



RUIRU MUNICIPALITY

COUNTY GOVERNMENT OF KIAMBU

MINUTES OF BUSINESS COMMUNITY ENGAGEMENT MEETING

5th June 2025 • St Francis Catholic Church Hall, Ruiru • 10:00 AM – End

Date	: 5th June 2025
Time	: 10:00 AM
Venue	: St Francis Catholic Church Hall, Ruiru CBD, Ruiru
Chairperson	: Municipal Manager, Ruiru Municipality
Minute Taker	: Secretary, Ruiru Municipality
Reference	: Business Community Engagement Meeting – Ruiru Municipality, 2025

1. Background and Context

This meeting constitutes the first formal business community engagement between the Ruiru Municipality leadership and the local business community in 2025. The engagement was convened pursuant to the County Government of Kiambu's commitment to strengthening collaboration with the private sector across all municipalities, and in response to growing concerns raised by traders and business operators within Ruiru regarding the business environment, service delivery, and regulatory challenges.

The Municipal Manager, chairing the meeting, welcomed all attendees and reaffirmed the commitment of Ruiru Municipality and the Kiambu County Government, under the leadership of H.E. Governor Kimani Wamatangi, to support micro, small, and medium enterprises (MSMEs) through improved service delivery, efficient licensing, and sustained infrastructure investment. He called upon all stakeholders to engage constructively and to channel concerns through structured and lawful dialogue.

2. Attendance

2.1 Ruiru Municipality and County Government Officials

- Department of Municipal Administration and Urban Development – Staff
- Department of Municipal Trade and Licensing – Licensing Officers
- Department of Trade and Industrialization – Representatives

- Department of Finance – Representatives
- Department of Environment – Representatives
- Security and Enforcement Officials
- County Executive – Representatives
- Ruiru Municipal Board – Members

2.2 Business Community Representatives

- Matatu Welfare Association – Chairperson and Members
- Ruiru Market Traders – Chairperson and Local Traders
- Chamber of Commerce and Industry – Representatives
- Tuk Tuk Operators and Bodaboda Riders Associations – Representatives and Members
- General Local Business Community Members
- Small-Scale Traders and Street Hawkers
- Informal Sector Operators
- Garage Mechanics and Auto-Repair Operators
- Investors and Entrepreneurs
- Members of the Public Interested in Local Economic Development

3. Opening Remarks

The meeting was called to order at 10:00 AM by the Chairperson, the Municipal Manager of Ruiru Municipality, who welcomed all attendees and thanked them for responding to the invitation. She emphasised the importance of open, respectful, and constructive dialogue between the business community and the municipal leadership, noting that the County Government of Kiambu remains committed to creating a conducive environment for business and investment across all municipalities.

The Chairperson acknowledged the legitimate concerns of the business community regarding levy charges, infrastructure, service delivery, and regulatory enforcement. She reaffirmed that the Kiambu County Government, under H.E. Governor Kimani Wamatangi's administration, is actively pursuing initiatives to improve the quality of life for all residents and the viability of businesses within Ruiru Municipality.

4. Agenda

- Discussion of challenges facing local businesses
- Solutions for improving the business environment

- Strengthening collaboration between business owners and municipal leadership
- Licensing and regulatory concerns
- High levy charges
- Solid waste management and cleanliness of the CBD
- Street hawkers and informal traders on pavements
- Road conditions and infrastructure within the CBD
- Drainage infrastructure and flooding
- Illegal structures within the CBD – containers and makeshift stalls
- Street lighting and security within the CBD

5. Issues Raised, Discussion, and Resolutions

Issue 1 | High Levy Fees and Charges

Discussion

This was the most critical issue raised by business operators across all sectors represented at the meeting, including market traders, bodaboda riders, tuk tuk operators, and small-scale traders. Attendees expressed strong dissatisfaction with the current levy and fee structure, describing charges as disproportionately high relative to their daily earnings and business volumes. Traders noted that levies had been increased without adequate prior consultation with affected parties, and that enforcement had proceeded before any structured engagement had taken place. Informal sector operators indicated that the charges were consuming a significant portion of their daily revenues, threatening the viability of their enterprises and driving some operators out of business.

