeholder Consultations.
FOR TEAM Female

REGISTRATION AND ATTENDANCE (COMMUNITY) LIST FOR TEAM ... *Female*

DATE.....27/2/2025

REGISTRATION AND ATTENDANCE (COMMUNITY) LIST

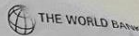
DATE: 27/2/2025

ACTIVITY: REWASIP FGD - Nyambose Hill

[illegible]

ANNEX 9: FGD ATTENDANCE SHEETS – NYAMBENE HILLS –MEN





KENYA WATERSHED SERVICES IMPROVEMENT PROGRAMME (KEWASIP)
SAFEGUARDS STAKEHOLDER CONSULTATIONS.

REGISTRATION AND ATTENDANCE (COMMUNITY) LIST FOR TEAM
 DATE 27.02.2025
 ACTIVITY KEWASIP Focus Group Discussions - Nyambene Hills

No.	Name	Organization	Gender		Person with disability		Age (Years)		Telephone No	Signature
			M	F	Yes	No	<35	>35		
1	<u>Paul Muriuki</u>	<u>KFS</u>	☒					☒	<u>072664605</u>	<u>[Signature]</u>
	<u>SIMON CUPANGA</u>	<u>KFS</u>	☒				☒	<u>071122350</u>	<u>[Signature]</u>	
	<u>Stephen Kimani</u>	<u>NGAD</u>	☒				☒	<u>078788375</u>	<u>[Signature]</u>	
	<u>SAMUEL MURICA</u>	<u>NYACOTA</u>	☒				☒	<u>072340358</u>	<u>[Signature]</u>	
	<u>PATRICK MUTHAMBA</u>	<u>KFS</u>	☒				☒	<u>0720113391</u>	<u>[Signature]</u>	
	<u>Edward Mtorera</u>	<u>Chairman</u>	☒				☒	<u>0714900536</u>	<u>[Signature]</u>	
	<u>Sadreck Muriuki</u>	<u>C.F.A. V. Chairman</u>	☒				☒	<u>0715772279</u>	<u>[Signature]</u>	
	<u>MUSA MUKABUA</u>	<u>C.F.A.</u>	☒				☒	<u>070270285</u>	<u>[Signature]</u>	
	<u>Rev. WILLIAM MUTEHA</u>	<u>LILABA WAWA CHAIRMAN</u>	☒				☒	<u>071290097</u>	<u>[Signature]</u>	
	<u>DARIUS NKUNILI</u>	<u>Water/Chairman</u>	☒				☒	<u>0723377004</u>	<u>[Signature]</u>	

ANNEX 10: ATTENDANCE SHEET: ENGAGEMENTS WITH THE COMMUNITY GROUPS FROM KWALE COUNTY AT KWALE CULTURAL CENTRE





KENYA WATERSHED SERVICES IMPROVEMENT PROGRAMME (KEWASIP)
SAFEGUARDS STAKEHOLDER CONSULTATIONS.

REGISTRATION AND ATTENDANCE (COMMUNITY) LIST FOR TEAM 3-KWALE

DATE: 28/11/2024

ACTIVITY: ENVIRONMENTAL AND SOCIAL SAFEGUARDS MEETING AND AT KWALE CULTURAL CENTRE

No.	Name	Organization	Gender		Person with disability		Age (Years)		Special group (IF)	Telephone No	Signature
			M	F	Yes	No	<35	>35			
1	Mubumba M. Kari	K.F.S	✓		✓		✓			0757466774	[Signature]
2	ELVI MAMBO GO	SHIFOGA	✓		✓		✓			0701233855	[Signature]
3	MORAMED J. MWATIKANI	MWATIKANI WAKA	✓		✓		✓			0768520605	[Signature]
4	ATIMUANI TINBI	U/ELDER ZEMAN V.	✓		✓		✓			0703905468	[Signature]
5	ASHA MWABUNDU	U/ELDER MWABUNDU	✓		✓		✓			0768423019	[Signature]
6	HAMISI TANNY CHIRI	SHIFOGA	✓		✓		✓			0777865128	[Signature]
7	FATUMA HAMISI	SHIFOGA		✓	✓		✓			0751197323	[Signature]
8	MBARAKA SAID	SHIFOGA	✓		✓		✓			0717426420	[Signature]
9	TIMOTHY TSOBUN	U/ELDER KATANI	✓		✓		✓			0711191531	[Signature]
10	JUMAMBE J. BAKARI	U/ELDER	✓		✓		✓			072484230	[Signature]





KENYA WATERSHED SERVICES IMPROVEMENT PROGRAMME (KEWASIP)
SAFEGUARDS STAKEHOLDER CONSULTATIONS.

