

JUJA MUNICIPALITY

COUNTY GOVERNMENT OF KIAMBU

MINUTES OF BUSINESS COMMUNITY ENGAGEMENT MEETING

15th July 2025 • JUJA MUNICIPALITY OFFICE GROUNDS • 10:00 AM – End 2.00PM.

Date	:	15th July 2025
Time	:	10:00 AM
Venue	:	Juja Municipality Office Grounds.
Chairperson	:	Municipal Manager, Juja Municipality
Minute Taker	:	Secretary, Juja Municipality
Reference	:	Business Community Engagement Meeting – Juja Municipality, 2025

1. Background and Context

This meeting constitutes the first formal Business Community Engagement between the Juja 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 Juja regarding the business environment, service delivery, licensing, and regulatory challenges.

The Municipal Manager, chairing the meeting, welcomed all attendees and reaffirmed the commitment of Juja 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 noted that Juja Municipality, as an emerging industrial and educational hub hosting the Jomo Kenyatta University of Agriculture and Technology (JKUAT), major industries, and a rapidly growing population across its five wards of Juja, Murera, Theta, Kalimoni, and Witeithie presents immense opportunities for investment and economic growth. He called upon all stakeholders to engage constructively and to channel their concerns through structured and lawful dialogue.

2. Attendance

2.1 Juja Municipality and County Government Officials

- Office of the Municipal Manager – Juja Municipality
- 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, Water and Natural Resources – Representatives
- Department of Roads, Transport and Public Works – Representatives
- Department of Public Health – Representatives
- Security and Enforcement Officials
- County Executive – Representatives
- Juja Municipal Board – Members

2.2 Business Community Representatives

- Matatu Welfare Association – Chairperson and Members
- Juja Market Traders – Chairperson and Local Traders
- Kalimoni Market Traders – Representatives
- Chamber of Commerce and Industry – Representatives
- Bodaboda Riders and Tuk Tuk Operators Associations – Representatives and Members
- Industrial Sector Operators (JKUAT-area enterprises, Pulp & Paper, Star Plastics, Safari Stationers, Hydro Aluminum) – Representatives
- 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 Juja Municipality, who welcomed all attendees and thanked them for responding to the invitation. He 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 its municipalities.

The Chairperson acknowledged the legitimate concerns of the business community regarding levy charges, infrastructure, service delivery, market management, and regulatory enforcement. He 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 Juja Municipality, including through the Kenya Urban Support Programme (KUSP2), the Angaza Kiambu solar streetlighting programme, ongoing market construction at Juja Farm in Kalimoni Ward, and the implementation of the Unified Business Permit system.

4. Agenda

- Discussion of challenges facing local businesses
- Solutions for improving the business environment
- Strengthening collaboration between business owners and municipal leadership
- Licensing, levies, and regulatory concerns
- High levy charges and the Single Business Permit
- Solid waste management and cleanliness of the CBD
- Street hawkers and informal traders in the Juja CBD
- Road conditions and infrastructure within the CBD and wards
- Drainage infrastructure and stormwater flooding
- Illegal structures within the CBD – containers and makeshift stalls
- Street lighting, security, and public safety within the CBD
- Markets, business permits, and revenue streams

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, industrial 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, 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.

It was noted, however, that the County Government has introduced the Unified Business Permit, consolidating the Single Business Permit, public health, solid waste, and fire fees into a single streamlined payment, which was welcomed in principle. Traders called for this to be communicated more widely and for the overall fee quantum to be reviewed in consultation with the business community.

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 Juja Municipality.
- The Unified Business Permit system to be actively promoted and its benefits explained to traders across all five wards.
- 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 Juja CBD and surrounding trading areas, including the Kalimoni and Murera trading zones. Waste generated by businesses, market stalls, and transport nodes was reported to accumulate uncollected for extended periods, creating unsanitary conditions and a negative image for the business environment. Specific concern was raised about illegal dumping along business corridors, attributed in part to infrequent or unreliable waste collection schedules. Industrial operators noted that waste from manufacturing facilities also requires dedicated licensed waste transport arrangements.

Agreed Actions

- Department of Environment, Water and Natural Resources to review and improve waste collection schedules within the Juja 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 across Juja, Kalimoni, Murera, Theta, and Witeithie wards 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.

- Licensed transport waste arrangements for industrial and manufacturing operators to be mapped and regularised.

Issue 3 | Street Hawkers and Informal Traders in the CBD

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 Juja CBD, particularly along the Thika Superhighway corridor, Kenyatta Road, and around JKUAT, without the requisite licences or designation. These operators were noted to obstruct pedestrian movement, create unfair competition for licensed traders, and contribute to congestion and disorder within the CBD. Representatives of hawkers acknowledged their presence but cited lack of affordable, designated vending spaces as the primary reason for operating informally.

Agreed Actions

- Department of Municipal Trade and Licensing to conduct a census of all street hawkers and informal traders operating within the Juja CBD and surrounding trading areas within 30 days.
- Department of Trade to move traders to the designated Juja market to trade there. Also identification of 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.
- Reshuffling of market officers to ensure accountability and fair coverage across all trading zones.

Issue 4 | Road Conditions and Infrastructure within the CBD

Discussion

Business operators highlighted the poor state of roads within the Juja CBD and its immediate trading environs. Numerous roads and access routes serving the markets, bus park areas, and business premises across Juja, Murera, and Theta wards are characterised by potholes, poor drainage at road edges, and general deterioration of road surfaces. The problem was noted to be especially acute during rainy seasons. Bodaboda operators further noted that the poorly maintained internal roads, particularly the Gachororo to St. Paul's route and routes from the Police Station to the Thika Road footbridge, increase accident risk. Road encroachment by vibandas was also raised as an impediment to traffic flow.

