



CUSTOMER SERVICE DELIVERY CHARTER

Kiambu Water and Sewerage Company is committed to providing quality services at all times in the best interest of all our customers and continually improve our standards of quality in every aspect of our services to the satisfaction of our customers.

SERVICE RENDERED	CLIENT REQUIREMENTS	USER CHARGES (KSHS)	TIMELINESS
Response to email inquiries	Write your inquiry in a clear and concise language	Applicable user charges by service provider	E-mail – Working day.
Response to written enquiries	Put your inquiry/ material fact in a clear and concise language	Free	Within 7 working days.
Response to telephone enquiries	Make a telephone call and state your enquiry clearly	Applicable user charges by service provider	Immediate response if at all possible and resolution within 30 days.
Communicate outcome of tendering	Must have applied/tendered	Free	Within 21 days from the date of concluding the tendering process.
Resolution of customer Complaints (written)	Register complaint verbally, put in suggestion boxes, or make normal correspondence	Free	Within 9 working days and resolution within 30 days.
Payment for goods/services/works	Supply goods/services/works as per the contract/LPO/LSO Receipt of proper documentation(Delivery, Invoice, Signed LPO, etc)	Free	Within 30 days (except for specified contracts)
Attending visiting clients with prior appointments	Visit our offices and seek a service	Free	Attend to you at the appointed time.
Attending visiting clients without prior appointment	Visit our offices and seek a service	Free	We will provide you with information while you wait.

OBLIGATIONS OF CUSTOMERS:

- ✓ Allow our staff access to your premises for purposes of meter reading and maintenance.
- ✓ Use water responsibly to avoid wastages.
- ✓ Report bursts or leaks to the nearest office of water service provider.
- ✓ Pay bills promptly.
- ✓ Do not offer gifts, money, or other favours to our staff members.
- ✓ Abide with legal requirements in the service provision contract

OBLIGATIONS OF KIWASCO:

- ✓ Provide clean and safe water to customers
- ✓ Perform water quality monitoring.
- ✓ Repair and maintain service lines to avoid interruptions to water supplies.
- ✓ Provide accurate and efficient billing system.
- ✓ Attend to all complaints raised

DISPUTE RESOLUTION PROCEDURE

- LEVEL: 1** Report your complaint to our offices. If you are not satisfied proceed to level two
- LEVEL: 2** Report the complaint to the Athi Water Services Board. If you still dissatisfied, proceed to level three
- LEVEL: 3** Register your complaint with the Water Services Regulatory Board (WASREB). If still not satisfied, proceed to level four
- LEVEL: 4** Lodge your complaint with the Water Appeal Board (WAB)



MKATABA WA HUDUMA KWA WATEJA

Halmashauri ya Huduma za Maji ya Kiambu Water and Sewerage Company imejotolea kutoa huduma bora nyakati zote kwa kuzingatia maslahi ya wateja wetu wote na kuimarisha viwango vya utoaji huduma katika nyanja zote ili kuwaridhisha wateja wetu.

HUDUMA INAYOTOLEWA	YANAYOHITAJIKA KWA MTEJA	MALIPO (Kshs)	MUDA
Majibu kwa barua pepe	Andika swali lako kwa njia fupi inayoeleweka	Malipo kutozwa na watoaji huduma hiyo	Barua –pepe siku moja
Majibu kwa barua	Wasilisha swali lako kwa njia fupi na kwa lugha mufti.	Bila malipo	Katika muda wa siku 7
Majibu ya simu	Piga simu na eleza dhahiri swali lako.	Malipo kutozwa na watoaji wa huduma hiyo.	Majibu mara moja na suluhu katika muda wa siku 30
Mawasiliano ya matokeo ya zabuni (tenda).	Sharti uwe umewasilisha ombi ama zabuni.		Katika muda wa siku 21 baada ya kukamilisha uwasilishaji zabuni.
Suluhu kwa malalamiko ya mteja kupitia maandishi	Wasilisha malalamiko kwa kuongea, kwenye vijisanduku vya mapendekezo ama uandike barua.	Bila malipo	Katika muda wa siku 9 na suluhu kwa muda wa siku 30.
Malipo kwa huduma/bidhaa/kazi	Wasilisha bidhaa/huduma/kazi kulingana na kandarasi/LPO/LSO/, risiti za stakabadhi, bili na LPO iliyotiwa saini.	Bila malipo	Katika muda wa siku 30 (isipokuwa kwa kandarasi maalum).
Kuwahudumia wageni wanaozuru waliotuma maombi	Zuru ofisi zetu katafuta huduma.	Bila malipo	Kuhudumiwa kwa wakati uliopangwa.
Kuwahudumia wageni ambao hawajatuma maobi	Zuru ofisi zetu kutafuta huduma.	Bila malipo	Tutakupa habari unazotaka unaposubiri.

MAJUKUMU YA WATEJA

- ✓ Waruhusu wafanyakazi wetu kuzuru jengo lako kwa minajili ya kusoma mita na ukarabati.
- ✓ Tumia maji vyema ili kuepusha uharibifu.
- ✓ Ripoti kupasuka ama kufunja kwa mifereji katika ofisi zetu.
- ✓ Lipa bili yako kwa wakati ufaao.
- ✓ Usitoe zawadi, feha ama hongo kwa wafanyikazi wa KIWASCO

MAJUKUMU YA HALMASHAURI YA HUDUMA ZA MAJI YA KIWASCO.

- ✓ Patia wateja wake maji safi na salama
- ✓ Fanya utathmini wa maji.
- ✓ Itatengeneza na kushughulikia laini za huduma ya maji.
- ✓ Tumia mfumo sahihi za uadilifu wa kutoa bili za maji.
- ✓ Zingatia maslahi ya wateja.

UTARATIBU WA KUSULUHISHA MIZOZO

- KIWANGO CHA 1:** Wasilisha malalamiko kwa ofisi zetu. Ikiwa haujaridhika enda kwa kiwango cha pili.
- KIWANGO CHA 2:** Ripoti malalamiko kwa halmashauri ya huduma za maji ya Athi. Ikiwa badohaujaridhika enda kwa kiwango cha tatu.
- KIWANGO CHA 3:** Ripoti malalamiko yako kwa halmashauri ya kuthibiti utoaji wa huduma za maji - (WASREB). Ikiwa ungali haujaridhika enda kwa kiwango cha nne.
- KIWANGO CHA 4:** Ripoti kwa halmashauri ya kuskiza Rufani-(WAB).