



WATER RESOURCES AUTHORITY (WRA)

Our Services

Water Resources Authority is committed to ensuring equitable water resources allocation and providing quality services to customers with courtesy, fairness, integrity, accountability and professionalism.

CUSTOMER SERVICE CHARTER – 2017

| SERVICES RENDERED | CUSTOMER REQUIREMENT(S) | CHARGES (KSHS) | TIME LINES |
|--|---|---|--|
| Provision of general information/ attendance to enquiries | <ul style="list-style-type: none"> Submit a request (Phone call, written or email) Visit WRA offices/website: www.wra.go.ke | Free | <ul style="list-style-type: none"> Visit- within 15 minutes Written request up to 10 days Website- instant |
| Water quality testing: Effluent: | <ul style="list-style-type: none"> Submit 3 litres of effluent sample for analysis Submit 3 litres of water sample for analysis Obtain sterilized bottle from the laboratory to collect sample Submit sample in sterile bottles for bacteriological analysis (at least 100 mls) | <ul style="list-style-type: none"> 8,000 5,000 100 (refundable) 2,000 | <ul style="list-style-type: none"> Within 10 working days. Within 8 working days Within 15 Minutes Within 5 working days |
| <ul style="list-style-type: none"> Wastewater Potable water: Bacteriological Test | | | |
| Verification of licensed water resource professionals | Put in a request | <ul style="list-style-type: none"> Free Request for copies - Ksh. 500 | Within 15 minutes |
| Provision of water resources data e.g. | Submit formal request | Varied charges as set out in the Water Resources Management Rules | 1-7 working days |
| <ul style="list-style-type: none"> Surface Water data Water Quality data Ground Water data Abstraction GIS Maps | | | |
| Registration of Water Resources User Associations with WRA | <ul style="list-style-type: none"> Submit application Form No. WRA 018 with requested attachments Sign MOU with WRA | Free | Within 1 month |
| Sensitizing local communities on WRUAs | Identify water resource management problem/need to be addressed | Free | Within 1 month |
| Implementation of SCMP activities | <ul style="list-style-type: none"> Involvement in implementation of SCMP activities (subject to release of funds from WSTF/ Development partners) Facilitate implementation of SCMPs | Free | Within 6 months |

| SERVICES RENDERED | CUSTOMER REQUIREMENT(S) | CHARGES (KSHS) | TIME LINES |
|---|--|-----------------------------|---|
| Verification and authorization to construct works i.e. abstraction, storage , swamp drainage and effluent discharge works | <ul style="list-style-type: none"> Obtain Checklist No.CL/15/1/1 Submit application Form No. WRA 001A with the required attachments. | Depends on class of permit. | <ul style="list-style-type: none"> Category A=1,000 Category B =5,000 Category C=20,000 Category D=40,000 |
| Extension of time limit on an authorization | Submit application for extension on form WRA 005 | 2000 | Within 30 working days |
| Issuance of water permit (after Submission of inspection report WRA 007) | Submit a completion certificate | Depends on class of permit: | <ul style="list-style-type: none"> Category A= Nil (Abstraction); Effluent Category A=1,000 Category B=7,500 Category C=25,000 Category D=50,000 Varied permit: 2000 if within same category |
| Transfer of a water permit | Submit land documents and form WRA 013 | 2000 | Within 30 working days |
| Response to water use related conflicts and objections | Submit a written objection stating grounds of objection | Free | As per guidelines in WRM Rules |
| Response to report in regard to violation of reserve quantity or quality | Report where reserve has been violated | Free | Within 48 hours |
| Response to complaints | Formal complaint | Free | Within 5 working days |
| Prequalification of suppliers | Apply in response to advertisement | Free | Within 1 month |
| Communicating the tender outcome | Must have participated | Free | Within 30 days from the date of concluding the tender process |

Feedback and Redress Mechanism

We are committed to courtesy, quality and excellence in service delivery. Where our services fall below the stated standards or where you are unable to access our services please contact:

The Chief Executive Officer
Water Resources Authority
P.O BOX 45250-00100
9th Floor, Wing B, NHIF Building, Upper Hill
Telephone: 0202732291, 2729950
Email: info@wra.go.ke,
website: www.wra.go.ke

Commission on Administrative Justice
West End Towers, 2nd Floor
Waiyaki Way Westlands
P.O Box 20414-00200, Nairobi
Telephone: 020 2270000
Toll Free Number: 00800221349
Email: certificationpc@ombudsman.go.ke
Website: www.ombudsman.go.ke

Accounting for Every Drop!"

WRA is ISO 9001:2008 certified