



**OFFICE OF THE DEPUTY PRESIDENT  
STATE DEPARTMENT FOR DEVOLUTION**  
*Second Kenya Devolution Support Program*

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**NAIROBI**

**MDP/DD/ADM/11/19VOL.II(17)**

**30<sup>h</sup> January, 2025**

**All County Secretaries**

Dear **AA**,

**ADVISORY ON GRIEVANCE REPORTING CHANNELS FOR THE SECOND  
KENYA DEVOLUTION SUPPORT PROGRAM (KDSP II).**

The State Department for Devolution, through the National Program Coordination Unit (NPCU), has a legal requirement to establish and operationalize a Grievance Redress Mechanism (GRM) for KDSP II, pursuant to Schedule 2, Section IV. 2 of the Financing Agreement, which underscores the importance of ensuring accountability, transparency, and the effective resolution of grievances related to the program.

In light of the above, the NPCU has set up several grievance reporting channels to ensure accessibility and inclusivity in addressing concerns raised by stakeholders. These channels include:

- i. Toll-Free Line- **0800724442**
- ii. WhatsApp/SMS Platform- **0757448800**
- iii. Dedicated Email Address- **[complaints.kdspii@gmail.com](mailto:complaints.kdspii@gmail.com)**
- iv. Complaints Reporting Desk: A physical reporting station located at Telposta Towers, 1st Floor.

County Governments are encouraged to:

1. Disseminate information about these grievance channels widely to all program stakeholders, including community members, project beneficiaries, and program staff.
2. Work closely with the NPCU to ensure timely reporting and resolution of grievances through the provided channels.
3. Establish or strengthen existing local grievance reporting and redress mechanisms that feed into the national GRM for seamless coordination and resolution.
4. Regularly Monitor and provide periodic updates on grievance management efforts at the County level, including the nature of grievances reported, actions taken, and their resolution status.

The purpose of this letter, therefore, is to provide guidance to County Governments on how grievances will be reported to the NPCU.

Yours *Sincerely*

A handwritten signature in blue ink, appearing to read 'T. Mbaika'.

Ms. Teresia Mbaika, CBS  
**PRINCIPAL SECRETARY**