



Our Commitment

We guarantee complete privacy for all grievances reported to us. Please note that you can choose to report your Grievance anonymously, if you wish, by indicating so during reporting.

Lower Turkwel Sub Basin Area

- Turkana County: Within the Ministry of Water Offices
- 0715 184 439
- HoAgrievances@wra.go.ke

Lower Tana Sub Basin Area

- Garissa County: Lamu Road, opposite Garissa law Court
- 0715 179 731
- HoAgrievances@wra.go.ke

Ewaso-Daua Sub Basin Area

- Wajir & Mandera County: Lamu Road, opposite Garissa law Court
- 0715 179 689
- HoAgrievances@wra.go.ke

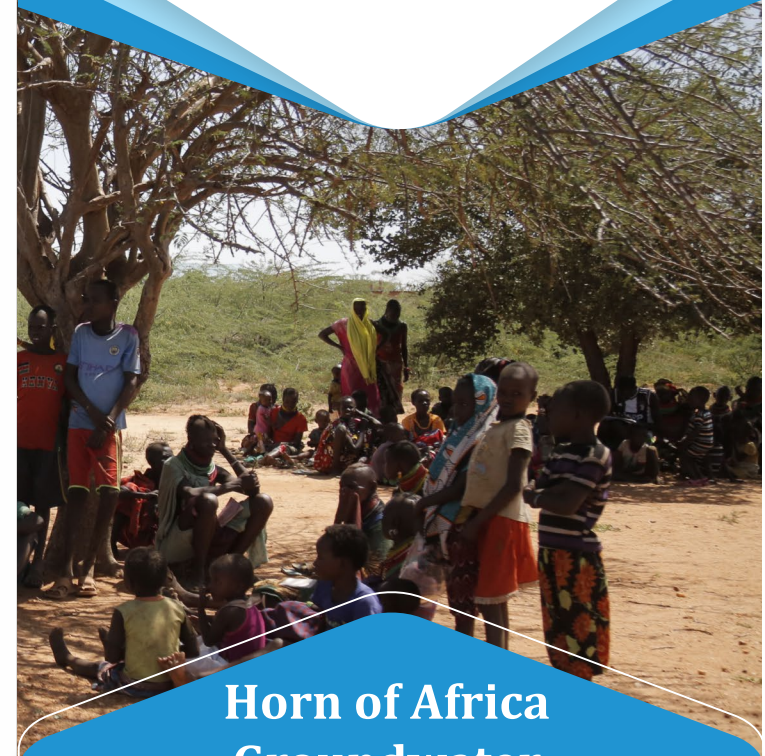
North Ewaso Laggas Sub Basin Area

- Marsabit County: Lamu Road, opposite Garissa law Court
- 0715 181 556
- HoAgrievances@wra.go.ke

FOR MORE INFORMATION;

The Chief Executive Officer
Water Resources Authority
P.O BOX 45250 0010, Nairobi.
9th Floor, Wing B, NHIF Building,
Upper Hill.
Telephone: 0202732291/2729950
Email: wra@wra.go.ke
Website: www.wra.go.ke

- WRA KENYA
- @WRA_KEN
- Water Resources Authority
- 0700 056472 (HOT LINE)



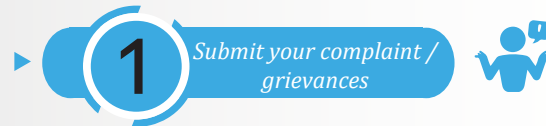
Horn of Africa Groundwater for Resilience Project (HoAGW4R) Grievance Mechanism



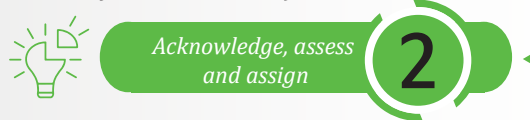


STEP BY STEP PROCESS

This is an easy-to-follow step by step guide on the Grievance Mechanism, a crucial aspect of the HoAGW4R Project. The mechanism is designed to address any concern, complaint, or issues related to the project, ensuring transparency, accountability, and the fair treatment for all stakeholders involved.



