

Date Received.	Name of Complainant.	Complain Details.	Channel of complaint	Action Taken	Remarks	Status
15/06/2023	Esther Chemutai (0710224066) (Cherona Plot) Near SH Cathedral Catholic landlord - 0724592520.	Noise of Sound system from fellow tenant. (Hse no. 103 and 6)	Office Visit.			
19/6/2023	Quick Mart Supermarket Paul - 0111220222	Waste water flowing along the main entrance from Westland hotel due to blocked manholes.	Phone Call	Site visit done and Contractor was given direction to unblock the drainage line	Situation addressed	Closed. 20/06/2023
19/6/2023	Carmita Salas 07	Uncollected Garbage at sock and it environs.	Phone Call	Mr. Mutai given instruction to go for collection and disposal. 20/6/2023.	It was attended smartly	Clean 19/06/2023
20/6/2023	Joseph Ndagwa Ngunu 0729046387	Mugacho-Ngunu uncollected garbage for a long time.	Office Visit.	Scheduled for removal by shovel on Thursday 22/6/23 (Morning)	It was removed on schedule	Cleaned. 22/06/2023
30/6/2023	Caleb Oduor 0716006534	Nyagacho Uncollected garbage for a long time	Office visit	A vehicle with a staff was sent to Address	Garbage was collected.	Clean given 30/06/2023
27/7/2023	Richard Mogaka 0714217769	Near Kencho day Requesting to be given back a skip that had been taken by the garbage men	Office Visit	The skip will be returned upon repair of the broken gate/door hinge	The skip was reinstated.	Closed 8/8/2023

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31/07/2023	Mr. Julius (Khai-person) Kapsoit Market	Uncollected Garbage at the Market near residential buildings and its environs.	Phone calls		Addressed.	Closed 08/08/2023
4/8/2023	Matthew Chemist Resident - Site & Service 0722451608	Blocked drainage at site corner area near Kiche Academy. Need to be unblocked or replace culvert.	Office Visit	Referred to KMS - Kazi Kazi Visits beginning 1 st September 2023	Addressed.	Closed. 4/9/2023
9/8/2023	Overseer Nancy Nanjira 0723554526	Noise generation and Uncollected Garbage from scrap metal workshop (scrap metals, plastics, cartons) near Abundant grace church - Industrial Area.	Office visit	Referred to Mr. Mutai.	Addressed.	Closed. 14/9/2023
31/07/2022	Karaija P	Pumwan, market garbage loop opening as	Phone Call	Mr. Manton assigned to address.	Addressed, satisfactorily.	Closed. 31/8/2023
6/09/2023	Gladys - Business lady. 0729692104	Blocked drainage near roadside entrance towards Finlays. Needs to be unblocked.	Office visit	Referred to Mr. Cheruoyot - drainage Service	Addressed.	Closed. 07/09/2023

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20/09/2023	Erick 0720743611	Uncollected garbage near Space and Style Apartments.	Office Visit.	Referred to Mr. Mutai Supervisor Garbage Collection done today.	Uncollected garbage Addressed.	done 23/09/2023
29/9/2023	Montesic, Skip full & need to be emptied	Full skip that needs to be emptied	Phone call	Philips truck assigned to the site	Collected and emptied	done, 29/09/2023
0-11-2023	Shadburn					
10/11/2023	Shadburn street - Munga	Uncollected garbage along shadburn street & drainage blocked	Office Visit	Contributor Team assigned to clear the garbage along the drain	Addressed	Closed. 10/11/2023
10/11/2023	Auto express					
11	Nyagacho stage - uncollected garbage near Stage (Nyagacho stage operator) the stage	Uncollected Garbage at the stage	Office Visit	A Refuse truck with a team of collectors was sent to collect.	It was address in time and collected	Clean. 10/11/2023.
20/11/2023	Auto express	Uncollected garbage within auto express past Kiondo Day		Refuse Operator was sent Assigned to the route.	Addressed.	Closed. 20/11/2023

