



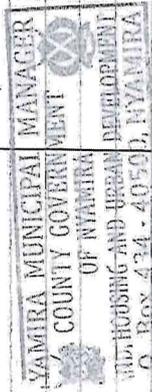
No	Date Received	Name of Complainant	Location	How and who received	Complaint	Action Taken / How it was resolved	Date of Resolution	Status
1	21.05.2019	Eric Abane	Township	Self report	social	The physical planner explained to the complainant that there could be minimal disturbance if personal property & no compensation was to be done as road measurements were done prior to project commencement.	25.03.2019	Resolved
2	15.07.2020	Evans Momenyi	Township	Sammy Received letter	Relocation of culvert	The complainant was informed that the site Engineer & contractor will be informed for further action. The Municipal Manager contacted the Engineer to resolve the matter.		Engineers to ensure the location is placed at the initial location
3	18.05.2020	Teshua Omwami R. Petersen Nyandhu t 0728893198 a 0726147390	Township	Sammy G	Plumbing works Pipes damaged by the contractor	The manager to resolve the issue with the Engineer. Response given to W/L bank		Resolved.
4	13/11/2020	Omwami to W/L bank	Township		Demolition of houses.		13/11/2020	Resolved.

DATE RECEIVED	NAME OF COMPLAINTANT	SUB-COUNTY INVESTMENT	TOWNSHIP	HOW AND WHO RECEIVED	NATURE OF COMPLAINT	ACTION TAKEN HOW WAS IT RESOLVED OR WHO REFERRED TO	DATE OF RESOLUTION	STATUS
14/11/2019	Mugare David Op. Mugare & Company Advocates and Commissioner for cattle.	West Mugiranga Sironani		Egria	Natural damage to property in West mugiranga Sironani			
21/11/2019	Lucas Mwanji 0722 927286	West Mugiranga C.E. Office		Raymond	Bad state of road at Lengya near a place where murray was being mined.			
25/11/2019	David Ockiri 0714 814740	Township (Ockiri petrol station)		Agnes	Poor waste management around Ockiri Petrol station. Causing air pollution			
21/12/2019	Hasban	Township		Raymond	Waste disposal, not treated properly. Waste blocks	Payments to CHGIS NISTE THE SITE ALSO SORTED THE ISSUE	21/12/2019	SORTED
07/01/2020	Kennedy Nyanjane	Chimani stage Market		Egria	Waste Disposal (Planning for demobilizing)			
16/01/2020	Oibo Kingosi	Township Inyanga		Sammy	Non collection of garbage. No toilet at market	Sammy & George were on site and prepared a slab for skip		

General grievances



DATE	RECEIVED	NAME OF COMPLAINT	SUB COUNTY INVESTMENT	RECEIVED COMPLAINT	NATURE OF COMPLAINT	HOW IT WAS RESOLVED OR WHO REFERRED TO	JURISDICTION	STATUS
11/05/2022	28/01/2020	Florida Parking area provided by merchants blocking Shop of Dr. Ombachi	Township	Sammy	General merchants selling blocking car park & shop of Dr. Ombachi	Sammy to contact manager & notice to be done	29/1/20	VRted the side. Made some effort to resolve it.
11/05/2022	10/2/2022	Mr. Ondieki DTRD #52637	Near st Anne Township	Opine	Entrance to Mr. Ondieki's business is blocked by a big container.	Visited site with Ben, Sammy & May. The container, which is not blocking the entrance	17th Feb/20	Arrangement made for the sign to be removed from site
11/05/2022	10/2/2020	Florida Parking area provided by merchants blocking Shop of Dr. Ombachi	Township	Opine	General merchant selling blocking car park and Shop of Mr. Ombachi. * The merchants still selling and a vehicle selling machines has not moved ever since.	Sammy and Ben visited the area and talked to the vendors.	10 Feb 2020	
11/05/2022	17/2/20	Florida Parking area provided by merchants blocking Shop of Dr. Mogeni	Township	Benard	General merchant selling blocking car park & Shop of Dr. Mogeni. The merchants will sell potatoes but making the place dirty and a question of revenue. The vehicle has to be moved	Benard merchant selling blocking car park & Shop of Dr. Mogeni. The merchants will sell potatoes but making the place dirty and a question of revenue. The vehicle has to be moved		



