



Municipality of Naivasha

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NAIVASHA

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GRIEVANCE REDRESS MECHANISM (GRM) REGISTER

| Ref No; GRM | Complaint | Date Received | Responsible Department/ Assigned Officer | Action Taken | Status |
|-------------|--|---------------|---|----------------------------|---|
| 1 | Drainage disaster Plot No. 229 Submitted by Margaret Baire Mwaura Contact 0725137515 | 3/2/2023 | Physical Planner | Site Visit and Site Report | Resolved on 17/2/2023 |
| 2 | Illegal fencing and development of plot NO. 7 allocated to Desire W. Wamwea REF: 19447/XX1/154 | 7/6/2023 | Physical Planner | Site Visit and Site report | Development control unit directed to mark the illegal structures for removal. 21/6/2023 |
| 3 | Illegal developments on Kinungi/Township/30 | 25/9/2023 | Physical Planner | Site Visit and Site report | Site resurveyed and the public utility land allocated to the church. 9/10/2023 |

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| 4 | Boundary dispute and harassment parcel No. Naivasha/Mwachiringiri Block 4/9368 Submitted by Esther Wangari Karumbe Contact 0726466500 | 2/10/2023 | Physical Planner | Site Visit and Site report | Physical planner and surveyor visited the site and reestablished the boundaries. 13/10/2023 |
| 5 | Complain on Freedom Impact Ministry Postage, which has been elevated near our business premises, thus blocking the entry of our client from accessing the building effectively Submitted by Mum and Dad Building Investment Contact 0713795614/0720351096 | 26/10/2023 | Physical Planner | Site Visit and Site report | The planner established the signage did not prevent clients from entry as the complainant stated. Both parties agreed.3/11/2023 |
| 6 | Complaint on neighbor building a flat without hoarding, which has caused debris to fall on my plot, Plot No. Nvs Mwachiringiri BLK 4/7439 Submitted by Solomon Wachira Contact 0721696939 | 11/1/2024 | Physical Planner | Site Visit and Site report | The developer was charged for developing without a scaffold and complied with the hoarding requirements. 18/1/2024 |
| 7 | Complaint regarding illegal business structures- LR NO.4781 Kijabe Kijabe/Block 1 Contact 0720027298 | 28/3/2024 | Physical Planner | Site Visit and Site report | Development control unit directed to mark the illegal structures for removal. 11/4/2024 |
| 8 | Plot boundary dispute at Maai Mahiu Town under Plot NO.156 Submitted by Peter Wamwere Kiarie(caretaker) Contact 0725769678/0738231600 | 9/4/2024 | Physical Planner | Site Visit and Site Report | The Centre is under survey for titling. The matter to be handled by ADR committee. 23/4/2024 |
| 10 | Complain over our fence at Lakeview Estate, Plot No. 12, Low Density Submitted by Charles Martin Nyachoti Contact 0110064317/0720504411 | 12/4/2024 | Physical Planner | Site Visit and Site Report | Resolved on 26/4/2024 |

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| 9 | Complain against Mrs Hannah's 0720840820 Plot construction/ water and sewerage disposal Submitted by Stanley Alwanda Contact 0723249878 | 23/4/2024 | Physical Planner/ enforcement officer / Public health officer | Site Visit and Site report | The developer complied with the site regulations. 7/5/2024 |
| 11 | Complaint on stalls blocking the drainage from accessing to the main road Submitted by Ephantus Njoroge Nganga Contact 0728441934 | 6/5/2024 | Physical Planner | Site Visit and Site report | Development control unit directed to mark the illegal structures for removal. 20/5/2024 |
| 14 | Complain against bill board and motorcycle shed being erected in front of my Plot. NO Naivasha/Maraigushu Block 11/392(Karai) Submitted by Mary Wambui Mungai Contact 0722224581 | 7/5/2024 | Physical Planner | Site Visit and Site report | The physical planner directed the owners of the billboard and motorbike shed to relocate 17/5/2024 |
| 12 | Complain of Plot NO. 44(Ballot NO.44) Wainaina Nganga - Kipkonyo Ndabibi list NO.113 somebody else by the name Ratia Chookine has grabbed and started building a house Submitted by Willy P. Wainana Contact 0710105514 | 2/8/2024 | Physical Planner | Site Visit and Site report | The Centre closed for re-planning 12/8/2024 |
| 15 | Complain about my neighbor who has been constructing without putting scaffolding Plot Number 103 site and site service Submitted by Edith Wanjiru Kahore Contact 0720219924 | 14/8/2024 | Physical Planner | Site Visit and Site report | The developer was charged for developing without a scaffold and complied with the hoarding requirements.14/8/2024 |
| 13 | Dispute on Plot Naivasha Municipality Block 7/375 where unknown individual has erected a ground structure for rentals Submitted by Mercy Njeri Kaara Contact 0722648591 | 3/10/2024 | Physical Planner | Site Visit and Site report | The development stopped.8/10/2024 |
| 16 | Boundary dispute between Plots NO.20 and 21Kinungi Township | 28/10/2024 | Physical Planner | Site Visit and Site report | Resolved. |