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8 th December 2023	Kevin Atai (Resident Mjini) 0710973427	Uncollected garbage - Poor drainage on roads (Road from Riverside to Kerya highlands) be placed lumps & road signs to school children.	→ Environment → Road.	→ To be addressed by Doreen Ent. Officer - Anamoi Sub-county	Addressed.	Closed 15/12/2023
11 th December 2023	Public Health Officer - CBD (Alfred)	Uncollected garbage - Behind Kipchimaft supermarket (Formerly Kipchimaft)	Environment	→ Referred to responsible Driver	Addressed.	Closed 11/12/2023
11/12/2023	Former Principle TTC Catholic Church 0722 714 961	Uncollected garbage Near to Catholic church	Environment	Site visit done.	Addressed.	Closed 11/12/2023
14/12/2023	Zakaria Mutei P.O BOX 2022-20200 KERicho	Excessive Noise from church (Fountain of the World International Ministries) in the neighborhood of Evergreen Apartments very early in the morning	letter.	Site visit done. Made a phone call to the pastor in-charge of the church to inform him of the complaint. He agreed to reduce the levels of the noise to desirable levels.	Addressed.	Actioned. Closed
19/12/2023	Nancy	Uncollected garbage at Baraka (Kaptich)	Office visit	Discussed with the driver O64 to collect on Friday	Addressed.	Closed. 21/12/2023
8/1/2024	Hellen Puge (0721 441 035)	uncollected garbage at (opposite Ruhia school (prestige school)	Office visit	Mr. Mutu assigned to take to address.	Satisfactorily addressed.	Closed 02/01/2024

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22/1/2023	PHD - CBD. Mr. Kinei	Unrubbish garbage between Hueluna Buidu & AFE. Koincho	Phone Call	Assigned CBD Vehicle & team to assess & collect	To stop illegal dumping employment team informed to warn the area for one week & inform the output of the vehicle routine collector.	Addressed. 22/01/2023
22/1/2024	PHD-CBD-Atfield	Unrubbish garbage heap between PEFA Church & Copia (Fountain) schools.		Garbage collected by the team within C.B.D.	Stop illegal dumping	Addressed 24/01/2024
19/4/2024	William Mutai 0726326974	Noise from the church at odd times from 7pm to 1.am on Fridays (in the name of ^{loyalty in} Keshu) between Hosannah Restoration Centre and ST. Mary Makobo (0735912982) Peter	Office Visit	Made a phone call to the pastor and informed him of the complaint and he agreed to reduce the level of noise	Addressed.	Closed. 19/4/2024
19/04/2024	William Mutai 0726326974	Noise pollution complaint from neighbors about a neighbor who is a DJ playing loud music everytime in the name of testing equipments (0712785749) DJ Bombblast	Office visit	Made a phone call to the DJ and he answered rudely and not ready to change He says	Not in agreement with the pastor & the church. The church leaders summoned to the office.	Partially addressed 19/4/2024

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15/04/2024	Simon Kama 0725205250	Garbage not collected along Koo road about 100m from Police Trade Kanya Credit Traders limited. The vehicle goes without collecting	Office Visit	Gilbert Driver CBD assigned to go collect on regular routine	Addressed satisfactorily	Closed. ✓ 15/04/2024
8/05/2024	PHO - CBD Affected	Uncollected accumulated garbage behind Huduma Centre	phone call	Down - with the refuse team in town went for collection and it was done satisfactorily	The open space needs to be fenced & land owner to develop as the place is becoming a dumping ground for residents offices, business people within the radius to dump.	Addressed & Closed. 13/05/2024
8/05/2024	Montesori Director (Dragon Fly)	StM nuisance worsened by delivery of waste by the rains	Phone call	Vehicle scheduled to address the issue every Mondays.		
14/5/2024	Kincho Main Prison (Mr. Karker Welfare)	Full skip that needs to be emptied	Phone Call to Down	Vehicle 3500033 instructed to go and collect.	The skip loader is scheduled for service by 10th	Addressed on 16/5/2024. Satisfactory.
14/5/2024	Kincho Teachers College (Kijana Sigilai)	Uncollected garbage for 2 weeks	Phone call	A vehicle was assigned and the garbage was collected within the day.	Addressed	Satisfactory. 14/05/2024
14/5/2024	Montesori Director (Dragon Fly)	Solid waste management issue worsened by rainwater run off	phone call	Montesori scheduled for collection on Mon 17th & Friday - Wharaka to clear heaps near the skip.	Done ✓	Closed. 15/05/2024

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15/05/2024	Mr. Chepkang PHO - Amara	Uncollected garbage at Kwa Michael area.	Phone Call to Doreen	There is need to plan to issue of notices to residents in Kwa Michael.	Notices on illegal dumping issued Skip removal & vehicle assigned every Thursday without fail.	Addressed. 20/05/2024
20/05/2024	Danny Koech - (Kencho Main Prison) #0721924329;	Uncollected garbage at Kencho Main prison for 2-3 weeks	Office visit	- Mutai to address the complaints	Skip loader to assist in collection & removal.	Closed. Satisfactory address 21/05/2024
31/06/2024	Nancy Chepkoni	Uncollected garbage leading to a heap at Baraka (Kaphich)	Office visit	Kaphich residents notified to put containers & bin for each house & vehicle scheduled for collection every Wednesday.	Addressed	✓ Closed. 1/06/2024
07/06/2024	Caleb Odwor 0716 006 534	Requesting to be given a skip that had been taken because due to it was vandalised.		—	—	Pending details complaint not resolved.
11/06/2024	Joseph Koech	Uncollected garbage for almost 2 weeks at Nygacho market		Vehicle assigned for every Friday.	Addressed	Closed. 14/06/2024

