



# BWASCO WATER AND SEWERAGE PLC

## SERVICE CHARTER

### VISION

To be a world class Water and Sanitation Services provider

### MISSION

To provide safe and clean drinking water and sanitation services using best practices for the satisfaction of customers.

### PURPOSE OF THE SERVICE CHARTER

This Service Charter aims at enlightening our customers on the company mandate, core function, objectives, core values, the standards we have committed to uphold to continuously satisfy our clients, our customers and stakeholders obligation and it also provides mechanism for complaints and redress for dissatisfaction of customers. This feedback will assist in evaluating our performance to ensure continuous improvement in the provision of services.

### MANDATE

Nzoia Water Services Company Limited (BWASCO) is mandated by Lake Victoria North Water Works Development Agency (LVNWWDA) to provide cost effective and affordable quality water and sanitation services to the residents of the cluster towns of Webuye, Bungoma, Chwele, Kimilili and Kitale.

### CORE FUNCTIONS

In carrying out our Mandate, we have core functions and activities geared towards ensuring the fulfillment of our Vision and Mission. The core functions are as follows:

- Provide quality and economical water and sanitation services to consumers
- Bill for water and sanitation services and ensure timely collection of dues
- Routinely maintain water and sanitation infrastructure
- Ensure the standards and licensing requirements set by Lake Victoria North Water Works Development Agency are complied with
- Environmental conservation

### OBJECTIVES

- Customer Satisfaction
- Organizational strengthening and development
- Financial stability
- Communication and Visibility
- Excellent Networking

### CORE VALUES

- Professionalism
- Teamwork
- Accountability
- Creativity & innovation
- Competence & performance

### CUSTOMER CLASSIFICATION

Domestic      Kiosks  
Institutions    Industrial  
Commercial

### CUSTOMER RIGHTS

BWASCO is committed to uphold high level of professionalism, solving customers' problem and delivering quality services and products. In case of experiencing any difficulty in obtaining services please ask to see the Manager in charge.

### CUSTOMERS AND STAKEHOLDERS OBLIGATION

To facilitate the provision of the above services in a suitable manner the customer shall be expected to do the following:

- Treat BWASCO staff with courtesy and respect
- Pay for bills invoiced promptly
- Avail all information requested by BWASCO staff for execution of service

- Avoid collusion and comprise that would lead to defrauding the organization.
- Report any leak/burst, sewer blockage, missing manhole covers etc. promptly to the company
- Avoid construction of permanent structures on water and sewer line
- Report to BWASCO all matters that they deem to have negative impact on service provision and especially any illegal practice observed in their area. BWASCO shall treat these reports with utmost confidentiality.

### FEEDBACK

All complains shall be recorded at our Customer are offices and the Public Relations Office for prompt follow up and shall also be used for measuring the quality of our services and shall form a basis for improvement and benchmarking.

We welcome feedback and suggestions for improvement of our services to be directed to the office of the Managing Director. Also through

- Visiting the company's office and talk to the Public Relations Officer/Customer Care Officers.
- Call, email or fax the office
- Use of our Social Media Handles on Facebook Twitter and our Whatsapp Groups
- Put your suggestion in the suggestion boxes strategically placed in our offices.

### MENU SCHEDULE FOR SERVICES PROVIDED BY NZOIA WATER SERVICES COMPANY LIMITED

NATURE OF COMPLAINT	TIME TAKEN TO RESOLVE
Name and connection number	5 minutes
Meter test request	10 days
Objection to consumption	24 working hours
Termination request	2 hours
Transfer of account	24 working hours
Re-connection request	24 working hours
Refund of deposit	14 working days
High water bills	5 days
Meter stolen	3 days
Estimate bill instead of actual bill	24 working hours
Unposted payments	24 working hours
Leakages	48 hours
Major Bursts	3 days
Take readings	8 hours
Install meter	24 working hours
Meter faulty	24 working hours
Meter replacement	24 working hours
Meter servicing	24 working hours
New connection after making all the payments	7 working days
Sewer blockage	6 hours

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