



National  
Irrigation  
Authority

## WEST KANO IRRIGATION SCHEME

# CUSTOMER SERVICE DELIVERY CHARTER

### A: COMMON SERVICES (CROSS-CUTTING SERVICES)

S/No	SPECIFIC SERVICES	CUSTOMER REQUIREMENTS	TIMELINE	CHARGES	
				AMOUNT (KES)	MODE OF PAYMENT
1.	Response to inquiries	a) Call: 0711 061700/1702 b) Email: <a href="mailto:westkano@irrigation.go.ke">westkano@irrigation.go.ke</a> c) Social media pages: Facebook: National Irrigation Authority Twitter: Irrigation_Auth Website: <a href="http://www.irrigation.go.ke">www.irrigation.go.ke</a>	a) 5 mins b) 2 working days  c) 5 mins	Free	N/A
2.	Payments to suppliers for goods and services	a) Submit invoice b) Submit delivery note c) Submit payment certificate (for contracts)	30 working days and/or per contract agreement	Free	N/A
3.	Resolution of complaints	a) Submit complaint on e-mail: <a href="mailto:westkano@irrigation.go.ke">westkano@irrigation.go.ke</a> b) Call: 0711 061700/1702 c) Email head Office via: <a href="mailto:complaints@irrigation.go.ke">complaints@irrigation.go.ke</a> or <a href="mailto:ceo@irrigation.go.ke">ceo@irrigation.go.ke</a> d) Walk in to register a complaint e) Letter The Scheme Manager, West Kano Irrigation Scheme, P.O Box 1010-40100, Kisumu.	5 working days	Free	N/A
4.	Request for information	a) Walk in to customer service desk b) Call: 0711 061700/1702 c) Email: <a href="mailto:westkano@irrigation.go.ke">westkano@irrigation.go.ke</a> d) Submit via social media pages: Facebook: National Irrigation Authority Twitter: Irrigation_Auth Website: <a href="http://www.irrigation.go.ke">www.irrigation.go.ke</a> e) Letter The Scheme Manager, West Kano Irrigation Scheme, P.O Box 1010-40100, Kisumu.	2 working days	Free	N/A

### B: CORE SERVICES (SERVICES SPECIFIC TO THE SCHEME)

S/No	SPECIFIC SERVICES	CUSTOMER REQUIREMENTS	TIMELINE	CHARGES	
				AMOUNT (KES)	MODE OF PAYMENT
5.	Development of irrigation infrastructure	a) Submit formal request b) Submit Irrigation Water Users Association Registration number/ certificate	Minimum of 90 working days based on the project size	Free	N/A
6.	Technical advisory services	Submit formal request	7 working days	Based on assessment	Bankers cheque where applicable
7.	Operating the scheme	a) Payment of O&M charges b) Undertake crop production. c) Undertake water application	Daily	3,640.00 per acre	M-pesa or Bank deposit
8.	Maintenance of the scheme's irrigation infrastructure	d) Maintain the tertiary infrastructure	Throughout the cropping season		
9.	Training of farmers	Place a formal request	2 working days	Free	N/A
10.	Farmers dispute resolution	Register the dispute at the scheme's customer service desk / complaints desk	1 working day	Free	N/A

***WE ARE COMMITTED TO COURTESY AND EXCELLENCE IN SERVICE DELIVERY.***

Any service/good rendered that does not conform to the above standards or any officer who does not live up to the commitment to courtesy and excellence in service delivery should be reported to:

The Scheme Manager,  
West Kano Irrigation Scheme,  
P.O Box 1010-40100,  
Kisumu.  
Tel: +254 711 061 700/1702  
Email: [westkano@irrigation.go.ke](mailto:westkano@irrigation.go.ke), [complaints@irrigation.go.ke](mailto:complaints@irrigation.go.ke)

The Commission Secretary/Chief Executive Officer,  
Commission on Administrative Justice, 2nd Floor,  
West End Towers, Waiyaki Way, Nairobi.  
P.O Box: 20414 – 00200  
Nairobi, Kenya.  
Tel: +254 (0)20 2270000/2303000  
Email: [complain@ombudsman.go.ke](mailto:complain@ombudsman.go.ke)

**HUDUMA BORA NI HAKI YAKO**