

TANA NEWS

A bi-annual publication of Tana Water Works development Agency
(January-June 2021)

Issue No. 001, 2021

In this issue

CEO meets with the
WSP's

Our Projects

Read all about it on
page 6

CS Sicily Kariuki
tours our Board
Area

New Members have joined the TWWDA Family Pg 15 & 16



3	WELCOME Editors Note
4	FROM THE CEO
5	KARIBU THARAKA NITHI COUNTY
6	OUR PROJECTS
7	WORLD WATER DAY 2021
8	ONE TEAM, ONE DREAM
9	AU REVOIR ENG. NAIVASHA
11	WELCOME TO TWWDA
12	NEW APPOINTMENTS
15	TWWDA PRAYER BREAKFAST MEETING
16	WATER COMPANIES RECIEVE EXHAUSTERS
17	WSPs BREAKFAST MEETING
18	COVID-19 RESPONSE
20	BOARD TOURS 2021
21	CUSTOMER EXCELLENCE
22	HUDUMA BORA HAKI YAKO
23	WHO WE ARE

TABLE OF CONTENTS

EDITOR'S NOTE



**Beato Migwi, Manager
Corporate Communications
& Public Relations**

Hello!

Doesn't it feel so good to be reading online the 1st Bi-Annual edition of **Tana News** Magazine now? Before we start let's say a prayer together.

Dear Father, we thank You so much for bringing us this far. Only your grace could have done this. Please touch every one of us as we read and let Your will over our lives be done. We love you Lord. Thank you again. We pray in Jesus name. **Amen.**

Please pay attention to the following as there are a couple of important things you need to know.

Let me start by saying this edition is a very special one. It contains the Cabinet Secretary's visit to our projects in Tharaka Nithi, namely the Chogoria Water Supply and Chogoria Sewerage Treatment Works site. Additionally, the magazine highlights other projects that include Kerugoya Kutus Water Supply, Kerugoya Kutus Sewerage, Chuka Water and Sewerage Project, Marsabit Water Supply and Sewerage, Mandera Water Supply and Sewerage.

We celebrated the World Water Day on 22nd March, 2021 by planting over 6,000 indigenous tree seedlings at Kibirichia Boys' Secondary School and other nearby schools in Meru County.

One great event that took place for two weeks was our very successful team building at the Kenya School of Adventure & Leadership (KESAL). The KESAL team building program was made up of indoor and outdoor sessions aimed at enhancing team work and communication among members. At 9,200ft above sea level, it was fun, entertaining, and facilitated bonding and recreation at its best.

In December 2020 the long serving CEO, Eng. Moses Naivasha was bid farewell as he exited from the Agency after serving diligently for 12 years. The Agency welcomed on board Eng. Phillip G. Gichuki to take the helm as the Chief Executive Officer. The Agency also welcomed other staff on Board. They include the Manager, Research, Planning and Strategy, Jemimah Muraya, Principal Legal Officer, Lilianne Kamau and Rose Chomba as the Corporate Communications and Public Relations officer. Later, the agency welcomed Eng. Daniel Ngugi as the Chief Manager, Technical Services, Eng. Erastus Waweru, Principal Engineer, Technical Planning and Design.

Five water service providers received exhausters in January 2021 worth over Ksh70million to improve on their service delivery.

Finally we invite you to read about the breakfast meeting held between the Water Service Providers (WSPs) and the Agency convened by the CEO, Eng. Phillip Gichuki.

The staff are encouraged to participate in the next edition by contributing articles.
Enjoy your reading.

**Beato Migwi
Editor in Chief**

THE CEO'S MESSAGE



Eng. Phillip Gichuki
CEO, TWWDA

I would like to take this opportunity to welcome you to our first bi-annual, online magazine. The editorial team that worked tirelessly towards this publication clearly demonstrates the Agency's commitment to continually meet and aim to exceed customer and stakeholders' expectations. **Tana News** will be a key communication tool that forms the basis of engagement with our stakeholders in the course of implementing the Agency's mandate. It is a valuable way to keep in touch with all our stakeholders.

Effective communication is crucial for a cohesive and consistent workforce, otherwise an organization is likely to become dysfunctional in its operations. A growth in the technological industry has created diverse communication channels enabling institutions such as ours to efficiently carry out its day-to-day activities while still engaging its customers and stakeholders.

This year has been marked with major milestones for TWWDA. The Agency launched its Strategic Plan 2018-2022 which focuses on six (6) Key Result Areas namely, Water Coverage; Sewerage and Sanitation Coverage; Partnerships and Resource Mobilization;

Research and Technology; Stakeholders' Engagement; and Institutional Strengthening for Sustainability. The plan is a product of intense collaboration from members of staff as well as our stakeholders.

The importance of teamwork cannot be stressed enough! Experience has shown that providing regular, constructive feedback to employees is one important attribute of enhancing teamwork in a workplace. In an effort towards this end, all TWWDA staff members attend a monthly prayer breakfast and staff meeting for spiritual nourishment and it also provides a platform where the management share information on the progress being made by the Agency in its operations. This is expected to increase the bonds and connections among the TWWDA fraternity.

Allow me to thank each and every one of you for contributing to the success of TWWDA. The Agency's management values and appreciates the unrelenting support from all our stakeholders. Because of your hard work, I'm confident that TWWDA will realize our philosophy to provide Quality Water Works for Improved Livelihoods.

Eng. Phillip Gichuki

CHIEF EXECUTIVE OFFICER

KARIBU THARAKA NITHI



CS Sicily Kariuki (Mrs.) EGH, together with the CEO, TWWDA Eng. Phillip Gichuki during the inspection of Chogoria Water and Sewerage project in Tharaka Nithi County

Ministry of Water, Sanitation and Irrigation Cabinet Secretary Sicily Kariuki (Mrs.) E.G.H accompanied by our CEO Eng. Phillip Gichuki, CEO National Irrigation Authority Gitonga Mugambi, Maara Member of Parliament Kareke Mbiuki, Tharaka Nithi County Commissioner Beverly Opwara and other government officials toured Chogoria Water Supply Project Treatment Plant as well as Chogoria Sewerage project plant sites in Tharaka Nithi County.

