



TOURISM FUND

Propelling Kenyan tourism

CITIZENS' SERVICE DELIVERY CHARTER

No.	SERVICES RENDERED	REQUIREMENTS TO OBTAIN SERVICES	USER CHARGE	TIMELINE
1.	Information and Feedback			
	Attendance to phone calls	Phone call	Free	10 seconds
	Response to Complaint	Submission of complaint.	Free	Immediate acknowledgement and comprehensive resolution within 21 days after receipt of complain.
	Acknowledge all correspondence	Submission of correspondence	Free	Immediate and a comprehensive responses not exceeding 7 working days.
	Access to information as required by stakeholders/publics	Phone call, personal visit or visit to the website	Free	Instant
	Other Enquiries	Clarity	Free	On spot if technical an immediate acknowledgement and comprehensive response within 14 working days.
2.	Tourism levy			
	Educate new Tourism Levy agents/payers on their obligation under the Tourism Act 2011.	Place inquiry.	Free	Immediate.
3.	Finance			
	Settle creditors.	Duly signed invoices and supporting documents.	Free	60 days
	Disburse Tourism Levy to finance various tourism activities	As stipulated under the Tourism Act 2011.	Free	Within (10) days after every 10th day of the month;
4.	Procurement			
	Tender documents/quotation/pre-qualification results	Collection and filling in of the tender document.	Maximum Ksh.1,000	30 days after the opening date.
5.	Legal			
	Update on new legislation.	Gazettement	Free	7 days of gazettement

"Commitment to Courtesy and Excellence in Service Delivery"
Any service 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

Tourism Fund
NHIF Building, PARKING TOWER RAGATI RD, 5th floor
P.O. Box 46987-00100,
Nairobi

Tel: +254 020 2714900/1/2/6/7/9, Mobile:- 0728 337499,0733 337499,Fax +254 020 2714911,
Email:info@tourismfund.co.ke
Website: <http://www.tourismfund.co.ke>,
Toll Free:- 08002210915/08007722109
www.complaints@tourismfund.co.ke

The Chairman

Commission on Administrative Justice
Westend Towers, Waiyaki way
P. O. Box 20414- 00200 Nairobi
Tel: +254020 2270000

EMAIL: certificationpc@ombudsman.go.ke WEB: www.ombudsman.go.ke