

# COUNTY GOVERNMENT OF KIRINYAGA



## KERUGOYA/KUTUS MUNICIPALITY

### MUNICIPAL GRIEVANCES REGISTER

DATE	NAME/CONTACT	COMPLAINT	ACTION/RESOLUTION	DATE OF PRESENTATION
6/6/19	Mr. Mwangi	Open drainage which are dangerous to pedestrians	Referred to site contractor and county engineer.	10/6/2019
13/7/19	Martha Wangari	Some vendors selling outside the premises causing traffic resulting to loss of clients	Consultation meeting with enforcement team to enforce the traders to operate within the confines of the market.	20/07/2019
15/07/19	Mr. Mwangi	Water and sanitation issues in Kerugoya fresh produce market	Burst pipes were repaired.	29/07/2019
01/04/20	Baricho Chemist	Noise pollution by contractor	Mitigation measures in the ESIA to be employed promptly.	03/04/2020
21/01/21	Ruth Wanjiru	The project (upgrading of Kerugoya fresh produce market) took longer than expected thus derailing business.	Site contractor provided project timelines and stated reasons why the project was not completed on scheduled time.	21/01/2021
21/01/21	Ruth Wanjiru	Noise pollution-apparel factory	Contractor to be notified and mitigation measures in ESIA to be implemented.	21/01/2021
23/05/22	Joan Wangeci 0797882349	Draining flooding issues in the balcony area of day care	To be considered during next phase of infrastructure development. Temporary drainage point to be implemented by the contractor.	23/05/2022

		Lack of connected water to be daycare Centre which hinders use of toilet/sanitation facilities.	The municipal board to implement it afterwards.	23/05/2022
08/07/20	Mr. Kinyathi	Road block during cabro paving	Alternative access road were given to be used before the main access and construction is finished.	23/072020
30/09/21	Wilson Njeri	Resolution of livestock market	Complainant was furnished with movement schedule of traders and relocation plans.	30/09/2021
27/05/22	Bruce Ngeno	Dust pollution of fire station project site		

03/12/23	Caroline Wambui 0711836359	Lack of public sanitation facility	Consideration put in place to up a public toilet and fresh water near the stalls in the market.	10/12/2023
10/12/23	Caroline Wambui 0711836359	Market sheds do not produce enough shelter when it rains	Considerations are noted on the need to have sheds extended and attached gutters to avoid splash.	10/12/2023
17/05/24	Henry Gitonga 0716012721	-No drainage inside the market/flooding inside when it rains making wooden stalls to rot at market opposite hospital.  -No security lights which will enable the traders to work in evening.	Drainage to be designed to cater for surface run off.  Complainant informed that necessary provisions will be put in place to provide adequate lighting.	19/05/2024  19/05/2024
17/05/24	Joseph Mwangi 07202554960	No provision for motorcycle shed/waiting bay for pedestrians	Municipal board to look for available space within that area to provide necessary infrastructure.	19/05/2024
16/07/24	Mary Wangeci 0790848804	Concerns in delay of construction of fire station.	Complainant was informed on the reasons why there is a delay in implementation and steps taken to fast track the completion of the project.	16/07/2024
31/07/24	Margaret Wanjiru 0701663813	Lack of acceleration and deceleration lane from the fire station.	Complainant was informed of the contractor's application to construct the said lanes from KENHA was waiting approval.	31/07/2024
08/08/24	Danson Ngatia	Concerns about the equipping of the fire station and inquiry into the design and layout of the fire station.	Site manager provided the blue prints and design complainant was informed of the municipal board plans to equip the fire station in phases due to budget constraints.	09/08/2024
10/03/25	Bildad Wanjiru 0716578535	Lack of enough enforcement for traffic offenders and parking on non – designated spots.	To be communicated to enforcement department and enforce traffic by-laws.	12/03/25

15/07/25	Glory Mureithi 0740535116	Lack of awareness on connection to the newly constructed sewer line and process or procedure of connection.	Was informed that the management of sewer trunk lies with Kirinyaga Water and Sanitation Company (KICOWASCO) and that they should visit their Offices for more information.	15/07/25
06/10/25	Nahason Gichira 0728793189	Lack of public sanitation in urban areas.	Suggestion to be communicated to County Project Coordinating Team (CPCT) and Municipal Manager for consideration and Planning.	06/10/25
03/02/26	Boniface Weru 0780856622	Limited space for greenery and public park.	Complainant was informed of a public space with public sanitation near Bingwa Sacco Headquarters informed of plans to make cemetery a public park and arboretum are in consideration.	03/02/26