

WAYS OF RESOLVING DISPUTES AND GRIEVANCES WITHIN THE MUNICIPALITY

The Bomet Municipality advocates for Alternative Dispute Resolution (ADR) mechanisms to be employed when settling conflicting issues or grievances other than the expensive formal Judicial process. The County Government of Bomet has established the office of the Ombudsman that handles complaints or grievances on behalf of its institutions and departments. They also ensure that the Access to Information Act,2016 is implemented within the County Government. The steps are as follows>

1. Receiving and recording of the complaint
2. Investigate the nature of the complaint
3. Notify the relevant department or public entity about the complaint
4. Request for information and action by the department or public entity with a view to addressing the grievance
5. Feedback received
6. Report submitted to the County Executive as well as the Commission on Administrative Justice.

Dispute resolution mechanism for matter arising within the KUSP framework

Steps in dispute resolution and the grievance handling mechanism

1. Report of the Grievance or dispute to the Project implementation committee through the municipal manager
2. Recording of the grievance and identifying the parties involved/
3. Convening of the parties by the Municipal board for Arbitration or conciliation
4. If the municipal board cannot solve the problem, the matter is referred to the KUSP oversight committee
5. Escalation to the top level management of the parent department of LHUP led by The CEC
6. Reference to the County Executive Committee meeting headed by the Governor
7. Forwarded to the KUSP National Steering committee for resolution.
8. When the alternative dispute resolution mechanism has been exhausted then the matter is taken to court for legal interpretation and settlement.