

KDRDIP GRIEVANCE REDRESS MECHANISM MODEL

VILLAGE GRIEVANCE REDRESS COMMITTEE

STAGE ONE

1. Complaint received
2. The complaint recorded
3. The complaint is resolved
4. The complainant is informed



Not resolved
Complainant informed

CIPIU

STAGE TWO

1. Complaint forwarded to County Project Coordinator
2. Complaint is reviewed/investigated
3. Complaint resolved
4. Complainant informed



Not resolved
Complainant informed

NATIONAL PROJECT IMPLEMENTATION UNIT

STAGE 3

1. Complaint forwarded to NPIU
2. NPIU reviews the complaint and makes appropriate recommendations
3. Complaint resolved
4. Complainant informed

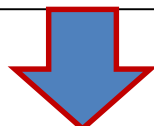


Not resolved Complainant
Informed

PRINCIPAL SECRETARY

STAGE 4

1. NPIU forwards recommendations to the Principal Secretary (ASALs)
2. Complaint resolved
3. Complainant informed
4. If not resolved PS forwards the complaint to other arbitration body



Not resolved
Complainant informed

EXTERNAL REVIEW

STAGE 5

- 1. External agency (Ombudsman/Council of Governors, etc.) reviews and resolves complaint**
- 2. Complainant informed of resolution**
- 3. Not resolved complainant informed of appeal procedure or another legal framework**

For further inquiries:

Email: kdrdip2017@gmail.com