REGISTRATION AND ATTENDANCE (COMMUNITY) LIST FOR TEAM 3-KWALE

DATE: 28/11/2024

ACTIVITY: ENVIRONMENTAL AND SOCIAL SAFEGUARDS MEETING AT KWALE CULTURAL CENTRE

No.	Name	Organization	Gender		Person with disability		Age (Years)		Special group (IF)	Telephone No	Signature
			M	F	Yes	No	<35	>35			
1	QAMAR MWATEZO	Mwaluphumba SHICOFI	✓		✓		✓			0728579133	[Signature]
2	Mohamed Jumadani	Mkumunzi WAKA	✓		✓		✓			0712047283	[Signature]
3	MARY LENA NJEMA	YAMBEKANA GROUP		✓	✓		✓			070517190	[Signature]
4	SOLOMON MUSEMBI	SHICOFI	✓		✓		✓			0716050889	[Signature]
5	RUKIA BAKARI	FARMER		✓	✓		✓			0702245473	[Signature]
6	Makati Mwachigiti	Timba WAKA	✓		✓		✓			0705256672	[Signature]
7	ASHA MWABUNDU	Kwale Food Market	✓		✓		✓			0721847057	[Signature]
8	KHAIFALI MWAFIRI	SHICOFI	✓		✓		✓			0723680680	[Signature]



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KENYA WATERSHED SERVICES IMPROVEMENT PROGRAMME (KEWASIP)
SAFEGUARDS STAKEHOLDER CONSULTATIONS.

REGISTRATION AND ATTENDANCE (COMMUNITY) LIST FOR TEAM 3 (KWALE)

DATE: 28/11/2024

ACTIVITY: ENVIRONMENTAL AND SOCIAL SAFEGUARDS MEETING AT KWALE CULTURAL CENTRE

No.	Name	Organization	Gender		Person with disability		Age (Years)		Special group(IP) Indigenous People(IP)	Telephone No	Signature
			M	F	Yes	No	<35	>35			
1.	NGARA JUMAPILI NGAKAYE	Elder	✓			✓		✓		0715573696	[Signature]
2.	JUMMANE M. MUKU	VILLAGE	✓			✓		✓		0743476108	[Signature]
3.	SALIM H. MUKHARABA	SECRETARY KWALE	✓			✓		✓		0722176819	[Signature]
4.	ALI HAMISI MUKU	MWANGIZI-KWALE	✓			✓		✓		0712459241	[Signature]
5.	BABO M. MWAMPAGA	VILLAGE CHAIR	✓			✓		✓		0740405387	[Signature]
6.	NASIDI MAULIDI	VILLAGE ELDER	✓			✓		✓		0721451611	[Signature]
7.	HAMISI MWABUDU	GOLINI FARMER	✓			✓		✓		0722496755	[Signature]
8.	HALFANI MWAKIRANI	VILLAGE ELDER	✓			✓		✓		0723486686	[Signature]
9.	KISUTI BOBO	VILLAGE		✓				✓		0715601907	[Signature]
10.	SALIM MWAYOGUE	MWANGI-KWALE	✓			✓		✓		0722501741	[Signature]



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KENYA WATERSHED SERVICES IMPROVEMENT PROGRAMME (KEWASIP)
SAFEGUARDS STAKEHOLDER CONSULTATIONS.

REGISTRATION AND ATTENDANCE (COMMUNITY) LIST FOR TEAM 3 (KWALE COUNTY)

