



REPUBLIC OF KENYA

COAST WATER WORKS DEVELOPMENT AGENCY

CUSTOMER'S SERVICE DELIVERY CHARTER

WATER FOR GENERATIONS



S.No	Service Provided	Customer Requirement	Charges (Kshs)	Time
1.	Chemical Analysis for water sample	One (1) litre of the water sample in a plastic container. Login to e-Citizen and apply through https://waterworks.ecitizen.go.ke/	1000	2 Days
2.	Bacteriological Analysis for water sample	Collect a sterile bottle from the CWWDA laboratory and submit the water sample before six (6) hours elapse. Login to e - Citizen and apply through https://waterworks.ecitizen.go.ke/	2000	3 Days
3.	Testing contamination in the bulk water pipelines	Lodge complaint at the CWWDA laboratory. Complainant to accompany CWWDA staff for sample collection	Free	4 Days
4.	Testing contamination in water source e.g. river, dam borehole	Requirements are as above. However: If public outcry If private water source Login to e - Citizen and apply through https://waterworks.ecitizen.go.ke/	Free 3000	4 Days
5.	Procurement of Consultancy Services for Water and Sanitation Projects	Submission of Expression of Interest (EOI), Evaluation, Shortlisting, Submission of Request for Proposal (RfP), Technical and Financial Evaluation, Contract award	Free	98 Days
6.	Procurement of Works Contractor for Water and Sanitation Projects	Purchase of Tender (Bid) Document and submission of the same, Bid Evaluation, Acceptance of Bid Evaluation, Signing of Contract and Mobilization of resources to site	Purchase of tender document - Kshs 1000 Downloading tender document - Free	70 Days
7.	Supply of goods & services to CWWDA	Submit quotations for Supply of Goods/Services Prospective Suppliers await Notification of Evaluation results & Shortlisting of Pre - qualifications	Free Free	14 Days after advert 30 Days after submission of applications deadline
8.	Payment for Goods/Services/Works	Receipt of proper supporting documents: contract, signed LPO/LSO, invoice, delivery note	Free	30 Days
9.	Disclosure of information to the public (subject to Section 6 of the Access to Information Act 2016)	Request for information in writing or otherwise (in case customer disability or literacy level)	Equivalent to cost of making copies & other incidentals	14 Days Immediate if it concerns life/liberty of applicant
10.	Resolution of complaints	Official written letters, phone calls, email, social media platforms or in person visits.	Free	14 Days
11.	Manage, operate and maintain water and sanitation facilities	Report leakage, malpractice and vandalism, secure installations and adhere to occupational health and safety regulations	Free	Immediately
12.	Provide technical support to County Governments, Water Service Providers and other stakeholders	Official written request	Free	14 Days

WE ARE COMMITTED TO COURTESY AND EXCELLENCE IN SERVICE DELIVERY

Any service/good rendered that does not conform to the above standards or any officer who does not live up to commitment to courtesy and excellence in Service Delivery should be reported to both of the following:

The Chief Executive Officer - Coast Water Works Development Agency

P. O. Box 90417 – 80100

MOMBASA

Tel: 041-2315230; - 0731231523

Email: info@cwvda.go.ke

Website: www.cwvda.go.ke

Complaints Redress: Email: complaints@cwvda.go.ke

The Commission Secretary / Chief Executive Officer

Commission on Administrative Justice "Office of the Ombudsman"

West End Towers, 2nd Flr, Waiyaki Way, Westlands.

P. O. Box 20414 – 00200

NAIROBI

Tel: +254 (0) 20 2270000/2303000

Email: feedback@ombudsman.go.ke

YOU HAVE A RIGHT TO QUALITY SERVICES



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COAST WATER WORKS DEVELOPMENT AGENCY

