



**ISIOLO MATATU SACCOs STAKEHOLDERS MEETINGS HELD ON 3RD OCTOBER 2024
AT COUNTY COMMANDERS BOARD ROOM AT 3:00 PM.**

QUORUM FOR THE MEETING

The meeting had 100% attendance quorum from the targeted members.

AGENDA

1-Preliminary

2- INANA SACCOs Operations challenge With MEISO in Isiolo CBD

3- Role of stakeholders in Managing SACCO crisis in Isiolo

4-Way forward

5- Adjournment

MIN 1/10/2024: PRELIMINARIES -OPENNING REMARKS

The Chairperson called the meeting to order at 3:30 P.M with a word of prayer. He extended a warm welcome to all participants and expressed gratitude for their prompt attendance. The Chairperson acknowledged the swift response from the Municipality for attending the meeting and introduced Mr. William Langat to present the complainants' report concerning the challenges faced by Matatu operators in Isiolo, specifically focusing on INANA and MEISO SACCOs.

**MIN 1/10/2024 INANA SACCOs OPERATIONS CHALLENGE WITH MEISO IN ISIOLO
CBD BACKGROUND OF THE CASE.**

Mr. William Lagat shared insights on the issues reported by the complainants from INANA:

- He thanked the members for their quick response to the impromptu meeting and appreciated the Municipality's support.
- The concerns raised stemmed from instructions issued by the County Security Committee, which INANA presented to prompt the County Commissioner's intervention.

Mr. Langat highlighted the following challenges affecting the INANA SACCOs as reported:

- **Harassment by Stage Attendants:** Reports of insults and physical altercations over customers between the two SACCOs.
- **Intense Competition:** A fierce rivalry for customers, leading to increased tensions and conflicts.
- **Operational Disorder:** A lack of structure and order in the operations of both SACCOs.



ing Allegations: INANA reported incidents of MEISO staff undermining their operations and staff.

Customer Disparity: INANA members expressed frustration over a lack of customers compared to MEISO, which often filled their trips first.

Coordination Challenges: Insufficient communication and coordination among the leadership of both SACCOs in addressing conflicts and managing operations.

Introduction of Complainants: Mr. Langat identified the list of complainants and invited them to the meeting to present their case studies and experiences.

SNO	SACCOs	Complaint Summary from INANA Regarding MEISO Staff Interference
1	INANA	<p>Formal Complaint Against MEISO Staff SACCO Operations</p> <p>Details of the Complaint:</p> <ol style="list-style-type: none"> 1. Interference in Business Operations INANA has noted ongoing interference by MEISO staff in the CBD and at staging areas, which disrupts normal business operations. 2. Lack of Commitment from SACCO Members There is a significant lack of commitment from the members of the operating SACCOs, leading to disorganization and diminished service quality. 3. Unethical Practices by MEISO Staff MEISO staff have reportedly been distributing handouts to stage attendants to encourage travelers to choose MEISO vehicles over INANA. This practice undermines fair competition and disrupts customer choice. 4. Increased Conflict Between SACCOs The situation has escalated into

conflicts between INANA and MEISO, posing a threat not only to business operations but also to the safety and satisfaction of customers.

Request for Action:

The complainants urge the relevant authorities to investigate these claims and take appropriate measures to ensure:

- Fair and ethical business practices among all SACCOs.
- Resolution of conflicts to restore a peaceful and cooperative environment.
- A renewed commitment from all parties to uphold the integrity of stage operations.

2

MEISO

Major issues is the politicalisation of Matatu services which has historical challenges, particularly within SACCOs of INANA and MEISO, presents significant challenges to their efficiency and effectiveness. Mainly issues: -like

Lack of Orders in Town due to increased stage attendants/touts

This has main issues in Isiolo stage mostly as all issues are translated upside, the chain of command becomes unclear, leading to inconsistent directives. This lack of coherent orders can severely impact the day-to-day functioning of SACCOs in Isiolo.

Poor Coordination among conflicting SACCOs

effective coordination among SACCOs is vital for any business to function smoothly. In Isiolo, the presence of various created crises to SACCOs has affected its operation. This often results in a breakdown of communication channels, where teams fail to collaborate effectively. Meetings may devolve into political influences instead of productive

problem-solving sessions, wasting valuable time and resources.

