



TANATHI WATER WORKS DEVELOPMENT AGENCY

SERVICE DELIVERY CHARTER

Vision Statement

Universal access to adequate, clean & safe water and sanitation.

Mission Statement

To develop, maintain and manage national public water and sanitation infrastructure within our area of jurisdiction to achieve sustainable socio-economic development.

Core Values

- Integrity
- Equity
- Sustainable Development
- Professionalism
- Innovativeness
- Teamwork

Our Mandate

Tanathi Water Works Development Agency derives its mandate from section 68 of the Water Act 2016. The powers and functions of the Agency are:

- Undertake the development, maintenance and management of the national public water works within the area of jurisdiction;
- Operate the water works and provide water services as a water services provider until such a time as responsibility for the operation and management of the water works are handed over to a county government, joint committee, authority of county governments or water services provider within whose area of jurisdiction or supply the waterworks is located;
- Provide reserve capacity for purposes of providing water services where pursuant to section 103, the Regulatory Board orders the transfer of water services functions from a defaulting water services provider to another licensee;
- Provide technical services and capacity building to such county governments and water services providers within the area as may be requested; and
- Provide technical support to the cabinet secretary in the discharge of his or her functions under the Constitution of Kenya and the Water Act.

Our Core Business

Our core business revolves around the development of water supply infrastructure, sewerage and sanitation services.

Customer Feedback & Handling Complaints

Customers are encouraged to forward their complaints, suggestions and compliments to the Chief Manager, Corporate Services through the physical address, in person, post, telephone, e-mail or the Agency's website.

Response to compliments, complaints and suggestions

- TAWWDA will acknowledge receipt of all these aspects and handle them within thirty (30) days.
- Any complaint not in the line with our mandate will be referred to the appropriate institution promptly for action.

Rights of our Clients

- **Information:** The customer has right to full and complete information from the relevant departments of the Agency.
- **Services:** Clients have a right to efficient and timely services from the Agency.
- **Enquiry Responses:** All enquiries are responded to promptly with the necessary information with respect to the nature of the enquiry.
- **Security of data/information for client:** All data/information shall be stored secured in accordance with the law and shall only be used within the context of which it was collected.

TAWWDA has undertaken the following:

- Placed suggestion boxes in appropriate sites for feedback.
- Guarantees confidentiality and privacy with respect to complainant's identity and substance of complaint.
- Address customer complaints and compliments by maintaining a register in the custody of the Corporation Secretary.

OUR SERVICES DELIVERY AND STANDARDS MATRIX

S.No.	Services Rendered	Customer Obligation	User Charges	Time Frame
1	Enquiries	Verbal Formal written request	Free	5 minutes 5 days
2	Hydro-geological survey	Formal request	Free	5 days
3	Supervision of drilling works	Formal proof of hydrological survey of the	Free	30 days

		works. Approved report(s).		
4	Training and capacity building	Formal request, proof of legal status	Free	14 days
5	Processing of payments	Proof of invoice, copy of LPO/LSO and details of bank accounts, business PIN, and VAT no.	Free	30 days
6	Communicate outcome of tendering	Must have applied/tendered.	Free	Within 21 days from date of completing tendering process
7	Complaint resolution	Register complaints, put in suggestion box, make normal correspondence	Free	21 days
8	Communication	Contact address, e-mails, physical address, and telephone.	Free	5 days
9	Information sharing	Access to website, formal request. invitation	Free	Online/instant
10	Provide information, advisory services on water sector reforms	Request/concerns.	Free	30 days.

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:

Manager, Legal Services and Corporation Secretary,

Tanathi Water Works Development Agency

KIDP Building, Kalawa Road

P.O. Box Private Bag 90200, Kitui

Tel. 0712-351104/044-4422108

(8:00am – 5:00pm Monday – Friday)

Email: complaints@tanathi.go.ke, info@tanathi.go.ke

tanathiwsb@gmail.com

Appeals to:

The Commission Secretary,

Commission on Administrative Justice

West End Towers off Waiyaki Way-Westlands

P.O. Box 20414-00200 Nairobi

Tel: 020-2270000

(8:00am – 5:00pm Monday – Friday)

E-mail: complain@ombudsman.go.ke