

## 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"> <li>Pay O&amp;M charges</li> <li>Maintain tertiary infrastructure</li> </ul>	<ul style="list-style-type: none"> <li>3,400.00 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 within <b>2 working days.</b></li> <li>Convene advisory committee meeting within <b>3 months.</b></li> <li>Communication of the outcome within <b>7 days.</b></li> </ul>
	ii) Disputes	<ul style="list-style-type: none"> <li>Launch the complaint with the Scheme Manager</li> </ul>	<ul style="list-style-type: none"> <li>Pay relevant charges</li> </ul>	<ul style="list-style-type: none"> <li>Acknowledge receipt within <b>2 working days</b></li> <li>Convene advisory committee meeting within <b>3 months.</b></li> <li>Communication of the outcome within <b>7 days.</b></li> </ul>
3.	Operational Research	<ul style="list-style-type: none"> <li>Place a request 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 within <b>30 working days</b></li> </ul>
4.	Development of farmers' organizations	<ul style="list-style-type: none"> <li>Register</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> after elections.</li> </ul>
5.	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- 1,000.00 for tender documents</li> </ul>	<ul style="list-style-type: none"> <li>Continuous</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.	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>
8.	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>
9.	Educational tours	<ul style="list-style-type: none"> <li>Place a request with the Scheme Manager</li> </ul>	<ul style="list-style-type: none"> <li>Free</li> </ul>	<ul style="list-style-type: none"> <li>Within <b>14 working days.</b></li> </ul>

### Client 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 and /or reports in writing in good time
- Make requisite payments in full and at the required time
- Get official receipts for all payments made
- Provide updated and valid contact addresses with every communication.
- Provide factual information at all times
- Not attempt to canvass, seek unlawful favors or bribe any official of the scheme.
- Follow protocol when seeking re-dress.

The Scheme is committed to courtesy and 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,  
Tana Irrigation Scheme,**

5-70101, HOLA

+254 110 943 934 hola@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