



# **NATIONAL WATER RESOURCES AUTHORITY**

## **DRAFT SERVICE CHARTER**

National Water Resources Authority  
P/Bag 363  
Taurus House  
Capital City  
Lilongwe 3

## Contents

<b>WHO WE ARE.....</b>	<b>1</b>
<b>1.0 NWRA MANDATE.....</b>	<b>2</b>
<b>2.0 MISSION / VISION AND CORE VALUES.....</b>	<b>2</b>
<b>2.1 Vision .....</b>	<b>2</b>
<b>2.2 Mission.....</b>	<b>2</b>
<b>2.3 Our Core Values .....</b>	<b>2</b>
<b>3.3 NWRA PRINCIPAL SERVICES .....</b>	<b>3</b>
<b>4.0 NWRA OBLIGATION TO CLIENTS .....</b>	<b>4</b>
<b>5.0 NWRA SERVICE STANDARDS .....</b>	<b>4</b>
<b>SERVICE STANDARD .....</b>	<b>6</b>
<b>6.0 OUR CLIENTS.....</b>	<b>8</b>
<b>7.0 NWRA Client's Rights and Obligations.....</b>	<b>8</b>
<b>7.1 CLIENTS RIGHTS .....</b>	<b>8</b>
<b>7.2 CLIENTS OBLIGATIONS.....</b>	<b>8</b>
<b>8.1 OPERATING HOURS .....</b>	<b>9</b>

## WHO WE ARE

National Water Resources Authority (NWRA) is a Statutory Corporation established under the Water Resources Act of 2013 to manage and regulate water resources in Malawi. This Service Charter is designed to inform our clients and stakeholders of the services that NWRA provides, the minimum service standards set to attain, and the accountability framework instituted to guarantee excellent service delivery.

NWRA is wholly owned by the Government of Malawi and mandated to regulate, manage, and conserve all water resources in the country. The Authority's strategic goals are:

- To protect and equitably apportion water resources.
- To conserve, manage and ensure the availability of water resources in space and time.
- To promote stakeholders' engagement and rational exercise of the right to sustainable utilisation of water resources
- To provide general support services for the efficient and effective performance of NWRA.

NWRA's Strategic Outcome are as follows:

- Enhanced adherence to regulations and standards
- Improved and sustained availability of water resources, and water resources data management
- Enhanced policy implementation and advisory services
- Improved organisational performance.

## **1.0 NWRA MANDATE**

To provide for the management, conservation, use and control of water resources; for the acquisition and regulation of rights to use water; and for matters connected therewith or incidental thereto.

## **2.0 MISSION / VISION AND CORE VALUES**

### **2.1 Vision**

Sustainable Water Resources for All

### **2.2 Mission**

To regulate and manage water resources for sustainable, effective, and efficient use by all sectors in order to achieve socio-economic growth and development agenda of the country.

### **2.3 Our Core Values**

In the delivery of services to our clients we shall be guided by the following core values:

- Efficiency, Effectiveness and Economy – Call for NWRA discharging its powers and functions cost-effectively and expeditiously.
- Impartiality – Demands NWRA to exercise fairness and justice in discharging its powers, responsibilities, and functions.
- Professionalism – Discharging powers, responsibilities, and functions with the highest sense of responsibility, competence, diligence, and accountability always.
- Transparency and Accountability - Discharging powers, responsibilities, and functions openly and being responsible for their actions.
- Client Orientation – NWRA is determined to be client and stakeholder focused and offers quality services to all its stakeholders as prescribed in the Service Charter.
- Integrity – NWRA to operate with highest levels of honesty, truthfulness, incorruptibility, and reliability.
- Quality of Service – NWRA ensures that there is high-quality service delivery through continuous improvement in operational effectiveness and efficiency.
- Teamwork – NWRA recognises the importance of cooperation and coordination amongst the Authorities functional units and individual.

### 3.3 NWRA PRINCIPAL SERVICES

NWRA offers the following services.

