



TANA WATER WORKS DEVELOPMENT AGENCY (TWWDA)

CITIZENS' SERVICE DELIVERY CHARTER

Tana Water Works Development Agency (TWWDA) is committed to providing quality services at all times in the best interest of all our customers and continually improve our standards of quality in every aspect of our services to the satisfaction of our customers

S/No.	Service Rendered	Requirements to obtain service	Cost of service	Timeline
1	Provision of information/attendance to enquiries/Handling correspondences (Access to information)	Put a request or visit TWWDA offices. Visit TWWDA website www.tanawwda.go.ke	Free	Visit – 15 minutes E-mail – 1 working day Mailed request – up to 7 working days If field visit- less than 15days
2	Prompt service to visiting clients (Access to quality services)	Visit our offices and seek a service	Free	30minutes
3	Provide information/advisory services on water sector reforms	Raise requests/Concern	Free	30 minutes
4	Communicate outcome of tendering	Must have applied/tendered	Free	Within 21 days from the date of concluding the tendering process
5	Deal with Complaints	Register complaint verbally, put in suggestion boxes, or make normal correspondence	Free	Within 21 working days from date of receipt Appeal case – 30days
6	Make payment to suppliers/Consultants	Supply goods/services/works Receipt of proper documentation (Delivery, Invoice, signed LPO, Contract etc)	Free	Within 30 days (except for special contracts)
7	Internship and Industrial attachment	Make a formal, written application and attach the requisite documents	Free	Within 14 days working days (except for special contracts)

KEEP YOUR ENVIRONMENT CLEAN

WE ARE COMMITTED TO COURTESY AND EXCELLENCE IN SERVICE DELIVERY

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

a) Chief Executive Officer

Tana Water Works Development Agency,
P.O. Box 1292 – 10100, Nyeri, Maji House,
Baden Powell Road, Tel: 061-
2032282/0724259891, Fax 061- 2034118
E-mail : info@tanawwda.go.ke,
Web: www.tanawwda.go.ke

b) The Commission Secretary/Chief Executive Officer

Commission on Administrative Justice,
West End Towers, Westlands
P.O. Box 20414-00200, Nairobi
Tel: +254020 2270000
Email: certificationpc@ombudsman.go.ke
Web: www.ombudsman.go.ke

HUDUMA BORA NI HAKI YAKO



TWWDA is ISO 9001:2015