

DATE	TIME	COMPLAINANT NAME	AREA / VILLAGE	BRIEF DESCRIPTION OF THE COMPLAINT	INVESTIGATING OFFICER	INVESTIGATION DATE	INVESTIGATION CLOSING DATE	RESOLUTIONS
28 th 09-2023		Kabaka Hoppa	TUON	She proposed that a programme be put in a place so how to help the street children in finding a reading place		28 th 09-2023	30 th 09-2023	A letter was sent to the concerned department
07-09-2023		Dominic Munda	PUD	Request that the Ninyuki Teaching and Referral Hospital be installed with an Audiometer to enable people with hearing impairment access this service without having to travel to Nyeri and Nakuru		7 th 09-2023	19 th 09-2023	A letter was written and sent to the Health department
1-09-2023		James Maina	Konyoni	Request the Municipality to aid them in acquiring Land Ownership Documents		18 th 09-2023	20 th 10-2023	Member was informed that it was underway with the National Government in the K.I.SB program
09-09-2023		Rose Mwendia	Baraka	Poor Drainage system and lack of sewage line and the need to have street light in the area		11 th 10-2023	17 th 10-2023	A letter was drafted and sent to the Infrastructure department
09-09-2023		Isack Ondara	Liki	Information about the installation of Public Utilities		23 rd 10-2023	23 rd 10-2023	Client was given all relevant information upon his enquiry
3		Peter Kingori	Nanyuki	The construction of the remaining part of the Nanyuki Bus park. The first street light within the Bus park to be well fenced to prevent the public from urinating and completion of cbrs installation in the remaining section.		8 th 11-2023	22 nd 11-2023	A detailed letter was drafted and sent to the Infrastructure department
		Peter Mwata	Matanya stage	Aid in construction of bus lanes stores in the area		20 th 11-2023	4 th 12-2023	A letter was sent to the infrastructure department and was assisted



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17-06-2024		Laetoria Nwoko	Burika	Removal and improvement of smooch along in the Nangiki slaughter House and Regular Maintenance and check up by the Municipality
20-06-2024		Kam Gadiyo	Town	Installation of containers for waste disposal for both Organic and inorganic Materials where waste can be recycled and converted into a way of generating income and Resources
20-06-2024		Lidia Kembe	CEDC	Aid in improving the living standards of children of CEDC by providing school fees, school uniforms and food supplementation
20-06-2024		Firas Gathiga	Town	Request for more information about the coverage of the Nangiki Municipality and its mission, Vision and core values included in the brochure
20-06-2024		Simon Kithuo	Market	Recruitment of workers and contractors for the Old Market and that the workers be from the local community not from outside

INVESTIGATIVE OFFICER	INVESTIGATION DATE	INVESTIGATION CLOSING DATE	RESOLUTIONS
	17-06-2024	17-06-2024	A letter was drafted and sent to the health department
	20-06-2024	22-06-2024	The suggestion was noted and is to be factored in future programs.
	20-06-2024	16-07-2024	A letter was sent to the concerned department
	20-06-2024	21-06-2024	Clad was given information re: her request and also on how to visit the municipality website
	20-06-2024	17-06-2024	A letter was drafted and sent to the department of Trade




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27/11/2024	5:00 PM	DAVIDA WANGAI	RURAL	Spilling over of the dumpsite in Rural	MANAGER	28/11/2024	08/11/2024	Letter written to multi-department A team composed to check on 'compostions' (11/11/24)
11/12/2024	9:45 AM	LORENE WANGAI	URBAN	03120745734	MANAGER	09/12/24	29/11/24	Matter reported to the admin department for action. (11/11/24)
22/02/2024	3 P.M	MARTIN GAVRE	KARURU ROAD TORA	Complained about dangerous hanging trees behind his property. He can provide pictorial evidence the tree if left uncut cause damage to the people and their properties.	ASST	10/12/24	10/12/24	The matter was reported immediately to the environment and administration officers. (11/11/24)
03/12/2025	14:30	GRACE NYONI 0333657238	CUB MARKET	Insecurity during night time and the toilet should be returned to the county government cause people are willing to pay 5 K per each visit to the toilet. This is due to cleanliness that is required.		01/12/2025	14/01/2025	The Head of Enforcement officers was notified on the security concern and it was acted upon. A notice concerning the toilet on market being constructed in the old market will have more abolition block.

