



HYDROLOGISTS REGISTRATION BOARD

CUSTOMER SERVICE DELIVERY CHARTER — AUGUST, 2026

MOTTO: *“Enhancing Professionalism in Hydrology”*

OUR VISION

A quality and robust hydrology practice and management.

OUR MISSION

To promote good governance in the regulation, oversight and coordination of the practice of hydrology.

CORE VALUES

- Sustainable Development
- Honesty and Integrity
- Human Dignity
- Teamwork and Focus on Results
- Innovation
- Participatory Approach

OUR MANDATE

- Regulating, coordinating and overseeing the practice of hydrology in Kenya.
- Promoting standards of professional competence and practice amongst hydrologists.
- Certifying hydrological studies and reports for the design of hydraulic structures.
- Coordinating research, investigations and surveys in the hydrological field.
- Recognizing institutions that furnish a sufficient guarantee of academic knowledge of and practical experience in hydrology.
- Collaborating with other bodies or organizations in development programs and facilities for advancement of hydrology and well-being of hydrologists.
- Performing any other function that is incidental or consequential to its functions under the Hydrologists Act, 2017 or any other written law.

CLIENTS' OBLIGATIONS

- Provide sufficient and accurate information to enable prompt response to requests.
- Familiarize yourself with and adhere to the legal instruments governing the Board.
- Conform to the Hydrologists Regulations and the Code of Conduct and Ethics for Hydrology Practice.

- Support the Board's developmental efforts in programs and activities.

OUR SERVICE COMMITMENTS

#	Customer Support Service	Customer Requirement(s)	Cost	Timeline
1	Response to phone calls	Phone call	Free	15 seconds
2	Response to enquiry by walk-in clients	Walk in and make the enquiry	Free	1 minute
3	Response to correspondence (Letters)	Written correspondence	Free	5 Working days
4	Response to correspondence (Email & Social Media)	Email, Twitter, Facebook, YouTube	Free	1 Working day
5	Response to public complaints & grievances	Make a complaint	Free	1 Working day
6	Resolution of complaints	Make a verbal or written complaint	Free	14 Working days
7	Registration of suppliers	Duly filled application form, Company profile, Registration Certificate, PIN, Tax Compliance, Bank Statement, ID/Passport	Free	14 Working days
8	Processing of tenders	Submit bids for goods and services	Free	90 Days
9	Notification of successful/unsuccessful bidders	Access e-procurement portal for notification	Free	1 Working day
10	Payment of goods and services received	L.P.O / Invoice / Certificate of Completion	Free	60 Days from receipt of invoice
11	Disposal of obsolete stores	Submission of bids	Free	60 days from advertisement date
12	Public participation in policy-making	Familiarization with issues & active participation	Free	1 day
13	Recruitment of staff	Formal application based on advert	Free	90 days
14	Processing of request for information	Make a formal request for information	Free	21 days
15	Website updating	Visiting www.hydrologistsboard.go.ke	Free	Every 2 working

#	Customer Support Service	Customer Requirement(s)	Cost	Timeline
				days
16	Registration of Hydrology Professionals	Duly filled application forms with attachments	Prescribed fees in Regulations	30 days
17	Renewal of Annual Practicing Licenses	Duly filled application forms with attachments	Prescribed fees in Regulations	10 working days
18	Hydrologists Stamp	Valid practicing license	Prescribed fees in Regulations	Within 5 Working days
19	Hydrologists ID Card	Valid practicing license	Prescribed fees in Regulations	Within 1 month
20	Gazettement of licensed hydrology professionals	Submission of all relevant documents	Free	By 31st Mar & 30th Sept annually
21	Stickers (Optional)	Application & valid practicing license	Prescribed fees in Regulations	Within 2 working days
22	Replacement of Certificate / License / ID	Application letter & supporting documents	Prescribed fees in Regulations	Within 5 working days
23	Search / Extract Fee (per folio)	Filling of relevant forms	Prescribed fees in Regulations	Within 24 hours
24	Reinstatement	Application letter & supporting documents	Prescribed fees in Regulations	Within 10 working days
25	Certification of hydrological reports	Submission of hydrological reports	Prescribed fees in Regulations	Within 15 working days