Sicily Kariuki (Mrs.) E.G.H carried out an inspection of Chogoria Water Supply project which will benefit 155,317 people and Chogoria Sewerage Project which will benefit 6,840 people in Tharaka Nithi County.



The CS inspecting the ongoing construction of the Chogoria water supply project

The tour commenced with planting a commemorative indigenous tree at the Water Supply Site. During the exercise, she addressed residents of Maara constituency through a baraza held at the Chogoria County Commissioner's office grounds. In her remarks, she addressed water reforms which would benefit residents as well as the impact of the projects under construction, once completed.

TWWDA through our CEO assured the Cabinet Secretary that Chogoria Water Supply Project will be complete and operational by November 2021.

OUR PROJECTS

Tana Water Works Development Agency has continued to implement capital works in five counties in its area of jurisdiction. Some of these projects are under the Kenya Towns Sustainable Water Supply and Sanitation Program, financed by the GOK and African Development Bank. This program is designed to improve access, quality, availability, and sustainability of water supply in 19 towns and wastewater management services in 17 towns across the country. Under this Program, Tana Water Works Development Agency is implementing Six (6No.) projects at a cost of KES 9.12 billion. They include; Kerugoya-Kutus Water Supply and Sanitation Project, Chuka Water Supply and Sanitation Project, Chogoria Water Supply and Sanitation project, Meru Sewerage, Marsabit Water Supply and Sanitation Project and Mandera Water supply and Sanitation Project and four (4No) Last Mile connectivity projects, which are Muranga South Water Supply, Othaya Sewerage, Isiolo Water Supply and Garissa Town Water Supply. All these projects are scheduled to be completed by November 2021. This will serve a population of 1,097,518 with water supply and 298,124 people will be served with sewerage services.

Kerugoya – Kututs Water Supply and Sewerage Project

The Kerugoya-Kutus Water Supply Project in Kirinyaga County involves construction of intake works at Kiringa and Thiba rivers, treatment works (30,000m³/day capacity), raw water mains, 3No. storage tanks, 63 Kilometers of treated water transmission and distribution mains diameters ranging from 600mm to 150mm. The project aims to benefit 345, 688 people.



Ongoing construction of Kerugoya-Kutus Water Supply Project

The Kerugoya – Kutus Sewerage project which is currently under construction, is an African Development Bank (AfDB) – funded project under the Kenya Towns Sustainable Water Supply and Sanitation Program. It involves the construction of trunk and secondary sewers ranging from diameter 225mm -675mm and construction of a sewerage treatment works with a capacity of 4000m³/day. The Sewerage project that is targeted to benefit 38,276 people in Kirinyaga County is set to be completed by October 2021. Kirinyaga County currently has no sewer system and residents have to rely on exhauster trucks to empty toilets which has been a big headache to traders as they incur extra costs.

Chogoria Water Supply and Sewerage Project – Tharaka- Nithi County

Chogoria Water Supply Project is an African Development Bank (AfDB)-funded project under the Kenya Towns Sustainable Water Supply and Sanitation Program.

It involves intake works at Maara Manyi River, Treatment works, 3 Kilometers raw water gravity main and 2No storage tanks and 15 Kilometers treated water gravity mains. Its projected to benefit 27,000 people in Tharaka-Nithi County. The Chogoria Sewerage Project involves the construction of a sewerage network comprising 16Km of secondary sewers, 13Km of Trunk Sewers and sewerage treatment works of capacity 550m³/day which will serve 6,840 people in Tharaka-Nithi County.



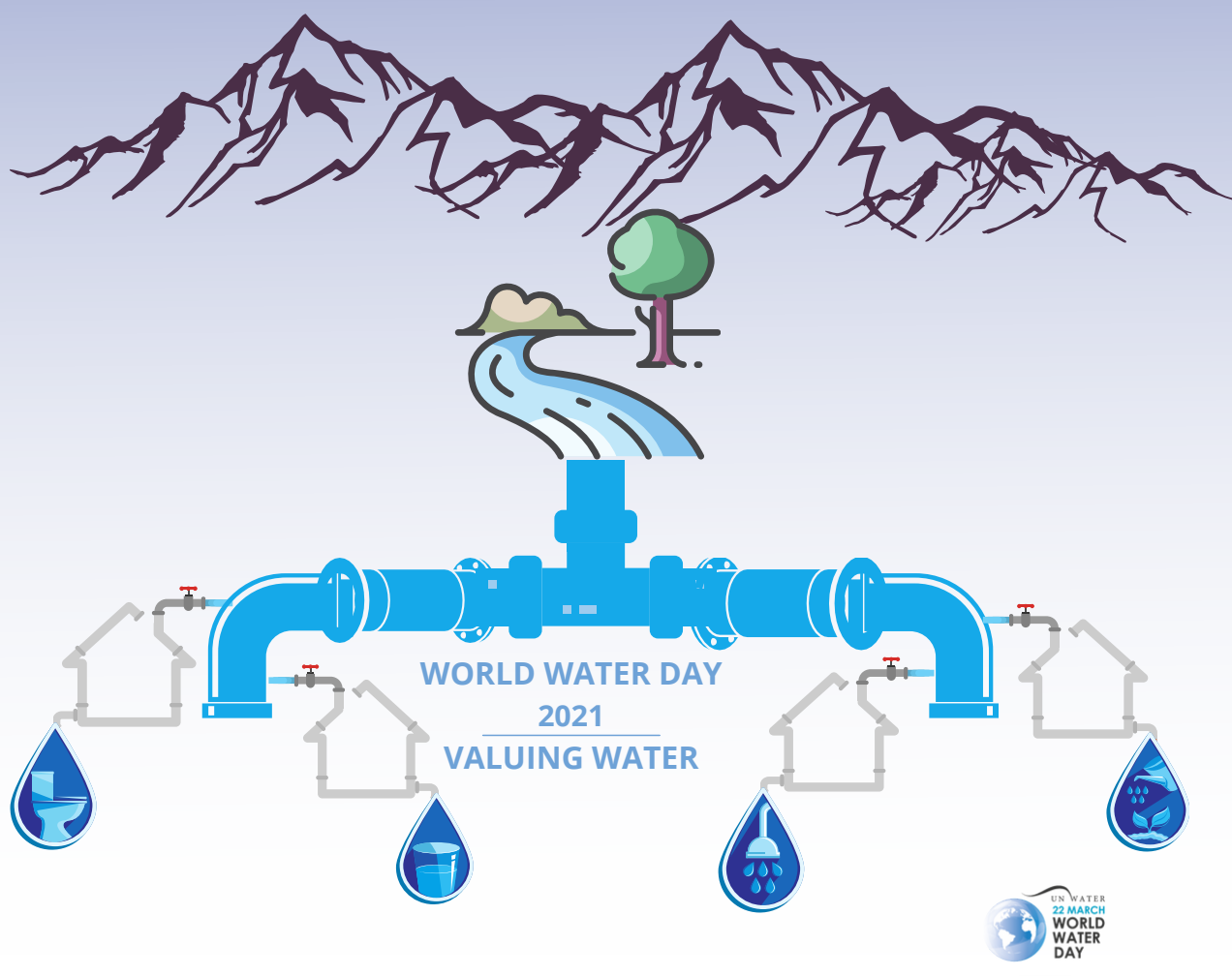
Ongoing construction of the sedimentation tank for Chogoria Water Supply