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| | Submitted by Chief S.T. Nganga | | | | Survey Plan availed and the boundary defined.11/11/2024 |
| 17 | Complaint concerning my plot in Kabati site and Service Scheme Extension Residential plot number 575 Naivasha Township under the Name of my Late mother Miriam Wahito has been put beacons by unknown people Submitted by George Gitata Maina Contact 0722599091 | 12/11/2024 | Physical Planner | Site Visit and Site report | The planner and surveyor visited the site and established the plot belonged to Miriam Wahito. 12/11/2024 |
| 18 | Highly excessive Land Rates paid for Block 5/203(10 acres) and Block 5/204(10acres) in Naivasha since 1992 Submitted by Filippo Raggi Contact 0701002322 | 19/11/2024 | Physical Planner | Site Visit and Site report | The complainant was directed to continue rates payment as per the valuation roll pending approvals of the revised valuation roll. 19/11/2024 |
| 19 | Illegal claim on Plot NO.159 Industrial Area I learned that another individual has been paying rates on the same plot Submitted by John Denis Mwaura Ndungu Contact 0722318793 | 24/1/2025 | Physical Planner | Site Visit and Site report | The determination stopped. The area is under consultancy for titling. matter registered for resolution.24/1/2025 |
| 20 | Request concerning Plot NO.5 TOL Kabati Submitted by Joel Muikia Contact 0724786206 | 29/1/2025 | Physical Planner | Site Visit and Site report | Resolved on 12/2/2025 The owner failed to produce the documentation. The development stopped. |
| 21 | Illegal building of kibanda on water trench by the roadside and blocked water Submitted by John Kuria Contact 0702170954 | 24/3/2025 | Physical Planner | Site Visit and Site report | Development control unit directed to mark the illegal structures for removal.1/4/2025 |

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| 22 | Ongoing contraction on Plot NO.179 Kabati without owners knowledge Submitted by Jean Njeri Mwirigi | 10/2/2025 | Physical Planner | Site Visit and Site report | Resolved on 10/2/2025 Construction stopped. |
| 23 | Illegally built Kibanda on water trench blocking water Submitted by John Kuria Njoroge Contact 0702170954 | 10/3/2025 | Physical Planner | Site Visit and Site report | Development control unit directed to mark the illegal structures for removal. 24/3/2025 |
| 24 | Confirmation of Plot No. 186 Residential. Maai Mahiu Submitted by Peter Njoroge Contact 0722517584 | 12/3/2025 | Physical Planner | Site Visit and Site report | Site report done and transfer process initiated. 26/3/2025 |
| 25 | Complain concerning garbage collection for the plots in Kabati Estate Submitted by Elimas Commercial Agencies Contact 0725849608 | 6/5/2025 | Environment officer | Response letter from Best Use Self-Help Group(accused) | Resolved on 20/6/2025 |
| 27 | Invasion of property: Longonot Trading Centre Commercial Plot No.81P Submitted by Timothy Kuria Macharia/ John Kamau Mboche Contact 0720022380/0721793141 | 9/6/2025 | Physical Planner | Site Visit and Site report | The site was surveyed and boundaries reestablished. 16/6/2025 |
| 28 | physical assault of client by director of Best Use Waste Service on 4/6/2025 Submitted by Mary Njoki (Environment Officer) Contact 0714895380 | 10/6/2025 | Environment officer | Report to police Warning letter issued and letter of apology | Resolved on 24/6/2025 |
| 29 | Invasion of property at Longonot Trading Centre Plot NO.83P Submitted by Samuel Njibu Contact 0722764323 | 11/6/2025 | Physical Planner | Site Visit and Site report | The site was surveyed and boundaries reestablished.25/6/2025 |
| 30 | Invasion of plot at Longonot Trading Centre Plot NO.P86 Submitted by Charles Njogu Kimotho | 11/6/2025 | Physical Planner | Site Visit and Site report | The site was surveyed and boundaries |

