



TANA WATER WORKS DEVELOPMENT AGENCY (TWWDA)



CITIZENS' SERVICE DELIVERY CHARTER

Tana Water Works Development Agency (TWWDA) will fulfill its commitments and progressively improve customer experience.

S/No.	Service Rendered	Requirements to obtain service	Cost of service	Timeline
1.	Access to information	<ul style="list-style-type: none"> Put a written request or visit TWWDA offices. Visit TWWDA website www.tanawwda.go.ke 	Free	<ul style="list-style-type: none"> Visitor - to be attended to within 15 minutes Acknowledge E-Mail within one (1) day Mailed request – 7 working days If field visit- within 15 working days
2.	Technical Services and Capacity Building support to Community Water Projects, Water Services Providers and County Governments	<ul style="list-style-type: none"> Make a formal request in writing to the CEO 	Facilitation Allowance dependent on support requested	<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 	Free if downloaded Hard copies Kshs1000/= if obtained from the office	Communicate to bidders within 30 days from the tender opening date
4.	Complaints Handling and Grievances Redress	<ul style="list-style-type: none"> Register complaint/Grievance verbally or in writing Put in suggestion box, E-mail , Website 	Free	<ul style="list-style-type: none"> Acknowledge with 7 working days. Investigation – 15 working days. In case of an appeal case – 30 days
5.	Make payment to contractors, Service providers and suppliers	<ul style="list-style-type: none"> Supplied goods, rendered services or implemented 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 	Free	Respond within 14 working days

WE ARE COMMITTED TO COURTESY AND EXCELLENCE IN SERVICE DELIVERY

Any service/goods/works 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
Web: 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