CODE	Date Received	Name of Complainant	Location/Linked Sub County Investment	How/Who RECEIVED COMPLAINT	NATURE OF COMPLAINT	ACTION TAKEN HOW IT WAS RECEIVED OR HOW IT WAS RESOLVED	DATE OF RESOLUTION	STATUS
16/02/2020	16.02.2020	Ubonis D'Sendo NYMT Engraver 0724-0802250	Tanzania - Nyalite Area	Semany	Employees not using industrial gear whilst working at the mill	Semany to consult with Manager & resolve on purchase of basic gear		
19/02/2020	11/5/2020	Benjamin Nlessa Ombergo	L.R. West mugimango Simani/12366	Spont.	Naturalous damage to property.			
21/02/2020	4/5/2020	John Matunda Kioga	West mugimango/ Simani/1449	"	Jobe for the beautyshop Sheet/corridor or private property plot			County Attorney to deal
21/02/2020	4/5/2020	Jackson Mawia Daburi	West mugimango/ Simani/2427	"	Jobe for the beautyshop Sheet/corridor or private property. Plot title No.			County Attorney to deal
16/02/2020	4/5/2020	Patricia Kuumbura Omawa	West mugimango/ Simani/1419	"	Jobe for the beautyshop Sheet/corridor or private property Plot title No.			County Attorney to deal
					West mugimango/Simani/ 2427 measuring 0.04 Ha and reflected on map sheet No. 9.			
					Jobe for the beautyshop Sheet/corridor or private property Plot title No.			
					West mugimango/Simani/ 1419 measuring 0.050 Ha and reflecting on map sheet No. 9			

FORWARDED TO COUNTY ATTORNEY AND PHYSICAL PLANNER

County Attorney to deal

County Attorney to deal



Case	Date	Name of Complainant	Locality / Ward / Sub County	How/Who Received Complainant	Nature of Complainant	Item is when how it was resolved or when it was referred.	Date of Resolution	Status
16/01/2021	19/01/20	David Mogeni (Florida)	Nyamira Township Florida area	Sammy	General Merchants selling and blocking of parking lots. There are no revenue officers to see the revenue being collected on the parking lot.	To liaise with District Engineer or Revenue officer to see the way forward.		
17/01/2021	11/01/20	David Ogere & Julius Nyantika (Public works)	Nyamira Township Public works	Sammy	Complain of water line not put where it was intended it was directed elsewhere making them have a problem in accessing the clean water and being supplied.	To liaise with County Engineer		
18/01/2021	26/01/21	David Mogeni (Florida) 0729041394	Nyamira Township (Florida) Area	Sammy	Access to Florida Merchants blocked by parking area blocked	To liaise with Enforcement so that there is provision of an access. Needs urgent intervention		
19/01/2021	18/01/21	Obama Elijah 0710265273	Township Sea Justice Plaza	Sammy	Stagnated water in dumping ground his area hence no place as study	To liaise with Chris Magot & Elijah Josephine to sort	20.08.2021	Not resolved 06.10.2021 See letter to Obama through the manager.



CODE	DATE	NAME OF COMPLAINT	LOCATION, WARD & COUNTY	RECEIVED BY	NATURE OF COMPLAINT	ACTIONS TAKEN	DATE OF RESOLUTION	STATUS
CL/2024/140	13/5/24	Bence Dusingi Head-Teacher GETARI DEB (SLS) 0725862564	Getari Bundo...	Kenia N.	collapsed FEDE classroom due to heavy rains. Requesting of Educational Support Infrastructure Support from Public Health office conditional on clearance.	Complaint forwarded to department for Education Support Infrastructure Support from Public Health office conditional on clearance.	13/5/24. Forwarded.	
CL/2024/141	27/6/24	Francis Oducho Nyambiri 0727482791 0734290497 Among other petitions	Bundo... Village	Kenia N.	Complain on standards of proposed road. The standards are below standards and request visit by the chief for further action.	Complaint forwarded to the chief for standards and proposed visit by the chief for further action.	27/6/24. Forwarded.	
CL/2024/142	18/01/2024	Susan Nyakoke Okebi	Tambur	Kenia Nyambiri	Informed construction causing destruction of agricultural property.	Visited site, raised an inspection report which was further forwarded to the Physical Planning Dept for action.	25/11/2024.	