DATE: 28/11/2024

ACTIVITY: ENVIRONMENTAL AND SOCIAL SAFEGUARDS MEETING AT KWALE CULTURAL CENTRE

No.	Name	Organization	Gender		Person with disability		Age (Years)		Special group(IP) Indigenous People(IP)	Telephone No	Signature
			M	F	Yes	No	<35	>35			
1.	MUKUNDUWA M. SABI	Tsimba Tsimba KWALE				✓		✓		0723453911	[Signature]
2.	MUUMBO KUPU	BURU/TIMU DEWA	✓			✓		✓		0706660113	[Signature]
3.	JUSTIN MUKUNDU	FARMER	✓			✓		✓		0720540572	[Signature]
4.	JOSEPH MWAKUWA	KWALE COMMUNITY ENVIRONMENTAL	✓			✓		✓		0100114568	[Signature]
5.	HAMIS BOBU	1	✓			✓		✓		0794574555	[Signature]
6.	MWANA SAIDI KIRAKA	KATA ELDER	✓			✓		✓		0700607538	[Signature]
7.	HAMIS JAM KANDINI	KATA ELDER	✓			✓		✓		0726397751	[Signature]
8.	MWANA S. MWACHANGA	KATA KWALE	✓					✓		0705912878	[Signature]
9.	HAMIS SABI DULA	KELOLA/KWALE	✓					✓		0726013188	[Signature]
10.	GABRIEL KIGHA M.M	KWIRIKIAND INDEPENDENT CHAIR						✓		0725546779	[Signature]



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KENYA WATERSHED SERVICES IMPROVEMENT PROGRAMME (KEWASIP)
SAFEGUARDS STAKEHOLDER CONSULTATIONS.

REGISTRATION AND ATTENDANCE (COMMUNITY) LIST FOR TEAM 3 - KWALE

DATE: 28/11/2024

ACTIVITY: ENVIRONMENTAL & SOCIAL SAFEGUARDS MEETING AT KWALE CULTURAL CENTER

No.	Name	Organization	Gender		Person with disability		Age (Years)		Special group(IP)	Telephone No	Signature
			M	F	Yes	No	<35	>35			
1.	SHEM OCHELLE	SBF-POU	✓			✓		✓		0726428013	[Signature]
2	Mariam Chitewe	SDI		✓		✓	✓		✓	0726337190	[Signature]
3	Jean Biwott	World Bank		✓		✓		✓		0701194480	[Signature]
4	AMBUJA JOHN	WORLD BANK	✓			✓		✓		0721852534	[Signature]
5	DAVID CHELPHATHUNGU	JICA	✓			✓	✓			0700520071	[Signature]
6	SABID S. MWANGALA	YOUTH VOICE	✓			✓	✓			0708727335	[Signature]
7	JUDITH Juma	YOUTH VOICE MATTERS	✓			✓	✓			0715147105	[Signature]
8	SAUMU H. MWERERA	Kwale Community		✓		✓	✓			0718117193	[Signature]
9	HALIMA SALIMU	NUMIRIRA		✓				✓		0719553876	[Signature]
10	FATUMA MBONGI	NUMIRIRA IN-Group	✓					✓		0720934233	[Signature]



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KENYA WATERSHED SERVICES IMPROVEMENT PROGRAMME (KEWASIP)
SAFEGUARDS STAKEHOLDER CONSULTATIONS.

REGISTRATION AND ATTENDANCE (COMMUNITY) LIST FOR TEAM 3 - KWALE

DATE: 28/11/2024

ACTIVITY: ENVIRONMENTAL AND SOCIAL SAFEGUARDS MEETING AT KWALE CULTURAL CENTRE

No.	Name	Organization	Gender		Person with disability		Age (Years)		Special group(IP)	Telephone No	Signature
			M	F	Yes	No	<35	>35			
1	MWANAKIMBO MALUMBE	KUMIRIRA G.		✓		✓		✓		0113170308	[Signature]
2	JAMUKURU MWACHU	KUMIRIRA W. G.		✓		✓		✓		0728652076	[Signature]
3	SHILVER MWANIMBE	W. K. K. W. G.	✓			✓		✓		0741688734	[Signature]
4	MAESALI MMBOSO	BUTALU FARMERS	✓			✓		✓		0722272599	[Signature]
5	FARAJ SOMBO	CFA SCOUT	✓			✓	✓	✓		0758608295	[Signature]
6	NICHOLAS AYOMI	CFA KWALE	✓					✓		0725065152	[Signature]
7	MALIBA JOSEPH	CTPD-KWALE	✓			✓		✓		070222734	[Signature]
8	GRACE NUSME	Kwale Forest Service		✓		✓	✓			0700334625	[Signature]
9											
10											

ANNEX 11: ATTENDANCE SHEET: ENGAGEMENTS WITH THE COMMUNITY GROUPS FROM MAKUENI COUNTY IN KAMBU AT LUTHERAN CHURCH HALL

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KENYA WATERSHED SERVICES IMPROVEMENT PROGRAMME (KEWASIP)
SAFEGUARDS STAKEHOLDER CONSULTATIONS.