Marsabit Water Supply Project – Marsabit County

The Marsabit Sewerage Project under the Kenya Towns Sustainable Water Supply and Sanitation Program involves laying of secondary sewers, construction of 2500 m³/day sewerage treatment works construction and 4.7 Km trunk sewers. The project will benefit 37,000 people in Marsabit County. Ten (10) Km of sewer lines are laid and the waste water treatment plant 90% complete. The overall project completion rate is 73%.



WORLD WATER DAY 2021



Quality Water Works for Improved Livelihoods

The World Water Day was marked on 22nd March, 2021. Due to the Covid 19 pandemic, no public baraza was held. This year's theme for world Water day was **"Valuing Water"**. Water means different things to different people. The conversation was about what water means to you. How is water important in your home, family life, livelihood, cultural practices, wellbeing, and your local environment? The messages from participants were simple and clear. "Water means life" – it creates life and is essential to sustaining it. Participants also stressed on the importance of individual obligations in the responsible and sustainable use of water, vis -a-vis the growing challenge of water scarcity in various regions. **"Water is Life"** was the clarion call for the day affirming that safe water is essential to human life and is a prerequisite for life. Access to safe water especially in poor countries was singled out as one of the crucial elements in maintaining health, particularly during the COVID-19 pandemic.

ONE TEAM, ONE DREAM

Teamwork is the ability to work together towards a common vision. The ability to direct individual accomplishments toward organizational objectives. This serves as the fuel that allows common people to attain uncommon results. In every aspect of an organization, the diverse skills of teams are needed to realize their vision, mission and goals.

Based on this, TWWDA organized a team building exercise which was carried out over a period of two weeks. The team building program took place at the Kenya School of Adventure & Leadership (KESAL) in Kibirichia, Meru County. With the Ministry of Health protocols adhered to, staff were randomly divided into two groups, with each group attending the exercise for a week.

KESAL is a public outdoor training center which was established in 1990. It has been offering unique and high impact experiential-based training solutions since its inception. The KESAL team building program was made up of indoor and outdoor sessions aimed at enhancing team work and communication among members.



Staff participating in a team building exercise known as the helium stick

The indoor sessions included team energizers, assessment questionnaires and hypothetical exercises aimed at evaluating the individual strengths and weaknesses of members as well as the teamwork levels present among the team.

The outdoor exercises included morning aerobics, ziplining, paint balling, a morning hike, helium stick, ball pass and several other activities. Through this program, staff members bonded more and saw the importance of teamwork.



TWWDA family

Members shared their creative ideas during different exercises which showed that everyone can contribute to the team in one way or another. They became aware of their value to the team and they were able to identify and build confidence in their skills.



Staff participating in the octopus team building exercise



A team wearing safety gear before embarking on the high ropes team building exercise

The activities created an environment where staff from different levels and divisions worked together towards a common goal. This gave members a chance to understand their roles, what their team mates were doing and allowed them to learn from each other during the team activities as well as in the Agency.

AU REVOIR ENG. NAIVASHA



Former TWWDA CEO Eng. Moses Naivasha

There comes a time for every professional when one has to permanently leave the workforce behind. Few are fortunate to experience this milestone on their own terms. CEO Eng. Moses Naivasha bid farewell to TWWDA after 12 years of service.

On 11th December, 2020 Tana Water Works Development Agency fraternity held the end of year and farewell party for the outgoing CEO Eng. Moses Naivasha, who exited service due to retirement, at our headquarters in Nyeri.



TWWDA Board chairman Joseph M'Eruaki

“Let us all be prepared for the exit because at some point you will” exit Eng. Naivasha

The colorful ceremony was graced by the Board chairman Hon. Joseph M’eruaki, board members; Mr. David Njagi Ngonge, Ms. Winfred Mwai, Dr. Purity Muthoni Nkoroi, PHD, Mr. John Mwangi Ndambiri, Eng. John Mugo Muiruri, CPA Edward Kariungu Wamweya and the Late Dr. Patricia Wawira Njuki, PHD, the incoming CEO Eng. Phillip Gichuki, TWWDA management and members of staff.

Speaking at the event the chairman of the Board, Hon. Joseph M’Eruaki, expressed his deep appreciation on behalf of the board for everything that Eng. Naivasha had done. “He has made an immense contribution to formerly Tana Water Services Board which is now TWWDA over the last 12 years and has been central to all we have achieved. As a leader, he has helped take us through a period of incredible growth and change and we wish him every success on his future endeavors.” read part of his speech



Tana Water Works Development Agency Board Members present a gift to outgoing TWWDA CEO Eng. Moses Naivasha during the event

In honor and appreciation for the long service offered by Eng. Naivasha to Tana Water Works Development Agency (TWWDA), staff showered him with praise for his dedication, humility in public service and selfless commitment to his work as an epitome of exemplary service to humanity.



