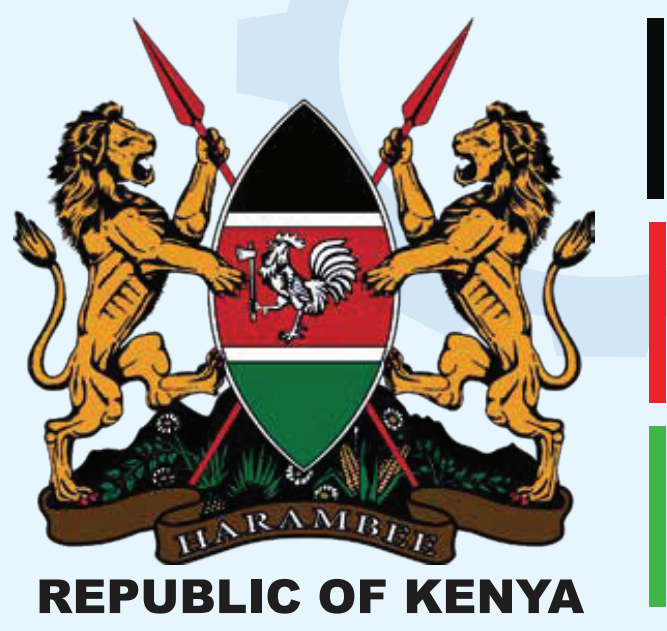




Citizen Service Delivery Charter

ATHI WATER WORKS DEVELOPMENT AGENCY (AWWDA)



SECTION A: COMMON SERVICES

Customer Support Services	Client Requirements	Charges(KShs.)	Timeline / Standard
Response to phone calls (Landline or any other official line)	Phone call	Free	15 seconds
Response to enquiry by Walk-in clients	Walk-in and make the enquiry	Free	1 minute
Response to correspondence	Written correspondence (letters)	Free	5 working days
	Email and Social media (Twitter, TikTok, Facebook, YouTube, Instagram, LinkedIn)	Free	1 working day
Response to public complaints and grievances	Make a complaint	Free	1 working day
Resolution of complaints	Make a verbal or written complaint	Free	14 Working days
Registration of Suppliers	Duly filled application form. <i>Company profile/ Certificate of Incorporation/ Registration PIN Certificate/ Valid Tax Compliance Certificate/ Exemptions/ Original Bank Statement/ Copy of certificate of registration with relevant regulatory bodies/ Non-refundable fee payment receipt/ Copies of annual return forms filed by company registry/ National ID/Passport</i>	Free	14 Working days
Processing of tenders	Submit bids for good and services	Free	90 days
Notification of successful and unsuccessful bidders	Access e-procurement portal for notification	Free	1 working day
Payment for goods and services received	L.P.O / Invoice Certificate of Completion / Goods / Services Received	Free	60 days from the date of receipt of the invoice
Disposal of obsolete stores	Submission of bids	Free	60 days from the date of advertisement
Public participation in policy-making process	Familiarization with issues and active participation	Free	1 day
Recruitment of staff	Make formal application based on the advert	Free	90 days
Processing of request for information	Make a request for information	Free	21 days

SECTION B: CORE MANDATE SERVICES

Service Offered	Client Requirements	Charges(KShs.)	Timeline / Standard
Request for new water and sanitation infrastructure (dams, treatment plants, boreholes, pipelines, sewerage works)	Written request from National Government, County, WSP, Community/Organized group	None	Acknowledge within 14 days; feasibility/design completed within 6 months
Technical advisory services (design review, survey, procurement support, project management)	Written request from National Government, County, or WSP	None	Acknowledge within 7 days; advisory delivered within 30 days
Capacity building & training of Water Service Providers	Written request from National Government, County, or WSP	None	Within 60 days of the request

SECTION C: BULK WATER SERVICES

Service Offered	Client Requirements	Charges(KShs.)	Timeline / Standard
Supply of treated bulk water	Valid bulk water supply contract	As per approved tariff	Continuous supply (24 hrs/day), 98% uptime
Bulk water supply connections	Signed bulk water supply contract; approval from WASREB	As per approved tariff	Within 30 days of contract approval
Monitoring of water quality	Access to sampling points	None	Monthly reporting on compliance with standards
Bulk meter reading	Accessible meter chamber	None	Monthly, as per the schedule
Issuance of invoices	Active account, contact information	As per approved tariff	Invoices delivered by the 10th of every month
Billing/account queries	Formal written request or email	None	Response within 3 working days
Planned maintenance & supply interruptions	Contact information	None	Minimum 21 days' notice before disruption
Emergency response (leaks, failures)	Immediate reporting	None	Response within 6 hours (depending on severity)
Feedback on water quality complaints	Formal written complaint (letter/email)	None	Response within 24 hours

WE ARE COMMITTED TO COURTESY AND EXCELLENCE IN SERVICE DELIVERY

Any service/good rendered that does not conform to the above standards or any officer who does not live up to the commitment to courtesy and excellence in Service Delivery should be reported to:

The Chief Executive Officer,
Athi Water Works Development Agency,
Muthaiga North Road, off Kiambu Road,
P. O. Box 45283 - 00100, NAIROBI.
Tel: 020-2724293, 020-2727442,
Mobile: 0715-688272 Email: info@awwda.go.ke
Website: www.awwda.go.ke

The Commission Secretary/Chief Executive Officer,
Commission on Administrative Justice, 2nd Floor,
West End Towers, Waiyaki Way, Nairobi
P. O. Box 20414 – 00200, NAIROBI.
Tel: +254 (0)20 2270000/2303000
Email: complain@ombudsman.go.ke

HUDUMA BORA HAKI YAKO