

CITIZEN GRIEVANCE PROCEDURE GUIDE

Step 1

Download the grievance form from the Kitengela Municipality official website. (**Under resources tab click Service Forms-Complaint**)

Step 2

Fill the details which should be informed by the posed question.

Step 3

Submit filled form to:

For online submission use the following email: info@kitengelamunicipality.or.ke

For physical submission- Kitengela Municipality Office (opposite Kitengela bus station)

GRIEVANCE HANDLING PROCEDURE

Step 1

Identifying grievances



Step 2

Define correctly



Step 3

Collect



Step 4

Analyze and solve



Step 5

Prompt redressal



Step 6 *

Implementation and follow up