

Date	Contact + Name of complainant	Complaint Details	Complaint Channel	Action Taken	Remarks	Status
21/1/2025	County Commissioner Residence	County Commissioner residence uncollected garbage for 2 weeks.	Phone Call to Chief Officer	Vehicle sent to collect Mr. Mutai to supervise regular collection	It was noted the site is always closed until the garbage is full or side get collected in (po demand)	Addressed 30/1/2025
	Teacher College	Uncollected garbage at the				
27/1/2025	Market Vendor	Heap of uncollected garbage brought by storm water and deposited next to word beauty Morden Market.	office visit and report the same	A garbage storage container was taken there for collection	On going	Addressed 3/2/2025
15/2/2025	Kapuser Market Vendors	Collapsed toilet at Kapuser market, uncollected garbage heaped at the toilet -	office visit by delegates	A wheel loader was sent to fill the toilet and scoop uncollected garbage	Done satisfactorily	Visit smart.
12/1/2025	Mulembe Residence	Garbage dumped on the open drainage and uncollected garbage next to/behind Valley hotel.		Team has been sent to site to establish the origin/source of garbage and who the generators are.	On going and plan are underway for collection.	Partially addressed Needs full clean up.
22/1/2025	Admin mgmt / Kura. Personell	Uncollected Garbage removed from main, open storm water drainage next to Mulembe hotel draining water towards stadium.		Waste service provider assigned to send a team	Storm drainage cleaning should be done in liaison with the skip loader operator to avoid such occurrences	Addressed satisfactorily

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24/2/2025	Julius Chemist 0724704892	Leaking sewage water from a building opposite Tesko Est along drainage	Phone call	Done informed NEMA Director for a joint inspection & action forward. Waiting for a date for NEMA CDE	Addressed by KENWASCO	Addressed
24/2/2025	Madrid	Uncollected garbage in sacks along the highway opposite Mwal Garden gate.	WhatsApp Group Dr. Mutoni, Kigali Photo posted	Tractor (Chika) assigned to go collect - ADAP.	Satisfactory done as part of the routine collection.	Addressed
25/2/2025	Evans Chemist	Animals grazing and leaving waste in the open along Kenyatta Road.	Office visit	Used enforcement officers to clear animals.	done Satisfactorily	Addressed
29/02/2025	Alice Makori	Uncollected garbage at bus terminus for one (1) week.	Phone call	Assigned a tipper and to collect	Garbage collected.	Addressed Satisfactorily
28/2/2025	Mr. Mabwini	Leaking sewer next to bus terminus.		Informed KENWASCO to clear and unblock	unblocked and cleaned.	Addressed

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5/3/2025	Erline Chalangat 0703976418 <sup>IP No</sup> 2386 TASC Ivina Chalangat Murki 0792204890 98746155 (Cleaner)	Unpaid salary for 3 months November, December & January by entity service provider. (Mopin Enterprise) offering garbage collection services in Napina road <sup>clanpost</sup> under contract no. (The contractor has severely abused the staff employed (9) collecting garbage - Name of contractor: Fanny Cherono. - 0769246515.	Office Visit	Matter referred to contractor & Chief Officer for further discussions.	Mafin Enterprise to visit the office for further engagement on the staff.	Pending
16/4/2025	Melvin Korir	Tenants of adjacent building next to Eland Academy emit waste and garbage to neighbouring building	Office visit	Matter to be addressed by Municipal Planner, and Environment - or 17 <sup>th</sup> April 2025	Issued with informal warning	Addressed, 26-4-2025
18/4/2025	Getine Chepkoech	Collapsing of boundary wall due to the planting of trees along the plot boundary this has endangered lives	Office/ Site visit	Matter to be addressed by Mun. Environment officer	Issued letter to the neighbour to cut down the trees.	Addressed.
5/5/2025	Collins Kosch (Kenya) Duka Noja 0726 660553	Uncollected garbage along Xanda highway is containers for 2 weeks	Phone call	Vehicle to 8006 (074) assigned to collect on Thursday 8/5/2025	Routine collection was noted to be irregular causing the inefficiency	Partially Addressed

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16/5/25	Bheaboth 0101 913171	Main stage: Someone has constructed a 'kibanda' causing nuisance to his main business premise & waste.		Municipal Manager contacted to deploy enforcement officers & act as per the law.	Allocation of space not procedurally conducted.	
17/6/2025	Samuel Othoro (Jwakali Organics)	Garbage uncollected at the drains along Jbakali - off from Dr. Sawa residential.	Office Visit	Mr. Mutai - liaised with the contracted supervisor to deploy a team for cleaning		Satisfactorily addressed
	Judy - Kitepa	Uncollected garbage Kitepa buildings	Phone Call.	CBD Team assigned for regular collection as per the routine	Kitepa requested to get adequate receptacles to hold the waste before final collection	Addressed.
	Chaptoo Mitei					
17/6/25	Family Bank	Burst sewer bank along Family Bank		Kewaco Team contacted to visit the site & address.	Site Kewaco Maintains. Office confirmed the issue to be addressed.	Addressed. 18/6/2025
18/6/25	NEMA REF NO: NEMA/KAC/INC/2025/72	Complaint about inappropriate garbage dumping	Letter to the office	Mrs. Doreen was instructed to visit the site and assess <del>that</del> the status of the complaint for further action.	Visited the site with the complainant & confirmed that indeed some <del>residents</del> belonging to Dr. Sawa was dumping garbage illegally kept our vehicle collecting the waste on Tues Friday. Complainant asked to inform all the tenants on the collection days.	Addressed 19/11/2025

