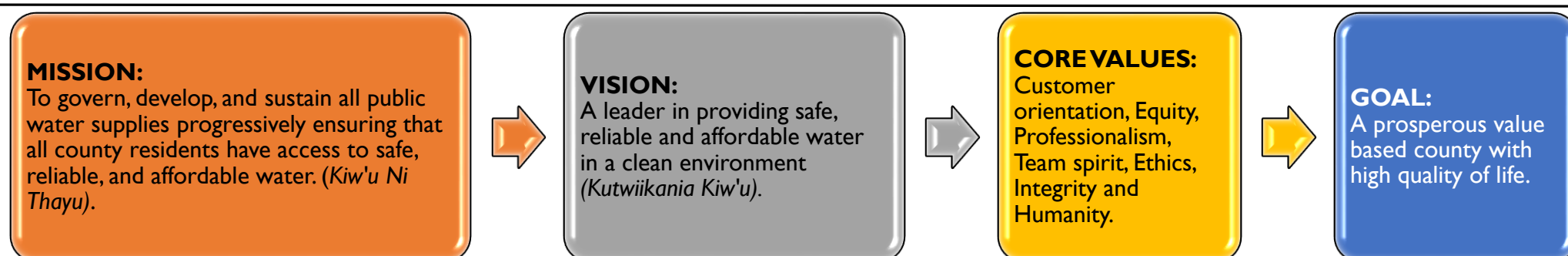




DEPARTMENT OF WATER AND SANITATION

DEPARTMENTAL CITIZENS' SERVICE DELIVERY CHARTER



KEY STAKEHOLDERS: Kenyan citizens, Project Management Committees (PMC), Sustainability Committees, Community Based Organizations (CBOs), Faith Based Organizations (FBOs), Contractors, Public and Private Institutions, Development Partners, The County Assembly, National Government Agencies, Civil Societies.

SERVICE RENDERED TO CUSTOMERS	CUSTOMER RESPONSIBILITY	SERVICE CHARGE	WAITING TIME
I. ADMINSTRATIVE			
Reception service	Timely office visit cooperation	Free	5 to 15 Minutes
Response to verbal inquiries	Timely office visit cooperation	Free	5 Minutes
Response to phone calls	Timely calls	Free	5 Minutes
Response to written correspondence	Emails	Free	2 working days
	Letters	Free	5 working days
Emergency response	Reporting and proper documentation	Free	Immediately
Complaints resolution	Reporting and proper documentation	Free	2 Weeks
Processing of Project Management Committee (PMC) payments	Approved documents	Free	2 Weeks after project completion
2. TECHNICAL MANDATE			
Increasing access to safe and portable water, reducing distances to water points to within 2km and reducing waiting time at water points to within 30 minutes by:			
Ensuring technical and financial stewardship of all water utilities throughout their life cycle			
▪ Feasibility study, survey, design and approval of project proposal	Concurrence	Free	4 weeks
▪ Procurement for implementation of project	Compliance	Free	6 weeks
▪ Implementation, supervision and quality control of project	Compliance & Cooperation	Free	16 weeks
▪ Processing of contract payment	Approved documents	Free	2 weeks
▪ Formation of sustainability committee	Public Participation	Free	24 weeks after project completion
▪ Monitoring and evaluation of project	Monthly progress reports	Free	Continuous
Water catchment protection and ensuring environmental sustainability			
▪ Sensitization and protection of water sources	Cooperation	Free	4 weeks
▪ Monitoring and evaluation of project	Monthly progress reports	Free	Continuous
3. INSTITUTIONAL GOVERNANCE			
Dissemination and sensitization of water policy and water act	Compliance	Free	Continuous

For compliments, complaints and suggestions, please contact;

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