

KENYA TOURISM BOARD CITIZEN SERVICE CHARTER

VISION

To be the most visited tourism destination in Africa

MISSION

To market Kenya as the home of human origin and as an all-year-round diverse, sustainable and authentic tourism destination

Core Values

- **Sustainability** - We commit to promoting sustainable tourism practices.
- **Excellence** – We will strive to realize a culture of excellence that enables the team to perform the best of their ability based on their skills and competencies.
- **Innovation & Creativity** -We will take a proactive approach to developing viable ideas to position Kenya as the leading tourism destination in Africa.
- **Collaboration** – We believe together we achieve more and so will seek to work together with both the tourism and non-tourism stakeholders to realise a greater impact from the tourism sector in Kenya.

COMMITMENTS ON SERVICE DELIVERY

S/No	Service	The requirement to Access the service	Cost	Resolution Timelines
1	Response to verbal Enquiries through the reception desk	Specify the nature of the enquiry	No charges	10mins
2	Respond to written correspondence	Send a message to the platforms (Twitter, Facebook, YouTube, Instagram, LinkedIn)	No charges	2 Days
		Send an Email	No charges	2 Days
		Send an Email	No charges	5 Days
3	Respond to telephone calls	Make a call	No charges	Within 5 rings
4	Address public complaints and provide feedback	Submit the complaint through the available platforms/channels	No charges	5 Days
5	Provision of Tourism information	Submit a request for information through the available platforms/channels	No charges	10 Days
6	Provision of advisory to stakeholders	Submit formal request	No charges	15 Days
7	Public Communication Services	Visit KTB information platforms	No charges	Monthly

WE ARE COMMITTED TO COURTESY AND EXCELLENCE IN SERVICE DELIVERY

Any service/good rendered that does not conform to the above standards or any officer who does not live up to commitment to courtesy and excellence in Service Delivery should be reported to:

The Chief Executive Officer,
Kenya Tourism Board,
KenyaRe Towers 7th Floor,
P.O. Box 30630 – 00100 Nairobi.
Tel : +254 (0) 20 2711262
Email : ceo@ktb.go.ke or complaints@ktb.go.ke

The Commission Secretary/Chief Executive Officer,
Commission on Administrative Justice, 2nd Floor,
West End Towers, Waiyaki Way, Nairobi.
P.O. Box 20414-00200 Nairobi
Tel : +254 (0)20 2270000/2303000
Email : feedback@ombudsman.go.ke

KTB works Monday to Friday, operational hours are 8.00 am – 1.00 pm and 2.00- 5.00 pm

HUDUMA BORA NI HAKI YAKO