



AHERO IRRIGATION RESEARCH STATION 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: 0110 943 931 b) Email: aheroresearch@irrigationauthority.go.ke c) Social media pages: Facebook: National Irrigation Authority Twitter: Irrigation_Auth Website: www.irrigationauthority.go.ke | a) 5 mins b) 2 working days c) 5 mins | Free | N/A | | |
| 2. | Payment 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: aheroresearch@irrigationauthority.go.ke b) Call: 0110 943 931 c) Email Head Office via: complaints@irrigationauthority.go.ke or ceo@irrigationauthority.go.ke d) Walk in to register a complaint e) Letter: The Officer-In-Charge Ahero Irrigation Research Station, 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: 0110 943 931 Email: aheroresearch@irrigationauthority.go.ke c) Submit via social media pages: Facebook: National Irrigation Authority Twitter: Irrigation_Auth Website: www.irrigationauthority.go.ke d) Letter: The Officer-In-Charge Ahero Irrigation Research Station P.O Box 1010-40100, Kisumu. | 2 working days | Free | N/A | | |
| B: CORE SERVICES (SERVICES SPECIFIC TO THE STATION) | | | | | | | |
| S/No | SPECIFIC SERVICES | CUSTOMER REQUIREMENTS | TIMELINE | CHARGES | | | |
| | | | | AMOUNT (KES) | MODE OF PAYMENT | | |
| 5. | Technical advisory services | Submit formal request | 7 working days | Based on assessment | Bankers cheque where applicable | | |
| 6. | Provision of rice seed | Payment for the seed | Immediately after payment | Between Kshs.80.00 to Kshs.150.00 per/kg depending on the variety | E-Citizen | | |
| 7. | Soil, water and plant tissue analysis | a) Payment for analysis b) Transport facilitation of Officers collecting soil samples depending on the distance to the site (for samples not submitted at the Station) | a) Samples between 1 to 50: 14 days b) Samples between 50 to 100: 21 days c) Samples above 100 samples : depends with the scope | Soil - Kshs1,000.00 per sample Irrigation water - Kshs 300.00 per sample Plant tissue - Kshs 300.00 per sample | E-Citizen | | |
| 8. | Training of farmers | Place a formal request | 2 working days | Free | N/A | | |
| 9. | Farmers dispute resolution | Register the dispute at the scheme customer service/ complaints desk | 1 working day | Free | N/A | | |
| 10. | Research advisory services | Place a request to aheroresearch@irrigationauthority.go.ke or at the respective research center customer service desk | 1 working day | Upon evaluation | E-Citizen | | |
| <p>WE ARE COMMITTED TO COURTESY AND EXCELLENCE IN SERVICE DELIVERY.</p> <p>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:</p> <table style="width: 100%; border: none;"> <tr> <td style="width: 50%; border: none; vertical-align: top;"> <p>The Officer-In- Charge, Ahero Irrigation Research Station, P.O Box 1010-40100, Kisumu. Tel: 0110 943 931 Email : aheroresearch@irrigationauthority.go.ke, complaints@irrigationauthority.go.ke</p> </td> <td style="width: 50%; border: none; vertical-align: top;"> <p>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</p> </td> </tr> </table> | | | | | | <p>The Officer-In- Charge, Ahero Irrigation Research Station, P.O Box 1010-40100, Kisumu. Tel: 0110 943 931 Email : aheroresearch@irrigationauthority.go.ke, complaints@irrigationauthority.go.ke</p> | <p>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</p> |
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| HUDUMA BORA NI HAKI YAKO | | | | | | | |