

# 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/GOOD	REQUIREMENTS TO OBTAIN SERVICE/GOOD	TIMELINES	CHARGES
1	Customer Support Services.	Customer Enquiries	Phone Enquiries: 0203341781/82/90	15 Seconds	NIL
			Official Email: info@tarda.go.ke	1 Working Day	
			Official Social Media Pages; X, Facebook and Instagram	1 Working Day	
			Office walk-in	1 Minute	
			Official Letter addressed to: <b>The Managing Director</b> <b>Tana &amp; Athi Rivers Development Authority</b> <b>Dundori Road ,Industrial Area</b> <b>P.O Box 47309-00100, Nairobi</b>	5 Working Days.	
		Processing of Requests For Information	Can Be Made through: - Office Walk-In - Phone Enquiries - Official Email - Official Social Media Pages - Official Letter	Within 21 Days from Receipt of the Request.	NIL
		Public Participation in Policy Making Process	Familiarization with Issues and Active Participation	1 Day	NIL
		Resolution Of Public Complaints	Submit complaint through: <u>Email: <a href="mailto:complaints@tarda.go.ke">complaints@tarda.go.ke</a> or <a href="mailto:info@tarda.go.ke">info@tarda.go.ke</a></u> Phone call Walk-in Official Letter	Within 14 Working Days from the Date of Receipt.	NIL
		Registration of suppliers	Duly filled application form. Company Profile Certificate of Incorporation /Registration PIN Certificate Valid Tax Compliance Certificate/Exemptions Original Bank Statement 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	14 Working Days	NIL
		Processing of Tenders	Submit Bids for Goods and Services.	90 Days	NIL
Payment for Goods and Services Received.	L.P.O/Invoice Certificate of Completion/Goods/Services Received	60 Days From Date of Receipt of the Invoice	NIL		
Disposal of Obsolete Stores	Submission of Bids	60 Days from the Date of The Advertisement	NIL		
Recruitment of staff	Make formal application based on the advert	90 Days	NIL		

