

MOMBASA WATER



## MOMBASA WATER SUPPLY AND SANITATION COMPANY LTD

---

# CUSTOMER SERVICE CHARTER

2015

---

Telephone: +254 041 2220791  
Fax No: +254 041 2222728  
Email: [info@mombasawater.co.ke](mailto:info@mombasawater.co.ke)

MIKINDANI STREET OFF NKRUMAH RD  
P.O. BOX 1100 – 80100  
MOMBASA, KENYA

## **TABLE OF CONTENTS**

	MANAGING DIRECTOR'S STATEMENT -----	3
1.0	PREAMBLE-----	4
2.0	VISION,MISSION AND CORE VALUES-----	5
2.1	VISION-----	5
2.2	MISSION-----	5
2.3	CORE VALUES-----	5
3.0	CUSTOMERS' EXPECTATION -----	6
3.1	WATER CONNECTION-----	6
3.2	SEWERAGE CONNECTION-----	7
4.0	COMMITMENT TO CUSTOMERS-----	8
5.0	CUSTOMERS RESPONSIBILITIES-----	8
6.0	INTERNAL CUSTOMER SERVICE-----	9
7.0	CUSTOMER COMPLAINTS AND COMPLIMENTS-----	10

## **MESSAGE FROM THE MANAGING DIRECTOR**

**Mombasa Water Supply and Sanitation Company Limited (Mombasa Water)** recognizes the importance of our customers as stakeholders in the provision of services within our area of jurisdiction. It is with this view in mind that we have come up with this **Customer Service Charter**.

The objective of this Service Charter is to communicate our commitment to our customers and the services we offer and create awareness to them on the optimum expectations in terms of laid down standards and quality.

The Service Charter is our statement of commitment to our customers and also defines the obligations of our customers for efficient service delivery.

It is our sincere hope that we shall work together in the improvement of our services and that this Service Charter will be beneficial to all.

**Managing Director**  
**Mombasa Water Supply and Sanitation Co. Ltd**

## **1.0 PREAMBLE**

### **Mombasa Water – The mandate**

The Mombasa Water Supply and Sanitation Company Limited was established as a limited liability company in march, 2011. The company is wholly owned by the Mombasa Municipal Council. The operations of the company effectively started in July 2011 when the board of directors was appointed. The mandate of the company is to provide cost effective and affordable quality water and Sanitation services to the residents of Mombasa Municipality. In discharging this mandate, the company is expected to undertake the following responsibility:

- (a) Provide quality and economical water and sanitation services to consumers;
- (b) Billing for water and sanitation services and ensure timely collection of dues;
- (c) Routinely maintain water and sanitation services infrastructure;
- (d) Ensure that standards and licensing requirements are complied with as stipulated by the Service Provision Agreement (SPA) signed with Coast Water Services Board.

## **2.0 VISION, MISION AND CORE VALUES**

### **2.1 VISION**

To be a water service provider of repute

### **2.2 MISION OF THE COMPANY**

To provide safe, reliable, affordable water and sewerage services in an efficient and viable manner to the residents of Mombasa County.

### **2.3 CORE VALUES**

- Professionalism
- Integrity
- Teamwork
- Customer Satisfaction

### 3.0 CUSTOMERS' EXPECTATIONS

#### 3.1 Water connection

SERVICES	SERVICE PRODUCT	SERVICE LEVEL	WHERE PUBLIC CAN GET SERVICES FROM
New connection	Processing of application up to payment	1-5 days	Customer care HQs/ Area Office/Download from the website <a href="http://www.mombasawater.co.ke">www.mombasawater.co.ke</a>
	Installation of connection after payment	1 - 5 days	Area Offices
	First bill	One (1) month	Customer care/e-bill
Disconnection/Reconnection	Disconnection for non payment of water bill	14 days from date of issue of bill	Area Office
	Reconnection of water supply	Within 24 hours after payment	Customer care HQs
Customer queries and complaints	Account balance	Immediate	Customer care HQs/ Area Office, sms account number to 20227
	Lack of water complaint	1 – 2 days	Customer care HQs/ Area Office
	Reply to written complaints	1 – 5 days	Customer care HQs/ Area Office
	Reply to fax complaints	2 days	Customer care HQs/ Area Office
	E-Mail	Immediate	Customer care HQs
	Complaints through the telephone	Immediate	Customer care HQs/ Area Office
	Office visit complaint	Immediate	Customer care HQs/ Area Office
	Process of refund after termination	1 week	Customer care HQs/ Area Office
Water kiosk	Application for retailing	Suspended	Suspended
Water bill	Meter reading	Monthly	Commercial Department
	Water billing	Monthly	customer care/Area office
Payment for services	Water sales	Monday-Friday 8.00 – 4.00 p.m. Saturday 8.00 -12.00 pm	Headquarters (Cash office), any Post Office and Mpesa-pay bill number <b>895500</b>

