

## REPUBLIC OF KENYA

## THE NATIONAL TREASURY AND ECONOMIC PLANNING CITIZENS' SERVICE DELIVERY CHARTER **CITIZENS' MONITORING TOOL**

## **Monitoring Checklist**

1. Displa	ayed in each service point		No							
2. Avail	Available on both websites Yes				No 🗌					
3. Displa	ay in English	Yes		No						
4. Displa	ay in Kiswahili	Yes		No						
5. Avail	able in Braille	Yes		No 🗌						
6. Provi	sion for Sign Language Me	Yes		No 📗						
7. Avail		No 🗌								
8. Size of Display:										
9. Sensitization of Staff:										
Date:	Number Sensitized	ber Sensitized Method of Sensitizatio			ans of ification (Memos, putes, Reports)					

10. Number of customer requests, number of customers served, feedback and service turn-around time per channel:

Description	Channels								
	Pension	AGPO	IFMIS	Supply	Human	Economic	Resource	Online	Mobile
				Chain	Resource	Planning	Centers	Channels	Channels
					Services	Services			
No. of									
Customer									
Requests									
No. of									
Customers									
Served									
Average Turn-									
Around Time									
per Service									
No. of									
Customer									
Feedbacks									
Complaints									
Resolved									