

SERVICE CHARTER

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



**WILDLIFE
RESEARCH
& TRAINING
INSTITUTE**

Discover Beyond

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."

SERVICE RENDERED	REQUIREMENTS TO OBTAIN SERVICE	COST	TIMELINE
TRAINING SERVICES			
Student admission	Approved programme requirements	As per approved application fees	21 Working days after close of applications
Teaching/training	Course registration class attendance	As per approved fees structure	18 Months for diploma courses 9 Months for certificate courses Short courses; as per stipulated time frames
Graduation	Completion of programme and passing exams Filled graduation form Completion of clearance	As per approved graduation fee	21 Days after graduation notice
HOSPITALITY SERVICES			
Conferencing	Booking through email Confirmed dates and number of persons Local purchase order	As per approved rates	Immediately
Accommodation	Booking through email/phone calls/walk-ins	As per approved rates	Immediately
Cafeteria services	Payment	As per approved food prices	Immediately
Outdoor activities (camping, hiking, game viewing, team-building, bush breakfast/dinner, grounds for hire, swimming, skating, picnic)	Entry fees	As per the activity approved rates	Immediately
Museum visit	Entry fees	As per approved rates	Immediately
WILDLIFE RESEARCH SERVICES			
Wildlife research permits	Online application for research permits as per approved guidelines	As per approved permit tariffs for different categories.	90 Days but in case of delays, reasons there of will be explained to the applicant and new timelines agreed.
Consultancy services	Signed consultancy contracts or letter of grant award	As per approved budgets	As per project implementation timeframe as agreed in the contracts or letter of grant award
Wildlife data sharing protocol	Request letter/email Proposal/reason for request Letter from the institution for students and partners	Free	14 Days
SUPPLY CHAIN SERVICES			
Pre-qualification of suppliers	As per approved requirements	Free	30 Days
Processing and awarding of tenders	As per approved evaluation criteria	Free	30 Days
Disposal of assets	As per approved asset register and PPADA	As per PPADA	30 Days
PAYMENT OF CREDITORS			
Payment of suppliers and service providers	Contract document Bank details and contacts Purchase requisition Evaluation report Goods received note (GRN) LPO copy Inspection and acceptance certificate invoice	Free	Within 30 days and in case of delays, cause of delay will be explained and appropriate timelines will be agreed with the supplier.



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.

Our Contacts

The Director/CEO
Wildlife Research & Training Institute
P.O Box 842 – 20117, Naivasha
Email: director@wrti.go.ke

Mobile Numbers

+254 700000321
+254 792280000
+254 731919465
Email: wrti@wrti.go.ke

The Commission on Administration of Justice

"Office of the Ombudsman"
P.O Box 20414 – 00200, Nairobi
Tel: +254 (20) 270000/2303000
/2603765/2441211
Email: info@ombudsman.go.ke
Toll Free Number: 0800 221 349