

# NATIONAL WATER AND SEWERAGE CORPORATION



## **CUSTOMER CHARTER 2026**

**“Water for All, For a Delighted Customer, By a  
Delighted Workforce”**



## CHAIRMAN'S FOREWORD



The National Water and Sewerage Corporation is committed to accountable, inclusive and customer-centered water supply and sewerage services. This Charter translates that commitment into clear service promises against which customers and stakeholders may assess our performance.

It sets out the services offered by the Corporation, how and where they may be accessed, the standards customers shall expect, and the channels through which feedback and complaints may be raised. It also recognizes that reliable water and sanitation services depend on shared responsibility between NWSC, its customers and partners.

The Board shall provide policy oversight and hold Management accountable for implementation, performance reporting and continuous improvement under this Charter.

Prof. Eng. Henry Mwanaki Arinaitwe  
CHAIRPERSON, BOARD OF DIRECTORS



## MESSAGE FROM THE MANAGING DIRECTOR

This Customer Service (Client) Charter outlines NWSC's commitment to provide satisfactory water and sewerage services in accordance with the National Water and Sewerage Corporation Act, Cap. 204 and the Water Act, Cap. 164.

The Charter defines measurable standards, customer rights and obligations, feedback mechanisms and institutional accountability. It is aligned with the NWSC Five-Year Strategic Plan 2025–2030 and builds on the commitments of the 2023 Customer Service Charter.

Management shall integrate these standards into planning, budgeting, performance management and day-to-day service delivery across all NWSC operational areas.

A blue ink handwritten signature, appearing to read 'Silver Mugisha', with a horizontal line extending to the right.

Dr. Eng. Silver Mugisha  
MANAGING DIRECTOR, NWSC



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# CHAPTER ONE: INTRODUCTION

## 1.1. About the Corporation

The National Water and Sewerage Corporation (NWSC) is a public Utility mandated to provide water and sewerage services in designated urban areas of Uganda. Its head office is located at Plot 3, Nakasero Road, Kampala, with offices and service centers across all NWSC operational areas.

## 1.2. Purpose of the Customer Charter

The Charter provides a public statement of NWSC's service commitments. It enables customers to understand the services available, access requirements, applicable standards, rights and obligations, and the means of seeking information, giving feedback or pursuing redress.

## 1.3. Scope of The Charter

The Charter applies to all NWSC operational areas, customer categories and services in relation to the Corporation's mandate.



## 1.4. STRATEGIC DIRECTION

### 1.4.1. Vision

“Water for All, for Health and Prosperity”

### 1.4.2. Mission

“To provide reliable, safe, and sustainable water and sewerage services for all while empowering lives, protecting the environment, and building a healthier future generation.”

### 1.4.3. Core values

Professionalism, Innovation, Integrity, Excellence, Teamwork, Result Oriented and Reliability.

### 1.4.4. Strategic Objectives

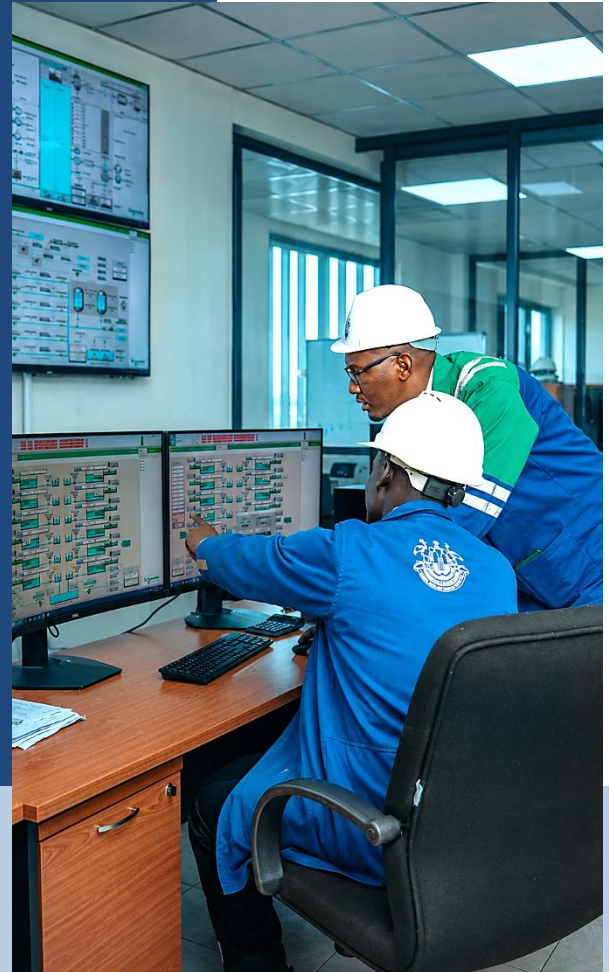
- Enhance access, reliability and quality of services.
- Enhance environmental protection.
- Strengthen institutional capacity and resilience.
- Enhance business growth, customer satisfaction and stakeholder trust.
- Ensure financial viability and sustainability



