



REPUBLIC OF KENYA



CITIZENS' SERVICE DELIVERY CHARTER

	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 complaint.
	Acknowledge all correspondence	Submission of correspondence	Free	Immediate and a comprehensive response 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. Levy Services				
	Educate new tourism levy agents/ payers on their obligation under the Tourism Act 2011.	Place an inquiry	Free	Immediate
	Registration of new levy payers	Place an inquiry	Free	Within 3 months
	Compliance of levy payers (Compliance certificate)	Place an inquiry	Free	Within 6 months
3. Corporate Support Services				
	Making payments to suppliers of goods and services	Receipt of original invoices supported by all relevant documents	Free	60 working days
	Raising invoices to customers and issuance of receipts	A formal written request from the relevant unit or department	Free	2 working days.
	Recruitment and placement	<ul style="list-style-type: none"> Written applications for positions advertised. Interview report. Signed offer of appointment. Placement report. 	Free	Within 5 months
4. Supply Chain Management				
	Issue tender documents	Tender advertisement	Payment of 1,000 & free when downloaded	On receipt of payment unless downloaded
	Opening of tenders	Appointed adhoc tender opening committee minutes and tender representatives {optional}	Free	Restricted tender: Within 7 days Open tender: Within 14 days
	Tender evaluation	Tenders submitted, tender opening committee minutes and appointed Adhoc tender evaluation committee members	Free	Within 30 days from closing date
	Tender award	Qualified bidder as per evaluation criteria	Free	1 working day upon approval of professional opinion.
	Delivery of goods and services	Duplicate copy of the LPO, LSO, delivery note and invoice	Free	7 working days after LPO issuance
	Registration of suppliers	Statutory Documents	Free	Continuous process
5. Legal Services				
	Update on new legislation.	Gazettement.	Free	7 days of gazettement.
<p>“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 an excellence in Service Delivery should be reported to :</p> <p>The Chief Executive Officer</p>				

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0008