

The Financing Locally Led Climate Action Program (FLOCCA)

Program Overview

The Financing Locally Led Climate Action Program (FLOCCA) Program aims to increase local-level resilience to climate change and other hazards by strengthening the capacity of the county governments to deliver locally-led climate change adaptation and resilience actions.

Program Development Objectives (PDO)

The FLLoCA objective is to deliver locally-led climate resilience actions and strengthen the county and national government's capacity to manage climate risk.

The Key Program Components

1. Policy, Legal, and Regulatory Framework
2. Capacity Building
3. Climate Finance
4. Community-Led Actions
5. Technology and Innovation
6. Monitoring, Evaluation and Verification
7. Emerging issues

GRIEVANCE REDRESS MECHANISM

There is an operational Grievance Redress Mechanism in the county aimed to address community grievances and concerns associated with the Financing Locally Led Climate Action Program. A proper Grievance Redress Mechanism structure ensures transparency and accountability throughout the implementation of projects and programs amongst the relevant stakeholders including project beneficiaries, resolves any emerging environmental and social grievances in project areas, and promotes relations between the project implementers, executors, and beneficiaries.

The Grievance Redress Mechanism (GRM) enhances community ownership and participation in projects and serves as an important tool for feedback and learning mechanisms that can help improve project outcomes. Below are the steps for grievance reporting and resolving grievances in Nyeri.

STEPS IN ADDRESSING GRIEVANCES IN THE COUNTY

STEP 1:

If you have a concern, complaint, or a compliment about the project implementation or any other issue related to the program, visit or make a phone call or SMS the respective Ward-level GRM Committee for clarification or response to your concerns. Your complaint will be logged into the GRM Log register and resolved at the ward level.

STEP 2:

If the complainant is not satisfied with the resolution at step 1, you can escalate the issue to the GRM Focal person at the County Climate Change Unit.

Name: Naomi Mathenge

Phone: 0721 019019

Website: www.nyeri.go.ke

Location: County Headquarters

STEP 3:

If not satisfied with the resolution made via step 2, you can escalate the issue to the FLLOCA National Project Coordinating Unit (PCU).

Name: Julius Barno

Email: Barnojk@gmail.com

Phone: 0721930086

Location: Reinsurance Plaza, Nairobi.

STEP 4:

If not satisfied with the solutions given to the complaints, appeal to the court of law and the judicial system.

Complaints Channels

1. You may send an SMS or CALL via our hotline number 0721,019,019 or the County Government of Nyeri official email
2. WALK-INS to the Office of the Ward Administrator, Department of Water, Environment and Climate Change Offices.
3. Filling out the complaints form is available on the County website www.nyeri.go.ke.
4. The County government's Facebook and Twitter accounts.