



BURA IRRIGATION SCHEME CITIZENS' SERVICE DELIVERY CHARTER MISSION

VISION

"Water to every irrigable acre"

"Provide and coordinate Sustainable Development Management of Irrigation Service in Kenya"

ISO 9001: 2015 CERTIFIED

NO.	SERVICES RENDERED	CLIENT REQUIREMENT	CHARGES (KSHS)	TIMELINE
1.	Operation and maintenance of irrigation & drainage infrastructure	- Pay O & M charges - Maintain tertiary infrastructure	5,000.00 per plot per season	Beginning of every cropping season
2.	Land Administration i) Succession	Fill in forms/write a request to the Scheme Manager with a copy of death certificates	Free	- Acknowledge receipt within 2 days. - Convene advisory committee meeting within 3 months. - Communicate outcome within 7 days.
	ii) Disputes	Launch the dispute with the Scheme Manager	- Free (for launching the dispute case) - Pay relevant charges (in case of survey)	- Acknowledge receipt within 2 working days - Advisory committee to determine the case within 1 month. - Communication of the outcome to be done within 7 working days.
3.	Operational Research	Place a request with the Scheme Manager	Free	Free
4.	Formation of farmer's organizations	Be a registered group	Free	1 Month after group elections.
5.	Access to Information	Place a request with the Scheme Manager	Free (but in some cases based on the available format of the requested information)	Within 21 working days upon receipt.
6.	Procurement of services and goods.	Comply with the given goods /services procurement specifications/ToR	0 - 1,000.00 for tender documents	Continuous
7.	Resolution of public complaints	Launch a complaint with the Scheme Manager.	Free	- Acknowledge receipt within 2 working days. - Address the complaint within 30 working days.
8.	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.
9.	Educational tours	Place a request with the Scheme Manager	Free	Within 14 working days.
10.	Accommodation (Quest House)	Make a booking	- Single room (bed and breakfast at 1,200.00) - Double room at 1,500.00 (bed only)	Immediately

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:

Scheme Manager, Bura Irrigation Scheme,

16-70104, Bura-Tana

+254 110 943 935

bura@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



BURA IRRIGATION SCHEME HATI YA UTOAJI HUDUMA KWA WANANCHI

MAONO

“Maji kwa kila ekari inayoweza kunyunyiziwa”

AZIMIO

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

ISO 9001: 2015 CERTIFIED

NAM-BARI	HUDUMA ZINAZOTOLEWA	WAJIBU WA MTEJA	MALIPO	MUDA
1.	Operesheni na Uendeshaji wa miundo msingi ya unyunyizaji maji.	■ Lipa malipo ya operesheni na uendeshaji wa miundo misingi ■ Dumisha miundo misingi.	■ 5,000.00 kwa kila shamba kwa msimu	■ Mwanzo wa kila msimu wa upanzi
2.	Maswala ya ardhi (a) urithi	■ Jaza fomu/ andika barua kwa Meneja ukielezea kifo cha mmiliki wa shamba na nia ya urithi. (ambatanisha na barua na cheti cha kifo)	■ Bila malipo	■ Toa majibu ya kutambua kupata swala katika muda wa siku mbili za kazi ■ Itisha kikao cha kamati ya ushauri katika muda wa miezi tatu ■ Wasilisha maamuzi katika muda wa siku saba za kazi
	(b) Migogoro	■ Wasilisha lalamishi kwa Meneja	■ Bila malipo lakini mteja atahitajika kulipa malipo yoyote inayohitajika kufanya utafiti.	■ Toa majibu ya kutambua kupata swala katika muda wa siku mbili za kazi ■ Kikao cha kamati ya ushauri kushughulikia lalamishi katika muda wa miezi tatu. ■ Wasilisha maamuzi katika muda wa siku saba za kazi
3.	Utafiti wa kiutenda kazi	■ Toa ombi kwa Meneja	■ Bila malipo	■ Toa majibu ya kutambua kupata swala katika muda wa siku mbili za kazi ■ Shughulikia katika muda wa siku thelathini za kazi
4.	Uundaji wa mashirika ya wakulima	■ Kuwa katika kikundi kilichosajiliwa	■ Bila malipo	■ Kwa muda wa siku thelathini baada ya uchaguzi wa vikundi
5.	Kufikia habari zozote kuhusu unyunyizaji mashamba	■ Wasilisha ombi	■ 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.	Uagizaji wa bidhaa na huduma	■ Zingatia maelekezo yaliyopeanwa kutumia kununua bidhaa au kupeana huduma	■ 0 – 1,000.00 kwa hati za ununuzi	■ Wakati wote
7.	Utatuzi wa malalamiko ya umma	■ Wasilisha lalamishi kwa Meneja	■ Bila malipo	■ Toa majibu ya kutambua kupata lalamishi kwa muda wa siku mbili za kazi ■ Shughulikia lalamishi kwa muda wa siku thelathini za kazi
8.	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
9.	Ziara za elimu	■ Toa ombi kwa Meneja	■ Bila malipo	■ Katika muda wa siku kumi na nne za kazi
10.	Malazi	■ Omba nafasi	■ 1,200.00 kwa chumba kimoja (kitanda na kiamsha kinywa) ■ 2,500.00 kwa chumba chenye vitanda viwili(kitanda pekee)	■ Hapo kwa hapo

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, Bura Irrigation Scheme, ☎ 16-70104, Bura-Tana, ☎ 0110943935

✉ bura@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