
 REPUBLIC OF KENYA	COAST WATER WORKS DEVELOPMENT AGENCY CUSTOMER SERVICE CHARTER <i>WATER FOR GENERATIONS</i>		
LABORATORY SERVICES	CUSTOMER REQUIREMENTS	COST (KSHS)	TIME FRAME
Chemical Analysis for water sample	One (1) liter of the water sample in a plastic container	1,000	2 days
Bacteriological Analysis for water sample	a) Collect a sterile bottle from the CWWDA laboratory b) Submit the water sample before six (6) hours elapse.	2,000	3 days
Testing contamination in the bulk water pipelines	a) Lodge complaint at the CWWDA laboratory. b) Complainant to accompany CWWDA staff for sample collection	Free	4 days
Testing contamination in water source e.g., river, dam, borehole	Requirements are as above. However:		4 days
	If it is a public outcry	Free	
	if complainant is a private institution	3,000	
YOU HAVE A RIGHT TO QUALITY SERVICES			
Email- complaints@cwvda.go.ke Office of the Ombudsman - info@ombudsman.go.ke			