Friction Between INANA and MEISO

The friction between INANA and MEISO in Isiolo often arises from members and misaligned goals, compounded by increased touts influences in CBDs pushing customers/travelers. This tension has caused challenge to business. No formal coordination existed between parties as a norm in managing crises.

Impact on Service Delivery

The cumulative effect of these challenges leads to a decline in the quality of service delivery. This situation can result in public dissatisfaction and a loss of confidence in these SACCOs, undermining their credibility and effectiveness within the community.

Moving Forward

Addressing these challenges in Isiolo requires a concerted effort to refocus on collaboration among all stakeholders. Establishing clear lines of communication and reaffirming a commitment to the overarching mission of business growth—free from political interference—will be essential for restoring trust and improving conducive environment for business.

The roles of Isiolo Municipality Management, Isiolo SACCOs, and County Security Agencies are critical for fostering development, ensuring community safety, and enhancing service delivery in the region. Here's a breakdown of their responsibilities:

Isiolo Municipality Management Board

- **Enforce Urban Planning and Development:** Responsible for planning and managing urban development, ensuring that infrastructure meets the needs of the community.
- **Improve Service Delivery:** Oversees essential services like waste management, and public health, working to improve the quality of life for urban residents.
- **Community Engagement:** Facilitates dialogue with residents to understand their needs and concerns, promoting transparency and accountability in governance.
- **Economic Development:** Implements policies to promote local businesses and attract investment, contributing to the economic growth of Isiolo.

2

Isiolo SACCOs (Savings and Credit Cooperative Organizations)

The transport industry in Isiolo, particularly through Savings and Credit Cooperative Organizations (SACCOs), plays a vital role in the local economy and community connectivity. Here's an overview of how SACCOs function within this sector:

Role of Transport Industry SACCOs in Isiolo

1. **Member Support:**
 - **Training and Capacity Building:** SACCOs often offer training programs on vehicle maintenance, customer service, and financial management, helping members improve their operational efficiency.
 - **Networking Opportunities:** By bringing together transport operators, SACCOs foster collaboration and sharing of best practices among members.
2. **Improving Service Delivery:**
 - **Standardization:** SACCOs can help standardize operations among members, leading to improved service quality and customer satisfaction.
 - **Coordination of Transport Services:** They facilitate better coordination among transport operators, optimizing routes and schedules to meet community needs.

3. Community Impact:

- **Job Creation:** The transport industry, supported by SACCOs, creates jobs for drivers, mechanics, and other related services, contributing to local employment.
- **Enhancing Mobility:** Improved transport services enable better access to towns, enhancing overall community well-being.
- **Operating in a conducive environment for better living in Isiolo**

Conclusion: Transport SACCOs in Isiolo are crucial for providing support, improving service delivery, and enhancing community connectivity. By fostering collaboration and empowering members, these SACCOs contribute significantly to the economic development of the region. Addressing challenges and leveraging opportunities for growth will be key to their continued success.

3

County Security Agencies

- **Public Safety:** Ensure the safety and security of residents through proactive policing, community engagement, and crime prevention initiatives.
- **Crisis Management:** Respond to emergencies and crises, coordinating with other agencies to manage situations effectively.
- **Collaboration:** Work with local communities and organizations, including SACCOs, to build trust and enhance community policing efforts.
- **Intelligence Gathering:** Monitor and address potential security threats, ensuring a secure environment conducive to economic activities and development.
- Guide, support Enforce overall county, urban, rural security services for better living for a conducive business growth and quality of life.

1

Collaboration Among Entities

The effective collaboration among these entities is crucial for the holistic development of Isiolo. For example:

- **Joint Initiatives:** Collaborative projects between the municipality and SACCOs can enhance service delivery and community development.
- **Security and Economic Growth:** A secure environment fosters economic activities, enabling communities, SACCOs and investors to thrive and contribute to local development.
- **Community Engagement:** Involving security agencies in community can enhance trust and cooperation, leading to safer business environment.

In summary, Isiolo Municipality Management, Isiolo SACCOs, and County Security Agencies each play distinct but interconnected roles that are essential for the sustainable development and safety of the Business growth in Isiolo. Their

Effective collaboration can significantly enhance the quality of life for residents in Isiolo.

MIN/4/10/204 WAY FORWARD

- The Chairperson emphasized the importance of addressing these challenges collaboratively and encouraged open dialogue among the members to find solutions.
- Municipality management are mandated to manage crisis in town/CBD and give clear direction to the security agencies to enforce required services for maintenance of law and order.
- Establish a commitment to build county security to enforce municipality enforcement security in town.

