

ATHI WATER SERVICES BOARD

A future without thirst



Service Charter

December 2008

Purpose

To provide guidance to customers on the standards of service and the process for making compliments and complaints in relation to Athi Water Services Board's services.

Objective

To outline the standards of service delivery and provide a mechanism of receiving and processing feedback.

Our Vision

A future with reliable, affordable, and safe water and sewerage services that exceed our customers' expectations

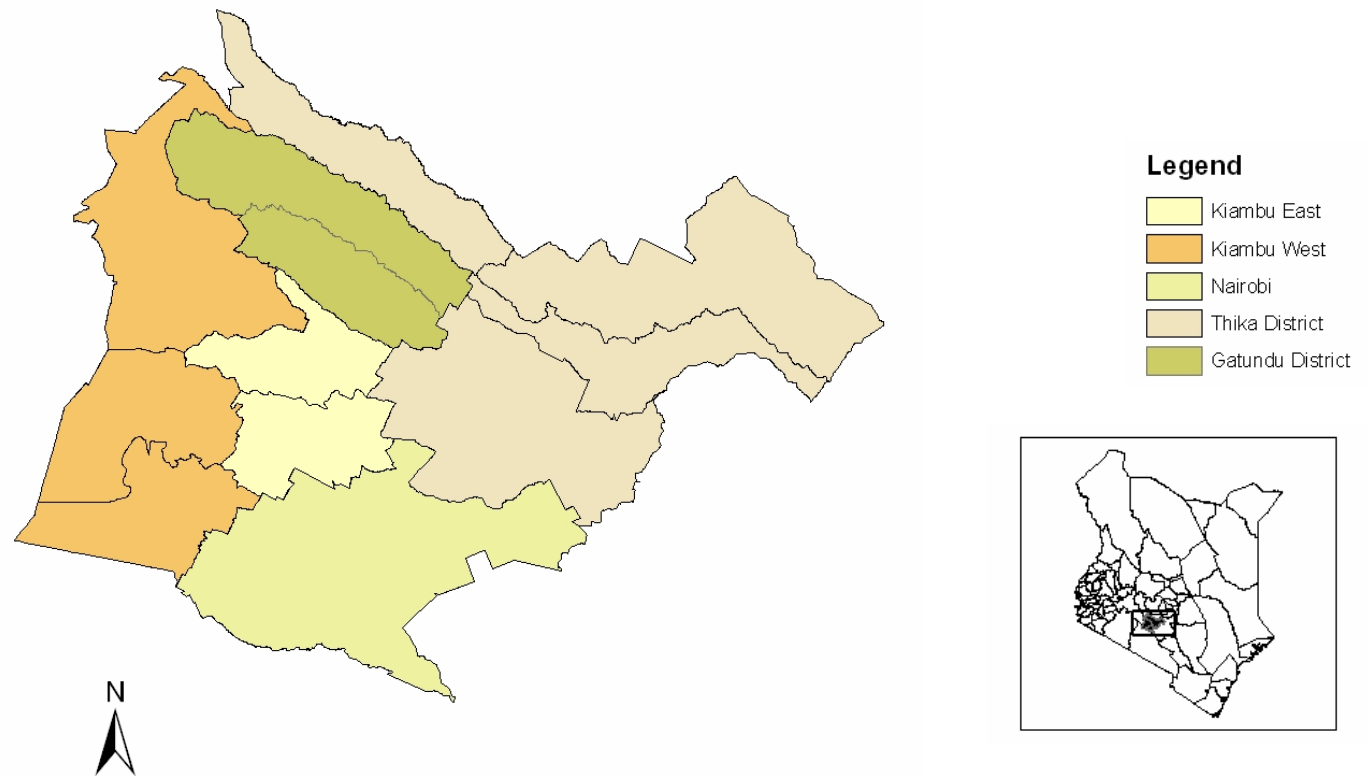
Our Mission

To improve the quality of life of our community by ensuring access to safe water and sewerage services.

Who We Are

Athi Water Services Board is a state corporation under the Ministry of Water and Irrigation (MWI). Our mandate is to oversee the management of water and sewerage services in the City of Nairobi, and the surrounding districts of Kiambu East, Kiambu West, Gatundu, and Thika.

*Athi Water
Services Board
Service Area Map*



Our Core Values

- Professionalism:** We strive to attain the highest standards in all that we do.
- Respect:** We strive to protect the dignity, potential worth and right of every human being.
- Integrity:** We strive to deliver on our promises.
- Fairness:** We shall strive to exercise fairness and equity in all our dealings.
- Transparency:** We shall be accountable and honest in all our dealings.
- Team Work:** We shall strive to promote and work as a team

Our Service Standards

Athi Water Services Board aims to:

- Respond to telephone and email inquiries within one working day
- Where telephone enquiries are more complex, either make an appointment to meet with a staff member or arrange to call when the information is available.
- Acknowledge and where possible answer, mailed enquiries within five working days
- Attend to you as soon as possible if you do not have a pre arranged appointment and where possible provide you with information while you wait.
- Meet you at the earliest time possible if you have a pre booked appointment in or out of our office. If there is to be a delay in meeting you, we will keep you informed.



