



National Water Harvesting & Storage Authority

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ACCESS TO INFORMATION PROCEDURE

1. Access to Information Officer

The Access to Information Officer (AIO) is appointed by the Chief Executive Officer.

2. Written Request:

The AIO shall record the details of the requested information in the Authority's request to access information register within 24 hours upon receipt.

The AIO acknowledges receipt within two (2) days and advises the applicant how to access the request to access information form and guide on how to fill it.

If you are unable to write, the AIO will help you make the request.

3. Provide Details:

The request must include sufficient information for NWHSA to understand what you are seeking. This should include, but not be limited to:

- Your name, address, and contact information.
- A clear description of the information needed.
- How you would like to receive the information.
- Any reason for urgency, if applicable.

4. Seek Assistance:

Processing of urgent requests is to be done by the AIO within 48 hours upon receipt and ordinary requests immediately.

5. Fees and Timelines:

If there are fees associated with accessing the information, requests must be processed within 21 days.

6. Access to Information Register:

NWHSA will keep a record of your request in its Access to Information Register.

7. Confidentiality:

If the information requested is confidential, the applicant will be required to sign a confidentiality agreement form.

8. Review and Appeal:

If you are not satisfied with the NWHSA's response, you have the right to review and appeal the decision.

