

CONSUMER ENGAGEMENT GUIDELINE

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Table of Contents

1. Introduction

1.1. Purpose of the Guideline

2. Framework of Consumer Engagement

2.1. Definition and Scope of Consumer Engagement

2.2. Objectives, Levels and Principles of Consumer Engagement

2.3. Approach to Consumer Engagement

3. Roles and Responsibilities in Consumer Engagement and Complaints Handling

3.1. Water Action Groups

3.2. Water Service Providers

3.3. Water Services Regulatory Board

3.4. Civil Society Organisations

ACRONYMS

BoD	Board of Directors
CBO	Community Based Organization
CE	Consumer Engagement
CEO	Chief Executive Officer
CSO	Civil Society Organization
FGD	Focus Group Discussion
HR	Human Right
SPA	Service Provision Agreement
MD	Managing Director
MWS	Ministry of Water and Sanitation
MWSRs	Model Water Services Regulations
NGO	Non-governmental Organization
WAB	Water Appeal Board
WAG	Water Action Group
WARIS	Water Regulation Information System
WASREB	Water Services Regulatory Board
WSI	Water Sector Institution
WSP	Water Service Provider
WSS	Water Supply and Sanitation
WSSP	Water Sector Strategic Plan (2010-2015)

1. INTRODUCTION

The Water Services Regulatory Board (Wasreb) is a statutory body charged with the responsibility of licensing Water Service Providers (WSPs), setting standards and enforcing rules that guide the sector towards ensuring that consumers are protected and have access to efficient, affordable and sustainable water services. Part of Wasreb's mandate entails setting license conditions, monitoring the performance of WSPs and enforcing license conditions as set out in Water Act 2016.

The United Nations Sustainable Development Goal 6 aims for equitable and universal access to safe and affordable drinking water and sanitation for all by the year 2030. Wasreb as the regulator of water services has a mandate to ensure that this goal is achieved in relation to provision of water and sanitation services in Kenya.

1.1 Legal Framework

With the recognition of the human right to water and sanitation in the Bill of Rights (Article 43) of the Constitution Kenya 2010, it has become a constitutional duty for state actors – as duty bearers– to act and report on the respect, fulfilment and protection of the right. Wasreb in particular is therefore tasked to reinforce efforts in promoting and monitoring its progressive realization.

The human right to water and sanitation:

- Entitles every person to access sufficient, safe, acceptable, physically accessible and affordable water for domestic purposes as well as reasonable standards of sanitation
- Entails applying human rights principles of non-discrimination and equality, participation and empowerment as well as transparency and accountability in water supply and sanitation (WSS) services.

Furthermore, the Constitution of Kenya (2010) entitles consumers to services of a reasonable quality in Article 46. Consumers have the right

- (a) To goods and services of reasonable quality;
- (b) To the information necessary for them to gain full benefit from goods and services;
- (c) To the protection of their health, safety, and economic interests; and
- (d) To compensation for loss or injury arising from defects in goods or services.

Public participation in relation to the provision of services and its importance in decision making is also highly emphasized in the Constitution. According to Article 10 (2) a,b,c of the CoK (2010), the national values and principles of governance include democracy and participation of the people, good governance, inclusiveness, integrity , transparency and accountability. Article 174 (c) of the CoK 2010 further states that the objects of devolution are: to give powers of self-governance to the people and enhance their participation in the exercise of such powers in decision-making. Additionally, public participation should respect the freedom of expression of all participants as outlined in Article 33.

Wasreb acknowledges the need for strengthening participation and empowerment of consumers of WSS services in realizing their rights. This Guideline therefore has the objective to guarantee the rights

of consumers by enabling them to effectively engage in the services provided by their Water Service Providers (WSPs). This involves information provision by water sector institutions (WSIs) to consumers, formalized consultation and participation of consumers in service provision as well as effective documentation and handling of consumer complaints.