Attendance to leaks and bursts	Repair of leaks and bursts	Within 12 hours of report	Headquarters and Area Offices. Hotline 0714906091
Water quality testing	Residual chlorine	daily	Chemist
	Chemical analysis	Monthly	laboratory
	Bacteriological analysis	monthly	laboratory
Service reliability	Water supply	3 days in a week	Headquarters/Area Office
	Water quality	KEBS/WHO standards	Chemist
Regular update education of customers	Newsletters	quarterly	Corporate affairs division
	Media	When need arises e.g. interruption of supply	Corporate affairs division/Customer care
	Customer clinic/Public Service Week	Once a year	Corporate affairs division/Commercial division
Office hours	Attendance to customers	Monday-Friday 8.00-5.00 pm	Headquarters/Area offices
Other technical services	Meter relocation	1 – 3 days	Area office/Meter servicing unit
	Replacement of faulty meters	1 – 3 days	Area office/Meter servicing unit
	Meter test	1 – 3 days	Area office/Meter servicing unit
	Field investigation	1 – 3 days	Area office/Meter servicing/Inspection & Investigation unit

### 3.2 Sewerage connection

SERVICES	SERVICE PRODUCT	SERVICE LEVEL	WHERE PUBLIC CAN GET SERVICE FROM
New connection	Processing of application form	Immediate	Sewerage department
	Installation of connection after payment	1 -5 days	Sewerage department
	First bill	One (1) month	Customer care
Blockage Removal	Sewage overflow	24 hours	Sewerage department
Sludge Dumping	Sludge dumping at Kipevu treatment plant	Immediate after payment	Sewerage department

#### **4.0 Our commitment to customers**

We are committed to building a responsive service capable of meeting the challenges of improving the delivery of services to the people of Mombasa. We put needs of our customers first by:

- Offering professional and effective services to all customers
- Treating everyone with consideration and respect by showing friendliness and care when serving a customer.
- Welcoming constructive criticism from customers and use comments and suggestion, for improvement.
- Striving to make our services equitably available to all citizens of Mombasa including those from less advantaged community.
- Ensuring customers are consulted on our services that we currently provide.
- Informing our customers about our services standard and what to expect from us as a service provider through quarterly newsletters.
- Having a clear channel that you, the customer, have at your disposal, in case you want to communicate dissatisfaction about our service delivery standards.

#### **5.0 Customer responsibilities**

- Pay for the services rendered in full by the due date as displayed on the bill and ensure you obtain an official receipt for any payment made
- Report any illegal activities in regard to Mombasa Water Supply and Sanitation Company systems
- Report any leaks and bursts promptly
- Ensure the water meter is easily accessible for proper reading
- Do not engage our staff in corrupt activities and report corruption cases involving staff to the management/ Kenya Anti Corruption Commission



- Provide suggestions and opinions which are constructive to improve service delivery
- Avoid construction of structures on water and sewer lines
- Treat our staff and other customers with courtesy
- Raise complaints promptly
- Use water economically to help conserve this precious resource
- Payment should be done in offices only

## **6.0 Internal customer service**

Mombasa Water Supply and Sanitation Company Limited believes that satisfied employees translate to satisfied customers. On the other hand, an organization management style to a great extent determines the employees' culture and sense of self confidence and self worth.

Together, these self perceptions can determine the quality standards of customer care that the employees provide to the customers. In order to ensure that our staffs have the necessary dedication and commitment required to serve, we pledge to:-

- Treat all staff as partners in the success of our business
- Listen to opinions from employees for new ideas on how to improve our services
- Value and appreciate the contribution of every staff to the service of our customers
- Regard fellow employees as internal customers who must be treated with respect, courtesy and honesty
- View interruptions from fellow employees not as nuisance, but an opportunity to serve them better
- Create forums to share information to ensure full understanding of internal customers' services across the organization
- Give feedback to employees about their work performance

- Continuously empower and develop staff by training them in customer care skills

## **7.0 Customer complaints and compliments**

Customer complaints and compliments may be made through post, telephone, fax, e-mail or in person by contacting any of the following:

1. **Customer Care Office,**  
Mombasa Water Supply & Sanitation Co. Ltd  
P.O. BOX 1100-80100,  
020 2652201  
Email: care@mombasawater.co.ke

**Email:**

[info@mombasawater.co.ke](mailto:info@mombasawater.co.ke)

[care@mombasawater.co.ke](mailto:care@mombasawater.co.ke)

**SWITCHBOARD**

Safaricom: 0726313006

Airtel: 0735655650

**HOTLINES**

Report water theft and corruption cases through:

Mobile:

Safaricom: 0714 906 091