



NZOIA WATER SERVICES COMPANY LIMITED

SERVICE CHARTER

VISION

To be a world class water service provider.

MISSION

To provide adequate portable water and sanitation services efficiently, economically and in a sustainable manner to all consumers in the Nzoia cluster region.

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

Nzoia water Services Company limited is mandated by Lake Victoria North Water Service Board to provide cost effective and affordable quality water and sanitation services to the residents of the cluster towns of Webuye, Bungoma, Kimilili and Kitale.

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 Lake Victoria North Water Service Board are complied with
- Environmental conservation

OBJECTIVES

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

THE VALUES OF NZOWASCO

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

CUSTOMERS

Domestic, Institution and commercial

CUSTOMER RIGHTS

Nzowasco 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 service, 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 NZOWASCO staff with courtesy and respect
- Pay for bills invoiced promptly
- Avail all information requested by NZOWASCO 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 e.t.c promptly to the company
- Avoid construction of permanent structures on water and sewer line
- Report to NZOWASCO all matters that they deem to have negative impact on service provision and especially any illegal practice observed in their area. NZOWASCO 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.

MENU SCHEDULE FOR SERVICES PROVIDED BY NZOIA WATER SERVICES COMPANY LIMITED

NATURE OF COMPLAIN	TIME TAKEN TO RESOLVE
Name and connection number	5 Minutes
Meter test request	2 Days
Objection to consumption	24 Working Hours
Termination request	2 Hours
Transfer of account	24 Working Hours
Re-connection request	24 Working Hours
Refund of deposit	14 Working Days
High water bills	5 Days
Meter stolen	3 Days
Estimate bills instead of actual bill	24 Working Hours
Unposted payments	24 Working Hours
Leakages	8 Hours
Take readings	8 Hours
Install meter	24 Working Hours
Meter faulty	24 Working Hours
Meter replacement	24 Working Hours
Meter servicing	24 Working Hours
New connection after making all the payments	7 Working Days
Sewer blocked	6 hours