



# TANA WATER SERVICES BOARD

## CITIZEN SERVICE DELIVERY CHARTER

Tana Water Services Board 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.

NO.	Service Rendered	Client Requirements	User Charges (Kshs)	Timeliness
1	Provision of information/attendance to enquiries/Handling correspondences	Put a request or visit TWSB offices. Visit TWSB website <a href="http://www.tanawsb.or.ke">www.tanawsb.or.ke</a>	Free	Visit – 15 minutes E-mail – 1 working day Mailed request – up to 7 working days If field visit- less than 15days
2	Provision of water and sanitation services Provide information/advisory services on water sector reforms	Raise requests/Concern	Free	30 minutes
3	Contracting of effective water service providers (WSP)	Legal registration by Attorney General as a Limited company or Society Obtain list of requirements from TWSB offices	Free	With all necessary documents- Interim Services provision agreement – 5days
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 7 working days
6	Make Payment to suppliers/Consultants	Supply goods/services/ Works, Receipt of proper documentation (Delivery, Invoice, signed LPO, etc)	Free	Within 30 days (except for specified contracts)
7	Prompt service to visiting clients	Visit our offices and seek a service	Free	30minutes

### “Commitment to Courtesy and Excellence in Service Delivery”

Any service 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 Services Board, P.O. Box 1292 – 10100, Nyeri, Maji House, Baden Powell Road,  
Tel: 061-2032282/0724259891, Fax 061- 2034118

E-mail : [info@tanawsb.or.ke](mailto:info@tanawsb.or.ke), Web: [www.tanawsb.or.ke](http://www.tanawsb.or.ke), Hotline Numbers: 0732 661 899/0775 810 654

#### b)The Commission Secretary/Chief Executive Officer

Commission on Administrative Justice, 6<sup>th</sup> Floor, Prime Minister’s Building, Nairobi

P.O. Box 20414-00200, Nairobi

Tel: +254020 2270000

Email: [certificationpc@ombudsman.go.ke](mailto:certificationpc@ombudsman.go.ke)

Web: [www.ombudsman.go.ke](http://www.ombudsman.go.ke)

**HUDUMA BORA NI HAKI YAKO**