



Lake Victoria South Water Services Board



REVISED SERVICE CHARTER 2018

Committed to enhancing access to sufficient affordable and safe water and sanitation Services within the Board's area of jurisdiction

Description of services	Requirements from customers	User charges	Timeline
1. Develop and rehabilitate water and sanitation infrastructure	Express interest for bids as advertised	Not exceeding Ksh.1000.00	Minimum 14 Days –Maximum 90 Days.
	Collaboration with contractors	No direct charges	Depends on contract/ project duration
	Allow access for the water works as necessary	No direct charges	Depends on contract/ project duration
	Provide land for construction of community water facilities like boreholes, e. t. c	No direct charges	Immediately
	Accept compensation or relocation if need be	Depends on land size/rate	1 Year
2. Undertake major maintenance works for water	Express interest for bids as advertised	Not exceeding Ksh.1000.00	Minimum 14 Days –Maximum 90 Days.
	Report major breakdowns	Free	2 Weeks

	Use facilities responsibly / conserve water	No direct charges	Daily
	Secure installations and adhere to occupational health and safety regulations.	Free	Daily
3. Administer the Service Provision Agreement	Apply and attach all required documentations for registration	Free	1- 2 Months
	Ensure compliance of minimum service levels as provided in the SPA	Free	Quarterly
	Pay statutory dues: levies and lease fees (as applicable)	Lease fees 0.4 % License fees Regulatory levy	Monthly
	Apply for tariff review	Free	3 months
	Use facilities/utilities sustainably	Free	Daily
	Comply with provisions of environmental legislation	Depends on Institution e.g. NEMA/WRMA	Daily
	Request for SPA renewal upon expiry	Free	6 Months before expiry
	Ensure reliable water services	As per SPA (Minimum Service Level)	Daily
4. Source for funds for development of water services	Liaise with the Board to identify financiers and develop funding proposals	No direct charges	6 Months
	Submit funding proposals and encourage all community members to participate in the	No direct charges	Determined by request for

	project development process		proposals
	Ensure Support Organization (SO& QCAs) provide adequate support	No direct charges	2 Years
	Share request for proposals and collaborate in proposals development.	No direct charges	Periodic as they appear.
5. Conduct Water Quality Surveillance:-	Provide water sample	Chemical and Bacteriological – Ksh. 8,000.00	1- 2 Days
	Provide waste water sample	Vary per parameter	1- 2 Days
6. Handle complaints and compliments	<ul style="list-style-type: none"> ➤ Visit the Customer Care Desk. ➤ Contact the CEO using the address provided below. ➤ For redress mechanism contact the CAJ Offices using the provided below:- 	Free	Response within 14days
7. Inspection and Acceptance of Projects	<ul style="list-style-type: none"> ➤ Complete an online application form in the website www.lvswaterboard.go.ke and submit. 	Free	14-21 Days

THE SERVICE CHARTER

The purpose of this charter is to enhance levels of awareness on our mandate as a Water Services Board. It also gives information on our core activities, values and services we offer, the standards we have set, clients' expectations, and awareness for remedy where services fall short of standards and continuous improvement in pursuit of client satisfaction and excellent service provision.

OUR ORGANIZATION

Lake Victoria South Water Services Board (LVSWSB) was established vide gazette notice No; 1714 of 12th March 2004 as a state Corporation under the Ministry of Water and Sanitation. It is one of the eight (8) water Boards created under the water Act 2002 to provide services in Bomet, Homa-Bay, Kericho, Kisii, Kisumu, Migori, Nandi, Narok, Nyamira, and Siaya counties

OUR MANDATE

Provision of efficient and economical water and sanitation within its area of jurisdiction as authorized by the Water Services Provision License and mandated by Section 53(1) of the Water Act 2002”

OUR VISION

“To be a global leader in developing sustainable water and sanitation infrastructure for provision of safe and clean water for all”

OUR MISSION

“To develop sustainable infrastructure, provide technical assistance and capacity building for adequate water and sanitation services to improve quality of life”

OUR CORE FUNCTIONS

- Undertake development, maintenance, and management of national public water works within our area of jurisdiction.
- Own and manage water related assets
- Collaboration with all stakeholders both within and outside water sector to mobilize finances and provide related social infrastructure.
- Provide technical services and capacity building to

- county governments and water service providers.
- Provide the Cabinet secretary in charge of water with technical support in the discharge of his/her functions.
 - Provide reserve capacity for purposes of providing water services where need arises.