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

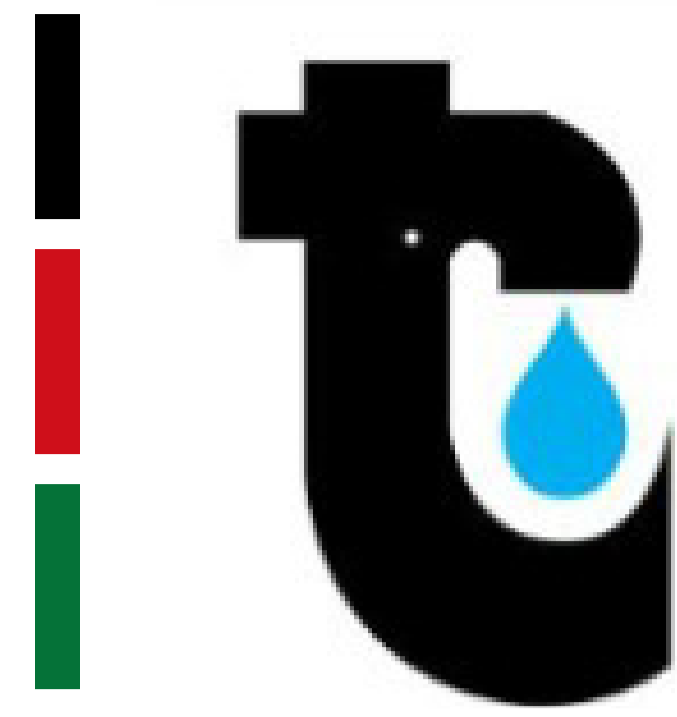
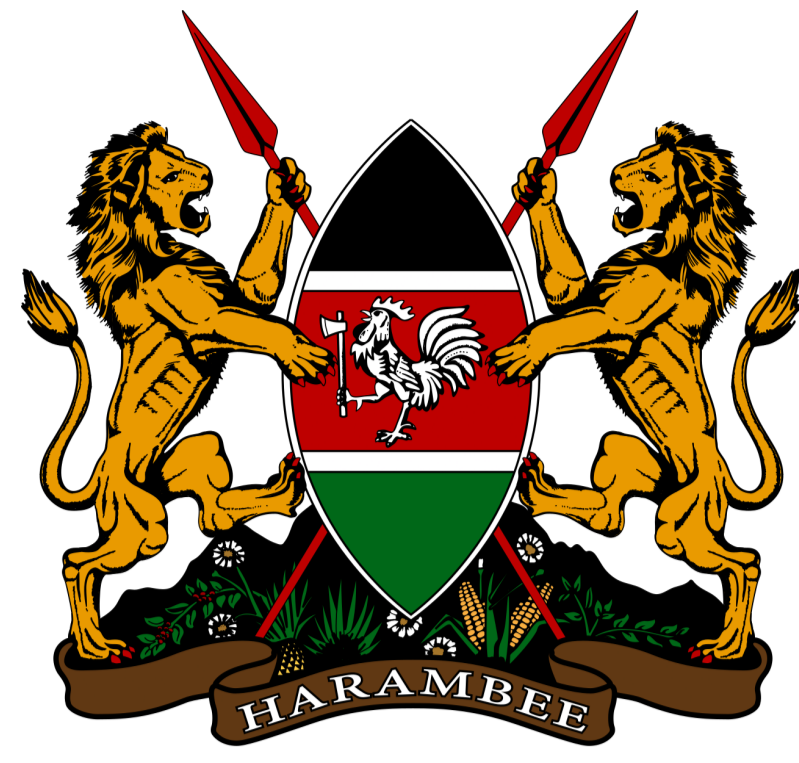
2	(Masinga Dam Resort /Tana Delta Resort)	Food And Beverages	Order	30 Minutes - 1 hour	As Per Order.
		Booking All boarding services	Request 50% Down Payment	30 Min - 1 Hour	As Per Order
		Camping/ Picnic (MDR)	Check-in Registration & Site allocation	30 Min - 1 Hour	Camping ksh.800 Per Person Sharing (own tent)/Picnic Ksh. 200 Per Person
		Boat Rides (MDR)	Check-in Registration Request	30 Min - 1 Hour	Kshs. 500 Oer Person
		Day conference (Non-resident)	Place Request	On Request	Kshs. 2,500 Per Person
3	Agricultural Services	Extension Services/Community Trainings	Formal Request	5 Working Days	NIL
		Sale of Rice	Order	Immediate To 5 Days	Kshs. 100 Per Kg
		Sale of Quality Breeds	Order	2 Weeks To 1 Month	Between Kshs. 6,000.00 - Kshs. 60,000
		Sale of Hay	Order	Immediate to 2 Days	Kshs. 200 Per bale
		Sale of Refined TARDA Honey	Order	Immediate	Kshs. 420 for ½ Kg Jar Ksh. 420 for ½ Kg Squeezer bottle Kshs. 800 for 1 Kg Jar
		Sale of Brachiaria Splits	Order	1-5 Days	Kshs. 10 Per Split
		Sale of Super Napier Cuttings	Order	1-5 Days	Kshs. 15 Per Cutting
4	Environmental Conservation	Training and Capacity Building (Existing M.O.U)	Formal Request	1 Week	NIL
		Tree Seedlings Donations. (Existing M.O.U)	Formal Request.	1 Month	NIL
		Sale Of Tree Seedlings(Fruits And Value Added)	Order	Immediate to 7 Days	Kshs. 15 to 150 Per Seedling.
		Consultancy on Environmental Audit Reports And Reviews.	Formal Request	1 Week	0.1% of Total Project Cost.
		Collaborations	Formal Request	1 Month	NIL

### 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 the commitment, courtesy and excellence in service delivery should be reported to:

**A)** The Managing Director,  
Tana & Athi Rivers Development Authority (TARDA),  
Industrial Area ,Dundori Road,  
P.O Box 47309-00100, Nairobi.  
Tel:0203341781/82/90  
Website: [www.tarda.go.ke](http://www.tarda.go.ke)  
E-mail: [info@tarda.go.ke](mailto:info@tarda.go.ke)/[complaints@tarda.go.ke](mailto: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 (0)20 2270000/2303000  
Email: [complain@ombudsman.go.ke](mailto:complain@ombudsman.go.ke)



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

## HATI YA UTOAJI HUDUMA KWA RAIA

### RUWAZA

Uendeleu wa mabonde ya mito Tana na Athi kwa manufaa ya kaya na riziki.

