

- Raise complaints promptly & within the valid time period.
- Abide with legal requirements and desist from acts of illegal usage of water .
- To give access to water personnel in his or her premises for maintenance and meter reading.
- To undertake any repair beyond the meter towards his/her premises.
- To meet all charges in respect of water supplied in pursuance of his/her application.
- To notify the Company in writing if he wishes to terminate the services.
- Treat TEAWASCO staff with courtesy.
- Avail all information requested by TEAWASCO for execution of service.

**CUSTOMER SERVICE FEEDBACK:**

- The Company has designed questionnaires for customer service feedback.
- Through relevant given cell phones for certain offices.
- Through suggestion box at the main offices.
- Through customer relations officer.
- Through field officers.

**(e) HOW TO LODGE A COMPLAINT:**

Customers are encouraged to forward complaints, suggestions and compliments to the under mentioned either in person, by post, telephone, fax or by E-mail.

A complaints/Suggestion box is also maintained near the cash office and receipt will be acknowledged within 14 days. Complaints may be made after official working hours weekends & public holidays through stations: - **TEAWASCO HQS Kamakwa, Gichira & Wamagana Offices** and through the following phones: - **0722451040, 0723324746 & 0729394041, 07203434871.**

**(f) RECORDS OF COMPLAINTS:**

All complaints shall be recorded in the complaints register at our front office desk for prompt follow-up and shall be used for internal performance and processes evaluation and monitoring. They will also be used for measuring the quality of our service and form basis for revising targets for improvements.

**(g) DISPUTE RESOLUTION PROCESURES:**

*We in TEAWASCO, whenever there is a dispute between two or more parties we usually listen carefully to the complainant and then the party shall visit the site and later summon them in the office, listen to all parties after which we are able to judge appropriately.*

*If the dispute requires arbitration, the Local Administrators are involved.*

**(h) SERVICE CONTACTS:**

Business/Office hours: - 8.00a.m – 5.00p.m.  
Tetu Aberdare Water and Sanitation Company  
P.O. BOX 475 -10100

**NYERI**

LOCATION: Nyeri – Kamakwa – Tetu Road  
Telephone; (061) - 2032830  
Fax: - 2032830

**After Office hours – Emergences only**

GENERAL MANAGER	- 0722451040
COMMERCIAL MANAGER	-0723324746
AGUTHI SCHEME	-0726407052
TETU/THEGENGE SCHEME	-0721823605
TTIE SCHEME	-0720343487
GENERAL ENQUIRIES	-(061) - 2032830

**TETU ABERDARE WATER AND SANITATION COMPANY**



**(h) SERVICE CONTACTS:**

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**LOCATION: Nyeri – Kamakwa – Tetu Road**

**Telephone; (061) - 2032830**

**Fax: - 2032830**

**After Office hours – Emergences only**

**GENERAL MANAGER**

**0722451040**



## CUSTOMER SERVICE CHARTER

### PURPOSE

The purpose of this charter is to enhance sustainable development in Water and Sanitation Services aimed at meeting the customer needs through provision and maintenance of effective services in providing high quality water supply complying with the drinking water standards and assured availability at a affordable cost.

### VISION

The vision of TEAWASCO reflects our main role and functions as follows

To be the most efficient and effective water service provider in Rural Kenya

### MISSION

The mission of TEAWASCO is inclined towards serving the expectation of the Company's stakeholders as outlined here under.

To ensure provision of Affordable, Reliable and Sustainable Water and Sanitation Services by operating and maintaining our Water and Sanitation Facilities.

### CORE VALUES

TEAWASCO is firmly committed to the following core values:-

Customer Focus

Accountability

Transparency

Integrity

Commitment to teamwork

Inclusivity

### SERVICE AREA

TEAWASCO operates three (3) main water Schemes namely:-

Aguthi Water Scheme

Tetu-Thegenge Water Scheme

Titie Water Scheme

Kinaini Water Project

In total the area of supply covers an area of about 300km<sup>2</sup> spread over six (7) Location and thirty seven (38) Sub-Locations situated in two divisions of Tetu East and Tetu West in Nyeri South District of Central Province.

### (a) CUSTOMER CARE DECLARATION:

Solving customers' problems and delivering quality service & products is our Job. We therefore declare to:-

- Welcome a customer with a smile  
Put the needs of the customer first
- Treat a customer with courtesy, consideration and respect
- Listen and respond appropriately to every customer
- Have qualified and supportive staff to deal with customer complains
- Deal with all customer issues with efficiency, fairness and integrity
- Provide customers with relevant written information where suitable
- Be as reliable, honest, and friendly as customers would like us to be

### (b) CUSTOMER EXPECTATIONS:

#### **24 HRS A DAY, 7 DAYS A WEEK SERVICE**

To give them wholesome water

Extension of Water Supply

To be connected to our Water Supply

New Customer to receive first bill within one month from connection date

To be notified when services are interfered with e.g. during repairs, intake desilting, storage tanks, cleaning and also servicing of hydraulic gadgets.

### (C) CUSTOMER COMPLAINTS:

We value customer complaints and consider them as feedback/suggestions for improvement. Our policy on handling customer complaint is geared towards:-

Answering all telephone calls politely

- Directing the customer to the relevant Officers or Office politely.
- Responding to technical and non Technical complaints within 24 hrs.
- Advising the customer of what action we will take to right the wrong.
- Advising customer on what part he/she can play to assist in resolving the problems.
- Providing feedback to all customer queries on the issues addressed verbally or in writing.
- Treating the customer's personal information in strict confidence.
- Enabling customers to examine and authorize changes to all their personal information for the purposes of updating the customer database.
- Discussing details of customer service only with themselves or their authorized representatives.

### (d) CUSTOMER RESPONSIBILITIES

- To pay the bills promptly.
- Report all matters that deem to have negative impact on service provision and illegal practices observed in the area.
- To report any leakage/burst in his area.
- To undertake the security of his/her water meter.