

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

S/ NO	SERVICES RENDERED	REQUIREMENT	CHARGES (Kshs.)	TIMELINE
1.	Operation and maintenance of Irrigation & drainage infrastructure	■ Pay O& M	■ Out growers at 2,000.00 per acre ■ Scheme area at 3,000.00 per acre	■ Beginning of every cropping program
2.	Land Administration ■ Succession ■ Sub-division ■ Surrender	■ Place a request with the Scheme Manager with the intended service (with the relevant attachments)	■ Succession – 1,500.00 ■ Subdivision – 1,000.00 per case ■ Case Changes – 1,000.00 per case ■ Card and License – 1,000.00 per case ■ Surrender – 3,000.00 per acre	■ 21 days from the date of acknowledgment
3.	Resolution of public complaints	■ Launch a complaint with the Scheme Manager	■ Free but for complaints ending up to the advisory committee: ■ Minutes Extract 2,000.00 per case ■ Confirmation of documents 500.00 per request ■ Advisory Ksh. 5,000.00 per case ■ Summons Ksh. 1,500.00 per case ■ Site Visit Ksh. 1,500.00 per case ■ Beacon Certificate 5,000.00 per beacon	■ 30 working days from date of receipt (but for land related complaints, the timeline will be based on the advisory committee meeting schedules)
4.	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.
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.	Education tours	■ Place a request with the Scheme Manager	■ Minimum of 1,000.00 per institution for primary school ■ Minimum of 2,000.00 per institution for secondary school ■ Minimum of 3,000.00 per institution for colleges and universities	■ 7 working days from the date of acknowledgment
8.	Conference services	■ Place a request with the Scheme Manager	■ 2,500 per person (inclusive of 2 tea(s), one lunch, hall and stationery)	■ Within 2 working days
9.	Hire of grounds for events.	■ Place a request with the Scheme Manager	■ 25,000.00	■ Immediately
10.	Accommodation (Guest house)	■ Make a booking	■ Single room at 2,000.00 (bed and breakfast) ■ Double room at 2,500.00 (bed and breakfast)	■ 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:

NATIONAL IRRIGATION AUTHORITY, Mwea Irrigation Scheme,

80-10303 Wang'uru

0711061200, Mis@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”

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	■ 2,000.00 kwa wakulima wa nje ■ 3, 000.00 kwa kila ekari kwa wakulima wa Kituo	■ Mwanzo wa kila msimu wa upanzi
2.	Maswala ya ardhi ■ Urithi ■ Ugawanyishaji ■ Kuselimisha	■ Toa ombi kwa Meneja ukiambatanisha na cheti husika)	■ 1, 500.00 kwa kesi za urithi ■ 1, 000.00 kwa kesi za Ugawanyishaji ■ 1, 000.00 kwa marekebisho ■ 1, 000.00 kwa kadi na Leseni – ■ 3, 000.00 kuselimisha	■ Kwa muda wa siku ishirini na moja za kazi kutoka siku ya kesi ilitambuliwa kufikia kituo
3.	Utatuzi wa malalamiko ya umma	■ Wasilisha lalamishi kwa Meneja	■ Bila malipo lakini kwa malalamishi yanawasilishwa kwa kamati ya ushauri malipo ni kama inafyofuata: ■ 2, 000.00 kwa dondoo za dakika ■ 5, 00.00 kwa uthibitisho wa nyaraka ■ 5,000.00 kwa ushauri kwa kila kesi ■ 1,500.00 kwa wito ■ Kutembelea eneo la kesi kwa 1,500.00 ■ 5, 000.00 kwa cheti cha alama ya kuonyesha kiasi cha shamba	■ Muda wa siku thelathini za kazi (lakini kwa kesi zinaenda kwa kamati ya ushauri inatengemea na vikao)
4.	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
5.	Kufikia habari zozote kuhusu unyunyizaji mashamba	■ Wasilisha ombi kwa Meneja	■ 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.	Ziara za elimu	■ Toa ombi kwa Meneja	■ 1, 000.00 (kiwango cha chini) kwa shule za msingi ■ 2,000.00 (kiwango cha chini) kwa shule za Sekondari ■ 3, 000.00 (kiwango cha chini) kwa vyuo vikuu na Taasisi zingine	■ Toa majibu kwa muda wa siku saba za kazi
8.	Huduma za mikutano	■ Toa ombi kwa Meneja	■ 2,500 kwa kila mtu (kugharamia chakula cha mchana, ukumbi na vifaa vya kuandika)	■ Majibu kupeanwa katika muda wa siku mbili za kazi
9.	Ununuzi wa kiwanja kufanyia sherehe	■ Toa ombi kwa Meneja	■ 25,000.00	■ Hapo kwa hapo
10.	Malazi	■ Weka nafasi	■ 2,000.00 kwa Chumba kimoja (kitanda na kiamsha kinywa) ■ 2,500.00 kwa chumba chenye vitanda (kitanda na kiamsha kinywa)	■ Hapo kwa hapo

Wajibu wa Mteja

Kupata huduma bora, mteja anahitajika kufanya yafuatayo:

- Jua mazungumzo na vifungu vya Sheria ya Unyunyizaji 2019 (Irrigation Act 2019), mpango Mkakati wa Taasisi na sera za Serikali katika Sekta za Maji na Kilimo.
- Fanya maombi kwa wakati mzuri na toa anwani za mawasiliano zilizosasishwa na halali na kila mawasiliano.
- Toa habari ya kweli wakati wote na usijaribu kuomba, kutafuta upendeleo haramu au kutoa rushwa kwa afisa yeyote wa Taasisi.
- Kuwa na adabu na heshima kwa wafanyakazi wote 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 kutoka kwa mawasiliano yafuatayo:

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, Mwea Irrigation Scheme, ☎ 1010-40100, 80-10303 Wang'uru, ☎ 0711061200

✉ mis@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