



# HOMA BAY COUNTY GOVERNMENT



REPUBLIC OF KENYA

OYUGIS MUNICIPALITY

P.O. BOX 352-40222, OYUGIS

HOMA BAY COUNTY

**MANAGER**  
**OYUGIS MUNICIPALITY**  
**P.O. BOX 352 - 40222, OYUGIS**  
**COUNTY GOVERNMENT OF HOMA BAY**

## GRIEVANCE REDRESS MECHANISM

The complainant presents the grievance in the options given below:

1. Visit the municipality office in Oyugis Town and register or fill in the forms
2. Send an email to [sigaragumba@gmail.com](mailto:sigaragumba@gmail.com)
3. Call or SMS us on 07204542837

Receipt, Record, and acknowledgement of grievance by Grievance Redress Desk Officer  
(Acknowledge within 24 hours)

Review of the Grievance by the Grievance Redress Desk officer to determine the complainant and the applicability of the complaint to the mandate of Oyugis Municipality (Within 24 hours of receipt)

Grievance Redress desk officer submits the complaint report to the relevant municipality sector/directorate with recommendations on how it should be handled (within 72 hours)  
Those complaints outside the municipality's mandate will be filled and the complainant advised on where to seek redress (within 72 hours)

The concerned department forwards the Action Plan to the Municipal Complaints and Complement Committee for validation within seven (7 days). The recommendation/action is taken back to the Complaint and Complement Desk officer for documentation in the Grievance Redress Desk

The Grievance Redress Desk officer informs the complainant (Immediately) of the action taken to resolve the matter

If not satisfied with the action, the complaint will be advised to seek legal redress