



REPUBLIC OF KENYA
MACHAKOS COUNTY GOVERNMENT
DEPARTMENT OF TOURISM AND CULTURE SERVICE CHARTER

INTRODUCTION

Machakos County offers an authentic cultural experience with its natural attraction sites and recreation centers. The county boasts on a diverse selection of cultural tourist attractions such as the Fourteen Falls, Ol-Donyo Sabuk National Park, The Magnetic Hill Anti-Gravity Site, The Masinga Dam, Iveti Forest Reserve, the Komarock shrine, Machakos People's park, the 5,000-seater open amphitheater and the Lukenya Hills and many more. The County's hilly terrain and breathtaking scenery is perfect for camping, hiking safaris, ecotourism among other tourist activities. The Miss World beauty pageant has also been hosted in the County with Ms.

Machakos County scooping the Miss World Kenya 2013 title and proceeding to finish 7th position worldwide. Machawood Board is a one of a kind entertainment platform in Kenya, which facilitates the delivery of world class films and events in media, music and the arts. The up-coming studio city is expected to enable the Machawood platform to deliver TV, radio and films for hall screening.

The county has identified tourism and entertainment as a priority sector where investors can partner with us on the following strategic focal areas:

- Development of resort Cities
- Construction of high end and budget hotel
- Investment in Conference Facilities
- Set up of Amusement Parks, Clubs, Casinos, theatres and Specialty restaurants and
- Film Development.

PURPOSE OF THE CHARTER

The purpose of this Service Charter is to communicate Tourism and Culture Department's commitment to provision of quality and efficient service to its customers and stakeholders. It

highlights department's role in positioning Machakos County as an outstanding tourist, cultural and filming destination. It gives insights about our mandate, vision, mission, core values, functions, clients and commitments to service delivery to ensure client's/stakeholders satisfaction.

MANDATE

To promote and preserve Kamba culture and heritage, promote and market Machakos County as the preferred tourists' destination and spearhead talent development through performing of arts.

VISION

To be a leading tourism, cultural and a filming destination brand in East Africa

MISSION

To be the best tourism, cultural and filming destination of choice through promotion of performing arts and preservation of Kamba culture and heritage.

CORE VALUES

The values that guide us in discharging our duties are:

1. Patriotism, Integrity and Professionalism
2. Quality customer service,
3. Competence, discipline and team work
4. Productive partnerships, social responsibility and recognition of employee

CORE FUNCTIONS

1. Promotion, preservation and maintenance of positive and diverse culture for national identity, pride, integration and cohesion,
2. Research, preservation, conservation and management of Kamba's heritage and culture
3. Work in partnership with national, regional and international organizations as well as local authorities in the country to improve Machakos County tourism environment.
4. To monitor the quality and standards of hospitality facilities available to both local and international tourists and advice the investors on how to improve the facilities for various target markets.

5. Identification and safeguarding of Kamba's cultural heritage for the promotion of the creative economy
6. To scout and facilitate development of talent and skills in the entertainment industry locally and beyond.
7. To develop world class infrastructure for the production of quality film, media, music and the arts.
8. Regulate the production, sale, distribution, consumption and outdoor advertising of alcoholic drinks.

OUR CLIENTS

1. Local and international tourists
2. Machakos creatives
3. Employees
4. Tourism industry
5. Media
6. People of Machakos and Kenya at large

COMMITTMENT ON SERVICE DELIVERY

To the employees

No.	SERVICES RENDERED	TIMELINE
1.	Provision of conducive work environment and resources	Continuous
2.	Conducting Staff appraisals	Annually
3.	Enhancing skills through relevant training and development	Continuous
4.	Communicating of policy changes	Immediately
5.	Responding to feedback/Complaints	7 – 14 days

To Machakos County Government

No.	SERVICES RENDERED	TIMELINE
1.	Fulfillment of our core functions	Continuous

To the people of Machakos and Kenya at large

No.	SERVICES RENDERED	TIMELINE
1.	Treating the general public with courtesy and professionally	Continuous
2.	Responding to enquiries through: - Emails Letters Walk in	24hrs 7 days Promptly

To the suppliers

No.	SERVICES RENDERED	TIMELINE
1.	Ensuring compliance with the public procurement and Disposal Act 2005	Continuous
2.	Payment for goods and services	As per the terms of contract

FEEDBACK

Complaints, comments and suggestions

We greatly welcome feedback on our performance to enable us deliver quality service to our customers. To help us serve you better please send your queries to: -

The Ag. Chief Officer,
Department of Tourism and Culture
P.O. BOX 1996-90100
MACHAKOS

Email vmuniafu@machakosgovernment.co.ke

Review of the Charter

The charter will be reviewed every two years or as need arises to keep abreast with new development and to accommodate any lessons learnt.