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Water Resources Authority

National Cohesion & National Values

Categories;

- Administrative action
- Participation of the people
- Transparency & Accountability
- Sustainable development

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Understanding national cohesion:

It is a process and an outcome of instilling and enabling all citizens in the country to have a sense as well as a feeling that they are members of the same country, engaged in a common enterprise and facing shared challenges. Indeed, National Cohesion goes beyond peace-keeping and conflict management. National cohesion is based on the fact that societies and individuals can only achieve their potential when living and working together. This is realized through the regulation and reconciliation of differences, competing interests and demands. National cohesion is strongest when everyone

Values:

Values refer to beliefs or ideals shared by the members of a culture about what is good or bad, desirable or undesirable. They are standards of conduct, efficiency or worth which a society endorses, maintains and even transmits to her members.

in the country has the opportunity, the resources and the motivation to participate in society as fully as they wish and on an equal basis with others.

National Values:

National values are beliefs of a nation guiding the actions and behavior of its citizens while principles of good governance oblige the state to perform its functions in a manner that promotes the general well-being of its people.

These National Values are entrenched by the constitution under **Article 10 (2)** which highlights the following National Values

and Principles of Governance:

- ◆ Patriotism, National Unity, Sharing and Devolution of power, The rule of law, Democracy, Participation of the people
- ◆ Human dignity, Equity, Social justice, Inclusiveness, Equality, Human rights, Non-discrimination, Protection of the marginalized
- ◆ Good governance, Integrity, Transparency, Accountability
- ◆ Sustainable development.



Cohesion:

Cohesion is **defined** as a conscious desire for diverse groups of people to belong together and affirm the condition of mutual dependence. It entails constructing an integrated citizenry with a sense of belonging amongst members of different groups and regions of a country.



THE CUSTOMER SERVICE DELIVERY CHARTER

The Customer Service Delivery Charter was updated and endorsed by WRA CEO. The Service Charter will act as a vehicle to create appropriate awareness of WRA's services amongst stakeholders, customers and its publics.

The Corporate Communication Department is currently working on rolling out and distributing the updated Customer Service Delivery Charter to all Re-

gional and Sub regional offices.

Full distribution of the Customer Service Charter to all of the WRA 's offices (Regional and Subregional is on going in subsequent stages.

In addition WRA has disseminated information contained in the Customer Service Charter to the public through customized fliers. The CSDC fliers have been

distributed to the following events.

- World Water Day
- Catchment Management forums.
- Catchment Management Day
- Flood Management Forums.

“Participation is the practice of involving all people from diverse backgrounds in making decisions which ensures mutual respect and encourages shared responsibilities “

PARTICIPATION OF THE PEOPLE, TRANSPARENCY & ACCOUNTABILITY - (Nairobi River Restoration Program Stakeholders meeting held)

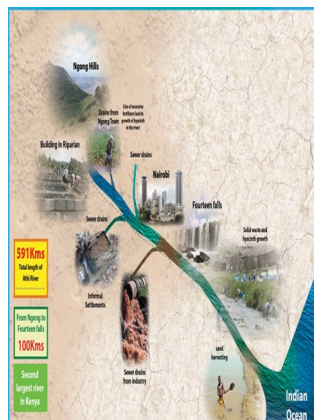
In a bid to rehabilitate, restore and sustainably manage water resources within the Athi River basin, which includes Nairobi River and its tributaries, WRMA developed the Athi River Restoration Programme (ARRP) which is a capital project planned to be implemented in five years at an estimated cost

of Kenya Shillings 2.5 billion.

The 1st consultative workshop on Nairobi River Restoration was organized by WRMA in conjunction with the Ministry of Water and Irrigation and was held on the 24th January 2017, at the Radisson Blu Hotel in Nairobi. The workshop

mainly sought to raise awareness among stakeholders about the current status of the Athi River Basin including Nairobi River.

The Nairobi River Basin comprises of 3 main rivers: Ngong, Nairobi and Mathare.



CUSTOMER SATISFACTION SURVEY

In order to determine the level of satisfaction of WRA customers and stakeholders, the Corporate Communication Department will, at the end of Q4, hold a customer satisfaction exit survey. In preparation of conducting the Customer Satisfaction Exit Survey in Quarter 4, the Corporate Communication Department revised the questionnaire in Q3 as seen below. In addition, the questionnaires have been distributed to all Regional and Sub-Regional offices to be distributed to customers. **A sample of the previous and present feedback forms are also availed below:**

WATER RESOURCES MANAGEMENT AUTHORITY	
TITLE: Customer Satisfaction Feedback Questionnaire	REF. NO: F/19/2/1
DEPARTMENT: Corporate Communication	ISSUE NO: 01
ENDEED BY: C/CCO	REV. NO: 01
AUTHORIZED BY: CEO	DATE OF ISSUE: 23 rd February 2016
	PAGE: 1 of 3

Dear Customer,
Thank you for giving WRMA an opportunity to serve you. Please help us serve you better by giving us feedback on our products and services in order to continually improve your service experience.