### LENGO

Kutoa maelekezo yanayotokana na hali halisi kwa Serikali, kuwa na mipangilio jumuishi: kuendeleza uhifadhi na uendelezaji wa mali ya asili kwa kuimarisha ushirikiano na ubia katika eneo la mabonde ya mito Tana na Athi.

### A: HUDUMA ZA KAWAIDA

NAMBARI	ENEO	HUDUMA/BIDHAA	MAHITAJI ILI KUPOKEA HUDUMA/BIDHAA	MUDA WA KUNGOJA	GHARAMA
1	Huduma kwa Wateja	Kujibu maswali ya wateja wanaotutembelea ofisini	Kututembelea na kuuliza swali au maswali	Dakika Moja (1)	Bila Malipo
		Kujibu simu (Simu ya mezani au laini nyingine yoyote rasmi)	Kupiga simu	Sekunde Kumi na Tano (15)	Bila Malipo
		Kujibu Mawasiliano	Barua Iliyoandikwa	Siku Tano(5) Za Kazi	Bila Malipo
		Usajili wa wauzaji na watoa Huduma	Barua Pepe na Mitandao ya Kijamii (X,Facebook, and Instagram)	Siku Moja(1) Ya Kazi	Bila Malipo
			Ombi la kusajiliwa kama muuzaji au mtoa huduma kupitia barua.	Siku Kumi na Nne (14) Za kazi	
			Wasifu wa kampuni	Bila Malipo	
			Cheti cha Usajili		
			Cheti cha Mamlaka ya Ushuru Nchini (KRA)		
			Cheti cha kuhakiki ulipaji wa ushuru au Mapatano ya kulipa ushuru /msamaha		
			Taarifa maalum ya Benki		
			Nakala ya cheti cha usajili na mamlaka husika		
			Risiti ya malipo ya ada isiyorejeshwa		
			Nakala za fomu za marejesho ya kila mwaka zilizowasilishwa na masjala ya kampuni		
Kitambulisho cha Taifa/Pasipoti					
Malipo ya bidhaa, kazi na huduma zilizopokelewa	Nakala ya Agizo la Ununuzi wa Mtaa (L.P.O) au Agizo la huduma ya Mtaa (L.S.O) Ankara	Ndani ya Siku Sitini (60) Tangu Kupokea Ankara	Bila Malipo.		
	Sitakabadhi ya Uwasilishaji				
	Bidhaa/Huduma Zilizopokelewa				
	Cheti cha Kukamilika kwa kazi Cheti cha Kukabidhi/Kupokea kwa kazi				
	Cheti halali cha PIN ya KRA na cheti cha kutimiza ulipaji wa ushuru				
Utoaji wa bidhaa za zamani, zisizotumika na za ziada	Kuwasilisha zabuni	Siku Sitini (60) Tangu Tarehe ya Tangazo	Bila Malipo		
	Ombi rasmi la taasisi nyingine ya umma				
Jukwaa la ushiriki wa umma	Kujifahamisha na masuala na kushiriki kikamilifu	Siku Toja (1)	Bila Malipo		
Kuajiri wafanyakazi	Ombi rasmi kulingana na tangazo	Siku Tisini (90)	Bila Malipo		
Kushughulikia maombi ya taarifa	Ombi rasmi la taarifa	Siku Ishirini Moja (21)	Bila Malipo		
Kujibu malalamishi na changamoto za umma	Wasilisha malalamishi	Siku Moja (1) ya kazi	Bila Malipo		
Kusuluhisha malalamishi	Malalamishi kwa maneno au yaliyoandikwa yaliyoandikwa	Siku Kumi na Nne (14) za Kazi	Bila Malipo		

