

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"> Pay O&M charges upfront Maintain tertiary infrastructure 	<ul style="list-style-type: none"> Main crop at Kshs. 4,000.00 Upland crop at Kshs. 2,000.00 	<ul style="list-style-type: none"> Beginning of every cropping season
2.	Land administration			
	(a) Succession	<ul style="list-style-type: none"> Write a letter notifying the Scheme Manager of the farm holder demise and the intended succession case (Attach death certificate/burial permit.) 	<ul style="list-style-type: none"> Free 	<ul style="list-style-type: none"> Within 6 months
	(b) Subdivision	<ul style="list-style-type: none"> Write a letter to the Scheme Manager requesting for subdivision 	<ul style="list-style-type: none"> Free 	<ul style="list-style-type: none"> Once every quarter but may be done as all parties may agree
	(c) Dispute	<ul style="list-style-type: none"> Launch the complaint with the Scheme Manager 	<ul style="list-style-type: none"> Kshs.1,000.00 	<ul style="list-style-type: none"> Advisory committee to determine the case within 3 months Communicate out come within 7 days
3.	Access to Information	<ul style="list-style-type: none"> Place a request with the Scheme Manager 	<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
4.	Farmers capacity building	<ul style="list-style-type: none"> Place a request with the Scheme Manager (The client should be within the Authority assisted schemes and Project areas.) 	<ul style="list-style-type: none"> Free 	<ul style="list-style-type: none"> Need based and resource availability.
5.	Linking farmers to strategic partners	<ul style="list-style-type: none"> Place a request to the Scheme Manager 	<ul style="list-style-type: none"> Free 	<ul style="list-style-type: none"> Continuous
6.	Coordinating revolving fund and farmers' co-operatives	<ul style="list-style-type: none"> Place a request with the Scheme Manager (The client should be within the Authority assisted schemes and Project areas.) 	<ul style="list-style-type: none"> Free 	<ul style="list-style-type: none"> Continuous
7.	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
8.	Operational research	<ul style="list-style-type: none"> Place a request with the Scheme Manager 	<ul style="list-style-type: none"> Free 	<ul style="list-style-type: none"> Acknowledge receipt within 2 working days. Address within 30 working days
9.	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- 1,000.00 for tender documents 	<ul style="list-style-type: none"> Continuous
10.	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
11.	Education tours	<ul style="list-style-type: none"> Place a request with the Scheme Manager 	<ul style="list-style-type: none"> A minimum of Kshs. 1,000.00 per institution for primary Schools A minimum of Kshs. 2,000.00 per Institution for secondary schools A minimum of Kshs. 3,000.00 per Institution for colleges and universities. 	<ul style="list-style-type: none"> Respond within 2 days from the date of request receipt

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.

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

The Scheme Manager, Bunyala Irrigation Scheme

☎ 104-50400 Busia ☎ +254 20 2584 820

✉ bunyala@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