

FT 2024-25

ONYIA MUNICIPALITY
P.O. BOX 92 - 0227, ONYIA
COUNTY GOVERNMENT OF HOMERAY
Date: 28/08/24.

ONYIA
P.O.
M.A.
ADDRESS, CONTACT

REFERENCE NUMBER	DATE REPORTED	TIME REPORTED	REPORTED BY NAME & ADDRESS, CONTACT	NATURE OF COMPLAINT	LOCATION	NATURE OF COMPLAINT	DEPARTMENT RESPONSIBLE	RESPONSE TIME	ACTION AND REMARKS
07/08/24 HBC/om/c 4022/8/24/1	07/08/24	10:30 am	Tebay Niny P.O. Box 352-40222 0723460931	letter	QED	Burkers Pouring dirty used water on the pathways, leading to pollution.	Environment	2 days	Environment officer in the company of public health officer visited the scene and established that two hotels along Summit line road one building in the same point were pouring walkway along Summit line. Surveillance was placed and culprit's found. Warning was issued. Further observations showed that had ceased pouring the walkway.
HBC/om/c 4022/9/24/1 01.	09/10/24	11:0 am	Salome Abdoin, Agoro Sare Estate 071002531	Phone Call.	Agoro Sare Estate	Agoro Sare Primary School Hf teacher had directed storm water channel in into her farm/ Compound.	Environment	7 days	Environment officer visited the scene and collected the complaint The Hf teacher was instructed to block the dug channel and let water follow its natural course. The School complied within 7 days.

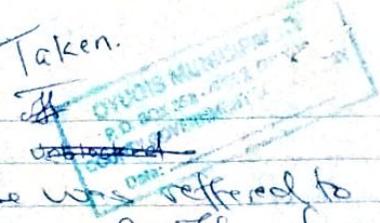
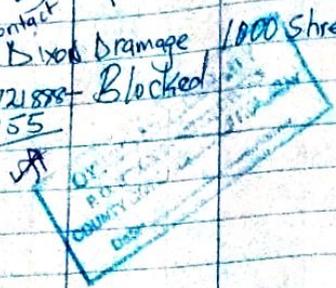
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ORUGIS MUNICIPALITY
P.O. BOX 452 - 4022, ORUGIS
COUNTY GOVERNMENT OF HONARY

REPORT NUMBER	DATE REPORTED	TIME	REPORTED BY: ST. NAME ADDRESS CONTACT	METHOD OF REPORTING	LOCATION	NATURE OF COMPLAINT	DEPARTMENT RESPONDING	RESPONSE TIME	ACTION AND REMARKS
HAC/om/c 4022/24/ 01	06/12/24	9:30am	Site Inspector Alex Wings 071566790	letter	1000 street	Residents living along the Orugis R1-001 road currently under construction were discharging waste water / grey water onto the road thus hindering construction works they have directed channels and pipes onto the road.	Environment	7 days	Environment officer visited the site and established that indeed about 3 residential plots had developed channels that direct waste / grey water onto the road thus severely disrupting construction works. The environment officer issued cessation letters directing the landlords or their agents to block the channels and re-direct waste water into soak pits or septic tanks. The landlords were asked to comply within seven days. They complied and the case was closed.

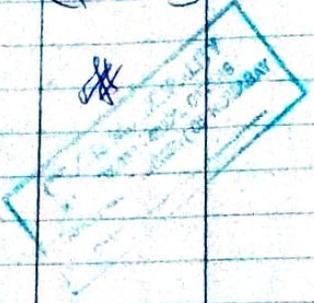
REFERENCE NUMBER	DATE REPORTED	TIME REPORTED	REPORTED BY NAME AND ADDRESS/CONTACT	MODE OF REPORT	LOCATION	NATURE OF COMPLAINT	DEPARTMENT RESPONDING	RESPONSE TIME	ACTIONS AND REMARKS
HBEG/om/c/4022/12/24	23/12/24	09:00 HRS	OLIVSON ORIBED	VERBAL	JUA-KAZ	ILLEGAL WASTE DISPOSED LAND NEXT TO HOTEL	Environment	12 HRS	<ol style="list-style-type: none"> 1. ENVIRONMENT OFFICER SURVEYED THE AREA AND ESTABLISHED THE COMPLAINT. 2. ENVIRONMENT OFFICER NOTIFIED THE SOLID WASTE MANAGEMENT CONTRACTOR TO CLEAR THE WASTE. 3. THE WASTE WAS CLEARED WITHIN 12 HRS 4. THE CASE WAS CLOSED ON 24/12/24 HAVING NOTIFIED THE COMPLAINT.
HBEG/om/c/4022/2/25	6/2/25	11:20 AM	NICK Omondi, 0727139517	face to face	Kasimbi Junction Adhuri State area.	Neighbors dumping Solid Waste just outside his plot. He is the caretaker.	Environment	24 HRS	<ol style="list-style-type: none"> 1. Environment officer and public health officer to visit the scene on 7/2/25 at 10:30 am to ascertain the complaint. 2. private waste collector designated for the area to also accompany the officers. 3. The waste was cleared and complainant notified through a letter dated 8/2/25. 4. The case was closed after the complainant expressed satisfaction.