REGISTRATION AND ATTENDANCE (COMMUNITY) LIST FOR TEAM 3 (KAMBU - MAKUENI)
DATE: 26/11/2024
ACTIVITY: ENVIRONMENTAL & SOCIAL SAFEGUARDS MEETING

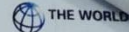
No.	Name	Organization	Gender		Person with disability		Age (Years)		Special group (IP) Indigenous People (IP)	Telephone No	Signature
			M	F	Yes	No	<35	>35			
1	ERICK KIOKO	ANGULYA	✓				✓		✓	0742934472	ERICK
2	STEDHEN MUTUKU	ANGULYA	✓				✓		✓	0795672230	STEDHEN
3	ROBERT M. NAMBURI	LK WRUA	✓					✓		0715744103	ROBERT
4	JOHN KIOKO	ANGULYA	✓				✓			0741352650	JOHN
5	KIALO LEM	ANGULYA	✓				✓			0725293760	KIALO
6	FAITH NOINDA	ANGULYA		✓			✓		✓	0796980633	FAITH
7	ANGELA MUENI	ANGULYA		✓			✓		✓	0748066290	ANGELA
8	FRANCIS MATUKU	LK WRUA	✓					✓	✓	0743049246	FRANCIS
9	WILLIAM M. MUSAHA	LK WRUA	✓					✓	✓	0743335330	WILLIAM
10	RUTH MUTHIKA	INTERIOR		✓				✓		0735228552	RUTH
11	Veronica Mundi	INTERIOR		✓			✓			0794640551	VERONICA

   THE WORLD BANK

KENYA WATERSHED SERVICES IMPROVEMENT PROGRAMME (KEWASIP)
SAFEGUARDS STAKEHOLDER CONSULTATIONS.

REGISTRATION AND ATTENDANCE (COMMUNITY) LIST FOR TEAM 3 (MAKUENI)
DATE: 26/11/2026
ACTIVITY: ENVIRONMENTAL AND SOCIAL SAFEGUARDS MEETING IN KAMBU

No.	Name	Organization	Gender		Person with disability		Age (Years)		Special group (IP) Indigenous People (IP)	Telephone No	Signature
			M	F	Yes	No	<35	>35			
1	MUTHINI KIEMA MUSI	C.F.A KIBWEZI		✓				✓		07064624	MUTHINI
2	JANET MUTHIEMWILI	C.F.A KIBWEZI		✓				✓		0714910077	JANET
3	PETER KIMENI MATHUWA	REDD+	✓					✓		0717563680	PETER
4	JOSEPH MUTHIKA	C.F.A KIBWEZI	✓				✓			0724974232	JOSEPH
5	MUTHIKI NG'ENDO	REDD+	✓					✓		0708170239	MUTHIKI
6	REBECCA N. MUTUA	K/WRUA	✓					✓		0707641826	REBECCA
7	ESTHER KASONGO	K/WRUA	✓					✓		0716772299	ESTHER
8	FAITH SILVA	MADCT	✓				✓			0703118259	FAITH
9	JACKSON KIIMA	D.P. ALCHIEF	✓			✓	✓			0726553898	JACKSON
10	MUTHIKI MATHUWA	REDD+	✓				✓			0712754755	MUTHIKI
11	SAMUEL KIMURA	C.F.A KIBWEZI		✓				✓		0724109800	SAMUEL



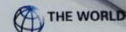
KENYA WATERSHED SERVICES IMPROVEMENT PROGRAMME (KEWASIP)
SAFEGUARDS STAKEHOLDER CONSULTATIONS.