TWWDA Ag. Chief Technical Manager Eng. Irari speaking on behalf of the management.

The incoming, CEO Eng. Phillip Gichuki, in his introductory remarks, thanked the board for choosing him as the CEO. Additionally, he expressed his excitement and honor to lead such an important institution. He mentioned that it provided him with an opportunity to grow, to learn and to make his contribution to the growth of the Agency.



Incoming CEO Eng. Phillip Gichuki

The guest of honor, Eng. Moses Naivasha, spoke fondly of his tenure at TWWDA. He appreciated the Board for heeding his advice and the staff for tirelessly working towards achieving its mandate to develop, maintain and manage national public water works within our area of jurisdiction, further increasing the Agency's recognition as a great institution.



Outgoing CEO Eng. Moses Naivasha

He wrapped up his speech by giving three take home points: save and invest, make friends and keep them and last but not least, make a very good plan for your retirement. "Everything that has a beginning has an end. Let us all be prepared for the exit because at some point you will exit Tana Water Works Development Agency" he said.

“As a leader, he has helped take us through a period of incredible growth and change and we wish him every success on his future endeavors.”
Hon Joseph M’Eruaki



TWWDA chairman Joseph M’Eruaki, Incoming CEO Eng. Phillip Gichuki and Former CEO, Eng Moses Naivasha, cut a cake presented to the former CEO

WELCOME TO TWWDA

As an Agency, we are experiencing a great transformation as a result of the recently enacted Water Act 2016. Among other things is the growth of the TWWDA family.

The Agency has happily welcomed 6 new staff members who are Eng. Philip Gichuki- Chief Executive Officer/Secretary to the Board, Ms. Jemimah Muraya – Manager, Research, Strategy and Planning, Eng. Daniel Ngugi - Chief Manager, Technical Services, Eng. Erastus Waweru - Principal Engineer, Technical, Planning and Design, Ms. Lilianne Wairimu Kamau– Principal Legal Officer, Ms. Rose Chomba- Corporate Communications and Public Relations Officer as well as 12 Interns to the Agency within a span of six months.

To ensure a smooth and efficient adjustment process for the members, TWWDA carried out thorough induction programs on two separate occasions.

The first induction program was carried out from 16th -17th February 2021. The two-day program, which took place in Nanyuki, was aimed at informing new members on the different aspects and operations of the Agency.



Pauline Miriga The Manager Human Resource Management and Administration flagging off the induction.

It was started off by the Manager, Human Resource Management and Administration, Pauline Miriga. It was well-organized, with various departmental heads taking staff members through what they do on a day to day basis.

The new TWWDA staff were taken on a tour and they visited Embu Water and Sewerage supply Treatment plant in Embu County. The team was received by Joshua Oria, Head of Technical Services, Embu Water and Sanitation Company (EWASCO) in their offices.

Members experienced a step by step tour of how waste water is treated, what challenges are faced during this process as well as the importance of some aspects for maximum efficiency during the process.



Inductees touring the Embu Water Supply & sewerage Treatment Plant

The second exercise was carried out from 16th - 20th May 2021. In addition to being taken through the respective departmental procedures and day to day activities,



Joseph Githinji, Managerf ICT making his presentation during the second induction exercise

the new staff members visited Embu Water Supply, Mukango Treatment plant, Kamaigua Primary School Borehole, Chuka Sewerage plant site and Meru Sewerage.



Inductees visiting Meru sewerage project which is under construction

Through the induction program, our new members received a proper background of TWWDA and operational procedures, theoretically and practically. The aim of the program was to seamlessly integrate the individuals into this new working environment so that they may efficiently and effectively contribute towards enabling the Agency achieve its mandate.

NEW APPOINTMENTS

Eng. Phillip Gichuki holds an Msc degree in Agriculture Engineering – Soil and Water Engineering and Bsc (Hons) Civil Engineering both from University of Nairobi. He is a Professional Engineer registered with Engineers Board of Kenya. He joined the Agency on 1st December 2020. His main responsibilities include: Ensuring safe custody and management of the Agency's assets, providing strategic direction and leadership to the Agency's staff

**CHIEF EXECUTIVE OFFICER/
SECRETARY TO THE BOARD**



ENG. PHILLIP GICHUKI

developing and maintaining a conducive working environment for attracting, retaining and motivating employees. Other responsibilities include; resource mobilization developing policies, recommending to the Board the corporate policies, long term strategy, business plans and annual operating budgets and ensuring effective planning and implementation of the Agency's strategies and approved work plans.

MS. JEMIMAH MURAYA MANAGER, RESEARCH, STRATEGY AND PLANNING



Ms. Muraya holds an Msc degree in Social Statistics from University of Nairobi, a Bsc degree in Applied Statistics from Maseno University and a diploma in Project Management from Kenya Institute of Management. She was the Research and Policy Manager at NGO Coordination Board from October 2013 to December 2020. She joined the Agency in December 2020. Her main responsibilities include: Advising on the potential implications of new policies and guidelines, managing market assessments required in annual review of deemed values, managing development and review of organization Strategic Plan and Business Plan, coordinating and overseeing implementation of annual Performance Contract, developing research tools and coordinating research and analysis of potential areas of infrastructure development including gender and development, social, economic levels and demographics features of interest communities.

MS. ROSE CHOMBA CORPORATE COMMUNICATIONS AND PUBLIC RELATIONS OFFICER



Ms. Chomba holds a Bachelor of Arts degree in Mass Communication from Daystar University. She is a professional journalist registered under the Media Council of Kenya. She joined the Agency in January 2021. Her main duties include: Assisting in organizing corporate events, assisting in developing information, education and communication materials, assisting in implementing Corporate Social Responsibility programs and assisting in handling complaints in the Agency.