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| | Contact 0725420696 | | | | reestablished. 25/6/2025 |
| 31 | Adverse effects of rock blasting at Kanairobi Maai-Mahiu Waro Submitted by Dissatisfied Kanairobi Community Member Email: litmuscomputers@gmail.com | 17/6/2025 | Physical Planner | Site Visit and Site report | Case concerning the same in court. The planner gave technical advise on the requirements. 1/7/2025 |
| 32 | Complain concerning Plot NO.1144/1056 Kabati Submitted by Robert Maina Kimemia Contact 0722804505 | 19/6/2025 | Physical Planner | Site Visit and Site report | Resolved on 3/7/2025 |
| 33 | Structure constructed on the frontage of block LR. No 1144/466- Lois Plaza Submitted by Splendor Commercial Agencies Contact 0722740612/ 0101740612 | 30/6/2025 | Physical Planner | Site Visit and Site report | Development control unit directed to mark the illegal structure for removal.20/6/2025 |
| 34 | Complain regarding lack of garbage collection service in Naivasha Kinamba Area Submitted by Simon Ndungu Contact 0796102422 | 15/7/2025 | Environment officer | Statutory notice | Resolved on 15/7/2025 |
| 35 | Encroachment by James Njugia Gakunga plot number Naivasha/ Maraigushu Block 1/3753 submitted by Elizabeth Wanjiku Macharia | 5/8/2025 | Physical Planner | Site Visit and Site report | Physical planner and surveyor visited the site and reestablished the boundaries on 8/8/2025 |
| 36 | Illegal Construction draining rain water into Naivasha Township Block 7/547 at Kabati Site and Service Scheme within Naivasha Submitted by | 8/8/2025 | Physical Planner | Site visit and Site report | Resolved on 22/8/2025 |
| 37 | Dispute concerning kiosk NO.1 Karagita Submitted by Jeruaiso Mbuthia Waithaka Contact 0725336219 | 1/9/2025 | Physical Planner | Site Visit and Site report | The complainant had to vacate as the kiosk was on an easement. On 1/9/2025 |
| 38 | A dug trench from railways construction (ongoing) creating disturbance to (Burslane) it's a privately owned (a white) farm | 24/11/2025 | Physical Planner/ Enforcement officer | Site Visit and Site report | Development stopped. On 8/12/2025 |

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| | Submitted by Duncan Osoro Contact 0712519687 | | | | |
| 39 | Irregularities at Villa View Estate -You have built 3 unit instead of 2 units, contrary to the submitted and approved drawing No. 01 dated Feb 2025 -You have encroached on the road which is contrary to the estate rule and regulation and also the building act. -You have built your pit latrine on the road contrary to the bylaws and even the Public Health Act which stipulates all waste should be managed within your boundaries. Submitted by Villa View Welfare Community based Organization. | 6/12/2025 | Physical Planner | Site visit and Site report on 27.12.2025 | Resolved on 27.12.2025 |
| 40 | Complain on construction of a storey building adjacent to a residential plot (Plot NO. 35) Submitted by Stephen Nganga Contact 0722620567 | 6/12/2025 | Physical Planner | Site Visit and Site report | 22/12/2025 Development control directed to stop the development. And stay order issued. |
| 41 | Complain on change of user from Agricultural Lands to Commercial Mining's. Submitted by Maai Mahiu Community Leaders Association Contact 0722340286/0727784637 | 8/12/2025 | Physical Planner | Site Visit and Site report | Resolved on 22/12/2025 Physical planner established that the area is conducive for mining activities. |
| 42 | Complain concerning Plot NO.52 Kongoni Submitted by Aliyo Mohammed Mahamud Contact 0710518253 | 10/12/2025 | Physical Planner | Site Visit and Site report | Resolved on 23/12/2025 The Centre is under consultancy. The complainant advised to wait till the exercise is done. |

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| 43 | Claim over plot NO.11 at Moi Ndabi Trading Centre another individual has built without the owner's consent Submitted by Margaret Nasambu Soita Contact 0726480415 | 15/12/2025 | Physical Planner | Site Visit and Site report | Resolved on 29/12/2025 Development stopped. Developer requested to bring ownership documentation. |
| 44 | Excessive noise levels from neighboring church in Site and Service Estate Plot NO.747 Site and Service Submitted by Lucy Mutheu Contact 0721584817 | 15/12/2025 | Physical Planner/Environment officer | Site Visit and Site report | Matter forwarded to the environment officer. Resolved on 29/12/2025 |