CUSTOMER CONTACT DETAILS:
Name:
Business:
Email Address:
Mobile No:

- Based on your recent experience with WRMA, was the quality of customer service you received?
 - Very Poor
 - Average
 - Satisfactory
 - Superior
- If the customer service was "very poor" briefly describe what happened?
- Did you think WRMA Staff (Select all that apply)
 - Appeared knowledgeable and competent
 - Helped you solve the problem
 - Handled issues with courtesy and professionalism
 - Quickly identified the problem
- How long did it take to serve you? (Please tick (✓) as appropriate)
 - 0-15 minutes
 - 15-30 minutes
 - 30-45 minutes
 - 45minutes-1hr
 - Over 1hr
- What services did you require? (Please tick (✓) as appropriate)
 - General
 - Water Quality Testing
 - Verification of licensed professionals
 - Provision of water resources data
 - WRUA Registration
 - Community Sensitization
 - Determining Water Permit Application
 - Resolving objection from WRM rules
 - Inspection of Works
- Is information regarding WRMA's services readily available? (Please tick (✓) as appropriate)
 - Totally Disagree [] Disagree [] Neutral [] Agree [] Totally Agree []
- Overall, how satisfied were you with the customer service experience that you received? (Please tick (✓) as appropriate)
 - Dissatisfied
 - Neutral
 - Satisfied
 - Very Satisfied
- If you were less than satisfied, what could we have done to serve you better?

Thank you for your feedback. We appreciate your opinion and will take your input into consideration. Should our services fall below the stated standards please contact :

The Chief Executive Officer
Water Resources Management Authority
P.O. Box 45250 – 00100,
NAIROBI
Tel: +254 20 2732291/2729048/9
Email: wrma@wrma.or.ke
Fax: + 254 20 2729950

Conservation initiatives to rehabilitate the encroached Lamu Sand dunes

The fresh water reserves in Lamu are under threat. Since the declaration of Lamu town as a heritage site, it has attracted a lot of interest from foreigners who are much aware of the developmental potential of the island than the locals. Increased establishment and development of the beach

resorts, together with rampant population has also reduced the catchment size hence effective fresh water recharge. .



WRA CEO Mr. Mohammed Shurie with Mr. Peter Kiilu EBS, WRA Governing board chair and other board members addressing community members in Mpeketoni on a visit to Lake Kenyatta. The Lake is at the risk of drying up.

WORLD WATER DAY 2017

World Water Day is an international day commemorated every 22nd of March focusing on taking action on water issues, the importance of fresh-water resources and advocating for sustainable use. This Year theme was “water and waste water” it highlighted the need to address water shortage and reduce wastewater through recycling and reuse. This was done in support of

Sustainable Development Goal 6.3 on improving water quality and reducing, treating and reusing wastewater,

This year the World Water Day celebrations were held at Mecheo Secondary School in Nyamira County, where WRMA participated fully with the Lake Victoria South Catchment Area hosting the event under the Kisii Sub-Regional Office.

Water and Irrigation CS Hon. Eugene Wamalwa assured area residents of the government’s commitment to improve water infrastructure in the County. Mr. Wamalwa said that the government had set aside 300 million shillings for Keroka water supply project that will serve 56,000 people. “To improve water harvesting and storage, the national and the county governments need to work together in rehabilitation of dams.”



National Land Commission held review tribunals to revoke title deeds of grabbed Shella-Kipungani land on which the encroached sand dunes



CS Hon. Eugene Wamalwa giving his Key note address at the 2017 WWD.

SUSTAINABLE DEVELOPMENT - MTAP PROJECT IN WAJIR AND GARISSA COUNTIES

The water resources assessment study for Wajir County was one of the components of the Medium Term ASAL Programme 2 (MTAP2). This was a replica of a similar project – MTAP 1 which was successfully undertaken in Isiolo County and finalised in 2014. MTAP 2 was a two year project financed by the Governments of Kenya and Denmark and to be implemented between July 2014 – June 2016. This project was implemented under the Ministry of Devolution and Planning who entered into a memorandum of understanding with the Water Resources Management Authority for carrying out the Water Resources Assessment Study in Wajir County. The study focused on both surface and ground water sources as well as on their quality.

Report Dissemination

The final report of the study was disseminated by WRA on 27th April 2017 at the Wajir Palace Hotel in a public forum composed of different actors in the water sector at the county including the Wajir County Water Services Department, key National Government Agencies, Nongovernmental organizations and Civil Society organizations.

The report will be used by various actors and especially the county government for effective planning and decision making.



WRA community is formed by people from different backgrounds and therefore diverse cultures. It's therefore important to note that for us to develop in all aspects we need to appreciate and respect one another. As Team Members we should nurture national cohesion, integration and peaceful coexistence for our own benefit and the benefit of future generations.

