



CUSTOMER'S SERVICE CHARTER

STOP THE DRIP. SAVE THE DROP 

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



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 making us more efficient

WHO WE ARE

Coast Water Services Board is a state corporation created under the Ministry of Water and Irrigation pursuant to the Water Act 2002. The Board became operational on 27th February 2004 through Gazette Notice No. 1328.

In accordance with the Water Act, the Coast Water Services Board is the sole licensee for the provision of water and sewerage services in the Coast Region. However, the Board does not provide these services directly but does so through contracted competent Water Service Providers.

The area of jurisdiction of the Coast Water Services Board covers (6) six counties. These are Mombasa, Kwale, Kilifi, Taita, Tana River and Lamu.

The Coast Water Services Board has contracted seven urban Water Service Providers (WSPs) namely:

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

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 leader in water and sanitation infrastructure development in the country.

OUR MISSION

To ensure quality, sustainable and affordable water and sanitation services through infrastructure development and management.

OUR CORE VALUES

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

Teamwork

Integrity

Professionalism

Accountability

Transparency

Customer focus

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

All the Board's information will be accessible to you on our website on www.cwsb.go.ke, on local media and during our stakeholders' forums.

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.

4. Interruptions to water supply

Customers will be promptly informed of any water supply interruptions resulting from our works through the local radio stations.

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 telephone lines.

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.

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 all meters at all times for the purposes of meter reading and maintenance
- Keep your meter area clean for easy reading
- Give us all the appropriate information so that we can deal with your enquiry timely and effectively
- Pay your bills promptly
- Report all leakages you see in your area
- Report all illegal connections
- Report all cases of vandalism of our 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.

OUR CONTACTS

Lodge all your issues/complaints at any one of our contracted 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:

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

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

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|------------------------------|------------------------------|
| Complaints Desk Email | complaints@cwsb.go.ke |
|------------------------------|------------------------------|

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

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|---|--|
| 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 |
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We also have a dedicated Anti-Corruption number. Please report any acts of corruption to this number as hereunder:

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|-------------------------------|-------------------|
| Anti-corruption Number | 0706799026 |
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Please feel free to seek assistance from the following officers of the Coast Water Services Board:

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|---|---|
| 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 |

ADDRESSING CUSTOMER NEEDS



Pipeline replacement – Increasing Water



Ramps for the physically challenged



Increasing water production (newly installed pumps at the Baricho Water Treatment Plant)



Rehabilitated sewerage systems – Addressing sanitation issues

CITIZEN SERVICE DELIVERY CHARTERS

| S/N | Description of Service | Customer Requirements | Charge (Kshs) | Timeliness |
|---------------------------------|---|---|---|-------------------------------------|
| 1. WATER TANKER SERVICES | | | | |
| a | Kilifi County – (water boozier (20m ³ or 20,000 liters capacity) | -Individuals, communities or companies apply either by phone or in writing | For supply around Kilifi town and its environs 8,500 being 3,000 for the commodity and 5,500 for transport and fuel For supply outside the town environs 10,500 being 3,000 for the water and 7,500 for transport and fuel | Average 6hrs |
| b | Tana River County– water boozier (18m ³ or 18,000 liters capacity) | -Individuals apply either by phone or in writing -Communities apply either by phone or in writing plus receipt from revenue collector | Free but to fund fuel for the boozier depending on distance 500 and also to fund fuel for the boozier depending on distance | Average 4hrs |
| c | Taita County | -Individuals apply either by phone or in writing -Communities apply either by phone or in writing plus receipt from revenue collector | Free but to fund fuel for the boozier depending on distance 3000 for fuel and 250 for the water (10,000 liters) | Average 6hrs |
| 2. LABORATORY SERVICES | | | | |
| a | Chemical Analysis | Customer brings 1litre of the sample in a plastic container | 1,000 | 2days |
| b | Bacteriological Analysis | -Customer collects a sterile bottle from the laboratory and submits the sample before six (6) hours elapse -Laboratory staff registers the sample in the sample register | 2,000 | 4days |
| c | Contamination in piped water. | -Verbal complaint from customer either in the lab or customer care -Sample tested -Artisan/pipefitters isolate the affected area then identify the possible point of contamination -Repair is done followed by disinfection of the entire line -A final test is then done to ascertain the safety of the water in the pipe line | Free Free Free | Maximum of 4 days |
| d | Complaint on contaminated water source e.g. river, dam borehole. | -Complaint logged at the CWSB Laboratory -CWSB laboratory officers go to collect samples for investigation -Sample tested - If sample is of public nature or out cry -If complainant is a private institution | Free Transport to be provided by complainant Free Free 3000 | Immediate Immediate 4days |

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

Feel free to contact our Customer Complaints Desk on complaints@cwsb.go.ke