



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.	Ushughulikiaji wa simu (simu ya mezani au laini nyingine rasmi)	Simu ya kawaida (Simu ya sauti)	Bila malipo	Sekunde 15
2.	Kushughulikia maswali ya wateja wanaofika moja kwa moja ofisini	Huduma ya ana kwa ana — Bila malipo — Dakika 1	Bila malipo	Dakika 1
3.	Kujibu mawasiliano ya maandishi	Mawasiliano ya maandishi Barua pepe na mitandao ya kijamii) (Twitter, Facebook na YouTube	Bila malipo Bila malipo	Siku 5 za kazi Siku 1 ya kazi
4.	Kushughulikia malalamiko na hoja za wananchi	Kuwasilisha malalamiko	Bila malipo	Siku 14 za kazi
5.	Utatuji wa malalamiko	Kuwasilisha malalamiko kwa mdomo au kwa maandishi	Bila malipo	Siku 14 za kazi
6.	Usajili wa Wauzaji	Fomu ya maombi iliyokamilika kikamilifu / Wasifu wa kampuni / Cheti cha Usajili/Kuanzishwa kwa Kampuni / Cheti cha Nambari ya Utambulisho wa Mlipa Kodi (PIN) / Cheti Halali cha Uzingatiaji wa Kodi / Utoaji wa Msamaha / Taarifa Asilia ya Benki / Nakala ya cheti cha usajili na mamlaka husika za udhibiti / Risiti ya malipo yasiyorejeshwa / Nakala za marejesho ya kila mwaka yaliyowasilishwa na rejista ya kampuni / Kitambulisho cha Taifa / Pasipoti	Bila malipo	Siku 90
7.	Ushughulikiaji wa zabuni	Kuwasilisha zabuni za bidhaa na huduma	Bila malipo	Siku 90
8.	Taarifa ya washindi au washindwa wa zabuni	Kupata taarifa kupitia jukwaa la ununuzi mtandao (e-procurement portal)	Bila malipo	Siku 1 ya kazi
9.	Malipo ya bidhaa na huduma zilizopokelewa	Agizo la Ununuzi wa Ndani (L.P.O) / Ankara, Cheti cha Kukamilika kwa Kazi / Kupokelewa kwa Bidhaa na Huduma	Bila malipo	Siku 60 kuanzia tarehe ya kupokelewa kwa ankara
10.	Uondoaji wa mali zilizopitwa na matumizi	Uwasilishaji wa zabuni	Bila malipo	Siku 60 kuanzia tarehe ya tangazo
11.	Ushirikishwaji wa umma katika mchakato wa uundaji wa sera	Kufahamu masuala na kushiriki kikamilifu	Bila malipo	Siku 1
12.	Uajiri wa wafanyakazi	Kuwasilisha maombi rasmi kulingana na tangazo	Bila malipo	Siku 90
13.	Ushughulikiaji wa maombi ya taarifa	Kuwasilisha ombi la taarifa	Bila malipo	Siku 21

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