DATE	TIME	COMPLAINANT NAME	NEARBY PLACE	BRIEF DESCRIPTION OF THE COMPLAINT	INVESTIGATING OFFICER	INVESTIGATION DATE	INVESTIGATION CLOSING DATE	RESOLUTION
		Samant Khushi Stall chairman	Nangurki	Demarcation of unapproved kiosk Spoke spreading within the market Bus park (Motorcycles) Proposed construction and rehabilitation of public toilet. to accommodate PROSI		09.01.2025	09.01.2025	A letter was drafted to call for a meeting with the concerned department to discuss the issue A letter was drafted and sent to the concerned department requesting ^{PDP} for a friendly discussions in the social hall.
		ARNOLD		To purchase a new fire engine in Nangurki Municipality		09.01.2025	20.01.2025	A letter was written and sent to the concerned department (Adms) on the named paper.
02.02.2025	12:00 P.M.	DBILE KEANE OF 281K31		Persistent delays in garbage collection, with trucks missing scheduled days and not collecting beyond Gachathi. Needing the accumulation, scatter and waste piling in drain and roads and eventually along Likii river; which poses a threat to the health & environment.	FRIMDORUS OFFICER	06.02.2025	10.02.2025	The department acknowledged delays in garbage collection caused by inconsistent & mechanical issues. The department has taken corrective measures to streamline waste collection schedules. Additionally, GFT has been standardized to the ^{improve} improve standards. The issue was noted & included in the plan for the development of the Nangurki Stadium, and was included in the USD's project report for Stadium.
02.02.2025	9:30 AM	DEKINS OF 28280103	LAIRIRA AIRBASE	The basketball community feel excluded as no basketball court has been included in key social facilities like social hall, stadium or tennis park	USD	19.02.2025	19.02.2025	
03.02.2025	10:00 AM	DIKARAE - DIRECTOR STARK ROAD HOTEL.	KANYUKI TORON	Complain on the deposited logs of wood along a road reserve at railway road, obstructing access and negatively impacting complainant business.	PANKER, ENROPER MENT OFFICER.	17.02.2025 <i>Letter available at: Nangurki, H.H. 1/17</i>	02.04.2025	Letter drafted and sent to left woods ordering them to remove the deposited wood product and restore the area to its original condition.

DATE	TIME	COMPLAINANT NAME	RESIDENCE	REPORT DESCRIPTION OF THE COMPLAINT	REGISTERING OFFICER	INVESTIGATION DATE	INVESTIGATION CLOSING DATE	RESOLUTIONS.
09.04.2025	11:00 AM	UMINISIKI (C.M.C)	Kan Yui	<ul style="list-style-type: none"> Boogerously long, old blingim trees along the Uvumbihe river riparian area Allowed to plant Indigenour bombon trees which are friendly to the environment. 				
09.04.2025	11:00 AM	MURATA	LIKII	<ul style="list-style-type: none"> Lack of information regarding garbage collection schedules. Unclean drainage systems and sewer lines passing through residential areas. Poor disposal of used diapers leading to environmental pollution. 	MANAGER	10.04.2025	10.04.2025	<ul style="list-style-type: none"> Additional personnel will be employed to assist in garbage collection, they will be equipped with wheelbarrows for transporting waste. Garbage collection is scheduled for Tuesdays in Likii. Skip bins have been installed along roads in Likii to manage waste.
		CHARLES	LIKII	<ul style="list-style-type: none"> Installation of streetlights on main roads particularly Githugi. Concerns on garbage collection. 				<ul style="list-style-type: none"> A survey will be initiated to assess the specific needs & feasibility of installing streetlights in requested areas. The board will prioritize projects based on findings.
		CHARLES	LIKII	<ul style="list-style-type: none"> A CT (Iron machine) should be purchased instead of streetlights. Requested that drainage systems be improved. Advocated for employment of local residents from Likii in these works. 	MANAGER ENGINEER	10.04.2025	10.04.2025	<ul style="list-style-type: none"> Purchase of a CT (Iron machine) by county govt of Lariya jurisdiction concerns should be addressed on 16th April 2025. Chason engineer. On the issue of drainage Engir will conduct an assessment of drainage systems & submit a report. Consult the LKBO at the MUA for further guidance.
		VARANDA						
		ROSE	LIKII	<ul style="list-style-type: none"> Sought assistance in recovering her savings from a farmer's agent, she had previously worked 		10.04.2025	10.04.2025	

