



## ACCESS TO INFORMATION PROCEDURES

In line with Article 35 of the Constitution of Kenya, the Access to Information Act, 2016, and the Access to Information (General) Regulations, 2023, Athi Water Works Development Agency hereby notifies members of the public of the procedures for requesting access to information held by the Agency.

### 1. SUBMISSION OF REQUESTS

Any citizen seeking access to information may submit a request through any of the following channels:

**In Writing:** Addressed to the designated Chief Executive Officer

**Email:** [info@awwda.go.ke](mailto:info@awwda.go.ke)

**Hand Delivery:** At the Agency's reception desk during working hours.

**Through Assisted Requests:** *If a requester is unable to make a written request due to illiteracy or disability, the IAO will assist in reducing the request into writing.*

**All requests should include:**

Full name of the requester, Contact information, Description of the information sought with sufficient detail, Preferred mode of receiving the information

### 2. ACKNOWLEDGMENT AND PROCESSING TIMELINES

**Upon receipt of a request:**

The Agency will acknowledge receipt promptly.

A decision will be communicated within 21 days from the date of receipt of the request.

Where a request concerns the life or liberty of a person, information will be provided within 48 hours.

If the request involves a large volume of information or requires consultations, the Agency may extend the timeline in accordance with the Act.

### 3. TRANSFER OF REQUESTS

If the requested information is held by another public entity, the request will be:

**Transferred to the relevant entity within 5 days, and**

The requester will be notified within 7 days of such transfer.

### 4. FEES

Access to information is generally free of charge, except where reasonable reproduction or duplication costs apply.

**The requester will be informed of any applicable fee before processing.**

### 5. COMMUNICATION OF DECISIONS

**The Agency will notify the requester in writing of:**

Whether the request has been granted (in full or in part)

Any applicable fees

How and when the information will be provided

Reasons for refusal (if applicable)

The right to seek review by the Commission on Administrative Justice (CAJ)

### 6. APPEALS AND REVIEWS

Where dissatisfied with the Agency's decision, a requester may lodge a review with the Commission on Administrative Justice (Ombudsman) in accordance with the Act.