



CITIZENS' SERVICE DELIVERY CHARTER

WATER FOR GENERATIONS

Mikindani Street, Off Nkrumah Road
P.O. Box 90417- 80100
MOMBASA



6th Edition 2021

THE PURPOSE OF OUR SERVICE CHARTER

Our Customer Service Charter sets out our commitment to provide you with quality and efficient services. You will be able to:

- Learn about our Vision, Mission, Core Mandate and Core values
- Know your rights with regard to our services
- Know how to contact us, make complaints and obtain information
- Know how you as a customer can contribute towards our efficiency

WHO WE ARE

The Coast Water Works Development Agency (CWWDA) is a state corporation created under the Ministry of Water and Sanitation pursuant to the Water Act of 2016. The Coast Water Works Development Agency transited from the Coast Water Services Board (CWSB) on 3rd May 2019.

Under the Water Act of 2016 the mandate of the Agency is to develop and maintain sustainable water and sanitation infrastructure within the Coast region. The functions of CWWDA are geared towards achievement of the Vision 2030, Sustainable Development Goals and the Big Four Agenda,

The area of jurisdiction of the Coast Water Works Development Agency covers (6) six counties namely Mombasa, Kwale, Kilifi, Taita, Tana River and Lamu. CWWDA partners with seven (7) Water Service Providers (WSPs) in the region, to bring water closer to you. These are:

1. Kilifi-Mariakani Water & Sewerage Company (KIMAWASCO)
2. Kwale Water & Sewerage Company (KWAWASCO)
3. Lamu water & Sewerage Company (LAWASCO)
4. Malindi Water & Sewerage Company (MAWASCO)
5. Mombasa Water Supply and Sanitation Company (MOWASSCO)
6. Tana Water & Sewerage Company (TAWASCO)
7. Taveta-Voi Water and Sewerage Company (TAVEVO)

The following are the services provided for you by the above mentioned WSPs:

- New water supply connections for households and institutions
- Disconnections and reconnections of water supply
- Issuing of licenses to operate water kiosks
- Water meter reading, relocation, replacement or testing
- Attending to leaks and bursts along water pipelines
- Water quality testing
- Sewerage facilities e.g. unblocking sewers

For further enquiries please contact your respective WSP

OUR VISION

To be a World Class water and sanitation infrastructure development agency

OUR MISSION

To develop quality water and sanitation infrastructure and offer bulk water services for a sustainable economy and social growth.

OUR CORE VALUES

We shall endeavor to provide services according to the following values:

Teamwork

Integrity

Professionalism

Accountability

Customer focus

Transparency

OUR STATEMENT OF CUSTOMER COMMITMENT

We value each customer equally and so we commit to you that we will conduct our business in a professional, efficient and courteous manner.

1. Communicating with you

We commit to efficient and timely communication with our customers

- Office hours – Monday to Friday 0800hrs to 1230hrs and 1400hrs to 1630hrs
- Telephone calls – We shall answer calls within 30seconds
- Oral Mail – We shall acknowledge in writing within 14days from date of receipt.

2. Information Access

The Agency's information will be accessible to you on our website on www.cwwda.go.ke, on our Facebook page and Twitter handle as well as during our stakeholders' engagement forums. Subject to Section 6 of the Access to Information Act of 2016, the Board shall facilitate you to access information held. Please note that the Access to Information Register is available at the office of the Corporate Communications Officer for your use.

3. Procurement

We shall:

- Adhere strictly to the Public Procurement and Disposal Act 2005.
- Ensure 30% of the government tenders are allocated to the youth and women enterprises and that 2% of the 30% are reserved for Persons with Disabilities

4. Interruptions to water supply

We will promptly inform you of any water supply interruptions resulting from our works through our social media pages. We shall also inform the concerned water utilities.

5. Listen to you

Please feel free to air your views about our services. A suggestion box is available at our offices. You may also use our email or Facebook page (inbox).

6. Emergency Response

We will provide alternative supplies using water boozers during disasters such as cholera outbreaks or drought.

7. Services to vulnerable groups

We shall strive to make our services sensitive to the needs of our customers who are physically challenged.

8. Corruption Eradication

The Agency is committed to fighting corruption. Please note that we have corruption reporting boxes strategically located around our offices.

9. COVID-19 Protocols

CWWDA is committed to keeping the Corona virus at bay by ensuring that all the COVID – 19 Government Regulations and Protocols are followed to the letter. We expect our customers to equally observe the protocols within our office premises.

HOW YOU CAN HELP US SERVE YOU BETTER

We request our customers to:

- Treat our employees courteously
- Allow authorized Water Service Providers' staff access to your meter for the purposes of meter reading and maintenance
- Keep your meter area clean for easy access and reading
- Pay your bills promptly
- Report all leakages you see in your area
- Report all illegal connections
- Report all cases of vandalism of water infrastructure
- Use water responsibly – for example water that has been used to wash clothes can be used to clean the house.
- Please feel free to make use of our anti-corruption boxes and suggestion boxes that have been placed strategically for your convenient use at our premises.

