



REPUBLIC OF KENYA



## CITIZENS' SERVICE DELIVERY CHARTER

SERVICES RENDERED	REQUIREMENTS TO OBTAIN SERVICES	USER CHARGE	TIMELINE
<b>1. Information and Feedback</b>			
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
<b>2. Levy Services</b>			
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
<b>3. Corporate Support Services</b>			
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"> <li>Written applications for positions advertised.</li> <li>Interview report.</li> <li>Signed offer of appointment.</li> <li>Placement report.</li> </ul>	Free	Within 5 months
<b>4. Supply Chain Management</b>			
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
<b>5. Legal Services</b>			
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 style="text-align: center;"><b>The Chief Executive Officer</b></p>			

### TOURISM FUND HEAD OFFICE

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### The Chairman

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