



Municipality of GILGIL

P.O. Box 126 -20117

GILGIL

GRIEVANCE REDRESS MECHANISM (GRM) REGISTER 2024/2025

DATE	MAIL FROM	PARTICULARS	ACTION TAKEN	SIGN
6 th June 2024	ROSEMARY WACUKE KIBE	Short term employment contract form in Gilgil subcounty	Received referred to human resource for advice to environment offices to allocate duties on 18 th June 2024	
3 th June 2024	Leilla Waithera	Short term employment contract form in Gilgil subcounty	Received referred to human resource for advice to environment offices to allocate duties on 14 th June 2024	
5 th June 2024	Evans chelimo	deployment	Noted referred to HR for action	

6 th June 2024	Willy cheboi	Invitation to the windows project events on June 15 th 2024	Requested and forwarded to C.O livestock for attending on 20 th June 2024	
11 th June 2024	Ali Sharif Abdibrahim. chairman of Gilgil Jumia moja	Requesting the authority to grant them permission use gilgil stadium grounds on Sunday 6 th June 2024.	Permission granted on 19 th June 2024	
21 th June 2024	Gema community	Complain about digital bar located at Gema	Environment Officer to take note 26 th june2024	
24 th June 2024	Mary Wangari	On development of land letter issued by ministries	Action forward to planner for more information on 4 th July 2024	
25 th June 2024	Isaac kiama	Investigation of land fraud plot number 9 and number 12 Karati trading center	Action forward to planner for more information on 9 th July 2024	
25 th July2024	Ester Maina 0722597658	Request to the office to intervene and summon an intruderwho occupied their plot and causes violent and threats.	Noted to handle with planner on 12 July 2024	

3 th July 2024	Paul Kamau	deployment	HR to take note 10 th July 2024	
4 th July 2024	Kiplagat Jackson Kibet	Request to be assigned a surveyor and a vehicle on 25 th June 2024	Surveyour notified for action July 9 th 2024	
7 th July 2024	Beatrice Akhaule	Retirement of Beatrice Akhaule from Nakuru county government services as at 30 th June 2024, the last day of working	HR Officer to advise 15 TH July 2024	
8 th July 2024	Revenue officer	Invitation for consultative meeting at sub-county administrator	Noted administrator to facilitate 9 th July 2024	
11 th July 2024	Marura Estate l.m.t	Requesting to lift stay order and allow to complete the exaction trench	Planner to act 15 th 2024	
25 th June 2024	Gilgil open air market	Complaints about the disputes management of a market toilets	Environment officer to 11 th July 2024	
13 th July 2024	Langalanga business community	Invitation to Langalanga business community launching	Plan to attend on 22/7/2024	

14 th July 2024	Stella mwaira	Appointment ADHOC committee and proposed change of user plot number 2 kongasis training center	Constitute a meeting to discuss the same 24/7/2024	
26 th July 2024	Kiplagat Jackson kibet	Request to institute administration and legal processes to facilitate the recovery of all outstanding clues owned to the county	Handle the same with revenue in charge on 1/8/2024	
26 th July 2024	Joyce waitehera	Requesting to intervene and solve the disputes to proceed and develop	Take a disputes resolution meeting meeting held on 9/8/2024	
29 th July 2024	Gekongias company	Authorization and securing all the assets owned by the released plots number UN 11 comm in the name of Kassin Ibrahim	Forwarded to rates officer for action on 9/8/2024	
29 th July 2024	William mwangi ndirangu	Requesting for cathedral copy of green card respect to the patrol of land known as Gilgil site and service 767	Forwarded to rates office for action on 12/8/2024	
31 st July 2024	Veronica Njoki Njoroge	A complaint of the transfer from P.M Kuria Mwangi to Veronica Njoki Njoroge	Noted 1/08/2024	
2 nd August2024	Johnson Kariuki	Deployment	Referred hr to HR TO noted	

9 th August 2024	Agnes Kariuki	Requesting the office to assist and opening of blocked access roads in Gilgil and Kikopey	Forwarded to planner for action on 13/8/2024	
19 th August 2024	Loiesiro Daniel ekeno Elizabeth wangui Rosemary kiwia	Posting letter at human resource Gilgil Posted in Naivasha as S.C.A Posted in gilgil	Reffered to them for duty assingment on 26/8/2024	
20 th August 2024	Nicholas Njuguna	Requesting for a county bus to facilitate the transportation of their kids to kitare	Official deployment for PSM on 27/8/2024	
26 TH August 2024	Peter k.chira	Complaint about uncollected garbage at plot no. 9 karunga center	Environmental officer worked with service provider on 3/9/2024	
28 th August 2024	Peter N. Mwangi	Requesting to use Gilgil stadium from 25 th to 27 th September for prayers and orientation ceremony	Manager to note and advise 4/09/2024	
15 th 9 2024	Deputy County Commissioner	Invitation to a public participation meeting on proposed amendments	Manager to coordinate participants on 12/9/2024	

9 th sep 2024	Naivasha quarrey project	Requesting temporary exercise to with hold registered new plot to put their record straight	Physical planner to advise 14/9/2024	
10 th Sep 2024	Paul Waweru	Requested to use of Gilgil community hall for theater audition on September 14 th 2024	Manager approved request 11 th Sep 2024	
23 rd Sep 2024	Patrick Waweru	Complaints about the allocation of pigstick near his plot	Environment to do site visit 3/10/2024	
26 Sep 2024	Gilgil air market trainers	Demanding of the perimeter wall which was promised and said	Manager to follow up. 4/10/2024	
30 th Sep 2024	From Teachers Estate residents Kikopey 0722761513	Requesting to discuss the issues they proposed to meet and review the situation to explore potential solution	Manager to coordinate a meeting 5/10/2024	
4 Oct 2024	Officer commanding station	Mashunjaa day celebration on 28 octomber 2024	Manager to advise 15/10/2024	
5 th nov 2024	Mary wanjiru	Complaint of ecrochment of how plot in Ngomongo.	Survey visued the sue to understand the case 13/11/2024	

22 nd November 2024	Godwin mugo	To extend operation of tuktuk services from Gilgil town	Planner and trade officer taked to follow up on 2/12/2024	
27 th November	Sub-county administration	Closure of alcoholic drinks within 300 meters of basic education institution	Forwarded to the liquor committee Gilgil subcounty on 4/12/2024	
24 th Dec 2024	Kennedy Kurgat	Deployment	HR to take note 6/01/2025	
18 th feb 2025	Nancy Wakotho	Disposal of decomposed unclaimed bodies	Referred to the municipal planner to advise on 22/2/25	
4 th march 2025	Gilgil Juakali cooperative	Seeking for assistance to solve the issue which have delayed many matters concerning Juakali members	Noted by manager to follow up on date 19 th march 2025	
10 th march 2025	Judy Njeri	Requesting the office to stop any transaction of the paid plot details	Manager to follow up and call for a meeting 15/3/2025	

14 th march 2025	Tutuk united association Gilgil	Complaint regarding disturbances of Sienta vehicles	Liase with environmental officer on 17 th march 2025	
30 th June 2025	Wazee Pamoja and 8-1 into one group	Requesting for the authorized and restrict on transfer or alteration of group property ownership	Sub-county planner to advise on 9 th June 2025	