



NAIROBI CITY WATER AND SEWERAGE COMPANY LIMITED (NCWSC) CELEBRATING THE ISO 9001:2015 CERTIFICATION

ISO Certification for Quality Service Delivery



**MESSAGE FROM MAJOR GENERAL
MOHAMMED BADI, NAIROBI
METROPOLITAN SERVICES (NMS)
DIRECTOR GENERAL**

As we celebrate this great and enviable achievement, I wish to congratulate the Board of Directors for Nairobi City Water and Sewerage Company (NCWSC) Limited, the Board of Management and all the Staff for their enormous contributions. The role of quality water and sanitation ser-

vices, especially during this Covid-19 pandemic period, cannot be understated as it forms a critical pillar for ensuring quality life for Nairobi City County residents.

The acquisition of ISO 9001:2015 Certification is a testimony and guarantee to our stakeholders and customers of good quality, safe and affordable drinking water. Therefore, the efforts to serve the people with quality and safe water, including in the informal sector, is a reflection of the Utility's commitment in discharging its mandate of water and sewerage provision to all residents of

the Nairobi City County and its environs.

This ISO Certification will go a long way in positioning the City County as a business hub with reliable quality water and sanitation services.

NCWSC has demonstrated that it has mainstreamed the Quality Management System that assures better service delivery for the city residents.

Once again, I wish to congratulate the Board of Directors, our supportive stakeholders and development partners for the support extended during the process of seeking certification.

ISO Certification for Sustainable Service Delivery



Beryl Lilian Okumu

**MESSAGE FROM MADAM BERYL LILIAN
OKUMU, CHAIRPERSON, BOARD OF
DIRECTORS**

The Board of Directors for Nairobi City Water and Sewerage Company Limited is proud to announce that we have acquired the Certification to ISO 9001:2015 International Standard for Quality Management Systems.

On behalf the Board of Directors, I wish to express our utmost gratitude to the Kenya Bureau of Standards as our key stakeholder in this process. Indeed, through their guidance and quality audit-

ing process, it has enabled us today to mark this great achievement in guaranteeing sustainable service delivery to all our stakeholders.

This is a reflection of the strategies in place to achieve the Company's vision to be a world class provider of water and sewerage services, as it operates under global best practices.

Through the 5th Strategic Business Plan Year 2019/'20 to 2023/'24, the Company undertakes to re-invent and benchmark itself with global trends toward enhancing its service delivery to all its stakeholders. The ISO 9001:2015 Certification has provided us with a world class platform to achieve this, as it is a business quality manage-

ment tool.

The Board of Directors is extremely proud of the Board of Management and all the Staff of Nairobi City Water and Sewerage Company Limited for making this accomplishment possible. In the days ahead, we will continue to improve by making fact-based decisions on measurements of our operational objectives and performance.

Our appreciation also goes to all our stakeholders and development partners in the provision of resources necessary to enable sustainable potable water and sewerage services to the City County of Nairobi and its environs.

NCWSC BOARD OF DIRECTORS



*Timothy Muriuki,
Vice Chairman,*



Mohamed Abdi Abdullahi



Karen Nyamu



Leonard Kamba



Emmah Mukuhi



Martin Mbichire



Mohammed Abdirahman



Dr. Jairus Musumba



Allan Igambi



*Eng. Nahason Muguna,
Managing Director*

ISO Certification for Reliable Service Delivery



**MESSAGE FROM ENG. NAHASON
MAINGI MUGUNA, MANAGING
DIRECTOR**

The acquisition of ISO 9001:2015 Certification is a milestone in the history of Nairobi City Water and Sewerage Company Ltd (NCWSC) being the largest water and sanitation service provider in the country. We are all very proud of this milestone as it is a direct result of the dedicated cooperation and hard work by both Board of Management and the Staff.

The ISO Certification is a clear demonstration of our commitment to elevate service standards to our customers and improvement of operational efficiency. This further demonstrates our ability to provide potable water and sewerage services that meet customer and regulatory requirements and, our commitment to continuous improvement.

This success story would not be com-

plete without mentioning some of the key strategies that informed the successful accomplishment of this feat. First, the Board of Management's commitment and disposition towards the adoption and internalisation of best practices within the Company. Secondly, the strict adherence to the implementation plan and the timely and regular updates to top management on the progress of the implementation by the management representatives. Lastly, the involvement and buy-in of all Staff in the implementation process.

My sincere gratitude goes to the Board of Directors for their consistent support and for providing an enabling environment to the Board of Management to plan for and provide requisite resources and motivations to all Staff. This has enabled smooth operations geared to achieving the set quality objectives at various levels for better service delivery.

