



**REPUBLIC OF KENYA**

**MINISTRY OF TOURISM**

# **SERVICE DELIVERY CHARTER**

## **PREAMBLE**

This service charter puts in place service standards that will guide the Ministry's management and staff in providing quality services to our clients and the general public. It therefore enumerates:

- Information on a range of services on offer from the Ministry.
- Standards associated with such services based on clients' expectation.
- How to redress clients concerns or issues.

## **MINISTRY'S VISION AND MISSION**

**Vision:** To make Kenya the destination of choice and a global leader in sustainable tourism.

**Mission:** To facilitate sustainable tourism for national development and posterity.

## **MINISTRY'S MANDATE AND RESPONSIBILITY**

The Ministry of Tourism is responsible for the formulation, co-ordination and administration of policy in respect to the tourism sector. This mandate is derived from Presidential Circular No. 1/2004 dated September 2004 and various Acts of Parliament. The Acts include:-

- The Tourist Industry Licensing Act (TILA), Cap 381, Laws of Kenya;
- The Hotels and Restaurants Act (HRA), Cap 494, Laws of Kenya;

The Ministry is also responsible for overall guidance and policy coordination of the following parastatals that are charged with specific mandates

- **Kenya Tourist Development Corporation (KTDC)** - Tourism investments
- **Bomas of Kenya** - Cultural tourism
- **Kenya Tourist Board (KTB)** - Tourism marketing and promotion
- **Kenya Utalii College (KUC)** - Human resources development for hospitality industry

- **Catering and Tourism Development Levy Trustee (CTDLT)** - Tourism training standards and levy collection
- **Kenyatta International Conference Centre (KICC)** - Conference tourism.

## CORE FUNCTIONS

- **Tourism policy making and planning.** The Ministry formulates tourism policies.
- **Overall coordination.** The Ministry is in-charge of coordination of all tourism efforts among government institutions, international and regional organizations, and other related institutions.
- **Investments promotion.** The Ministry is in charge of seeking for internal and external resources for tourism sector development.
- **Facilitation.** The Ministry facilitates allocation of resources, conservation of biodiversity, security and safety of tourists, flow of investments, and creation of an enabling environment.
- **Marketing and Promotion.** The Ministry ensures promotion and marketing of international and domestic tourism.
- **Regulation and Monitoring.** The Ministry sets and monitors standards for all operators in the sector.
- **Product Development and Diversification.** The Ministry ensures development of tourism products in all parts of the country and ensures community participation.
- **Manpower Training and Development.** The Ministry is responsible for quality human resources development in the sector.
- **Tourist security and safety.** The Ministry in collaboration with the Tourist Police Unit is in charge of ensuring safety and security of tourists.

## MANAGEMENT STRUCTURE

The Ministry is headed by the Minister for Tourism and assisted by one Assistant Ministers at the policy level.

Below this level is the Permanent Secretary who oversees policy implementation.

The Ministry has two main departments:

- Management Support Department
- Tourism Department

The Ministry also works with the **Tourist Police Unit** for safety and security of tourists.

### **Our Guiding Principles**

- To offer quality services to our clients that maximize sustainable exploitation of the tourism sector.
- To uphold integrity, honesty and transparency in all our operations.
- To cultivate a culture of goodwill among stakeholders and clients.
- To promote efficient and effective utilization of public resources
- To promote social equity.
- To provide leadership in all matters related to the tourism industry.
- To cultivate team spirit among the entire Ministry's staff.

### **COMMITMENT TO OUR CLIENTS**

This Charter is a commitment by the Ministry to provide high quality service delivery to our clientele and the general public. We therefore commit ourselves to serve you effectively, efficiently, with courtesy, honesty and integrity.

## **OUR SERVICE DELIVERY OBLIGATIONS**

### **(i) General Service Delivery**

We commit ourselves to:

- Answer your telephone promptly.
- Attend to you within 10 minutes of your visit.
- Respond to your correspondence within 14 days upon receipt of your letter.
- Treat your concern with confidentiality.

### **(ii) License Application**

A new application which meets all the requirements will be issued within two months upon receipt of application.

### **(iii) License Renewal**

Issuance of licence for a new restaurant takes not more than 2 months.

Licenses renewal will be issued within 14 days if there are no new issues.

### **(iv) Tour operators' licenses**

Issued within 7 days

### **(v) Classification of Hotels and Restaurants**

Upon application, a hotel or restaurant will be classified within two months.

### **(vi) Tourists' security and safety**

The Tourist Police Unit will respond immediately to reported incidences involving tourists' security or safety.

### **(vii) Work Permit Issues**

The ministry's response to issuing of work permit will be within 14 days upon receipt of the application.

### **(viii) Payment of suppliers**

Suppliers of goods and services will be paid within 14 days upon satisfactory delivery of goods or services.

## **HANDLING OF COMPLIANTS**

We encourage clients and the general public to lodge genuine complaints, suggestions or compliments through the following address:

**MINISTRY OF TOURISM  
UTALII HOUSE  
UTALII LANE  
P.O. BOX 30027 00100  
NAIROBI  
TEL: + 254-20-313010  
FAX +254-20-318 043**

**E-mail: [ps@tourism.go.ke](mailto:ps@tourism.go.ke)  
Website: [www.tourism.go.ke](http://www.tourism.go.ke)**

We shall also maintain complaints / suggestions register and will acknowledge receipt and act on genuine complaints within (30) thirty days upon receipt.

## **OUR CLIENTS**

The Ministry's clients include:

- Hotels
- Restaurants
- Tour Operators
- Travel Agents
- Foreign and Domestic Tourists
- Private Wildlife Conservancies
- Tourism Trade Associations

- Small and Medium Enterprises (SMEs) in Tourism
- Kenya Tourist Development Corporation
- Kenya Wildlife Service
- Kenya Utalii College
- Bomas of Kenya
- Kenya Tourist Board
- Catering and Tourism Development Levy Trustees
- Kenyatta International Conference Center
- Tourist Police Unit
- Local Authorities
- Government Ministries and Government Institutions
- Development Partners
- Media
- Civil Societies
- Members of the Public
- Members of Staff

## **CLIENTS OBLIGATIONS**

Clients are expected to be conversant with the provisions of all or any of the acts listed below which relate to your activities:

- The Tourist Industry Licensing Act (TILA), Cap 381, Laws of Kenya;
- The Hotels and Restaurants Act (HRA), Cap 494, Laws of Kenya;
- Suppliers have to be conversant with Public Procurement and Disposal Act 2005 and General Procurement Guidelines
- The Environment Impact Assessment guidelines
- Fees and relevant documents must be submitted promptly
- All payments must be made in as required
- Never compromise the Ministry's staff

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