



DATE OF COMPLAINT	NAME OF COMPLAINT	COMPLAINT ISSUE	COMPLAINT CHANNEL
12/08/2024	TOM MURUGI	Blocked drainage along Main Street	Walk-in
23/08/2024	MART WANDIKU	Verandah building plan approval	Phone
16/09/2024	PETER KIRUKU	Illegal dumping in residential area	Phone
02/10/2024	JANE NITERI	Unapproved market	Walk-in
18/10/2024	GENUEL KIMANI	Market stall allocation dispute	Walk-in
05/11/2024	ESTHER NIMBUSUA	Water leakage near primary school	Phone
22/11/2024	YVONNE GATHOTA	Notice from Council not received	Phone
09/12/2024	Alice WATHIRU	Delay in bus route	Walk-in
15/01/2025	JOSEPH MATHA	Graffiti on public road	Phone
03/03/2025	RUTH WAMBUI	Uncollected garbage in CBD	Phone
27/05/2025	George KINTUA	Polluter causing accident	Walk-in
19/10/2025	Anonymous	Delayed response to fire incident	Phone
04/10/2026	Anonymous	Overcharging of and water	Phone
09/02/2026	John Mwangi	Damage of water on the pavement	Walk-in
9/20/2026	Esther Mwangi	Blocked drainage	Phone
10/21/2026	Anonymous	Wounded woman in pavement	Phone

DATE	ACCOUNT NUMBER	DEPARTMENT	ACTION TAKEN	COMPLAINT STATUS
13/08/2024		Highways	On the spot and drainage cleared	Resolved (20/08/2024)
29/08/2024		Administration	Follow up with plan	Resolved (05/09/2024)
11/09/2024		Environment	Reported to office	Resolved (18/09/2024)
02/10/2024		Infrastructure	Reported to Market Committee	Resolved (14/10/2024)
18/10/2024		Social	Reported to Market Committee	Resolved (21/11/2024)
06/11/2024		Infrastructure	Water department	Resolved (12/11/2024)
23/11/2024		Environmental Compliance	Reported to Market Committee	Resolved (03/12/2024)
10/12/2024		Administration	Report prepared after verification	Resolved (05/12/2024)
16/01/2025		Land Planning	Matter referred for survey	Resolved (20/01/2025)
04/03/2025		Environment	Emergency call arranged	Resolved (10/03/2025)
28/05/2025		Infrastructure	Repair done by public works team	Resolved (06/06/2025)
20/10/2025		Emergency Services	Internal review conducted	Resolved (30/10/2025)
09/02/2026		Finance	Account reconciled and corrected	Resolved (13/02/2026)
11/02/2026		Environment	Field visit done + corrected	Resolved (12/02/2026)
9/20/2026		Public Health	Site visited and unblocking done	Resolved (13/02/26)
9/21/2026		Public Health	Wounds dressed and unblocked	Resolved (9/21/26)