MS. LILIANNE WAIRIMU KAMAU

PRINCIPAL LEGAL OFFICER

Ms. Wairimu holds an LLM (Environmental Law) (UON), LLB (MU), CPS (Strathmore) and Dip (KSL). She has been in active law practice majoring in Conveyancing and Commercial Transactions for the last eight years. She joined the Agency in January 2021. Her main responsibilities include: Being the Secretary to the Board, providing guidance in the formulation, review and implementation of policies and strategies on litigation and all matters relating to the Law; issuing instructions to contract defaulters; development and implementation of legal agreements in liaison with different departments, divisions and sections; Monitoring compliance with the legal framework both local and international, contracts and agreements; supervising and implementation of all litigation issues; liaising with the State Law Office and other State Agencies on legal matters; initiating periodic legal reviews of the Agency and other relevant rules in liaison with the State Law Office and other relevant Agencies; coordinating research of emerging legal issues; preparing legal opinions on legal cases and on matters relating to legal notices and initiating periodic legal reviews of the Agency.



ENG. DANIEL NGUGI

CHIEF MANAGER, TECHNICAL SERVICES



Eng. Ngugi holds an MSc Degree in Water Management (Water Services) UNSECO-IHE Delft in the Netherlands, BSc degree in Civil Engineering – University of Nairobi. In addition he has undertaken courses in Integrated Environmental Impact Assessment and Audit from Kenyatta University, Non-Revenue Water Management from Japan, Utility Regulation and Strategy plus practicing Leadership in a Political Environment both from University of Florida. Further, he also holds professional qualifications in Accounting. Eng Ngugi is a Professional Engineer registered by Engineers Board of Kenya. He was appointed to the Agency on 16th April 2021. He previously worked with Water Services Regulatory Board as the Licensing Manager, Nairobi. His main responsibilities among others include; Overseeing the engagement, management and supervision of contractors and consultants, directing, co-ordinating, controlling and managing the Agency's technical operations and ensuring good maintenance of infrastructure for quality water and sanitation services of Water Service Providers (WSPs) and in close consultation with development partners and other stakeholders ensuring efficient and effective implementation of funded water and sanitation infrastructure.

ENG. ERASTUS WAWERU PRINCIPAL ENGINEER - TECHNICAL PLANNING AND DESIGN

Eng. Erastus Waweru holds a Bsc degree in Civil Engineering from the University of Nairobi. He is currently pursuing his Msc. Civil Engineering (Environmental Health Engineering Option) at the University of Nairobi. He is a registered Professional Engineer, Engineers Board of Kenya (EBK) a Corporate member of Institution of Engineers of Kenya (IEK) and a member of the Chartered Institute of Arbitrators (CIArb). He previously worked with Atkins Consulting Engineers LTD (Formerly Howard Humphreys East Africa Ltd) as a Senior Civil Engineer (Water & Sanitation)

His main responsibilities include; undertaking technical planning and design of water and sanitation infrastructure; development of concept notes and project proposals; undertake pre-and feasibility studies for water and sanitation projects, designing and developing appropriate and cost-effective models for water and sanitation infrastructure; prepare plans with detailed drawings that include project specifications and cost estimates, preparing technical specifications and project tender documents; developing engineering calculations, diagrams and technical reports, marketing of project proposals to potential Development Partners, preparing and implementing of the Agency's quality management system and coordinating preparation of Environmental and Social Impact Assessment (ESIA) Reports ensuring that they are submitted to the relevant institutions for approval.



SAFE DRIVING SAVES LIVES BUCKLE UP!



Focus, always be aware, and follow traffic rules.

TWWDA PRAYER BREAKFAST MEETING

The Monthly Prayer Breakfast meetings have become an integral part of TWWDA in setting the mood for the month for the Agency's staff. It is an interdenominational event which will take place once every month on the first Monday in the month. The aim of the monthly prayer breakfast meetings is to engage, interact, reflect and pray for the Agency in its effort to deliver its mandate.



Rev Henry Shitseswa Lubonga giving his sermon during the Inaugural Prayer Breakfast Meeting

The Agency held its inaugural prayer meeting on 3rd May 2021 led by Rev. Henry Shitseswa Lubonga from P.C.E.A St. Cuthbert's Nyeri in our Nyeri office. The word of the day reminded each and every one of us that we are an important part of the organisation and we all play an important role in the overall success of TWWDA. Our CEO Eng. Phillip Gichuki expressed the importance of putting God first and seeking his guidance in all our endeavours and daily undertakings. He stated that the prayer meeting will be held on a monthly basis.



CEO Eng Phillip Gichuki making his remarks during the 1st prayer breakfast meeting.

The 2nd prayer breakfast meeting held on 7th May was led by Fr. Lucas Gatero from the Catholic Diocese of Nyeri. Speaking during the

event, Fr. Lucas laid emphasis on the need for God in everything that we do. As an Agency, we were called upon to do our part, in line with our mandate, and leave the rest to God. Reference was also made to the book of Nehemiah. It was highlighted as a guide for leadership and good management.



TWWDA staff assembled at TWWDA office grounds for the prayer breakfast meeting.

“Despite our positions in the Agency we are all equal before the eyes of the Lord and He is supreme in our lives,” was Venerable Samuel Mwani Waweru from A.C.K Thingithu Church message during the 3rd breakfast prayer meeting which was held on 5th July 2021. Delivering the sermon Ven Samuel encouraged staff to be faithful servants in undertaking the agency's mandate to develop and maintain sustainable public water and sanitation works in our area of jurisdiction.

The message that has been echoed in the three events is that we need God in all our undertakings as individuals and as an Agency and we should all strive to let God guide our footsteps.



Venerable Samuel Mwani Waweru giving the sermon during the 3rd Prayer breakfast meeting

“Despite our positions in the Agency we are all equal before the eyes of the Lord and He is supreme in our lives,” Venerable Samuel Mwani Waweru

5 WATER COMPANIES RECEIVE EXHAUSTERS WORTH 76.3 MILLION



Tana Water Works Development Agency handed over 8No. Exhausters valued at KES 76.3 million to 5No. Water and Sanitation Companies namely Meru Water and Sewerage Services (MEWASS) in Meru County, Nithi Water and Sanitation Company in Tharaka-Nithi County, Kirinyaga Water and Sanitation Company in Kirinyaga County, Mandera Water and Sanitation Company in Mandera County and Marsabit Water and Sanitation Company in Marsabit County on 15th January 2021.