## CHAPTER TWO: PRINCIPAL SERVICES AND COMMITMENTS

### 2.1. PRINCIPAL SERVICES

NWSC provides the following principal services and is committed to meeting the service standards thereto except where there are legitimate technical reasons for failing to do so.





## 1) WATER SUPPLY

Water supply service standards apply to the water mains up to the consumer meter or property boundary.



### Water Supply Service Standards

| Component                      | Service Standards                                                                                                                                             |
|--------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Service reliability</b>     | <ul style="list-style-type: none"> <li>Provide at least 18 hours daily water supply.</li> </ul>                                                               |
|                                | <ul style="list-style-type: none"> <li>Maintain a minimum operating pressure of 1 bar at the customer metering point</li> </ul>                               |
| <b>Planned interruptions</b>   | <ul style="list-style-type: none"> <li>Provide at least 72 hours' advance notice to customers in the affected areas and expected restoration time.</li> </ul> |
|                                | <ul style="list-style-type: none"> <li>Provide periodic updates (every 12 hours) where restoration is delayed.</li> </ul>                                     |
| <b>Unplanned interruptions</b> | <ul style="list-style-type: none"> <li>Public notification within 1 hour of confirming interruption and provide expected restoration time.</li> </ul>         |
|                                | <ul style="list-style-type: none"> <li>Provide periodic updates at least every (12 hours) where restoration is delayed.</li> </ul>                            |
| <b>Water quality</b>           | <ul style="list-style-type: none"> <li>Supply water that meets the National Drinking Water Quality Standards (US EAS 12:2014).</li> </ul>                     |
|                                | <ul style="list-style-type: none"> <li>Water quality complaints investigated and feedback provided within 48 hours.</li> </ul>                                |
|                                | <ul style="list-style-type: none"> <li>Quarterly publications of water quality reports.</li> </ul>                                                            |

| Procedure/ Requirements to access the Service                                                                                                                                                                                                     | Service Delivery Point                                                                      | Cost                                                                                                                                          |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> <li>Monitor supply at the premises.</li> <li>Promptly report any supply anomalies through NWSC offices, telephone contacts, staff, and digital platforms.</li> <li>Escalate any unresolved anomaly.</li> </ul> | <ul style="list-style-type: none"> <li>NWSC contact center</li> <li>NWSC offices</li> </ul> | <ul style="list-style-type: none"> <li>Tariff and charges prescribed under Statutory Instrument Water Regulations (General rates).</li> </ul> |

