



TOURISM DEPARTMENT

**ACCESS TO INFORMATION 2018
ANNUAL REPORT FOR THE YEAR 2025
PUBLISHED AND SUBMITTED ON
(27th March 2026)**

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INTRODUCTION

The Tourism Department was established in January 2013 under the leadership of a Principal Secretary, with the primary responsibility of providing policy direction for the tourism sector. In January 2014, the Department was restructured to expand its mandate to include regulatory oversight and development planning, strengthening its role in guiding the sustainable growth of the industry.

A further restructuring took place in June 2021, marking another important phase in the Department's evolution. This change brought the marketing function, previously managed by the Seychelles Tourism Board, under the Department's remit, creating a more integrated framework for tourism policy, planning, regulation, development, and destination marketing. Since this restructuring, the Department has been headed by Principal Secretary Mrs Sherin Francis.

The Information Officer for the Tourism Department is Jenifer Sinon, who has served in this role since 2021 following the Department's reorganisation.

MISSION AND VISION OR MANDATE OF THE ORGANISATION

VISION

Be a higher performing and inclusive Tourism Sector with greater inter-sectorial linkages.

MISSION

Provide one of the main engines of domestic wealth creation.

MANDATE


The mandate of the Department is providing strategic policy direction and leadership in the development and management of tourism as a major socio-economic activity, generating foreign exchange and local employment and spreading the benefits to a wider segment of the local population. In this regard, the Department plays the oversight role of coordinating and overseeing policy formulation; product planning, diversification, and development; standards monitoring; destination and tourism marketing; planning and improving the alignment between HR supply and demand; and enhancing competitiveness of and investment into the tourism sector.

ANNUAL REPORT REQUIREMENTS (AS PER SECTION 54 OF THE ACCESS TO INFORMATION ACT)

SR No	ATI ACT REQUIREMENTS	No
	The total number of ATI requests for access received;	0
	TYPE OF INFORMATION	
	The number of requests for personal information	0
	The number of requests for public domain information	0
	The number of requests for third party information	0
	The number of requests for commercial and confidential Information	0
	The number of requests for law enforcement information	0
	The number of requests for privileged documents	0
	The number of requests for protection of life and safety of an individual information	0
	The number of requests for National Security and defence	0
	The number of requests for international relations	0
	The number of requests for Economic interest of the state	0
	The number of requests for Academic or professional examination and recruitment process information	0
	The number of requests for proposal submitted to Cabinet	0
	The number of requests for access granted in full;	0
	The number of requests for access refuse in full;	0
	The number of requests for access refuse in part;	0
	The number of times each provision of Part III (EXEMPTIONS) was relied on to refuse access in full;	0
	The number of times each provision of Part III (EXEMPTIONS) was relied on to refuse access in part;	0
	The number of cases in which the periods stipulated in section 11 were extended in terms of section 12;	0
	The number of review applications lodged with the head of the information holder;	0
	The number of reviews lodged on the ground that a request for access was regarded as having been refused in terms of section 14;	0
	The number of cases in which, as a result of a review, access was given to information;	0
	The number of requests transferred to another Public Body	0
	The number of requests abandoned after request	0
	The number of requests but no records exist	0

*Where is not applicable insert "0" or "N/A"