HANDLING COMPLAINTS

Customers are encouraged to raise relevant issues in form of compliments, complaints, enquiries, observations and suggestions to any one of the contact staff as per our contacts guide as follows:

OUR CONTACTS

Lodge all your issues/complaints at any one of the Water Service Providers (WSPs) in your area. In case issues are not resolved to your satisfaction, our Chief Executive Officer is readily available, and can be contacted on the following numbers:

Postal Address	The Chief Executive Officer P.O. Box 90417-80100 Mombasa
Telephone No	041-2315230
Physical Address	Mikindani Street, Off Nkurumah Rd , Mombasa
Website	www.cwwda.go.ke
E-mail	info@cwwda.go.ke

We have a dedicated Customer Complaints Desk which can be accessed through the following contact:

Complaints Desk Email	complaints@cwwda.go.ke
------------------------------	-------------------------------

Please feel free to seek assistance from the following officers of the Coast Water Works Development Agency:

The Technical Services Manager	P.O. Box 90417-80010 Mombasa Telephone No: 041-2315230
Corporate Communications Officer	P.O. Box 90417-80010 Mombasa Telephone No: 041-2315230

If you are dissatisfied with your complaint resolution please feel free to contact the Commission on Administrative Justice through the following contacts:

The Commission on Administrative Justice “Office of the Ombudsman”	West End Towers, 2nd Flr, Waiyaki Way, Westlands. P. O. Box 20414 – 00200 NAIROBI Tele: 020-2270000, 020-2303000 Toll free no. : 0800221349 SMS Short Code No.: 15700 Email: info@ombudsman.go.ke
---	--

PROMOTING NATIONAL COHESION & NATIONAL VALUES



Sustainable development – Replacing a pipeline



Caring for the marginalized - Ramps for the physically challenged



Participation by the people – A stakeholders meeting



Providing Human Dignity - Rehabilitated sewerage systems

Wash your hands regularly with soap and clean water to minimize risk of contracting the Corona virus

CITIZENS' SERVICE DELIVERY CHARTER

S/n	DESCRIPTION OF SERVICE	CUSTOMER REQUIREMENTS	CHARGE	TIMELINESS
1. LABORATORY SERVICES				
a.	Chemical Analysis – sample is registered, tested and results availed	Customer brings 1litre of the sample in a plastic container	Kshs 1,000/=	2days
b.	Bacteriological Analysis – sample is registered, tested and results availed	-Customer collects a sterile bottle from the CWWDA laboratory and submits the sample before six (6) hours elapse.	Kshs 2,000/=	3days
c.	Contamination in bulk piped water – sample collected in a sterile bottle, registered, tested and results availed	-Complaint lodged at the CWWDA Laboratory. -Complainant to accompany Board staff to water point for sample collection	Free	4 days
d.	Contaminated water source e.g. river, dam borehole – sample is registered, tested and results availed	-Complaint logged at the CWWDA Laboratory - Complainant to accompany Board staff to water point for sample collection Note: -If sample is of public nature or out cry -If complainant is a private institution	Free Free Kshs 3000/=	4days
2 PROCUREMENT OF CONSULTANCY SERVICES				
a.	Advertisement of Expression of Interest (E.O.I) in local dailies & website	-Prospective consultant to apply as per the advertisement	Free	21days
b.	Evaluation of short listed candidates	-	Free	7days after end of E.O.I period
c.	Request for Proposal (RfP) for shortlisted candidates	-Shortlisted candidates to submit Proposals	Free	41days after end of E.O.I period
d.	Technical evaluation	-	Free	14days after expiry date of proposal submission
e.	Combined Technical and Financial Evaluation	-	Free	3days after end of technical evaluation
f.	Notification of evaluation results	-Candidates to accept/reject evaluation results	Free	
3 PROCUREMENT OF CONTRACTORS				
a.	Advertisement in local dailies/website	-Submission of application as per advertisement	Free	14days
b.	Purchase of tender document or Download tender document from CWWDA website	-Prospective candidates may purchase tender documents from CWWDA offices -Bidder accesses/downloads the tender document from CWWDA website	Kshs5,000 Free	14days 14days
c.	Evaluation	-	Free	14days after lapse of application period
d.	Notice of evaluation	-Candidate to accept/reject evaluation results	Free	14days after evaluation
e.	Contract signing	-Successful candidate to sign the contract document	Free	7days after acceptance for successful candidate
f.	Commencement of works	-Contractor to mobilize resources at site	Free	14days after contract signing
4 SUPPLY OF GOODS & SERVICES				
a.	Advertisement for Prequalified Suppliers in local dailies/website	-Submission of applications as per advertisement	Free	21days
b.	Evaluation and shortlisting of candidates	-	Free	
5 PAYMENT OF GOODS & SERVICES				
a.	Consultancy Services	-Consultant to raise an invoice and await payment	Free	28days
b.	Works Contract	-Contractor to raise certificate and await payment	Free	56days
c.	Supply of goods	-Supplier to raise invoice and await payment	Free	30days
6 DISCLOSURE OF INFORMATION TO THE PUBLIC				
a.	Release of Board information to the public subject to Sec.6 of the Access to Information Act	-Customer requests for information access in writing or otherwise (incases of customer disability or literacy levels) -Customer request captured on request for information form	Equivalent to cost of making copies & other incidentals	20days (or immediately if it concerns life/liberty of applicant)
b.	Declining release of information	-	Free	20days
c.	Transfer of request to another entity	-	Free	7days

IT IS YOUR RIGHT TO DEMAND FOR EFFICIENT SERVICES
HUDUMA BORA NI HAKI YA