



# KENYA UTALII COLLEGE

Gateway to international careers in hospitality and tourism

## CITIZENS' SERVICE DELIVERY CHARTER

S/ No	Service / Good	Requirements to obtain Service/Good	Cost of Service/ Good KSHS (if any)	Timeline
1	Response to enquiries	Access to College communication channels 1.College reception (Face to Face) 2. Telephone calls 3. Emails 4. Social Media platforms	Free	Immediately – 2days
2	1. Acknowledge/ Respond	Receipt of complaints	Free	Within 24 hours
	2. Resolution of complaint	Necessary evidence	Free	Within 21 days
3	Training -Fulltime programmes -Part-time Short courses	Attained minimum requirements as per advertised programmes/ courses	Application fee Kshs 1,000	Response to qualified applicants within one (1) month
		Full payment of tuition fees before course commencement	Tuition fees from Kshs 155,000 per annum.	As per programme
4	Graduation Ceremony	Course completion	Payment of prescribed graduation fee	Approved date
5	In-service Training	Applications from employees of hotel/tourism establishments with relevant course requirements (through employer where applicable)	Rates range from Kshs 14,000 (Where applicable)	As per programme
6	Authentication of College Certificates	Written request/Letter to email address: examinations@utalii.ac.ke	Kshs. 500/- per copy	Within three (3) days
7	Research and Consultancy Services on issues affecting the hospitality and tourism industry.	Clients' requests/ proposals for provision of research and consultancy services  Payment of applicable fees before commencement	Depends on client's requirements	As per the contract
8	Utalii Hotel	Accommodation Services	Charges from Kshs 6,500 per person (BB)	As per the customer request
		Conference Services	Conference package from Kshs 3,500per person (full day)	As per the customer request
		Outside Catering Services Enquiries and bookings	Charges range from Kshs 2,500per person	Quotation given within one day of enquiry.
9	Recruitment	Advertised vacancies, application letter and interviews	Free	Within 90 days as per policy guidelines.
10	Procurement of goods and services	Adherence to Tender process/ Procurement and Disposal Act	As per tender requirements	As stipulated in the Tender Advertisement/ contract
11	Payment for goods and services	Duly signed invoices and supporting documents	Free	As per the terms of the contract

### **WE ARE COMMITTED TO COURTESY AND EXCELLENCE IN SERVICE DELIVERY**

Any service/good rendered that does not conform to the above standards or any officer who does not live up to commitment to courtesy and excellence in service delivery should be reported: -

The Principal & CEO  
Kenya Utalii College  
P.O Box 31052-00600, **Nairobi**  
Mobile: 0722 205891/2, 0733 410005  
Email: [info@utalii.ac.ke](mailto:info@utalii.ac.ke), [principal@utalii.ac.ke](mailto:principal@utalii.ac.ke), [quality@utalii.ac.ke](mailto:quality@utalii.ac.ke)

The Commission Secretary/ Chief Executive Officer,  
Commission on Administration Justice, 2<sup>nd</sup> Floor,  
West End Towers, Waiyaki Way, **Nairobi**  
P.O Box 204141-00200, Nairobi  
Tel: +254 (0) 20 2270000/2303000  
Email: [complain@ombudsman.go.ke](mailto:complain@ombudsman.go.ke)

## ***HUDUMA BORA NI HAKI YAKO***



**ISO 9001:2015 Certified**

