



Citizen Service Delivery Charter

ATHI WATER WORKS DEVELOPMENT AGENCY (AWWDA)



SECTION A: 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 the National Government, County, WSP, Community/ Organized group	None	Acknowledge request within 14 days; feasibility/design completed within 6 months
Technical advisory services (design review, survey, procurement support, project management)	Written request from the 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 the National Government, County, or WSP	None	Within 60 days of the request

SECTION B: BULK WATER SERVICES

Service Offered	Client Requirements	Charges / Fees (if any)	Service Standard / Timeline
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 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 tariff	Invoices delivered by the 10th of every month

Service Offered	Client Requirements	Charges / Fees (if any)	Service Standard / Timeline
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

SECTION C: CROSS-CUTTING SERVICE COMMITMENTS

Service Offered	Client Requirements	User Charges (KShs.)	Timelines
Payment for goods/services	Submit invoice, delivery note, signed LPO/LSO	None	Within 30 days
Payment for works	Submit invoice; certificates; valid guarantees; contract	None	Within 50 days from submission
Requests for Access to information (general)	Submit formal request (email, call, walk-in)	None	Within 21 working days
Requests for Access to information (Research/academic papers)	Valid NACOSTI license; letter from institution	None	Within 21 working days
Resolution of customer complaints	Submit complaints via email, call, or walk-in	None	Within 14 days

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