

RESOLVED CITIZENS' SERVICE DELIVERY CHARTER

S/No	Service	Requirements to Obtain Service	Cost of Service (If Any)	Timeline
TO THE GOVERNMENT				
1	Fulfillment of our mandate	As per the Water Act 2016	Free	Continuous
2	Compliance with statutory obligations	As per the stipulated laws and regulations	Free	Continuous
3	Implement Water and Sanitation projects	Collaboration with all stakeholders at various stages of implementation	Free	Continuous
CLIENT RELATIONS				
1	Answering phone calls	Place a call to the office at normal working hours	Free	Within three rings
2	Attending to clients at CRVWDA offices	Visit our offices and seek a service	Free	1 Hour
3	Review of the proposal for the project implementation	Make a formal request accompanied by relevant documents	Free	Within 14 days
4	Provide information on water quality	Duly completed request form	Payment of relevant fee	Within 7 days
5	Payment of suppliers, contractors and responding to related queries	Supply goods/services/ works as per the contract/LPO/LSO Receipt of proper documentation (Delivery, Invoice, signed LPO, etc)	Free	30 days
6	Providing information on the tender documents	Written application to bid/ tender, respond to EOI, prequalification for RFQ	Bid – Ksh. 1,000 EOI – Free Pre-qualification – Free	1 hour
7	Advise customers in case of an emergency	Make a telephone call and state your case clearly	Free	Immediately
8	Acknowledge receipt of written complaints and compliments. Investigate complaints and Provide feedback to customers	Register complaints verbally or written put them in suggestion boxes, or make normal correspondence	Free	Acknowledge within 5 working days and resolution within 14 days.
9	Internship/ attachment opportunity	Forward your application supported with the relevant documents to the Agency	Free	14 days

WE ARE COMMITTED TO COURTESY AND EXCELLENCE IN SERVICE DELIVERY
Any service 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:

Please direct all enquiries, suggestions, concerns, complaints, or compliments to:

The Chief Executive Officer
Central Rift Valley Water Works Development Agency
Maji Plaza, Prison Road,
Off Nakuru-Eldama Ravine Highway,
P.O Box 2451-20100,
Nakuru, Kenya 0718313557
Email: infor@crvwvda.go.ke

The Commission Secretary/Chief Executive Officer,
Commission on Administrative Justice, 2nd Floor,
West End Towers, Waiyaki Way, Nairobi
P.O. Box 20414-00200 Nairobi
Tel: +254 (0) 20 2270000/2303000
Email: complain@ombudsman.go.ke