TWWDA Chairman Hon Joseph M'Eruaki, Central Region Commissioner, Mr Wilson Nyangwanga and CEO, Eng. Phillip Gichuki flagging off the exhausters

“Since devolution we have witnessed population growth in major towns”
Mr. Nyangwanga,
Central Regional
Commissioner

The exhausters were procured under the National Program of Kenya Towns Sustainable Water Supply and Sanitation Program that is being financed by the GOK and African Development Bank. The program is designed to improve access, quality, availability and sustainability of water supply in 19 towns and waste water management services in 17 towns across the country. Under this program, TWWDA is implementing six (6No.) projects at a cost of KES 9.12 billion.



The handing over of the 5 exhausters was conducted at our office in Nyeri and was officiated by the chairmen of the boards of Tana Water Works Development Agency and Northern Water Works Development Agency. The Central Regional Commissioner Wilson Nyagwanga also graced the occasion.

He mentioned that water and sanitation are crucial in towns experiencing population growth. He added that the projects will enhance cleanliness in the areas which will in turn improve the business environment for potential investors



The Managing Director, KIRIWASCO Ephantus Maina receiving the exhaustor handing over documents

Over 298,000 residents across the 5 counties are benefitting from improved sanitation services after the agency donated exhausters to the water companies operating within those counties.

WSPs BREAKFAST MEETING

Eng. Phillip Gichuki our, CEO, invited Water Service Providers (WSPs) within our Board area to a breakfast meeting in Nanyuki. The purpose was for members to discuss matters regarding the projects being implemented in the respective institutions and possible areas of partnership in Water and Sewerage infrastructure development.

Being our key stakeholders, the meeting gave a chance for the various WSPs to voice their opinions and be involved in the process of developing maintaining and managing national public water works within our Agency area.

In his opening remarks, Eng Gichuki emphasized on creating a working relationship between the WSPs and TWWDA. He also wanted them to come up with a plan on how each and every WSP will settle the administrative fee arrears they owe TWWDA.



Eng. Phillip Gichuki giving his opening remarks at the breakfast meeting

Various WSPs did presentations on the projects they were undertaking and the possible areas where TWWDA could contribute. It was clear that WSPs required immense support that targeted the Last Mile Connectivity projects.

CPA Nicholas Kanyeke, the Chief Manager Finance and Resource Mobilization, gave a financial brief.



CPA Nicholas Kanyeke during the breakfast meeting

The institutions were advised to come up with payment plans to settle their existing arrears so as to improve their borrowing power. He pointed out that some of the WSPs had signed an MOU with TWWDA which was working out well.



Eng. Phillip Gichuki giving his opening remarks at the breakfast meeting

Eng. Phillip Gichuki promised to visit the Governors in the respective counties to ease the working relationship between the National Government and the County Governments. He also assured the WSPs that they will be involved in planning future projects and supported through capacity building.

A representative from Institute of Human Resource Management (IHRM) gave a presentation. She spoke on capacity building of WSPs especially on the areas of effective communication and technical skills transfer.

One of our mandates as a State Agency is to provide Technical Services Support and Capacity Building to County Governments and Water service providers on request.



CEO, TWWDA and WSPs representatives at Peaks Hotel, Nanyuki

COVID - 19 RESPONSE

Kenya confirmed its first case of Corona Virus Disease (COVID -19) on 13th March, 2020 and the cases have continued to steadily rise and spread across the country.

The COVID-19 guidelines by the Ministry of Health include institution health and hygiene practices. Good hand-washing and waste management practices, when consistently applied, serve as barriers to human-to-human transmission of the COVID-19 virus in homes, health care facilities, schools, and other public spaces. Safely managed water, sanitation, and hygiene services are an essential part of preventing and protecting human health during infectious disease outbreaks, including the current COVID-19 pandemic.

One of the most effective strategies for increasing pandemic preparedness, especially in resource-constrained settings, is investing in core public infrastructure, including water and sanitation systems. So far, 135 plastic tanks have been donated and distributed among deserving schools by the Agency.

The tanks ranging from 500 - 5,000 liters complete with a tap are placed at strategic positions for the students to easily access, wash their hands and sanitize.

The COVID-19 guidelines by the Ministry of Health include institution health and hygiene practices. Good hand washing and waste management practices

In response to the COVID-19 pandemic the Ministry of Water, Sanitation and Irrigation in conjunction with water sector institutions embarked on Country-wide Hand washing Campaign as part of the National COVID-19 Response Intervention Programme.

Tana Water Works Development Agency has been able to distribute a total of 853 hand washing facilities across Nyeri, Kirinyaga, Embu, Tharaka Nithi and Meru counties. The tanks were distributed in market centers, bus stops, police stations and health facilities.



Meru Primary School students receiving a water tank from TWWDA

The campaign was launched in Meru County on 8th December 2020 by Mr. Beato Migwi, Manager Corporate Communications and Public Relations, TWWDA. The Meru County Chief of staff, Gideon Kimathi thanked TWWDA for the donation of the tanks and expressed his desire for more collaboration in the future. The CECM Education, Linner Nkirote said the donations will go a long way in ensuring the safety of the and fighting the Covid 19 pandemic.

The Manager Corporate Communications and Public Relations handed over the tanks to the county government and laid emphasis on the importance of hand washing.



Donation of water tanks in Meru County launch at the Meru County headquarters

In Tharaka Nithi the hand washing campaign was launched on 9th December 2020 by Dr. Muthoni P. Nkoroi, Board Member, TWWDA. The CECM Education, Hon Sheila Mwende Kiganka said that the tanks will go a long way in assisting to curb the spread of Covid -19 considering the water scarcity in the larger parts of Tharaka Nithi County.



Dr. Muthoni P. Nkoroi, Board Member TWWDA during the launch for donation of tanks in Tharaka Nithi County.