The Water Act 2016, Section 72, mandates Wasreb to:

- (j) Establish a mechanism for handling complaints from consumers regarding the quality or nature of water services;
- (k) Develop guidelines on the establishment of consumer groups and facilitate their establishment;

The objective is also anchored in the Water Sector Strategic Plan 2010-2015 (WSSP), which

- states that “Regulation of water and sanitation service provision has to strive to enforce the participation of water users and the underserved citizens through Water Action Groups(WAGs) and promotion of good corporate governance” (p. 17)
- emphasizes that the human right to water and sanitation can only be ensured with the empowerment of consumers through the establishment of consumer groups and increased coverage in the urban setting with formalised service provision (p. 21)
- identifies, enlarges, supports and capacitates WAGs in all major towns as a key activity for the promotion of the human right to water and sanitation under the strategic objective to “promote good governance ...” (Strategic Objective 2; p. 55).

The WSSP recognizes that consumer participation does not only refer to customers that are actually served by a formal WSP but also to underserved citizens, mainly in low-income urban areas. Effectively, this means that consumers, as right holders, comprise customers but also the under served. The same approach has been adopted in this guideline, in line with the human rights principle of non-discrimination.

The Regulatory Board will apply this guideline when monitoring and reporting on the performance of WSPs. WSPs must follow this guideline when planning for and executing their operations, when reporting to Wasreb and to the public as well as when submitting tariff adjustment applications for consideration by the Regulatory Board. Compliance with this guideline is a condition of the Licence for the provision of water services, as well as the Service Provision Agreement (SPA) approved by Wasreb.

1.2. Purpose of the Guideline

This guideline shall be applied by WSPs to assist them in meeting their objectives in service delivery and improving their consumer orientation. It shall:

- a. Reaffirm and expand on provisions of the License and SPA in respect to consumer information, consultation and participation as well as recourse
- b. Establish new requirements and procedures for and set out Wasreb’s approach to consumer engagement
- c. Institutionalize consumer participation, going beyond the ad-hoc involvement of consumers, e.g. through civil society organizations (CSOs).

2. FRAMEWORK OF CONSUMER ENGAGEMENT

2.1. Definition and Scope of Consumer Engagement

The term “consumer engagement” refers to rules, instruments and processes that define the involvement of consumers in matters relating to the provision of water and sanitation services by WSPs. The term “consumer” refers both to customers who are already provided with formalised WSS services – i.e. they have a customer contract with a Water Service Provider or receive services through formal public stand posts or yard taps – as well as to underserved citizens who are not yet receiving formalised WSS services. The term encompasses three different types of consumers: domestic consumers, commercial consumers and institutional consumers. It is acknowledged that consumers are not a homogeneous group but are made up of men and women of different ages, socio economic statuses, ethnicities, religions, needs and abilities.

2.2. Objectives, Levels and Principles of Consumer Engagement

In alignment with the principles of the human right to water and sanitation, the objectives of consumer engagement under this guideline are to:

- a. **Give a voice to all consumers:** Enhancing the responsiveness of WSIs to consumer demands (especially with regard to the equitable allocation of investments/access to services) and improving social accountability of WSIs
- b. **Strengthen access to information and disclosure of information on WSS services:** Increasing transparency in the sector and enhancing public awareness on the rights and obligations of consumers and WSIs
- c. **Enhance the regulation and monitoring of WSS services:** Strengthening the capability of oversight bodies to enforce contractual obligations and service standards
- d. **Advance utility-consumer relations and build trust:** Improving the image of WSPs (especially in low-income areas), reducing illegal connections and vandalism, increasing the willingness to pay, and developing realistic expectations by consumers
- e. **Improve the consumer orientation of WSS services:** Aligning WSS to the needs of consumers and increasing the efficiency of service delivery.

Engagement of consumers under this guideline comprises four levels of involvement with varying degrees of influence on WSS services delivery and decision-making:

- a. Provision of **information** on request or at regular intervals (e.g. through bills, public meetings, mass media) relates to one-way communication from WSIs to individual consumers, the public and communities at large
- b. **Consultation** refers to a two-way dialogue between WSIs and consumers, in order to channel and respond to feedback from the grassroots level to WSIs
- c. Formalized **participation** means that WSIs involve consumer representatives in decision making, implementation and monitoring
- d. **Recourse/redress** mechanisms ensure that consumers obtain an appropriate response to/resolution of their complaints.