OUR CORE VALUES

The following values have always shaped how we engage our customers, partners and general public.

- Professionalism
- Equity
- Accountability
- Integrity
- Teamwork

Our Responsibility

Lake Victoria South Water Services Board :-

- Establishes clear and explicit standards of services that stakeholders reasonably expect
- Provides our stakeholders /clients with adequate information about our services in a straight forward and open manner.
- Communicates clearly and effectively to customers
- Handles stakeholders with dignity and courtesy
- Uses resources prudently to achieve best value for users, owners, citizens and tax payers.

- Ensures dynamism and innovative practices through continuous improvement of systems and processes.
- Develops a monitoring and evaluation system for tracking performance in the Board and WSPs.
- Provides quality and professional services
- Upholds and safeguard the constitutional independence of the Board in the discharge of its mandate

STAKEHOLDERS

- Ministry of Water & Irrigation and Water Sector institutions
- County Governments
- Government ministries and agencies
- Local community, industries and other groups
- Non-Governmental Agencies and Community Based Organizations
- Development Partners
- Private sector and Civil Society organizations
- Members of the Public

CLIENTS RIGHTS AND RESPONSIBILITIES

Clients have a right to:-

- Lodge a complaint
- Privacy and confidentiality
- Access water services facilities and information in a manner which meets their need

Clients are also obliged to:-

- Treat Board/Agency staff with courtesy
- Attend scheduled meetings punctually

- Respond to requests for information by the Board/agency accurately, thoroughly and in a timely manner
- Abide by any legal requirements and other obligations that clients are to meet in order to be eligible for payments or services sought.

COMMITMENTS ON SERVICE DELIVERY

In service delivery we pledge to:-

- Effectively utilize the resources in developing Water and Sanitation within its area of jurisdiction.
- Monitor all the water services providers to ensure that they efficiently & economically supply water and sanitation services.
- Manage and maintain water and sanitation facilities to ensure its sustainability
- Ensure that water and waste water quality conforms to WHO standards.
- Provide support to the community based water and sanitation organization Projects.
- Ensure project proposals forwarded to the Board are assessed and responded to within fourteen (14) days.
- Ensure all obsolete idle assets in the Board are disposed off as per schedule
- Make payments within 14 days of receipt of invoice and where not possible, appropriate explanation shall be given.
- Attend to all telephones calls promptly preferably after the 1st ring.
- Attend to all visitors at the customer care desk
- Provide feedback to all routine correspondences within seven (7) working days from the date of receipt.

HANDLING COMPLAINTS

How to lodge complaints:-

The Board welcomes feedback in form of complaints, compliments and suggestions to the Chief Executive Officer. We commit to the following complaints handling mechanism:-

- Operate a customer care and/ public relations office
- Maintain a register of all complaints
- Maintain a complaints/suggestion box
- Maintain a telephone hotline **020-2463081**
- Handle all complaints through Complaints Handling Committee

NOTE: We encourage complainant to identify themselves given the practical difficulties of handling anonymous grievances.

RESPONSE TO COMPLAINTS

Our offices will remain operational on Monday - Friday from 8.00am to 5.00pm except for lunch break between 1.00pm to 2.00pm and public holidays.

In view of the organizational and environmental dynamism, we will in consultation with our clients and stakeholders subject this service charter to regular reviews to ensure continuous relevance and effectiveness.

For any enquiries including WSPs contacts, complaints or suggestions please contact

The Chief Executive Officer
Lake Victoria South Water Services Board
Lavictor's House Ring Road, Off Milimani,
P. O. Box 3325- 40100

Kisumu

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Email: info@lvswaterboard.go.ke or customercare@lvswaterboard.go.ke or

Website: www.lvswaterboard.go.ke

Or

The Commission Secretary
Commission on Administrative Justice
P.O Box 20414-00200

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Tel:- + 254-20-2270000

Email: info@ombudsman.go.ke