### B. HUDUMA ZA MSINGI (HUDUMA ZINAZOTOKANA NA WAJIBU MSINGI WA MAMLAKA - TARDA)

2	Migahawa: Masinga Dam Resort Na Tana Delta	Chakula na vinywaji	Kuagiza	Dakika 30 - Saa 1	Kama Iliyogazwa
		Huduma zote za malazi	Kutoa 50% ya ada kama malipo ya awali	Dakika 30 - Saa 1	Kama Iliyogazwa
		Kupiga kambi	Kufika/Kujisajilisha kuonyesha eneo	Dakika 30 hadi Saa 1	Shilingi Mia Nane (800) Kwa Siku Ukiwa na Hema Yako
		Mkutano wa siku (kwa wasio wakazi)	Kutoa ombi	Linapokelewa Ombi	Shilingi 2,900 kila Mmoja
		Marejesho baada ya kughairiwa	Kujaza stakabadhi zinazofaa	Mwezi Moja (1)	Kwa Mujibu wa Sera za Migahawa Kuhusu Marejesho
3	Huduma Za Kilimo	Huduma za nyanjani/Mafunzo kwa jamii	Maombi rasmi	Siku Tano ( 5) za Kazi	Bila Malipo
		Kusiaga mpunga	Kujaza stakabadhi zinazohitajika	Wiki 1	Shilingi 3 Kwa Kilo
		Uuzaji wa mchele	Kuagiza	Wakati uo Huo hadi Siku 5	Shilingi 130 Kwa Kilo
		Kupima mpunga au mchele kwa ratili	Kujaza fomu ya maombi	Wakati uo Huo	Bila Malipo
		Kukausha mpunga	Kujaza stakabadhi zinazohitajika	Siku 1	Shilingi 1.60 kwa Kilo
		Uuzaji wa kapi na majani kavu ya mchele	Kujaza fomu ya maombi	Kulingana na Maombi	Shilingi 6 kwa Kilo ya Kapi, Shilingi 150 kwa Fungu la Majani Kavu
		Uuzaji wa mbegu na miche ya kiwango bora	Kuagiza	Wiki 2 hadi Mwezi 1	Shilingi 6,000 hadi 60,000
		Uuzaji wa nyasi kavu	Kuagiza	Siku 2	Shilingi 200 Kwa Fungu
		Uuzaji wa nyasi maalum ya mifugo ya <i>Brachiaria Splits</i>	Kuagiza	Siku 1 hadi 5	Shilingi 10 Kwa Kipande
		Uuzaji wa nyasi maalum ya mifugo ya <i>Supper Napier</i>	Kuagiza	Siku 1 hadi 5	Shilingi 15 Kwa Kipande
		Kukodishwa kwa mashine za kilimo	Kujaza stakabadhi zinazohitajika	Siku 1	Kulingana na Uainisho
		Uuzaji wa asali iliyotakaswa ya TARDA	Kuagiza	Wakati uo Huo	Shilingi 420 Kwa Chupa ya Nusu Kilo/Shilingi 800 Kwa Chupa ya Kilo Moja
		Kuruhusu matumizi ya maji kunyunyizia	Kujaza stakabadhi zinazohitajika	Wakati uo Huo	Bila Malipo
4	Uhifadhi wa Mazingira	Mafunzo na uwezesaji (Kulingana na Hati ya Makubaliano iliyopo)	Maombi rasmi	Wiki 1	Bila Malipo
		Uuzaji wa miche ya miti (Matunda na ile iliyoongezwa dhamana)	Kuagiza	Siku 1 hadi 7	Shilingi 15 hadi 150 kwa Mche
		Ushauri wa kitaalamu kuhusu ripoti za ukaguzi na uhakiki wa kimazingira	Maombi rasmi	Wiki 1	0.1% ya Jumla ya Gharama ya Mradi
		Ushirikiano	Maombi rasmi	Mwezi 1	Bila Malipo

### TUMEJITOLEA KWA HESHIMA NA UBORA KATIKA UTOAJI HUDUMA

Huduma ama bidhaa yoyote isiyokidhi viwango vilivyoorodheshwa hapo juu au afisa yeyote asiyezingatia viwango vyaheshima na ubora katika utoaji huduma anapaswa kuripotwa kwa:

**A)** Mkurugenzi Mkuu,  
Mamlaka ya Maendeleo ya Mito Tana na Athi (TARDA),  
Industrial Area ,Dundori Road,  
S. L. P. 47309-00100, Nairobi.  
Simu:0203341781/82/90  
Tovuti: www.tarda.go.ke  
Barua Pepe: info@tarda.go.ke/complaints@tarda.go.ke

**B)** Katibu wa Tume /Afisa Mkuu Mtendaji,  
Tume ya Utawala wa Haki,  
Ghorofa ya 2, West End Towers,  
Waiyaki Way, Nairobi.  
S.L. P 20414 – 00200 Nairobi, Kenya  
Simu : + 254 020 2270000/2303000  
Barua pepe : complain@ombudsman.go.ke