2.3. Approach to Consumer Engagement

Wasreb recognizes that informed citizens and a vibrant civil society are a prerequisite to ensuring that WSS services fulfil consumer rights and respond to their needs. The Water Act 2016, sets the new framework upon which Wasreb will exercise its mandate of consumer protection. Section 72 requires Wasreb to: (j) establish mechanism for handling complaints from consumers regarding the quality or nature of water services (h) develop guidelines on the establishment of consumer groups and facilitate their establishment.

In fulfilment of this mandate, Wasreb's approach to consumer engagement is built on the following pillars:

a. Consumer participation through Water Action Groups: Civil society plays an important role as watchdogs and whistle blowers in the sector in order to improve governance in WSS services. Hence, Wasreb will partner with NGOs and CBOs to complement its involvement with consumers and further raise their voice in a more permanent and sustained manner across the Counties. Wasreb shall adopt a mechanism of engagement with autonomous consumer groups that are registered as Community Based Organizations and are actively involved in water issues at the County level. The selected CBOs shall be referred to as Water Action Groups and shall be used to effectively empower consumers through feedback to service providers, as well as, dialogue and information dissemination to consumers at the grassroots level.

This guideline will outline the procedures for establishment and rules of engagement between the Water Action Groups, WSIs and civil society.

b. The strengthening of access to information: Consumers have a legitimate interest in information, as it ensures transparency in the sector and empowers them to hold WSIs to account and to engage in effective dialogue. Chapter four of the CoK (2010) under the bill of rights states that every citizen has the right of access to information held by the State and that the State shall publish and publicise any important information affecting the nation. Therefore, WSPs as the duty bearers shall make information available to the public in a timely and user friendly manner.

Types of information that have to be disclosed include:

- i. Contact details and opening times of customer service centres
- ii. Profile and contact details of Water Action Groups
- iii. Water quality, tariffs, service interruptions and water shortages
- iv. Service standards, rights and obligations of consumers i.e. Service Charters and complaints procedures
- v. Service Provision Agreements
- vi. Results of customer satisfaction surveys
- vii. Published annual report
- viii. Composition of the Board of Directors
- ix. Investments

Information shall be provided by WSIs, where applicable supported by WAGs, through the following channels:

- i. Website
- ii. Mass Media
- iii. Customer service centres and bill
- iv. Community outreach and public awareness activities
- v. Annual Reports of WSPs

c. The strengthening of consultation and participation of consumers: WSPs shall enable consumer consultation and participation to ensure that feedback informs the planning, provision and monitoring of services. Consumer consultation shall ensure that general sector development is demand responsive.

Consultation and participation of consumers through WSPs shall be enabled through the following instruments, where applicable, assisted by WAGs:

- i. Focus Group Discussions
- ii. Community Forums and Public Forums
- iii. Public Hearings
- iv. Public Consultations on Tariff Adjustment
- v. Customer Satisfaction Surveys
- vi. Annual Consumer Summit
- vii. Annual General Meeting (AGM) of WSPs
- viii. Consumer Membership on Boards of Directors (BoDs) of WSPs.

d. The establishment of an effective complaints mechanism and procedure: Consumers have the right to demand the fulfilment of minimum service standards from WSPs and it has to be assured that their complaints are effectively and promptly addressed. Hence, this Guideline defines a formal mechanism and procedure for the follow-up of unresolved and long standing complaints through Water Action Groups.

