

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 RENDER	CLIENT REQUIREMENT	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 Ksh.3,500.00 Upland crop Ksh.2,000.00 	<ul style="list-style-type: none"> Beginning of every cropping season
2.	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
3.	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
4.	Linking farmers to strategic partners	<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"> 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.	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
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.	Education tours	<ul style="list-style-type: none"> Place a request with the Scheme Manager 	<ul style="list-style-type: none"> A minimum of Ksh. 1,000.00 per institution for primary school A minimum of Ksh. 2,000.00 per institution for secondary School A minimum of Ksh. 3,000.00 per institution for colleges and university 	<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.

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 Scheme Manager, Lower Kuja Irrigation Scheme,

94-40492, NYATIKE,

lowerkuja@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