



LOWER KUJA IRRIGATION PROJECT

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 061 000 b) Email: lowerkuja@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: lowerkuja@irrigationauthority.go.ke b) Call: 0711 061 000 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, Lower Kuja Irrigation Project, P.O Box 94-4092, Nyatike.	5 working days	Free	N/A
4.	Request for information	a) Walk in to customer service desk b) Call: 0711 061 000 c) Email: lowerkuja@irrigationauthority.go.ke d) Submit via social media pages: Facebook: National Irrigation Authority Twitter: Irrigation_Auth Website: www.irrigationauthority.go.ke e) Letter: The Officer-In-Charge, Lower Kuja Irrigation Project, P.O Box 94-4092, Nyatike.	2 working days	Free	N/A

B: CORE SERVICES (SERVICES SPECIFIC TO THE PROJECT)

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	E-Citizen
7.	Operating the scheme	a) Payment of O&M charges b) Undertake crop production c) Undertake water application d) Maintain the tertiary infrastructure	Daily	Kshs. 4,000.00 per acre/season	E-Citizen
8.	Maintenance of the scheme's irrigation 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 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 Officer-In-Charge,
Lower Kuja Irrigation Project,
P.O Box 94-4092,
Nyatike.
Tel: +254 711 061 000
Email: lowerkuja@irrigationauthority.go.ke, complaints@irrigationauthority.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

HUDUMA BORA NI HAKI YAKO