



CUSTOMER SERVICE DELIVERY CHARTER

S/No	CUSTOMER SUPPORT SERVICES	CUSTOMER REQUIREMENT (S)	COST OF SERVICE	TIMELINE
INFORMATION AND FEEDBACK				
1.	Response to phone calls (Landline or any other official line)	Phone Call	Free	30 Seconds
	Response to enquiry by walk-in clients	Walk-in and make the enquiry	Free	10 Minutes
	Respond to correspondence	Written Correspondence (Letters) Email and social media platforms	Free	5 Working Days 1 Working Day
COMPLAINTS				
2.	Response to public complaints and grievances	Make a complaint	Free	1 Working Day
	Resolution of complaints	Make a verbal or written complaint	Free	14 Working Days
LICENSING				
3.	New License Application/ Renewal (All classes)	Log in to E-Citizen and search for TRA Sign in to TRA's portal (https://licensing.tra.go.ke)	License fees as per the schedule in the TRA Regulations	14 Working Days (New) (7days for inspection to be undertaken and 7days for license to be issued) 7 Working Days(Renewal)
CLASSIFICATION				
4.	Classification of hotels & restaurants	Duly filled pre-qualification form. Attachment of all required supporting details. Bank deposit slip (request for classification only)	National classification free. Ksh250,000 on request outside the national exercise.	Within two months
	Accreditation of hotels & restaurants		National Accreditation exercise is Free Ksh100,000 on request outside the national exercise	Within two months
CUSTOM DUTY / VAT WAIVER				
5.	Customs duty/VAT	Application form/Certificate of Incorporation/Memorandum and Articles of Association/Copy of PIN certificate/Valid Tax Compliance Certificate/Copy of Title Deed or Lease for the premises/Feasibility study for new facilities/Bill of Lading or Airway Bill/Invoices/Import Declaration Form (IDF)/Tourism License/Itinerary List of employees	Nil	Response within 14 days upon receipt of complete application form and supporting documents
HUMAN RESOURCE AND ADMINISTRATION				
6.	Procuring goods, works & services and payment	Public Procurement and Disposal Act 2015 (https://egkenya.go.ke) Notify all bidders of tender outcomes	Nil	Response within 14 days upon receipt of complete application form and supporting documents
	Processing of tenders	Submit bids for goods and services	Free	90 days
	Notice of successful and unsuccessful bidders	Access e-procurement portal for notification.	Free	1 working day
	Payment for goods and services received	LRO / Invoice Certificate of Completion/Goods/ Services Received	Free	60 days from the issuance of the invoice.
	Disposal of obsolete stores	Submission of bids	Free	60 days from the day of advertisement
	Public participation in decision making process	Familiarization with issues and active participation	Free	1 day
HUMAN RESOURCE AND ADMINISTRATION				
7.	Recruitment of staff	Make formal request based on the job advertisement.	Free	90 days
	Processing of request for information	Make a request for information	Free	21 days

The above services are available at our regional offices as below stipulated

TOURISM REGULATORY AUTHORITY
HQ -Utalii House, 5th floor
TEL: 0115 027 426
NAIROBI
Email: info@tra.go.ke

MOMBASA REGIONAL OFFICE
Bima Towers, 8th Floor
Tel: 0701 005 799
MOMBASA
Email: mombasa@tra.go.ke

NAIROBI REGIONAL OFFICE
Utalii House, 4th floor
Tel: 0115 027 426
NAIROBI
Email: nairobi@tra.go.ke

NAKURU REGIONAL OFFICE
Generation House, 1st Floor
Tel: 0799 401 888
NAKURU
Email: nakuru@tra.go.ke

KISUMU REGIONAL OFFICE
Huduma Centre, 10th floor
Tel: 0740 278 341
KISUMU
Email: kisumu@tra.go.ke

MALINDI REGIONAL OFFICE
Malindi Complex, 1st floor
Tel: 0701 005 823
MALINDI
Email: malindi@tra.go.ke

ELDORET REGIONAL OFFICE
KVDA plaza, 2nd Floor
Tel: 0705 462 814
ELDORET
Email: eldoret@tra.go.ke

NYERI REGIONAL OFFICE
Sohan Plaza
Tel: 0740 278 337
NYERI
Email: nyeri@tra.go.ke

Any service rendered that does not conform to the above stands or any officer who does not live up to commitment to courtesy and excellence in service deliver should be reported to:

Director General, TRA
Utalii house, 5th floor
P.O. BOX 25357-00100 Nairobi
Tel: +254 111161200
Email: complaints@tra.go.ke

 @tourismregulatoryauthority

 @tra_ke

 Tourism Regulatory Authority

 tra_ke

The Commission Secretary/ CEO commission
on administrative Justice/Ombudsman ,
West End Towers 2nd floor, Waiyaki way, Westlands
P.O. BOX 20414-00200 Nairobi
Tel: +254 (0) 202270000/230300
Email: complain@ombudsman.go.ke