1. Issuance, renewal, variation, and cancellation of licences/permits for the following.
  - a) Surface water
  - b) Groundwater
  - c) Effluent discharge
  - d) Borehole drilling
  - e) Construction
  - f) Easement
2. Provision of Data
  - a) Groundwater data
  - b) Hydrological data
  - c) Water quality data
3. Provision of Technical Reports
  - a) Thematic maps and reports
  - b) Digital maps
  - c) Copy of Register of Associations
  - d) Copy of Register of Water Bodies
  - e) Copy of Register of Licences or Permits
  - f) Copy of Register of Qualified Water Resources Professionals or Qualified Contractors
  - g) Borehole Completion Report including test pumping and water quality data.
  - h) Bill of Quantities/Tender Documents
  - i) Yearbook
  - j) Water Resources Technical Reports/Publications
  - k) Copy of established Catchment Management Committees
4. Provision of Investigative activities
  - a) Groundwater
  - b) Surface water
  - c) Water quality
  - d) Inspection of water rights and payments

#### 5. Certification of Qualified Water Professionals and Contractors

- a) Water Engineers
- b) Registered Civil Engineers
- c) Professional Dam Experts
- d) Hydrologists, Hydrogeologists and Hydrometeorologists
- e) Water Chemists
- f) Water Resources Managers
- g) Environmental Scientists, Biologists and Ecologists
- h) Contractors

#### 6. Hiring of Equipment

- a) Dozer
- b) Excavator
- c) Drilling Rig
- d) Flow Measuring Equipment
- e) Set of Survey Equipment

## 4.0 NWRA OBLIGATION TO CLIENTS

We commit ourselves to provide the highest international standards of services and recommended practices. In pursuance of excellence in public service delivery, we commit ourselves to new knowledge and best practices through wide consultations and partnerships with our clients.

## 5.0 NWRA SERVICE STANDARDS

NWRA will adhere to the standards below:

- a) Be courteous to all our clients.
- b) Identify ourselves by means of identity cards.
- c) Respond to queries promptly.
- d) Attend to our client(s) without delay.
- e) Consistent engagement with stakeholders.
- f) Respond to all written correspondences within five working days of receipt.
- g) Keep the Website up to date.
- h) Publish water abstraction applications quarterly.

- i) Publish all registered drillers quarterly.
- j) Publish Qualified Water Resource Professionals quarterly.
- k) Publish focused water resource

# NWRA SERVICE CHARTER

## NATIONAL WATER RESOURCES AUTHORITY SERVICE CHARTER



NWRA is committed to provide for the management, conservation, use, control and allocation of water resources; with professionalism, impartiality, transparency, and accountability in delivering quality services to our clients.

SERVICES	REQUIREMENTS	FEES/CHARGES (Mk)	TIMELINE
<b>New application, Renewal, Variation and Cancellation</b>			
Provision of general information/attendance to enquiries	-Submission of request (via phone call, email, or letter) -Visit NWRA offices	Free	Within 24hrs
Issuance of water abstraction right ( surface or ground )	-Submission of completed application form A or B (Water Resources Regulations 2018) -Proof of payment	90,000	90 days
Issuance of effluent discharge permit	-Submission of completed application form H (Water Resources Regulations 2018) -Proof of payment	490,000	90 days
Issuance of borehole drilling permit	-Submission of completed application form F1 (Water Resources Regulations 2018) -Proof of payment -Proof of ownership of borehole drilling equipment	490,000	90 days
Issuance of construction permit	-Submission of completed application form F2 (Water Resources Regulations 2018) -Proof of payment	490,000	90 days
Issuance of easement license	-Submission of completed application form T (Water Resources Regulations 2018) -Proof of payment -Proof of land ownership	290,000	90 days
<u>Renewal of licenses/permits</u> - Surface abstraction - Groundwater abstraction -Effluent discharge -Borehole drilling -Construction/civil works	-Submission of formal request (Attach copy of Registration) -Proof of payment	200,000	90 days
<u>Variation, Cancellation or Transfer of license /permit</u> - Surface abstraction - Groundwater abstraction -Effluent discharge -Borehole drilling -Construction/civil works	-Submission of formal request (Attach copy of Registration) -Proof of payment	90,000	90 days



