



TANATHI WATER WORKS DEVELOPMENT AGENCY

CITIZENS' SERVICE DELIVERY CHARTER

Vision Statement

Accessible, adequate, clean & safe water and sanitation.

Mission Statement

To sustainably develop, maintain and manage national public water and sanitation infrastructure within the Agency's 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 Executive Officer, 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.

CITIZENS' SERVICE DELIVERY AND STANDARDS CHARTER

S.No.	Services Rendered	Customer Obligation	User Charges	Time Frame
1	Response to phone calls	Make a phone call	Free	15 Seconds
2	Enquiry-Walk-in clients	Make enquiry	Free	15 minutes
3	Response to formal enquiry	Make a formal request	Free	5 days
4	Hydro-geological survey	Formal request for hydrological survey.	Transport and subsistence	10 days

			allowance for officers	
5	Supervision of drilling works	Formal proof of hydrogeological survey of works. Approved reports	Transport and subsistence allowance for officers	30 days
6	Training and capacity building of County government & Water Service Providers	Formal request	Free	14 days
7	Processing of payments	Proof of invoice, copy of LPO/LSO and details of bank accounts, business PIN, and VAT no.	Free	30 days
8	Tendering process	Submission of sealed bids	Free	90 days
9	Communicate outcome of tendering	Must have applied/tendered.	Free	Within 21 days from date of completing tendering process
10	Complaint resolution	Register complaints; put in suggestion box or make normal correspondence	Free	21 days
11	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: +254-0792048012](tel:+254-0792048012)

Email: info@tanathi.go.ke

Website: www.tanathi.go.ke.

The Commission Secretary

Commission on Administrative Justice

West End Towers, 2nd Floor

Waiyaki Way, Westlands

P.O. Box 20414-002 Nairobi, Kenya

Tel: +254(0)20-2270000/2303000

Email: complain@ombudsman.go.ke

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