

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.	Technical Services and Capacity Building support to Community Water Projects, Water Services Providers and County Governments	Make a formal request in writing to the CEO	- Facilitation - Allowance dependent on support requested	Dependent on assignment
2.	Water Bowser Service	- Service request/application - Payment through eCitizen - Provide delivery location and contact details	- Within Nyeri Town - Ksh 10,000 - Within 15 Km from Nyeri Town - Ksh 10,000 - Beyond 15 Km from Nyeri Town - Ksh 350 per Km	Within 2 days
3.	Registration of suppliers	Complete submission of required documents	Free	30 days
4.	Response to tender application	Completion and submission of tender documents	Free	As per advertisement
5.	Processing of tenders	Submit bids for works, goods and services	Free	90 days
6.	Notification of successful and unsuccessful bidders	Access the public procurement portal for the notification	Free	1 day
7.	Make payment to contractors, service providers and suppliers	- Supplied goods, rendered services or implemented works - Submission of invoice/ delivery note/ Payment certificate	Free	Within 30 days (except for special contracts and subject to availability of funds)
8.	Disposal of obsolete stores	Submission of bids	Free	60 days from the date of advertisement
9.	Response to and resolution of Complaints and Grievances Redress	- Register a complaint verbally or in writing - Post a complaint in the comment box - Submit via website or email	Free	- Acknowledge within 7 days. - Investigation – 15 days. In case of an appeal case – 30 days
10.	Public participation in policy-making process	Familiarization with issues and active participation	Free	1 day
11.	Recruitment of staff	Make a formal application based on the advert	Free	90 days
12.	Processing requests for information	Make a request for information	- Soft Copy -Free - Hard copy-cost is subject to the expense of availing the requested information	21 days
13.	Response to correspondences	- Submit physically (Walk-in) - Submit through Phone Calls (Landline/any other official line) - Submit through Written (letters) - Email and social media (X, Facebook, Instagram, LinkedIn)	Free	- Walk in Correspondences - 15 minutes - Phone Call Correspondences - 2 minutes - Written (letters) Correspondences - 5 Days - Email and social media (X, Facebook, Instagram, LinkedIn Correspondences- 1 day

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:0724259891
Email: info@tanawwda.go.ke
Website: www.tanawwda.go.ke

The Commission Secretary/Chief Executive Officer, Commission on Administrative Justice,
2nd Floor, West End Towers, Waiyaki Way, Westlands.
P.O. Box 20414-00200 Nairobi
Tel: +254 (0)20 2270000/2303000
Email : complain@ombudsman.go.ke
Website: www.ombudsman.go.ke

HUDUMA BORA NI HAKI YAKO



TWWDA is ISO 9001:2015 Certified