



WATER RESOURCES AUTHORITY (WRA)

CUSTOMER SERVICE CHARTER

Our Vision

To be an exemplary regulator of water resources management and use

Our Mission

To effectively regulate the management of water resources in partnership with stakeholders



SERVICES	CUSTOMER REQUIREMENTS	CHARGES	TIMELINES
Provision of general information/attendance to enquiries	Submit a request (Phone call, written or email) Visit WRA offices/website	Free	Visit - within 15 minutes Written request up to 10 working days
LABORATORY WATER QUALITY TESTING CHARGES (Refer to Part C of schedule of Water Resources Regulation 2021) 1.Physical Chemical Analysis	Submit 2 litres of water for analysis in a clear plastic bottle or HDPE bottle (Service cost per parameter is also available)	5,000	7 working days
2.Biological Analysis	Obtain a sterilized bottle to professionally sample for bacteriological analysis from the lab (sample at least 100mls of water) Sterilized bottles can be obtained at our labs at a deposit fee & commitment note	3,500	3 working days
3.Partial Effluent Analysis	Submit 5 litres of the effluent in a clean plastic bottle	5,000 (Depends on the facility and charges per individual parameters. Refer to part C of the schedule)	7 working days
Data, Investigations, Laboratory Analysis and Related Services	Written request	5,000	3 working days
Ground Water - Basic Data (Water Static Level, Water Rest Level, Yield, Depth,) up to a maximum of 10 boreholes	Written request	5,000	3 working days
Hydrometeorological - Rainfall (daily, monthly, annual)	Written request	5,000	2 working days
Climatic parameter	Written request	5,000	2 working days
Water level and rating equations	Written request	5,000	3 Days
Discharge	Written request	5,000	3 Days
Lake /reservoir level	Written request	5,000	3 Days
Sediment load	Written request	1,000	7 Days
Water Apportionment	Written request	5,000	7 Days

INVESTIGATIONS			
Groundwater Hydrogeological assessment or surveys including borehole siting	Written request	40,000/- plus staff days based on contracted consultancy day rate and AA rates for mileage exclusivity of lab analysis costs	7 working days
Surface Water Hydrological assessment or surveys	Written request	40,000/- plus staff days based on contracted consultancy day rate and AA rates for mileage exclusivity of lab analysis costs	Varied depending on type
Water Quality and Pollution Control Water Quality Assessment or surveys	Written request	40,000 /- plus staff days based on contracted consultancy day rate and AA rates for mileage exclusivity of lab analysis costs	90 Working Days
Surface Water Flow measurement	Written request	20,000/-plus staff days on contracted consultancy day rate and AA rates for mileage	7 Working Days

THEMATIC MAPS AND REPORTS			
Blue prints	Written request	2,000	5 Working Days
Colored prints Per A1 Copy		5,000	
Per A0 copy		5,000	
Per A4 copy		1,000	
Per A3 copy		1,000	
Digital Maps per theme		20,000	
Reports per page		50	
Equipment Hire per day	Written request	As per prevailing schedule of rates issued by WRA from time to time	
Request for Copy of Register of Water Bodies Per Basin Area	Submit Written request	5,000	1 Working Day
Copy of Register of Authorizations or Permits Per 100 or part thereof	Written request	5,000	3 Working Days
Application for Registration of Water Resources Users Associations by WRA	Duly filled Form WRA 018 with the required attachments as per Water Resources Regulations 2021 Part X section 97 (1, 2a-d)	Free	Within 30 Days
Copy of Register of WRUAs Per Basin Area	Submit a formal request for the register of WRUAs for the Basin Area of interest	5,000	Within 2 Days
Recommendation by WRUA on Application for Water Permit (this does not confer or imply a Permit for water abstraction by the Applicant Per permit)	Duly Completed WRA 003 Form	2,000	Within 5 Days
Certified Copy of Register of WRUAs Per Sub-basin	Written request	1,000	Within 2 Days
Copy of WRUA Development Cycle	Written request	4,000	Within 5 Days

WATER PERMIT APPLICATION FEES			
Verification and authorization to construct works i.e. Abstraction, Storage, Swamp Drainage and effluent discharge works	Duly Completed WRA 001 Form with accompanying documents and upon payment of assessment fees	Category A - 2,000	Approval Category A Maximum: 30 days
		Category B - 20,000	Authorization Category B Maximum: 60 days
		Category C - 40,000	Authorization for Category C Maximum: 150 days
		Category D - 80,000	Authorization for Category D Maximum: 150 days
Assessment of permit application	Duly Filled completed application WRA 001	Depends on class of permit: -Category A- 2,000 -Category B- 20,000 -Category C- 40,000 -Category D- 80,000 Varied permit:	Within 14 working days
Inspection of Completed works	Submit Completion Certificate with verified compliance with the conditions of the Authorization	All Categories	Within 10 working days
Issuance of water permit	Submitted works Completion certificate WRA 007 with verified compliance to conditions of the authorization and positive recommendation inspection report.	Depends on class of permit: -Category A- 1,000 -Category B- 25,000 -Category C- 50,000 -Category D- 100,000 Varied permit:	Within 7 working days after favourable inspection report
Assessment for renewal and /or variation of permit	Duly Filled completed application WRA 001	Depends on class of permit: -Category A- 1,000 -Category B- 45,000 -Category C- 90,000 -Category D- 180,000 Varied permit:	Within 14 working days
Application for Transfer of a water permit	Submit Duly Completed WRA 014 Form	4,000	Within 30 working days
Application for Authority to Enter Land for WRA activity	Submit Duly Completed WRA 017 Form	4,000	As per need
Application of Search of Water Permit	Submit Duly Completed WRA 020 Form	2,000	Within 2 working days
Supplement to Authorization/ Supplementary Permit	Submit Duly Completed WRA 021 Form	6,000	Within 60 working days
Application for Easement	Submit Duly Completed WRA 002 Form	4,000	Immediate upon submission of a sworn affidavit
Application for Extension of time for Authorization	Duly filled completed form WRA 005	4000	Immediate upon assessment
Extension of Time Limit for Authorization to Construct works	Duly filled completed form WRA 006	2000	
Application for search for a water permit	Duly filled completed form WRA 020	2000	Within 7 days
For re-issue of or alteration to Authorizations, Permits and Licenses	Upon Request	4,000	Within 14 working days
Response to complaint or report in regard to violation of reserve quantity or quality	Written Request	Free	Within 48 hours
Response to complaints	Written Request	Free	Within 5 working days
Permitted Water use charges Customer	Submit duly completed WRA 015 form	As prescribed under Part B of the Schedule	Immediate

REDRESS MECHANISM

We are committed to courtesy, quality and excellence in service delivery. Where our services fall below the stated standards or where you are unable to access our services please contact:

Commission on Administrative Justice
West End Towers, 2nd Floor Waiyaki Way Westlands
P.O BOX 20414-00200 Nairobi Telephone: 020227000
Toll Free Number: 0800221349
Email: certification pc@ombudsman.go.ke Website: www.ombudsman.go.ke

The Chief Executive Officer
Water Resources Authority
P.O BOX 45250 00100 NAIROBI 9th Floor, Wing B, NHIF Building, Upper Hill
Telephone: 0202732291/2729950 Email: info@wra.go.ke
Website: www.wra.go.ke

WRA KENYA

@WRA_KEN

Emergency hotline: 0700 056472

Water Resources Authority