

# CITY OF ELDORET



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## GENERAL GRIEVANCE LOG

Sl. No.	Date Received	Grievance NO	Complainant name/ ID/Phone no/ Email	Word Location Estate/Street	Name of Grievance	Description of Grievance Complain	mode of Receipt Phone/walk in/Letter/Email	Dept responsible data forwarded	Action taken to resolve grievance	Date of Action taken	Status of grievance	Date of feedback	Feed back to Complainant
1	10/01/24	001	Ruth Njeri	CBD	Other	She wanted license for the year to work for business loan which was to be used as affidavit evidence but the Revenue Section could not provide	Walk-in	Finance / Trade	The matter was referred to the concerned dept.	10/01/24	Solved	10/01/24	She was informed of the change. If the Dept can't work for business.
2	10/01/24	002	James Wairua Mbere	CRD	Transport	He is a driver from NRR who's car was clamped due to unpaid parking fee. He was new to town and he could not make payments	Walk-in	Finance/ Revenue	Referred to in charge of parking	10/01/24	Solved	01/01/24	He was advised to pay the fee and the car will be released. He said that he has been a student
3	15/01/24	003	Moses Nduya 0727383983	CRD White Castle stage	Transport	Moses is a boda boda rider based in white castle stage whose motorbike was taken away by county enforcement officer after it's being found openly without reflector jacket	Walk-in	Enforcement	He was charged for not putting on reflector jacket which was mandatory	15/01/24	Solved	15/01/24	He will change for the following month by law.

Checked  
31/01/2024



S/no	Date Received	Grievance No	Complainant Name/ID/Phone no/Email	Ward Location/Other	Name of Complainant	Description of Grievance / Complaint	Mode of Receipt (Phone no, Walk-in, Letter/Formal)	Dept. Responsible (State, Municipal)	Action taken	Date of Action taken	Status of grievance	Date of feedback	Feedback to complainant
4	15/5/24	004	Peter Roke 0726433579	Ngara Machakos County	John	He made wrong transfer in bank his money ended up into Vaso's sister County Account. He made effort to reverse but money bank could not reverse it.	Walk-in	Finance / Revenue	He was informed to write a letter and attach the proper statement for the refund.	15/5/24	Solved	25/6/24	The money was refunded.
<b>Checked</b> 31/6/2024													
5	28/10/24	005	John Tanyi 072968444	Sogera Baringo	Rater	He is a resident of Sogera Baringo, he complains of road rates to have some one to assist them to pay in the ward level.	Walk-in	Regency	He was assisted to pay rates.	28/10/24	Solved	28/10/24	An officer was assigned to the ward office to assist on payment of rates.
6	11/10/24	006	David Mungu 0728805883	Wapaya Ward Malindi	Security	He raised the issue of street light not working for some weeks.	Walk-in	Energy Dept	The director Energy was contacted and he took up the matter for further assistance.	11/10/24	Solved	13/10/24	An officer was assigned to write on the issue.
<b>Checked</b> 29/11/2024													
7	13/12/24	007	Alice Githon 071774802	CRSD	Other Business	She complains that the Chair of PWD's (Mama) is occupying all the space allocated to PWD's in their thus depriving them	Walk-in	Trade	Mr. Karan Chairperson was contacted and to make the matter	13/12/24	Solved	13/12/24	Alice was allocated the space to do her business.
<b>Checked</b> 19/12/2024													

S/NO	Date Received	Grievance NO	Complainant name	Ward Location	Nature of complaint	Description of grievance/complaint	Mode of receipt photo, video, letter, email	Dept. Response date forwarded	Action taken	Date of Action taken	Status of Grievance	Date of feedback	Feedback to Complainant
8	12/1/25	008	Sarah	Mt. Kenya Wapirwa ward	Influence pollution	She complained of dust pollution due to ongoing project	Walk-in	KLUP - lands	The contractor was instructed to sprinkle water at least twice a day.	12/1/25	Solved	12/1/25	The ward was done
9	04/2/25	009	Mwango Community	Kipitanga ward	Influence	Complain of breakage of water pipe in the estate	Walk-in	Electricity company	The incharge of Electrician Kipitanga ward took over the issue and worked on it.	04/2/25	Solved	07/2/25	The damaged pipes were connected.
10	10/2/25	010	Mamwa Market West Market	West Market	garbage	Requested the deposit of waste collection to collect garbage that had piled in the entrance of the Market.	Called phone no.	City of Eldoret	It was noted that dumping was done at night in the market. The trucks were deployed to collect.	10/2/25	Solved	10/2/25	Collection was done.
11	14/4/25	011	Bernard Gwaka 0721569081	Kipitanga estate	waste murrum	He reported on a contractor was dumping Murrum waste on access road	Phone call	Dept Housing & Infrastructure	The contractor was instructed to remove the waste	12/4/25	Solved	14/4/25	All the Murrum was removed from access road
12	23/6/25	012	Akiyi	Rumanyi estate	dumping	She reported on dumping of garbage on the road side. She requested department to collect	Phone call	Environment Dept	The incharge instructed waste collector to collect the street garbage	23/6/25	Solved	23/6/25	Collected

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31/1/25  
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27/02/25

S/N	DATE RECEIVED	GRANTING NO	COMPLAINANT NAME	WARD	LOCATION	NATURE OF COMPLAINT	DESCRIPTION OF COMPLAINT	WARD OFFICER	DEPT. RESPONSIBLE	ACTION TAKEN	DATE OF ACTION TAKEN	STATUS OF COMPLAINT	DATE OF FOLLOW UP	FURTHER TO COMPLAINT
13	10/27/25	013	James Akere	Godan	Mtshwabe	Infrastructure	The road is a complain of poor road and drainage that affect their transport from go down	Ward-11	Dept. of Public Works	The department did some grading along the road	11/17/25	Solved	12/1/25	The department promised to perform the road, and also change along the road was channel to drainage side
14	14/7/25	014	Western Sacco	Trogo stage	Lykwende	Infrastructure	The stage user, Sacco complains of alot of pot holes and stagnant water within the stage.	Ward-12	Roads/Trails department	The department of roads did the same pitting and filling of potholes in the stage	20/7/25	Solved	15/1/25	Two heavy rainfall water from the stage of potholes flow to the stage
15	12/10/25	015	Bwala Bwala Sacco	CRD	Soweto	Harassment	Harassment by Employment officer in their stage	Ward-11	Dept of Devolution and City	The meeting was called and the Sacco and depart of employment discuss and agreed on way forward coping harassment	14/10/25	Solved	14/10/25	They were informed to report to the management in case of harassment

S/N	Date Received	Grievance No	Complainant name	ward	Name of Complainant	Description of grievance	Mode of receipt, place	Dep. Responsible	Actual loc.	Date of Ack. taken	Status of grievance	Date of feedback	Feedback to complainant
16	25/11/25	016	Resident of Mwangi	Mwangi estate	Social <del>needs</del>	Complaint of increased water bills to tune of 300% and that the matter was in court	Ekto was letter email	Ekto was	The resident took the matter to court	21/11/25	On-going	25/11/25	they were informed to write for rent building
17	20/12/25	017	Hewless Associates	CBD	Social	Requesting to be allowed to be give some stalls to sell their items during the christmas holiday	workshop	County Secretary Office	They were given approval to sell their items for two weeks and used designated areas	21/12/25	Approval obtained	21/12/25	They were allowed the designated areas and time to be their

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