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		CHARLES KARANGA	LIKII	Requested that a public participation forum be held specifically to address matters related to public health services.		10.4.2025	10.4.2025	A forum is scheduled for 16 th April 2025, citizens can voice health-related concerns.
		USAN NYAGUTHII	LIKII	Blocked sewer line along Matonda road due to land acquisition & redirection by an individual. Requested a local office for land rate payments. Tarmacking of roads in the wards including Grogon Road.	MANAGER	14.04.2025 <i>Report available</i> 19.04.2025	19.04.2025	A technical team will visit affected areas on Monday, 14 th April 2025. Residents to appoint a liaison person to guide the team. H.E the Governor has directed the establishment of such an office in Likii to be situated at the Chief's Camp. A physical planner will be brought. A letter was drafted to the Relevant Department.
		PURITY MUMIRI	LIKII	Raised concerns about demolition of kiosks in the Soko area and questioned under whose authority the demolition was conducted.	MANAGER	10.4.2025	10.4.2025	The municipality was unaware of the demolitions. Moving forward kiosks will be constructed and managed by the municipality.
		MURAYA KIRIKO	LIKII	Expressed concern over the lack of transparency regarding funds allocated for Likii primary school sponsorship.	MANAGER	10.4.2025 <i>letter available ref: MMS/SP/19/25</i>	10.4.2025 1-1/25	Education related funding is outside the Municipality's scope. The municipality can escalate the issue to the County department of Education.
		PAUL NDAIGA	LIKII	Highlighted poor drainage conditions and proposed the repair of culvert structures. Requested re-installment of streetlights and sought clarification on payment of electricity bill for the Public WDFI at the VCT Center.	MANAGER	10.4.2025	10.4.2025	The function of electricity management has not yet been transferred to the municipality.

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		ANTHONY NDUNGU'U	LIKII	<ul style="list-style-type: none"> Requested provision of containers for traders affected by demolition and installation of additional shops. Questioned the committee/board members selection process claiming inadequate representation from Likii. 	MANAGER	10.4.2025	10.4.2025	<ul style="list-style-type: none"> Several tanks have been installed and the remaining ones will be set up. Appointment of members is the responsibility of the Governor.
		JOYCE KIAMBUI	LIKII	Proposed the implementation of a school feeding program for all primary schools in Likii.	MANAGER	10.4.2025	10.4.2025	<ul style="list-style-type: none"> Clarified that education-related funding is outside the Municipality's scope.
		JESSE MAINA	LIKII	<ul style="list-style-type: none"> Requested that land be allocated for recreational use and proposed an annual end of year celebration for the municipality. Adopting solar power for street lighting. 	MANAGER	10.4.2025	10.4.2025	<ul style="list-style-type: none"> The board will review the logistics and feasibility of implementing such a celebration. The municipality has already started transitioning to solar-powered street lights in phases.
		GALI GITAU	LIKII	Requested an official prayer day be designated.	MANAGER	10.4.2025	10.4.2025	<ul style="list-style-type: none"> Municipality is planning to set aside a dedicated prayer day.
		JOSEPH MUCHERO	LIKII	Construction of public toilets along roads and a market in Likii.	MR. ICAMBERI BOARD			<ul style="list-style-type: none"> All market areas are expected to have functional washrooms; the committee will assess further.
		CHARLES GACHERU	LIKII	<p>Absence of sewage lines in Makidano is forcing residents to release wastewater into the Likii River posing a health hazard. He also emphasized the need for effective drainage systems and urged that these works be assigned to local Residents of Nanyuki Municipality.</p>	MANAGER	10.4.2025	10.04.2025	<ul style="list-style-type: none"> The Manager confirmed to the Residents that the public Health Officer have visited the site and the call for has been issued with a Demand letter.

