

GRIEVANCE REDRESS MECHANISM REPORT-NYAMIRA COUNTY
FINANCING LOCALLY LED CLIMATE ACTION-WORLD BANK PROJECTS
(2024-2025)

Grievance Redress Mechanism (July 2024-September 2024)

Month	Grievance	Resolution	Resolved (Days)
June	Eucalyptus tree menace next to Rianyadigo spring. The trees have led to drying up of the spring.	Client advised that trees will be cut when spring will be rehabilitated. The spring is among those proposed for rehabilitation under FLLoCA.	1 day
August	Client wanted to be included among suppliers of seedlings in the climate change projects.	Advised to and encouraged to compete when tree nursery and afforestation will be advertised	1 day
September	Non-inclusion in climate change projects.	Advised to visit area ward administrator	1 day
	Non-inclusion of sub county administrators In FLLoCA.	Director Climate change was to coordinate with the CECM Environment and Climate Change on the inclusion of sub-county administrators' subsequent programs.	1 day

NOTE

- No. of complaints received- 4
- Average resolution time - 1 day.
- All cases were resolved-100%.

Grievance Redress Mechanism (September 2024-December 2024)

Month	Grievance	Resolution	Resolved (Days)
September	Lack of farmer training on climate smart agriculture.	Client was advised to liaise with the department of agriculture department. The client was linked with the crops department officer where the NAVCDP projects is based.	1 day.

NOTE

- **No. of complaints received- 1.**
- **Average resolution time – 1 day.**
- **All cases were resolved-100%.**

Majority of the grievances resolved were not related to the implementation of projects within the FLLoCA program. This is because of the late commencement of projects in the program. However, the issue has now been resolved.

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Nyamira County