3. ROLES AND RESPONSIBILITIES IN CONSUMER ENGAGEMENT

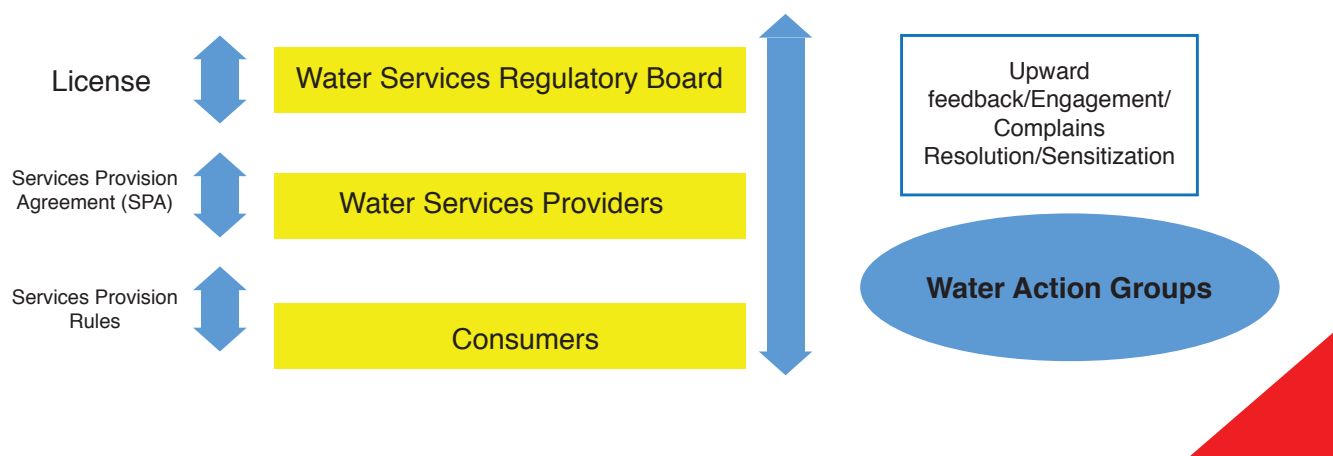
In alignment with the Water Act 2016 and key regulatory instruments such as licences, SPAs and guidelines issued by the Regulator, the consumer engagement framework adopted in this guideline reaffirms and selectively widens the roles and responsibilities of WSPs and Civil Society Organisations relating to consumer engagement. The Water Action Groups, a component of Civil Society, is a key player in consumer engagement and complaint handling.

3.1. Water Action Group

Water Action Groups (WAGs) play a key role in consumer engagement and participation as a facilitating function in terms of bottom-up consumer feedback and top-down consumer information, thereby assisting service delivery improvement. They derive their mandate directly from the Regulator and operate within the existing regulatory framework, in alignment to sector legislation, policies and prescribed terms as agreed upon with Wasreb through a Memorandum of Understanding.

The role of WAGs in the institutional framework for WSS services is depicted below.

Fig 3.1: Institutional Framework for WSS services



3.1.1. Responsibilities in Information Provision

Water Action Groups will:

- Support **consumer access to information**. This may entail facilitating information provision through interpersonal, print or electronic media as part of their proposed activities
- Undertake, in conjunction with WSPs, **community outreach and public awareness** activities with the aim of improving utility-consumer relations and reversing the negative image of WSPs amongst deprived consumers and vice versa. This is by means of barazas/public information meetings, community drama/theatre, road shows, exhibitions, mass media (radio programmes), educational sessions, and door-to-door visits
- Send representatives to participate in **consultative and information meetings** convened by WSPs, County governments, Civil Society and Wasreb, to gather information for onward dissemination to consumers.

3.1.2. Responsibilities in Consumer Consultation and Participation

Water Action Groups will:

- a. Together with the respective focal persons, convene **public hearings** to facilitate the dialogue between WSP representatives and consumers on issues related to WSS services. More particularly, public hearings serve to enable consumers to put forward complaints to the respective WSP and allow the latter to respond. This involves, *inter alia*:
 - i. Mobilising stakeholders, Facilitating and documenting the results of public hearings and submitting the same to the respective WSPs, Wasreb and the public
 - ii. Following up the implementation of the commitments made by the respective WSPs
- b. Mobilize stakeholders and conduct **focus group discussions (FGDs)** to gather in-depth citizen feedback on perceptions, preferences and ideas on water and sanitation services in the community.

WAGs document results and emerging issues of FGDs and collect complaints/issues of individual consumers to be raised during public hearings with WSP representatives
- c. Participate/engage in **community forums (barazas)**, called by community leaders, to address consumers on WSS services. They will also receive consumer feedback, create consumer awareness and support WSPs in making in-roads into areas previously inaccessible to them
- d. Engage in **public consultations on tariff adjustments** or any other **Consultation meetings /forums** convened by WSPs/ or Wasreb.
- f. Making **funding proposals** to Wasreb submitting periodic reports on their implementation.

