

Kenya Agricultural Productivity and Agribusiness Project (KAPAP)

KAPAP Resources Disclosure and Complaint Handling Mechanisms for Beneficiary Communities/Institutions

Receiving feedback/complaints from intended beneficiaries is important in determining the progress of a project.

A. A suggestion box is placed in all project locations including collaborating research institutions with the objective of obtaining comments, questions, complaints and requests from beneficiary communities and other stakeholders. Slips of paper are made available to beneficiaries and the public to facilitate feedback.

A Beneficiary Reference Group (BRG) will be established in each location to act as a liaison between the beneficiaries and the Regional Service Unit (RSU). The BRGs will be a sub-committee of the CIG and will be independent from the existing project subcommittees. The BRG will have four democratically elected members who will work in close consultation with the particular RSU so that concerns are swiftly addressed. The BRG will:

- a) Provide a channel for receiving verbal complaints from and feedback to the beneficiary community.
- b) Receive and process queries, complaints and feedback obtained from the locked suggestion/complaint boxes in close consultation with Regional Service Unit (RSU) so that concerns are swiftly addressed.
- c) Hold a set of keys to the suggestion box so as to facilitate access

The idea of setting up complaint boxes is first discussed with the beneficiaries using a sample ballot box shown below to explain the concept.

The site of each suggestion box is chosen by the area chief, in conjunction with the BRGs, taking into account access, security of potential users, and where a strong wall would be available to hold the box. The area chief will be needed in order to give final authority on the use of the wall and consequently the boxes. Possible sites for fixing the box will include:

- i) Shops at a shopping centre
- ii) Buildings in the chief's compound
- iii) Churches

A summary of the purpose of the suggestion boxes is displayed next to the box and simply stating as follows:

This box is for you to raise issues related to the KAPAP project. Feel free to write your concerns on a piece of paper and drop it in the box. Your concerns will be addressed and feedback communicated to you.

BRGs will be required to raise awareness within the communities on the use of the boxes.

The suggestion box handling process is as follows:

- i) The box is made of metal and measures 1'x1'. The box is kept under lock and key
- ii) Written complaints will be placed into the locked suggestions box
- iii) RSU staff /BRG members will open the box once a month
- iv) One key to the box will be held by the RSU staff, while another will be held by the chairman of the BRG.
- v) The relevant RSU staff member jointly with the BRG will every month review the slips deposited in the box and give feed back
- vi) The feed back will be posted next to the suggestion boxes by the BRG for all to read and benefit
- vii) The RSU will file all the beneficiary concerns and capture them in their quarterly reports together with the feedback

B. Public disclosure of funds to beneficiary communities

Public disclosure of resources released to beneficiary communities is mandatory for KAPAP activities. This creates awareness and strengthens ownership of the project

RSUs:

- a) Prepare posters enlisting all the CIGs and the resources allocated to each
- b) Maintain a file of all the disclosure documents/posters and sends soft copies to the KS for posting on the project and implementing agency websites
- c) Display by pinning or pasting the disclosure posters in strategic public sites such as chief's notice boards, market places, church compounds, DCs and/or County notice boards.
- d) This information will also be available in the KAPAP website

A sample poster is provided below:



Republic of Kenya

Kenya Agricultural Productivity and Agribusiness Project (KAPAP)

No.	Regional Service Unit	Common Interest Group (Name)	Membership			Service Provider	Location	Amount Released (Ksh)	Date
			Total	Female	Male				
1.	Kakamega	Sirisia Fish Farming CIG				Wangu Investments	Sirisia	300,000	2/10/2010
2.									
19									

For More Information Contact:

Regional Service Unit Coordinator
KAPAP
Kakamega District
P.O. Box 2989- 50100
KAKAMEGA.

Mobile: 0733-634380/0722484605

E-mail: manyengoj@yahoo.com/manyengoj@gmail.com

C. Public Disclosure of funds to Collaborating Research Institutions

- a) KAPAP Secretariat prepares a list of all collaborating institutions participating in the Competitive Grant System and indicates the amount of funds released to each institution after every release as shown below:-



Republic of Kenya

Kenya Agricultural Productivity and Agribusiness Project (KAPAP)

	Project Title	Project Location	Lead Institution	Collaborating Institutions	Funds released to Individual institutions Ksh.	Total Amount Released (Ksh)	Date of release	Research Duration
1.	Mango Production and processing	Makueny Count, Kathonzweni Division	JKUAT	-	800,000	2.5 M	10/12/2010	
				Naobi University	500,000			
				Ministry of Agriculture	400,000			
				KIRDI	400, 000			
				KEBS	400,000			
2.								
Total								

D. Public Disclosure of funds released to KARI Headquarters and KARI Centres

KAPAP Secretariat prepares a list of funds released to KARI Headquarters and all KARI Centers after every release as shown below:



Republic of Kenya

Kenya Agricultural Productivity and Agribusiness Project (KAPAP)

	Station	Enterprises supported	Funds released (Ksh)			Date of release
			Total	Operations	Research	
1.	KARI Hqs					
2.	KARI Thilka					
3.	KARI Tigoni					
4.	KARI Muguga NARC					
5.	KARI Muguga VET					
6.	KARI TRC					
7.	KARI Mwea					
8.	KARI Kisii					

9.	KARI kibos					
10.	KARI Njoro					
11.	KARI Lanet					
12.	KARI Naivasha					
13.	KARI Kitale					
14.	KARI Pekera					
15.	KARI kakameg					
16.	KARI Kabete					
17.	KARI Katumani					
18.	KARI Kiboko					
19.	KARI Embu					
20.	KARI Marsabit					
21.	KARI Mtwapa					
22.	KARI Matuga					
Total						

The list is posted on the KAPAP website, implementing agency websites and, DCs/County notice boards.