Search of license/permit	-Submission of formal request (Attach copy of Registration) -Proof of payment	40,000	1 day
Authority order	-Submission of formal request (Attach copy of Registration)	Free	
Authority to enter land	-Submission of formal request (Attach copy of Registration)	20,000	7 days
Issuance of license as qualified professional (water professional)	As specified in form Q (Water Resources Regulations 2018)	128,000	90 days
Issuance of license as qualified contractor	- As specified in form Q (Water Resources Regulations 2018)	320, 000	90 days
<u>Fees for data, investigations, laboratory analysis and related services</u>	-Upon request	As specified in 23 <sup>rd</sup> Schedule Part A of water resources regulation 2018	Within 48 hours
Renting out of equipment	-Upon request	As specified in 23 <sup>rd</sup> Schedule Part A of water resources regulation 2018	Within 24 hrs

NWRA is committed to regulate and manage water resources for sustainable, effective, and efficient use by all sectors to achieve social-economic growth and development agenda of the country.

Where our services fall below the stated standards or where you are unable to access our services, please refer to our Complaint Handling Procedure or please contact:

The Chief Executive Officer,  
National Water Resources Authority,  
Taurus House  
Private Bag 363,  
Capital City  
Lilongwe 3  
Cell:  
WEBSITE : [www.nwra.mw](http://www.nwra.mw)  
Facebook : National Water Resources Authority Malawi  
Tweeter: @nwra\_mw

SUSTAINABLE WATER RESOURCES FOR ALL

## 6.0 OUR CLIENTS

NWRA provides its services to a wide range of clients as follows.

- a) Individuals
- b) Institutions
- c) Organisations

## 7.0 NWRA Client's Rights and Obligations

### 7.1 CLIENTS RIGHTS

Our clients are entitled to:

- a) Access services in the most cost-effective way
- b) Quality service
- c) Access information that best meets their distinct needs
- d) Be treated with respect and courtesy.
- e) Register complaints and receive feedback.

### 7.2 CLIENTS OBLIGATIONS

In a bid to provide better services to our clients, the clients are expected to meet some obligations as follows:

- a. Treat our officers with respect and courtesy.
- b. Use the information provided for intended purposes only.
- c. Treat all information personal-in-nature as confidential.
- d. Abide to legal requirements to be eligible for accessing the services sought.
- e. Provide complete, timely, and accurate information in respect of the services needed from the Authority.
- f. Not offer gifts, bribes, and favours to induce NWRA staff.
- g. Attend to scheduled meetings punctually.
- h. Respond to request for information accurately and in a timely manner.
- i. Contribute to identifying areas that need reforms in NWRA and participate in arriving at solutions or recommendations to improve service delivery.

- j. Report alleged corrupt practices of our officers to either the Anti-Corruption Bureau, the nearest Police Unit or Station, or through NWRA Offices.
- k. Pay fees and charges on time.
- l. Provide feedback on our services.

## **8.1 OPERATING HOURS**

- Our offices are open from 7:30 a.m. to 12:00 p.m. and 1:00 p.m. to 4:30 p.m. from Mondays to Fridays except on Public Holidays.
- We break for lunch from 12:00 p.m. to 1:00 p.m.

## **9.1 CUSTOMER FEEDBACK AND REDRESS**

- To help NWRA continuously improve services, we encourage our clients to lodge complaints and advance suggestions, as well as compliments. We shall acknowledge receipt of feedback and undertake measures to redress the situation.
- Feedback should be addressed to the Chief Executive Officer at the following address: -

**Chief Executive Officer**  
**National Water Resources Authority**  
**Taurus House**  
**P/Bag 363,**  
**Capital City**  
**Lilongwe 3**

**Cell: 0995511963.. Toll Free 4334**

**Email: [ceo@nwra.mw](mailto:ceo@nwra.mw)**

**Website: [www.nwra.mw](http://www.nwra.mw)**

**Tweeter : @nwra\_mw**

**Facebook : National Water Resources Authority – NWRA Malawi**