



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.	CUSTOMER SUPPORT SERVICE	CUSTOMER REQUIREMENT(S)	COST OF SERVICE	TIMELINE
1.	Response to phone calls (landline or any other official line)	Phone call	Free	15 seconds
2.	Response to enquiry by walk-in clients	Walk-in and make enquiry	Free	1 minute
3.	Response to correspondence	Written correspondence Email and Social media (Twitter, Facebook & YouTube)	Free Free	5 working days 1 working day
4.	Response to public complaints and grievances	Make a complaint	Free	14 working days
5.	Resolution of complaints	Make verbal or written complaint	Free	14 working days
6.	Registration of suppliers	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 returns, filled by company registry, National ID/Passport	Free	90 days
7.	Processing of tenders	Submit bids for good and services	Free	90 days
8.	Notification of successful or unsuccessful bidders	Access e-procurement portal for notification	Free	1 working day
9.	Payment of goods and services received	L.P.O / Invoice Certificate of Completion / Goods Services Received	Free	60 days from the date of receipt of the invoice
10.	Disposal of obsolete stores	Submission of bids	Free	60 days from the date of advertisement
11.	Public participation in policy-making process	Familiarization with issues and active participation	Free	1 day
12.	Recruitment of staff	Make formal application based on the advert	Free	90 days
13.	Processing of request for information	Make a request for information	Free	21 days

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