



REPUBLIC OF KENYA  
COUNTY GOVERNMENT OF NAKURU  
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**PRESENTED AND ADDRESSED COMPLAINTS FY 2024/25**

	<b>COMPLAINT</b>	<b>ACTION</b>	<b>DATE ADDRESSED</b>
1.	<b>6<sup>TH</sup> NOVEMBER, 2024</b> A mechanic from Mohamed Kahero Estate, Bondeni Ward, reported that the High mast security light was not functioning	The Manager directed the City Electrician to address the faulty security light.	<b>6<sup>TH</sup> NOVEMBER, 2024</b> The City Electrician visited the area and together with the other mechanics, managed to restore the lighting.
2.	<b>12<sup>TH</sup> NOVEMBER, 2024</b> 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.	Following the complaint, the City Manager directed the City Electrician to inspect the area and address the faulty streetlights.	<b>12<sup>TH</sup> NOVEMBER, 2024</b> 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.
3.	<b>17<sup>TH</sup> NOVEMBER 2024</b> The MCA for Kivumbini Ward has reported that the lights at Manyani SDA Church are currently not working. Additionally, two other	Manage instructed the City technician to visit the site and address the issue	<b>18<sup>TH</sup> NOVEMBER 2024</b> 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

	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.		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).
4.	<b>26<sup>TH</sup> NOVEMBER, 2024</b> A resident of Nakuru in Biashara Ward reported that the High mast lights at Lions Garden were not working, which was compromising the security for the people and businesses around that area.	The City Manager directed the City Electrician to visit the area and assess the site.	<b>30<sup>TH</sup> NOVEMBER, 2024</b> The City Electrician established the cause of the malfunction and was issued an automation machine for the repair, therefore restoring the lighting in the area.
5.	<b>1<sup>ST</sup> DECEMBER, 2025</b> The MCA Biashara ward reported a lack of street lighting in some areas, including the main stage, along Mudavadi Road and some parts of Nakuru CBD.	Following this, the City Manager deployed the City Electrician to visit the said sites.	<b>11<sup>TH</sup> DECEMBER, 2025</b> The City Electrician installed the street lights, ensuring they were properly functioning and therefore restoring lighting in those areas.
6.	<b>4<sup>TH</sup> DECEMBER 2024</b> A member of the PWD came to the office of the manager and complained about Hotel Waterbuck being Non-compliance with the disability act NO.14 of 2003 by proprietors of premises/building	The manager contacted the management of the hotel and raised the issue	<b>13<sup>TH</sup> December 2024</b> The manager did a Notice to the hotel management to build a ramp for purposes of inclusivity for the members of the PWD
7.	<b>14<sup>TH</sup> APRIL 2025</b> Complainant called the Manager about a hole that was at the Mololine stage	Manager visited the site	<b>18<sup>TH</sup> APRIL 2025</b> A team was sent from the office to go and cover the hole

	<b>16<sup>TH</sup> JANUARY, 2025</b> The Biashara Ward MCA reported that the streetlights in some parts of Freehold Estate had malfunctioned.	The City Manager directed the City Electrician to address the issue	<b>20<sup>th</sup> JANUARY, 2025</b> The City Electrician visited the area and repaired the damaged streetlights through the financing of the area MCA, therefore ensuring that lighting was fully restored in the area.
8.	<b>21<sup>ST</sup> MAY 2025</b> Encroachment of footpath along Mburu Gichua road by furniture vendors	Manager visited the site accompanied by enforcement team	<b>21<sup>ST</sup> MAY 2025</b> The vendors were issued with a notice and encouraged them to adhere to the City by-laws
9.	<b>30<sup>TH</sup> MAY 2025</b> Complainant visited the office and filed a complaint about clogged drainages around Naivas Supermarket and stadium area, also business owners complained about damaged and missing slabs	Manager assigned the Technical team to visit the sites.	<b>5<sup>TH</sup> JUNE 2025</b> The technical team visited the site and arrangements were done and the slabs were replaced
10	<b>7<sup>TH</sup> JUNE 2025</b> Complainant visited the office and filed a complaint about a hole near the Post office	City Administrator visited the site on the same day	<b>8<sup>TH</sup> JUNE 2025</b> The Administrator called the officer from the post office who had filed the complain and advised them on how to cover the hole to avoid more accidents
11	<b>10<sup>TH</sup> JUNE 2025</b> Blackout along Free area road all through to Stem Hotel – Streetlights not working.	Manager visited the area	<b>17<sup>TH</sup> JUNE 2025</b> The issue was addressed and lights were functioning in a few days
12	<b>3<sup>RD</sup> JULY 2025</b> Spin Knit Limited Encroachment of carwash at Spin-knit perimeter wall	Manager assigned the City Planner and Administrator	<b>9<sup>TH</sup> JULY 2025</b> The team visited the site and wrote a report confirming the existence of an old car wash amongst the observation and recommended removal of the car wash and proper waste disposal with the

			input of the Spin-knit management.
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