



# **HYDROLOGISTS REGISTRATION BOARD**

**DRAFT**

## **CUSTOMER SERVICE DELIVERY CHARTER**

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**JUNE, 2022**

**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**

- a) Sustainable Development
- b) Honesty and Integrity
- c) Human Dignity
- d) Teamwork and focus on results
- e) Innovation
- f) Participatory approach.

## **OUR MANDATE**

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

## **CLIENTS' OBLIGATIONS**

- i. To provide sufficient and accurate information to enable us respond to requests promptly;
- ii. To familiarize yourself with the provisions of the legal instruments governing the Board and adhere to them
- iii. To conform to the Hydrologists Regulations and to the Code of Conduct and Ethics for Hydrology Practice.
- iv. To support the Board's developmental efforts in programs and activities.

**WE COMMIT TO OFFER EFFICIENT AND TIMELY SERVICE TO OUR CLIENTS IN THE FOLLOWING AREAS**

<b>NO.</b>	<b>SERVICES RENDERED</b>	<b>SERVICE POINT</b>	<b>CLIENT REQUIREMENT(S)</b>	<b>CHARGES KSHS.</b>	<b>TIMELINE</b>
1.	Answering incoming telephone calls.	Telephone exchange	Call the switchboard	Free	2 minutes
2.	Customer care.	Customer care office	Visit HRB offices  Provide accurate information and addresses, visit the Board's website and social media outlets.	Free  Free	Immediately  Within 2 working days.
3.	Responding to letters and correspondences.	All offices	Provide clear requests, information and addresses.	Free	Within 5 working days.
4.	Handling complaints from the public and from registered professionals.	Registrar/CEO  All Directorates and departments.	Lodge a formal complaint with relevant details and supporting documents.	Free	Acknowledgement within 5 working days.
5.	Website updating	ICT Department	Visiting the Board's website  <a href="http://www.hydrologistsboard.go.ke">www.hydrologistsboard.go.ke</a>	Free	Every 2 working days.
6.	Registration of Hydrology Professionals	Registrar/CEO	Duly filled application forms with relevant attachments.	Application fees as prescribed in the Hydrologists Regulations.	3 months
7.	Renewal of Annual Practicing licenses	Registrar/CEO	Duly filled application forms with relevant attachments.	Application fees as prescribed in the Hydrologists Regulations.	10 working days.
8.	Professional examinations	Board	Application in writing to the Board.  Duly filled application forms with relevant attachments.	Application fees as prescribed in the Hydrologists Regulations	2 months after sitting for examinations

9.	Hydrologists Stamp	Registrar/CEO	Valid practicing license.	Payment of fees as prescribed in the Hydrologists Regulations.	Within 1 month
10.	Hydrologists ID fees	Registrar/CEO	Valid practicing license.	As prescribed in the Hydrologists Regulations	Within 1 month
11.	Gazettment of licensed hydrology professionals	Registrar/CEO	Submission of all relevant documents and information.	Free	By 31 <sup>st</sup> March and 30 <sup>th</sup> September of each year.
12.	Stickers (Optional)	Registrar/CEO	Upon making an application. Valid practicing license.	As prescribed in the Hydrologists Regulations	Within 2 working days.
13.	Replacement fee per Certificate/License/ Hydrologists ID card	Registrar/CEO	Application letter and submission of relevant documents.	As prescribed in the Hydrologists Regulations	Within 5 working days.
14.	Search/ Extract Fee per folio	Registrar/CEO	Upon filling of relevant forms.	As prescribed in the Hydrologists Regulations.	Within 24 hours.
15.	Reinstatement	Registrar/CEO	Application letter and submission of relevant documents.	As prescribed in the Hydrologists Regulations.	Within 10 working days.
16.	Certification of hydrological reports	Registrar/CEO	Submission of hydrological reports.	As prescribed in the Hydrologists Regulations.	Within 15 working days of receipt of the report.
17.	Merchant Payment Processing	Accounts and Procurement departments.	Providing invoices, delivery notes, copies of LPO/LSO and all other relevant documents	Free	10 working days

## **FEEDBACK AND REDRESS MECHANISMS**

We are committed to courtesy and excellence in service delivery.

Any complaints or queries should be forwarded to;

**REGISTRAR/CEO**

**HYDROLOGISTS REGISTRATION BOARD**

**P.O BOX 51224 – 00100**

**NAIROBI, KENYA**

**Telephone: +254202716103**

**Mobile No: +254773894952**

**Website: [www.hydrologistsboard.go.ke](http://www.hydrologistsboard.go.ke)**

**Email: [info@hydrologistsboard.go.ke](mailto:info@hydrologistsboard.go.ke)**

