



MINISTRY OF TOURISM AND WILDLIFE

State Department for Tourism

VISION

"Kenya as an innovative and sustainable tourism destination"

MISSION

"To provide leadership in the management, marketing and financing of the tourism sector for sustainable development"

CITIZENS' SERVICE DELIVERY CHARTER

S/No.	CUSTOMER SUPPORT SERVICES	CUSTOMER REQUIREMENT(S)	COST OF SERVICE	TIMELINE
1.	Response to phone calls (landline or any other official line)	Make a phone call	Free	15 seconds
2.	Response to enquiry by walk-in clients	Walk-in and make the enquiry	Free	1 minute
3.	Response to correspondence	Written correspondence (letters)	Free	5 working days
		Email and social media (X, Facebook & YouTube)	Free	1 working day
4.	Response to public complaints and grievances	Make a complaint	Free	1 working day
5.	Resolution of complaints	Make a verbal or written complaint	Free	14 working days
6.	Registration of Suppliers	• Dully filled application form	Free	14 working days
		• 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		
7.	Processing of tenders	Submit bids for goods and services		90 days
8.	Notification of successful and unsuccessful bidders	Access e-procurement portal for notification	Free	1 working day
9.	Payment of goods and services received	• LPO/invoice • Certificate of completion/goods/services received	Free	60 days from the date of receipt of the invoicing
10.	Disposal of obsolete stores	Submission of bids	Free	60 days from the date of advertisement
11.	Public participation in policy- making process	Familiarisation with issues and active participation	Free	1 day
12.	Recruitment of staff	Make formal application based on the advertisement	Free	90 days
13.	Provision of industrial attachment:	Make formal request	Free	5 days upon receipt of request
14.	Processing of request for information	Make request for information	Free	21 days
15.	Work permit vetting for the tourism and hospitality sector	As outlined on the Ministry's website (https://www.tourism.go.ke/permits/)	Free	2 weeks

***The State Department for Tourism welcomes your feedback either as a complement, complaint or suggestion to help us improve our service delivery.
This can be lodged through:***

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www.tourism.go.ke