Launch of donation of water tanks in Nyeri County Headquarter Offices



Donation of water tanks in Meru County launch at the Tharaka Nithi County headquarters

Tana Water Works Development Agency in the continued fight against the Covid 19 pandemic also donated 20 tanks to the county government of Nyeri. TWWDA Chief Manager, Finance and Resource Mobilization CPA Nicholas Kanyeke, the Manager Corporate Communications and Public Relations, Beato Migwi, the Governor Nyeri County H.E Mutahi Kahiga accompanied by the CECM Education, Margaret Macharia, CECM Water, Fredrick Kinyua, launched the donation of tanks across Nyeri County.

Mr. Kanyeke assured the Governor that the tanks, whose capacity ranges from 500 litres to 1,000 litres, are durable and will be used in schools post-covid. The tanks which have a capacity of 22,000 litres in total will aid in the fight against Covid-19 pandemic.

While receiving the donation, H.E. Governor Mutahi Kahiga lauded the kind gesture and appreciated the efforts of the national government for working together with the county. "In a bid to fight the Covid- 19 pandemic, we are happy to receive the donation which will be distributed to various ECDEs and other learning institutions in Nyeri. The county government alone cannot win this battle hence we invite the support from the national government," added the governor.


Wash your hands
often with soap and
water for at least
20 seconds

Let's stop the spread of
COVID-19 together!

BOARD TOURS 2021

Situated at the top of the TWWDA's Organization structure is the Board which is made up of the Chairman Joseph M'ruaki and select Board Members who are David Njagi Ngonge(Embu County), Muthoni P. Nkoroi (Tharaka Nithi County) Ms Winfred Mwai (Nyeri County), John Mwangi Ndambiri (Kirinyaga County), Eng. John Muiruri (PS, Ministry of Water, Sanitation & Irrigation), CPA. Edward Wamweya (CS, The National Treasury and Planning) and Peter Nyutu (I.G State Corporations)



Board Members arriving at Marsabit Sewerage Project Site

Between January 3rd and January 8th, 2021, Board members accompanied by TWWDA CEO, Departmental Heads, Project Officers, Water Service Providers teams, Northern Water Works Development Agency (Staff, Chairman and CEO), respective contractors and Consultants for each project took part in a Board tour across seven Counties. The visits were preceded by courtesy calls to County Commissioners and/or Governors' offices in all the Counties.



TWWDA Board members during a courtesy call to the Deputy County Commissioner Murang'a County

They visited Marsabit Water Supply and Sewerage Project in Marsabit County, Isiolo Town Water Supply and Sewerage Project in Isiolo County, Meru Sewerage Project in Meru County, Chuka Water Supply and Sewerage Project in Tharaka Nithi County, Chogoria Water Supply and Sewerage Project in Tharaka Nithi County,



Board Members touring Kayahwe Treatment works the source of Murang'a Urban Last Mile Connectivity Project

Kerugoya-Kutus Water Supply and Sewerage Project in Kirinyaga County, Murang'a South Last Mile Connectivity Project and Murang'a Urban Last Mile Connectivity Project in Murang'a County and Othaya Sewerage Last Mile Connectivity Project in Nyeri County.

The purpose of the tour was to physically view the various projects being implemented by the Agency as well as assess their progress levels against the set timelines.

Between 23rd May and 26th May, 2021, Board Members visited Maua Sewerage Project, Thimangiri Dam and Kianjuri Dam in Meru County, Kieranthi Rock Catchment in Tharaka Nithi County, Mukui Water Supply Project in Embu County, Itangi I and II Dams in Kirinyaga County and Mathira Community Water Projects in Nyeri County.



Board Members at Kieranthi Rock Catchment in Tharaka Nithi County

During this tour, TWWDA Board Members, Chief Executive Officer, Chief Manager Technical Services, Manager Technical Services, Manager Corporate Communications and Public Relations, Corporate Communications and Public Relations Officer and respective Project Officers visited the mentioned projects and engaged the community through barazas held near the project sites.

The aim of the tour was to inspect the projects' progress and get direct feedback, both comments and critiques, from the beneficiaries of the projects.

The Board undertakes several inspection tours within a financial year to water and sanitation projects being implemented by the Agency as well as projects co-supervised by TWWDA and other Water Works Development Agency(s).



TWWDA Board members during a baraza with beneficiaries of Thimangiri Earth Dam

CUSTOMER EXCELLENCE

Staying on top of customer feedback is one of most effective ways to run an organization, as it helps champion the customer experience. A critical factor to an organization's success is ensure that you're delivering the product or service that they need. It makes good business sense then to survey the customers so as to learn about their expectations, perceptions, satisfaction and areas for improvement. Obtaining this kind of data will allow an organization to respond in a timely manner and ultimately satisfy its customers.

In 2020, Tana Water Works Development Agency (TWWDA) carried out a customer satisfaction survey among employees and representatives of various partner institutions such as WSPs, County Government, similar Agencies and key informants (users) to get feedback on services offered by the Agency.

TWWDA's overall Customer Satisfaction Index was 77.9% with an average score for "Handling Challenges" as 71%, an average score for "Quality Management Process" as 78.7%, an average score for "System Improvement" as 61.2%, an average score for "Staff Management" as 78.5%, an average score for "Conflict Resolution" as 77.0%, an average score for "Stakeholder Involvement" as 85.3% and an average score for "Reliability of Supply" as 93.7%.

As part of service delivery, in any organization, paying attention customers by receiving their feedback is crucial. Now more than ever, thanks to the internet and social media, people have become increasingly vocal about their experiences - whether good or bad. When handled appropriately, complaints create avenues to improve operations as well as service delivery.

A Complaints handling committee was formed in April 2019 and as an Agency, received customer complaints have been handled quite well. TWWDA received a compliance certificate from the Commission on Administrative Justice with a composite score of 92% rated VERY GOOD in the Financial Year 2019/2020.

Citizens expectations are set by customer experiences in the larger marketplace. Customer-focused business models with the incorporation of digital and mobile technologies have drastically altered customer expectations. Transformative, dynamic breakthroughs that deliver as expected by customers are required for optimum customer service delivery which is what our agency offers its customers.



