



COUNTY GOVERNMENT OF MIGORI

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AWENDO MUNICIPALITY

Report on Awendo Municipality Citizen Fora Event

Prepared By.

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Municipality of Awendo

FY 24/25 2nd Citizen Fora Report

Introduction

In accordance with the Constitution of Kenya (2010), the Urban Areas and Cities Act (2011), the County Governments Act (2012), and best practices in public participation, Awendo Municipality convened a Citizen Forum on 18th October 2024 to review mid-year service delivery performance for FY 2024/2025.

The forum provided a structured platform for citizens, community leaders, and stakeholders to engage with municipal officials on the progress of ongoing projects, service delivery standards, and operational performance. The primary objective of the forum was to obtain citizen feedback, identify service delivery gaps, and recommend corrective measures to enhance efficiency, responsiveness, and accountability in municipal operations. By actively engaging the public, the Municipality aimed to promote transparency, strengthen governance, and ensure that service delivery aligns with citizen expectations and municipal priorities.

Objectives of the Forum

The forum was convened with the following objectives:

- To review the performance of key municipal services and ongoing development programs at the mid-year mark.
- To identify operational challenges, service delivery gaps, and areas requiring improvement.
- To obtain constructive citizen feedback that informs corrective measures and performance enhancement initiatives.
- To agree on practical action points and timelines to address identified service delivery deficiencies.

Attendance

The forum was attended by Municipal officials, including Heads of Departments and technical staff, ward representatives, community leaders, and members of the public. Participants actively engaged in discussions, providing insights into the performance of municipal services and highlighting areas requiring urgent attention. A signed attendance register documenting all participants is attached as Appendix I.

Agenda

The forum deliberated on the following key agenda items:

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1. Presentation of mid-year service delivery performance reports by various municipal departments.
2. Public participation session to collect citizen feedback on service delivery challenges and priorities.
3. Adoption of resolutions and formulation of action points to improve municipal service delivery.

Forum Proceedings

The meeting commenced with opening remarks by the Municipal Manager, who emphasized the importance of citizen participation in monitoring service delivery and enhancing accountability. The Heads of Departments presented detailed mid-year performance reports, highlighting achievements, progress against planned targets, budget utilization, and operational challenges.

During the public participation session, citizens and community leaders raised specific concerns including:

- Inefficiencies in solid waste collection services, particularly in densely populated wards.
- Non-functional street lighting in several neighborhoods, affecting safety and security.
- Delays and gaps in municipal complaint handling and feedback mechanisms.

Municipal staff provided clarifications, explained operational constraints, and assured participants that all feasible suggestions would be considered in departmental corrective plans. Citizens' inputs were formally documented to guide subsequent improvements in service delivery performance.

Resolutions

Following deliberations, the forum adopted the following resolutions:

1. Waste collection services shall be improved to ensure timely, regular, and efficient operations across all municipal wards.
2. All non-functional street lights shall be repaired or replaced to enhance public safety and security.
3. The municipality shall strengthen customer feedback and complaint handling systems to ensure prompt response and resolution of citizen grievances.

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Way forward

To operationalize the adopted resolutions, the following action points were agreed upon:

Action Point	Responsible Unit
Review and optimize waste collection schedules	Environment & Public Works Department
Conduct a comprehensive street lighting audit	Infrastructure Department
Repair or replace all non-functional street lights identified in the audit	Infrastructure Department
Enhance complaint handling processes and establish a reporting mechanism	Customer Service & Administration Department

Closure

The forum concluded with the Municipal Manager expressing appreciation to all participants for their active engagement, constructive contributions, and commitment to improving municipal service delivery. Participants were assured that the Municipality would endeavor to implement the agreed action points within the specified timelines and continue to engage citizens through quarterly performance review forums.

Confirmation
Plan. Mandela Nelson Akong'o
Municipal Manger/ Secretary to Board



Florence Abich Oile
Chairperson Awendo Municipality

