

# CUSTOMER SERVICE DELIVERY CHARTER

## OUR 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.

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

NO.	SERVICES RENDERED	SERVICE POINT	CLIENT REQUIREMENT(S)	CHARGES KSHS.	TIMELINE
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.	Application 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 31st March and 30th 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 filing 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 & 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 91228 - 00100  
NAIROBI, KENYA

Telephone: +254202715103  
Mobile No: +254773894552  
Website: [www.hydrologistsboard.go.ke](http://www.hydrologistsboard.go.ke)  
Email: [info@hydrologistsboard.go.ke](mailto:info@hydrologistsboard.go.ke)