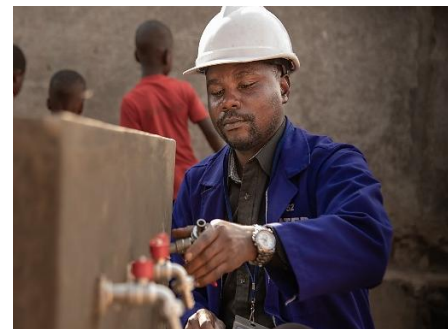


## 2) NEW CONNECTION



### New Connection Standards

| Service Standards                                                                                                                                                                                                                                                                                                                                                       | Procedure/ Requirements to access the Service                                                                                                                                                                                                                                                                                                                                                                                          | Service Delivery Point                                                                      | Cost                                                                                                                                             |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> <li>Survey the customer's premises within 3 working days.</li> <li>Provide feedback to the applicant within 2 working days after survey.</li> <li>Effect new water connections effected within 10 working days on receipt of payment.</li> <li>Effect new sewer connections within 30 working days on receipt of payment.</li> </ul> | <ul style="list-style-type: none"> <li>Submit an application through NWSC online platforms or offices including the following attachments; National ID, passport photograph, proof of land ownership, LC1 letter and sketch of location map.</li> <li>Obtain application tracking number.</li> <li>Provide access for site survey and secure wayleave where necessary.</li> <li>Effect full payment for the new connection.</li> </ul> | <ul style="list-style-type: none"> <li>NWSC contact center</li> <li>NWSC offices</li> </ul> | <ul style="list-style-type: none"> <li>Tariff and charges prescribed under the Statutory Instrument Water Regulation (General rates).</li> </ul> |



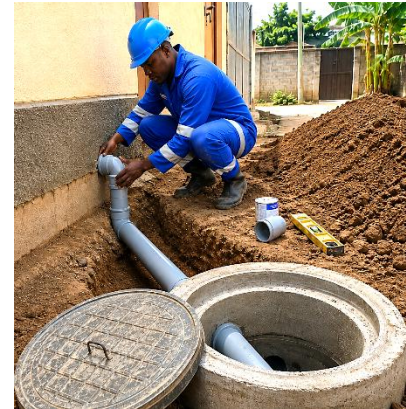


## Sewerage Service Standards

| Service Standards                                                                                                                                                                                                                                                                                                        | Procedure/ Requirements to access the Service                                                                                                                                                                                                                                                                  | Service Delivery Point                                                                      | Cost                                                                                                                                             |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> <li>Respond to and rectify normal sewage overflows and blockages within 6 hours.</li> <li>Respond to and rectify complex sewage overflows and blockages within 48 hours.</li> <li>Notify the customer within 72 hours of any planned works that may interrupt the services</li> </ul> | <ul style="list-style-type: none"> <li>Monitor sewerage services in the community and/or at customers' premises.</li> <li>Promptly report any anomalies in sewerage services through NWSC offices, telephone contacts, staff, and NWSC digital platforms.</li> <li>Escalate any unresolved anomaly.</li> </ul> | <ul style="list-style-type: none"> <li>NWSC contact center</li> <li>NWSC offices</li> </ul> | <ul style="list-style-type: none"> <li>Tariff and charges prescribed under the Statutory Instrument Water Regulation (General rates).</li> </ul> |

### 3) SEWERAGE SERVICES

Sewerage services standards apply to the public sewer up to the connecting manhole.





## 4) BILLING AND PAYMENTS



### Billing and Payment Standards

| Component              | Service Standards                                                                                                                 | Procedure/ Requirements to access the Service                                                                                                                                                                                                                                                    | Service Delivery Point                                                                                                     | Cost                                                                                                                                          |
|------------------------|-----------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Billing process</b> | <ul style="list-style-type: none"> <li>Issue accurate monthly bills.</li> <li>Ensure timely delivery of monthly bills.</li> </ul> | <ul style="list-style-type: none"> <li>Keep the meter accessible to NWSC staff.</li> <li>Allow NWSC staff access to read, inspect and maintain the meter.</li> <li>Maintain updated contact details particularly the telephone number/ email used to receive the water bills.</li> </ul>         | <ul style="list-style-type: none"> <li>Contact details of the customer.</li> <li>NWSC offices where applicable.</li> </ul> | <ul style="list-style-type: none"> <li>Tariff and charges prescribed under Statutory Instrument Water Regulations (General rates).</li> </ul> |
| <b>Payments</b>        | <ul style="list-style-type: none"> <li>Acknowledge payments, and update customer accounts within 24 hours.</li> </ul>             | <ul style="list-style-type: none"> <li>Have the customer account/ reference number, Area/ location of the property for which payment is to be made.</li> <li>Select any of the approved NWSC payment method/ platform to pay.</li> <li>Retain evidence of payment for reconciliation.</li> </ul> | <ul style="list-style-type: none"> <li>Approved payment platforms.</li> <li>Customer contact details.</li> </ul>           | <ul style="list-style-type: none"> <li>Applicable transaction charges</li> </ul>                                                              |



