

## CUSTOMER SERVICE DELIVERY CHARTER

### VISION

A valued and trusted lead regulator in a competitive tourism sector.

### MISSION

To develop and promote a conducive regulatory environment for a dynamic sustainable tourism sector.

### CORE VALUES

Integrity, Collaboration, Teamwork, Professionalism and Innovation

### MANDATE

The main mandate of Tourism Regulatory Authority is to regulate the tourism sector in Kenya.

**The Authority is committed to serve you honestly, effectively, efficiently and with courtesy**

Service	Requirements	User Charges	Time Frame
General Service Delivery ❖ Telephone call ❖ Visits ❖ Correspondences	A call to any of the department's offices	None	Within three rings
	Personal visit to the offices	None	Attend to you within 10 minutes
	Written communication – mails, emails, fax	None	Response done within 7 days
License application (Class C, D, E, F, G) ❖ Renewals	<ul style="list-style-type: none"> <li>✓ Duly filled Application form 1</li> <li>✓ License fee in form of bank deposit slip</li> <li>✓ Vehicle insurance certificates/ hiring contract</li> <li>✓ Entry/ work permits for foreign investors</li> <li>✓ Qualification certificates for technical staff</li> <li>✓ Certificate of good conduct for guides</li> </ul>	License fees as per the schedule in the TRA Regulations	Within 7 days if there are no new issues
❖ New applications	As above + the following additional requirements <ul style="list-style-type: none"> <li>✓ Registration certificate</li> <li>✓ Articles and memorandum of understanding of company</li> </ul>	License fees as per the schedule in the TRA Regulations	With all requirements met, to be issued within 14 days

	<ul style="list-style-type: none"> <li>✓ Lease agreement/copy of title deed</li> <li>✓ Letter of no objection from NEMA for ranches/conservancies/nature parks &amp; reserves/trails</li> <li>✓ Office inspection report</li> </ul>		
Hotels and Restaurants (Class A & B) ❖ Renewals	<ul style="list-style-type: none"> <li>✓ Filled application form 1</li> <li>✓ Copy of menu and tariff</li> <li>✓ Copy of health certificate for the current year</li> <li>✓ Entry permit for non- Kenyan workers and directors</li> <li>✓ Letter of no objection from NEMA</li> <li>✓ EIA or environmental audit</li> <li>✓ Licence fee bank deposit slip</li> </ul>	License fees as per the schedule in the TRA Regulations	Within 7 days if there are no new issues
❖ New applications	<ul style="list-style-type: none"> <li>✓ Lease agreement or title deed of the premises</li> <li>✓ Certificate of incorporation for the company</li> <li>✓ Memorandum and articles of incorporation for the company</li> </ul>	License fees as per the schedule in the TRA Regulations	With all requirements met, to be issued within 14 days
Classification of hotels and restaurants	<ul style="list-style-type: none"> <li>✓ Duly filled pre-qualification form</li> <li>✓ Attachment of all required supporting details</li> <li>✓ Bank deposit slip ( request for classification only)</li> </ul>	Kshs 50,000 for requested classification, National Classification - Free	Within two months
Custom duty/VAT waiver	<ul style="list-style-type: none"> <li>✓ Application form</li> <li>✓ Certificate of Incorporation;</li> <li>✓ Memorandum and Articles of Association;</li> <li>✓ Copy of PIN certificate;</li> <li>✓ Valid Tax Compliance Certificate;</li> <li>✓ Copy of Title Deed or Lease for the premises;</li> <li>✓ Feasibility study for new facilities;</li> <li>✓ Bill of Lading and/ or Airway Bill</li> <li>✓ Invoices</li> <li>✓ Import Declaration Form (IDF).</li> <li>✓ Tourism License</li> <li>✓ Itinerary</li> <li>✓ List of employees</li> </ul>	Nil	Response within 14 days upon receipt of complete application
Procuring goods, works & services	Various requirements as per request for quotation/ tender and Public Procurement and Disposal Act 2015	As per tender requirements	As per the Public Procurement and Disposal Act Provisions
Payment for goods and services	Submission of all requirements	Nil	As per the terms of contract

