



REPUBLIC OF KENYA

THE NATIONAL TREASURY AND ECONOMIC PLANNING

CITIZENS' SERVICE DELIVERY CHARTER
CITIZENS' MONITORING TOOL

Monitoring Checklist

1. Displayed in each service point Yes ☐ No ☐
2. Available on both websites Yes ☐ No ☐
3. Display in English Yes ☐ No ☐
4. Display in Kiswahili Yes ☐ No ☐
5. Available in Braille Yes ☐ No ☐
6. Provision for Sign Language Mechanism Yes ☐ No ☐
7. Available in Audio Yes ☐ No ☐
8. Size of Display:.....
9. Sensitization of Staff:.....

Date:	Number Sensitized	Method of Sensitization	Means of Verification (<i>Memos, Minutes, Reports</i>)

