



# MINISTRY OF WATER AND IRRIGATION



COUNTY GOVERNMENT OF KITUI

## CITIZEN SERVICE DELIVERY CHARTER

S/NO.	SERVICE/ GOOD	REQUIREMENTS TO OBTAIN SERVICE/ GOOD	COST OF SERVICE/ GOOD (IF ANY)	TIMELINE
1.	Formulation, review and implementation of policies	As need arises	Nil	Continuous
2.	Dissemination of water and irrigation information	Provide correct and accurate subject matter information on request	Nil	Within 30 minutes
3.	Provision of advisory services	On request	Nil	One Day
4.	Provision of water machinery hire services	On request, fill the application form at no fee	Drilling Rig KES 101,000/= Dry Rate Test Pumping Unit KES 25,000/= Dry Rate	Continuous
5.	Monitoring and supervision of projects and programs	Scheduled monitoring of projects and programs	Nil	Continuous
6.	Inspection of completed projects	Upon project completion	Nil	7 days after Completion
7.	Inspect, supervise and monitor construction and utilization of water facilities	Monitoring and supervision	Nil	Regularly
		Inspection	Nil	7 Days
8.	Diagnosis of malfunctioning water facility	Diagnosis	Nil	5 days
9.	Response to repair works	On request	Nil	21 days
10.	Quality assurance and technical back stopping on water supply and sanitation activities of water and sewerage companies	Routine inspections	Nil	Regular
11.	Response to water services related disputes	On request	Nil	14 days
12.	Provision of general services	Subsidy for electricity/fuel to WSPS & WUAS	Nil	Monthly
		Electricity	Nil	Monthly
		Security services	Nil	Monthly
		Payment of contractors	Nil	14 days

### 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 commitment to courtesy and excellence in Service Delivery should be reported to:

CECM,  
Water & Irrigation  
P.O Box 33 – 90200, Kitui  
Email: [water@kitui.go.ke](mailto:water@kitui.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.  
Tel: +254 (0)20 2270000/2303000  
Email : [complain@ombudsman.go.ke](mailto:complain@ombudsman.go.ke)

**HUDUMA BORA NI HAKI YAKO**



# WIZARA YA MAJI NA UMWAGILIAJI



COUNTY GOVERNMENT OF KITUI

## MKATABA WA UTOAJI HUDUMA KWA WANANCHI

S/NO.	SERVICE/ GOOD	REQUIREMENTS TO OBTAIN SERVICE/ GOOD	COST OF SERVICE/ GOOD (IF ANY)	TIMELINE
1.	Uundaji, mapitio na utekelezaji wa sera	Kama hitaji linatokea	Hakuna	Kuendelea
2.	Usambazaji wa taarifa za maji na umwagiliaji	Toa taarifa sahihi na sahihi za somo unapoomba	Hakuna	Ndani Ya Dakika 30
3.	Utoaji wa huduma za kukodisha mashine za maji	Kwa ombi	Hakuna	Siku moja
4.	Ufuatiliaji na usimamizi wa miradi na programu	Kwa ombi, jaza fomu ya maombi bila malipo yoyote	Drilling Rig KES 101,000/= Dry Rate Test Pumping Unit KES 25,000/= Dry Rate	Kuendelea
5.	Ukaguzi wa miradi iliyokamilika	Ufuatiliaji uliopangwa wa miradi na programu	Hakuna	Kuendelea
6.	Kukagua, kusimamia na kufuatilia ujenzi na matumizi ya vifaa vya maji	Baada ya kukamilika kwa mradi	Hakuna	Siku 7 baada ya kukamilika
7.	Utambuzi wa kituo cha maji kisichofanya kazi	Ufuatiliaji na usimamizi	Hakuna	Mara kwa mara
		Ukaguzi	Hakuna	Siku 7
8.	Utambuzi wa kituo cha maji kisichofanya kazi	Utambuzi	Hakuna	Siku 5
9.	Majibu ya kazi za ukarabati	Kwa ombi	Hakuna	Siku 21
10.	Uhakikisho wa ubora na uzuiaji wa kiufundi kwenye shughuli za usambazaji wa maji na usafi wa mazingira wa kampuni za maji na maji taka	Ukaguzi wa mara kwa mara	Hakuna	Mara kwa mara
11.	Kujibu migogoro inayohusiana na huduma za maji	Kwa ombi	Hakuna	Siku 14
12.	Utoaji wa huduma za jumla	Ruzuku ya umeme/mafuta kwa WSPS & WUAS	Hakuna	Kila mwezi
		Umeme	Hakuna	Kila mwezi
		Huduma za usalimas	Hakuna	Kila mwezi
		Malipo ya wakandarasi	Hakuna	Siku 14

### TUMEJITOLEA KWA ADABU NA UBORA KATIKA UTOAJI WA HUDUMA

Huduma/ bidhaa yoyote inayotolewa ambayo haikidhi viwango vilivyotajwa hapo juu au afisa yeyote ambaye hafuati ahadi za uungwana na ubora katika utoaji huduma aripotiwe kwa:

WAZIRI,  
Maji na Unyunyizaji,  
Sanduku la Posta 33 – 90200, Kitui  
Barua pepe: [water@kitui.go.ke](mailto:water@kitui.go.ke)

Katibu wa tume/Afisa mtendaji mkuu,  
Tume ya haki ya utawala, horofa ya pili,  
West End Towers, Waiyaki Way, Nairobi.  
Sanduku la Posta 20414-00200, Nairobi.  
Nambari ya simu: +254 (0)20 2270000/2303000  
Barua pepe: [complain@ombudsman.go.ke](mailto:complain@ombudsman.go.ke)

**HUDUMA BORA NI HAKI YAKO**