

Grievance Redress Mechanism (GRM) Office Work Plan Laikipia County, 2025/2026

Introduction

The Grievance Redress Mechanism (GRM) Office in Laikipia County is committed to addressing complaints and concerns from citizens effectively and efficiently. This work plan outlines the activities, objectives, and strategies for the 2025/2026 period to enhance transparency, accountability, and service delivery.

Objectives

- Strengthen the grievance handling process to ensure timely response and resolution.
- Improve accessibility and awareness of the GRM system among the public.
- Enhance coordination with relevant departments and stakeholders.
- Implement monitoring and evaluation mechanisms for continuous improvement.

Key Activities and Timeline

Activity	Timeline	Responsible Party	Expected Outcome
Public Awareness Campaigns (radio, social media, barazas)	Q1 - Q4	GRM Office, Communications Directorate	Increased public awareness of the grievance redress system
Establishment of Additional Complaint Handling Centers	Q2	GRM Office, County Administration	Improved accessibility for citizens
Capacity Building and Training for GRM Staff	Q1 & Q3	Human Resource Dept, GRM Office	Improved staff competence in handling grievances
Stakeholder Engagement and Collaboration Meetings	Bi-annually	GRM Office, CSOs, Community Leaders	Enhanced coordination and effectiveness in grievance handling
Development and Rollout of Digital Grievance Tracking System	Q2 - Q3	ICT Department, GRM Office	Efficient tracking and resolution of complaints
Quarterly Review and Reporting of GRM Performance	Quarterly	GRM Office, Monitoring & Evaluation Team	Improved accountability and efficiency
Establishment of Feedback Mechanisms for Complainants	Q3	GRM Office, Customer Service Unit	Enhanced transparency and trust in the system

Monitoring and Evaluation

The GRM Office will conduct periodic assessments to evaluate the effectiveness of grievance handling mechanisms. Key performance indicators (KPIs) include:

- Number of grievances received and resolved within stipulated timelines.
- Public satisfaction levels with the grievance redress process.
- Number of outreach activities conducted and their impact.
- Efficiency of the digital grievance tracking system.

Budget Considerations

A budget allocation will be set aside to support key activities, including capacity building, technological improvements, and public awareness campaigns. The GRM Office will also explore partnerships with stakeholders to enhance resource mobilization.

Conclusion

This work plan provides a roadmap for strengthening the grievance redress system in Laikipia County. The GRM Office remains committed to ensuring that grievances are handled transparently, fairly, and efficiently to enhance citizen trust and service delivery.