Action Plan for Stage Management and Operator Coordination: Objectives and Responsibilities:

This action plan aims to establish a structured and efficient approach to managing stage operations and ensuring a harmonious business environment in Isiolo County.

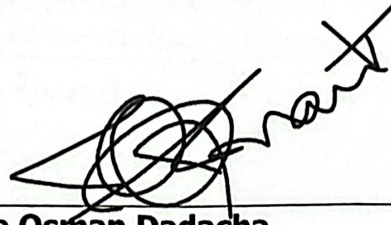
SNO	ACTIONS	RESPONSIBILITY
1	Branding Stage Attendants: <i>-Reduce the number of attendants to six for better identification and efficiency.</i>	All SACCOs Management
2	Enhance Security at Staging Areas: <i>Implement measures to improve safety and security across all stages.</i>	Municipality Management County security Agencies/Traffic
3	Avoid Political Interference in Business Operations: <i>Ensure that business operations remain neutral and free from political influences.</i>	All SACCOs Management
6	Relocate All Sand Traders and Transport Providers <i>Move all sand traders, pickups, and light transport providers to the Isiolo fisheries farm.</i>	County Secretary/CECM, Municipality Management. County Security Agencies/Traffic.
7	Enhance Stakeholder Collaboration: <i>Work together to improve main stage services and create a conducive business environment.</i>	County Secretary/CECM, Municipality Management, County Security Agencies/Traffic
	Oversee Traffic Management: <i>Municipality officers to regulate traffic at boiling points across highways for orderly operations.</i>	Municipality Management County security Agencies/Traffic

	Promote Peace Among Conflicted Parties: Encourage all parties—stage attendants, staff, and drivers—to foster a peaceful working environment.	The SACCOs Managements
	Manage New Private Operators: Ensure that new private operators are properly regulated on Nairobi, Isiolo, and other routes.	County Secretary/CECM Municipality Management County security Agencies/Traffic
11	Protect Small Operators: Ensure enforcement of regulations to safeguard small operators' interests.	County Secretary Municipality Management Board County security Agencies/Traffic
12	Organize Stage Operations: Provide clear directives to security agencies to maintain order at stages.	Municipality Management Board County security Agencies/Traffic
13	Immediate Relocation of Matatus Operating in CBD: A formal statement will be issued outlining the details and reasons for the relocation of all matatus operating in the CBD to main stages to improve traffic flow and enhance operational efficiency.	County Secretary/CECM Municipality Management Board

MIN 5/10/2024: ADJOURNMENT

Having no other business, the meeting ended at 4.30 pm with a prayer said by Mr. Lopupa
Minutes taken and prepared by: -

Sign:

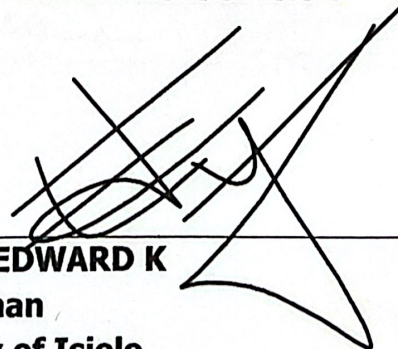


Date: 3/10/2024

Minutes Taken By:

Halake Osman Dadacha
Municipality of Isiolo
County Government of Isiolo

Sign:



Date: 3rd/10/2024

Minutes Confirmed By:

OCPD EDWARD K
Chairman
County of Isiolo.

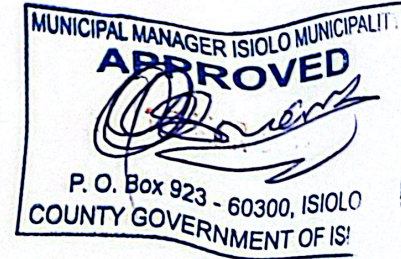


Municipality of Isiolo

PARTICIPANTS REGISTRATION FORM

Project Name: Isiolo Municipality Urban Forum

Urban Forum: Quarter 1 of 2024/2025 within Isiolo County.