<p>I.</p>	<p>A description of the steps or efforts taken by the head of the body to encourage all officers of that body to comply with the provisions of this Act;</p> <p>The Tourism Department actively promotes a culture of transparency, openness, and responsiveness across the organisation, in line with the requirements and spirit of the Access to Information Act. All officers are encouraged to recognise that facilitating access to information is a shared responsibility and not solely the function of the Information Officer. Within the scope of their respective roles and responsibilities, employees are expected to assist customers, stakeholders, partners, and members of the public by responding to requests for information in a timely, professional, and helpful manner.</p> <p>Where an officer is not in a position to provide the requested information directly, he or she is expected to promptly refer the matter to the appropriate person, unit, or section for follow-up. In practice, this helps to ensure that requests are handled efficiently and that access to information is not unnecessarily delayed. The Department also recognises that not all requests need to be channelled through the Information Officer, particularly where the information sought is already publicly available or can be provided directly by the relevant section.</p> <p>To support compliance with the Act, the Department places strong emphasis on proactive disclosure of information through its official communication channels. These include its website and social media platforms, such as Facebook, Instagram, and LinkedIn, which are regularly used to share timely updates on the Department's activities, initiatives, programmes, campaigns, and achievements. Continued efforts are also being made to further strengthen and improve the Department's corporate website so that it can serve as an even more effective platform for public access to information and better support the Department in meeting its obligations under the Act. We acknowledge that improvements in this area were planned for implementation in 2025 but did not materialise as anticipated.</p> <p>In addition, the Department has established and maintained strong working relationships with local media houses and press organisations. These partnerships have contributed to broad public visibility and consistent media coverage of the Department's work, ensuring that information reaches a wide audience through multiple channels. Overall, the Department remains committed to being open and accessible in its communication, and to fostering an institutional approach in which information-sharing is embedded across all levels of the organisation. This collective approach supports a high level of compliance with the Access to Information Act and reflects the Department's ongoing commitment to transparency, accountability, and public service.</p>
<p>II.</p>	<p>Any facts which indicate an effort by the body to administer and implement the spirit and intention of the Act according to its submitted plan.</p> <p>The Department maintains an open and proactive relationship with both local and international media, which plays an important role in supporting its compliance with the Access to Information Act. Through regular engagement with the media, the Department</p>

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	<p>is able to disseminate information widely, promote public awareness of its work, and ensure that key developments, programmes, and priorities are communicated in a timely and accessible manner.</p> <p>This is achieved through a combination of press releases, media interviews, press conferences, and media briefings, all of which contribute to strengthening transparency and facilitating the flow of information to the public. These efforts reflect the Department's broader commitment to openness and demonstrate that access to information is embedded in its day-to-day communication practices, rather than being limited to the processing of formal requests alone.</p> <p>In 2025, the Department undertook 23 media engagements, including press conferences and media briefings, conducted 28 interviews, and issued 75 press releases. These figures illustrate the Department's sustained efforts to keep the public, stakeholders, and partners informed on matters relating to its activities and areas of responsibility.</p> <p>The Department also maintained a strong and active presence across its social media platforms as part of its proactive information-sharing approach. During the year, it published 146 posts and 337 stories on Facebook, 164 posts and 337 stories on Instagram. These efforts generated a total audience reach of 460,000 on Facebook, 61,400 on Instagram, and 10,000 on LinkedIn. This demonstrates the Department's continued commitment to using multiple communication channels to broaden access to information, reach diverse audiences, and strengthen public engagement.</p> <p>Taken together, these efforts reflect the level of commitment of the Department to the principles of the Access to Information Act by promoting timely disclosure, improving accessibility of information, and fostering a culture of transparency.</p>
<p>III.</p>	<p>Particulars of any penalties imposed against any person under this Act; No <i>(If yes, list down)</i></p>
<p>IV.</p>	<p>Particulars of any disciplinary action taken against any person under this Act; No <i>(If yes, list down)</i></p>

THE CATEGORIES OF INFORMATION (AS PER SECTION 55 OF THE ACCESS TO INFORMATION ACT)

Example of categories of Information as per Section 5 (1) and (2) of ATIA

	LIST OF CATEGORIES	LOCATION OF THE INFORMATION
1	manuals, policies, procedures or rules or similar instruments which have been prepared for, or are used by, officers of the body in discharging that body's functions, exercising powers and handling complaints, making decisions or recommendations or providing advice to persons outside the body with respect to rights, privileges or benefits, or to obligations, penalties or other consequences, to or for which persons may be entitled or liable.	Corporate website www.tourism.gov.sc
	the name, designations, and other particulars of the Information Officer of the public body, including his or her contact details and electronic addresses where persons may submit requests for information.	Corporate website www.tourism.gov.sc
	any prescribed forms, procedures, processes, and rules for engagement by members of the public with the public body	Corporate website www.tourism.gov.sc
	the particulars of any arrangement, statutory or otherwise, that exists for consultation with, or representation by, members of the public in relation to the formulation or implementation of its policies, or similar documents.	
	where meetings of the public body, including its boards, councils, committees, or similar other bodies are open to members of the public, the process for direct or indirect engagement and where a meeting is not open to the public, the contents of submissions received, the process for decision making and decisions reached.	
	detailed information on the design and execution of any subsidy programmes implemented with public funds, including the amounts allocated and expended, the criteria for accessing the subsidy, and the beneficiaries.	Corporate website www.tourism.gov.sc

