



REPUBLIC OF KENYA

COUNTY GOVERNMENT OF NYANDARUA

DEPARTMENT OF LANDS, HOUSING, PHYSICAL PLANNING AND URBAN DEVELOPMENT

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MUNICIPALITY OF OL KALOU: KUSP PROJECTS

YEAR 2024-2025

GRM – GRIVANCE REDRESS MECHANISM WITHIN OL KALOU MUN



No	Date of Complaint	Name of Complainant	Complainant Issue	Complainant Channel	Date Acknowledged	Category: (Health, Environmental, or Social Issues)		
1	03/07/2024	Residents/Community within the area	Garbage collection delay in Ol Kalou town market causing foul smell.	Written petition to Municipal Manager	04/07/2024	Health and Environmental	Waste collection trucks deployed same day. Regular schedule reinforced.	Addressed
2	10/07/2024	Residents/Community within the area	Low water pressure at Kariamu Centre for 2 weeks.	Municipality Admin Report	11/07/2024	Health and Social	Leak repairs done, water rationing schedule issued.	Resolved

3	15/07/2024	Residents/Community within the area	Streetlights off along Mairo – Tumaini road increasing insecurity.	Phone call to Ward Office	16/07/2024	Social	Electrical team dispatched, lights restored within 3 days.	Addressed
4	22/07/2024	Residents/Community within the area	Blocked drainage in Jua Kali area after heavy rains.	Ward Committee Meeting	22/07/2024	Health and Environmental	Drain unclogged and culverts cleaned.	Addressed
5	25/07/2024	Residents/Community within the area	Potholes on Rurii – Passenga road causing accidents.	Email to Municipality	26/07/2024	Health and Social	Temporary repairs done; road listed in FY25 budget for resurfacing.	In progress
6	02/08/2024	Residents/Community within the area	Overflowing septic tank behind New Market.	Walk-in Complaint	06/08/2024		Public health officer ordered desludging; landlord advised on repairs.	Addressed

7	08/08/2024	Residents/Community within the area	Illegal kiosks blocking pedestrian paths in Old Market.	Walk-in Complaint	09/08/2024		Enforcement team removed illegal structures.	Resolved
8	14/08/2024	Residents/Community within the area	Delay in approval of small business permits in Kanjuiri.	Written Letter	15/08/2024		Pending applications processed within 7 days.	Addressed
9	21/08/2024	Residents/Community within the area	Uncollected waste in Silanga causing health hazard.	Public Municipality Admin	22/08/2024		Extra truck allocated to Silanga.	Addressed
10	28/08/2024	Residents/Community within the area	Broken culvert flooding road in Huruma area.	Ward Office	29/08/2024	Health and Environmental	Culvert replaced; drainage cleared.	Resolved
11	04/09/2024	Residents/Community within the area	Vandalized streetlights in Jerusalem Estate.	Walk-in Complaint	05/09/2024	Social	Police informed; repairs completed in 5 days.	Addressed
12	11/09/2024	Residents/Community within the area	Delay in allocation of	Written Petition	12/09/2024		Committee reallocated	Resolved

			market stalls in Kaimbaga Centre.				stalls transparently	
13	18/09/2024	Residents/Community within the area	Water rationing schedule not followed in Kanjuiri.	Ward Municipality Admin	19/09/2024	Health and Social	Municipal water office issued revised timetable.	Addressed
14	24/09/2024	Residents/Community within the area	Open dumping along Captain Centre road.	Municipality Admin	25/09/2024		Enforcement issued notices, area cleaned.	Addressed
15	30/09/2024	Residents/Community within the area	Noise pollution from bars in Rurii town.	Walk-in Complaint	01/10/2024	Environmental	County enforcement directed compliance on noise levels.	Resolved
16	07/10/2024	Residents/Community within the area	Streetlights not working at Tumaini Centre bus stage.	Walk-in Complaint	08/10/2024	Social	Technician dispatched, bulbs replaced.	Addressed
17	09/10/2024	Residents/Community within the area	Overflowing garbage at Kaimbaga Centre due	Ward Office	10/10/2024	Health and Environmental	Waste truck rerouted to cover backlog.	Resolved