Date	Details of the Complaint	Complaint details	Channel of Complaint	Action Taken	Remarks	Status
28/6/2025	Fernandez Kevin 072699809	Ripement supermarket at Brooke is channeling raw sewage into storm drain	Phone call	Schedule site visit with NAMA for an inspection.	Dorea visited the site & confirmed the complaint. Ripement asked to produce EPR. But none was available.	Matter referred to NAMA to issue Improvement Notice
30/6/2025	Sewer overflow next to Komsoet River along the I.T.C lower lane next to Losoya miti bridge.		Phone call	Scheduled a site visit with Kenyasco officers.	addressed.	Done.
22/7/2025	Chief. Brooke	Uncollected garbage at Brooke	Office Visit	Tractor assigned to collect	addressed satisfactorily.	Done
23-7-26	Eric Chamaet 0754 872607	Donkey cart at Ngogoch across the river from NCPB road.	Phone message	Tractor dispatched to collect	Addressed.	Cleared
04/08/2025	Dr. Janeth Kombich 0721 573 959.	Uncollected garbage Koo Town - Along Koo - Moi Estate Rd.	Office visit	Vehicle dispatched to collect the garbage	Done	Addressed.
05/09/2025	David Njogu	Impassable access road <del>after</del> garbage was dumped along Mungu fit road.	Office visit	Tipper dispatched to collect and clear.	Addressed.	Clean.
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Ref	Date	NAME OF COMPLAINT	COMPLAINT DETAILS	Channel of Complaint	ACTION TAKEN	REMARKS	STATUS
	3/11/2025	Ripkooch Mutai 0722519971	Poor management of Uoi Garden - stray animals uncollected garbage, scavengers (street families) kid sleeping at the gardens. & also the trees at the garden needs to be trimmed/debranked to allow light & beauty of the garden.	Office visit	To be addressed by Municipal Manager and Stadium Manager	Staff deployed for cleaning & maintenance.	Addressed. 10/11/2025
	11/1/25	Sis Judy Mapega	un collected garbage at <del>Sanita</del> <sup>sanita</sup> <del>chiera</del> <sup>chiera</sup> educational centre <del>myetua</del> <sup>motobo</sup> near Kasir Fir <del>Maalia</del> <sup>Maalia</sup> Milimani Area	visit office visit	Tractor dispatched to collect the garbage	Addressed 11/1/25	clean
143-167	5/1/2025	Catherine (Revenue)	Noise pollution from Uhum Gardens & Egyptian Expo opposite Kincho County Assembly	Phone Call to Doreen	Site visit made no permit was issued.	It was noted that Revenue office issues payment receipts without notifying the relevant section to follow up on permitting	Addressed.
	9/12/2025	Sunshine Hotel (Uppokill) Jane Mugure	Uncollected garbage at the hotel for 5 days	Phone Call to Doreen & Mutai	Doreen was informed, noted the site & a vehicle was recalled to collect the garbage on Tue 19 <sup>th</sup> 12/2025	It was noted that facility do not segregate the in charge was informed to ensure segregated and in right size of receptacle for easier loading & collection	Addressed 19/11/2025

REF	DATE	NAME OF COMPLAINTANT	COMPLAINT DETAILS	CHANNEL OF WORK	ACTION TAKEN	REMARKS	STATUS
	26/1/26	Sunshine Upstart Hotel Jane Mugure 07 08125001	Garbage collection not effectively done. Routine not followed as agreed. Upon request staff demanding to be paid for collection	Office Visit by Manager.	Follow up by Mr Martin on reason for not collection	Collected. 28/1/26	Clean
	27/1/26	Emmanuel 07 21 745 180	Grey water discharge from Wilson lounge paninis being discharged on the road, very overdue complaint	Phone Call to Doreen	Follow up by Mr. Martin and Planner	The lounge should have an onsite septic or connect to the storm drain appropriately	Not addressed satisfactorily
	29/1/26	Bernard 07 36 243 040 GTH Clephola school	Collected garbage for 3 weeks from Clephola Green highlands school	Phone call	Mr. Mutai assigned to deploy garbage collection truck to the school (Tuesday, every week)	Garbage collection done on Tuesday 27/2/2026.	Satisfactorily addressed
	3/2/26	Koncho Golf Club. Hon. Patrick Sang.	Inappropriate sewer management & drainage. Open trench & sewage seepage from Palm Hotel adjacent to Koncho Golf Course.	Official letter	Joint inspection with Public health done to identify the challenges.	It was noted that the hotel doesn't have an onsite septic. Improvement notice issued and facility given 14 days to comply	
	3/2/26	Imaniha Saco.	Request for immediate trimming of overgrown trees encroaching Imaniha plaza parking area	Letter to CO	Site visit made on 3/2/26. & report done for further action	Letter to Municipal Manager done for approval of the trees to be removed.	Addressed for M.M.