



**REPUBLIC OF KENYA
MINISTRY OF WATER, SANITATION AND IRRIGATION
STATE DEPARTMENT FOR IRRIGATION**

S/no	Customer support service	Customer requirement	Cost of service	Timeline
1.	Response to phone calls (landline or any other official line)	Phone call	Free	15 seconds
2.	Response to enquiry by walk-in clients	Walk-in and make enquiry	Free	1 minute
3.	Response to correspondence	Written correspondence (letters)	Free	5 working days
		Twitter: minwater_irrig Face book: Ministry of Water&Sanitation and Irrigation Email : info@irrigationkenya.go.ke onlineservices@irrigationkenya.go.ke ps@irrigationkenya.go.ke	Free	1 working day
4.	Response to public complains and grievances	Make a complaint Public.complaint@irrigationkenya.go.ke	Free	1 working day

5.	Resolution of complains	Make a verbal or written complaint	Free	14 working days
6.	Registration of Suppliers	Dully filled application form, company profile, certificate of incorporation/registration, PIN Certificate, valid tax compliance certificate/exemptions. Original bank statements, copy of certificate of registration with relevant regulatory bodies, non-refundable fee payment receipt, copies of annual return forms, filed by company registry, National ID/passport	Free	14 working days
7.	Processing of tenders	Submit bids for goods and services	Free	90 days
8.	Notification of successful and unsuccessful bidders	Access e-procurement portal for notification	Free	1 working day
9.	Payment for goods and services received	L.P.O/invoice, certificate of completion/goods/services received	Free	60 days from the date of receipt of the invoice
10.	Disposal of obsolete stores	Submission of bids	Free	60 days from the date of advertisement
11.	Public participation policy making process	Familiarization with issues and active participation	Free	1 day
12.	Recruitment of staff	Make formal application based on the advert	Free	90 days
13.	Processing of request for information	Make a request for information	Free	21 days

14.	Website services	www.irrigation.go.ke	Free	Varied
15.	Irrigation Payment Processing for Contracted Services (Contractors & Consultants) in Irrigation & drainage, land reclamation, water harvesting & storage	Visit www.irrigationkenya.ecitizen.go.ke L.P.O/invoice, certificate of completion/goods/services received	Free	60 days from the date of receipt of the invoice
16.	Registration of Irrigation Service Providers	Visit www.irrigationkenya.ecitizen.go.ke and make formal request		Varied
17.	Licensing of Irrigation schemes and Renewal of Licences	Visit www.irrigationkenya.ecitizen.go.ke and make Formal Request	Small- Ksh. 1,000 Medium - Ksh. 3,000 Large- Ksh. 5,000	Varied
18.	Feasibility studies and detailed design of Irrigation Schemes, Land Reclamation, Water Harvesting and Storage infrastructure Projects	Visit www.irrigationkenya.ecitizen.go.ke and submit request with relevant maps and data	Varied	6 months
19.	Irrigation Training Matters (County Irrigation Development Unit (CIDU) and Irrigation Water Users Association)	Visit www.irrigationkenya.ecitizen.go.ke and submit formal request	Varied	Varied
20.	Technical advisory services on Irrigation, Land Reclamation and Water Harvesting & Storage designs and standards	Visit www.irrigationkenya.ecitizen.go.ke and submit formal request	Varied	Varied

21.	Land degradation mapping and assessment	Visit www.irrigationkenya.ecitizen.go.ke and submit formal request	Varied	6 months
22.	Implementation Requests for Irrigation, water harvesting & storage and land reclamation infrastructure	Visit www.irrigationkenya.ecitizen.go.ke and submit formal request	Varied	Varied
23.	Irrigation Projects Requests (Community based Irrigation development, Household Water Storage, Community Water Pans & Small Dams, Micro-Irrigation for Schools)	Visit www.irrigationkenya.ecitizen.go.ke and submit formal request	Varied	Varied
24.	Provision of Irrigation Data and Information(Irrigation Data, Land Reclamation Data, Water Harvesting & Storage Data)	Visit www.irrigationkenya.ecitizen.go.ke and submit formal request	Varied	Varied
25.	Formulation and review of Irrigation sector Policies, regulations, standards and guidelines	Submission of policy issues gaps	Free	Up to 3 years
26.	Supervision of Irrigation, Land Reclamation and Water Harvesting and storage Infrastructure Projects	Submission of request with indication of beneficiaries/stakeholder participation	Varied	varied
27.	Provision of standards for designing Water Harvesting & Storage, land reclamation and irrigation infrastructure projects	Submission of a formal request	Free	1 month
28.	Short Courses offered in ASAL development to professionals(CETRAD)	<ul style="list-style-type: none"> • Make application • Confirm funding/secure funding 	Varied	3 weeks

FEED BACK AND REDRESS MECHANISM

We are committed to Courtesy and Excellence in Service Delivery

Service 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 Principal Secretary,

Ministry of water, sanitation and Irrigation,

State Department for Irrigation,

Maji House,

P.O. Box 49720-00100,

NAIROBI

DL: +254202733808

Email: ps@irrigationkenya.go.ke

info@irrigationkenya.go.ke public.complaint@irrigationkenya.go.ke

onlineservices@irrigationkenya.go.ke

**The Commission Secretary/Chief
Executive Officer,**

**Commission on Administrative
Justice, 2nd Floor, West End Towers,
Waiyaki Way,**

NAIROBI

Tel: +254(0)202270000/2303000

Email: complaint@ombudsman.go.ke