all contracts, licenses, permits, authorizations, and public-private partnerships granted by the public body.	Upon request
reports containing the results of surveys, studies, or tests, including scientific or technical reports and environmental impact assessment reports, prepared by the public body;	Corporate website www.tourism.gov.sc
The particulars of its organizations, functions, and duties;	Corporate website www.tourism.gov.sc
Information containing interpretations or particulars of acts or policies administered by the body.	Corporate website www.tourism.gov.sc
Details of its processes and procedures for creating, keeping, organizing, and maintaining information.	
A list of all the categories of information held by it or under its control.	
A directory of its employees including their powers, duties, and titles, indicating the permanent staff, the temporary staff and the outsourced staff, recruitment procedures and vacancies.	Upon request
The salary band for each public employee and officer, including the system of compensation as provided in its laws, and the procedures followed in its decision-making process, including channels of supervision and accountability.	Upon request
A description of the composition, functions, and appointment procedures of the boards, councils, committees, and other bodies consisting of two or more persons, constituted for the purpose of advice to or managing the public body.	Corporate website www.tourism.gov.sc
Detailed travel and hospitality expenses for each employee and officer, and gifts, hospitality, sponsorships, or any other benefits received by each employee and officer.	Upon request
The detailed actual budget, revenue, expenditure, and indebtedness for the current financial year, including all related estimates, plans, projections, and reports, including audit reports.	

	The annual report submitted to the information commission under section 54 of this act.	Upon request.
	Any other relevant information	

CHALLENGES

Particulars of any difficulties encountered in the implementation of this Act in terms of the operation of the body, including issues of staffing and cost. This also should include the challenges you encounter as an Information Officer.

One of the main difficulties encountered in the implementation of the Access to Information Act is in the area of proactive disclosure. While the Tourism Department remains committed to transparency and to making information readily accessible to the public, ensuring that information is consistently published, regularly updated, and easily accessible across all platforms remains an ongoing challenge. In this regard, the Department continues to explore practical ways to strengthen compliance, including through the revamping of its corporate website, which is expected to improve the availability, organisation, and accessibility of information in line with the requirements of the Act.

Another challenge relates to coordination across sections, as information is often held by different units within the Department. This can make it time-consuming to compile, verify, and clear information for release, particularly where multiple inputs are required. Ensuring that information is shared in a timely, accurate, and well-coordinated manner therefore remains an important operational consideration in the Department's implementation of the Act.

The Department must also balance its commitment to openness with the need to ensure that information released is accurate, complete, and suitable for disclosure under the Act, especially where sensitive or third-party information may be involved. This requires careful review before information is published or shared.

In addition, capacity and time constraints may affect the extent to which proactive disclosure can be expanded, as implementation of the Act is undertaken alongside other operational and communication responsibilities. Challenges may also arise where requests relate to older records or information that is not yet readily available in digital format, as this can require additional time to retrieve, review, and prepare for disclosure.

At times, requests are also made for information that is already publicly available, highlighting the need to further improve the visibility, navigation, and user accessibility of existing information channels, particularly through the Department's website and other digital platforms.

Notwithstanding these challenges, the Department remains committed to continuous improvement and to strengthening its internal systems and processes in order to enhance compliance with the Access to Information Act.

RECOMMENDATIONS

Recommendations for reform, or amendment of this Act, other legislation, or practice relevant to the optimal realisation of the objectives of this Act.

1) DECLARATION

I declare that in accordance to Section 54 of the Access to Information Act 2018, the Annual Report is to the best of my knowledge, true, accurate and complete as per the requirements.

Jenifer Sinon

Name of Information Officer



Signature



Date

I confirm that this Annual Report is verified and true, accurate and complete to my knowledge as the Head of Information Holder of the Tourism Department on the date stated below.

Sherin Francis

Name of Head of Information Holder



Signature

Dated this 30 of MARCH, 2026

