

# CORPORATE SERVICE CHARTER

“Commitment to courtesy and excellence in service delivery”

## WHO WE ARE

Kenya Wildlife Service is a state corporation established by the Wildlife (Conservation and Management) Act CAP 376 of the laws of Kenya, with the broad mandate to conserve and manage wildlife in Kenya, and to enforce related laws and regulations.

## OUR MISSION

Conserve, manage, and enhance Kenya's wildlife, its habitats, and provide a wide range of public uses in collaboration with our stakeholders for posterity.

## OUR VISION

Save the last great species and places on earth for humanity.

## OUR CORE VALUES

Passion, Professionalism, Innovation and Quality

SERVICE	REQUIREMENTS TO OBTAIN SERVICE	COST	TIMELINE
<b>PARK ENTRY</b>	Citizen- National ID/Passport. Resident-Passport, alien card/work-student permit. Non-resident- Passport.	As per KWS Conservation Fee Tariff Guide	It will take 5 minutes to facilitate your entry into the park provided all requirements have been met.
<b>PROBLEM ANIMAL RESPONSE</b>	Report any incident involving wild animal, regarding destruction of crops, predation of livestock, human injury or death, threat to humans outside wildlife protected areas.	Free	We will respond immediately and take action within 12 hours of reporting.
<b>TRANSPORT SERVICE</b> • Request for use of our buses/aircrafts	Requests for buses/aircrafts must be made one week in advance.	As per location fees structure.	Responses will be made immediately upon enquiry and provision will be subject to availability.
<b>COMPENSATION FOR HUMAN INJURY/DEATH</b>	Duly filled compensation claims form.	Free	When you submit a claim with all the necessary documents, we will process the same within 1 month and forward to the relevant Ministry for approval.
<b>WILDLIFE PERMITTING STANDARDS</b> These include issuance of permits or licenses for: • Cinematography • Certificate of ownership • Export/Re-export/ Import permit • Game licenses.	Applications for relevant permits/licenses.	As per License and permits fees structure.	Provided all the conditions have been met and prescribed fee is paid, the permit will be issued Immediately.
<b>PAYMENT OF CREDITORS</b>	Submission of proof of services/products delivered.	Free	Payment shall be within 30 days Incase of delays, we will explain the cause of delay and agree with you on an appropriate date.

## CUSTOMER FEEDBACK

We undertake to handle customer concerns effectively and efficiently. If you are not satisfied with any of our services, or you would like to pay us a compliment, please register your feedback in writing, via e-mail, telephone or in person using any of our contacts below.

## OUR KEY CONTACTS

### The Director, Kenya Wildlife Service

P. O. Box 40241 – 00100, Nairobi, Kenya

Tel: +254 (020) 6000800

+ 254 (020) 602345

Fax + 254 (020) 607024

ISDN+ 254 (020) 399 1000

+254(020) 399 2000

### Telkom Wireless:

+ 254 (020) 2379407/8/9

+ 254 (020) 2379410/ 1/3/4/5/6

### Mobile Numbers

+ 254 (0) 726 610 508/9

+ 254 (0) 735 663 421

+ 254 (0) 736 663 400

Email: kws@kws.go.ke or

customerservice@kws.go.ke

Emergency Hotline for 24hour service:

0728331981/07365060520770296352



*World Class Parks!*

[www.kws.go.ke](http://www.kws.go.ke)