

# CITIZENS SERVICE DELIVERY CHARTER

## REPUBLIC OF KENYA



## EWASO NG'IRO NORTH DEVELOPMENT AUTHORITY (ENNDA)

### CITIZENS SERVICE DELIVERY CHARTER

#### **Vision**

To be the leading organization in providing sustainable and equitable development for all within the Ewaso Ng'iro North River Basin.

#### **Mission**

To contribute to development in the Ewaso Ng'iro North River Basin area through promotion of agro-industry development, creation of employment, resource conservation, sustainable exploitation and management of natural resources, promotion of tourism and sustainable utilization of the environment to alleviate poverty and enhancement of food self-sufficiency.

#### **Core Values**

Values are an integral part of any Organization's culture, which in turn creates a sense of identity, belonging, direction and purpose. In our quest for timely provision of quality services we shall be guided by the following core values as articulated in our Strategic Plan:-

- ❖ Integrity and accountability
- ❖ Professionalism
- ❖ Innovativeness and pro-activeness
- ❖ Reliability
- ❖ Team spirit
- ❖ Quality and excellence

## SERVICES OFFERED

No.	SERVICES OFFERED	REQUIREMENTS	USER CHARGES (Kshs)		TIME LINE
1	Catchment conservation	Riparian/ Degraded areas	Free Service		Continuous
2	Water points development/rehabilitation	Community initiatives	Free Service		Depends on availability of funds.
3	Capacity building	Youth and Women groups	Free Service		Continuous
5	Camel Production	Suppliers /Order	Kshs 40 Per Litre		Daily at 10.00 a.m.
6	Hire of Machinery	Order by Client	Hydra foam machine	3000 / Day	Within 7 days
			Bull Dozer D6	6,000/Hr	Within 7 days
			Bulldozer D8	8,000/Hr	Within 7 days
			Shovel/Loader	6,000/Hr	Within 7 days
			Excavator	12,000/Hr	Within 7 days
			Compactor	5, 000/Hr	Within 7 days
			Towed Roller	1900/Hr	Within 7 days
			Low Bed	70/Km	Within 7 days
			Prime Mover (No attachment)	280/Km	Within 7 days
			Tipper	15,000 /Day	Within 7 days
			Tanker/Boozer 20,000Ltrs 8,000Ltrs	10,000/Day 8,000/Day	Within 7 days
			Concrete Mixer	450/Hr	Within 7 days

### Commitments on Service Delivery

	Item	Client Obligation	Our Commitment
1.	Cash payments	Submission of complete documentation	2 days after of receipt of the Voucher
2.	Cheque payments	Submission of complete documentation	30 days after of receipt of the invoice
3.	Attendance to visitors	Report to the reception/information desk	Within 3 minutes on arrival
4.	Telephone Calls	Making calls to our offices	30 seconds of ringing
5.	General Correspondence	Correspondences to our offices	7 days upon receipt
6.	Technical Correspondences	Correspondences to our offices	14 days upon receipt of enquiry
7.	Studies and projects	Community participation	Involvement of stakeholders

8.	Complaints Handling	Submission of genuine complaints	Acknowledge, investigate and respond to complaint within twenty one (21) days of receipt. However, in the event that the Authority takes longer period of more than twenty one 21 days, that will be communicated to the complainant giving reasons for delay in solving the complaints and possible time frame. Appeal cases shall be finalized within thirty (30) days from the date of appeal.
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## **Our Location**

Our services are provided in the 10 Counties we cover i.e. Marsabit, Mandera, Isiolo, Wajir, Garissa, Nyeri, Nyandarua, Laikipia, Meru and Samburu. To enhance service delivery, the Authority has established 3 Regional Offices.

## **Our Contacts**

### **HEAD OFFICE**

Ewaso Ng'iro North Development Authority

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Website: [www.ennda.go.ke](http://www.ennda.go.ke)

### **REGIONAL OFFICES**

ENNDA Isiolo Desk Office P. O. Box 392 ISIOLO	ENNDA Central Regional Office P. O. Box 346 NANYUKI	ENNDA North Eastern Regional Office P. O. Box 418 WAJIR	ENNDA Upper Eastern Regional Office P. O. Box 41 MARSABIT
ENNDA Mandera Desk Office P. O. Box 293 MANDERA	ENNDA Garissa Desk Office P. O. Box 814 GARISSA	ENNDA Samburu Desk Office P. O. Box 203 ISIOLO	ENNDA Naro Moru Desk Office P. O. Box 83 NARO MORU

***IT IS YOUR RIGHT TO DEMAND FOR EFFICIENT SERVICES***

***“HUDUMA BORA NI HAKI YAKO”***

**NB: The service is charter for the whole institution is one and cascaded to all regional offices.**