3.1.3. Responsibilities in Consumer Complaints Handling and Follow-up

WAGs ensure that where WSPs do not adequately fulfil their role with respect to consumer complaints resolution, they are held accountable. However, they are not the primary entry point for complaints but deal with complaints that are not attended to adequately and therefore remain unresolved. The WAGs shall primarily deal with complaints raised during their engagement activities. By forwarding and following up on consumer feedback and concerns, they also make sure that consumer interests are taken into account by WSPs. To achieve swift resolution of complaints, WAGs shall:

- a. Follow up on complaints raised during the engagement activities and include in the review and operational reports
- b. Analyse unresolved complaints to Wasreb as part of the WAG's quarterly operational reports, detailing the complaints and feedback on WSS services

3.2. Water Service Providers

Water Service Providers are expected to regularly inform and interact with consumers in their service area on service quality and access, with support from the WAGs, where applicable. WSPs have a responsibility to swiftly resolve consumer complaints.

3.2.1. Responsibilities in Information Provision

Water Service Providers shall:

- a. Provide **easy access to information** such as tariffs, water quality, service interruptions, minimum service levels, consumer complaints procedure, customer satisfaction (customer satisfaction survey) and, where applicable, contact details of the local WAG through outlets and media that are easily accessible and in a format which enables the public to understand. Outlets/media include but are not limited to payment points and field offices, signage in public areas, call centres, up to date website and print media (brochures, posters, leaflets, mass media)
- b. Maintain a customer service centre with qualified staff for the purpose of addressing and resolving consumer applications, consumer service requests and complaints in a permanent way
- c. Issue at minimum one consumer bill per month in a simple, easy-to-read format to each consumer, containing all key information as specified in MWSRs VI, and provide a breakdown of charges on request
- d. Implement community outreach and public awareness activities (where applicable with support from the respective WAG) to build trust and raise the public understanding of the services provided. This shall be done through barazas/public information meetings, mass media, social media, educational sessions, mass messaging (SMS broadcasts) and door-to-door visits
- e. Publish (in print and on their website) a summary of their Annual Report to the Regulatory Board, informing the public and stakeholders on their financial performance as well as performance in meeting service obligations. The summary shall contain an overview of consumer engagement activities and outcomes as well as of consumer complaints received and resolved. It shall be made available in a timely manner to the public
- f. Share complaints and service delivery related information with WAG representatives, where a WAG operates in the service area of the WSP.

3.2.2. Responsibilities in Consumer Consultation and Participation

Water Service Providers shall:

- a. Initiate **community forums** (where applicable with support from the respective WAG) and participate in religious or **social forums** on a needs basis to discuss with consumers and receive their feedback on service issues and to make in-roads into previously inaccessible areas
- b. As part of a Tariff Adjustment Procedure and in line with the Tariff Guideline and the Guidelines on Public Consultation for Tariff Approval Process, initiate a **Public Consultation on Tariff Adjustment** to enable stakeholders to provide their views on the same and seek clarifications so that these can be taken into account in the adjustment process. Where a WAG operates in the service area, the WAG will be invited to participate in the consultation and to facilitate adequate representation of a cross section of consumers
- c. Conduct a **customer satisfaction survey** every two years. Determine appropriate actions to respond to consumer concerns then communicate these actions to Wasreb
- d. Hold **Annual General Meeting** for their shareholders, appointed in line with the Corporate Governance Guideline
- e. Where a WAG operates in the service area of a WSP, the latter shall, together with the WAG, convene public hearings no less than twice a year and, if feasible, on a quarterly basis. These are organized by the respective WAG in order to allow the WSP to:
 - i. Respond to consumer complaints and concerns, collected by the WAG in advance of the hearing, in a formalized framework and to gain better understanding of consumers' needs and demands

- ii. Make time-bound commitments for the resolution of complaints raised
- iii. Respond to matters arising during the meeting and agree on a way forward.
- f. Participate in the annual Consumer Summit convened by Wasreb and involving all WSPs, civil society, County representatives and other stakeholders
- g. Invite WAG representatives to consultative meetings/events.

