

## 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.	Operation and maintenance of irrigation & drainage infrastructure	<ul style="list-style-type: none"> <li>Pay O&amp; M charges upfront</li> <li>Maintain tertiary infrastructure</li> </ul>	<ul style="list-style-type: none"> <li>Main crop at Kshs. 3,100.00</li> <li>Upland crop at Kshs. 2,000.00</li> </ul>	<ul style="list-style-type: none"> <li>Beginning of every cropping season.</li> </ul>
2.	Land administration (a) Succession	<ul style="list-style-type: none"> <li>Write a letter notifying the Scheme Manager of the farm holder demise and the intended succession case. (Attach death certificate/burial permit.)</li> </ul>	<ul style="list-style-type: none"> <li>Free</li> </ul>	<ul style="list-style-type: none"> <li>Acknowledge receipt within <b>5 working days.</b></li> <li>Address the case to be done within <b>3 months.</b></li> </ul>
	(b) Subdivision	<ul style="list-style-type: none"> <li>Write a letter to the Scheme Manager requesting for subdivision</li> </ul>	<ul style="list-style-type: none"> <li>Free</li> </ul>	<ul style="list-style-type: none"> <li>Acknowledge receipt within <b>5 working days.</b></li> <li>Address the case to be done within <b>3 months.</b></li> </ul>
	(c) Disputes	<ul style="list-style-type: none"> <li>Launch the complaint with the Scheme Manager</li> </ul>	<ul style="list-style-type: none"> <li>Kshs.1,000.00</li> </ul>	<ul style="list-style-type: none"> <li>Acknowledge receipt within <b>2 working days.</b></li> <li>Advisory committee to determine the case within <b>1 month.</b></li> <li>Communication of the outcome to be done within <b>7 working days.</b></li> </ul>
3.	Access to Information	<ul style="list-style-type: none"> <li>Place a request with the Scheme Manager</li> </ul>	<ul style="list-style-type: none"> <li>Free (but in some cases based on the available format of the requested information)</li> </ul>	<ul style="list-style-type: none"> <li>Within <b>21 working days</b> upon receipt.</li> </ul>
4.	Farmers capacity building	<ul style="list-style-type: none"> <li>Place a request with the Scheme Manager (The client should be within the Authority assisted schemes and Project areas.)</li> </ul>	<ul style="list-style-type: none"> <li>Free</li> </ul>	<ul style="list-style-type: none"> <li>Need based and resource availability.</li> </ul>
5.	Linking farmers to strategic partners	<ul style="list-style-type: none"> <li>Place a request with the Scheme Manager</li> </ul>	<ul style="list-style-type: none"> <li>Free</li> </ul>	<ul style="list-style-type: none"> <li>Continuous</li> </ul>
6.	Payment for goods and services	<ul style="list-style-type: none"> <li>Deliver goods and services in good order</li> <li>submit invoice and delivery note</li> </ul>	<ul style="list-style-type: none"> <li>Free</li> </ul>	<ul style="list-style-type: none"> <li>Within <b>30 working days</b> from the date of invoice receipt.</li> </ul>
7.	Procurement of services and goods.	<ul style="list-style-type: none"> <li>Comply with the given goods / services procurement specifications/ ToR</li> </ul>	<ul style="list-style-type: none"> <li>Kshs.0- 1,000.00 for tender documents</li> </ul>	<ul style="list-style-type: none"> <li>Continuous</li> </ul>
8.	Resolution of public complaints	<ul style="list-style-type: none"> <li>Launch a complaint with the Scheme Manager</li> </ul>	<ul style="list-style-type: none"> <li>Free</li> </ul>	<ul style="list-style-type: none"> <li>Acknowledge receipt within <b>2 working days.</b></li> <li>Address the complaint within <b>30 working days.</b></li> </ul>
9.	Educational tours	<ul style="list-style-type: none"> <li>Place a request with the Scheme Manager</li> </ul>	<ul style="list-style-type: none"> <li>A minimum of Kshs.1,000.00 per institution for primary schools</li> <li>A minimum of Kshs.2,000.00 per institution for secondary schools</li> <li>A minimum of Kshs.3, 000.00 per institution for colleges and universities.</li> </ul>	<ul style="list-style-type: none"> <li>Within <b>7 working days.</b></li> </ul>

#### Clients' obligations

The consumers of the Scheme'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 Scheme 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:

The Senior Schemes Manager, Ahero Irrigation Scheme,

1010-40100, KISUMU, 1109 439 31

ahero@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