Agreed Actions

- ✓ Finance Bill 2025 relief measures – including the 50% reduction in public health fees for non-food businesses and the introduction of a 12-month licence validity from the date of issue – to be formally communicated to all traders in Ruiru Municipality.
- ✓ Public participation forums to be held in advance of the 2026/2027 budget cycle to ensure meaningful business community input into levy and fee-setting processes.
- ✓ Continuation of the levy review process with formal representation of business community associations.
- ✓ No punitive enforcement action to be taken against businesses during the ongoing review period.

Issue 2 | Solid Waste Management and Cleanliness of the CBD

Discussion

Business operators and market traders raised persistent concerns about the inadequacy of solid waste management within the Ruiru CBD and surrounding trading areas. Waste generated by businesses, market stalls, and the bus park area was reported to accumulate uncollected for extended periods, creating unsanitary conditions, foul odours, and a negative image for the business environment. Specific concern was raised about illegal dumping along business corridors and near the bus park, which was attributed in part to infrequent or unreliable waste collection schedules. Traders noted that the poor waste management environment deters customers and undermines business activity.

Agreed Actions

- ✓ Department of Environment to review and improve waste collection schedules within the Ruiru CBD and market areas, with increased frequency during peak business days.
- ✓ Designated waste collection points to be clearly marked and maintained in key trading areas to reduce illegal dumping.
- ✓ Enforcement officials to issue notices and take action against businesses and individuals found illegally dumping waste.
- ✓ A community clean-up initiative to be organised within 30 days in collaboration with business associations and the Department of Environment.

Issue 3 | Street Hawkers and Informal Traders on Pavements

Discussion

Licensed business owners and traders raised concern over the proliferation of street hawkers and informal traders who occupy pavements, walkways, and open spaces within the Ruiru CBD without the requisite licences or designation. These operators were noted to obstruct pedestrian movement, create unfair competition for licensed traders who pay levies and comply with regulatory requirements, and contribute to congestion and disorder within the CBD. At the same time, representatives of hawkers and informal traders acknowledged their presence but cited lack of affordable, designated vending spaces as the primary reason for operating on pavements. Both groups called for a structured and fair resolution.

Agreed Actions

- ✓ Department of Municipal Trade and Licensing to conduct a census of all street hawkers and informal traders operating within the Ruiru CBD within 30 days.

- ✓ Department of Municipal Administration and Urban Development to identify and gazette suitable designated vending zones within or adjacent to the CBD to accommodate informal traders.
- ✓ A structured formalisation pathway to be developed, enabling qualifying informal traders to obtain licences and operate within designated zones.
- ✓ Enforcement to be applied consistently and fairly after the formalisation process has been given adequate time to take effect.

Issue 4 | Road Conditions and Infrastructure within the CBD

Discussion

Business operators highlighted the poor state of roads within the Ruiru CBD and its immediate trading environs. Numerous roads and access routes serving the market, bus park, and business premises are characterised by potholes, poor drainage at road edges, and general deterioration of road surfaces. The poor road conditions were cited as discouraging customers from accessing business premises, causing vehicle damage, and creating hazardous conditions for pedestrians and goods-laden vehicles. The problem was noted to be especially acute during rainy seasons when flooding and surface erosion compound the deterioration.

Agreed Actions

- ✓ Department of Roads to conduct a roads condition assessment within the Ruiru CBD within 30 days.
- ✓ Priority pothole repair and road surface rehabilitation to be included in the next public works programme and capital expenditure plan.
- ✓ Ongoing road improvement works, including the tarmacking and drainage upgrades on key routes serving the CBD, to be expedited and communicated to business operators.
- ✓ Regular road maintenance schedules to be established, with updates shared with business community stakeholders.

Issue 5 | Inadequate Drainage Infrastructure and Flooding

Discussion

Multiple business groups highlighted the persistent and damaging problem of stormwater flooding within the Ruiru CBD and surrounding trading areas. The existing drainage channels are undersized, poorly maintained, and frequently blocked by silt and accumulated solid waste. During rainy seasons, flooding inundates business premises, damages goods and stock, and renders access routes impassable, resulting in significant financial losses for ground-floor traders, market stall operators, and informal

sector operators. The situation was described as worsening, with flooding events becoming more frequent and severe.

Agreed Actions

- ✓ Department of Environment, Roads and Department of Municipal Administration to jointly conduct a comprehensive drainage infrastructure assessment within 30 days.
- ✓ A drainage expansion and improvement plan to be developed and submitted to the Municipal Board for inclusion in capital expenditure planning.
- ✓ An emergency drainage clearance and de-silting exercise to be carried out within 30 days as an immediate interim measure.
- ✓ Regular drainage maintenance schedules to be established and communicated to all business stakeholders.

