

	Document Title	Handling requests for Information	
	Effective date	Document No.	Revision
	01 February 2026	CER_PR_015	02

1. PURPOSE

To ensure transparency and accuracy in the information provided by the ESWASA Management Systems Certification Scheme (MSCS) to the public upon request.

2. SCOPE

This covers information related to the ESWASA MSCS certification processes.

3. ABBREVIATIONS

3.1. MSCS: Management Systems Certification Scheme

3.2. TM: Technical Manager

3.3. MSO: Marketing and Sales Officer

3.4. SQAQ: Senior Quality Assurance Officer

4. RESPONSIBILITIES

4.1. TM: Approves information to be communicated

4.2. MSO: Handles requests for information and communicates with the enquirer

4.3. SQAQ: Provides information on certification activities

5. PROCEDURE:

5.1. Forward request to Marketing and Sales Officer, call Tel: +268 25184633
Cell: +268 7806 8944

5.2. Marketing and Sales Officer receives, verifies, documents the request and forwards it to the ESWASA Certification Unit headed by the Quality Assurance Manager.

5.3. The Technical Manager approves the request and assigns relevant personnel to provide the requested information within the approved defined scope.

5.4. If the request is not approved, the Marketing and Sales Officer shall notify the requesting party in writing.

Prepared by: CSO	Reviewed by: SQAQ	Approved by: TM	Page 1 of 1
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