I also congratulate the ISO Secretariat and the entire team of Internal Quality Auditors, including all Business Process Owners, for their efforts that, which have seen the entire process comes to fruition.

Special thanks to our stakeholders and especially the Nairobi City County Government, Nairobi Metropolitan Services, the Athi Water Works Development Agency, Water Services Regulatory Board; and our esteemed Customers, for your support in this successful endeavour.



NAIROBI CITY WATER AND SEWERAGE COMPANY LIMITED (NCWSC) CELEBRATING THE ISO 9001:2015 CERTIFICATION

A Step toward Service Excellence



MESSAGE FROM MR. NICHOLAS OGARO NYANDIKO, MANAGEMENT REPRESENTATIVE

Quality management has been a key consideration in all the activities of Nairobi City Water and Sewerage Company Limited. The achievement of ISO 9001:2015 Standard Certification affirms this.

As we journeyed to this milestone, the Top Management provided requisite leadership at the various levels, including the establishment of processes and controls to guarantee fulfilment of the determined statutory, regulatory and customer requirements.

The actualisation of this ISO Certification the execution of the following activities:

- Training of Management and all Staff as implementers of ISO 9001:2015 International Standard Requirements, Enhancement of Competence requirements for Quality Management System Auditors by training Internal Quality Auditors and Lead Auditors in preparation for monitoring and evaluation of the implementation, and improvement and maintenance of the Company Quality Management System.
- Design and development of the Quality Management System documentation required for effective implementation of the standard requirements. The documentations describe the Company processes in all its business operations.
- Implementation and improvement of the Quality Management System through Internal Quality Audits, which culminated in a Top Management Review meeting that undertook to address the identified gaps for appropriate corrective actions and continual improvement of our processes.
- Certification Audits by Kenya Bureau of Standards and signing of a Contractual Maintenance Agreement. The successful execution Certification Audits gave the Company a positive outcome that has culminated in the ISO Certification.

Going forward, we commit to continually monitor and improve the Quality Management System through elaborate plans for scheduled trainings, auditors' competence enhancements, internal quality audits at scheduled intervals, and external surveillance quality audits on an annual basis.

My appreciation goes to the ISO Secretariat for rallying together with the Kenya Bureau of Standards for this Quality Management Systems Certification ISO 9001:2015 International Standard and all my colleagues for their teamwork, guided by the central focus in enhancing customer satisfaction.



Nairobi City Water & Sewerage Company Ltd ISO Secretariat Members

Infrastructure rehabilitation and maintenance: An overview of what NCWSC is doing to level up its services



Construction of an underground 500m³ reinforced concrete tank to supply water to Mihango area.



Sewer overflow damaging the state house fence.



Water pipe laying/tying.

Nairobi City Water and Sewerage Company Ltd (NCWSC) is focused on achieving adequate and affordable provision of water and sanitation services for all. By so doing, it is contributing to the improvement of lives in Nairobi.

This is despite the challenges of limited resources, drought and global warming.

Being the largest Water Service Provider (WSP) in the country, NCWSC contributes 28 percent of the 30 percent of national households with piped water. The company also accounts for 42 percent of water coverage in urban areas.

Presently, NCWSC is undertaking various water and sanitation projects to improve service delivery in the city, including the Nairobi Sanitation OBA Project, whose objective is to increase access to sanitation and water services in selected low-income

communities and eventually sustain clean habitable environment.

Some of the projects are the Simplified Sewer System (SSS) in Mukuru kwa Ruben (Mosque Road Area); Kiambui Pre-Paid Water Dispenser project to improve access to safe

NCWSC is undertaking various water and sanitation projects to improve service delivery in the city

drinking water for Kiambu residents; Kiamaiko sewer rehabilitation; Njiru sewer line extension; Mowlem KCC sewer line upgrade; Kamunde road sewer line rehabilitation and upgrade works; and Mihang'o underground tank construction. Others are sewer rehabilitation project at Moi Lane and Kariokor Market to address sewer overflows; and sewer extension within Riruta for enhanced sanitation coverage and to relieve the presently overloaded sewer line.

The service provision and performance achievements in the various sectors within the county are also indicators that the company has taken the necessary steps to improve the livelihoods of the people in line with the Sustainable Development Goal Six (SDG-6). This is also in line with the country's economic blueprint, Vision 2030.



NAIROBI CITY WATER AND SEWERAGE COMPANY LIMITED (NCWSC) CELEBRATING THE ISO 9001:2015 CERTIFICATION

Installing the Simplified Sewer System



DWC Pipe laying in Mosque Road area.

