

CITIZENS' SERVICE DELIVERY CHARTER

MISSION

"Provide and coordinate Sustainable Development Management of Irrigation Service in Kenya"

VISION

"Water to every irrigable acre"

ISO 9001: 2015 CERTIFIED

NO	SERVICE RENDERED	CLIENTS REQUIREMENTS	CHARGES	TIMELINE
1.	Crop production, pests and diseases	<ul style="list-style-type: none"> Report concern to the Officer-in-Charge 	<ul style="list-style-type: none"> Free 	<ul style="list-style-type: none"> Visit site within 3 days of receipt of information Provide short term measures within 3 days from site visit Make long term recommendations within 4 weeks from date of first report Disseminate information to all farmers within 7 days from date of recommendations
2.	Training of farmers/ beneficiaries	<ul style="list-style-type: none"> Place a request with the Officer-in-Charge 	<ul style="list-style-type: none"> Free 	<ul style="list-style-type: none"> Need based and resource availability
3.	Payment for goods and services	<ul style="list-style-type: none"> Deliver goods and services in good order submit invoice and delivery note 	<ul style="list-style-type: none"> Free 	<ul style="list-style-type: none"> Within 30 working days from the date of invoice receipt.
4.	Procurement of services and goods.	<ul style="list-style-type: none"> Comply with the given goods / services procurement specifications/ToR 	<ul style="list-style-type: none"> Kshs 0-5,000 for tender documents Up to 2% of bid price for bid security Up to 5% of bid price for performance bond 	<ul style="list-style-type: none"> Continuous
6.	Access to Information	<ul style="list-style-type: none"> Place a formal request 	<ul style="list-style-type: none"> Free (but in some cases based on the available format of the requested information) 	<ul style="list-style-type: none"> Within 21 working days upon receipt
7.	Resolution of public complaints	<ul style="list-style-type: none"> Launch a complaint 	<ul style="list-style-type: none"> Free 	<ul style="list-style-type: none"> Acknowledge receipt within 2 working days Address the complaint within 30 working days
8.	Soil, water & plant tissue analysis	<ul style="list-style-type: none"> Place a request 	<ul style="list-style-type: none"> Free 	<ul style="list-style-type: none"> Within 1 month

Clients' obligations

The consumers of the stations's services are expected to do the following to receive optimal services:

- Be conversant with the provisions of the Irrigation Act 2019, Authority's Strategic Plan and Government's policies in Water and Agricultural Sectors.
- Make requisite payments in full and at the required time and get official receipts for all payments made.
- Make requests in good time and provide updated and valid contact addresses with every communication.
- Provide factual information at all times and do not attempt to canvass, seek unlawful favors or bribe any official of the Authority.
- Treat all our staffs with courtesy & respect and follow protocol when seeking re-dress.

The Station is committed to excellence in service delivery. For our clients who are unable to access our services or who receive services that do not conform to the stated standards should provide us with feedback or seek assistance from the contacts below:

FOR COMPLAINTS OR ENQUIRIES REGARDING OUR SERVICES, PLEASE CONTACT US USING:

Ahero Irrigation Research Station

✉ 1010-40100, Kisumu ☎ +254 20 2030 325

✉ aheroresearch@irrigation.go.ke; ceo@irrigation.go.ke; communication@irrigation.go.ke

🌐 www.irrigation.go.ke 🐦 Irrigation_Auth 📘 National Irrigation Authority 📺 National Irrigation Authority

Contact Office of the Ombudsman for any re-dress using: ✉ 20414 – 00200, NAIROBI or ✉ info@ombudsman.go.ke / complain@ombudsman.go.ke