



REPUBLIC OF KENYA



The Kenyatta International Convention Centre
Africa's Premier Meeting Venue

CITIZENS' SERVICE DELIVERY CHARTER

NO.	SERVICES	CLIENT REQUIREMENT	COST OF SERVICE (IF ANY) IN KSHS.		TIMELINE
1.	Verbal response to enquiry.	Enquiry	Free	-	10 minutes
2.	Written response to enquiry or communication.	Enquiry	Free	-	5 working days
		Email on enquiry or communication.	Free	-	3 working days
3.	Conference space. (Price per Day)	Request for Quotation.	Tsavo Ballroom	362,877	5 working days
			Tsavo A	274,340	
			Tsavo B	211,990	
			Amphitheatre	211,990	
			Amphi-Foyer	56,115	
			Aberdare Hall	104,800	
			Lenana Hall	104,800	
			Taifa Room	43,645	
			Shimba Hills	74,820	
			VIP Lounge	118,465	
			VIP Annex 1	80,000	
			VIP Annex 2	100,000	
			Outdoor Green Room Caucus 109/110	80,000	
			Courtyard	143,405	
			Upper COMESA	143,405	
			Lower COMESA	143,405	
4.	Exhibition space. (Price per Day)	Request for Quotation.	Tsavo Ballroom	561,150	5 working days
			Aberdare Hall	236,930	
			Lenana Hall	236,930	
			Courtyard	249,400	
			Lawns	249,400	
			Upper COMESA	249,400	
			Lower COMESA	249,400	
			5.	Leasing of office space.	
6.	Parking	Drive in and pay.	Per car per day	500	5 working days
		Request for parking space.	Price per car per month:		5 working days
			Harambee	20,880	
			City Hall	20,880	
COMESA	13,920				
7.	View tower	Request for reservation.	East Africa Pupils	50	Immediate
			East Africa Students	100	
			East African Citizens	200	
			Residents	300	
			Non-residents	500	
			Non-resident (Children under 12 years)	200	
		OR Walk in and pay	Non-resident students	300	5 working days for helicopter landing.
			Photo shoot (First 10 adults)	7,500	
			Extra Adult	100	
			Video shoot - Price per shoot	20,000	
			Helicopter landing	50,000	

WE ARE COMMITTED TO COURTESY AND EXCELLENCE IN SERVICE DELIVERY.

Any service 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 to:

The Chief Executive Officer,
Kenyatta International Convention Centre (KICC), 4th Floor,
Harambee Avenue,
P.O. Box 30746-00100, Nairobi.
Tel: +254 0202247277
Email: info@kicc.co.ke

The Commission Secretary/Chief Executive Officer,
Commission on Administrative Justice, 2nd Floor,
West End Towers, Waiyaki Way, Nairobi.
P.O. Box 20414-00200 Nairobi
Tel: +254 (0)20 2270000/2303000
Email: complain@ombudsman.go.ke