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14/06/2024	Johnathan Mosei 0722 758761	Uncollected garbage at Kapthurungu along Sumeyen road	Office visit	Vehicle KCK 5710 assigned to go collect the garbage	Done	Addressed. 14/06/2024
19/06/2024	Robert Siele	Noise pollution from a nearby temporary church along Kwango near Township	Office visit	Site visit made to the church by H&M officer & EO. to get the noise complaint registered	The church was inspected to comply with Noise & Vibration what was Reg. 2009. and minimizes the noise to 45dB.	Addressed. & Closed.
24/06/2024	Ezekiel Kioko	Garbage dumping near AIC Tumaini school by unknown people.	Office visit	A vehicle was assigned to go collect the garbage heap. (Vehicle 3SGG074)	Done	Addressed 26/06/2024
27/06/2024	Richard Magoke	Full skip that needs to be emptied near Kericho Day.	Phone call	KCK 5710 was assigned to go clear the skip	Done	Addressed 27/06/2024
27/06/2024	Bernard Retch (Charcoal Island)	Island residents need to have a routine for garbage collection.	Phone call.	Mr. Mutai. Assigned to send a truck for collection on a routine		
5/7/2024	Elvis Rono 0718213015	Blocked drainage along Isaac Salat KCC Dandabint Gekul shops	Office visit & Phone call follow-up	Jelrovin Contractors assigned to unblock drains in liaison with Eng. Bett road, to guide on the long term solutions	Partially addressed the drainage (storm needs expansion the drain is small to handle expanded storm water	Partially addressed 17/7/2024

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23/07/2024	Nyakacho Resident	Seawage leakage at Nyakacho	phone call from NEMA office.	phone call made to the commercial manager KEWASCO	NEMA Director in liaison with the Environment and public Health officer to make follow-up on the status	Addressed. 23/07/2024
	Kwo Michael Resident	Uncollected garbage along the highway	office visit	Truck sent to the site to collect the garbage on the area reported		
24/07/2024	Kelashie Akingi 0722647872	Uncollected garbage next to St. Leonard Hospital	Phone call	Site visit made by Doreen Cheruigot It was established that the site is not accessible by the trucks because it has some shunty structures that need to be demolished	Municiple Board, Trade department & Environment department need to work together to ensure that the truck can access the site	Pending. (The need to plan for removal of structures. The KWSB Municipal 4/8/2024
25/07/2024	Market Master Musa	① Blocked sewage affecting the bus park along prison fence next to closed market (Harambee road) ② Blocked sewer next to Tea-land butchery (Harambee road) ③ Blocked sewer along mangotib road (Shida street).	Phone call	Mr. Maritim and enforcement officer deployed to go and assess the issue	Addressed satisfactorily	Addressed 25/07/2024
				All blocked sewer were unblocked except the one next to Tea land Butchery Reason being it need to be enhanced first before unblocking.	The two unblocked were done satisfactorily.	Closed. ✓

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26/7/2024	Abdulla Karim	untollected garbage in Kericho SWAHLI village (Mjini) and Talai Hortate	Office and Call	visit Phone Vehicle scheduled to go on Friday	Mr. Rotich plant quarter 35003A on routine collection. could not access some parts of the site.	Partially addressed (Road in accident) 13/8/2024
31/7/2024	Equity Bank.	Blocked sewerline (2) along Tempt road. outside Bank entrance	Phone call repair ID	Team from Kewasco/contractor sent for unblocking	Done satisfactorily	Addressed. 31/7/2024
11	Dr. Njoroge (Agrot)	Gmain lane sewerline blocked along Konyak road junction	Phone Call.	Unblocking was done by the team from Kewasco/contractor	Done & supervised by Mr. Jonathan Martin & Daren denigist.	Addressed. 31/7/2024
11	Prior Department (Wetfire) Mr. Ngetch.	Overflowing waste water from a manhole opposite the entry to Man prior, along John Konyak road.	Phone Call	Kewasco Contractor team deployed to assess the situation & unblock/clean	The sewerline needs regular maintenance & also manhole cover to avoid risk of falling along the footpath	Satisfactorily. Addressed & closed. 31/7/2024
11	Slaughter house attendant	Blocked Cereal road main sewerline sewerage Treatment works cereal road	Office visit	Kewasco/contractor personnel attendant and unblocked	unblocked successfully	Addressed 2/8/2024
1/8/2024	Majengo resident	Flow from Man-hole at Majengo estate near to Talai	Phone Call	Kewasco/contractor personnel address the issue.	It was unblocked successfully.	Addressed 2/8/2024

