

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'S OBLIGATIONS	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"> For now it's a free service but discussions underway to determine the charges. 	<ul style="list-style-type: none"> Beginning of every cropping season
2.	Access to Information	<ul style="list-style-type: none"> Place a 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
3.	Farmers capacity building	<ul style="list-style-type: none"> Place a request (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
4.	Linking farmers to strategic partners	<ul style="list-style-type: none"> Place a request 	<ul style="list-style-type: none"> Free 	<ul style="list-style-type: none"> Continuous
5.	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
6.	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
7.	Educational tours	<ul style="list-style-type: none"> Place a request 	<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"> Within 7 working days

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:

**Officer in Charge,
Katilu Irrigation Scheme,**
+254 711 061 187
katilu@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