Nairobi City Water and Sewerage Company (NCWSC) is implementing the Simple Sewer System project along Mosque Road in Mukuru kwa Reuben, to improve waste disposal and management. NCWSC is undertaking this project in collaboration with Nairobi Metropolitan Services (NMS), Water and Sanitation for the Urban Poor (WSUP) and Mukuru Special Planning Area. It was initiated by ONE foundation.

The works have entailed extension and improvement of water and sewer networks through laying of smaller diameter pipes at shallower depths and flatter gradient than conventional sewers.

This system allows for a more flexible design while lowering costs, with labour being provided by the residents of Mukuru kwa Reuben through the Kazi Mtaani programme.

WSUP facilitated a minimal budgetary allocation towards the procurement of pipes and fittings for the sewer connection.

The area selected for the pilot of the project is part of the Special Planning Area gazetted by the government. It is occupied by informal settlements, covering 0.25km. This will benefit 3,000 residents who are unsewered.

The project also includes supply of clean drinking water. The proposed network thus covers 1.44km of double walled corrugated sewer pipes and a 1.61km water network.

Currently, 70 chambers and 60 connections have been done, cleaning and unblocking of the sewer has also been completed.

The project has incorporated installation of 12 Pre-Paid Water Dispensers at various sites along Mosque Road, and includes household connections where applicable.

The benefits espoused through this project are tangible, as residents shall gain access to clean water in the informal settlements and a cleaner environment resulting from the proper management of the wastewater and sewer, thus improving the overall health and output of the community, whilst advancing towards the achievement of SDG 6.



One of the prepaid water dispenser points in Mosque Road area.

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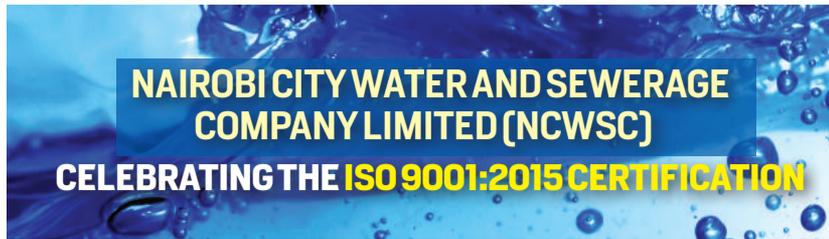
Nairobi City Water & Sewerage Company Limited

For Attaining Quality Management System Based on ISO 9001:2015

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Enhanced digital systems - improving efficiency and boosting customer experience

As technology evolves, so has the Nairobi City Water and Sewerage Company (NCWSC). The company has enhanced its digital systems to improve service provision, customer satisfaction and overall efficiency.

NCWSC now runs a self-help online portal and USSD code. Recently, it revamped its website, which now has a Chatbot.

Launched on February 25, 2020 as a result of our commitment to continuously enhance service delivery, the online portal facilitates the application and payment of water and sewer connections. This has reduced the connectivity lead time from 30 to 14 days.

To enhance efficiency of the portal, the company has incorporated Geographic Information System (GIS) mapping to enable the customers to pinpoint the location of their premises on Google Maps, an improvement from the previous process when a customer was required to upload in the portal, a map to their premises.

The simplification of the application process is part of the current reforms on the ease of doing business in the country, which will result in enhanced processing efficiency. You can access the portal on the NCWSC website <https://portal.nairobewater.co.ke>

Further, the Company has continued to enhance its use of the USSD code *888#, which enables customers to register for E-bills, query

their bills, and pay bills. The system links to the various pay points, which are Safaricom, Mpesa, Equitel, Airtel, Citi, NCBA, Sidian Bank, ABSA, DTB and Co-operative Bank. This has increased customer convenience. They can access services remotely as opposed to visiting NCWSC offices.

NCWSC also undertook a redesign of its website to improve accessibility and usability. This was necessary, since it would make information about water and water supply more available and accessible to the public.

The redesign was accomplished by simplifying the site and making it easy to navigate, while also giving it a much needed facelift. Customers can get the information they need without having to call or email customer service agents.

The Chatbot that has been incorporated offers site visitors self-service capabilities where possible.

The website interface is now simplified, with the frequently asked questions (FAQs) hyper-linked to the home page.

The advancement is in line with the current global shift to online service provision, especially due to the Covid-19 pandemic, which requires that people work from home as much as possible.



Congratulations

CPF Financial Services congratulates the Nairobi Water & Sewerage Company (NWSC) for attaining its Quality Management System based on ISO 9001:2015.

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