## BILLING AND PAYMENTS



### Disconnection and Reconnections

| Component             | Service Standards                                                                                                                                  | Procedure/ Requirements to access the Service                                                                                                                                                                                                                                                                                                                                                                                           | Service Delivery Point                                                                                                                                                                | Cost                                                                                                                                         |
|-----------------------|----------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Disconnections</b> | <ul style="list-style-type: none"> <li>Issue a 7 days disconnection notice.</li> </ul>                                                             | <ul style="list-style-type: none"> <li>Maintain updated contact details particularly the telephone number/ email used to receive notices.</li> <li>Provide access to premises to NWSC staff to effect disconnection.</li> </ul>                                                                                                                                                                                                         | <ul style="list-style-type: none"> <li>Customer contact details</li> <li>Customer premises</li> </ul>                                                                                 | <ul style="list-style-type: none"> <li>Not charged</li> </ul>                                                                                |
| <b>Reconnections</b>  | <ul style="list-style-type: none"> <li>Reconnect within 24 hours upon receipt of payment and compliance with reconnection requirements.</li> </ul> | <ul style="list-style-type: none"> <li>Clear the outstanding bill including the reconnection fees or enter into a payment agreement with the respective NWSC Area.</li> <li>Notify the Area office upon payment of the outstanding amount including reconnection fees or fulfillment of payment agreement terms.</li> <li>Provide access to NWSC staff to effect a reconnection.</li> <li>Escalate in case of non-compliance</li> </ul> | <ul style="list-style-type: none"> <li>Approved payment platforms.</li> <li>Customer contact details</li> <li>Customer premises</li> <li>NWSC Offices and digital platform</li> </ul> | <ul style="list-style-type: none"> <li>Tariff and charges prescribed under Statutory Instrument Water Regulation (General rates).</li> </ul> |

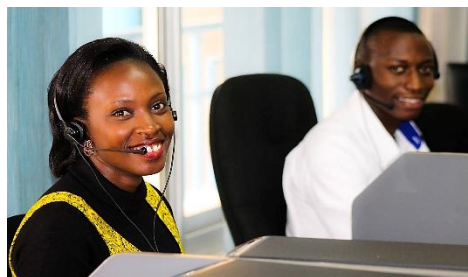


## 5) CUSTOMER CARE AND COMPLAINTS MANAGEMENT



### Customer Care and Complaints Management Standards

| Service Standards                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | Procedure/ Requirements to access the Service                                                                                                                                                                                                                                                                                                                                                                         | Service Delivery Point                                                                                                            | Cost                                                            |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------|
| <ul style="list-style-type: none"> <li>■ Provide 24-hour access to our contact Centre, 365 days.</li> <li>■ Acknowledge customer complaints/ inquiry within 24 hours.</li> <li>■ Resolve simple customer complaints within 3 working days.</li> <li>■ Resolve complex customer complaints within 7 working days.</li> <li>■ Respond to reported leaks and minor pipe bursts within 6 hours.</li> <li>■ Respond to reported major pipe bursts within 12 hours of confirmation.</li> </ul> | <ul style="list-style-type: none"> <li>■ Promptly report any complaints through NWSC Area/Branch offices, telephone contacts, staff, call center and NWSC digital platforms.</li> <li>■ Obtain customer complaint tracking number for follow-up and feedback on complaint handling.</li> <li>■ Provide access to customers' premises where applicable.</li> <li>■ Escalate unresolved matters/ complaints.</li> </ul> | <ul style="list-style-type: none"> <li>■ NWSC contact center</li> <li>■ NWSC digital platforms</li> <li>■ NWSC offices</li> </ul> | <ul style="list-style-type: none"> <li>■ Not charged</li> </ul> |

