



National
Irrigation
Authority

MWEA 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 061200/1209 b) Email: mis@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: mis@irrigationauthority.go.ke b) Call: 0711 061200/1209 c) Email Head Office via: complaints@irrigationauthority.go.ke or ceo@irrigationauthority.go.ke d) Walk in to register a complaint e) Letter The Scheme Manager, Mwea Irrigation Scheme, P.O Box 80 - 10303, Wang'uru.	5 working days	Free	N/A
4.	Request for information	a) Walk in to customer service desk b) Call: 0711 061200/1209 c) Email: mis@irrigationauthority.go.ke d) Submit via social media pages: Facebook: National Irrigation Authority Twitter: Irrigation_Auth Website: www.irrigationauthority.go.ke e) Letter The Scheme Manager, Mwea Irrigation Scheme, P.O Box 80 - 10303, Wang'uru.	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	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	a) 3,000.00 per acre for scheme's farmers b) 2,000 per acre for out growers	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 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, Mwea Irrigation Scheme, P.O Box 80 - 10303, Wang'uru. Tel: +254 711 061 200/1209 Email: mis@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					