			to late collection.					
18	15/10/2024	Residents/Community within the area	Broken water pipe leaking near Passenga Primary.	Public Municipality Admin	16/10/2024	Health and Social	Pipeline repaired within 48 hours.	Addressed
19	22/10/2024	Residents/Community within the area	Inaccessible road due to large potholes in Mairo.	Written Petition	23/10/2024	Health and Social	Emergency grading carried out.	In progress
20	28/10/2024	Residents/Community within the area	Flooded drainage blocking Rurii market entrance.	Municipality Admin	29/10/2024	Health and Environmental	Drain cleared, silt removed.	Resolved
21	04/11/2024	Residents/Community within the area	Unlicensed hawkers obstructing Kariamu Centre road.	Walk-in Complaint	05/11/2024	Health and Social	Enforcement evicted unlicensed traders.	Addressed
22	11/11/2024	Residents/Community within the area	Delay in market stall renovation at Old Market.	Written Petition	11/11/2024	Health and Social	Contractor given new deadline.	In progress

23	15/11/2024	Residents/Community within the area	Water shortage in Jerusalem Estate lasting 3 days.	Phone Call	19/11/2024	Health and Social	Water tankers provided; pumping restored.	Resolved
24	21/11/2024	Residents/Community within the area	Broken culvert along Silanga access road.	Ward Committee Meeting	22/11/2024	Health and Environmental	Temporary repair done; budgeted for upgrade.	Addressed
25	28/11/2024	Residents/Community within the area	Noise from unregulated entertainment spots at Ol Kalou town.	Written Petition	29/11/2024	Environmental	Enforcement issued compliance notices.	Addressed
26	04/12/2024	Residents/Community within the area	Overflowing septic tank near Ol Kalou market.	Walk-in Complaint	05/12/2024	Health and Environmental	Public health ordered desludging.	Resolved
27	11/12/2024	Residents/Community within the area	Garbage piling up at Captain Centre.	Walk-in Complaint	13/12/2024	Health and Environmental	Collection intensified, extra truck allocated.	Addressed
28	17/12/2024	Residents/Community within the area	Stalled roadworks in Kanjuiri.	Municipality Admin	18/12/2024	Health, Environmental and Social	Contractor warned, resumed works.	In progress

29	06/01/2025	Residents/Community within the area	Garbage collection missed in Kariamu Centre.	Walk-in Complaint	07/01/2025	Health and Environmental	Waste truck dispatched same day.	Addressed
30	13/01/2025	Residents/Community within the area	Burst water pipe near Captain Centre.	Ward Office	13/01/2025	Health and Social	Pipeline repaired.	Resolved
31	20/01/2025	Residents/Community within the area	Streetlights down near Ol Kalou bus park.	Phone Call	21/01/2025	Social	Electrician restored within 3 days.	Addressed
32	23/01/2025	Residents/Community within the area	Potholes along Huruma feeder road.	Written Petition	24/01/2025	Health and Social	Emergency filling done.	In progress
33	28/01/2025	Residents/Community within the area	Noise pollution from bars in Old Market.	Walk-in Complaint	29/01/2025	Environmental	Enforcement issued notices.	Resolved
34	03/02/2025	Residents/Community within the area	Water shortage in Silanga for 4 days.	Municipality Admin	04/02/2025	Health and Social	Tankers dispatched, supply restored.	Addressed
35	10/02/2025	Residents/Community within the area	Drainage blockage near Kariamu	Municipality Admin	10/02/2025	Health and Environmental	Drain unblocked by	Addressed

			Secondary.				maintenance team.	
36	14/02/2025	Residents/Community within the area	Garbage heaps at Tumaini Centre.	Walk-in Complaint	18/02/2025	Health and Environmental	Extra collection day introduced.	Resolved
37	20/02/2025	Residents/Community within the area	Broken culvert at Rurii Colonial Village.	Ward Committee	21/02/2025	Health and Environmental	Temporary repair; slated for full replacement.	In progress
38	26/02/2025	Residents/Community within the area	Street vendors encroaching Kanjuiri road.	Walk-in	27/02/2025		Eviction notices issued.	Addressed
39	05/03/2025	Residents/Community within the area	Overflowing sewage near Ol Kalou New Market.	Walk-in Complaint	06/03/2025	Health and Environmental	Public health intervened, sewer unblocked.	Resolved
40	12/03/2025	Residents/Community within the area	Delayed approval of building permits.	Written Petition	13/03/2025	Social	Pending permits cleared.	Addressed
41	19/03/2025	Residents/Community within the area	Garbage uncollected at Jua Kali sheds.	Ward Office	20/03/2025	Health and Environmental	Collection resumed.	Resolved