REGISTRATION AND ATTENDANCE (COMMUNITY) LIST FOR TEAM 3- NAKUENI

DATE 26/11/2026

ACTIVITY ENVIRONMENTAL AND SOCIAL SAFEGUARDS MEETING IN NAKUENI

No.	Name	Organization	Gender		Person with disability		Age (Years)		Special group(IP)	Telephone No	Signature
			M	F	Yes	No	<35	>35			
1	NINAH SAMUEL NZOKA	LOWER KAMBUNWA			✓			✓		0723632407	HP
2	ANASTASIAH NZOKA	LOWER KAMBUNWA			✓			✓		0714672392	ABCO
3	PRISCILLA MUTHEN	LOWER KAMBUNWA			✓		✓			0716763586	ABCO
4	JANE NDUNGE MUSAU	LOWER KAMBUNWA			✓			✓		0720568026	ABCO
5	PHILOMENA KAUONA	LOWER KAMBUNWA			✓		✓			0748781431	PPC
6	MUSAU MUTHEN	UPPER KAMBUNWA			✓			✓		0711972488	NK
7	MUTAYE KIMILU	UPPER KAMBUNWA			✓		✓			0717581690	JK
8	JOSEPHINE WAMBUA	UPPER KAMBUNWA			✓			✓		079979783	HP
9	JOSEPH W. KILANZO	UPPER KAMBUNWA			✓			✓		0729623353	ABCO
10	JOSEPH S. MUKUNGA	UPPER KAMBUNWA			✓			✓		0728519602	HP



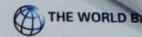
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SAFEGUARDS STAKEHOLDER CONSULTATIONS.

REGISTRATION AND ATTENDANCE (COMMUNITY) LIST FOR TEAM 3- NAKUENI

DATE 26/11/2026

ACTIVITY ENVIRONMENTAL AND SOCIAL SAFEGUARDS MEETING IN NAKUENI

No.	Name	Organization	Gender		Person with disability		Age (Years)		Special group(IP)	Telephone No	Signature
			M	F	Yes	No	<35	>35			
1	NYOWE NGOLU	CFA KIBWEZI			✓			✓		0710243537	ABCO
2	SAMUEL MUTHU	REDD+CARBON P			✓			✓		0721781131	ABCO
3	PETER KAMUYA	REDD+CARBON P			✓			✓		0790796906	ABCO
4	ALICE MUTHU	FRIENDS OF KISUMU MANGROVE			✓			✓		0723641675	ABCO
5	MUTHU KISUMU	REDD+CARBON P			✓			✓		0726936376	ABCO
6	JACKLINE KIVUA	REDD+CARBON P			✓		✓			0720141344	ABCO
7	JOYCE NZEMBEI	REDD+CARBON P			✓			✓		07017021	ABCO
8	JANE MWANZA	CFA KIBWEZI			✓			✓		0729016473	ABCO
9	ROSEMIA MUTHU	REDD+CARBON P			✓			✓		0727745335	ABCO
10	PAULINE KANTIKU	PWDS			✓		✓			0796998205	ABCO



KENYA WATERSHED SERVICES IMPROVEMENT PROGRAMME (KEWASIP)
SAFEGUARDS STAKEHOLDER CONSULTATIONS.

REGISTRATION AND ATTENDANCE (COMMUNITY) LIST FOR TEAM 3 MAKUENI

DATE 26/11/2024

ACTIVITY ENVIRONMENTAL & SOCIAL SAFEGUARDS MEETING IN KAMBU

No.	Name	Organization	Gender		Person with disability		Age (Years)		Special group (IP) Indigenous People (IP)	Telephone No	Signature
			M	F	Yes	No	<35	>35			
1.	VERONICA MBITHI	LOWEE KAMBU WASH	✓					✓		0727498050	ES
2.	VERONICA MWINDI	UKIKA C.F.A	✓					✓		0723694832	VER
3.	MERCY KALUNDA	UKIKA C.F.A	✓					✓		0711894453	MERCY
4.	FREDERICK MWENDWA	UKIKA C.F.A	✓					✓		0715385751	FRED
5.	ANASTACIA KISILU	KAMUKI S.H.G	✓					✓		0723885846	ANASTACIA
6.	DOREEN KUNGU	UKIKA C.F.A	✓					✓		0700067525	DOREEN
7.	DANIEL K'UKU	UKIKA C.F.A	✓				✓			0704776932	DANIEL
8.	URBANUS MUKU	KURUA	✓					✓		0729245532	URBANUS
9.	ANDREW MWINDI	KIBWESI WASH	✓					✓		0714886255	ANDREW
10.	POLICARP MUKATO	UKIKA C.F.A	✓					✓		0795237486	POLICARP



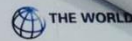
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SAFEGUARDS STAKEHOLDER CONSULTATIONS.