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10/04/2025	11:00 AM	MURAYA	LIKII	Requested that Likii dump may be operational 24/7 to better the community.	S.D.O	10.04.2025	10.04.2025	This function is under the County Government of Laikipia.
24/04/2025	3:00 P.M	CITIZEN, NANYUKI	NANYUKI	Public parking spaces around town are being used by TukTuk operators and able-bodied members of the public.	S.D.O	25.04.2025	25.04.2025	It was handled by the SDO in conjunction with the S. Engineer's Office to ensure enforcement.
29/04/2025	8:05 A.M	ANTHONY WAMBUGU	CEO, NANYUKI HOSPITAL	Complained regarding dirty water affluent from Think Twice stores.	water container	30.04.2025	12.05.2025	A site visit was done to assess the validity of the complaint.
7/05/2025	3:20 P.M	MR. PETER	NANYUKI	Requested that the Preen Road be marked to allow kids to pass through after school and to ease traffic congestion.	Road			Noted and forwarded to the relevant department.
9/05/2025	4:30 P.M	CITIZEN	NANYUKI, CROFT AREA	Complained about Loud music being blasted by the Croft area in a residential area past midnight.	Environment OFFICER	12.05.2025	16.05.2025	A letter was drafted to NEMA for follow-up and investigation. Emailed the response to the complainant.
9/05/2025	12:00 P.M	SOLOMON MATU	LIKII B. WARD	Complained about No garbage collection has been done for the last THREE months.	garbage for the	12.05.2025	12.05.2025	The client was informed that the area is not within the boundaries of Nanyuki Municipality, but due to closeness within the boundaries, it was implemented and scheduled for collection.
5/05/2025	13:00 P.M	OBILLIE KEANE		<ul style="list-style-type: none"> Modernization solution to deal with rubbish collection. Piles of rubbish between the bado shadar after Baptist and Neddie Rd to Kitaruku ma. Garbage pile up before the Peacock Barracks. 	deal the bado (school) Batuk	ENVIRONMENT OFFICER		<p>The client was informed that the modernizing of said waste management is undertaken to reduce global warming.</p> <p>Client was informed that there was a technical issue with one of the trucks hence a delay in collecting schedule. Further, he was assured that the routine schedule and collection will be handled and back on soon as possible.</p>
10/06/2025		Mr. Mathomi	Majengo	Raised a complaint regarding hazardous tree in Majengo.	George Kame - Government Office	9.06.2025	9.06.2025	A meeting was conveyed with all stakeholders and resolved for the tree to be removed and the complainant to plant six new trees.

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09/07/2025	3:00 PM	AMINA ABUBAKAR ABEID	BEHIND RUBIS	Obstruction in front of premises and walkways.	ENFORCEMENT OFFICER	9th JULY 2025		
PUBLIC PARTICIPATION DAY 2-07-2025	11:00 AM		Liki	Requested installation of waste skip bins. He also raised concerns about spillage, requested bigger floodlights in Liki. He also proposed purchase of a new fire engine and noted irregular garbage collection.				It was noted and included in the Development plan for action. The purchase of the engine is currently underway on the desk of Administration.
			Liki	She complained about poor drainage at Lunatic and lack of garbage collection.	Municipal Engineer	11th July 2025		A site visit was conducted and also a feasibility study/the work will be done upon the availability of funds.
			Liki	Requested floodlights, drainage from st. Johns to Gachui's road Murrainig and accountability on projects.		10th July 2025	10th July 2025	NAWASCO plans sewer lines from Burika/Lusai to the sewer line. Municipality drafted a letter to the CGC for Road Murrainig.
			Majengo	Reported Nanyuki River has become a new dumping site. Proposed Youth employment.				Clean up exercise will be conducted in collaboration with the citizens and the Nanyuki Municipality. The Management clarified that employment is under The County Public Service Board.
			MWHAICA ESTATE	Raised concern about poor waste management at local sewage site. Requested for upgrading of road from Ap line to stadium.				A meeting to be convened to discuss value addition of solid waste management with position holder. Letter drafted to County Govt for Road Murrainig.

