

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 RENDERED	CLIENTS REQUIREMENTS	CHARGES	TIMELINE
1.	Crop production, pests and diseases	Report concern to the Officer-in-Charge	Free	- Visit site within 3 days of receipt of information - Provide short term measures within 3 days from site visit - Make long term recommendations within 4 weeks from date of first report - Disseminate information to all farmers within 7 days from date of recommendations
2.	Training of farmers/ beneficiaries	Place a request with the Officer-in-Charge	Free	Need based and resource availability
3.	Payment for goods and services	- Deliver goods and services in good order - submit invoice and delivery note	Free	Within 30 working days from the date of invoice receipt.
4.	Procurement of services and goods.	Comply with the given goods / services procurement specifications/ToR	- Kshs 0-5,000 for tender documents - Up to 2% of bid price for bid security - Up to 5% of bid price for performance bond	Continuous
6.	Access to Information	Place a formal request	Free (but in some cases based on the available format of the requested information)	Within 21 working days upon receipt
7.	Resolution of public complaints	Launch a complaint	Free	- Acknowledge receipt within 2 working days - Address the complaint within 30 working days
8.	Soil, water & plant tissue analysis	Place a request	Free	Within 1 month

Clients' obligations

The consumers of the stations'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 Station 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:

Ahero Irrigation Research Station

☎ 1010-40100, Kisumu ☎ +254 20 2030 325

✉ aheroresearch@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

MAONO

“Maji kwa kila ekari inayoweza
kunyunyiziwa”

AZIMIO

“Kutoa na kuratibu maendeleo endelevu na
usimamizi wa huduma za unyunyizi Kenya”

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NAMBARI	HUDUMA ZINAZOTOLEWA	WAJIBU WA MTEJA	MALIPO	MUDA
1	Uzalishaji wa mazao, wadudu na magonjwa	■ Ripoti swala kwa Afisa Msimamizi	■ Bila malipo	■ Tembelea eneo katika muda wa siku tatu za kazi baada ya kupata swala ■ Toa majibu ya hatua za muda mfupi katika muda wa siku tatu za kazi ■ Toa mapendekezo ya hatua za muda mrefu katika muda wa wiki nne kutoka siku ya swala kuwasilishwa. ■ Toa mafunzo kwa wakulima katika muda wa siku saba baada ya kutoa mapendekezo
2	Mafunzo kwa wakulima	■ Toa ombi kwa Afisa Msimamizi	■ Bila Malipo	■ Kulingana na hitaji na kuwepo kwa rasilimali
3.	Malipo ya bidhaa na huduma	■ Wasilisha bidhaa na huduma katika hali nzuri ■ Wasilisha ankara na noti ya uwasilishaji	■ Bila malipo	■ Kwa muda wa siku thelathini za kazi
4.	Uagizaji wa bidhaa na huduma	■ Zingatia maelekezo yaliyopeanwa kutumia kununua bidhaa au kupeana huduma	■ 0-5,000.00 kwa hati za ununuzi. ■ 0-2% ya bei ya zabuni kwa usalama wa zabuni ■ 0-5% ya bei ya zabuni ya dhamana ya utendaji	■ Wakati wote
5.	Kufikia habari zozote kuhusu unyunyizaji mashamba	■ Wasilisha ombi kwa Afisa Msimamizi	■ Bila malipo lakini wakati mwingine kulingana na muundo wa habari zinazohitajika	■ Kwa muda wa siku ishirini na moja za kazi na sera zingine zilizopo za kupata habari
6.	Utatuzi wa malalamiko ya umma	■ Wasilisha lalamishi kwa Afisa Msimamizi	■ Bila malipo	■ Toa majibu ya kutambua kupata lalamishi kwa muda wa siku mbili za kazi ■ Shughulikia lalamishi kwa muda wa siku thelathini za kazi
7.	Mchanganuo wa mchanga, maji na mimea	■ Toa ombi kwa Afisa Msimamizi	■ Bila Malipo	■ Kwa muda wa siku thelathini za kazi

Wajibu wa Mteja

Ili Kupata huduma bora, mteja anahitajika kufanya yafuatayo:

- Kuelewa vifungu vya Sheria ya Unyunyizaji 2019 (Irrigation Act 2019), Mkakati wa utenda kazi wa Mamlaka ya unyunyizi na sera za Serikali katika Sekta za Maji na Kilimo.
- Fanya malipo kamili na kwa wakati unaistahili na kupewa risiti rasmi ya malipo yote yaliyofanywa.
- Fanya maombi kwa wakati mzuri na kutoa anwani za mawasiliano zilizosasishwa na halali kwa kila mawasiliano.
- Toa habari ya kweli wakati wote na usijaribu kuomba, kutafuta upendeleo haramu au kutoa rushwa kwa afisa yeyote wa Mamlaka.
- Jihusishe na wafanyakazi wetu wote kwa heshima na adabu unapopata huduma.

Hiki kituo kimejitolea kuhudumia wateja ipasavyo. Kwa wateja wetu ambao hawawezi kupata huduma zetu au ambao wanapokea huduma ambazo hazizingatii viwango vilivyotajwa wanapaswa kutupatia maoni au kutafuta msaada kwa kutumia njia za mawasiliano zifuatazo:

KWA MALALAMISHI AU MASWALI KUHUSU HUDUMA ZETU, TAFADHALI WASILIANA NASI KUPITIA:

Meneja, Ahero Irrigation Research Station,

✉ 1010-40100, KISUMU,

☎ 0202030325

✉ aheroresearch@irrigation.go.ke

ceo@irrigation.go.ke, communication@irrigation.go.ke,

🌐 www.irrigation.go.ke 📱 Irrigation_Auth 🌐 National Irrigation Authority 📺 National Irrigation Authority

WASILIANA NA OFISI YA OMBUDSMAN KUPATA MSAADA ZAIDI KWA MALALAMISHI YAKO KUPITIA:

✉ 20414 – 00200, NAIROBI ama ✉ info@ombudsman.go.ke / complain@ombudsman.go.ke