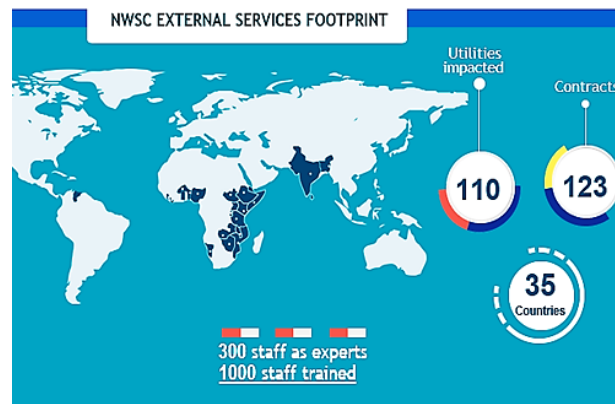




## External Services Standards

| Component                                                        | Service Standards                                                                                                 | Procedure/ Requirements to access the Service                                                                                                                                                                                                                                                                         | Service Delivery Point                                | Cost                            |
|------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------|---------------------------------|
| ■ Advisory, Capacity Development and Utility Management Services | ■ Execute contracts within the contractual timelines and budgetary provisions, to the satisfaction of the client. | <ul style="list-style-type: none"> <li>■ Provide terms of reference detailing the service required.</li> <li>■ Receive and review NWSC proposal and enter into a contract upon successful evaluation outcome.</li> <li>■ Have a signed contract framework.</li> <li>■ Timely meet contractual obligations.</li> </ul> | ■ Service delivery points stipulated in the contracts | ■ Charged as per contract terms |

## 6) EXTERNAL SERVICES





## EXTERNAL SERVICES



### External Services Standards

| Service Standards                                                               | Procedure/ Requirements to access the Service                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | Service Delivery Point                                                                                                                                                                                                                                                                                                                                                               | Cost                                                                                                                               | Service Standards                                                                       |
|---------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> <li>■ Laboratory Testing Services</li> </ul> | <ul style="list-style-type: none"> <li>■ Certificate of analysis for laboratory services issued upon confirmation of payment and/or fulfilment of engagement terms, within: <ul style="list-style-type: none"> <li>➡ 5 working days for water samples.</li> <li>➡ 7 working days for wastewater samples.</li> </ul> </li> <li>■ Notify external clients for laboratory services within 2 working days if sample conditions or technical complexities will necessitate an adjustment to the standard turnaround time.</li> </ul> | <ul style="list-style-type: none"> <li>■ Contact and obtain advice on laboratory services from the nearest NWSC office or contact center.</li> <li>■ Collect and deliver samples to designated NWSC laboratory in line with acceptable sampling protocols.</li> <li>■ Effect payment of issued invoice.</li> <li>■ Collect the certificate of analysis upon notification.</li> </ul> | <ul style="list-style-type: none"> <li>■ NWSC Central Laboratory</li> <li>■ NWSC offices</li> <li>■ NWSC contact center</li> </ul> | <ul style="list-style-type: none"> <li>■ Charged in line with approved rates</li> </ul> |



## 2.2. SERVICE COMMITMENTS

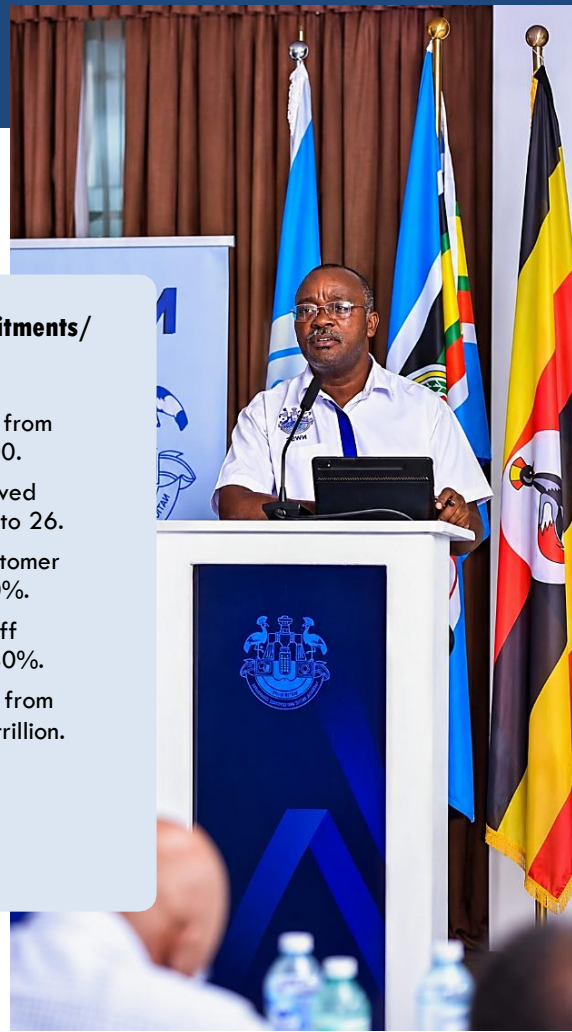
In addition to the service standards above, NWSC is committed to the following:

