



# 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: <a href="mailto:ceo@irrigationauthority.go.ke">ceo@irrigationauthority.go.ke</a> , <a href="mailto:communication@irrigationauthority.go.ke">communication@irrigationauthority.go.ke</a> c) Social media pages: Facebook: National Irrigation Authority X: Irrigation_Auth Website: <a href="http://www.irrigationauthority.go.ke">www.irrigationauthority.go.ke</a>	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: <a href="mailto:complaints@irrigationauthority.go.ke">complaints@irrigationauthority.go.ke</a> , <a href="mailto:ceo@irrigationauthority.go.ke">ceo@irrigationauthority.go.ke</a> b) Call: 0711 061 000 c) Email Ombudsman via: <a href="mailto:info@ombudsman.go.ke">info@ombudsman.go.ke</a> d) Walk in to register a complaint e) Letter: The Chief Executive Officer, National Irrigation Authority, Irrigation House, Lenana Road, P.O Box 30372 – 00100, Nairobi, Kenya.	5 working days	Free	N/A
4.	Request for information	a) Walk in to customer service desk b) Call: 0711 061 000 c) Email: <a href="mailto:ceo@irrigationauthority.go.ke">ceo@irrigationauthority.go.ke</a> , <a href="mailto:communication@irrigationauthority.go.ke">communication@irrigationauthority.go.ke</a> d) Submit via social media pages: Facebook: National Irrigation Authority X: Irrigation_Auth Website: <a href="http://www.irrigationauthority.go.ke">www.irrigationauthority.go.ke</a> e) Letter: The Chief Executive Officer, National Irrigation Authority, Irrigation House, Lenana Road, P.O Box 30372 – 00100, Nairobi, Kenya.	2 working days	Free	N/A

## B: CORE SERVICES (SERVICES SPECIFIC TO THE AUTHORITY'S MANDATE)

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 where applicable
7.	Operating the public irrigation schemes	a) Payment of O&M charges b) Undertake crop production. c) Undertake water application	Daily	Scheme based	E-Citizen
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 irrigation service center(s)	1 working day	Free	N/A
11.	Research advisory services	Place a request to <a href="mailto:ceo@irrigationauthority.go.ke">ceo@irrigationauthority.go.ke</a> or at the respective research center customer service desk	1 working day	Upon evaluation	E-Citizen

### 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 Chief Executive Officer,  
National Irrigation Authority,  
Irrigation House, Lenana Road,  
P.O Box: 30372 – 00100  
Nairobi, Kenya.  
Tel: +254 711 061 000, +254 711 061 140  
Email: [ceo@irrigationauthority.go.ke](mailto:ceo@irrigationauthority.go.ke), [complaints@irrigationauthority.go.ke](mailto: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](mailto:complain@ombudsman.go.ke)

**HUDUMA BORA NI HAKI YAKO**