



ACCESS TO INFORMATION PROCEDURES

- 1.1 **Purpose**
To ensure timely and efficient management of all requests on access to information
- 1.2 **Scope**
Applies to management of all requests on access to information at NIB
- 1.3 **Reference**
 - i) Commission on Administrative Justice (CAJ) guidelines
 - ii) Access to Information Act, 2016
 - iii) The constitution of Kenya (2010)
 - iv) NIB Citizens Service Delivery charter
- 1.4 **Terms and Definitions**
 - i) NIB - National Irrigation Board
 - ii) CAJ - Commission on Administrative Justice
 - iii) GM/ CEO – General Manager/ Chief Executive Officer
 - iv) Accounting officer- refers to the GM/CEO NIB
 - v) Citizen - any individual who has Kenyan citizenship, and any private entity that is controlled by one or more Kenyan citizens.
- 1.5 **Principal Responsibility**
The head of Corporate Communication shall ensure adherence to this procedure
- 2.0 **STEPS**
- 2.1 **Receipt**
Request to access information shall be received and recorded at the customer care/enquiries desk or at the information desk/ office. Acknowledgement of receipt of the request shall be done within 2 days and the request forwarded to the Accounting Officer.
- 2.2 **Assessment**
The Accounting Officer shall review the request to determine its relevance to the Board's mandate.
- 2.3 **Assigning complaint to relevant officer**
The Accounting Officer shall assign the request to the relevant officer for action who will, within 2 working days, advise the accounting officer and the applicant on how to access the information. The officer will also communicate the applicable fees (if any) to the applicant.
- 2.4 **Requests Processing**
 - i) Requests received shall be processed within 21 working days upon their receipt.
 - ii) If the information sought concerns the life or liberty of a person, it shall be provided within 48 hours of the receipt of the application but this can be a period of not more than 14 days if—
 - * The request is for a large amount of information or requires a search through a large amount of information and meeting the stipulated time would unreasonably interfere with the activities of the information holder; or
 - * Consultations are necessary so as to comply with the request and the consultations cannot be reasonably completed within the stipulated time.
 - iii) If the information sought calls for it to be transferred to another public entity, the transfer shall be done not later than five days from the date of receipt of an application. In such cases, the applicant shall be informed immediately not later than 7 days from the date of receipt of the application.
- 2.5 **Follow-up:**
In an event the applicant is not satisfied with the response given, they are further advised to seek redress with CAJ.
- 2.6 **Reporting/Recording**
A record of the request to access information and action taken shall be filed in the request of information file and report of the same submitted to CAJ at the end of every quarter using the prescribed format.
- 2.7 **Records to demonstrate effectiveness**
 - a) Access to information register.
 - b) Request of information file

SIGNED : 
MR. GITONGA MUGAMBI
GENERAL MANAGER/CEO

DATE : 02/07/2018