

DATE	COMPLAINANT	GRIEVANCE	REMARKS	CONTACTS	SIGNATURE
8/9/2023	MISS ACHIENG LYNNAMUNT 0734672516/0712417807	DISPLACEMENT FROM CURRENT QUIESCENCE POINT FOR ROAD CONSTRUCTION REQUESTING FOR TEMPORARY SPACE TO OPERATE.	PROVIDED WITH A NEW WORKING SPACE AND A LETTER CONFIRMING THE SAME	0712417807 0734677516	10/09/23 -ft
14/9/2023	ALFRED ODIATI	DISPLACEMENT FROM CURRENT SPACE DUE TO ROAD CONSTRUCTION REQUESTING FOR TEMPORARY SPACE TO OPERATE	PROVIDED A NEW OPEN SPACE	0742250210	APD 15/09/23 ✓
18/9/2023	JUDICINE NYERAKAHEF	COMPLAINING OF FREQUENT THEFT OF HER TRADING ITEMS AND MOVING TO ANOTHER SPACE WHERE SHE HAS ALSO BEEN MOVED TO HER INITIAL SPACE. SHE IS REQUESTING FOR ANOTHER SPACE	PROVIDED A NEW OPEN SPACE	0728005177 0705677790	STB ✓ 21/09/2023
03/10/2023	BUSINESS OWNERS. PAUL ONDIANG TOM AKOHA DANGLAN ONYANGBO	LAND ENCROACHMENT AND ILLEGAL FENCING OF THE MARKET TOWARDS ROAD FRONG BANK ROAD	The contract was advised to build a level fence.	0700346364	STB ✓ 9/10/2023
13/10/2023	GIANT RIDERS ASSOCIATION PAUL ONDIANG TOM AKOHA DANGLAN ONYANGBO	REMOVAL OF CONTAINER IN A SPACE WITHIN THE MARKET.	LETTER PROVIDED FOR THE REMOVAL OF THE CONTAINER.	0729628793 13776100 24068522	STB ✓ 15/10/23
12/11/2023	ROSELINE GROP	COMPLAINING ABOUT STALL NO A062 ALLOCATED TO HER AND SOME BODY ELSE IS WORKING IN THE STALL	The stall belongs to Roselyne Achiongo Got who was given the offer reservation by the department and the letter issued said the same.	074551640	STB ✓ 14/11/23
12/11/2023	PETER OMONDI OCHIENG	COMPLAINING ABOUT STALL NO. A071 ALLOCATED TO HIM AND SOME BODY ELSE IS OCCUPYING IT.			

Date	Case Name	Remarks/Actions	Complainant & Contact	Assigned to	Status
18/11/2024	11/05/25 Notice for Removal of unapproved building structures on plot NO. 1432/221 (Home & massage)		Francis Okoro 090 605 0724 / 072148	Team lead to lead department	Start
11/2/25	Request by Pter Pish Tradon to have Pish Banda separated at KOGINSA Market.		Collins Omondi Okoro, Chairman Pish Tradon Market.	Okoro Enjig Rocky approval by department of trade	Revised 25/05/25
18/4/2025	Removal of illegal structures that are parallel to Mwanika S.D.A. (road)	The Manager to assign a technical team to visit the site, and advise on the physical planner for further action	Eld Charles Okota 0720347343 Eld Okoro Titus 0725101044	Illegal structure no-9110 (200)	Revised 17/04/2025
	The owner uses the site for a dumping place			Tickets	
	have cases on environment	Document attached		relocated	
	link to the respondents	Plot no 1432/401 1432/410 1432/411		from Mr. Pina Omondi	
		Notice from Inspectorate department.		Revised	
		Letter of intention along with building Authority			
		A notice on Removal of the Kogin S.A. along with cases.			

DATE	COMPLAINANT NAME & CONTACT	NATURE OF COMPLAINT	ASSIGNED TO	RESOLUTION / ACTION TAKEN	STATUS	SUPERVISOR'S SIGNATURE
17/09/25	Mick: 0714184010 0714184010	A container placed in front of Dr's business obstructing his business and customer access.	Enforcement officer.	The container to be removed by the owner as it was illegally erected.	Resolved 31 Sep 2025	[Signature]
30/10/25	Samson Oguntu 0734871660	Erection of a structure in front of my shop at Sofia Market, opposite Roth Odanga stadium, which is obstructing access and hindering normal business operations.		The Manager had received the information and had rearranged with the enforcement officers for the container blocking to be removed before Friday impounding it or the person.	Resolved 7th Sep 2025	[Signature]
11/12/2025	Josephine Awuori 0724690175 6	A trailer displaced from their former space due to development project by the WFT group and therefore seeking allocation of an alternative space next to the NEMA office.	-	A communication sheet has been issued.	Resolved 17 Dec 2025	[Signature]
15/11/2026	MICHELLE ANWOL 0769654958	Allocation of a business space: The container is currently kept at a residential area after the applicant was displaced from the roadside of cafe.		The app was displaced business site but from 15th Sep 2025 to his new site. App's P.I. provided development and shoping appraised. It will be supplied by 13/01/2026.	On process	[Signature]
10/12/26	Josephine Awuori 0724690175 Filsan 0740928001	A container erected alongside the road heading to Miriti, directly in front of an hotel, thereby blocking access and disrupting normal business operations.	-	The primary contractor issued letter of demand.	Resolved 15th Jan 2026	[Signature]
17/02/26	Eadale Manager - Government Residential Nouris	Owner of the Business premises along the hospital road are dumping waste in the residential area causing pollution.		The concerned Business owners along the hospital road were sensitized on the importance of proper waste disposal and an agreement and an agreement was reached that they will dump their waste at the designated waste collection area.	Resolved. 18th Feb 2026	[Signature]