**“QUALITY SERVICE
TOWARDS CUSTOMER
SATISFACTION”**

HUDUMA BORA NI HAKI YAKO

As an agency, TWWDA is committed to providing quality services at all times, in the best interest of all our customers. We aim to continually improve our standards in every aspect of our services to the delight of our customers. The Agency is committed to a Citizens' Service Delivery Charter that highlights the services we offer, what is required of anyone who is interested in our services, how much each service costs and how long the Agency will take in providing the service.

In our efforts to implement the Charter, we have put in place a Complaints Handling Policy. The customer complaints have been handled quite well so far.

TWWDA is committed to courtesy and excellence in service delivery and any service rendered that does not conform to the standards listed in the Citizens' Service Delivery Charter or any officer who does not live up to the commitment to courtesy and excellence in service delivery should be reported to us or to the Commission on Administrative Justice.



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



TANA WATER WORKS DEVELOPMENT AGENCY (TWWDA)

MKATABA WA UTOAJI WA HUDUMA YA RAI

Wakala Wa Maendeleo Wa Kazi Wa Maji Wa Tana (TWWDA) imejitolea kutoa huduma bora wakati wote kwa ajili ya wateja wetu wote na kuendelea kuboresha viwango vyetu vya ubora katika kila hali ya huduma zetu ili kuridhisha wateja wetu.

No.	HUDUMA	MAHITAJI YA WATEJA	MALIPO YA MATUMIZI	MUDA
1	Utoaji wa habari/kushughulikia maswali/kushughulikia barua (Upatikanaji wa taarifa)	Toa ombi au tembelea ofisi za Halmashauri ya Maji Ya Tana (TWWDA). Tembelea mtandao wa Halmashauri ya Maji Ya Tana (TWWDA) www.tanawwda.go.ke	Bure	Tembelea – dakika 15 ndahalishi – siku moja ya kazi. Ombi la kutumwa – hadi siku saba za kazi. Ziara ya nyanjani chini ya siku 15.
2	Huduma za haraka kwa wateja (Upatikanaji wa huduma bora)	Tembelea ofisi zetu na uilize huduma	Bure	Dakika 30
3	Utoaji wa huduma za maji na usafi hutoa habari/ushauri wa huduma za mageuzi ya sekta ya maji.	Kutoa maombi/shughuli	Bure	Dakika 30
4	Kuwasilisha matokeo ya zabuni (tenda)	Maombi lazima yawe yametunwa/zabuni kuwasilishwa	Bure	Siku 21 kuanzia tarehe ya mwisho ya utaratibu wa zabuni.
5	Kushughulikia malalamiko	Malalamiko ya mdomo kusajiriwa na kuwekwa kwa kisanduku cha maoni au barua itumwe.	Bure	Hadi siku 21 za kufanya kazi
6	Malipo kwa watoa ruzuku/washauri	Toa bidhaa/huduma/kazi upokezi wa nyaraka sahihi/upeleleji/kutoa bali/LPO au kandarasi iliyotiwa sahihi	Bure	Siku thelathini (lakini siyo kwa maktaba bayana)
7	Fursa ya Mafunzo na mafunzo ya viwanda	Fanya maombi rasmi yaliyoandikwa, ambatisha hati zinazohitajika.	Bure	Siku kumi na nne (14) za kazi (lakini siyo kwa maktaba bayana)

WEKA MAZINGIRA YAKO SAFI

Kujitolea Kwa Cheo na Uora Katika Utoaji wa Huduma

"Huduma zisizoambatana na viwango vilivyotajwa hapo juu ama afisa ambaye hajitolei kutoa huduma bora wakati wote kwa ajili ya wateja ili kuwaridhisha watafute usaidizi kutoka kwa:

a) Afisa Mtendaji Mkuu

Wakala Wa Maendeleo Wa Kazi Wa Maji Wa Tana, Maji House, Barabara ya Baden Powell, Sanduku la Barua 1292-10100 NYERI, Simu: 061-2032282/0724259891, Nukulishi 061 2034118
Barua pepe: info@tanawwda.or.ke Mtandao: www.tanawwda.go.ke

b) Katibu wa Tume/Afisa Mtendaji Mkuu

Tume ya Utawala wa Haki, West End Towers, Westlands
Sanduku la Barua 20414-00200, Nairobi Simu: +254020 2270000
Barua Pepe: certificationpc@ombudsman.go.ke
Mtandao: www.ombudsman.go.ke

HUDUMA BORA NI HAKI YAKO



TWWDA ni ISO 9001:2015

WHO WE ARE



ABOUT US

Tana Water Works Development Agency (TWWDA) is one of the nine (9) Water Works Development Agencies established under the Ministry of Water, Sanitation and Irrigation. TWWDA's area of geographic jurisdiction is five (5) Counties namely; Nyeri, Kirinyaga, Embu, Tharaka-Nithi, and Meru. The total area of coverage is 17,193 Km² with a total population of 3,917,065 as per the 2019 Kenya Population and Housing Census.

The Agency focuses on the attainment of sustainable access to quality water and enhanced sewerage services for all residents within the area of its jurisdiction through development, maintenance and management of national public water works.



Tana Water Works Development Agency.
Maji House, Baden Powell Road
P.O.Box 1292-10100 Nyeri, Kenya



info@tanawwda.go.ke



www.tanawwda.go.ke



061-2032282



+254 724 259 891



@tanawwda



@tanawaterworksagency



Tana Water Works Development Agency

© TANA WATER WORKS DEVELOPMENT AGENCY

**MAJI HOUSE, BADEN POWELL ROAD
P.O.BOX 1292 - 10100
NYERI**

TEL: 061-2032282

Mobile: 0724259891

Email: info@tanawwda.go.ke

Website: www.tanawwda.go.ke



TW WDA IS ISO 9001:2015 CERTIFIED



A team demonstrating team work during a Carho Net team building Exercise



Tree planting at KESAL grounds



TOO
EVERYONE
ACHIEVES
MORE

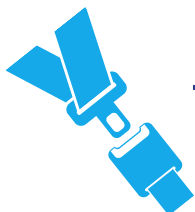




TYWDA IS ISO 9001:2015 CERTIFIED



SAFE DRIVING SAVES LIVES BUCKLE UP!



Focus, always be aware, and follow traffic rules.