A provision for questions and answers including complaints will be made on the project website www.kapp.co.ke

B. Complaints can also be directed to:

NATIONAL OFFICE

National Coordinator

Kenya Agricultural Productivity and Agribusiness Project (KAPAP)
P.O Box 8073-00200 Nairobi
7th Floor, Capitol Hill Towers, Cathedral Road
NAIROBI
KENYA

Tel: +254-020-2715466

E-mail: Info@kapp.go.ke

website: www.kapp.go.ke

OR

REGIONAL SERVICE UNIT OFFICES

1. Regional Service Unit Coordinator

KAPAP
Kakamega District
P.O. Box 2989- 50100
KAKAMEGA.

Mobile: 0733-634380/0722484605

E-mail: manyengoj@yahoo.com/manyengoj@gmail.com

2. Regional Service Unit Coordinator

KAPAP
Busia District
P.O. Box 153 – 50400
BUSIA.

Mobile phone: 0722-986118

Email: kappbusia@yahoo.com

- 3. Regional Service Unit Coordinator**
KAPAP
District Butere Mumias
P.O. Box 480
BUTERE MUMIAS.

Mobile phone: 0721-328200
E-mail: libaako@yahoo.com
- 4. Regional Service Unit Coordinator**
KAPAP
Meru Central District
P.O. Box 32-60200
MERU.

Mobile: 0722-340651
E-mail: gilbertmuthee@yahoo.com
- 5. Regional Service Unit Coordinator**
KAPAP
Embu District
P.O. Box 2420-60100
EMBU.

Mobile phone: 0722-581034
E-mail: kappdsuembu@yahoo.com
- 6. Regional Service Unit Coordinator**
KAPAP
Makueni District
P.O. Box 394 - 90300
MAKUENI.

Mobile phone: 0733-549164
E-mail: wambuaemm@yahoo.com
- 7. Regional Service Unit Coordinator**
KAPAP
Gucha District
P.O. Box 167-40204
OGEMBO.

Mobile phone: 0721-425485/0728-409130
Email: mwagi@yahoo.com

8. Regional Service Unit Coordinator

KAPAP
Homa Bay District
P.O. Box 581-3400
HOMABAY.

Mobile phone: 0723-981455

E-mail: modeng@yahoo.com

9. Regional Service Unit Coordinator

KAPAP
Siaya District
c/o DAO's Office
P.O. BOX 777 – 040600
SIAYA.

Mobile: 0721-694808/0725-275959

E-mail: pagmuchele@yahoo.com

10. Regional Service Unit Coordinator

KAPAP
Nyeri District
P.O. Box 29 00100
NYERI.

Mobile phone: 0722-325286

E-mail: janendungu@yahoo.com

11. Regional Service Unit Coordinator

KAPAP
Nyandarua District
199-20300
NYAHURURU.

Mobile phone: 0722-422885

E-mail: Agathathuo05@yahoo.com

12. Regional Service Unit Coordinator

KAPAP
Nakuru District
P.O. Box 3799-20100
NAKURU.

Mobile phone: 0733-854129/0725-421022

E-mail: kappdsunakuru@yahoo.com

13. Regional Service Unit Coordinator

KAPAP
Trans Nzoia District
P.O. Box 1354
KITALE.

Mobile: 0727-523460 0735262087

E-mail: mangolijack@yahoo.com/dsutransnzoia@yahoo.com

14. Regional Service Unit Coordinator

KAPAP
West Pokot District
P.O. Box 245
KAPENGURIA.

Mobile phone: 0733-898662

E-mail: swmukuna@gmail.com

15. Regional Service Unit Coordinator

KAPAP
Kilifi District
P.O. Box 553
KILIFI.

Mobil: 0734-734164

E-mail: nyirochibudu@yahoo.com

16. Regional Service Unit Coordinator

KAPAP
Kwale District
P.O. Box 219
KWALE.

Mobile phone: 0728-099064

E-mail: kappkwale@yahoo.com

17. Regional Service Unit Coordinator

KAPAP

Taita Taveta District

P.O. Box 1239

WUNDANYI.

Mobile Phone: 0722-275821

E-mail: evanbinga@yahoo.com

18. Regional Service Unit Coordinator

KAPAP

Tana River District

P.O. Box 109

HOLA.

Mobile phone: 0734-785479/0723-683471

E-mail: munialoms@yahoo.com

19. Regional Service Unit Coordinator

KAPAP

Garissa District

P.O. Box 828-070100

GARISSA.

Mobile phone: 0712-501012

E-mail: jelleabibrahim@yahoo.com

20. Regional Service Unit Coordinator

KAPAP

Wajir District

P.O. Box 431-70200

WAJIR.

Mobile phone: 0722-606033

E-mail: Muahh05@yahoo.com