

# CITIZENS SERVICE DELIVERY CHARTER

## REPUBLIC OF KENYA



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

### SERVICES OFFERED

S/No.	SERVICES OFFERED	CUSTOMER OBLIGATION	CHARGES (KES)		TIME LINE
1.	Correspondence:	Correspondences to our offices			Acknowledge letters/emails with a waiting reply of 24 hours For general correspondence requiring consultation and final reply- within 7 days upon receipt For technical correspondences- within 14 days
2.	Attendance to customers	Report to the reception/information desk			Within 3 minutes on arrival
3.	Solving Complaints	Give genuine complaint by telephone, email, visit or filling feedback forms available on website and office or hotline 064-5352502/7/8	Complaint		Within 14 days upon receipt
4.	Processing of Payments	Submission of invoices			Within 30 days upon receipt of invoice
5.	Sale of Camel Milk	Formal Request	1 Litre @70		Within 6hrs upon request
6	Hire of Machinery	Order by Client	Hydra foam machine	2000 / 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

			Concrete Mixer	450/Hr	Within 7 days
7.	Hire of Water Bowsers	Formal Request	10,000 per trip (20,000 liters capacity)		Within 24hrs upon request
8.	Hire of Water Bowsers	Formal Request	10,000 per trip (20,000 liters capacity)		Within 24hrs upon request
9.	Borehole Drilling	Formal Request	Mobilization charges are as per Public Works rates.	0-100= 2500 per metre 101-200= 3500 per metre 201-300= 4000 per metre Above 300m= 5000 per metre	within 48hrs upon request

## Contacts

### Head Office

Ewaso Ng'iro North River Basin Development Authority

P.O. Box 203 – 60300 ISIOLO-KENYA Tel: +254-64-52002/52507

E-mail: [info@ennda.go.ke](mailto:info@ennda.go.ke) or [complaints@ennda.go.ke](mailto:complaints@ennda.go.ke)

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

### Office of the Ombudsman

The Commission Secretary/CEO

Commission on Administrative Justice

P.O.BOX 20414-0200

Tel: +254 020 2270000/2303000

Email: [info@ombudsman.go.ke](mailto:info@ombudsman.go.ke)

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

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

