



# NYERI WATER & SANITATION COMPANY LIMITED

## CITIZEN SERVICE DELIVERY CHARTER

Nyeri Water and Sanitation Company (NYEWASCO) reaffirms its commitment to provide quality services to all our customers at all times and continually improve our service delivery standards in all aspects relating to the company's operations.

NO	SERVICE RENDERED	CLIENT REQUIREMENT	USER CHARGES (KSHS)	TIMELINESS
1	New water connection (domestic)	Copy ID, PIN and documents to prove land actual ref: NO	5100	24hrs
2	New water (commercial)	Copy ID, PIN and documents to prove land actual ref: NO	Between 5600-32600 based on category	24hrs
3	Change of tenancy	Copy ID & PIN	2800	12hrs
4	Sewer connection	Copy ID & PIN and layout plan	Domestic-5100, others 7600	3 days
5	Water reconnection	Payment of fee	1000	12hrs
6	Meter test/calibration	Payment of fee	500	3 days
7	Provision of information/ attendance to enquiries/ handling correspondences and suggestions (Access to information)	Put a request or visit NYEWASCO offices. Visit NYEWASCO website <a href="http://www.nyawesco.co.ke">www.nyawesco.co.ke</a>	Free	Visit 15minutes Email 1 working day mailed request-up to 7 working days if field visit less than 15 days
8	Prompt service to visiting customers ( Access to quality services)	Visit our offices and seek a service	Free	30 minutes
9	Provide information on customer requirements on water sewerage services	Raise requests/concern	Free	30 minutes
10	Communication outcome of tendering	Must have applied/tendered	Free	Within 21 days from date of concluding the tendering process
11	Resolution of complaints	Register complaints verbally drop in suggestion boxes, or make normal correspondence	Free	Within 21 working days from date of receipt Appeal case - 30 days
12	Make payment to suppliers and/or consultants	Supply goods/services/works receipt of proper documentation (delivery, invoice, signed LPO, contract etc.)	Free	Within 30 days (expect for special contracts)
13	Refund customer deposit	Raise request to close account	Free	7 days
14	Communicate on water supply interruption	Communication through sms on water interruption beyond 6hrs	Free	When it occurs
15	Customer satisfaction survey	Cooperation with the persons carrying out the survey	Free	14 days