

CITIZENS' SERVICE DELIVERY AND STANDARDS CHARTER

S/No.	Customer support Services	Customer Obligation	Cost of service	Timeline
1	Response to phone calls(Landline or any other official line)	Make a phone call	Free	15 Seconds
2	Response to enquiry by Walk-in clients	Walk-in and make enquiry	Free	1 minutes
3	Response to correspondence	Written correspondence(letters)	Free	5 working days
		Email and Social Media (X, Facebook & YouTube)	Free	1 working day
4	Response to public complaints and grievances	Make complaint	Free	1 working day
5	Resolution of complaints	Make verbal or written Complaint i. Register complaints; put in suggestion box ii. Submit complaint to info@tanathi.go.ke iii. Call 0792048012	Free	1 working day
6	Registration of Suppliers	– Duly filled application form – Company Profile – Certificate of Incorporation/registration – Pin certificate – Valid Tax compliance certificate/Exempt – Original Bank Statement – Copy of certificate of registration with relevant regulatory bodies – Non-refundable fee payment receipt – Copies of annual returns form filled by company registry – National ID/Passport	Free	14 working days
7	Processing of tendering	Submission bids for goods and Services	Free	90 working days
8	Notification of successful and unsuccessful bidders	Access e-procurement portal for notification	Free	1 working day

9	Payment for goods and services received	-LPO/LSO/invoice -Certificate of completion/Goods/services Received	Free	60 working days from the date of receipt of the invoice
10	Disposal of obsolete Stores	Submission of bids	Free	60 working days from the date of advertisements
11	Public participation in policy -making process	Familiarization with issues and active participation	Free	1 day
12	Recruitment of staff	Make formal application based on advert	Free	90 working days
13	Processing of request information	Make request for the information	Free	21 working days
14	Hydro-geological survey	Formal request for hydrological survey.	Transport and subsistence allowance for officers	10 working days
15	Supervision of drilling works	Formal proof of hydrogeological survey of works and approved reports	Transport and subsistence allowance for officers	30 working days
16	Training and capacity building of County government & Water Service Providers	Formal request	Free	14 working days
17	Information sharing	Access to website, formal request	Free	Online/instant

Any service that does not conform to the above standards or an officer who does not live up to the commitment to courtesy and excellence in service delivery should be reported to:

Chief Executive Officer

Tanathi Water Works Development Agency

KIDP Building, Kalawa Road.

P.O. Box Private Bag 90200, Kitui.

Tel: +254 792048012

Email: info@tanathi.go.ke

Website: www.tanathi.go.ke

Working Hours (8:00 am -5:00 pm Monday –Friday)

OR

The Commission Secretary

Commission of Administrative Justice

2nd. Floor West End Towers opposite Aga Khan High School, off Waiyaki way, Westlands

P.O Box 20414-002 Nairobi.

Tel: +254 202270000 / 0800 221349 (Toll free)

Email: info@ombudsman.go.ke / complaint@ombudsman.go.ke

Online complaint portal: cmis.ombudsman.go.ke

Working Hours (8:00 am -5:00 pm Monday –Friday)