REGISTRATION AND ATTENDANCE (COMMUNITY) LIST FOR TEAM 3 MAKUENI

DATE 26/11/2024

ACTIVITY ENVIRONMENTAL & SOCIAL SAFEGUARDS MEETING IN KAMBU

No.	Name	Organization	Gender		Person with disability		Age (Years)		Special group (IP) Indigenous People (IP)	Telephone No	Signature
			M	F	Yes	No	<35	>35			
1.	CYRUS MUTISO	FRIENDS OF KIU	✓				✓	✓		0702648922	CYRUS
2.	MARTIN MUSA	FRIENDS OF KIU	✓				✓	✓		0726028349	MARTIN
3.	BEN MUTANGILI	KAMUKI	✓				✓	✓		0724277447	BEN
4.	JANEFER MWONGA	KAMUKI		✓			✓	✓		0796967935	JANEFER
5.	ABIGAIL WAMBWA	KIRWESI WASH	✓		✓		✓		✓	072118671	ABIGAIL
6.	MART MUSEMBE	ANGULYA	✓				✓		✓	0713745797	MART
7.	JOY KADONGA	ANGULYA		✓						075812773	JOY
8.	FELISITUS MUSA			✓				✓	✓	0704120659	FELISITUS
9.	LEVA KAMBWA	ANGULYA	✓					✓	✓	0723494894	LEVA
10.	AKIM WTHWSE	ANGULYA	✓					✓	✓	0716179010	AKIM



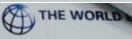
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REGISTRATION AND ATTENDANCE (COMMUNITY) LIST FOR TEAM 3- NAKUENI

DATE: 26/11/2026

ACTIVITY: ENVIRONMENTAL & SOCIAL SAFEGUARDS MEETING IN KAMBU

No.	Name	Organization	Gender		Person with disability		Age (Years)		Special group(IP)	Telephone No	Signature
			M	F	Yes	No	<35	>35			
1.	Theresia Ngonze	FRIENDS OF KIU		F						0721551944	[Signature]
2.	JAMES KALII	ISACHU								0727154198	[Signature]
3.	CHRISTOPHER NGONIA	KAMUKU							Ngoma	0710329508	[Signature]
4.	EUNICE M. MUMUKU	KAMUKU								0792797875	[Signature]
5.	PAISCAR PETER	RED CARBON								0768916447	[Signature]
6.	JOSEPH MATUKU	KIRWAZI KIRUA								0724495795	[Signature]
7.	VERONICA MUENYA	ISACHU								0723688207	[Signature]
8.	JOYCE MAMUDA	THONGONIA								0711755167	[Signature]
9.	HELENN KIMBU	ISACHU								0716864519	[Signature]
10.	Purity Mito	ISACHU								0704394382	[Signature]



KENYA WATERSHED SERVICES IMPROVEMENT PROGRAMME (KEWASIP)
SAFEGUARDS STAKEHOLDER CONSULTATIONS.

REGISTRATION AND ATTENDANCE (COMMUNITY) LIST FOR TEAM 3- NAKUENI

DATE: 26/11/2024

ACTIVITY: ENVIRONMENTAL & SOCIAL SAFEGUARDS MEETING AT KAMBU

No.	Name	Organization	Gender		Person with disability		Age (Years)		Special group(IP)	Telephone No	Signature
			M	F	Yes	No	<35	>35			
1.	GRACE N. KATHA	LOWER KAMBU INDIA								0712694385	[Signature]
2.	JOSEPH KYONDA	MANGISLETI KISUMU								0722494409	[Signature]
3.	GEOFFREY M. KIRO	FRIENDS OF KIU								0726353527	[Signature]
4.	JOSEPH M. NDUU	KAMUKU SHG								0725655691	[Signature]
5.	MARK MUMUKU	WCCPC MAMUDA								0725164473	[Signature]
6.	VERONICA NGONGA	LOWER KAMBU INDIA								0725327948	[Signature]
7.	ELIZABETH KANGA	LOWER KAMBU WROA								0712544500	[Signature]
8.	ANACATH MUMENGO	FRIENDS OF KIU								0729355078	[Signature]
9.	JACKSON MUSEMBI	THONGONIA								0703405080	[Signature]
10.	SARAFINA SIMON	ANGULTRA HERITAGE GROUP								0795393470	[Signature]

ANNEX 12: ATTENDANCE SHEETS FOR ENGAGEMENTS AT KIBWEZI WITH THE COUNTY OFFICIALS FROM MAKUENI AND TAITA TAVETA COUNTIES

KENYA
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KENYA WATERSHED SERVICES IMPROVEMENT PROGRAMME (KEWASIP)
SAFEGUARDS STAKEHOLDER CONSULTATIONS.

