

# ATHI WATER WORKS DEVELOPMENT AGENCY

## CITIZENS' SERVICE DELIVERY CHARTER

This Charter is a demonstration of our commitment of quality service delivery to the public and a reflection of our dedication towards matters relating to provision of Water Services. It outlines customer rights and responsibilities and the procedure to follow if our service standards are not met.

Services Rendered	Client Requirements	User Charges (Kshs)	Timeliness
Answering Incoming Calls	Place a call to the office at normal working hours	Free	Three Rings
Written correspondences	Put your written inquiry/ material fact in a clear and concise language	Free	Within 7 Visiting Days
Resolving telephone enquiries	Make a telephone call and state your enquiry clearly	Free	1 Day
Payment for goods/ services/ works	Supply goods/services/ Works as per the contract/LPO/LSO Receipt of proper documentation (Delivery, Invoice, signed LPO, etc)	Free	Within 30 days for fully approved invoices and/or certificates
Issuing of bid documents, EoI, RFPs and RFQs	Written application to bid/ tender, respond to EoI, prequalification for RFQ	Bid – Ksh. 1,000 EoI – Free Prequalification – Free	10 minutes
Resolution of Customer Complaints (written)	Register complaint verbally, put in suggestion boxes, or make normal correspondence	Free	Acknowledge within 2 working days and resolution within 14 days.
Attending visiting clients with prior appointments	Visit our offices and seek a service	Free	Within 2 working days
Attending visiting clients without prior appointments	Visit our offices and seek a service	Free	1 Hour
Response to Emails	Make a written enquiry	Free	Within 2 working days

Obligations of Customers:	Obligations of Corporate Communications Division:
<ol style="list-style-type: none"> <li>1. Be courteous and respectful to our employees</li> <li>2. Uphold transparency and accountability in your transactions with AWWDA</li> <li>3. Provide accurate information and complete documentation where applicable to ensure efficient and faster service</li> <li>4. Provide adequate feedback on service delivery through various channels e.g. website, social media</li> <li>5. Provide suggestions on service improvements</li> </ol>	<ol style="list-style-type: none"> <li>1. To be honest, ethical and professional</li> <li>2. Maintain appropriate confidentiality</li> <li>3. Endeavour to use simple and precise language in our communication</li> <li>4. Respond in a timely manner when responding to requests for information</li> </ol>
Dispute Resolution Procedure:	Access to Information:
<p>Level 1: Report the complaint to the relevant officer in charge</p> <p>Level 2: Report the complaint to the Line Manager</p> <p>Level 3: Escalate complaint to the Chief Manager Corporate Services Department</p> <p>Level 4: Escalate complaint to the Chief Executive Officer</p>	<ol style="list-style-type: none"> <li>1. Every citizen has a right to access to information by Athi Water.</li> <li>2. Athi Water shall publish and publicize all information for public consumption.</li> <li>3. Access to information on the Board can be accessed through <a href="http://www.awsboard.go.ke">www.awsboard.go.ke</a></li> </ol>

Customers may contact us on the following address:

Athi Water Works Development Agency, 3rd Floor Africa Re Centre, Hospital Rd. Upper Hill, P.O Box 45283-00100 Nairobi.

Tel: 020-2724293, 020-2727438, 020-2727441/2, Mobile: 0715-688272 Anti-Corruption Reporting: 020-2727440,

E-mail: [info@awsboard.go.ke](mailto:info@awsboard.go.ke), [complaints@awsboard.go.ke](mailto:complaints@awsboard.go.ke), Website: [www.awsboard.go.ke](http://www.awsboard.go.ke)

or you can contact:

The Commission on Administrative Justice / Ombudsman at

2nd Floor, West End Towers, Opposite Aga Khan High School off Waiyaki Way - Westlands | P.O. Box 20414 – 00200, NAIROBI. Tel: +254-20-2270000/2303000/2603765/2441211/8030666

Email: [info@ombudsman.go.ke](mailto:info@ombudsman.go.ke) (for general inquiries) | [complain@ombudsman.go.ke](mailto:complain@ombudsman.go.ke) (for complaints)