



**CUSTOMER SERVICE CHARTER | MKATABA WA UTOAJI HUDUMA**

Water Services for All  
ISO 9001:2015 Certified

# ENGLISH

## VISION

A proactive and dynamic water services regulator

## MISSION

To provide a regulatory environment that facilitates efficiency, effectiveness and equity in the provision of water services in line with the human right to water and sanitation

## SERVICES OFFERED AT WASREB

	NATURE OF SERVICE	CUSTOMER REQUIREMENT	CHARGES	TIME FRAME
1	Approval of Licences	Complete Licence application	Kshs. 100,000	6 months
2	Approval of Tariffs Applications	Tariff review applications	Free	6 months if application is complete
3	Response to tender application	Completion and submission of tender documents	Tender fee where applicable	As per advertisement
4	Payment of suppliers	Invoice and delivery note	Free	30 Days
5	Provision of information / response to customers enquiries	<ul style="list-style-type: none"><li>•Call</li><li>•Write</li><li>•Visit WASREB</li></ul>	Free	3 Days
6	Resolution of Complaints	<ul style="list-style-type: none"><li>•Call</li><li>•Write</li><li>•Visit WASREB</li></ul>	Free	2 Weeks

## CORE VALUES

Responsiveness | Accountability | Integrity  
Innovation | Team Work

# SWAHILI

## AZIMO

Mdhibiti shupavu wa huduma za maji

## DHAMIRA

Kutoa mazingira ya udhibiti ambayo inasababisha ufanisi, ufanisi na usawa katika utoaji wa huduma za maji kulingana na haki ya binadamu ya maji na usafi wa mazingira

## HUDUMA ZINAZOTOLEWA NA WASREB

	AINA YA HUDUMA	MAHITAJI KUTOKA KWA MTEJA	ADA	TIME MUDA WA UTEKELEZAJI
1	Utoaji wa leseni	Ombi la leseni lililokamilika	Kshs. 100,000	Miezi 6
2	Kuidhinisha maombi ya ada	Ombi la kufanya mabadiliko ya ada	Bure	Miezi 6 endapo ombi limekamilika
3	Maombi ya kufanya biashara na Wasreb	Kuwashilisha hati kamilifu	Ada za zabuni pale inapohitajika	Kwa mujibu wa tangazo
4	Malipo kwa watoaji huduma	Ankara (invoice) na thibitisho kwamba imepokelewa	Bure	Siku 30
5	Utoaji wa maelezo/majibu kuhusiana na maswali ya wateja	<ul style="list-style-type: none"><li>• Simu</li><li>• Andika</li><li>• Tembelea wavuti <a href="http://www.wasreb.go.ke">www.wasreb.go.ke</a></li></ul>	Bure	Siku 3
6	Kusuluhisha Malalamiko	<ul style="list-style-type: none"><li>• Piga simu</li><li>• Andika barua</li><li>• Tembelea afisi za Wasreb</li></ul>	Bure	Wiki 2

## HUDUMA ZETU ZINAONGOZWA NA:

Uwajibikaji | Ujibu | Uaminifu  
Ufumbuzi | Ushirikiano



**For Complaints Contact:**

**WATER SERVICES REGULATORY BOARD**

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