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2/8/24	Market (open air) attendant	overflowing of office a Manhole next visit to the Market (Stadium Road)		Kewasco and Contractor personnel attended and unblocked it.	Successfully attended and unblocked	Attended 2/8/2024
11	Emmanuel Church Member: Calorine	overflowing office of Manhole visit along the Highway (Nakuru)		Kewasco and Contractor team attended and unblocked it	Satisfactorily addressed	Addressed 02/08/2024
3/8/24	Notice during normal routine operations.	blocked sewer site next to KCB visit on Kenyatta road.		Kewasco and contractor team attended	Addressed Satisfactorily	Closed. 04/08/2024
11	enforcement office Solomon Bilega	Blocked sewer on Horamill road next to covered market along the main Prison fence.		Kewasco and contractor team attended.	Situation successfully attended to	Addressed & Closed. 04/08/2024
6/8/24	Jonathan Mutai Officer	overflowing backing main drain office line along road road.		Team from the contractor assigned contacted to address the line	Sewerline unblocked road manhole cover a store is currently being used as a cover. Power safety risk.	Addressed. 04/08/2024
14/8/24	Jonathan Mutai during normal routine inspection operation	Overflowing sewer at Man- hole on the road next to foundain school		Team contracted to carry out operation address the unblocking	The line was unblocked successfully	Addressed 19/08/2024

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21/8/2024	Yimantini Chaklon area; OT22 839,977	Uncollected garbage from staff in the market (Sunday) The complainant was noted to have brought garbage & dumped on the highway (Kwenda Kwenda) near Chaklon.	Office Virt	The staff was given instruction to collect the garbage without fail. The complainant requested to provide adequate receptacle to ensure proper collection & stop illegal dumping along the road.	Complaint addressed satisfactorily.	Closed 21/8/2024
22/8/2024	Church member Mrs Koech. org tel. phone. 0783 471 384	Blocked sewer next to Emmanuel Church		Address by teams from Kenyas and contractor	It was addressed satisfactorily	Close. 22/8/2024
22/8/2024	Huduma Centre.	Uncollected garbage in an open field adjacent Huduma Centre building	Phone Call.	Mr. Mutai supervisor garbage collection instructed to assign a truck within CBP to collect.	Garbage collected. by refuse team. 35CA074A.	Addressed. Needs further enforcement to stop more illegal dumping.
23/8/2024	Talai Estate. Road. b. Near Hand school.	Uncollected garbage along Talai A. road. & residential area	Phone Call			
23/8/2024	Salat Gwello. (former) OT10 858107	Uncollected heap of garbage at seek dorm school & drainage blockage in Moi Estate.	Office Virt	Wheel loader & Trucks assigned on. 22/8/2024 to remove the heap & clear the site.	Done (Removal of heap) Drainage to be addressed when the zone will be attended.	Partially addressed.
24/8/2024	Prison Staff	Flowing sewerage along John Kwenda 12024		Att Attended by Contractor team	It was addressed and unblocked.	Partially addressed
24/8/2024	Mr. Kiku. Shared verap photo	Heap of garbage behind Parkview along the road	WhatsApp.	Wheel loader & Two trucks assigned to clear the heap & rap.	Heap cleared on 3 rd Sep 2024	Addressed fully Done

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29/8/2024	Peter. Golf Club 0703228841	Ball skip at the Kencho Golf Club & needs to be emptied.	Phone Call.	Administration supervisor given instructions to assign team (Skip loader)	BSkip was emptied on time.	Addressed & Closed. 4/9/2024 Date.
29/8/2024	Immanuel Age. & Gumline Patite Ngetich 0707113564	Blocked & overflowing sewerage (manhole) at the area (Opp. Emmanuel) church.	Phone Call. Mrs. Patil	Phone call to contractor Mr. Paul to address the issue	Addressed promptly within 2 hours	Satisfactorily addressed. 29/8/2024
29/8/2024	Hankorany Rep (Chlorobip shard usage) from the public	Blocked urban drain along Uthuru Road at Guduka.	Phone message Photo	John's supervisor. assigned to deploy staff to clear & carry water tank to collect	Satisfactorily addressed	Closed. 30/08/2024
2/9/2024	Shayjadhman	Sewer line blockage/ damaged sewer line (vandalized)	letter	No Action taken Site visit has been done and the finding	NO Action The line was damaged by Contractor.	NO action Report for Action.
"	Ward Administrator Kapukumerwet (A. Pan)	Sewer hiking, office blocked line next to the Kiva Magaa.	Office Call			
"	Market vendors next to Morolen Market	Sewerage blockage	Site visit	Team from Contractor and Kenasco Addressed (1 hr)	Promptly addressed within the stipulated time after reporting	Satisfactorily Addressed. 2/9/2024
3/9/2024	watchman at the home nursing hospital	Blockage (sewerage) at the entrance		Kenasco By Contractor Team Addressed	Attended in time	Addressed. 4/9/2024