REF No.	Date Reported	Time	Reported by:	Mode of Report	Location	Nature of complaint	Department Response	Response Time	Action Taken
HBC/om/c 40222/10/25	3/10/25	10:05 AM	Contact Dixon 0721888-955	Drainage Blocked	1000 Street	Blockage of drainage Flood water destroying properties	Social Dept.	24 hrs	<p>Drainage unblocked</p> <ol style="list-style-type: none"> The case was referred to the Environment officer for Action The EO visited the area and organized for unblocking The drainage was unblocked
HBC/om/c 40222/10/25	6/10/25	12:10 PM	Eter Aun Ojoko 0712666157	Public Facilities	Quanda behind some plots / old DC residence area.	Flooding Flood water drainage along Quanda Road and drainage along Canda road.	Env	24 hrs	<ol style="list-style-type: none"> Heard with Municipal Manager of area MCA (most drainage) for drainage along Quanda road to be made. Two officers of the MCA Upgrade Site Council provided a Bank Backhoe to dig the drainage. The drainage was made and case closed through notification letter.
HBC/om/c 40222/11/25	8/11/25	12:47 PM	Joseph Odundu Ondiek Paul Odundu Ondiek 07110908278	Facilities Facilities	Migingo bar	Waste being site along road next to bar (Migingo) was causing Sewer pollution	Environment dept	24 hrs	<ol style="list-style-type: none"> The Environment officer was notified of the complaint immediately. The EO visited the site and continued the complaint. The EO notified the Waste Service Contractor who in turn removed the waste on 9/11/25 The complaints were informed of the resolution vide a letter dated 3/11/25 The case was closed after complainant expressed satisfaction



DATE OF COMPLAINT		NAME OF COMPLAINANT	CHANNEL OF COMPLAINT		SUMMARY OF COMPLAINT	ACTION TAKEN TO RESOLVE COMPLAINT	CURRENT STATUS
Ref No.	Date.		Verbal	Written			
143/am/27/12/25 c/l/s	27/12/25	George Osewa	✓ (Phone Call)		The Complainant reported serious noise pollution from Boda Boda in the area using speakers to collect formal expenses. The noise was very disturbing to members of the public in the vicinity. The complaint was reported to the E.O.	1. The E.O. visited the site in company of H. Enforcement officers. 2. The E.O. confiscated the Amplifier & other devices. 3. The Amplifier were broken. 4. Cleaning services (supervisor) were called.	1. The noise of the 2. Municipal Enforcement officers. They the head of Enforcement 3. The Boda Boda gmt were warned and fined.
143/am/29/01/26 c/l/s	29/01/26	Alice Ochiengo	✓ (Phone Call)		The Complainant reported a case of illegal dumping in her piece of land in backstreet by unknown people.	1. The E.O. visited the site and obtained the complaint. 2. The E.O. contacted the waste source contractor to remove the waste immediately. 3. Mrs. Joan Akorin (waste collector) was called.	1. The accumulated waste was removed on 27/01/26 2. The complaint was informed of the action. 3. The case has since been closed because the complainant was satisfied with the action.

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DATE OF COMPLAINT		NAME OF COMPLAINANT	CHANNEL OF COMPLAINT		SUMMARY OF COMPLAINT	ACTION TAKEN TO RESOLVE COMPLAINT	RESPONSIBLE PERSON	CURRENT STATUS
Ref No	Date		VERBAL	WRITTEN				
1182/26	1/26/26	Paul Obama	✓		1. The complainant concern with at his hotel located off road - All 2. The complainant significant loss he had faced due to the flooding.	1. The EO visited the same & confirmed the complaint. 2. The EO located the leakage that was causing the body. 3. The EO notified the contractor who unclogged the drainage within 24 hours.	1. Environment & other 2. Victor cleaning services Supervisor (Mr. Dalmas Ware)	1. Case closed after the drainage system causing leakage was repaired. 2. The complainant was informed of the status via letter.
1182/26	1/27/26	Mrs. Olivia May	✓		1. Mrs. Olivia of accumulated at mrigingo entry into residential pit. 2. The waste has caused tenants to vacate her houses. 3. The waste was a major health risk to the area. 4. The waste was closed by the contractor who use the site as a waste holding site.	1. The EO informed the contractor to use the site as a temporary waste holding site. 2. The EO requested the contractor to clear the site within 24 hours.	1. Environment & other 2. Mr. Dalmas Ware - Supervisor Victor cleaning services.	1. The contractor closed using the site as a temporary waste holding site. 2. The contractor cleaned the site within 24 hours. 3. The case has since been closed.

1182/26
PAUL OBAMA
COUNTY GOVERNMENT OF NAKURU

1182/26
OLIVIA MUNG'ATHI
P.O. BOX 222 - JOSSO
COUNTY GOVERNMENT OF NAKURU
Date: _____