



Accounting for every Drop!

WATER RESOURCES AUTHORITY (WRA) CUSTOMER SERVICE CHARTER AUGUST – 2019

Our Services

Water Resources Authority is committed to ensuring equitable water resources allocation 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. Wastewater: Partial effluent test	Submit 2litres of effluent sample for analysis (for ease of disposal)	5,000	Written request up to 10 working days
2. Portable Water: Physio-chemical Test	Submit 1.5litres of water sample for analysis	5,000	Within 10 working days
Bacteriological Test	Obtain a sterilized bottle to sample for bacteriological analysis. Submit sample in sterile bottles for bacteriological analysis (at least 100 mls)	100 (Refundable) 2,000	Within 15 Minutes Within 5 working days Written
Verification of licensed water resource professional. Provision of water resources data e.g. Surface Water data, Water Quality data, Ground Water data, Abstraction, GIS Maps	Putting a request Submit formal request	Free Request for a report Ksh. 500 Varied charges as set out in the Water Resources Management Rules	Within 15 minutes 7 working days
Registration of WRUA with WRA	Submit application Form No. WRA 018 with requested attachments	Free	Within 1 month
Sensitizing local communities on WRUAs	Identify water resource management problem/need to be addressed	Free	Within 1 month
Implementation of SCMP activities	Involvement in implementation of SCMP activities (subject to release of funds from WSTF/Development partners) Facilitate implementation of SCMPs	Free	Within 1 month
Verification and authorization to construct works i.e. Abstraction, Storage, Swamp drainage and effluent Discharge works	Obtain Checklist No.CL/15/1/1 Submit application Form No. WRA 001A with the required attachments. Submit application Form No. WRA 001A with the required attachments.	Depends on class of permit. Category A - 1,000 Category A - 1,000 Category B - 5,000 Category C - 20,000 Category D - 40,000	Verification: 1 working day Registration Authorization category A Maximum 60 days Authorization 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	Submit application for extension on form WRA 005	2,000	Within 30 working days
Issuance of water permit (after Submission of inspection report WRA 007)	- 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: - Category A- Free (Abstraction); Effluent - Category A- 1,000 - Category B- 7,500 - Category C - 25,000 - Category D- 50,000 Varied permit: 2000 if within same category	Within 30 working days after receipt of inspection report and submission of permit fees.
Transfer of a water permit	- Submit land documents and form WRA 013 - Submit card of owners - Submit letter of incorporation - Submit pin number	2,000	Within 30 working days
Assessment for water use charges	Submit self- assessment form 015 in triplicate or arrange for WRA officers to visit the site for assessment and data collection	Free	After every 3 months
Response to water use and related objections	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	Report where reserve has been violated	Free	Within 48 hours
Response to complaints	Formal complaint	Free	Within 5 working days
Registration of suppliers	Apply in response to advertisement	Free	Within 1 month
Communicating the tender outcome	Must have participated	Free	Within 30 days from tender closing date

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:

The Chief Executive Officer

Water Resources Authority
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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: 020227000
Toll Free Number: 0800221349
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