Issue 6 | Illegal Structures – Containers and Makeshift Stalls in the CBD

Discussion

Security and enforcement officials and licensed business operators raised concerns about the proliferation of unauthorised containers and makeshift structures within the Ruiru CBD. These structures are frequently erected overnight or at weekends, making it difficult for authorities to intercept them before they become entrenched. They occupy public walkways and spaces without planning approval, obstruct pedestrian and emergency vehicle access, and create unfair competition for licensed traders. Their continued presence also compromises the orderly character and visual environment of the CBD. The issue was noted to be a source of significant tension between licensed and unlicensed operators.

Agreed Actions

- ✓ Department of Trade, Municipal Administration and Urban Development to conduct a full audit of all unauthorised structures within the Ruiru CBD within 30 days.
- ✓ Owners of identified illegal structures to be formally notified and afforded a defined compliance period within which to regularise or vacate.
- ✓ Enforcement to be intensified, including increased overnight and early-morning patrols to deter the erection of new structures outside regular working hours.
- ✓ Relevant Kiambu County by-laws on unauthorised structures to be applied consistently, equitably, and without discrimination.

Issue 7 | Street Lighting and Security within the CBD

Discussion

Business operators, particularly those who trade in the evening or who store goods on their premises overnight, raised concerns about the inadequacy of street lighting in several parts of the Ruiru CBD. Poor lighting was linked to increased incidents of theft, robbery, and vandalism targeting business premises after dark. Traders noted that the lack of adequate lighting deters customers from engaging in evening commerce, reducing business revenues. The issue was also raised in the context of the security of informal traders and market operators who operate late into the night. Bodaboda and tuk tuk operators noted that poorly lit roads increase the risk of road accidents.

Agreed Actions

- ✓ Department of Municipal Administration and Urban Development to conduct a street lighting audit within the Ruiru CBD, identifying all non-functional and inadequately lit areas within 30 days.
- ✓ Rehabilitation and expansion of street lighting – including consideration of solar-powered streetlights – to be prioritised in the next capital expenditure cycle.
- ✓ Security and Enforcement Officials to coordinate with relevant security agencies to increase patrols in poorly lit business areas as an interim measure.
- ✓ Community policing initiatives to be strengthened in collaboration with business associations to enhance security awareness and reporting.

6. Summary of Action Points

#	Action	Responsible	Timeline
1	Communicate Finance Bill 2025 reliefs (50% PHF cut, 12-month licence); continue levy review with business community representation	Finance & Trade/Licensing	Ongoing
2	Review and improve waste collection schedules; organise CBD clean-up initiative	Environment	30 days
3	Census of street hawkers; identify and gazette designated vending zones; develop formalisation pathway	Trade/Licensing & Admin	30 days
4	Roads condition assessment; priority pothole repair and rehabilitation included in public works programme	Admin & Urban Dev	30 days

#	Action	Responsible	Timeline
5	Drainage assessment and emergency de-silting exercise; drainage improvement plan to Municipal Board	Environment / Admin & Urban Dev	30 days
6	Audit of illegal CBD structures; intensify overnight enforcement patrols; apply county by-laws consistently	Admin & Urban Dev / Enforcement	30 days
7	Street lighting audit; prioritise rehabilitation/expansion; increase enforcement patrols in poorly lit areas	Admin & Urban Dev / Enforcement	30 days

7. Closing Remarks

The Chairperson thanked all stakeholders for their attendance and for the constructive spirit in which concerns were raised and discussed. He reiterated the Municipality's commitment to following up on all agreed action points with urgency and accountability. Business community representatives were encouraged to remain engaged with municipal and county officials, to participate actively in future public participation processes, and to continue to channel their concerns through formal and structured dialogue mechanisms.

All stakeholders were urged to work collaboratively with Ruiru Municipality and the Kiambu County Government to build a conducive, inclusive, and thriving business environment in Ruiru. The meeting was adjourned. A follow-up engagement to review progress on the agreed action points shall be scheduled by the Secretary and communicated to all stakeholders in due course.

8. Confirmation and Signatures

These minutes are a true and accurate record of the proceedings of the Business Community Engagement Meeting held on 5th June 2025 at St Francis Catholic Church Hall, Ruiru CBD.

CHAIRPERSON

Municipal Manager, Ruiru Municipality

Signature:  _____

