

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 Maintain tertiary infrastructure 	<ul style="list-style-type: none"> For now it is free but discussions are 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 the Officer-in-Charge 	<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 Officer-in-Charge (Farmers should be within the jurisdiction the schemes operation) 	<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 the Officer-in-Charge 	<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 	<ul style="list-style-type: none"> Free 	<ul style="list-style-type: none"> Within 30 working days from the date of invoice receipt
6.	Complaints management	<ul style="list-style-type: none"> Launch complaint with the Officer-in-Charge 	<ul style="list-style-type: none"> Free 	<ul style="list-style-type: none"> Address the complaint within 30 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 requests in good time and provide updated and valid contact addresses with every communication.
- 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:

Lokubae Irrigation Scheme

✉ 254, LODWAR

☎ +254 746387023

✉ lokubae@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