42	25/03/2025	Residents/Community within the area	Streetlights off in Site and Service scheme.	Walk-in Complaint	26/03/2025	Social	Repaired within 4 days.	Addressed
43	04/04/2025	Residents/Community within the area	Garbage not collected at Rurii Town.	Walk-in Complaint	08/04/2025	Health and Environmental	Truck dispatched.	Resolved
44	10/04/2025	Residents/Community within the area	Low water pressure in Kariamu Centre.	Municipality Admin	11/04/2025	Health and Social	Leak fixed.	Addressed
45	15/04/2025	Residents/Community within the area	Streetlights faulty at Mairo stage.	Phone Call	16/04/2025	Social	Repairs completed.	Resolved
46	22/04/2025	Residents/Community within the area	Flooded drainage at Jerusalem Estate.	Ward Office	23/04/2025	Health and Environmental	Drain unblocked.	Addressed
47	29/04/2025	Residents/Community within the area	Potholes worsening at OI Kalou bypass.	Written Petition	30/04/2025	Health and Social	Works scheduled in FY26.	In progress
48	06/05/2025	Residents/Community within the area	Noise pollution at Tumaini Centre.	Walk-in Complaint	07/05/2025	Environmental	Enforcement notices issued.	Addressed

49	13/05/2025	Residents/Community within the area	Overflowing septic tank at Captain Centre.	Walk-in	14/05/2025	Health and Environmental	Desludging ordered.	Resolved
50	19/05/2025	Residents/Community within the area	Garbage left uncollected at Old Market.	Municipality Admin	20/05/2025	Health and Environmental	Extra collection day allocated.	Addressed
51	26/05/2025	Residents/Community within the area	Broken culvert at Kaimbaga Centre.	Ward Committee	26/05/2025	Health and Environmental	Temporary fix applied.	In progress
52	09/06/2025	Residents/Community within the area	Streetlights off in Silanga village.	Walk-in Complaint	09/06/2025	Social	Team dispatched, repairs done.	Addressed
53	16/06/2025	Residents/Community within the area	Water shortage at Kanjuri area.	Phone Call	16/06/2025	Health and Social	Tankers supplied, leak repaired.	Resolved
54	20/06/2025	Residents/Community within the area	Garbage piling in Jua Kall.	Ward Office	23/06/2025	Health and Environmental	Truck scheduled weekly.	Addressed
55	27/06/2025	Residents/Community within the area	Drainage clogged near Kariamu Centre.	Walk-in	10/07/2025	Health and Environmental	Drain cleared.	Resolved



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OL KALOU MUNICIPALITY



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B1-ANNUAL REPORT GRM 2025-2026 FROM JULY TO DECEMBER  
OLKALOU MUNICIPALITY

No.	Date Reported	Area	Nature of Complaint	Impact Area (Environmental / Social / Health / Security)	Responsible Department	Action Taken	Date Resolved	Status/ Complete /Closure
1	6 July 2025	Huruma Estate	Blocked drainage causing stagnant water in residential area	Environmental / Health	Public Works – Drainage	Drainage channels cleared and waste removed.	10 July 2025	11 July 2025
2	15 July 2025	Huruma Estate	Street lights not functioning along estate road	Security / Social	Electrical & Street Lighting Unit	Faulty bulbs replaced and electrical connections repaired.	18 July 2025	18 July 2025
3	21 July 2025	Huruma Estate	Chicken theft reported within the estate	Security / Social	Community Policing & Local Administration	Security patrols intensified and residents sensitized on security measures.	26 July 2025	26 July 2025

MUNICIPAL MANAGER  
MUNICIPALITY OF OL'KA  
OL'KA COUNTY

No.	Date Reported	Area	Nature of Complaint	Impact Area (Environmental / Social / Health / Security)	Responsible Department	Action Taken	Date Resolved	Status/ Complete /Closure
4	9 Aug 2025	Ndemi Town	Street lighting failure in town center	Security / Social	Electrical & Street Lighting Unit	Maintenance team repaired and replaced faulty lighting fixtures.	12 Aug 2025	12 Aug 2025
5	17 Aug 2025	Ndemi Town	Potholes on market access road	Social / Environmental	Roads & Public Works	Road maintenance done and potholes filled.	21 Aug 2025	21 Aug 2025
6	23 Aug 2025	Ndemi Town	Poor sanitation in public toilets	Health / Environmental	Public Health & Sanitation Department	Toilets cleaned and routine cleaning schedule introduced.	25 Aug 2025	25 Aug 2025
7	13 Sept 2025	Captain Town	Poor solid waste management in town market	Environmental / Health	Environment & Sanitation Department	Waste collection conducted and disposal points reorganized.	16 Sept 2025	16 Sept 2025
8	18 Sept 2025	Captain Town	Theft incidents reported in surrounding area	Security	Community Policing / Local Administration	Security patrols increased and awareness meeting held.	22 Sept 2025	22 Sept 2025
9	28 Sept 2025	Captain Town	Bars operating during daytime contrary to regulations	Social / Security	Trade Licensing Department	Inspection carried out and enforcement notices issued to bar owners.	30 Sept 2025	30 Sept 2025