Date Received	Name of the reporter	Details of Report	Channel of Complaint	Action Taken	Remarks	Status
31/9/24		Illegal dumping of soil along Kenia's primary road next to Tea plantation	Office Visit	NO Action - Visited Contractor. Kenya Highlands Survey District. Inquire on the details of the subcontracted person. Details given of casual person, contacted to go remove the soil.	NO Action	NO Action
4/9/24	Municipal Manager Joseph Detch	Comp container that need to be removed at Buspark within stage	Phone call	Mr. Peter Enforcement director requested to assign to Enforcement officer to supervise removal of the containers for license with the refuse team. (KWSGS. Trucks) to transport the containers to KWS officer.	Addressed.	Addressed ✓ 9/9/2024
4/9/24	Betina chengera	Blocked severe line at Government quarters Maylen	Phone call 0723329933	Kenya team contacted to go and unblock.	Addressed	✓ closed 6/9/2024
9/9/2024	Mark Mutui Kapkarak Jagueth	Use of pesticides on his farm & death of livestock brought in Kapkarak Jagueth sub county	Office visit.	Ms. Linda Bin - ED Sigo - contacted and she was aware of the complaint within 7 days. at the end over. Dec. had been informed and case registered at office with all the relevant offices including livestock office.	To be addressed	✓ 12/09/2024

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11/9/2024	0722630840 Joseph Okundu	Pack of sewerline & garbage heap (illegal dumping) at Mukamba area.	Office Visit	Site visit made by Oboon to establish the issue.	Addressed by Kwaraka team satisfactorily.	Working/ flowing smoothly 25/9/2024
12/9/2024	Client Bonnygy Pfund	Uncollected garbage in Kom. Mboya street (lane) Ronald Ngala Pfund	Phone Call 070519448	Refuse unit team written to assigned to go collect.	Addressed satisfactorily	Closed. 13/09/2024
12/9/2024	Kapsich market OT.	Illegal dumping along the highway - Kender Kounu	Phone Call	Site visit done to evaluate the source it was noted that people dump at night along the highway. Market people requested to be given containers/bins to hold their waste.	Addressed	Closed. 9/9/2024
20/9/2024	Brian Utung	Uncollected garbage at Kapsich market centre along the highway	Phone Call	The Contractor was told to clear the garbage along the highway	Addressed	Closed 1/10/2024

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7/11/2024	George Pito Kapuni	Illegal dumping along Koroheke Highway. Requested for enforcement team to assist in removing the loads dumping on the road side.	Phone call	Contractor contacted for regular collection & 2 Enforcement officers deployed for 1 week to enforce illegal dumps	Done	Addressed 11/11/2024
9/11/2024	Bernard Langer (Landlord Elmd) 0723245621	Elmd estate. Uncollected garbage along Marton road	Phone call	Vehicle assigned to J. Gillet	Done	Resolved 5/11/2024
7/11/2024	Shadrack Tauri 0722133100	Brookside - Uncollected garbage next to Kewton treatment plant & homecare schools	Phone call	John Nutti to check on the reason for not collecting the garbage. It was noted that the garbage is disposed in large containers that needs a wheel loader to load the garbage onto the truck	Refuse team & complainant agreed to agree on how to make the container less heavy. (Close) the container to avoid holding water.	Satisfactorily Addressed & Closed 14/11/2024
13/11/2024	Collins Roach	Kapiti - Karaka - Uncollected garbage for 9 weeks. Mr. Nutti has been called & doesn't address, so send the vehicle for collection.		Vehicle to Aingaro route assigned to collect on Friday during collect	Pending for 29/11/2024 Done. ✓	Closed. Satisfactory 29/11/2024
19/11/2024	Peter Church Phone	Bombay Estate blocked drainage along - Marton & street behind Nuhikau	Phone Call.	John, supervisor contacted to deploy team for works		
22/11/2024	Henry Clenifort 0722 217107					