



WATER RESOURCES AUTHORITY (WRA) CUSTOMER SERVICE CHARTER AUGUST – 2018

Our Service

Water Resources Authority is committed to ensuring equitable water resources allocation to all and providing quality services to customers with courtesy, fairness, integrity, accountability and professionalism.

SERVICES RENDERED	CUSTOMER REQUIREMENT(S)	CHARGES (KSHS)	TIME LINES
Provision of general information / attendance to enquiries	Submit a request (Phone call, written or email) Visit WRA offices/website: www.wra.go.ke	Free	Visit- within 15 minutes
Water quality testing: 1. Effluent: • Wastewater (Effluent) test 2. Potable water: • Physico- chemical Test • Bacteriological Test	<ul style="list-style-type: none"> Submit 2litres of effluent sample for analysis (for ease of disposal) Submit 1.5litres of water sample for analysis Obtain sterilized bottle from the laboratory to collect sample Submit sample in sterile bottles for bacteriological analysis (at least 100 mls) 	<ul style="list-style-type: none"> 5,000 5,000 100 (refundable) 2,000 	Written request up to 10 days Website- instant <ul style="list-style-type: none"> Within 10 working days. Within 10 working days Within 15 Minutes Within 5 working days
Verification of licensed water resource professionals Provision of water resources data e.g. • Surface Water data • Water Quality data • Ground Water data • Abstraction • GIS Maps	<ul style="list-style-type: none"> Put in a request Submit formal request 	<ul style="list-style-type: none"> Free Request for copies - Ksh. 500 Varied charges as set out in the Water Resources Management Rules 	<ul style="list-style-type: none"> Within 15 minutes Within 7 working days
Registration of WRUA with WRA	<ul style="list-style-type: none"> Submit application Form No. WRA 018 with requested attachments Sign MOU with WRA 	Free	Within 1 month
Sensitizing local communities on WRUAs	<ul style="list-style-type: none"> Identify water resource management problem/ need to be addressed 	Free	Within 1 month
Implementation of SCMP activities	<ul style="list-style-type: none"> Involvement in implementation of SCMP activities (subject to release of funds from WSTF/Development partners) Facilitation of implementation of SCMPs 	Free	Within 1 month
Assessment and authorization to construct works i.e. abstraction, storage , swamp drainage and effluent discharge works	<ul style="list-style-type: none"> Obtain Checklist No.CL/15/1/1 Submit application Form No. WRA 001A with the required attachments. 	Depends on class of permit. <ul style="list-style-type: none"> Category A=1,000 Category B =5,000 Category C=20,000 Category D=40,000 	Verification: 1 working day Registration <ul style="list-style-type: none"> Approval category A : Maximum 60 days Authorization for category B Maximum: 90 days Authorization for category C Maximum: 150 days Authorization for category D Maximum: 180 days
Extension of time limit on an authorization	<ul style="list-style-type: none"> Submit application for extension on form WRA 005 	Kshs.2,000	Within 30 working days
Issuance of water permit (after Submission of inspection report WRA 007)	<ul style="list-style-type: none"> Submit a completion certificate Submit water quality analysis report Submit borehole test pumping report Submit borehole completion record Submit completion record 	Depends on class of permit: <ul style="list-style-type: none"> Category A= Nil (Abstraction); Effluent Category A=1,000 Category B=7,500 Category C=25,000 Category D=50,000 2,000 if variation is within the same category 	<ul style="list-style-type: none"> Within 30 working days after receipt of inspection report and submission of permit fees.
Transfer of a water permit	<ul style="list-style-type: none"> Submit land documents and form WRA 013 Submit Identification card of owners Submit Letter of incorporation Submit pin numbers 	Ksh.2,000	Within 30 working days
Assessment for water use charges	<ul style="list-style-type: none"> Submit self-assessment form 015 in triplicate or arrange for WRA officers visit to the site for assessment and data collection 	Free	After every 3 Months
Response to water use related conflicts and objections	<ul style="list-style-type: none"> Submit a written objection stating grounds of objection 	Free	As per guidelines in WRM Rules
Response to complaint or report in regard to violation of reserve quantity or quality	<ul style="list-style-type: none"> Report where reserve has been violated 	Free	Within 48 hours
Response to complaints	<ul style="list-style-type: none"> Formal complaint 	Free	Within 5 working days
Prequalification of suppliers	<ul style="list-style-type: none"> Apply in response to advertisement 	Free	Within 21 working days
Communicating the tender outcome	<ul style="list-style-type: none"> Must have participated 	Free	Within 30 working days from the date of concluding the tender process

FEEDBACK AND 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:

OUR VISION

To be an exemplary regulator of water resources management and use

OUR MISSION STATEMENT

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

OUR VALUES

Responsiveness and Customer focus
Fairness and Equity
Gender and social inclusiveness
Integrity, Innovation
Professionalism
Transparency and Accountability
Team work

THE CHIEF EXECUTIVE OFFICER

Water Resources Authority
P.O BOX 45250, Nairobi
9th Floor, Wing B, NHIF Building, Upper Hill
Telephone: 0202732291, 2729950
Email: wra@wra.go.ke,
website: www.wra.go.ke

COMMISSION ON ADMINISTRATIVE JUSTICE

West End Towers, 2nd Floor
Waiyaki Way Westlands
P.O BOX 20414-00200, Nairobi
Telephone: 0202270000
Toll Free Number: 00800221349
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"Accounting for every drop!"

WRA is ISO 9001:2015 certified