



WIZARA YA UTALII NA WANYAMA PORI IDARA YA UTALII

MAONO

"Kenya kama eneo la Utalii lenye ubunifu na utunzaji wa mazingira"

LENGO

Kutoa uongozi katika usimamizi, uuzaji, na ufadhilli wa sekta ya utalii kwa maendeleo yanayojali mazingira

RATIBA YA UTOAJI HUDUMA KWA WANANCHI

NA.	HUDUMA INAYOTOLEWA	MAHITAJI KUTOKA KWA WATEJA	GHARAMA YA HUDUMA	MUDA WA KUHUDUMIWA
1.	Kujibu simu rasmi ya ofisini	Piga simu	Bure	Sekunde 15
2.	Kujibu maswali ya wateja wanaotembelea ofisini	Tembelea ofisi na uulize	Bure	Dakika 1
3.	Kujibu mawasiliano	Wasiliana Kwa maandishi (Barua)	Bure	Siku 5 za kazi
		Barua pepe na mitandao ya kijamii (X, Facebook na Instagram)	Bure	Siku 1 ya kazi
4.	Kujibu malalamishi ya umma na kero	Wasilisha malalamishi	Bure	Siku 1 ya kazi
5.	Kusuluhisha malalamishi	Wasilisha malalamishi kwa kauli au maandishi	Bure	Siku 14 za kazi
6.	Usajili wa watoa huduma	<ul style="list-style-type: none"> • Fomu iliyojazwa kikamilifu • Wasifu wa Kampuni • Cheti cha Usajili • Cheti cha PIN • Cheti halali cha ulipaji kodi ya serikali • Taarifa ya hesabu za benki • Vyeti vya usajili na halmashauri husika • Risiti ya kutorudisha fedha (Non-refundable fee receipt) • Nakala ya mapato ya kila mwaka yaliyowasilishwa kwa msajili wa kampuni • Kitambulisho cha kitaifa/pasipoti 	Bure	Siku 14 za kazi
7.	Usindikaji wa zabuni	Wasilisha zabuni za bidhaa na huduma	Bure	Siku 90
8.	Taarifa kwa wazabuni waliofaulu na ambao hawajafaulu	Ingia katika tovuti ya ununuzi ili kupata taarifa kamilifu	Bure	Siku 1 ya kazi
9.	Malipo ya bidhaa na huduma zilizopokelewa	<ul style="list-style-type: none"> • L.PO/bili • Cheti cha kuthibitisha kukamilishwa kwa huduma au kuwasilishwa kwa bidhaa 	Bure	Siku 60 tangu tarehe ya kupokea bili
10.	Kutupa bidhaa zilizopitwa na wakati	Wasilisha zabuni	Bure	Siku 60 tangu tarehe ya kupokea bili
11.	Ushiriki wa umma katika mchakato wa kutunga sera	Kufahamu masuala na ushiriki wa moja kwa moja	Bure	Siku 1
12.	Ajira ya wafanyakazi	Tuma maombi rasmi kulingana na tangazo	Bure	Siku 90
13.	Kutoa nafasi za kujipatia ujuzi	Tuma ombi rasmi	Bure	Siku 5 baada ya kupokea
14.	Usindikaji wa ombi la kupeana habari	Wasilisha ombi la kupata habari	Bure	Siku 21
15.	Udhhibitishaji wa kibali cha kazi kwa sekta ya utalii na ukarimu	Kama ilivyochezwa kwenye tovuti ya Wizara (https://www.tourism.go.ke/permits/)	Bure	Wiki 2

Idara ya Utalii inakupa nafasi ya kuwasilisha habari zozote kutoka kwako iwe ni malalamishi, maoni au swali hii ikiwa ni njia ya kuimarisha utoaji wa huduma zetu. Wasiliana nasi kupitia kwa njia zifuatazo:

Jengo la Tourism Fund, ofisa ya 7, 8 (Chumba 806), 9, 10 (Chumba 1013)
Sanduku la Posta 30027-00100, Nairobi Nambari ya simu 020-2020497/98 Barua Pepe info@tourism.go.ke, ps@tourism.go.ke



www.tourism.go.ke



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 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) Email and social media (X, Facebook & YouTube)	Free	5 working days 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	<ul style="list-style-type: none"> • Dully 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 	Free	14 working days
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	<ul style="list-style-type: none"> • 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:***

**Head Office Tourism Fund Building, Valley Road / Off Bishop House Road
7th Floor, 8th Floor (Room 806), 9th Floor, 10th Floor (Room 1013)**

P.O Box 30027-00100, Nairobi , Kenya Tel: 020-2020497/98 Email: info@tourism.go.ke, ps@tourism.go.ke



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