### a) Operational Commitments

- Operate and maintain the water supply system up to the customer metering point.
- Operate and maintain the sewerage system up to the customer connection point.
- Receive and treat faecal sludge in accordance with NWSC guidelines.
- Issue reminder notices for bill payments.
- Provide multiple payment channels and issue payment receipts on request.
- Execute external services contracts within contractual timelines and budgetary provisions.

### b) Service Delivery/Commitments/ Strategic Goals 2030

- Increase customer base from 1,000,000 to 1,300,000.
- Increase population served from 20 million people to 26.
- Maintain a minimum customer satisfaction index of 80%.
- Maintain a minimum staff engagement index of 80%.
- Increase the asset base from 4.8 trillion to UGX 6.8 trillion.



## 2.2. SERVICE COMMITMENTS

### c) Crosscutting Commitments

NWSC is committed to undertaking/ upholding the following crosscutting interventions to promote good governance, performance accountability, inclusiveness and sustainability:

| SN | Crosscutting Area        | Commitment to Clients                                                                                                                                                         |
|----|--------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1. | Good Governance          | <ul style="list-style-type: none"><li>• Maintain a governance framework that streamlines decision making processes and fosters accountability to stakeholders.</li></ul>      |
| 2. | Environmental Protection | <ul style="list-style-type: none"><li>• Undertake measures to ensure compliance with Environmental laws and regulations.</li></ul>                                            |
| 3. | Water Security           | <ul style="list-style-type: none"><li>• Improve water security through design and implementation of climate resilient water and sanitation infrastructure projects.</li></ul> |
| 4. | Corporate Citizenship    | <ul style="list-style-type: none"><li>• Undertake Corporate Social Investment initiatives.</li></ul>                                                                          |
| 5. | Gender Mainstreaming     | <ul style="list-style-type: none"><li>• Promote gender equity in the Corporation and service delivery.</li></ul>                                                              |
| 6. | Digital Transformation   | <ul style="list-style-type: none"><li>• Strengthen digital transformation towards enhancement of customer experience.</li></ul>                                               |
| 7. | Financial Sustainability | <ul style="list-style-type: none"><li>• Provide affordable and equitable services while ensuring financial viability of the Corporation.</li></ul>                            |



## CHAPTER THREE: GENERAL SERVICE STANDARDS

### 3.1. Attendance and Time Management

- Staff shall remain available for duty to ensure continuity of services.
- NWSC Offices will display and observe official working hours.
- NWSC Contact Centre shall remain accessible 24/7 through the toll free lines and digital platforms.

### 3.2. Conduct and Obligations of Staff

In performance of their duties and service to the customers, staff shall observe the following code of conduct:

- Identify themselves.
- Act lawfully and professionally and treat every customer with courtesy, fairness and respect.
- Observe confidentiality.
- Avoid conflict of interest.
- Avoid bribery and corruption.
- Avoid being partisan.
- Avoid unauthorized revenue collection from the public.

