



## **NAROMORU WATER & SANITATION COMPANY**

Naromoru Town in Kanyua Building next to Naromoru Post offices.

P.O. Box 234 – 10105, NAROMORU.

Email: narowasco@gmail.com

TEL: 0791 151 094

---

---

### **COMPANY BACKGROUND**

**Naromoru Water and Sanitation Company Limited is a company established by guarantee and registered under the Company's Act, Cap 486 of the Laws of Kenya. The company is registered under Registration Certificate Number CPR/2012/77835 on 30th July, 2012.**

**The Company is a Water Services Provider (WSP) contracted by then Tana Water Services Board as its agent to carry out Water Services Provision in Naromoru town and the Environs in accordance with section 53(2) and 55(1) of Water Act 2002.**

**After the amalgamation of the New Constitution in 2010, Water and Sanitation Services were devolved to the County Governments and hence it is an agent of the County Government of Nyeri.**

**Narowasco is the Water and Sanitation Services Provider mandated to carryout Water and Sanitation services to the residents of Naromoru town and its environs in Nyeri County and the lower parts of Tigithi sub location in Lamuria location of Laikipia County.**

**Its headquarters are situated at Naromoru Town in Kieni East Sub-County in Nyeri County.**

### **CUSTOMER SERVICE DELIVERY CHARTER**

**Naromoru water and Sanitation services Provider is committed to treat all customers with respect and courtesy, offer professional and effective services, Welcome constructive suggestions or improvements and inform about our products and services, and communicate any changes promptly.**

### **NAROWASCO VISION**

**To be the role model water and sanitation services provider in Nyeri County and in Kenya.**

### **NAROWASCO MISSION**

**To ensure provision of quality, affordable, realible, and sustainable water and sanitation services by operating, developing and maintaining water and sanitation facilities.**

### **NAROWASCO CORE VALUES**

- ❖ **Team work**
- ❖ **Innovation**
- ❖ **Professionalism**
- ❖ **Integrity**
- ❖ **Customer Focus**

<b>No</b>	<b>Service Rendered</b>	<b>Company Obligations</b>	<b>Client Obligation</b>	<b>User Charges (Ksh)</b>	<b>Timelines</b>
<b>1</b>	<b>Getting Connected to the Water Supply(domestic)</b>	<b>Ensure connections is done</b>	<b>Payment of new connection fees and providing the required fittings guided by our technicians</b>	<b>2500</b>	<b>5 days</b>
<b>2</b>	<b>installation of the water meter</b>	<b>Ensure that every connection is meterd</b>	<b>Protect the meter against theft or damage after installation</b>	<b>Free</b>	<b>2 days</b>
<b>3</b>	<b>Extension of water supply</b>	<b>Identify the areas for extension</b>	<b>Co-operation for lee ways and application of new connections</b>	<b>Free</b>	<b>14 Days</b>
<b>4</b>	<b>Disconnection</b>	<b>Ensure sheduled disc exercise to defaulters</b>	<b>Ensure timely payments to avoid disconnection</b>	<b>Free</b>	<b>Continous</b>
<b>5</b>	<b>Reconnection</b>	<b>Ensure timely reconnection</b>	<b>Full payment of outstanding balances and reconnection fees penalty</b>	<b>500</b>	<b>1 day</b>

<b>6</b>	<b>Disconnection (Owners request)</b>	<b>Ensure timely reconnection</b>	<b>To request for disconnection in writing</b>	<b>200</b>	<b>1 day</b>
<b>7</b>	<b>Reconnection (Owners request)</b>	<b>Ensure timely reconnection</b>	<b>To request for reconnection</b>	<b>200</b>	<b>1 day</b>
<b>8</b>	<b>Interruption to water supply for normal planned activities</b>	<b>Ensure proper communication to the affected customers</b>	<b>Co-operation</b>	<b>Free</b>	<b>1 day</b>
<b>9</b>	<b>Maintenance of Main Pipes and Distribution</b>	<b>Ensure quick attendance to issues reported</b>	<b>Report promptly any pipe leaks/bursts/blockages, missing manhole covers</b>	<b>Free</b>	<b>1 day</b>
<b>10</b>	<b>Maintenance of Service lines</b>	<b>Ensure quick attendance to issues reported</b>	<b>Report promptly any pipe leaks/bursts/blockages, missing manhole covers</b>	<b>Free</b>	<b>6 hours</b>
<b>11</b>	<b>Resolve complaints</b>	<b>Ensure quick attendance to issues reported</b>	<b>Report all forms of complains to the office</b>	<b>Free</b>	<b>24 hours</b>
<b>12</b>	<b>Reading of water meter on monthly basis</b>	<b>Ensure 100% Meter Reading</b>	<b>Facilitate access to meters for readings, inspection or maintenance</b>	<b>Free</b>	<b>Monthly</b>

**“Commitment to courtesy and excellence in service delivery”**

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

**The Managing Director**

Naromoru Water and Services Company Limited P.O Box 234 -10105, Naromoru Tel...0791 151 094