

CITIZEN SERVICE DELIVERY CHARTER

SERVICE	CHANNEL OF COMMUNICATION	CLIENT REQUIREMENT	COST	TIMELINE
Attend to clients	Face to face	Self-introduction and clarity on the issue	Free	Immediately on first come, first served basis
Respond to telephone calls	Telephone	Self-introduction and clarity on the issue	Free	Less than three rings
Respond to enquiries	Face to face and telephone	Self-introduction and clarity on the issue	Free	Less than 10 minutes
	Letter	Provide contacts (e.g. postal address, telephone, email)	Free	Within 10 working days
	E-mail, website and social media	Self-introduction and clarity on the issue	Free	Within one working day
Information on status of water towers	Website	Visit website: www.watertowers.go.ke	Free	Immediately
Submit water towers status reports to Parliament	Letter, face to face, telephone, email or social media	Make formal request	Free	Scheduled
Disseminate information on water towers	Letter, face to face, telephone, email or social media	Make formal request	Free	Scheduled
Capacity building on sustainable livelihood projects	Letter, face to face, telephone, email or social media platforms	Make formal request	Free	Scheduled
Rehabilitate degraded water towers	Letter, face to face, telephone, email or social media platforms	Make formal request	Free	Scheduled
Deliver community livelihood projects	Letter, face to face, telephone, email or social media platforms	Make formal request	Free	Scheduled
Gazette new water tower	Letter, face to face, telephone, email or social media platforms	Make formal request	Free	Scheduled
Respond to fire in water tower	Letter, face to face, telephone, email or social media platforms	Information on the burning water tower	Free	Within one day
Pay goods and services	Written request	Submit delivery note and invoice	Free	Within 30 working days
Address complaints	Letter, face to face, telephone, email or social media platforms	Lodge complaint through provided channels or drop at complaints box at reception area	Free	Within 30 working days