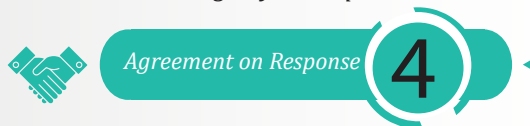
Submit your complaint by email, letter, website, telephone, (see contact information below)



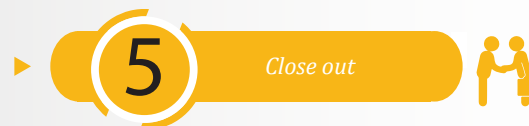
- We will acknowledge receipt of your complaint /grievance within 1 day.
- We shall then assess and assign how the grievance will be addressed



- After reviewing your complaint/grievance we will contact you within 7-14 working days with possible solutions



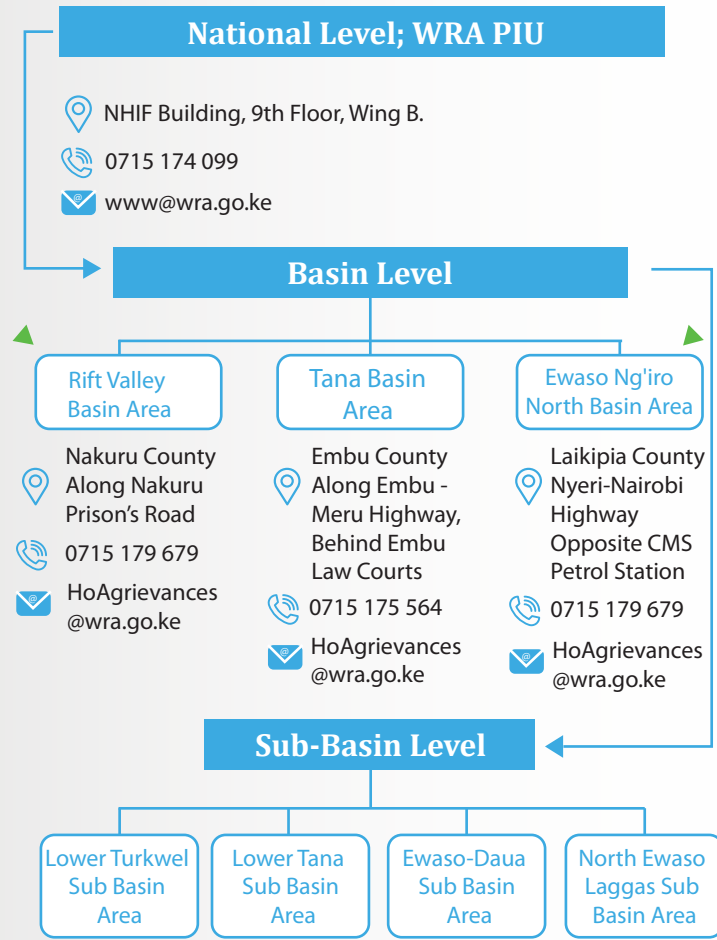
- If the response is satisfactory, the agreed response will be implemented and the grievance/complaint will be indicated as resolved.
- If there is no agreement on the response, a review will be done by the grievance commuter and be escalated to the relevant team.



- You will receive a full report on the matter after the problem is solved

YOU CAN REPORT YOUR COMPLAINS/ GRIEVANCES IN THE FOLLOWING WAYS

Grievances can be lodged at the WRA PIU HQ, Basin Area Offices, Sub Basin Area Offices and WRUA level, County or Community Level. This can be done via relevant office walk-ins, SMS, email, phone call and WRA Website and on official social media pages.



GRIEVANCE MECHANISM (GM)

The HoAGW4R Project aims to enhance sustainable access to and management of groundwater resources in the borderlands of the Horn of Africa. The water Resources Authority (WRA), as the regulator responsible for water resources management and use in the country, is one of the projects implementing institutions Intergral to the HoAGW4RP is the Grievance Mechanism (GM), which has been designed to address project related concerns and complaints in a prompt and efficient manner.

Types of grievances

The GM aims to facilitate an open and accessible process for affected parties, such as individuals, water Resources User Associations, Contractors, staff or organisations, to express their grievances regarding any aspect of the project. Potential complaints include;

- Section of sites for project interventions,
- Involuntary resettlement and compensation,
- Fairness in contracting,
- Fraud in corruption issues,
- Inclusion,
- E&S Impacts,
- Payment-related complaint,
- Quality of service issues,
- Poor Use of funds,
- Workers' rights,
- Gender-Based Violence (GBV), Sexual Exploration and Abuse (SEAH) and Sexual Harassment,
- Child labour; and
- Threats to personal or communal safety.