

CFC

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BOMET MUNICIPALITY
MUNICIPAL MANAGER
05 MAR 2026
P. O. Box 19-20400, BOMET
KENYA

COUNTY GOVERNMENT OF BOMET



BOMET MUNICIPALITY

GRIEVANCE LOGS 2024/2025

BOMET MUNICIPALITY GRIEVANCE LOGS

SN NO	DATE RECEIVED	NAME OF COMPLAINANT	NATURE OF COMPLAIN	INVESTIGATING OFFICER	OUTCOME	DATE OF OUTCOME	ACTION RECOMMENDED	SATISFACTORY OF THE COMPLAINANT
GRM/BMT/MUN/001/2024/2025	11/07/2024	chairperson longisa market Mr korir	delay of garbage collection from the settlite town	municipal environment officer	the service provider was given the task to ensure daily and timely collection of cabbage	15/07/2024	the service provider was advised to restructure the collection timetable to ensure daily cabbage collection	satisfied
GRM/BMT/MUN/002/2024/2025	23/07/2024	representative of raiva residential area	non connection of sewerline in the area	municipal environment officer	the community through their committee was explained to them that the sewerline truckline was not in their jurisdiction and the municipality is looking for funds to have sewerline connectivity in the area	29/07/2024	To mobilize funds and budget line to have a sewerline constructed in the area.	satisfied
GRM/BMT/MUN/003/2024/2025	02/08/2024	Option A cyber owner	demolition of a structure he erected by municipality	Municipal Engineer	the owner was given a stop order on construction going on to have it go through the development control process.	12/08/2024	the owner to have the documentation from relevant department.	satisfied
GRM/BMT/MUN/004/2024/2025	18/09/2024	wesky sigei	damaged street lights along Brevan Hotel	municipal Energy engineer	the lights were replaced	26/09/2024	regular checking of the lights	satisfied

GRM/BMT/MUN/005/ 2024/2025	09/10/2024	Mr orina on behave of stage touts	non functional lights at stage	Municipla energy engineer	the lights replaced and the KPLC given mandate not cut the power	28/10/2024	regular monitoring of the lights	satisfied
GRM/BMT/MUN/006/ 2024/2025	20/11/2024	Mr lalet	late cabbage collection	Municipal Environment officer	the service provider was given the task to ensure daily and timely collection of cabbage	02/12/2024	refine daily collection timetable by the service provider	satisfied
GRM/BMT/MUN/007/ 2024/2025	07/01/2025	Mr kilele	poorly maintained storm water drains	Municipal environment officer	the storm water drains were unclogged by the municipal staff concerned	15/01/2025	regular maintainance of the storm drains	satisfied

	<p>The officers from the municipality visited the market and found out that there was blockage of the storm water drains and some of the cabros were worn out. This prompted them to have the cabros replaced and the drains were unclogged.</p>	<p>14/02/2025</p>	<p>Regular opening up of the storm water drains and regular maintenance of cabros to avoid the same.</p>	<p>satisfied</p>
<p>GRM/BMT/MUN/008/2024/2025</p>	<p>Mr. Kirui from Bomet market</p>	<p>12/02/2025</p>	<p>Mud and pools of water at front of market stalls</p>	<p>Municipal environment officer</p>

GRM/BMT/MUN/009/ 2024/2025	05/03/2025	Ezra Cheruiyot	Placing cabbage waste at undesignated site at the market	Municipal environment officer	The environment officer had a discussion with the market committee to ensure all cabbage are placed either in the receptacles within the market	17/03/2024	Regular monitoring by the committee with the market master	satisfied
GRM/BMT/MUN/010/ 2024/2025	15/04/2025	Douglas Torongei	His vehicle having several warrants so he wanted to know why	Revenue officer Chief security officer	His vehicle has been boarding passages at undesignated areas. He was advised to pay revenue fees for the warrants	15/04/2025	To make sure the driver of his vehicle boards at designated areas.	Satisfied

GRM/BMT/MUN/011/ 2024/2025	06/05/2025	Security team at CBD	Boarding of passengers by a vehicle under reg No: KDU 240R	1. Revenue officer 2. security officer	The vehicle was impounded and ordered to pay a fee for the said misconduct.	13/05/2025	The security team with revenue officers to make sure there is sanity within the matatu sector	Satisfied
GRM/BMT/MUN/012/ 2024/2025	20/06/2025	Penaline che langat	Theft in the market	Security team	The security team found out that some stalls had been broken into and made sure that there were enough security officer on night shift.	26/06/2025	The market security committte with the municipal security team to work in harmony to ensure thi never happens again	satisfied