Agreed Actions

- Department of Roads, Transport and Public Works to conduct a comprehensive roads condition assessment within the Juja CBD and key ward routes within 30 days.
- Priority pothole repair and road surface rehabilitation to be included in the next public works programme and capital expenditure plan under KUSP2 funding.
- Tarmacking and drainage upgrades on key routes including the Police Station to ACK footbridge road (Juja Ward) and the Gachororo to St. Paul's to Mangetto Chiefs route to be expedited.
- Road encroachment by vibandas to be addressed by enforcement; boda boda operators to comply with designated operating spaces.
- 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 Juja CBD and surrounding trading areas, particularly in Murera and Theta wards. 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, causing significant financial losses. Community members in Murera and Theta wards noted they had been forced to fund a makeshift bridge replacement themselves following flood destruction in early 2025, underscoring the severity of the drainage and infrastructure challenge.

Agreed Actions

- Department of Environment, Roads, and 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 budgeting.
- An emergency drainage clearance and de-silting exercise to be carried out within 30 days as an immediate interim measure.
- Permanent bridge construction in the Murera/Theta flood-affected zone to be prioritised and included in the next capital investment cycle.
- 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 Juja CBD. These structures are frequently erected outside regular working hours, 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. The meeting noted that physical planning regularisation charges – set at three times the initial amount for construction and 1.5 times for land use – should be consistently applied to deter non-compliance.

Agreed Actions

- Department of Trade, Municipal Administration and Urban Development to conduct a full audit of all unauthorised structures within the Juja 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.
- Physical planning regularisation charges to be applied consistently and equitably in accordance with Kiambu County by-laws.
- A specific team to be designated for billboards, invoices, and follow-up on outstanding compliance matters.

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 Juja CBD

and surrounding wards. Poor lighting was linked to increased incidents of theft, robbery, and vandalism targeting business premises after dark. It was noted that while the Angaza Kiambu programme has seen the installation of solar-powered streetlights across Kiambu’s wards, including in Juja, coverage remained incomplete in several key business corridors and market areas. Bodaboda and tuk tuk operators noted that poorly lit roads also increase road accident risk.

Agreed Actions

- Department of Roads, Municipal Administration and Urban Development to conduct a street lighting audit within the Juja CBD and all five wards, identifying all non-functional and inadequately lit areas within 30 days.
- Rehabilitation and expansion of solar-powered streetlights to be prioritised in the next capital expenditure cycle under KUSP2 and the Angaza Kiambu programme.
- 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.
- Streetlight maintenance responsibility to be clearly assigned with a reporting mechanism for non-functional lights.

Issue 8 | Markets, Business Permits, and Revenue Streams

Discussion

Members discussed the management of markets across Juja Municipality, including existing markets and the ongoing construction of Juja Farm Market in Kalimoni Ward. It was noted that according to previous mapping, there are 5,679 businesses in Juja, with medical certificates for food handlers (renewable every six months) identified as a key compliance area. The meeting also discussed slaughterhouse operations in Juja, noting that all slaughter houses in Juja are privately operated and that cess for meat from outside the county is charged per carcass. Market reporting teams were urged to be specific in their returns rather than providing mere numbers, and reshuffling of market officers was proposed to ensure accountability.

Agreed Actions

- All 5,679 mapped businesses to be verified and updated in the Juja business register, with ward administrators supporting data collection.
- Juja Farm Market in Kalimoni Ward to be completed and operationalised, with a market entry and permit system established ahead of opening.
- Medical certificate compliance for all food-handling businesses to be enforced; renewal notices to be issued proactively.
- Slaughterhouse and meat cess revenue to be mapped and optimised; movement permits for livestock to be enforced.
- Market officers to provide specific, ward-level reporting rather than aggregate figures; reshuffling of officers to be considered.
- Single Business Permits for driving schools, private schools, hospitals, clinics, carwashes, hostels, and similar regulated businesses to be captured in the permit database.

6. Summary of Action Points

#	Action	Responsible Department	Timeline
1	Communicate Finance Bill 2025 reliefs (50% PHF reduction, 12-month licence); promote	Finance & Trade/Licensing	Ongoing

#	Action	Responsible Department	Timeline
	Unified Business Permit; continue levy review with business community representation		
2	Review and improve waste collection schedules; organise CBD clean-up initiative; map industrial waste transport	Environment & Natural Resources	30 days
3	Census of street hawkers; identify and gazette designated vending zones; develop formalisation pathway; reshuffle market officers	Trade/Licensing & Admin	30 days
4	Roads condition assessment; priority pothole repair and tarmacking of key ward routes; enforce road encroachment removal	Roads, Transport & Public Works	30 days
5	Drainage assessment and emergency desilting; drainage improvement plan to Municipal Board; prioritise permanent bridge in Murera/Theta	Environment / Admin & Urban Dev	30 days
6	Full audit of illegal CBD structures; intensify overnight enforcement patrols; apply county by-laws consistently; designate billboards/invoice team	Admin & Urban Dev / Enforcement	30 days
7	Street lighting audit across all five wards; prioritise solar streetlight rehabilitation/expansion under KUSP2; increase enforcement patrols	Admin & Urban Dev / Enforcement	30 days
8	Update business register (5,679 businesses); operationalise Juja Farm Market; enforce medical certificates; optimise slaughterhouse cess revenue	Trade/Licensing & Municipal Admin	30–60 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 Juja Municipality and the Kiambu County Government to build a conducive, inclusive, and thriving business environment in Juja. 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, Juja CBD.

CHAIRPERSON

Municipal Manager, Juja Municipality

Signature:



Date:

17/7/2025
