



CUSTOMER SERVICE CHARTER



Water Services for All

(A) English- Customer Service Delivery Charter

	Service rendered	Customer Requirement	Charges	Timeline
1.	Approval of License	Receipt of complete application	Kshs. 100,000 for large and very large utilities and 75,000 for small and medium utilities	6 months
2.	Approval of Tariffs Applications	Tariff review - receipt of complete application	Free	6 months
3.	Response to tender application	Completion and submission of tender documents	Tender fee where applicable	As per advertisement
4.	Payment of suppliers	Submission of invoice and delivery note	Free	30 Days
5.	Response to correspondence	Written (letters)	Free	5 Days
		Email and social media (X, Facebook, Instagram, LinkedIn)	Free	1 day
6.	Response to public complaints and grievances	Make a complaint	Free	5 days
7.	Resolution of Complaints	<ul style="list-style-type: none"> • Call • Write • Visit • WASREB 	Free	14 days

8.	Response to Phone Calls (Landline/any other official line)	Phone Call	Free	15 seconds
9.	Response to enquiry by walk-in clients	Walk in and make the enquiry	Free	2 minutes
10.	Registration of suppliers	Complete submission of documents	Free	14 days
11.	Processing of tenders	Submit bids for goods and services	Free	90 days
12.	Notification of successful and unsuccessful bidders	Access the e-procurement portal for the notification	Free	1 day
13.	Disposal of obsolete stores	Submission of bids	Free	60 days from the date of advertisement
14.	Public participation in policy-making process	Familiarization with issues and active participation	Free	1 day
15.	Recruitment of staff	Make a formal application based on the advert	Free	90 days
16.	Processing the request for information	Make a request for information	Free	21 days

(B) Kiswahili - Mkatiba wa Utoaji Huduma Kwa Wateja

	Huduma Inayotolewa	Wajibu/ Mahitaji ya Wateja	Malipo	Muda
1.	Utoaji wa leseni	Ombi la leseni lililokamilika	Kshs. 100,000 kwa huduma kubwa na kubwa sana na Kshs 75,000 kwa huduma ndogo na za kati	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	Kuwasilisha 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.	Majuba ya mawasiliano	Imeandikwa (barua)	Bure	Siku 5
		Barua pepe na mitandao ya kijamii (X, Facebook, Instagram, LinkedIn)	Bure	Siku 1
6.	Majibu ya malalamiko yaliyoekezwa na wananchi	Kutoa malalamiko	Bure	Siku 5

7.	Kusuluhisha Malalamiko	<ul style="list-style-type: none"> • Piga simu • Andika barua • Tembelea afisi za WASREB 	Bure	Wiki 2
8.	Jibu kwa Simu (Simu ya waya au yoyote nyingine rasmi)	Simu	Bure	Sekunde 15
9.	Majibu ya maswali kutoka kwa wateja wanaotembelea afisi	Wateja wanaotembelea afisi kuuliza maswali	Bure	Dakika 2
10.	Usajili wa wauzaji	Kukamilisha uwasilishaji wa hati	Bure	Wiki 2
11.	Usindikaji wa zabuni	Uwasilishaji wa zabuni za bidhaa na huduma	Bure	Siku 90
12.	Utowaji wa taarifa ya zabuni ya waliofaulu na ambao hawajafaulu	Upatikanaji wa tovuti wa uagizaji kwa arifa	Bure	Siku 1
13.	Utupaji wa mali ya kizamani	Uwasilishaji wa zabuni	Bure	Siku 60 kutoka tarehe ya tangazo
14.	Ushiriki wa umma katika mchakato wa kutengeneza sera	Kufahamu masuala na ushirikishi	Bure	Siku 1

15.	Kuajiri wafanyakazi	Kufanya maombi rasmi kulingana na tangazo	Bure	Siku 90
16.	Kuwasilisha ombi la taarifa	Ombi la kupata taarifa	Bure	Siku 21



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