Date	Location	Complaint	Cause	Category	Present Members Related	Action Taken	Resolved and Complete	Closure
03/10/2025	Zone A	Low water supply affecting households	Pump malfunction due to delayed maintenance	Social / Health	Water and Sanitation Officer	Water pump repaired and serviced, restoring supply	04/10/2025	04/10/2025
04/10/2025	Market Vendors	Oi Kalou Market	Overflowing solid waste bins	Environmental / Health	Environmental / Health	Waste collection arranged and bins cleared	05/10/2025	05/10/2025
05/10/2025	Town Center – 5th Avenue	Non-functioning street lighting	Short circuit due to water ingress	Security / Social	Municipal Engineer	Electrical wiring repaired and lighting restored	06/10/2025	06/10/2025
06/10/2025	Construction Site	Excessive dust and noise from construction	Contractor operating outside permitted hours	Environmental / Social / Health	Environmental Officer & Municipal Engineer	Contractor issued compliance notice and dust control measures implemented	07/10/2025	07/10/2025

No	Date	Complaint	Description	Impact	Date Resolved	Date Closure
1	04/11/2025	Unlicensed Hawkers Obstructing Kariamu Centre Road	A complaint was raised regarding unlicensed hawkers operating along Kariamu Centre Road. The hawkers had occupied sections of the road and pedestrian walkways, caused congestion and obstructed the smooth movement of both pedestrians and vehicles.	Social and economic disruption due to congestion and restricted accessibility within the trading area.	06/11/2025	06/11/2025
2	11/11/2025	Social and economic disruption due to congestion and restricted accessibility within the trading area.	Traders at the Old Market reported delays in the renovation of market stalls. The slow progress of the renovation works disrupted normal business activities and caused inconvenience to traders who rely on the market for their daily livelihoods.	Social and economic impact due to interruption of business operations.	13/11/2025	13/11/2025
3	15/11/2025	Water Shortage in Jerusalem Estate Lasting Three Days	Residents of Jerusalem Estate reported a water shortage that	The disruption affected household activities and small businesses that	16/11/2025	18/11/2025

			lasted for three consecutive days.	depend on a reliable water supply.		
4	21/11/2025	Broken Culvert Along Silanga Access Road	Residents reported a broken culvert along the Silanga access road. The damaged culvert interfered with proper drainage and posed a risk to road users, particularly during rainy periods.	Residents reported a broken culvert along the Silanga access road. The damaged culvert interfered with proper drainage and posed a risk to road users, particularly during rainy periods.	22/11/2025	23/11/2025
5	28/11/2025	Noise from Unregulated Entertainment Spots in OI Kalou Town.	A complaint was received from residents concerning excessive noise from unregulated entertainment spots in OI Kalou Town. The noise disturbance mainly occurred during late hours, affecting nearby households.	Social and health concerns due to disturbance of public peace and residents' rest.	29/11/2025	29/11/2025

MUNICIPAL MANAGER  
MUNICIPALITY OF OI KALOU  
NYANDARUA COUNTY

No	Date Received	Complainant	Location	Nature of Complaint	Category	Responsible Department	Action Taken	Date Resolved	Closure Date
1	5/12/2025	Mrs. Jane Wanjiku	Rurii Estate	Irregular waste collection leading to accumulation of garbage within residential area.	Environmental / Health	Environment Department & Public Health	Waste collection schedule reviewed and garbage removed; residents sensitized on proper waste disposal.	7/12/2025	7/12/2025
2	10/12/2025	Mr. Peter Mwangi	Oi Kalou Town Market Area	Stagnant wastewater near market stalls causing foul smell and risk to public health.	Health / Environmental	Public Works & Public Health	Drainage channel cleaned and wastewater redirected; sanitation inspection conducted.	13/12/2025	13/12/2025
3	15/12/2025	Kaimbaga Ward Residents	Kaimbaga Road	Potholes and damaged road section affecting transport and pedestrian safety.	Social / Security	Public Works Department	Temporary patching of potholes done and road maintenance scheduled.	17/12/2025	20/12/2025
4	20/12/2025	Local Traders Association	Oi Kalou Bus Stage	Inadequate street lighting around the bus stage causing insecurity during evening hours.	Security / Social	Public Works Electrical Unit	Faulty bulbs replaced and additional lighting inspection carried out.	22/12/2025	23/12/2025



