

MINISTRY OF WATER, SANITATION & IRRIGATION KENYA WATER INSTITUTE



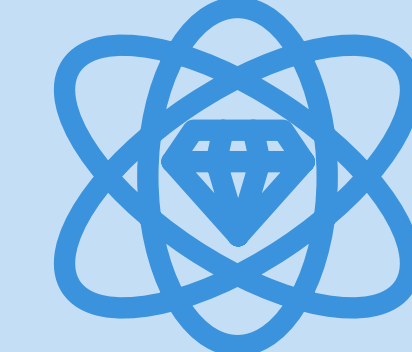
VISION

A Technical Centre of Excellence in Training, Research, Innovation and Consultancy in the Water, Sanitation and Irrigation Sector



MISSION

To offer Competency-Based Training, Research, Innovation, Consultancy and Outreach Services in the Water, Sanitation and Irrigation Sector for sustainable development



CORE VALUES

- Customer Focus
- Inclusivity
- Transparency
- Integrity
- Accountability

CITIZENS' SERVICE DELIVERY CHARTER

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	20,000/= per Semester	1 hour
5.	Diploma Course Training	C- in KCSE or KNQF Level 5 Qualification in a Related Field	80,300/= per year	3 years
6.	Craft Certificate Course Training	D+ in KCSE or KNQF Level 4 Qualification in a Related Field	77,700/= per year	2 years
7.	Craft Artisan Course Training	KCSE Certificate or KNQF Level 3 Qualification in a Related Field	77,700/= per year	1 year
8.	Short Course Training	Application Letter	Range Between Ksh. 30,000 - Ksh. 75,000	Range Between 3 - 14 Days
9.	Supplementary Examinations	Duly filled Application Form and Payment Receipt	1000	3 Months
10.	Remark of Examinations	Duly filled Application Form, and Payment Receipt	1000	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 Successful Completion of Course and Duly Filled Clearance Form	4,000/=	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 2,500/= Wastewater Analysis 3,000/=	5 days
18.	Hydro-Geological Survey		65,000/=	7 days
19.	Hydrological Assessment	Request, Payment Receipt	Determined by scope	
20.	Test Pumping		100,000/=	3 days
21.	Drilling	Request, Permit from Water Resources Authority, Approval by National Environment Management Authority on Environmental Impact Assessment	Ksh. 8,000 per meter	7 days
22.	Complaints Resolution	Lodge the Complaint	Nil	14 days

- HUDUMA BORA NI HAKI YAKO -

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