



REPUBLIC OF KENYA



Kenya Utalii College

Gateway to international careers in hospitality and tourism

CITIZENS' SERVICE DELIVERY CHARTER

	SERVICE/GOOD	REQUIREMENTS TO OBTAIN SERVICE/GOOD	COST OF SERVICE/GOODKSHS (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 Immediately 24 hours 24 hours
2	Complaints Management			
	1. Acknowledge/ Respond	Receipt of complaints	Free	Within 24 hours
	2. Resolution of complaint	Necessary evidence	Free	Within 21 days
3	Training			
	-Fulltime programmes -Parttime Short courses	Attained minimum requirements as per advertised programmes/ courses	Application fee Kshs 1,000	Response to qualified applicants within one (1) month
4	Graduation Ceremony	Course completion	Tuition fees from Kshs 155,000 per annum.	As per programme
	Issuance of Certificates	Graduation	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)	Free	Two (2) weeks after graduation
6	Authentication of College Certificates	Written request/Letter to email address: examinations@utalii.ac.ke	Rates range from Kshs 14,000 (where applicable)	As per programme
7	Research and Consultancy Services on issues affecting the hospitality and tourism industry.	Clients requests/ proposals for provision of research and consultancy services	From Kshs. 500/- per copy	Within three (3) days
8	Utalii Hotel	As per the contract terms	Depends on client's requirements	As per the contract
		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	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 CEO
Kenya Utalii College
P.O Box 31052-00600, Nairobi
Mobile: 0722 205891/2, 0733 410005
Email: info@utalii.ac.ke, ceo@utalii.ac.ke, quality@utalii.ac.ke

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

Huduma Bora Ni Haki Yako