3.2.3. Responsibilities in Consumer Complaints Resolution

The Water Service Provider is the primary entry point for consumer complaints. This means that adequate procedures, instruments (such as customer service centres, complaint registers), organizational structures and at least one trained and dedicated Customer Complaints Officer have to be in place. This will:

- Allow the consumer easy access to information and recourse and
- Enable the WSP to take up and effectively deal with complaints to record and annually report to the Regulatory Board on complaints received and to resolve disputes with consumers.

In implementing measures for consumer complaints handling, consumer compensation and handling of consumer disputes as well as in executing these measures (response times to consumer requests and complaints, payment of compensations etc.) WSP have to follow the provisions of SPA and MWSRs (X, XV, XVI).

To warrant effective resolution of complaints, WSPs shall:

- a. Enter into a customer contract with each of its customers. The contract needs to be in line with Wasreb's Guidelines and, where available, the Model Customer Contract approved by Wasreb
- b. Adopt an electronic complaints register/system for the purposes of record keeping, swift retrieval and follow up of customer complaints.
- c. Develop, publish (in print and on their website) and publicly display a tailor-made service charter, specifying service standards, and rights and obligations of consumers. This includes explaining to consumers where to find information on services, how to provide feedback and file complaints, and how these will be addressed
- d. Be fully responsible for the services delivered through communal water points operated under their management This implies that a consumer who obtains a service through a WSP-run communal water point, even if without a customer contract per se, enters into a contractual relationship with the WSP, including consumer rights and obligations
- e. Where a WAG operates in the service area of a WSP, the latter shall:
 - i. Provide the Customer Relations/Service Manager as the main contact person for WAGs
 - ii. Swiftly attend to and act on consumer complaints forwarded by the WAG.
- f. Attend all meetings between WAGs and stakeholders for which a formal invitation must be done by WAGs. Pay compensation to consumers as ordered by Wasreb {SPA 12.7 (d)}.

3.3. Water Services Regulatory Board

The role of the Water Services Regulatory Board in relation to consumer engagement is of a coordinative and supervisory nature and generally relates to the protection of consumer interests.

3.3.1. Role in Information Provision

Wasreb is mandated by the Water Act 2016 to gather, maintain and disseminate information on water services and to monitor sector performance. The Board:

- a. Provides access to information through media that are accessible and in a format that is easily understandable. This includes the website and print media (reports, brochures, posters, and fliers)
- b. Publishes the annual Sector Performance Report (Impact Report) on the performance of WSPs and counties. This helps inform consumers and other stakeholders on developments and progress in the sector. The report provides comparative information on the quality of services and promotes competition among WSPs and counties in the sector
- c. Shares general information on sector structure and developments with WAGs.

3.3.2. Role in Consumer Consultation and Participation

The Water Services Regulatory Board shall:

- a. Invite CBOs interested in working on consumer engagement activities to submit proposals with activities for funding. Approval of proposals received shall depend on the appropriateness of activities to the water sector and the capacity for the CBO to carry out proposed activities.
The relationship between Wasreb and the CBO will be continued or terminated based on the CBOs performance. Thus, approval for subsequent proposals will be based on delivery in the previous phase
- b. Convene an annual stakeholder forum where consumer issues will be addressed
- c. Organise capacity building programs for WAGs
- d. Monitor and Evaluate: Wasreb will receive reports from the CBOs on their activities quarterly . Field visits will also be conducted to attend the meetings convened by the WAGs.
A structured timetable of when the activities will take place will be developed and shared to ensure the participation of Wasreb, WSPs, County Government and other stakeholders in the water sector.
- e. Fund the focal CBOs selected based on their funding proposals . The CBOs, will however, have the autonomy to source for funding from other partners, while ensuring this does not conflict with the mandate of Wasreb spelt out in the MOU.

3.3.3. Role in Consumer Complaints Resolution

The Water Services Regulatory Board:

- a. Establishes rules and procedures for handling consumer complaints relating to service obligations of WSPs. Wasreb also provides advice on the application of these procedures and monitors their operation in accordance with the Water Act 2016.
- b. Impose a penalty fee where the WSP fails to investigate, mediate and take action on overdue consumer related complaints forwarded by the WAG and oblige the WSP to bear the cost of investigating the complaint.
- c. Define minimum requirements for an Electronic Complaints Management System that can be adopted by utilities in Kenya.