## GENERAL SERVICE STANDARDS

### 3.3. Dress Code and Appearance

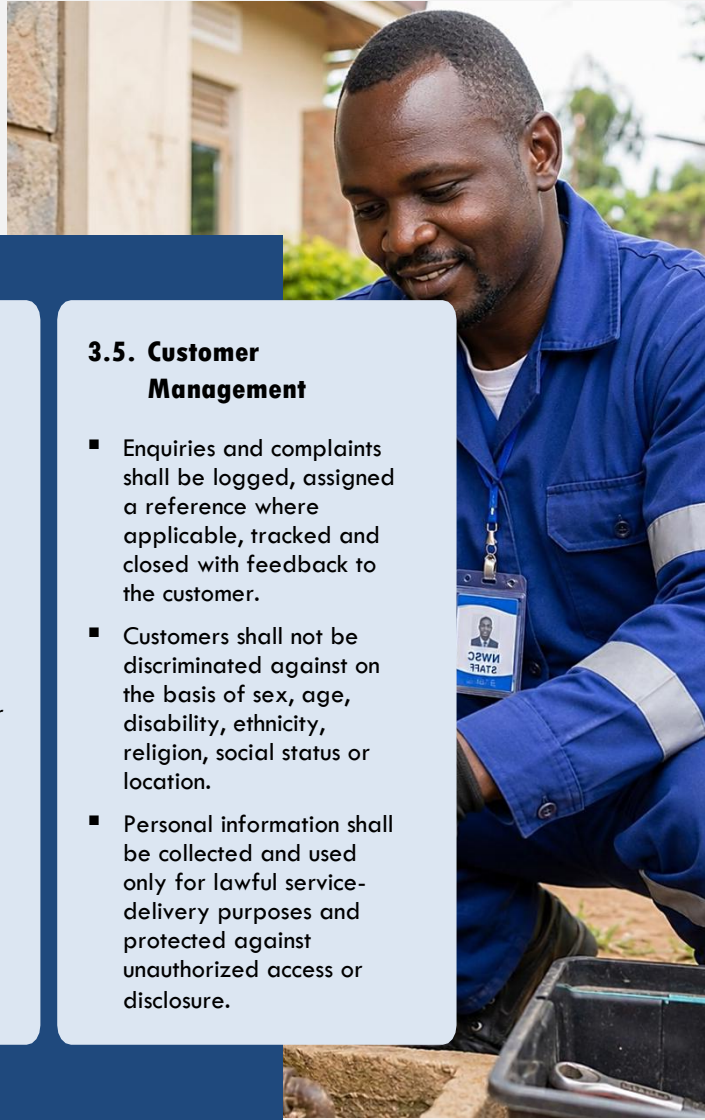
- Staff shall dress in a decent and presentable manner.
- NWSC will ensure well maintained customer care/ front desks at our offices.
- NWSC will ensure a work environment that promotes good health and safety.

### 3.4. Access to Offices and Services

- Customers may access our offices during official working hours through physical visits, telephone, and email.
- NWSC services may be accessed through NWSC offices, the Contact Centre, digital channels, authorized field service teams and other published service points.
- Customers shall receive service on a fair and orderly basis, in accordance to statutory provisions, technical feasibility, complete documentation and payment of approved charges where applicable.

### 3.5. Customer Management

- Enquiries and complaints shall be logged, assigned a reference where applicable, tracked and closed with feedback to the customer.
- Customers shall not be discriminated against on the basis of sex, age, disability, ethnicity, religion, social status or location.
- Personal information shall be collected and used only for lawful service-delivery purposes and protected against unauthorized access or disclosure.



## Our Promise

-  Reliable Service
-  Clean Water
-  For a Better Life



## NATIONAL WATER AND SEWERAGE CORPORATION

WATER IS LIFE

## Customer Happiness Point



**THE CUSTOMER  
IS THE REASON  
WE EXIST**



## CHAPTER FOUR: CUSTOMER RIGHTS AND RESPONSIBILITIES

### 4.1. Our Customers

NWSC provides services to the following customer categories:

- Public Stand Pipes (PSPs)
- Domestic/ Residential
- Commercial
- Industrial
- Institutional
- Bulk consumers
- Other customers (External services, faecal sludge, manure etc)

### 4.2. Customer Rights

Customers have the right to:

- Safe and reliable water supply and sewerage services.
- Professional and respectful service.
- Accurate billing.
- Timely response to complaints.
- Escalation of unresolved issues.
- Protection of personal data.



# CUSTOMER RIGHTS AND CUSTOMER RESPONSIBILITIES

## 4.3. Customer Responsibilities

Customers have the obligation and duty to:

- Timely and full payment of NWSC bills/invoices.
- Ensure good hygiene practices at the customer's premises.
- Safe custody and/or maintenance of water supply and sewerage infrastructure installed within the customer premises.
- Avoid wastage (wasteful use) of the supplied water.
- Avoid dumping or discharge of inappropriate/unacceptable materials into the connecting public sewer.
- Timely handling and/or reporting of water supply and sewerage related anomalies at the customer premises
- Provide authorized NWSC staff with access to the premises in line with the Water Act.



