



REPUBLIC OF KENYA



**Tana and Athi
Rivers Development
Authority (TARDA)**

CITIZENS' SERVICE DELIVERY CHARTER

VISION

Sustainable Tana and Athi River Basins for Socio-Economic well-being of households and livelihoods.

MISSION

To provide evidence-based advisory to the Government; undertake integrated planning; promote conservation and development of natural resources by strengthening collaborations and partnerships within the Tana and Athi River Basins.

A: GENERAL SERVICES

S/NO	AREA	SERVICE / GOODS	REQUIREMENTS TO OBTAIN SERVICE / GOODS	TIMELINES	CHARGES
1	CUSTOMER CARE	Customer Enquiries	Phone Enquiries: 0203341781 / 82 / 90	One Phone-Call	Nil
			Official Email: info@tarda.go.ke	1 Working Day	
			Official Social Media Pages:- Facebook: Tana and Athi Rivers Development Authority. X (Twitter): @TardaKE	Immediate	
		Office Walk-In	10 Minutes		
		Official Letter addressed to: The Managing Director Tana & Athi Rivers Development Authority Dundori Road, Industrial Area, P.O Box 47309-00100, Nairobi	5 Working Days.		
		Requests For Information	Made Through:- Office Walk-In	Within 21 Days From Receipt Of The Request.	Nil
			Phone Enquiries		
			Official Email		
			Official Social Media Pages		
			Official Letter		
		Resolution Of Public Complaints	Submit Complaint Through The Official Complaints Email: complaints@tarda.go.ke	Within 30 Days From The Date Of Receipt.	Nil
			Phone Call		
			Walk-in		
			Official Letter		
2	PROCUREMENT/ FINANCE	Payment To Suppliers For Goods And Services	Submit Invoice Submit Delivery Note Submit Payment Certificate	30 Working Days And /Or As Per Contract Agreement.	Nil
3	(MASINGA DAM RESORT / TANA DELTA RESORT)	Food And Beverages	Order	30 Minutes-1 Hour	As per order.
		Booking All Boarding Services	Request 50% Down Payment	30 Minutes-1 Hour	As per order.
		Camping (MDR)	Check-In Registration Site Allocation	30 Minutes-1 Hour	Camping ksh.800 per night (own tent)
		Day Conference (Non-resident)	Place Request	On Request	Kshs. 2,900 per person
		Refunds Upon Cancellation	Fill Relevant Documentation	1 Month	As per the Resort's policy on refunds.

B: CORE SERVICES (SERVICES SPECIFIC TO TARDA'S CORE MANDATE)

4	AGRICULTURAL SERVICES	Community Trainings	Formal Request	5 Working Days	Nil
		Sale Of Milled Rice	Order	Immediate To 5 Days	Kshs. 130 per kg
		Weighing Of Paddy / Milled Rice	Fill Request Form	Immediately	Nil
		Paddy Drying	Fill Relevant Documentation	1 Day	Kshs.1.60 per kg.
		Milling Of Rice Paddy	Fill Relevant Documentation	1 Week	Kshs.3.00 per kg
		Provision Of Rice Bran And Straw	Fill Request Form	As Per Request	Kshs.6 per 1 kg bran .Kshs.150 per straw ball
		Sale Of Quality Breeds	Order	2 Weeks To 1 Month	Between Kshs. 6,000.00 – Kshs. 60,000
		Sale Of Hay	Order	2 Days	Kshs. 200 Per bale
		Sale Of Refined TARDA Honey	Order	Immediate	Kshs.350 for ½ kg Jar/squeezer bottle Kshs.700 for 1 Kg Jar
		Sale Of Brachiaria Splits	Order	1-5 Days	Kshs. 10 per split
		Sale Of Supper Napier Cuttings	Order	1-5 Days	Kshs. 15.00 per cutting
5	ENVIRONMENTAL CONSERVATION	Hire Of Farm Machinery	Fill Relevant Documentation	1 Day	As per specifications.
		Irrigation Water Supply	Fill Relevant Documentation	Immediate	Nil
		Training And Capacity Building	Formal Request	1 Week	Nil
		Tree Seedlings Donations. (As Per Request)	Formal Request.	1 Month	Nil
		Sale Of Tree Seedlings (Fruits And Value Added)	Order	1-7 Days	Kshs. 30-300 per seedling.
		Consultancy On Environmental Audit Reports And Reviews.	Formal Request	1 Week	0.1% of total Project Cost.
		Collaborations	Formal Request	1 Day	Nil

WE ARE COMMITTED TO COURTESY AND EXCELLENCE IN SERVICE DELIVERY.

Any service/goods rendered 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) The Managing Director,
Tana & Athi Rivers Development Authority (TARDA),
Dundori Road Industrial Area,
P.O Box 47309-00100, Nairobi, Kenya.
Tel: + 254 (0) 203 341 788 / 82
Website: www.tarda.go.ke
Email: complaints@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, Kenya
Tel: + 254 020 2270000 / 2303000
Email: complain@ombudsman.go.ke

SUSTAINABLE DEVELOPMENT