

VISION

“Water to every irrigable acre”

MISSION

“Provide and coordinate Sustainable Development and Management of irrigation services in Kenya”

ISO 9001: 2015 CERTIFIED

CITIZENS' SERVICE DELIVERY CHARTER



NO.	SERVICES OFFERED	CLIENT OBLIGATIONS	CHARGES	TIMELINE
i.	Irrigation based feasibility studies	i. Place formal request ii. Granting of wayleaves iii. Be a member of Irrigation Water Users Association (IWUA)	Based on the prevailing terms and conditions	Within three (3) months
ii.	Survey and design for irrigation systems	i. Place formal request ii. Give access to land iii. Provision of data and other basic information	Based on the prevailing terms and conditions	Within two (2) months
iii.	Supervising implementation of irrigation projects	i. Place formal request ii. Access to project site iii. Attendance of necessary meetings	Based on the terms and conditions of the contract	Depending on the project implementation period
iv.	Resource mobilization for implementation or rehabilitation of irrigation projects	i. Place formal request ii. Provision of data and other basic information iii. Any other required details	Free	Within the Government planning period
v.	Management of irrigation services database	Place official request	Based on the available format of the data	Within one (1) week
vi.	Operation and maintenance of irrigation infrastructure	i. Place formal request ii. Be a registered member of the Irrigation Water Users Association (IWUA) of the scheme. iii. Pay up the requisite fees iv. Adhere to scheme cropping programme and water distribution plans	Based on assessment and the Authority's terms and conditions	On need basis
vii.	Irrigation based operational research and advisory services	i. Place formal request ii. Submit appropriate samples	Based on assessment and the Authority's terms and conditions	On need basis
viii.	Advisory services and linkage of irrigation farmers to credit, input and markets	i. Be a registered member of Irrigation Water Users Association (IWUA) ii. Place a formal request	Free	Within the cropping programme
ix.	Irrigation based and other related procurement services	Adherence to PPADA 2015 provisions	Based on assessment and the Authority's terms and conditions	Based on PPADA 2015 provisions and related regulations
x.	Payments of goods and services	Delivery of goods and services	Free	Within thirty(30) working days
xi.	Access to irrigation related information	Place a formal request	Based on the available format of the requested information	Within two (2) working days or as stipulated in any of our existing policies on access to official information.
xii.	Complaints management	Launch complaint	Free	Within thirty (30) working days

For complaints or enquiries regarding our services, please contact us using:

National Irrigation Authority, Unyunyizi House, Lenana Road,

✉ 30372-00100 Nairobi-Kenya ☎ +254 711 061000, +254 711 061140

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

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

For complaints redress mechanism address:

The Chairman, 2nd Floor, West End Towers, ✉ 20414-00200, Nairobi or

☎ +254-20-2270000/ 2303000/ 2603765/ 2409574/ 0777125818/ 0800221349 or ✉ info@ombudsman.go.ke

HATI YA UTOAJI HUDUMA KWA WANANCHI



NO.	HUDUMA ZINAZOTOLEWA	WAJIBU WA MTEJA	MALIPO	MUDA
i.	Utafiti unaohusiana na unyunyizaji	i. Kuwasilisha ombi rasmi ii. Kutoa kibali cha kufikia ardhi iii. Kuwa mwanachama wa kikundi cha (IWUA)	Kulingana na kanuni na masharti yaliyopo	Kwa muda wa miezi mitatu(3)
ii.	Kufanya utafiti na kubuni mifumo ya unyunyizaji	i. Kuwasilisha ombi rasmi ii. Kutoa kibali cha kufikia ardhi iii. Kutoa takwimu na maelezo mengine husika	Kulingana na kanuni na masharti yaliyopo	Kwa muda wa miezi miwili (2)
iii.	Kusimamia utekelezaji wa miradi ya unyunyizaji	i. Kuwasilisha ombi rasmi ii. Kutoa kibali cha kufikia mradi iii. Kushiriki mikutano inayofaa	Kulingana na sheria na masharti ya mkataba	Kulingana na muda wa utekelezaji wa mradi
iv.	Kutafuta rasilimali za kutekeleza au kukarabati miradi ya unyunyizaji	i. Kuwasilisha ombi rasmi ii. Kutoa takwimu na maelezo mengine husika	Bila malipo	Kulingana na kipindi cha makadirio ya serikali
v.	Ukuzaji na usimamizi wa takwimu/habari zinazohusiana na unyunyizaji	Wasilisha ombi rasmi	Kulingana na muundo wa habari ulioko	Kwa muda wa wiki moja (1)
vi.	Uendeshaji na ukurugenzi wa m	i. Wasilisha ombi rasmi ii. Kuwa mwanachama wa kikundi cha (IWUA) lipa ada inayohitajika iii. Kuzingatia mipango ya upandaji na usambazaji wa maji kwa mradi	Kulingana na tathmini, sheria na masharti ya shirika	Kulingana na mahitaji
vii.	Utafiti endelevu na ushauri wa unyunyizaji	i. Wasilisha ombi rasmi ii. Toa sampuli zinazofaa	Kulingana na tathmini, sheria na masharti ya shirika	Kwa kuhitajika
viii.	Ushauri na uunganishi wa wakulima wa unyunyizi wa watoa mikopo, pembejeo na soko	i. Kuwa mwanachama wa kikundi cha (IWUA) ii. Wasilisha ombi rasmi	Bila malipo	Kulingana na mipango ya upandaji
ix.	Uagizaji bidhaa za unyunyizaji na huduma zingine husika	Kulingana na kanunui za PPADA 2015	Kulingana na tathmini, sheria na masharti ya shirika	Kulingana na kanuni za PPADA 2015 na zingine husika
x.	Malipo ya bidhaa na huduma	Wasilishaji wa bidhaa na huduma	Bila malipo	Kwa muda wa siku thelathini (30)
xi.	Upataji wa maelezo yanayohusiana na unyunyizaji	Wasilishaji wa bidhaa na huduma	Kulingana na muundo wa habari ulioko	Kwa muda wa siku mbili (2) za kazi na sera zingine zilizopo za kuhusu

Kwa malalamishi au maswali kuhusu huduma zetu, tafadhali wasiliana nasi kupitia:

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Kwa anwani ya utaratibu wa kurekebisha malamiko:

Mwenyekiti, 2nd Floor, West End Towers,

✉ 20414-00200, Nairobi ama

☎ +254-202270000/ 2303000/ 2603765/ 2409574/ 0777125818/ 0800221349

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