



REPUBLIC OF KENYA

THE NATIONAL TREASURY AND ECONOMIC PLANNING

CITIZENS' SERVICE DELIVERY CHARTER

CITIZENS' FEEDBACK TOOL

Dear Esteemed Customer, The National Treasury and Economic Planning would be grateful if you would spare some minutes to complete this customer feedback form to ensure that our service delivery meets/exceeds our customer expectations.

Time In :.....

Time Out.....

Date/...../.....

- a) What service did you seek at the National Treasury and Economic Planning?
Tick (✓) the service and rate our responsiveness in dealing with your enquiry as guided the key below
(5 = Excellent, 4 = Very Good, 3 = Good, 2 = Fair, 1 = Poor)

No.	Service	(✓)	5	4	3	2	1
1.	Response to phone calls						
2.	Response to enquiry by Walk-in clients						
3.	Response to correspondence (<i>written correspondences</i>)						
4.	Response to public complaints and grievances						
5.	Resolution of complaint(s)						
6.	Registration of Suppliers						
7.	Processing of tenders						
8.	Notification of intention to award						
9.	Payment for goods, works and services received						
10.	Disposal of obsolete, unservicable, and surplus stores						
11.	Public participation fora						
12.	Recruitment of staff						
13.	Processing of request for information						
14.	Processing and payment of retirement benefits						
15.	Provision of IFMIS Numbers to suppliers						
16.	Access to development plans, policies, regulations and guidelines.						
17.	Access to Annual Progress Reports (APR) for the implementation of: Medium-Term Plans (MTPs) of the Kenya Vision 2030 and Public Expenditure Reports (PERs)						
18.	Preparation, submission and presentation of Budget Estimates to Parliament.						
19.	Preparation, submission and presentation of budget statement and other budget documents, which include Finance Bill,						

No.	Service	(√)	5	4	3	2	1
	Budget Resource Outlook Paper (BROP), Budget Policy Statement (BPS), Estimates of Revenue, Grants and Loans and Medium-Term Debt Strategy (MTDS) to Parliament						
20.	Processing of Tax exemption for official Aid Funded Projects (OAFPs) Applications						
21.	Online processing of Duty Remission Scheme Applications						
22.	Approval of projects and programmes before budgeting and implementation						
23.	Provision of Technical support and capacity building to Ministries, Departments, Agencies and Counties (MDACs).						
24.	Registration of disadvantaged groups and enterprises under the Access to Government Procurement Opportunities (AGPO) programme.						

b) How would you rate our professionalism?

Excellent ☐ Very Good ☐ Good ☐ Fair ☐ Poor ☐

c) How would you rate your overall satisfaction with our services?

Satisfied ☐ Moderately Satisfied ☐ Not Satisfied ☐

d) Were you charged for the service? YES/ NO. (if yes, how much were you charged for the service?

(Please specify) in KSh.....

e) Please feel free to provide any comment or suggestions that would help improve our quality of customer service in the space below:
