



## KAPSABET NANDI WATER & SANITATION CO. LTD

### SERVICE CHARTER

#### VISION

**To be the leading water service provider in the region.**

#### MISSION

**To effectively and efficiently provide quality and affordable water and sanitation services.**

#### PURPOSE OF THE SERVICE CHARTER

This service charter aims at enlightening our customers on the company mandate, core functions, objectives, core values, the standards we have committed to uphold to continuously satisfy our client, our customers and stakeholders' obligation and It also provides mechanism for complaints and redress for dissatisfied customers, This feedback will assist in evaluating our performance to ensure continuous improvement in the provision of service.

#### MANDATE

Kapsabet Nandi Water and Sanitation Company Limited is mandated by Water Service Regulatory Board to provide cost effective and affordable quality water and sanitation services to the residents of the cluster towns of Kapsabet and Nandi Hills.

#### CORE - FUNCTIONS

In carrying out our mandate, we have core functions and activities geared towards ensuring the fulfillment of our vision and mission the core functions are as follows:

- Provide quality and economical water and sanitation services to consumers.
- Bill for water and sanitation services and ensure timely collection of dues.
- Routinely maintain water and sanitation services infrastructure.
- Ensure that standards and licensing requirements set by Water Services Regulatory Board are complied with.
- Environmental conservation.

#### OBJECTIVES

- Organizational strengthening and development
- Operation efficiency
- Financial sustainability
- Communication and visibility

#### CORE VALUES OF KANAWASCO

- Professionalism
- Teamwork
- Accountability
- Creativity & Innovation
- Competence & performance

#### CUSTOMERS

Domestic, Institution and commercial

#### CUSTOMER RIGHTS

KANAWASCO is committed to uphold high level of professionalism, solving customers' problem and delivering quality service and product. In case of experiencing any difficulty in obtaining services please ask to see the regional manager.

#### CUSTOMERS AND STAKEHOLDERS' OBLIGATIONS

To facilitate the provision of the above services in a suitable manner the customer shall be expected to do the following:

- Treat KANAWASCO staff with courtesy and respect
- Pay for bills invoiced promptly
- Avail all information requested by KANAWASCO staff for execution of service
- Avoid collusion and compromises that would lead to defrauding the organization.
- Report any leaks /burst, sewer blockage, missing manhole covers etc promptly to the company
- Avoid construction of permanent structures on water and sewer line
- Report to KANAWASCO all matters that they deem to have negative impact on service provision and especially any illegal practice observed in their area. KANAWASCO shall treat the reports with utmost confidentiality.

#### FEEDBACK

All complains shall be recorded at our customer care offices for prompt follow-up and shall also be used for measuring the quality of our services and shall form a basis for improvement and benchmarking.

We welcome feedback and suggestions for improvement of our services, your feedback should be directed to Managing Director. You can also,

- Visiting the company's office and talk to the customer relation officer.
- Call, e-mail or fax the office
- Put your suggestion in the suggestion boxes strategically placed in our offices.

Description of Service	Requirement from the Customer	User Charges	Timeline
1. Confirming name and connection number	Official request	Free	5 Minutes
2. Meter testing	Official request	500/-	2 Days
3. Request for Termination	Letter requesting for the termination	200/-	2 Hours
4. Transfer of account	Letter requesting for the transfer	Free	24 Hours
5. Re-connection	Letter requesting for reconnection	1,000/- (at meter point) 5,000/- & double deposit (at mains)	24 Hours
6. Refund of Deposit	Letter requesting for the refund & Deposit receipt	Free	14 Working days
7. Adjustment of water bills	Letter requesting for the adjustment	Free	5 Working days
8. Replacement or servicing of meter	Request for replacement or servicing	500/-	3 Days
9. Attending to leakages and burst	Report leaks and burst to the Company	Free	8 Hours
10. Repairing faulty meter	Report faulty meter to the Company	Free	24 Hours
11. Disconnection at customer's request	Official application for the disconnection	200/-	24 Hours
12. New Connections	Application for new connections	Charges per consumer category in the approved tariff	7 Working days
13. Attending to blocked sewer	Report blocked sewer to the Company	Free	6 Hours
14. Responding to customer queries or complaints	Launch of complain or question through the official channels	Free	Acknowledging within 2 days Aim to resolve within 7 days
15. Answering incoming calls	Call official lines	Free	3 Rings