

ANNEX 1: REVISED TNT&EP SERVICE DELIVERY CHARTER



REPUBLIC OF KENYA

THE NATIONAL TREASURY AND ECONOMIC PLANNING

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| <p>Vision: <i>Socio-economic transformation for well-being of all Kenyans</i></p> | <p>Mission: <i>To provide leadership in economic management; public financial management; and national development planning for national well-being through formulation, implementation and monitoring of economic, financial and national development policies</i></p> |
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Citizens' Service Delivery Charter

| No | Service | Requirements to obtain the service | Cost of service | Timeline |
|----|---|---|-----------------|--------------|
| 1 | Response to verbal enquiries (Reception desk) | Specify the enquiry | Free | Five Minutes |
| | Response to phone calls (Landline or any other official line) | None | Free | Three Rings |
| | Response to written correspondence | Email | Free | One Day |
| | | Social Media (Twitter, Facebook and YouTube) | Free | One Day |
| | | Letter | Free | Seven Days |
| 2 | Resolution of complaint(s) and feedback | Specific details and disclosure of identity where necessary | Free | Seven Days |
| 3 | Processing and payment of retirement benefits | <ul style="list-style-type: none"> ▪ Appointment, confirmation and retirement letters; ▪ Certified copy of ID; ▪ Bank details form and copy of bank plate; ▪ Income tax clearance; ▪ Death certificate where applicable; | Free | 90 Days |

| No | Service | Requirements to obtain the service | Cost of service | Timeline |
|----|--|---|-----------------|---|
| 4 | Provision of IFMIS Numbers to suppliers | <ul style="list-style-type: none"> Supplier to register in the IFMIS Supplier Portal | Free | One Day |
| 5 | Allocation of IFMIS System access rights to MDACs | <ul style="list-style-type: none"> Official letter from accounting officers | Free | 3 Days |
| 6 | Processing of payments to suppliers | <ul style="list-style-type: none"> Invoice, Purchase Orders, Delivery documents; Valid KRA Pin certificate and VAT/Tax compliance certificates; Any other document that may be required; | Free | 90 Days |
| 6 | Preparation, reviewing and dissemination of National Development Plans | <ul style="list-style-type: none"> Public Participation | Free | Continuous |
| 7 | Tracking implementation of the Medium-Term Plans (MTPs) of the Kenya Vision 2030 and National Budget through preparation of Progress Reports and Public Expenditure Reports (PERs) | <ul style="list-style-type: none"> Public Participation | Free | Annually |
| 8 | Preparation, submission and presentation of Budget Estimates. | <ul style="list-style-type: none"> Public Participation | Free | By 30 th April every Financial year |
| 9 | Preparation, submission and presentation of other budget documents to the National Assembly | <ul style="list-style-type: none"> Public Participation | Free | By the last Thursday before 19 th June of every Financial Year |
| 10 | Approval of projects and programmes before budgeting and implementation | <ul style="list-style-type: none"> Submission of Project Concept Paper/Project Proposal(s); Submission of a Feasibility Study; Cabinet approval where applicable | Free | Continuous |

| No | Service | Requirements to obtain the service | Cost of service | Timeline |
|----|---|---|-----------------|------------|
| 11 | Provision of Technical support and capacity building to Ministries, Departments, Agencies and Counties (MDACs). | <ul style="list-style-type: none"> ▪ Formal Request for the service | Free | Continuous |
| 12 | Registration of disadvantaged groups and enterprises under the Access to Government Procurement Opportunities (AGPO) programme. | <ul style="list-style-type: none"> ▪ Online application at https://www.agpo.go.ke or a visit to Huduma Centre AGPO desk | Free | One day |

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 to:

| | |
|---|--|
| <p>Cabinet Secretary The National Treasury and Economic Planning, 14th Floor, Treasury Building, Harambee Avenue, Nairobi P.O Box 30007-00100, Nairobi. Tel: +254 02-2252299 Fax: +254 02-2252299 Email: cabinetsecretary@treasury.go.ke</p> | <p>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: +254 020 2270000/2303000 Email: complain@ombudsman.go.ke</p> |
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EXCELLENT SERVICE IS YOUR RIGHT

ANNEX 2: FEEDBACK TOOL



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 time to complete this customer feedback form to ensure that our service delivery meets your expectations. **(Tick/Write as appropriate)**

Time In :..... **Time Out**..... **Date**/...../.....

*Age Range: below18 19-35 36-60 Above 60 *PwD Gender:.....

a) What service did you seek at the National Treasury and Economic Planning?

.....
.....
.....

b) Were your expectations met? YES NO

c) Based on the services received, are there areas of improvement?

.....
.....
.....

**d) Were you charged for any service? YES NO If YES, Please state the amount (KSh.)
Explain**

.....
.....
.....

e) Have you lodged a complaint with the National Treasury and Economic Planning before?

YES NO

f) Was your complaints resolved? Please explain

g) Please rate our service on the following parameters

| Parameters | Excellent | Very Good | Satisfactory | Poor | Very Poor | Comment |
|-----------------|-----------|-----------|--------------|------|-----------|---------|
| Customer focus | | | | | | |
| Timeliness | | | | | | |
| Professionalism | | | | | | |
| Courtesy | | | | | | |
| Transparency | | | | | | |
| Integrity | | | | | | |
| Accessibility | | | | | | |

h) What is your overall satisfaction with our services?

Excellent Very Good Good Poor Very Poor

i) Please suggest any further comment on improvement of the quality of our services.

ANNEX 3: MONITORING CHECKLIST



REPUBLIC OF KENYA

THE NATIONAL TREASURY AND ECONOMIC PLANNING

Monitoring Checklist

- 1. Displayed in each touchpoint Yes No
- 2. Available on the website Yes No
- 3. Display in English Yes No
- 4. Display in Kiswahili Yes No
- 5. Available in Braille Yes No
- 6. Available in Sign language Yes No
- 7. Available in audio Yes No
- 8. Available in other languages (Please specify)
 - a.
 - b.
 - c.
- 9. Size of Display:
- 10. Sensitization of Staff:

| Date | Number Sensitized | Method of Sensitization |
|------|-------------------|-------------------------|
| | | |
| | | |
| | | |

11. Number of Customers Request, number of Customers Served, feedback and Service Turn-Around-Time per Channel:

| Descripti on | Pensio ns | AGP O | IFMI S | Suppl y Chai n | Finance and Accounti ng Services | Human Resour ce Service s | Econom ic Plannin g | Resour ce Centres | Online Channe ls | Mobile Channe ls |
|--------------------------------|--------------|----------|-----------|-------------------------|--|---------------------------------------|------------------------------|-------------------------|------------------------|------------------------|
| No. of Customer Requests | | | | | | | | | | |

| | | | | | | | | | | |
|--|--|--|--|--|--|--|--|--|--|--|
| No. of Customers Served | | | | | | | | | | |
| Average Turn-Around – Time per service - Service (Add Rows as necessary) | | | | | | | | | | |
| No. of Customer Feedbacks | | | | | | | | | | |
| Complaints Resolved | | | | | | | | | | |

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