NATIONAL WATER AND  
SEWERAGE CORPORATION  
UGANDA

# KEEP YOUR WATER FLOWING.



 Pay your  
water bill on time.

 NWSC – Water is Life.

 0800 200 977 |  [www.nwsc.co.ug](http://www.nwsc.co.ug) |    @nwscug

# CUSTOMER RIGHTS AND CUSTOMER RESPONSIBILITIES

## 4.4. Internal Clients

NWSC has the following internal clients who collectively work together to deliver the services to our customers:

- **Board:**  
Provides policy oversight, strategic direction and accountability
- **Management:**  
Leads planning, decision making, coordination, resource allocation and performance monitoring.
- **Employees/ staff:**  
Deliver day to day services, implement standards and interact with customers
- **Business Units:**  
Business Streams, Divisions, Directorates, Departments, Regions, Areas, and Branches.





**I'M A WATER HERO.  
I REPORT LEAKS, BURSTS  
AND SEWERAGE  
OVERFLOWS.  
DO YOU?**



**#WaterHeroes #Waterman**

## **CHAPTER FIVE: FEEDBACK AND COMPLAINTS HANDLING**

### **5.1. Communication and Feedback Process**

- NWSC shall provide timely and accurate customer information and maintain accessible channels for receiving complaints, inquiries, suggestions and compliments.
- Customer queries and complaints shall be received, recorded, assigned, acted upon, escalated where necessary, and the outcome promptly communicated to the customer.
- Feedback trends shall be analyzed to support continuous service improvement.

### **5.2. Complaints and Grievances Handling Channels**

- Customers may lodge complaints and grievances through NWSC Contact Centre, Area/Branch offices, email, digital platforms, social media and written correspondence.



## FEEDBACK AND COMPLAINTS HANDLING

- Unresolved matters shall be escalated through established management channels.

### 5.3. Lodging of Complaints at Different Levels of Management.

- Customers may lodge complaints at the Area/Branch and Head Office level as appropriate.
- Complaints shall ordinarily be handled by the respective NWSC Service Area of jurisdiction and may be escalated to the next management level where unresolved.





# CHAPTER SIX: DISSEMINATION, IMPLEMENTATION AND ACCOUNTABILITY

## 6.1. Dissemination Channels

The Charter will be disseminated through the following channels:

- **Physical and Direct Engagement:** NWSC offices and customer service centres, printed copies, brochures, posters, noticeboards, community meetings, customer forums, exhibitions and stakeholder engagements.
- **Digital and Mass Media:** NWSC website, mobile and digital platforms, email, SMS, social media, radio, television and print media.
- **Internal Communication:** Staff briefings, internal communication platforms and sensitization programmes to ensure staff awareness, ownership and consistent implementation of the Charter.



## 6.2. Implementation and Accountability Mechanism

- NWSC shall assign clear responsibilities for the Customer Charter implementation at all management levels and integrate the commitments into routine operations and performance targets.
- Compliance shall be monitored through service standards, complaints, response times and customer feedback, with gaps escalated for corrective action and continuous improvement.



## 6.3. Contact Information for Charter Implementation

The contact information for the focal point person/ office responsible for implementation of the Customer Charter is as follows:

- ➔ Responsible Office: Directorate of Commercial and Customer Services, NWSC Head Office
- ➔ Address: Plot 3, Nakasero, P.O. Box 7053, Kampala
- ➔ Telephone: +256 313 315 101/102
- ➔ Toll-Free: 0800 200 977 / 0800 300 977
- ➔ Email: [info@nwsc.co.ug](mailto:info@nwsc.co.ug)
- ➔ Website: [www.nwsc.co.ug](http://www.nwsc.co.ug).
- ➔ Customers may also contact the nearest NWSC Area or Branch Office for matters relating to implementation of the Customer Charter.



**WATER FOR ALL, FOR HEALTH AND PROSPERITY**