3.4. Civil Society Organisations

Civil society has been widely recognized as an essential 'third' sector, most importantly for its advocacy role as regards good governance tenets like transparency, responsiveness and accountability in service delivery and for its ability to bring to public attention environmental, social and community concerns.

Wasreb considers the role of CSOs (NGOs, CBOs) in consumer engagement to be of a mediating and supporting nature and complementary to the formal-institutional approach taken by the Water Action Groups. Civil Society Organisations:

- a. Directly engage in awareness/ sensitisation activities at grassroots level
- b. Mobilize citizens and communities within their participatory, structures and make use of their convening power
- c. Articulate consumer interests in the engagement process on local and national levels
- d. Encourage citizens to make use of available redress/recourse mechanisms
- e. Promote social accountability of WSIs
- f. Conduct independent surveys on consumer views/perceptions and make findings known to the relevant stakeholders
- g. Assist in monitoring compliance of WSIs with provisions on information disclosure and corporate governance.

Wasreb acknowledges the significant potential for enhancing consumer engagement through systematic collaboration with Civil Society Organisations (CSOs). Core areas for potential collaboration with CSOs include:

- i. Building policy consensus, disseminating policy positions and enhancing public support for policies
- ii. Mobilizing particular constituents, particularly the vulnerable and marginalized to demand for improved delivery of water services through enhanced participation
- iii. Building social capital (associations, contacts networks and norms such as trust and tolerance) which strengthens cooperation between the various players in the water services sector
- iv. Support and cooperate with WAGs in providing feedback on the performance of WSPs and in implementing engagement activities (such collaboration is subject to prior approval by Wasreb)
- v. Participate in Wasreb /WSP organised engagement forums and consultative events
- vi. Engage in resource mobilization to support the establishment and capacity building of WAGs for sustained implementation of WAGs activities.

Interested CSOs are encouraged to approach Wasreb for partnerships formalized through Memorandum of Understanding on specific areas of collaboration where necessary. Water Action Groups fall under this group hence they are required to sign MOUs with Wasreb prior to engaging in any consumer related activities.

4. IMPLEMENTATION OF THE GUIDELINE

The following steps will guide the process of implementing this Guideline:

a. Incorporation of consumer engagement activities

Every WSP shall incorporate consumer engagement activities, objectives and indicators in its strategic plans, business plans (under customer services), and operational plans in line with responsibilities outlined in section 3.

- i. WSPs shall budget for consumer engagement activities and instruments and provide evidence of the same through an approved budget and expenditure report for the period on WARIS.
- ii. Engagement activities of a WSP that involve Water Action Groups operating in the respective service area shall be communicated to and, if possible, coordinated with the respective WAG

b. Establishment of Water Action Groups by Wasreb

Wasreb will progressively establish WAGs in each county and will introduce them to their respective WSPs and County Governments to ease their operations. Wasreb may, collaborate with other partners including County Governments, to build the capacity of the CBOs to effectively discharge their consumer engagement roles.

Recruitment of WAG members will take place on a competitive basis and as per the WAG Operational Guideline.

c. Establishing an Electronic Complaints Management System

Wasreb will progressively push for the adoption of ICT in service delivery among the WSPs. WSPs shall be expected to gradually budget for ICT equipment and infrastructure that will facilitate the transition into an electronic complaints system.

d. Monitoring and Enforcement of the Guideline

Compliance to the consumer engagement provisions under this guideline will be monitored through the Water Regulation Information System (WARIS), inspections, where applicable, WAGs Complaints Review Reports to Wasreb and, when available, an electronic complaints system.

Wasreb will monitor the performance of WSPs in resolving consumer complaints and will report annually to the public on the complaints resolution rate of WSPs.

Non-compliance with the guideline will result in enforcement actions by Wasreb in line with its Compliance and Enforcement Strategy, including issuing of penalties, publishing of the default, placing a Licensee or WSP under a Special Regulatory Regime and consideration of non-approval of tariffs.

The logo of the Water Service Regulatory Board is a stylized, abstract design composed of several overlapping, curved shapes in shades of blue. It resembles a water droplet or a flame, with a central circular element and several curved, teardrop-like shapes extending outwards. The design is minimalist and modern.

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