

**P.O Box 23498-00100,  
Nairobi, Kenya**

**3rd Floor, Parklands Office Suites,  
83 Parklands Rd,  
Nairobi , Kenya.**

23rd January, 2014

**Eng. Philip Gichuki  
Managing Director,  
Nairobi City Water & Sewerage Company,  
P.O.BOX 30656-00100,  
Nairobi , Kenya.**

Dear Eng. Gichuki,

**RE : WEB-BASED MOBILE METER READING SOLUTION**

My name is Daniel Kamiri, lead developer with the MajiVoice team. I am also one of the directors of a locally based ICT company - Wonderkid Multimedia Ltd - situated in Nairobi.

First, I would like to thank you for the continued and unwavering support in the implementation of MajiVoice across the company. The MajiVoice team is encouraged by the continued involvement of the directorates, management and uptake of staff across all regions and more importantly by the enthusiasm by staff members to actively use the system on a daily basis.

During the implementation of MajiVoice, we as a team noticed that the data indicates majority of the complaints originate from Meter Reading related complaints (approx 57% as of this week). This finding is also reinforced by informal discussions with some members of staff during MajiVoice trainings and implementation where a number of users constantly requested for Meter Reading modules.

As a team, our desire has always been to see the impact grow beyond the immediate need of managing complaints. Wonderkid on the other hand has developed various web and mobile solutions in the past and successfully deployed them. In various instances, we have provided pro-bono software /services to various organizations / companies in the past. It’s on this premise that we hereby propose to provide Meter Reading software for Nairobi Water free of charge under the terms articulated in the attached document.

The software’s critical functionality is working and only needs some enhancements*.* We believe that the solution, if well implemented, will be of immediate and beneficial impact to NCWSC strategy and further lignifies the objective of enhancing service delivery to customers.

Please find attached a brief document outlining basic details about the software and our proposed terms should you consider our offer.

We look forward to your response.

Sincerely,

*Daniel Kamiri*

Director, Wonderkid Multimedia LTD

**&**

*Dickson Marira,*

Director, Wonderkid Multimedia LTD