

# 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 REQUIREMENTS	USER CHARGES (KSHS)	TIMELINES
1	New water connection (domestic)	Copy ID, PIN and documents to prove land actual ref: NO	5100	24hrs
2	New water connection (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 www.nyewasco.co.ke	Free	Visit-15 minutes Email- 1 working day Mailed request- up to 7 working days If Field visit-less than 15 days
8	Prompt Services to visiting Customers (Access to quality services)	Visit our offices and seek a service	Free	30 mins
9	Provide information on customer requirements on water & sewerage services.	Raise requests/concerns	Free	30 minutes
10	Communicate outcome of tendering	Must have applied/ tendered	Free	Within 21 days from the date of concluding the tendering process
11	Resolution of complaints	Register complaint verbally drop in suggestion boxes, or make normal correspondence	Free	Within 21 working days from the date of receipt Appeal case-30 days
12	Make payments to suppliers and/or consultants	Supply goods/services/work Receipt of proper documentation (delivery, invoice, signed LPO, contract etc.)	Free	Within 30 days
13	Refund Customer deposit	Raise request to close account	Free	7 days
14	Communicate on water supply interruptions	Communication is through sms	Free	When it Occurs
15	Customer satisfaction survey	Cooperation with the person carrying out the survey	Free	14 days

### “Commitment To Courtesy and Excellence In Service Delivery”

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

a) Managing Director

Nyeri Water & Sanitation Company

P.O. Box 1520-10100, Nyeri.

Tel: 061-061 2034622/ 0714 430000 / 0734732481

Email: Info@nyewasco.co.ke, Web: www.nyewasco.co.ke

Toll Free number: 0800721095

b) The Commission Secretary/ Chief Executive Officer

Commission on Administration justice, West End Towers, Westlands

P.O. Box 20414-00200, Nairobi Tel: +2540202270000

Email: certificationpc@ombudsman.go.ke

Web: www.ombudsman.go.ke