Communicate the outcome of tenders to all tenderers	Timely receipt of the tender	Nil	Within thirty (30) days
Payment to Suppliers	<ul style="list-style-type: none"> <li>Pay Suppliers as per contractual agreed payments terms.</li> <li>Suppliers invoices, inspection reports, contracts, completion certificates from contractors, Valid PIN/VAT Certificate</li> </ul>	Nil	30 Days
Receipting	<ul style="list-style-type: none"> <li>Remittance Advice / Deposit slips of relevant bank account</li> <li>Bank statements for confirmation</li> </ul>	Nil	2 Working days

*The above services are available at the following offices:-*

<p><b>TOURISM REGULATORY AUTHORITY – Headquarters, Utalii House, 5<sup>th</sup> floor</b> P.O. BOX 25357, 00100 <b>NAIROBI</b> TEL: 0701 444777 Email: <a href="mailto:info@tourismauthority.go.ke">info@tourismauthority.go.ke</a> Website: <a href="http://www.tourismauthority.go.ke">www.tourismauthority.go.ke</a></p>	<p><b>NAIROBI REGIONAL OFFICE</b> <b>Utalii House, 4<sup>th</sup> floor</b> P.O Box 25357, 00100 Tel: 0701 444 777 <b>NAIROBI</b> Email: <a href="mailto:nairobi@tourismauthority.go.ke">nairobi@tourismauthority.go.ke</a></p>	<p><b>MOMBASA REGIONAL OFFICE</b> Bima Towers, 8<sup>th</sup> Floor P. O Box 80091 Tel: 0701 005799 <b>MOMBASA</b> Email: <a href="mailto:mombasa@tourismauthority.go.ke">mombasa@tourismauthority.go.ke</a></p>	<p><b>NAKURU REGIONAL OFFICE</b> Generation House, 1<sup>st</sup> Floor P. O Box 15196-20100 Tel: 0799 401 888 <b>NAKURU</b> Email: <a href="mailto:nakuru@tourismauthority.go.ke">nakuru@tourismauthority.go.ke</a></p>
<p><b>KISUMU REGIONAL OFFICE</b> Huduma Centre, 10<sup>th</sup> Floor P. O Box 55-40123 Tel: 020 2033865/ 0572041986 <b>KISUMU</b> Email: <a href="mailto:kisumu@tourismauthority.go.ke">kisumu@tourismauthority.go.ke</a></p>	<p><b>MALINDI REGIONAL OFFICE</b> Malindi Complex, 1<sup>st</sup> floor P. O Box 421 Tel: 042 220747 <b>MALINDI</b> Email: <a href="mailto:malindi@tourismauthority.go.ke">malindi@tourismauthority.go.ke</a></p>	<p><b>ELDORET REGIONAL OFFICE</b> KVDA plaza, 2<sup>nd</sup> Floor P. O Box 4286 Tel: 053 2032086 <b>ELDORET</b> Email: <a href="mailto:eldoret@tourismauthority.go.ke">eldoret@tourismauthority.go.ke</a></p>	<p><b>NYERI REGIONAL OFFICE</b> Sohan Plaza P. O Box 1876 10100 Tel: 061 2034057 <b>NYERI</b> Email: <a href="mailto:nyeri@tourismauthority.go.ke">nyeri@tourismauthority.go.ke</a></p>

### WORKING HOURS

All Tourism Regulatory Offices will be open from 8.00 am to 5.00 pm excluding 1.00 pm to 2.00 pm (lunch hour) throughout Monday to Friday except weekends and public holidays.

**We encourage clients to lodge complaints, suggestions or compliments in complaint box in any convenient office or to Headquarters, email: [complaints@tourismauthority.go.ke](mailto:complaints@tourismauthority.go.ke). Complaints can also be directed to Commission of Administrative Justice, Westend Towers, 2<sup>nd</sup> Floor. P. O Box 20414, 00200 – Nairobi. Toll Free line: 0800221349, Email: [info@ombudsman.go.ke](mailto:info@ombudsman.go.ke)**