



# SERVICE CHARTER

## NAROK COUNTY GOVERNMENT

### DEPARTMENT OF TOURISM AND WILDLIFE



## MANDATE

The Tourism and Wildlife Department was established with the mandate to regulate, license, market and promote all tourism activities within the County, and to conserve and manage the Maasai Mara National Reserve and all its protected areas and undertake enforcement of related laws and regulations.



## VISION

To be a leader in promoting tourism sector development and to be a premier destination in Africa.



## MISSION

To develop and promote unique and diverse tourism products within a sustainable framework.



## CORE VALUES

- Innovation
- Professionalism
- Accountability
- Collaboration

SERVICE	REQUIREMENTS	CHARGES	TIME FRAME
<b>RESERVE ENTRY</b>	<b>Citizens:</b> National ID/ Passport <b>Residents:</b> Residents ID/Passport/Work Certificate/Foreign Certificate <b>Non-Residents:</b> Passport	As per the Narok County Finance Act	Facilitation to the park takes about 5 minutes when all the requirements are availed.
<b>CINEMATOGRAPHY, PHOTOGRAPHY, FILMING &amp; RESEARCH PERMITS</b>	Application for relevant permits/license	As per the permits and license fees schedule, Narok County Finance Act and Tourism Act 2017	Immediately after all the conditions have been met and the prescribed fee is paid.
<b>PROBLEM ANIMAL RESPONSE</b>	Report any incidents involving human threat, injury, death, crop destruction and livestock predation that may occur outside wildlife-protected areas	Free	Response is taken immediately after receiving the report and action taken within 12 hours
<b>ENQUIRY/WALK -IN</b>	Personal visit to the offices	Free	Within 10 minutes
<b>TELEPHONE CALLS</b>	Call the department offices	Free	Within 3 rings
<b>CORRESPONDENCE</b>	Written communication – letters, Emails and social media	Free	Response done within 7 days

## CUSTOMER FEEDBACK

For any compliments, suggestions or complaints please register your feedback through; Tourism and Wildlife Head Office  
P.O Box 898-20500 Narok.  
Email: [tourism@narok.go.ke](mailto:tourism@narok.go.ke)  
Tel: 0202688929/03