



REPUBLIC OF KENYA  
COUNTY GOVERNMENT OF NAKURU  
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**PRESENTED AND ADDRESSED COMPLAINTS**

	<b>COMPLAINT</b>	<b>ACTION</b>	<b>DATE ADDRESSED</b>
1	<b>5<sup>TH</sup> SEPTEMBER 2025</b> The business community along Kanini Section Road has formally requested the tarmacking of the road to improve accessibility and the overall business environment. Currently, the area is experiencing several challenges, including clogged drainage systems, obstructions along the roadway, and illegal dumping of waste. These issues have made the road unfavorable for business operations and have negatively impacted the surrounding commercial activities. In view of the above, we kindly request an assessment of the road with a view to undertaking the necessary interventions, including drainage clearance, removal of obstructions, and consideration for tarmacking.	Manager visited the site and a budget was allocated towards the same in FY 22025/26	<b>2<sup>ND</sup> FEBRUARY 2026</b> The Business Association along Kanini Section Road has written to the office expressing their appreciation for the prompt intervention undertaken following their complaint. They have commended the good work done, particularly the improvements made to the road and the clearance of the drainage and waste, which have significantly enhanced the business environment in the area. Kindly note their appreciation and continued support.

2	<p><b>31<sup>ST</sup> OCTOBER 2025</b></p> <p>Gross neglect and violation of the basic rights of residents of Mountain View Estate – Nakuru City</p>	<p>The Manager called and organised a meeting with the residents.</p>	<p><b>20<sup>TH</sup> NOVEMBER 2025</b></p> <p>The Manager and the residents met in the manager’s office and made a few deliberations. The Manager said he would include their estate in the master plan and include them in the upcoming Nakuru City Projects on drainages.</p>
3	<p><b>5<sup>TH</sup> NOVEMBER 2025</b></p> <p>The foreman Nakuru County Electrical section called and reported that there is a high mast security lights pole at Kanu House which had a shock</p>	<p><b>5<sup>TH</sup> NOVEMBER 2025</b></p>	<p><b>5<sup>TH</sup> NOVEMBER 2025</b></p> <p>The City Electrician visited the said site and rectified the complaint.</p>
4	<p><b>17<sup>TH</sup> NOVEMBER 2025</b></p> <p>The MCA for Kivumbini Ward has reported that the lights at Manyani SDA Church are currently not working. Additionally, two other lighting masts have been reported as non-functional Shauri Yako Estate, Kivumbini Shop and requested for an inspection and necessary repairs at the earliest convenience to restore lighting in these areas.</p>	<p>The City Manager called the City electrician and asked him to visit the site.</p>	<p><b>18<sup>TH</sup> NOVEMBER 2025</b></p> <p>Following the reported cases of non-functional lighting masts in Kivumbini Ward, the electrician visited the respective sites and carried out the necessary repairs. The floodlights at Manyani SDA Church and Kivumbini Shops have been successfully repaired and are now operational. The lighting mast at Shauri Yako Estate was repaired jointly with the assistance of the Kenya Power and Lighting Company (KPLC).</p>
5	<p><b>3<sup>RD</sup> DECEMBER 2025</b></p> <p>Fred Orieny - Nakuru Resident, Concerned about the allocation of 2026 Nakuru City projects tender allocation. Complains that funds were not equally distributed in the wards in the City</p>	<p>Manager called Fred Orieny on 4<sup>th</sup> December, 2025 and advised him to check the current budget for guidance and asked him to attend the public participation during budget making.</p>	

6	<p><b>12<sup>TH</sup> DECEMBER 2025</b></p> <p>Shaabab Area MCA, Mr. Wathiai, visited the City Manager's office and formally lodged a complaint regarding the non-functioning streetlights around Shaabab Mosque. He requested urgent action to restore lighting in the area to enhance security and safety for residents.</p>	<p>Following the complaint, the City Manager directed the City Electrician to inspect the area and address the faulty streetlights</p>	<p><b>12<sup>TH</sup> DECEMBER 2025</b></p> <p>The City Electrician later visited the MCA's office, where he was issued a replacement light head. He proceeded to the site, replaced the faulty unit, and ensured that the streetlights were fully restored and functioning properly.</p>
7	<p><b>6<sup>TH</sup> JANUARY 2026</b></p> <p>Milimani residents raised a concern through their Chairman, Francis, over the food kiosks being constructed along the KMTC Egerton road without basic amenities like water, toilets posing a health risk to the community</p>	<p>The matter was handed over to the Public Health</p>	
8	<p><b>6<sup>TH</sup> JANUARY 2026</b></p> <p>There was a pothole opposite Sokoni Plaza building along Mburu Gichua Road</p>	<p>Manager visited the area</p>	<p><b>6<sup>TH</sup> JANUARY 2026</b></p> <p>The pothole was covered and the complainant confirmed and sent a photo on the same.</p>
9	<p><b>13<sup>TH</sup> JANUARY 2026</b></p> <p>Request for unclogging of the drainage in Kaptembwa, part of the drainage was small and needed expansion too.</p> <p>Another resident complained about a sunken hole in Kaptembwa opposite The Door Fellowship Church</p>	<p>A team was sent a technical team to access the situation.</p>	<p>The drainage was unclogged, and the small sized drainages were unclogged to create more space for the moving water.</p>
10	<p><b>13<sup>TH</sup> JANUARY 2026</b></p> <p>The conversion of residential properties into commercial premises without proper consultation and approval has significantly affected the character and livability of the area. This change has resulted in, Increased traffic congestion within the residential zone, Overuse and strain on residential amenities and</p>	<p>The Manager tasked the City Planner to visit the site and give a way forward.</p>	<p>The County Government of Nakuru issued a Notice for eviction</p>

	<p>infrastructure, Reduced privacy for residents, Heightened security concerns due to increased movement of non-residents. Milimani Forest Road East Wing is designated as a residential area, and the ongoing commercial activities are inconsistent with the intended land use. This situation is negatively impacting the quality of life for residents. We respectfully request that the relevant authorities investigate this matter, verify compliance with zoning and planning regulations, and take appropriate action to restore the area to its approved residential use.</p>		
11	<p><b>13<sup>TH</sup> JANUARY 2026</b> Boda boda meeting at the manager’s office with a complain on the allocated stages along Kenyatta Avenue, which were not well allocated causing chaos amongst the operators.</p>	<p>Manager assigned a technical team to visit the site.</p>	<p><b>13<sup>TH</sup> JANUARY 2026</b> The meeting resolved that: The Chair shall engage Wamorgan stakeholders to refine planning proposals, space near Kenyatta Avenue shall be reviewed and reallocated where necessary to reduce congestion, Charles and Bernard Lagat shall follow up on designated areas and compliance matters, the City Manager’s Office shall ensure registration and licensing of all boda boda stages, the City Manager’s Office shall enhance communication and coordination with operators.</p>