HATI YA UTOAJI HUDUMA

MAJI KWA WOTE, LEO, NA KWA VIZAZI VYETU



S.NO	HUDUMA INAYOTOLEWA	MAHITAJI YA KUPATA HUDUMA	GHARAMA (SHS)	MUDA WA MATOKEO
1.	Uchambuzi wa Kemikali kwa sampuli ya maji	Mteja ataleta lita moja ya maji hayo kwenye kichupa cha plastiki. Ingia kwenye tovuti hii: https://waterworks.ecitizen.go.ke/	1000	Siku mbili
2.	Uchunguzi wa kiwango cha virusi kwenye maji	Mteja atapewa kichupa kisafi kutoka kwa chumba cha kupima maji cha CWWDA na kisha atakiregesha na maji hayo, kabla yamasaa 6 kupita Ingia kwenye tovuti hii: https://waterworks.ecitizen.go.ke	2000	Siku tatu
3.	Uchunguzi wa uchafuzi wa maji kwenye mabomba makuu ya maji safi	Tuma lalamishi lako kwa chumba cha kupima maji cha CWWDA. Afisa wa maji atatembelea bomba ililochafuliwa pamoja namlalamishi na kisha afisa atachota sampuli kidogo ya hayo maji kwa ajili ya kuyafanyia utafiti	Bila Malipo	Siku nne
4.	Uchungazaji wa uchafuzi wa maji ya mto, kisima na bwawa	Mahitaji ni kama ya nambari (3) hapo juu	Bila Malipo	Siku nne
		Kumbuka Kama lalamishi ni la kibinafsi kuna malipo Ingia kwenye tovuti hii: https://waterworks.ecitizen.go.ke/	3000	
5.	Ununuzi wa Huduma za Ushauriunaohusika namiradi ya maji na maji taka	Matangazo ya ununuzi wa huduma za ushauri yatachapishwa kwa magazeti rasmi na mtandao wa CWWDA; kisha wenyekununua zabuni atakaguliwa na mshindi kutangazwa na kupawa kandarasi.	Bila Malipo	Siku 98
6.	Ununuzi wa zabuni za utenda kazi zinazo husika na miradi ya maji au maji taka	Wakandarasi watarajiwa aidha wanaweza kununua zabuni kutokao ofisi za CWWDA au wapakue kutoka kwa tovuti wa CWWDA kisha waijaze na wairegeshe kisha wasubiri ukaguzi na matangazo ya mshindi ambao ataweka sahihi hati yamkataba na kuanza kazi.	Kununua zabuni - 1,000	Siku 70
			Kupakua kwa mtandao - Bila mapilo	
7.	Kuzingatiwa kama mtoaji wa bidhaa au huduma kwa shirika la CWWDA	Wasilisha maombi yako ya kutaka kuwa mtoaji wa bidhaa nahuduma kulingana na tangazo kwenye magazeti na mitandao	Bila Malipo	Siku 14 baada ya tangazo rasmi
		Watoaji bidha na huduma watarajiwa wasubiri matokeo ya Tathmini na orodha ya wale waliofaulu	Bila Malipo	Siku 30 baada ya tarehe ya mwisho ya kuwasilisha maombi
8.	Malipo ya bidhaa/huduma/kazi	Upokeaji wa hati sahihi za usaidizi: mkataba, LSO/LPO iliyosainiwa, ankara, noti ya uwasilishaji	Bila Malipo	Siku 30
9.	Ufichuaji wa taarifa kwa umma (kulingana na Kifungu cha 6 cha Sheria ya Upatikanaji wa Taarifa)	Ombi la habari kwa maandishi au vinginevyo (katika kesi ya Sawa na gharama ya ulemavu wamteja au kiwango cha kusoma na kuandika)	Sawa na gharama ya kutengeneza nakala na matukio mengine	Siku 14 Mara moja ikiwa inahusu maisha/uhuru wa wombaji
10.	Utatuzi wa malalamiko	Barua rasmi zilizoandikwa, simu, barua pepe, majukwa ya mitandao ya kijamii au ziara za kibinafsi.	Bila Malipo	Siku 14
11.	Kusimamia, kuendesha na kudumisha vifaa vya maji na usafi wa mazingira	Ripoti uvujaji, upotovu na uharibifu, uwekaji salama na kuzingatia kanuni za afya na usalama kazini	Bila Malipo	Mara moja
12.	Toa usaidizi wa kiufundi kwa serikali ya kaunti, Watoa Huduma za Maji na washikadau wengine	Ombi rasmi la maandishi	Bila Malipo	Siku 14

TUMEJITOLEA KWA ADABU NA UBORA KATIKA UTOAJI HUDUMA

Huduma/mema yoyote inayotolewa ambayo haiambatani na viwango vilivyo hapo juu au afisa yeyote ambaye hafuati ahadi ya uungwana na ubora katika utoaji huduma inapaswa kuripotiwa kwa:

The Chief Executive Officer - Coast Water Works Development Agency

P. O. Box 90417 – 80100

MOMBASA

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HUDUMA BORA NI HAKI YAKO