

KENYA WATER INSTITUTE
Citizens' Service Delivery Charter FY 2021-2022



S/No.	Service/Good	Requirements to Obtain Service/Good	Cost of Service/Good (if any)	Timeline
1.	Enquiries	None	Free	10 minutes
2.	Response to Letters	None	Nil	7 days
3.	Students Admission	Minimum entry requirement for the applied course	1,000/=	1 Month
4.	Students Accommodation	Payment of accommodation fee	25,960/= per semester	1 hour
5.	Diploma Course Training	C- in KCSE or a division II in KCE	23,100/= per semester	3 years
6.	Certificate Course Training	D+ in KCSE or a division III in KCE	21,800/= per semester	2 years
7.	Artisan Course Training	D- in KCSE	21,800/= per semester	1 year
8.	Short Course Training	Application letter	Range between Kshs 15,000 and Kshs 30,000	Range between 3 – 14 days
9.	Supplementary Examinations	Duly filled Application Form and Payment Receipt	250	3 Months
10.	Remark of Examinations	Duly filled Application Form, Payment Receipt	500	1 Month
11.	Examination Results	Sit for the examination paper	Nil	3 Months
12.	Access to E-learning	Bonafide Student, Access Key	Nil	5 Minutes
13.	Certification	Duly filled clearance form	3,500/=	30 Minutes
14.	Sale of Tender Documents	Receipt of payment	1,000/=	10 Minutes
15.	Payment of Suppliers	Submission of invoice	Nil	30 days
16.	Conference Facilities	Written request for the facilities and Receipt of payment	Determined by scope	1 day
17.	Water Quality Analysis	Water samples delivered to the laboratory, Payment Receipt	Chemical Analysis 4,000/= Bacteriological Analysis 3,000/= Wastewater Analysis 3,000/=	5 days
18.	Hydro-Geological Survey	Request, Payment Receipt	65,000/=	7 days
19.	Hydrological Assessment		Determined by scope	
20.	Test Pumping		100,000/=	
21.	Drilling	Request, Permit from Water Resources Authority, Approval by National Environment Management Authority on Environmental Impact Assessment	Kshs 8,000 per meter	7 days
22.	Complaints Resolution	Lodge the complaint	Nil	7 days

WE ARE COMMITTED TO COURTESY AND EXCELLENCE IN SERVICE DELIVERY

Any service/good rendered that does not conform to the above standards or any officer who does not live up to commitment to courtesy and excellence in Service Delivery should be reported to:

Director/ Chief Executive Officer

Kenya Water Institute

P. O Box 60013-00200 Nairobi

Mobile: 0722207757

Email: complaints@kewi.or.ke

The Commission Secretary/Chief Executive Officer

Commission on Administrative Justice, West End Towers, Waiyaki Way

P.O. Box 20414-00200 Nairobi

Tel: +254 (0)20 2270000/2303000

Email: complain@ombudsman.go.ke

HUDUMA BORA NI HAKI YAKO