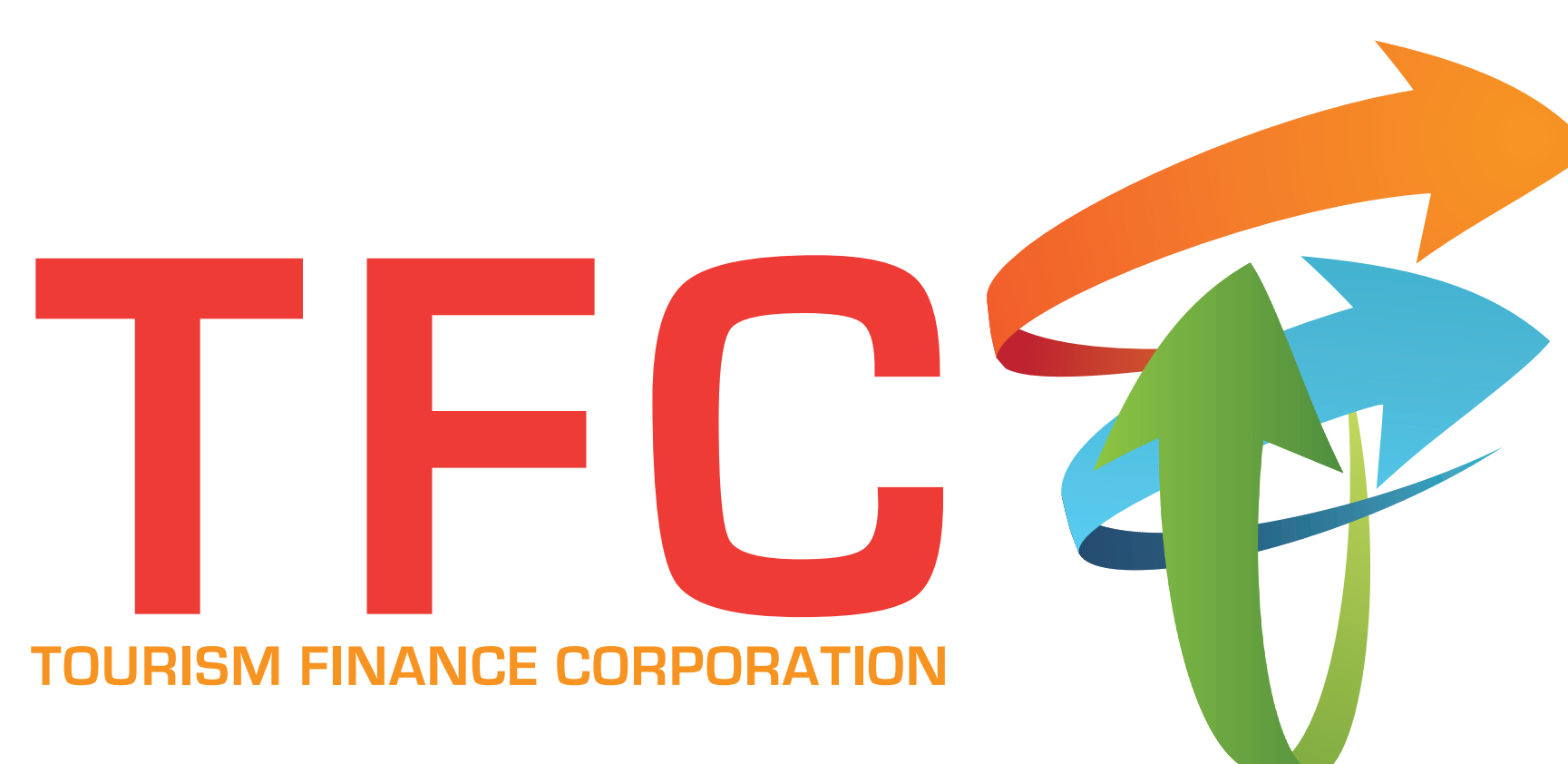


TOURISM FINANCE CORPORATION



CITIZEN'S SERVICE DELIVERY CHARTER

Vision:	To be the leading financial partner driving sustainable tourism development in Kenya
Mission:	To provide customer focused financial solutions that drive tourism sector development and socio-economic growth.
Our Core Values:	Professionalism; Customer Focus; Innovation; Teamwork; Accountability and Integrity

"Financing ingenuity"

SERVICE	REQUIREMENTS	CHARGES	OUR COMMITMENT
Attending to walk-in clients	Provide the necessary information required	NIL	Within 10 minutes
Response to telephone calls	Identification of self and accurate presentation of information	NIL	Response should be within the third ring
Response to correspondences -emails & letters	Provide required information	NIL	Acknowledge the correspondences with a waiting reply within 24 hours and final reply within 7 working days
Loan Processing & Appraisal	Client to provide the mandatory requirements	Appraisal fee- 1.5% of the approved amount. Commitment fee- 1% of the approved amount.	Appraisal Period- 90days
Issuing letter of offer-Loans -Tenants	Upon approval of the Loan appraisal report by Board of Directors	NIL	Within 7 working days
	Upon signing by the Managing Director	NIL	Within 7 working days
Loan disbursement	Clients to have met all the conditions on the Offer letter	NIL	7 days after security perfection
Business Advisory Services	Government Initiatives/ Enquiry via email / Office visit	Product Based	On a need basis
Office Letting & Parking	Fill the application form	NIL	Depends on availability
Tourism Projects Partnership	Government Initiatives/ Enquiry via email / Office visit	NIL	On a need basis
Tender Process	Documents should be in conformity with the tender requirements/ Tender application	As stipulated in the tender document	As stipulated in the tender document
Invoices/ Payment of goods & services	Invoice, LSO/LPO/Delivery documents	NIL	As specified in the contractual terms
Receiving /Resolving Complaints	Give complaints by telephone, emails, visits, letters, media & Social media	NIL	Receiving Complaints- acknowledge immediately Resolving Complaints- Respond within 7 working days

TFC commits to serving the public professionally, efficiently, effectively and with integrity. For further information, complains or inquiries

Tourism Finance Corporation
P. O. Box 42013 - 00100
Utalii House, Uhuru Highway
Nairobi, Kenya.

Email: md@tourismfinance.go.ke
ISDN: +254-20-3224000
Fax: 254 -20-2227817

OFFICIAL WORKING HOURS

Monday- Friday:
8:00am – 1:00pm
2:00pm – 5:00pm