

# SERVICE CHARTER



**WILDLIFE  
RESEARCH  
& TRAINING  
INSTITUTE**

*Discover Beyond*

*"Our commitment to offer value for money in service delivery"*

## Who are we

**Wildlife Research & Training Institute (WRTI)** is a corporate body in the State Department for Wildlife in the Ministry of Tourism, Wildlife & Heritage. It is established under section 50 of the Wildlife Conservation & Management Act No. 47 of 2013 and operationalized through Gazette Notice No. 4862 of 17th July, 2020. The mandate of WRTI is provided under section 51 of the Act, is to coordinate and undertake wildlife research and training in Kenya.



### Our Vision

"A centre of excellence for coordinated research, innovation and training for effective wildlife conservation and management."



### Our Mission

"To provide accurate scientific data and skilled manpower for sustainable wildlife conservation and management."

## OUR STRATEGIC PILLARS



**Coordination:** Stewardship on wildlife research and on data archiving, retrieval and dissemination.



**Innovation:** Provision of innovative knowledge and skills that offer revolutionary decision-making and capacity enhancement in wildlife conservation and management.



**Partnerships:** Build strong local and international linkages for shared knowledge, equipment and tools for research, training and information sharing.

## Our Core Values

01

### Innovative:

Creative and willing to change or adopt new ways.

02

### Integrity:

Honest and transparent while reporting research findings and training outcomes so as to be trusted by different stakeholders.

03

### Partnerships:

Fostering an inclusive culture where communities, government, and other partners are participating and engaged.

04

### Professionalism:

Foster freedom of academic thought and work towards a just society where diverse views are respected and included.

05

### Stewardship:

Nurturing and fostering environmental sustainability and managing public resources with integrity.

06

### Quality:

Offer value for money in service delivery.

SERVICE	REQUIREMENTS TO OBTAIN SERVICE	COST	TIMELINE
Training Services	Admission as a trainee of WRTI.	As per the approved fee structure.	<ul style="list-style-type: none"> <li>• 18 months for Diploma Courses.</li> <li>• 9 months for Certificate Courses.</li> <li>• Short courses as per stipulated timelines.</li> </ul>
Wildlife Research Services	Signed consultancy contract or letter of grant award.	As per approved project budget.	As per project implementation framework time frame agreed in the contract or letter of award.
Wildlife Research Permitting	Application for research permit as per approved guidelines & Form 1A or Form RPC-2A.	As per approved permit tariffs for different categories.	Minimum of 60 days of processing time upon registration of application and submission of PIC and MAT.
Hospitality Services	Booking & payment in advance/LPO.	As per approved WRTI rates.	Provided all the conditions have been met and prescribed rates paid, response shall be given up to 24 hours/service shall be provided.
Payment of Creditors	Submission of proof of product/service provided.	Free	Payment shall be done within 30 days after submission of requisite documents. In case of delays, we shall explain the cause of delay and agree on an appropriate date.

## CUSTOMER FEEDBACK

We commit to handle customers'/stakeholders' concerns professionally. Where not satisfied or would like to compliment us, please register your feedback via email, telephone or in person using any of our contacts below.

### Our Contacts

**The Director/CEO**  
Wildlife Research & Training Institute  
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### Mobile Numbers

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+254 797900800, +254 731919465  
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### The Commission on Administration of Justice

**"Office of the Ombudsman"**  
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Email: info@ombudsman.go.ke  
Toll Free Number: 0800 221 349

# MKATABA WA HUDUMA KWA MTEJA



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"Ahadi yetu ya kutoa thamani ya fedha katika utoaji wa huduma"

## Sisi ni nani

Taasisi ya Utafiti na Mafunzo ya Wanyamapori (WRTI) ni shirika la ushirika katika Idara ya Serikali ya Wanyamapori katika Wizara ya Utalii, Wanyamapori na Urithi. Imeanzishwa chini ya kifungu cha 50 cha Sheria ya Uhifadhi na Usimamizi wa Wanyamapori Na. 47 ya 2013 na kutekelezwa kupitia Tangazo la Gazeti namba 4862 la tarehe 17 Julai, 2020. Mamlaka ya WRTI yametolewa chini ya kifungu cha 51 cha Sheria hiyo, ni kuratibu na kutekeleza utafiti na mafunzo ya wanyamapori nchini Kenya.