Registration and Attendance List for County Officers
TEAM 3 (KIBWEZI) DATE 26th NOVEMBER 2024
ACTIVITY KEWASIP - ENVIRONMENTAL AND SOCIAL SAFEGUARD

No	Name	Organization & Designation	E-mail	Gender		PWDs	Age (Years)		Telephone	Signature
				M	F		<35	>35		
1.	CHEN OCHELLE	SDF - PCU	omondidaken@...	✓			✓		072692212	[Signature]
2.	MARTIN MUTIE	KFS	martinmutie@kfs.go.ke	✓			✓		072549282	[Signature]
3.										
4.	MARIAM CHITEWE	SDI - A.E 1	mmzandi@...	✓			✓		072633170	[Signature]
5.	MIRIAM MULE	NETFUND	miriam.mule@netfund.org	✓			✓		072391032	[Signature]
6.	Alfred A. Mubarak	WEA - SBAC	ahmundaan@...	✓			✓		072198806	[Signature]
7.	AMBUYA JOHN	WORLD BANK CONSULTANT	john.ambuya@worldbank.org	✓			✓		0722288614	[Signature]
8.	DR. MICHAEL CHEKE	KEFRI	micheal@kefri.go.ke	✓			✓		0722288614	[Signature]
9.	GRACE NAMBANDA	CGIT - CECM	grace.nambanda@cgit.go.ke	✓			✓		0721949384	[Signature]
10.	OLUO VINCENT OMBORI	NEWA - CAE	vincent@nema.go.ke	✓			✓		0712302347	[Signature]
11.	PETER NJORGE	KWS - CHUP	pnjorge@kws.go.ke	✓			✓		072096776	[Signature]
11.	JOHN NAMBANDA	CGIT - DIRECTOR CCF ENVIRONMENT	john.nambanda@cgit.go.ke	✓			✓		07266356	[Signature]

KENYA
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KENYA WATERSHED SERVICES IMPROVEMENT PROGRAMME (KEWASIP)
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Registration and Attendance List for County Officers
TEAM 3 (KIBWEZI) DATE 26th NOVEMBER 2024
ACTIVITY KEWASIP - ENVIRONMENTAL AND SOCIAL SAFEGUARD

No	Name	Organization & Designation	E-mail	Gender		PWDs	Age (Years)		Telephone	Signature
				M	F		<35	>35		
1.	Dr. Geoffrey Muthira	CO-Environment Makueni	geoffrey.muthira@makueni.go.ke	✓			✓		072338724	[Signature]
2.	Charles Ouma	CCM Makueni	charles.ouma@makueni.go.ke	✓			✓		072047108	[Signature]
3.	Daniel Muri	State		✓			✓		072777299	[Signature]
4.	ROBERT MURUGU	NEMA		✓			✓		0724025304	[Signature]
5.	Simon GUBENI	W.C	simon.guben@...	✓			✓		0721-244094	[Signature]
6.										
7.										
8.										
9.										
10.										
11.										

KENYA
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KENYA WATERSHED SERVICES IMPROVEMENT PROGRAMME (KEWASIP)
SAFEGUARDS STAKEHOLDER CONSULTATIONS.

Registration and Attendance List for County Officers
TEAM 3 (KIBWEZI) DATE 26th NOVEMBER 2024
ACTIVITY KEWASIP - ENVIRONMENTAL AND SOCIAL SAFEGUARD

No	Name	Organization & Designation	E-mail	Gender		PWDs	Age (Years)		Telephone	Signature
				M	F		<35	>35		
	JACKLINE KANUSA	ASSISTANT DIRECTOR CLIMATE CHANGE	jackline.kanusa@makueni.go.ke	✓			✓		071942515	[Signature]
13.	ELIZABETH MBINGA	COUNTY CHIEF OFFICER, ENVIRONMENT CLIMATE CHANGE NR	elizabeth.mbinga@kitikumbi.go.ke	✓			✓		072670083	[Signature]
14.	DANIEL MURUGU	COUNTY FORESTER	daniel.murugu@kitikumbi.go.ke	✓			✓		072852769	[Signature]
15.	PETER DAYAN	CDCA - PROJECT MANAGER DEVELOPMENT	peter.dayan@jamaica.gov	✓					07111548679	[Signature]