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PUBLIC PARTICIPATION DAY 01/07/2025	11:00 AM		TOWN	Sought for clarity on fund availability versus the functions transferred to the Municipality	MANAGER	10-07-2025	10-07-2025	Clarified that while the functions have indeed been transferred to the Municipality a formal letter was drafted through the Comm requesting the full transfer of both funds and corresponding functions with effect from 1 st July 2025.
			Milimani estate	Requested Murraining of the Road from Milimani Centre to Nanyuki Referral Hospital. Absence of street lighting in the estate → Over 290 Households lack a proper sewer lines → Raised concern on rising number of street children within the estate and town. No youth from Milimani has been employed	MANAGER MANAGER Municipal Engineer			A formal letter drafted to CO Infrastructure It ^{has} been addressed to Infrastructure Department through a letter → Site visit had been conducted → The Enforcement officer conduct reintegration efforts and oversee the vetting process.
				Requested for improved drainage and streetlights, Murraining and culverts	MANAGER			Municipality does not handle employment under PSE A letter was drafted to Infrastructure Department
			TOWN	Suggested POD-friendly toilets at the Social Hall and POD volleyball support	MUNICIPAL ENGINEER	10-07-2025	10-07-2025	Municipal engineer conducted and identified the location and the scope
			RWAI	Raised insecurity around school openings / closings	DCC LAW ENFORCEMENT	10-07-2025	10-07-2025	DCC reaffirmed in security town during school opening and closing days

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9-10-2025	11:00 A.M	MR. KAMAU	TOWN	Raised concerns about children at Night and lack of clarity vs Municipal roles				A follow-up letter will be written to relevant departments on children safety. On the other, he was explained to and they can be found in the website.
		Mr. Danain & Ruwa Residents	RUWA	Requested prioritization of Trojan-	Kirichuwa Road Municipal Manager	9-10-2025	9-10-2025	A fund known as PPF was measured and told that the Road is under National Government under that fund.
		Munyi Joseph	Majengo	Requested better access to and Majengo for Fire Engines	Kisumu Ndoyu Municipal Engineer			Municipal Engineer to prepare BGR and mapping for access improvement.
9 Oct 2025	3:00 PM	THINGITHU PHASE I RESIDENTS ASSOCIATION	THINGITHU WARD	<ul style="list-style-type: none"> → No drainage system in phase I leading to persistent problems such as water-logging, and regular cleaning of drainage system between the Estate and Referral Hospital → Upgrading of Roads within The Estate → Unclean water, Sewer blockage & water shortage → Garbage collection, waste management dumping & cleaning of bushes → Security concerns → Bars operating within the proximity of the Estate and schools which has a negative influence of alcohol on children. → Improvements of social amenities and addressing security concerns 		29th Oct 2025		A meeting to be held with the Relevant stakeholders.

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11/11/2025	10:00 A.m	Jerald Nanyuki Municipality	LIKII	Complained about Noise pollution by a religious leader who has put his speakers against the window of her bedroom causing migraine to her				
24 th Nov 2025	12:00 P.m	Many Wangui	Sportree Estate	Complained about the streetlights working in CBD, also in the estate				
9 th December 2025	4:00 pm	Grace Njoki	Majengo	Raised the issue of check dam in the village and also poor drainage system in the area of Jechi la Okani which causes hazardous risk to their health during rainy seasons				
16 th December 2025	10:40 A.m	Dr. Soba & Mzee Yusuf Kaka	TALON	They complained about the high land rates without consultation to the Residents of Nanyuki as a whole				
21/12/2025	3:05 P.m	James Murage	Nanyuki Ward	In Likii, there are in darkness have not been working. → Complained about increment of land rates which is very high.				
5 th Jan 2026	11:15 A.m	Residents	Nanyuki Municipality	people raised concern about engagement of Public was requested for a postponement of it. This is because most of them were taking their children back to school. Suggested to be Rescheduled to 15 th January 2026.				
6/01/2026	9:00 A.m	Caroline Musyoki	Rwai	Streetlights They are not working				
8 th Jan 2026	11:00 Am	Laikipira Boda Boda Association & Boda Boda Riders	Nanyuki Ward	Complained about the Notice issued on BodaBoda riders/motorcycles/motor vehicles				
13 th Jan 2026	2:20 P.m	Ann Akach	Majengo	Requested if more solid waste receptacle, around CBD, within Municipality especially schools can be added				