

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.	SERVICES RENDERED	CLIENT REQUIREMENT	CHARGES (KSHS)	TIMELINE
1.	Operation and maintenance of irrigation & drainage infrastructure	<ul style="list-style-type: none"> Pay O& M charges Maintain tertiary infrastructure 	<ul style="list-style-type: none"> 5,000.00 per plot per season 	<ul style="list-style-type: none"> Beginning of every cropping season
2.	Land Administration i) Succession	<ul style="list-style-type: none"> Fill in forms/write a request to the Scheme Manager with a copy of death certificates 	<ul style="list-style-type: none"> Free 	<ul style="list-style-type: none"> Acknowledge receipt within 2 days. Convene advisory committee meeting within 3 months. Communicate outcome within 7 days.
	ii) Disputes	<ul style="list-style-type: none"> Launch the dispute with the Scheme Manager 	<ul style="list-style-type: none"> Free (for launching the dispute case) Pay relevant charges (in case of survey) 	<ul style="list-style-type: none"> Acknowledge receipt within 2 working days Advisory committee to determine the case within 1 month. Communication of the outcome to be done within 7 working days.
3.	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"> Free
4.	Formation of farmer's organizations	<ul style="list-style-type: none"> Be a registered group 	<ul style="list-style-type: none"> Free 	<ul style="list-style-type: none"> 1 Month after group elections.
5.	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 upon receipt.
6.	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"> 0 - 1,000.00 for tender documents 	<ul style="list-style-type: none"> Continuous
7.	Resolution of public complaints	<ul style="list-style-type: none"> Launch a complaint with the Scheme Manager. 	<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.	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.
9.	Educational tours	<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"> Within 14 working days.
10.	Accommodation (Quest House)	<ul style="list-style-type: none"> Make a booking 	<ul style="list-style-type: none"> Single room (bed and breakfast at 1,200.00) Double room at 1,500.00 (bed only) 	<ul style="list-style-type: none"> Immediately

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:

Scheme Manager, Bura Irrigation Scheme,

✉ 16-70104, Bura-Tana

☎ +254 110 943 935

✉ bura@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