



## Process Documentation for technical services and capacity building to county governments and water service providers

 REPUBLIC OF KENYA	 TANA WATER WORKS DEVELOPMENT AGENCY		
<b>Institution/Organization Name:</b>	<b>Tana Water Works Development Agency</b>		
<b>Affiliations; Ministry / Department/ County/Parent Company:</b>	<b>Ministry of Water, Sanitation and Irrigation</b>		
<b>Economic Sector Alignment:</b>	<b>Enabler</b>		
<b>Big 4 Alignment:</b>	<b>Enabler</b>		
<b>Accounting Officer:</b>	<b>Chief Executive Officer</b>		
<b>Period: FY</b>	<b>FY 2021-2022</b>		
<b>Process Documentation</b>			
<b>Service Name</b>	<b>TECHNICAL SERVICES AND CAPACITY BUILDING TO COUNTY GOVERNMENTS AND WATER SERVICE PROVIDERS</b>		
<b>Brief Description Document Purpose/Service</b>	The purpose of this procedure is to ensure timely, effective and efficient provision of Technical Services and Capacity Building to the County Governments and Water Service Providers.		
<b>Document Control:</b>	Revision No: 02 Issue No : 02		
<b>Process Owner:</b>	The Chief Manager, Technical Services shall be responsible for the adequacy and effective implementation of this procedure. The Standard Operating Procedure is applicable to all TWWDA Departments/Divisions.		
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<b>STEPS/FLOW/SEQUENCE</b>			
<b>Step</b>	<b>Event/Activity/Action</b>	<b>Time/ No. Of Days</b>	<b>Actor</b>

1.	Request is made by County Government or Water Services Provider (WSP) or a community water project for the provision of technical services and Capacity building within TWWDA area of jurisdiction	This is dependent on the nature of Service requested, It is within realistic timelines	County Government or WSP
2.	The Departmental /Divisional head receives the request and delegates to the responsible Technical officer.	1 day	Departmental/Divisional Head
3	The Technical Officer prepares plans for execution of the technical services and capacity building.	7 days	Technical Officer
4	The Technical Officer informs the entity requiring the Technical services through email or letters of their required preparedness towards the provision of the service required.	1 day	Technical Officer
5	The Technical Officer undertakes the assignment as required.	As per plan	Technical Officer
6.	The Technical Officer prepares a report and submits the report to the Chief Executive Officer through the Departmental/Divisional Manager for information and necessary action.	3 days after assignment	Technical Officer

#### EXCEPTIONS TO THE NORMAL FLOWS

Title	No.	Description	Time	Actor
Trigger 1: When the Water Service Providers requests for service or goods that the Agency does not have due to financial constraints or is not within our mandate.	1.	Request for Non-Revenue Water Management equipment or Water permit		
(if any other, add rows)				

#### Process Maps/Visuals

Business process flowcharts/ swim lanes/screen shots

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**Flow Chart for technical services and capacity building to county governments and water service providers**

