



Regional Centre on Groundwater Resources Education, Training and Research

DRAFT SERVICE DELIVERY CHARTER

Service Rendered	Requirement of Service	Cost of service	Timeline
Groundwater Research Inquiries	Email: Submit your inquiry clearly and concisely via email Phone: State your inquiry clearly during telephone calls Letter: Submit your inquiry in a clear and concise manner via written correspondence Office Visits: Schedule an appointment for in-person consultations	Free	Email/Phone: 1 working day Letter: Within 7 working days Office Visits: At scheduled appointment time.
Laboratory Water Quality Testing	Full Chemical Test, Isotope ^{18}O and ^2H Analysis, Bacteriological Analysis, Radon (^{222}Rn)	Full Chemical Test: KES 4,500 per sample. Isotope ^{18}O and ^2H Analysis: KES 1,500 per sample. Bacteriological Analysis: KES 2,000 per sample. Radon (^{222}Rn): KES 500 per hour.	3 working days for all tests
Equipment Hire and Field-Testing Services	RAD7 Radon Analyser (Radon 222 Concentration), Sycal Resistivity Meter (Vertical Electrical Sounding, Horizontal Electrical Profiling, Electrical Resistivity Tomography), Multiparameter Kit (Physio-Chemical Parameters), Acoustic Doppler Velocimeter (River Discharge Measurement), Handheld GPS Device (GPS Coordinates)	RAD7 Radon Analyser: KES 4,000 per day or KES 500 per hour. Sycal Resistivity Meter: KES 30,000 per day. Multiparameter Kit: KES 4,000 per day or KES 500 per hour. Acoustic Doppler Velocimeter: KES 4,000 per day or KES 500 per hour. Handheld GPS Device: KES 1,000 per day.	As per hire duration

Groundwater Public Awareness	Submit written requests regarding public awareness initiatives and programs.	Free	10 Days
General Groundwater Inquiries. (Office Visits without Appt.)	Walk-in service for general inquiries related to groundwater research and management	Free	Progressive attendance on first-come, first-served basis
Training and Capacity Building	Submit written requests or proposals related to training programs and capacity building initiatives	Free	10 Days
Research Data Access	Submit a formal written application in English or Kiswahili to access specific research data or documents	As per approved rate card	Within 7 Working Days
Supplier Registration	Must be eligible to participate in the procurement process Provide all requisite documentation as specified	Free	30 days
Timely Supplier Payment	Must have supplied goods/services/works as per the contract/LPO/LSO. Submit complete payment documentation including invoice and delivery note.	Free	30 working days from receipt of complete documentation
Feedback and Complaints	Register complaints or feedback verbally or in writing through suggestion boxes, email, website, or written correspondence.	Free	Acknowledgment within 3 working days. Resolution communicated within 7 working days.
WE ARE COMMITTED TO COURTESY AND EXCELLENCE IN SERVICE DELIVERY Any service rendered that does not conform to the above standards, or any officer who does not uphold our commitment to courtesy and excellence in service delivery, should be reported to the Chief Executive Officer.			
The Chief Executive Officer Regional Centre on Groundwater Resources Education, Training and Research NSSF Building Block A 16 th Floor P.O. BOX 41156-00100, Tel: +254208008004 Email: info@rcgw.go.ke		The Commission Secretary/ CEO Commission on Administrative Justice West End Towers, Waiyaki, Nairobi P.O Box 20414-00200 Nairobi Tel: +254-20-2270000/2303000 Email: complain@ombudsman.go.ke	
HUDUMA BORA NI HAKI YAKO			