### Maono Yetu

"Kituo cha ubora wa utafiti ulioratibiwa, uvumbuzi na mafunzo kwa uhifadhi na usimamizi wa wanyamapori."



### Dhamira Yetu

"Kutoa takwimu sahihi za kisayansi na wafanyakazi wenye ujuzi kwa ajili ya uhifadhi na usimamizi endelevu wa wanyamapori."

## NGUZO ZETU ZA KIMKAKATI



**Uratibu:** Uwakili wa utafiti wa wanyamapori na uhifadhi wa data, urejeshaji na usambazaji.



**Uvumbuzi:** Utoaji wa maarifa na ujuzi wa kibunifu unaotoa maamuzi ya kimapinduzi, na uimarishaji wa uwezo katika uhifadhi na usimamizi wa wanyamapori.



**Ushirikiano:** Kujenga uhusiano thabiti wa ndani na kimataifa kwa maarifa ya pamoja, vifaa na zana za utafiti, mafunzo na upashanaji habari.



Maadili Yetu Ya Msingi

01

#### Ubunifu:

Ubunifu na tayari kubadilisha au kupitisha njia mpya.

04

#### Taaluma:

Kukuza uhuru wa mawazo ya kitaaluma na kufanya kazi kuelekea jamii yenye haki ambapo maoni mbalimbali yanaheshimiwa na kujumuishwa.

02

#### Uadilifu:

Uaminifu na uwazi wakati wa kuripoti matokeo ya utafiti na matokeo ya mafunzo ili kuaminiwa na wadau mbalimbali.

05

#### Uwakili:

Kulea na kukuza uendelevu wa mazingira na kusimamia rasilimali za umma kwa uadilifu.

03

#### Ushirikiano:

Kukuza utamaduni jumuishi ambapo jamii, serikali, na washirika wengine wanashiriki na kushirikishwa.

06

#### Ubora:

Toa thamani ya pesa katika utoaji wa huduma.

### HUDUMA

### MAHITAJI YA PATA HUDUMA

### GHARAMA

### RATIBA YA WAKATI

Huduma ya Mafunzo

Kuandikisha kama mkufunzi wa WRTI.

Kulingana na muundo wa ada iliyoidhinishwa.

- Miezi 18 kwa kozi za Diploma.
- Miezi 9 kwa kozi za Cheti.
- Kozi fupi kulingana na muda uliowekwa.

Huduma za Utafiti wa Wanyamapori

Mkataba wa ushauri uliosainiwa au barua ya tuzo ya rukuzu.

Kulingana na bajeti ya mradi uliodhinishwa.

Kwa mujibu wa utekelezaji wa mradi uliokubaliwa katika mkataba au barua ya tuzo.

Ruhusa ya Utafiti wa Wanyamapori

Ombi la kibali cha utafiti kulingana na mwongozo ulioidhinishwa & Fomu 1A au Fomu RPC-2A.

Kwa mujibu wa ushuru wa kibali ulioidhinishwa kwa makundi mbalimbali.

Kima cha chini cha siku 60 za muda wa usindikaji baada ya usajili wa maombi na uwasilishaji wa PIC and MAT.

Huduma za Ukarimu

Kuhifadhi na malipo mapema au agizo la ununuzi wa ndani (LPO).

Kulingana na viwango vya WRTI vilivyoidhinishwa.

Mradi masharti yote yametimizwa na viwango vilivyowekwa vimelipwa, majibu yatatolewa hadi saa 24 au huduma itatolewa.

Malipo ya Wadai

Uwasilisaji wa uthibitisho wa bidhaa au huduma iliyotolewa.

Bure

Malipo yatafanyika ndani ya siku 30 baada ya kuwasilisha hati zinazohitajika. Katika kesi ya ucheleweshaji, tutaelezea sababu ya kuchelewa na kukubaliana pamoja kwa tarehe inyofoa.

## MAONI YA MTEJA

Tunajitolea kushughulikia matatizo ya wateja na washikadau kitaalamu. Ambapo hujaridhika au ungependa kutupongeza, tafadhali sajili maoni yako kupitia barua pepe, simu au ana kwa ana kutumia anwani zetu zozote hapa chini.

### Mawasiliano yetu

#### Mkurugenzi

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### Namba za Simu

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Barua pepe: wrti@wrti.go.ke

### Tume ya Usimamizi wa Haki

#### "Ofisi ya Ombudsman"

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