

MUNICIPAL  
GRM

REGISTER

2022 — 2027

DATE RECEIVED	VILLAGE/WARD	COMPLAINT RECEIVED FROM	DATE OF COMMENCEMENT	NATURE OF COMPLAINT	ACTION TAKEN	DATE RESOLVED
1. 10/1/2023	MADARAKA ESTATE MARSABIT CENTRAL	BUSINESS OWNER'S MARSABIT KENYA LODGE	11/1/2023	PUBLIC HEALTH CONCERN	GRM MEETING DONE	13/1/2023
2. 14/8/2023	MARSABIT CENTRAL	NEMA	15/8/2023	WASTE MANAGEMENT ALONG (A2) ROAD	ENFORCEMENT DONE TO CLEAN UP THE WASTE IN COLLABORATION WITH SERVICE PROVIDER MBT SAFI SERVICES, OCS	16/8/2023
3. 20/5/2024	MARSABIT CENTRAL	LOCAL TRADERS & MBT SAFI SERVICES. VALLEY FRESH GROCERIES DUMPING GROCERY PRODUCTS ON THE STREET NEXT TO THEIR PREMISES	21/05/2024	ILLEGAL DUMPING	VALLEY FRESH GROCERIES OWNER ARRESTED AND <del>PROSECUTED</del> UNDER PUBLIC HEALTH ACT. ORDERED TO REMOVE THE DECOMPOSING WASTE FROM THE PUBLIC STREET.	22/05/2024
4. 4/11/2024	Marsabit central	Directorate of Criminal Investigations	05/11/2024	Land dispute	Dcl furnish with requested document of plot No. 95 marsabit town registered in the name of Hawo osman chito	8/11/2024

DATE RECEIVED	VILLAGE / WARD	COMPLAINT RECEIVED FROM	NATURE OF COMPLAINT	Date of commencement	Complaints	ACTION TAKEN (RESOLUTION)	STATUS	DATE RESOLVED
16/07/2024	DAKARICHHA NARAYATI CENTRAL	SORA MULIA	SOLID WASTE MANAGEMENT	18/07/2024	Waste collection point is too close to his homestead which is affecting them by releasing odour, attracting vultures and street families who happen to set fire which is risky at night	Local council to have their garbage pit within their homestead or contract private collector	Resolved	26/07/2024
12/11/2024	NARAYATI CENTRAL	KEMTA FOREST SERVICES (KFS)	SOLID WASTE MANAGEMENT		Dumping of solid waste near forest around bank quarters area.	Creation of collection point for residential houses around bank quarters area.	Resolved	29/11/2024
08/04/2025	Jimmie / CENTRAL WARD	SIJEGEL RESIDENTS	SOLID WASTE MANAGEMENT AND DISPOSAL	10/04/2025	Spread of plastic bags in entire grazing area which is risky to their livestock	Burning of flammable waste at disposal	Resolved	17/04/2025

DATE  
18/10/2025

Ward  
Central

Area  
Central

Waste of Components

18/10/2025

Ward  
Central

Area  
Central

Damage Spilling

18/10/2025

Ward  
Central

Area  
Central

Street light

18/10/2025

Ward  
Central

Area  
Central

Market modern Market

18/10/2025

Ward  
Central

Area  
Central

Market parking space

DATE OF  
19/12/2025

Comments

Partners/Travels

Area  
Central

Area  
Central

19/12/2025

Water drainage  
Blocked by solid  
waste carried from  
CBD down to  
Hara baba dam.

Waste carrying of  
water ways and  
also ensuring water  
don't get into the  
drainage line when  
dampening and  
collection

12/10/2025

No street light  
along the side  
street which  
affect the security  
of their business  
and mobility of  
their customers along  
early hours of the  
night.

Installation of  
street light by  
energy and  
water department

Parking

19/12/2025

Market modern

Relocation of parking  
space

Market parking space

occupied by hawkers  
causing  
congestion of the  
market vehicle  
movement

DATE RECEIVED	VILLAGE/ WARD	COMPLAINANT RECEIVED FROM	NATURE OF COMPLAINT	DATE OF COMMUNICATION	COMPLAINT	ACTIONS TAKEN/ RESOLUTION	STATUS	DATE RESOLVED
06/01/2026	CENTRAL WARD	Mohammed DIDA	SOLID WASTE MANAGEMENT	08/01/2026	Noise and Air Pollution from nearby liquor kiosk	Relocation of the liquor kiosk.  Further operations has been stopped waiting guidance from public health officers	Pending	-
16/01/2026	CENTRAL WARD/Karatina Village.	<del>Social disturbance</del> Residence of Karatina	Noise and social disturbance	19/01/2026	Karatina residence were highly disturbed by noise from the nearby liquor club, and also social fear for their school going girls. because the liquor club is situated within residential area	Closure/ Relocation	Pending	-
20/01/2026	Central ward willy village	Willy Resident	Solid Waste Management	22/01/2026	Dumping of used containers along the water ways and	Held public gathering to create awareness on how to dispose waste and also guide them to have their own garbage pit and alternatively contact private collector	Resolved	30/01/26