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**MUNICIPALITY OF OL'KALOU**



**GRM- GRIVANCE REDRESS MECHANISM WITHIN OL 'KALOU MUNICIPALITY**

No	Date	Location/Complainant	Complaint Description	Action Taken	Date acknowledged	Status
1	05/01/2026	Tumaini Area Residents	Drainage systems blocked causing stagnant water	Municipal public works team cleared drainage channels	07/01/2026	Resolved
2	14/01/2026	Market Area – Road to Shamata	Garbage piling and broken beer bottles posing risk	Waste management team conducted cleanup and sensitized traders	16/01/2026	Resolved
3	20/01/2026	Matatu Stage	Stage rough and impassable due to grading works	Roads department leveled the surface and restored	21/01/2026	Resolved

				access		
4	27/01/2026	Town Business Centre	Security threat reported by business operators	Security patrols intensified in coordination with local administration	28/01/2026	Resolved



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**OLKALOU MUNICIPALITY**

**GRM – GRIVANCE REDRESS MECHANISM WITHIN OL'KALOU MUNICIPALITY**

<b>No</b>	<b>Date Reported</b>	<b>Complainant/Area</b>	<b>Nature of Complaint</b>	<b>Category (Social/Environmental/Security/Health)</b>	<b>Observations</b>	<b>Recommended Action</b>	<b>Date resolved</b>	<b>Date of closure</b>
1	6/2/2026	Manyatta Village – Rurii Lower	Residents reported cases of livestock theft in the village at night.	Security	Increased insecurity affecting farmers and livestock keepers.	Liaise with local administration and police to increase night patrols and encourage community policing initiatives.	8/2/2026	9/2/2026

2	10/02/2026	Rurii Market	Garbage piling within the market area causing unpleasant environment and attracting pests.	Environmental / Health	Waste collection schedule irregular leading to accumulation.	Municipal sanitation department to increase waste collection frequency and install additional waste bins.	12/02/2026	13/02/2026
3	23/02/2026	Mukurino Area (Road to Passenga Primary)	Road section has developed large potholes making the road difficult for vehicles and pedestrians.	Social / Infrastructure	The road condition worsens during rainy periods.	Public Works Department to schedule grading and pothole repair.	25/02/2026	26/02/2026

4	23/02/2026	Rurii Primary – Road to Passenga Town	Road reported impassable due to extensive potholes affecting school access.	Social / Infrastructure	Students and residents face transport difficulties.	Urgent road maintenance and grading recommended	25/02/2026	26/02/2026
5	27/02/2026	Munyeki Community	Community reported increased cases of livestock theft within the area.	Security	Similar cases reported in neighboring villages.	Strengthen collaboration with police and local leaders to enhance surveillance and security awareness.	2/3/2026	3/2/2026



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**GRM- GRIVANCE REDRESS MECHANISM WITHIN OL' KALOU MUNICIPALITY**

No	Date	Location/Complainant	Complaint Description	Category	Committee Observations	Date acknowledged	Action/Recommendation	Status
1	04/03/2026	Kariamu Lower Part	Residents reported drainage systems are blocked causing water stagnation during rainfall.	Environmental / Health	Blocked drainage may cause flooding and health risks.	6/03/2026	Municipal works and sanitation departments to clear drainage channels and maintain them regularly.	Resolved

2	09/03/2026	Kariamu Town	Cabbage waste dumping causing blockage of nearby drainage systems.	Environmental / Health	Poor waste disposal contributing to environmental pollution.	11/03/2026	Municipal sanitation department to regulate waste disposal and improve waste collection.	Resolved
3	10/03/2026	Mawingu Town Center	Failure of street lighting within the town center.	Social / Security	Poor lighting may contribute to insecurity at night.	13/03/2026	Municipal technical department to inspect and repair faulty street lights.	Resolved