NGANDORI WATER AND SANITATION COMPANY PLC

CUSTOMER SERVICE DELIVERY CHARTER

VISION

To become the leading water services provider in Kenya.

MISSION

To supply clean, potable and adequate water for domestic use on a reliable, affordable and sustainable basis to all our customers.

CORE VALUES

> Integrity
> Good corporate governance
> Customer satisfaction
> Professionalism
> Continuous improvement

MOTTO

> Quality services for all

SPECIFIC SERVICES AND DELIVERY TIMELINES

Services	Requirements	Charges (in KES)	Timelines	Contact Person / Dept.
New Connections	Completed and signed Customer Contract form and a copy of the ID	As per approved tariff structure	Processing appplication form - Immediately after form submission.	Customer Care/Technical
			Installation of connection - Within 2 working days of making payments and availing the prescribed fittings	Technical Team - station supervisor
Meter reading	Meter readers' access to meters (within the utility's working hours 8:00 - 5:00pm)	FREE	Once every calendar month	Meter Readers/ station supervisor
Meter servicing	Request for meter servicing	FREE	Within 1 working day of making the request	Customer Care/ Station supervisor/ Billing supervisor
Special customer request	Request for special meter reading	As per approved tarrif	Within 1 day	Meter readers/ station supervisor
Billing		FREE	Once every month	Billing Clerks
Dispatch of bills		FREE	Once every month	Station supervisor/ Billing supervisor
Disconnections	Water payment arrears beyond 14 days after biling	-	Upon expiration of the bill due date	Station supervisor
Reconnections	Upon the payment of the arrears and the reconnection fee	As per approved tarrif	Within 2 working days after making payments and availing the prescribed fittings	Customer Care
				Technical Team
Customer complaints	Register complaint at the customer care desk	FREE	Within 2 working days	Customer Care Officer Billing supervisor
				Technical Team
				Customer Care Officer/ technical team
Change of tenancy	Request & Copy ID	As per approved tariff	Within 2 working days	Customer care/ billing supervisor
Refund customer deposit	Request & Copy ID	FREE	Within 7 days	Customer care/ billing supervisor

FEEDBACK

For complaints and compliments, Contact:

The Managing Director,

Ngandori Water and Sanitation Company PLC,

P.O. Box 1328-60100, Embu.
Mobile Contact: +254 709 747 759
Toll free number: 0800722454
Email: ngandoriwater@yahoo.com

Quality services for all

NGANDORI WATER AND SANITATION COMPANY PLC

MKATABA WA UTOAJI HUDUMA KWA WATEJA

TAARIFA YA MAONO

Kuwa mtoaji wa huduma ya maji anayeongoza nchini Kenya.

TAARIFA YA MISHENI

Usambazaji wa maji safi, salama na ya kutosha kwa matumizi ya nyumbani kwa njia ya uhakika, bei nafuu na endelevu kwa wateja wetu wote.

THAMANA YA MSINGI

> Uadilifu
> Uongozi bora wa shirika
> Kuridhika kwa wateja
> Weledi
> Uboreshaji endelevu

KAULI MBIU

Huduma bora kwa wote

HUDUMA MAALUM NA MUDA WA UTEKELEZAJI

Huduma	Mahitaji	Gharama (kwa KES)	Ratiba za muda	Mtu/Idara ya Mawasiliano
Viunganisho Vipya	Fomu ya Mkataba wa Mteja iliyojazwa na kusainiwa na nakala ya kitambulisho	Kwa mujibu wa muundo wa ushuru uliopitishwa	Kuchakata fomu ya maombi - Mara tu baada ya kuwasilisha fomu.	Huduma kwa Wateja/Kiufundi
			Ufungaji wa muunganisho - Ndani ya siku 2 za kazi baada ya kufanya malipo na kuandaa vifaa vilivyobainishwa	Timu ya Kiufundi - Msimamizi wa kituo
Usomaji wa mita	Upatikanaji wa mita kwa wasomaji wa mita (ndani ya saa za kazi za shirika, kuanzia saa 2:00 asubuhi hadi saa 11:00 jioni)	BURE	Mara moja kwa mwezi wa kalenda	Wasomaji wa mita/ Msimamizi wa kituo
Huduma ya mita	Ombi la huduma ya matengenezo ya mita	BURE	Ndani ya siku moja ya kazi tangu kuwasilisha ombi	Huduma kwa Wateja/ Msimamizi wa Kituo/ Msimamizi wa Utoaji Ankara
Ombi maalum la mteja	Ombi la usomaji maalum wa mita	Kulingana na ushuru ulioidhinishwa	Ndani ya siku 1	Wasomaji wa mita/ msimamizi wa kituo
Utoaji wa Ankara		BURE	Mara moja kwa mwezi	Wafanyakazi wa Uandaaji wa Ankara
Utumaji wa bili		BURE	Mara moja kwa mwezi	Msimamizi wa kituo/ Msimamizi wa utozaji
Kukatishwa kwa huduma	Malimbikizo ya malipo ya maji yanayozidi siku 14 baada ya kutolewa kwa bili	-	Baada ya muda wa mwisho wa kulipa bili kupita	Msimamizi wa kituo
Kuunganishwa tena	Baada ya kulipwa kwa malimbikizo na ada ya kuunganishwa tena	Kulingana na ushuru ulioidhinishwa	Ndani ya siku mbili za kazi baada ya kufanya malipo na kuwasilisha vifaa vilivyobainishwa	Huduma kwa Wateja
				Timu ya Kiufundi
Malalamiko ya wateja	Wasilisha malalamiko kwenye dawati la huduma kwa wateja.	BURE	Ndani ya siku mbili za kazi	Afisa Huduma kwa Wateja/ Msimamizi wa Utoaji Ankara
				Timu ya Kiufundi
				Afisa Huduma kwa Wateja/ Timu ya kiufundi
Mabadiliko ya upangaji	Omba na Nakili Kitambulisho	Kwa mujibu wa ushuru ulioidhinishwa	Ndani ya siku mbili za kazi	Msimamizi wa huduma kwa wateja/utoaji wa bili
Rudisha amana ya mteja	Wasilisha ombi la kufunga na nakili kitambulisho	BURE	Ndani ya siku 7	Msimamizi wa huduma kwa wateja/utoaji wa bili

MAONI

Kwa malalamiko na pongezi, wasiliana na:

Mkurugenzi Mtendaji,

Ngandori Water and Sanitation Company PLC,

S.L.P. 1328-60100, Embu.
Nambari ya simu ya mkononi: +254 709 747 759
Nambari ya simu ya bure: 0800722454
Barua pepe: ngandoriwater@yahoo.com

"Huduma bora kwa wote"