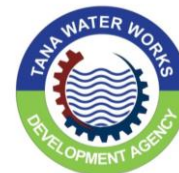




TANA WATER WORKS DEVELOPMENT AGENCY (TWWDA)



CITIZENS' SERVICE DELIVERY CHARTER FY 2021/2022

S/No	Service /Good	Requirements to obtain service/Good	Cost of service /Good	Timeline
1.	Access to information	<ul style="list-style-type: none"> Make a formal request to the CEO or visit TWWDA offices. Visit TWWDA website and fill a request form www.tanawwda.go.ke 	Free	<ul style="list-style-type: none"> Visit – 15 minutes E-mail – 1 working day Mailed request – 7 working days If field visit- within 15 working days
2.	Technical Support and Capacity Building to County Governments, Water Service Providers and Community Water Projects	<ul style="list-style-type: none"> Make a formal request in writing to the CEO 	Free	<ul style="list-style-type: none"> Dependent on assignment
3.	Offer procurement opportunities	<ul style="list-style-type: none"> Be eligible Participate in the process Be responsive 	Download tender documents- Free Obtain tender documents from the office-Kshs 1000/=	Within 21 days from the date of concluding the tendering process
4.	Complaints Handling	<ul style="list-style-type: none"> Register complaint verbally, or in writing Put in suggestion boxes, e-mail , Website or make normal correspondence 	Free	<ul style="list-style-type: none"> Acknowledge within 7 working days. Investigation – 15 working days. Appeal case – 30days
5.	Make payment to suppliers and other external providers	<ul style="list-style-type: none"> Must have supplied goods/services/works Submit payment documentation 	Free	Within 30 days (except for special contracts)
6.	Internship and Industrial attachment opportunities	<ul style="list-style-type: none"> Must be eligible Make a formal written application to the CEO 	Free	Within 14 working 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 commitment to courtesy and excellence in Service Delivery should be reported to:

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

Email: info@tanawwda.go.ke or tanawaterboard@yahoo.com

Website: www.tanawwda.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 NI HAKI YAKO



TWWDA is ISO 9001:2015