



REPUBLIC OF KENYA



## VISION

TO BE A LEADING SELF-SUSTAINING RIVER BASIN DEVELOPMENT AUTHORITY IN NATURAL RESOURCE CONSERVATION AND DEVELOPMENT.

## MISSION

TO UNDERTAKE INTEGRATED BASIN BASED NATURAL RESOURCES CONSERVATION THROUGH PLANNING AND SUSTAINABLE DEVELOPMENT.

### SERVICE DELIVERY CHARTER

SERIAL NO.	SERVICE	REQUIREMENTS	CHARGES (KSHS)	TIMELINE
Customer Care	Payment of goods and services	Issue claims / Invoice and all Supporting documents	Free	30 Working days
	Customers Inquiries	Clients Requests	Free	Immediate to 5 days
	Complaints	Write/Call/Email to complaints handling office	Free	Acknowledged within 7 working days. Resolved within 30 working days from receipt
Livestock Development	Sale of quality breeds	Fill order placement forms	Kshs. 6,000/- Kshs. 60,000	3 Months
	Bee keeping training	Registered groups of 25 pax	Kshs. 5,000/-	1 Week
	Various Farm Produces	Fill order placement forms	As per given market price	Immediately or on availability
	Extension Services	On Request for approval	Zero Charges	1 Week
Eco-Tourism	Masinga Dam Resort	50% down payment	As per service	On availability
	TDIP Guest House	50% down payment	As per service	On availability
	Tourism attraction sites	Request for information	Specific to Individual projects	1-3 Months
Agriculture Kibwezi/ Kiambare/TDIP Projects	Provision of quality propagation materials	Funds to purchase quality seeds/seedlings	Kshs. 60-100	As required
	Training on horticultural farming	Farm Visits	None	1-2 Weeks
	Seedlings, Production	Place order	Kshs. 10-200	On request
	Extension services	1 week notice	None	As required
	Marketing linkage	Quality farm produce	Cost of Packaging and transportation	As required

### WE ARE COMMITTED TO COURTESY AND EXCELLENCE IN SERVICE DELIVERY

Any service that does not conform to the above standards or any officer who does not live up to the commitment, courtesy and excellence in Service Delivery should be reported to:

A) Managing Director - Tana & Athi Rivers Development Authority. Queensway House 7<sup>th</sup> Floor P. O. Box 47309 - 00100 Nairobi.

Email: [info@tarda.co.ke](mailto:info@tarda.co.ke) Tel: 020 331782/90 [www.tarda.go.ke](http://www.tarda.go.ke)

B) 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)20240337 / 0722970604 Email : [info@ombudsman.go.ke](mailto:info@ombudsman.go.ke)

