

ACCESS TO INFORMATION

Athi Water Works Development Agency (AWWDA) is committed to promoting transparency, accountability, and public participation in accordance with the Access to Information Act, 2016.

Members of the public have the right to access information held by the Agency, subject to the provisions of the Act.



HOW TO REQUEST INFORMATION

Requests for information may be submitted through any of the following channels:



PHYSICAL ADDRESS

Athi Water Works Development Agency
[Insert Physical Address]



POSTAL ADDRESS

P.O. Box 45283 – 00100, Nairobi



EMAIL

info@awwda.go.ke



TELEPHONE

0202724292/3, 0715688272



WEBSITE

www.awwda.go.ke



Requests should clearly describe the information being sought to enable timely processing.

Note: Requests made for research or academic purposes should be accompanied by an official introduction letter from the relevant institution.



WHAT HAPPENS AFTER YOU SUBMIT A REQUEST?

- 1 Your request will be received and acknowledged.
- 2 The request will be reviewed and assigned to the relevant department.
- 3 The information requested will be processed in accordance with the Access to Information Act, 2016.
- 4 A response will be provided within twenty-one (21) working days from the date of receipt of the request.



RESPONSE TIMELINES

AWWDA shall endeavor to provide the requested information within twenty-one (21) working days.

Where additional time is required, the applicant shall be informed in writing of:

- The reason for the delay; and
- The expected date of response.



EXEMPT INFORMATION

Certain categories of information may be exempt from disclosure as provided for under the Access to Information Act, 2016, including information relating to national security, privacy, ongoing investigations, and other protected information.



REVIEW AND APPEAL

If you are dissatisfied with the Agency's response or believe your request has not been handled in accordance with the law, you may seek a review through the Commission on Administrative Justice (Office of the Ombudsman).

COMMISSION ON ADMINISTRATIVE JUSTICE (OFFICE OF THE OMBUDSMAN)



West End Towers, 2nd Floor,
Waiyaki Way, Nairobi



P.O. Box 20414 – 00200, Nairobi



Toll Free: 0800 221 349



Telephone: +254 20 2270000



Email: info@ombudsman.go.ke



Complaints Email: complain@ombudsman.go.ke



Website: www.ombudsman.go.ke