Our responsibilities

- ◆ Expand coverage with a strong focus on improving access to water services in urban informal settlements and to the rural poor.
- ◆ Contribute to poverty reduction, promote gender equity, sensitize communities on good health and hygiene practices, promote HIV/AIDS awareness and conserve the environment
- ◆ Appoint viable and well managed Water Service Providers and ensure they have appropriate systems by undertaking the following:
 - a. Enforce water quality monitoring
 - b. Ensure they have maintenance systems and procedures to minimise interruptions to water supplies
 - c. Ensure they have accurate and efficient billing system.
 - d. Ensure they are customer focused in all their activities.
- ◆ Monitor and evaluate performances against targets for the Board and Water Service Providers.



- ◆ **Build Capacities of Water Service Providers to embrace efficiency, accountability and responsibility in service delivery**
- ◆ **To ensure the appointed WSPs have appropriate systems, Athi Water Services Board commits to;**
 - a. **Enforce water quality monitoring in all WSPs**
 - b. **Undertake planning and infrastructure development and ensure WSPs have maintenance systems and procedures in order to minimise interruptions to water supply**
 - c. **Require WSPs to have accurate and timely billing**
 - d. **Ensure all WSPs to have a customer focus in all their activities and be responsive to customers needs and complaints**

Our Expectation from the Customer

To enable us serve our customers better, we expect them to:

- ◆ **Allow authorized Water Service Providers staff access to customers' premises for purposes of meter reading and for maintenance and meters.**
- ◆ **Use water responsibly to avoid wastages**
- ◆ **Report bursts or leaks to the nearest office of Water Service Provider**
- ◆ **Report illegal connections or re-connections**
- ◆ **Pay bills promptly**
- ◆ **Do not offer gifts, money, or other favors to AWSB or WSPs staff members**



Customer Service Feedback

Athi Water Services Board aims to continuously improve its customer service levels and it is on this basis that we seek your feedback on the level of our services. Your suggestions on how we can improve our services are highly welcome. Please use our contacts at the end of this document to reach us.

Dispute resolution procedure

- ◆ *First level* – Report your complaint to your nearest Water Service Provider. If you are not satisfied proceed to the second level
- ◆ *Second level* – Report the complaint to the Athi Water Services Board. If still dissatisfied, proceed to level three
- ◆ *Third level* – Register your complaint with the Water Services Regulatory Board and they shall attend you. If still not satisfied, lodge your complaint with the fourth level.
- ◆ *Fourth level* – Water Appeals Board.

Service Contacts

Customers are encouraged to contact Water Service Providers closer to their area to report service delivery disruptions or emergencies. The contacts of the various water service providers are as below;

NO.	WATER SERVICE PROVIDER	TELEPHONE NO.
1.	Gatanga Community Water Project	02-2014149
2.	Gatundu South Water & Sanitation Company Ltd	721228141
3.	Karimenu Community Water & Sanitation Company Ltd	0722385610
4.	Kiambu Water & Sewerage Company Ltd	066-22480
5.	Kikuyu Water Company Limited	066-33785/6
6.	Limuru Water & Sewerage Company Ltd	725054212
7.	Nairobi City Water & Sewerage Company Ltd	020-557131
8.	Ruiru Juja Water & Sewerage Company Limited	727603113
9.	Runda Water & Sewerage Company Ltd	020-2842000 Fax-2734667
10.	Githunguri Water & Sanitation Company Ltd	0733-920-666 020-236-5130
11.	Karuri Water & Sanitation Company Ltd	0722-440-659 067-31468 0723-724-871

District Water Offices Contacts

NO	DISTRICT	TEL. NO
1	KIAMBU EAST	066-22804, 0722719194
2	THIKA	067-31468
3	KIAMBU WEST	0720554070
4	Gatundu District	0720-599-409

How to Lodge a Complaint

First complaints should be lodged with the nearest Water Service Provider. If not satisfied with their response please, then write a letter or email to the below address:

Athi Water Services Board,
Africa Re Centre,
Hospital Road Upper Hill
P.O Box 45283 00100
Nairobi

Telephone numbers:

254 - 020 – 2724292/3
254 - 020 - 2711342
254 - 020 - 2727238
254 - 020 - 2727439
254 - 020 - 2727441
254 - 020 - 2727442
254 - 020 - 2727616
254 - 735-375695, OR 254 - 710– 819815

Anti Corruption Hotline

020-2727440
Fax: 020 – 2724295

Email: info@awsboard.go.ke
Website: www.awsboard.go.ke



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