

## 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

	SERVICE RENDERED	CLIENT REQUIREMENT	CHARGES IN (KSHS.)	TIMELINE
1.	Operation and maintenance of irrigation & drainage infrastructure.	<ul style="list-style-type: none"> <li>Pay O &amp; M fees</li> </ul>	<ul style="list-style-type: none"> <li>2,000.00 per acre</li> </ul>	<ul style="list-style-type: none"> <li>Beginning of every cropping season.</li> </ul>
2.	Land administration i) Succession	<ul style="list-style-type: none"> <li>Write a letter notifying the Scheme Manager of the farm holder demise and the intended succession case (Attach death certificate)</li> </ul>	<ul style="list-style-type: none"> <li>Free</li> </ul>	<ul style="list-style-type: none"> <li>Acknowledge receipt of the certificate immediately.</li> <li>Convene relevant committee of the scheme to determine the case within <b>3 months</b>.</li> <li>Communication of the outcome within <b>7 days</b> from date the organ finalizes the issues.</li> </ul>
	ii) Dispute	<ul style="list-style-type: none"> <li>Launch the complaint with the Scheme Manager</li> </ul>	<ul style="list-style-type: none"> <li>Free for the launching of the complaint but 2,500.00 for surveying.</li> </ul>	<ul style="list-style-type: none"> <li>Acknowledge receipt of complaint immediately.</li> <li>Inform all concerned parties within <b>28 days</b>.</li> <li>Convene relevant committee of the scheme to determine the case within <b>3 months</b>.</li> <li>Communication of the outcome within <b>7 days</b> from date of the organ finalizes the issues.</li> </ul>
3.	Access to Information	<ul style="list-style-type: none"> <li>Place a request with the Scheme Manager</li> </ul>	<ul style="list-style-type: none"> <li>Free (but in some cases based on the available format of the requested information)</li> </ul>	<ul style="list-style-type: none"> <li>Within <b>21 working days</b> upon receipt.</li> </ul>
4.	Capacity Building on farmers	<ul style="list-style-type: none"> <li>Place a request (The client should be within the Authority assisted schemes and Project areas.)</li> </ul>	<ul style="list-style-type: none"> <li>Free</li> </ul>	<ul style="list-style-type: none"> <li>Need based and resource availability.</li> </ul>
5.	Educational Tours to the scheme	<ul style="list-style-type: none"> <li>Place a request with the Scheme Manager</li> </ul>	<ul style="list-style-type: none"> <li>1,000.00</li> </ul>	<ul style="list-style-type: none"> <li>Within <b>14 working day</b>.</li> </ul>
6.	Payment for goods and services	<ul style="list-style-type: none"> <li>Deliver goods and services in good order</li> <li>submit invoice and delivery note</li> </ul>	<ul style="list-style-type: none"> <li>Free</li> </ul>	<ul style="list-style-type: none"> <li>Within <b>30 working days</b> from the date of invoice receipt.</li> </ul>
7.	Procurement of services and goods.	<ul style="list-style-type: none"> <li>Comply with the given goods /services procurement specifications/ToR</li> </ul>	<ul style="list-style-type: none"> <li>0- 2000 for tender documents</li> </ul>	<ul style="list-style-type: none"> <li>Continuous</li> </ul>
8.	Resolution of public complaints	<ul style="list-style-type: none"> <li>Launch complaint with the Scheme Manager</li> </ul>	<ul style="list-style-type: none"> <li>Free</li> </ul>	<ul style="list-style-type: none"> <li>Acknowledge receipt within <b>2 working days</b>.</li> <li>Address the complaint within <b>30 working days</b>.</li> </ul>

### 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.

**Scheme Manager, Perkerra Irrigation Scheme,**

✉ 14-30403, Marigat

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📧 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