Date:

Venue: County Commender's Board room

No	Name	Designation	Email Address	Gender F/M	PWD Y/N	Sign
1	Ade Bon	CS	bonzise@gmail.com	M	NO	
2	Yusef Mohamed	ccc	yusefmohamed@gmail.com	M	NO	
3	Joseph Esuku	WARD ADM.	Josephesku@gmail.com	M	NO	
4	Hassan Abdullahi	CO	hassanabdulla@gmail.com	M	NO	
5	Abdifatah Abdulahi	Sub-County Adm.	IsioloSubcounty011@gmail.com	M	NO	
6	Emmanuel Iolei	Ngarimara Ward Adm	Emmanueliolei@gmail.com	M	NO	
7	Nura Bonaya	WASCO	bonayofa@gmail.com	M	NO	
8	Habiba Jillo Ali	wabera Ward Adm	habibajillo.wabera@gmail.com	F	NO	
9	Hassan Wako	Chairman M. board	hassanwako@gmail.com	M	YES	
10	Hassan Bonaya	member	hassanbonaya08@gmail.com	M	NO	

11	Nasir Abdulhali	Peace Committee	-	F	N	AT
12	Sadia Ghose Mavida	Health Committee	Leadership	F	N	SB
13	Shukrona Hassan	Women representative	-	F	N	SH
14	Hana Ata	Water Committee	Staff alignment	F	N	Quint
15	Nahana Nura	Health com	Subcommittee	F	N	DF Quint
16	Ashraf Balle Shm	Environment	Subcommittee	F	N	DF Quint
17	Melina Abdulbi	Women Committee	-	F	N	Melina
18	Nazra Kikumar	Water Committee	-	F	N	DF
19	Eshwar Kirya	Market - 7/14/20	-	F	N	ESHW
20	John Mutha	Market - comite	-	M	N	John
21	Hilake Ali	Deeds Committee	-	M	N	Ali
22	Gerald G. Htain	Market - secretary	Goal setting	M	N	Gerald
23	Jones Cifings	Chairman - meet	-	M	N	John
24	Laila Muthi	Chairman - Women	-	M	N	LM
25	Najma Madi	Public Health Committee	-	M	N	Najma

27	JOSEPH Kingan	STAFF	Kingan	M	N	
28	Bundi Mwerin	NOTA BANTU	-	M	N	Signature
29	Jelo Jillo	PHD	Jelosi gymkon	F	N	
30	Diko Ati	PHD	Dikolagman	F	N	
31	D. I. Ali	Mero soro	-	M	N	
32	Simon neombura	INSTR STRES	neomburman	M	N	
33	David Nujira	INSTR STRES	-	M	N	
34	ARWA ABDI	HEALTH	Arwaabdi gymkon	F	N	A.A.
35	HARDI ALDI	SCHOOL C.	aldilanggantok	F	N	Harp
36	FATUMA KAMEKITU	SCHOOL.C.	-	F	N	F.K.
37	Paulina Arku	zehir	-	F	N	Paulina
38	Fredric Khais	Chairman Haulkan	-	M	N	
39	Abdi Hassan	Sub-Area.	-	M	N	
40	Reuban	Adm & business	reuban gymkon	M	N	
41	Husen Siles	Medis	Husenasiles gymkon	M	N	
42	Mohamed Dalbir	TRANSPORTE	Mohamed dalbir gymkon	M	N	Signature
	MASOR NTAHUA	KDF	-	M	N	N. Huma

44	BRATHIM ADAM SYABO	Coordinator Coast	Administrative	M	N	Heather
45	ANTHONY MURTEMBERI	FOUR REP	Organization	M	N	Anthony
46	GUYO HARO	CRD GENERAL MANAGER CRD	MANAGEMENT	M	N	Guyo
47	GRATE KOLLIM	KPLC	Administration	F	N	Grate
48	GIDRON M. AZOZI	KPLC	Management	M	N	Gidron
49	LIBAN GUARACITA	WASCO	-	M	N	Liban
50	HARRISON THURAYIAN	Tour Plannig Kris	Parabenthusiasm	M	N	Harrison
51	Timothy Inelca	KRDN	Human, labor, resources	M	N	Timothy
52	Josua Kapa	DM manager	Management	M	N	Josua
53	KARLO ADAM	WRA	Management	M	N	Adam K.
54	MERCY MARIAT	WRA	Management	F	N	Maria
55	HARA KIRANA	FRS	Management	M	N	Hara
56	MI Abdullahi	Revenue	-	M	N	MI
57	BETH KAMY	Communication dpt	Management	F	N	Beth
58	ADAM KIMUT	Business Development	-	M	N	Adam