



**REPUBLIC OF KENYA**  
**THE NATIONAL TREASURY AND PLANNING**  
**State Department for Planning**  
Monitoring & Evaluation Directorate

**SERVICE CHARTER**

**Objectives of Service Charter**

The purpose of this service charter is to enhance levels of awareness among our clients on our roles as a directorate, range of services we offer and the standards we have set for the delivery of these services. It further conveys our commitments to our core activities and values, our clients' expectations, and avenues for remedy where services fall short of standards. Finally the Charter expresses the need for continuous improvement in pursuit of clients' satisfaction and excellence in our operations.

**Mandate**

The State Department for Planning is functionally responsible for coordination of M&E of all Government Policies, Programmes and Projects. This mandate is derived from the Presidential Executive Order on Monitoring and Evaluation of Economic Trends in the Country. Within the State Department for Planning, the responsibility for execution of this mandate has been charged to the Monitoring and Evaluation Directorate (MED). In addition, the directorate is charged with promoting the M&E culture and practice in the public sector, strengthening capacities for M&E at national and county governments to track implementation of Kenya Vision 2030, tracking the implementation of the Medium Term Plans (MTPs) and Kenya Vision 2030, providing both the national government with policy implementation feedback for efficient resource reallocation overtime.

**Vision**

To be leaders in tracking and providing feedback on implementation of Government Policies, Programmes and Projects for improved performance/results and accountability.

**Mission**

To institutionalize the application and use of monitoring and evaluation at all levels of all sectors for Policy planning, programme implementation and budgeting.

**Core Values**

Our aspirations to offer improved services to our clients will be guided by the following core values:

- Professionalism
- Transparency and accountability

- Integrity
- Commitment
- Meritocracy
- Team work
- Efficiency and responsiveness
- Partnerships
- Gender equity
- Co-operation
- Respect

### **Core Principles of Service Delivery**

We commit ourselves through this charter to the following principles

- Set clear and explicit standard of services that clients reasonably expect
- Provide our clients with adequate information about our services in a straight forward and open manner
- Communicate clearly and effectively
- Handle clients with dignity, courtesy and respect
- Uphold transparency and accountability
- Place the common good of the department, the customer and the general public above self interest
- Uphold the principles of natural justice at all times
- Utilize resources prudently to attain best value for users, citizens and taxpayers
- Devise a monitoring and evaluation system to keep track of our performance in our service delivery
- Always taking corrective action on errors and deficiencies that occurs.

### **Our clients**

Our clients include but not limited to:

- The Directorates' staff
- Data producers
- Non-state Actors: Collaborators, Development partners, Civil Society Organizations
- National Government Departments and Agencies
- County Government Departments
- Commissions and Independent Offices
- State Corporations and Statutory Bodies
- The Media
- The General Public

### **Expectations from our clients**

Our clients expect efficient and effective provision of services.

### **Expectations of the Directorate**

The directorate shall expect the following from its clients/stakeholders:

- To demand services
- To treat staff with respect and courtesy
- To give fair feedback and comments on service rendered
- To support departmental programmes and activities
- To observe departmental guidelines and legislations
- To provide sufficient and accurate information for accurate and appropriate response
- To pay all legal permits, fees and other levies promptly
- To demand an official receipt upon payment of any monies that may be chargeable for services rendered by the Department
- To avoid bribing or compromising any member of staff
- To promptly supply quality goods and services requested for from suppliers and contractors
- Stay informed about the current and new services offered by the department

**THE CITIZEN SERVICE CHARTER FOR MONITORING AND EVALUATION DIRECTORATE**

<b>SERVICES RENDERED/DELIVERED</b>	<b>USER CHARGES</b>	<b>TIMELINES</b>
<b>A: General Services</b>		
• Visitors' reception	Nil	Within three (3) minutes of arrival
• Telephone calls	Nil	Within 3 rings
• Correspondences	Nil	Response within 7 days upon receipt
<b>B: Technical Services</b>		
• Facilitate Development of Handbook of National Reporting Indicators	Nil	Once every 5 years (End of MTP Period)
• Preparation and production of the Annual Progress Report (APR)	Nil	1 <sup>st</sup> July – 31 <sup>st</sup> December
• Provide technical support to counties on M&E especially setting up CIMES, C-APR, Formulation and Review of County M&E Policies	Nil	As to when request is received from counties
• Facilitation and Preparation of Ministerial Annual Monitoring and Evaluation Reports. MED prepares and sends guidelines/circulars to the Ministries to initiate the exercise. The reports are submitted to MED and utilized in preparation of APRs besides being used by the ministries to demonstrate their performance	Nil	1 <sup>st</sup> July – 30 <sup>th</sup> November
• Bi-annual Project Monitoring Reports	Nil	1 <sup>st</sup> August and 31 <sup>st</sup> January
• Comprehensive Public Expenditure Reports Production	Nil	After every three years
• Organizing International M&E Week/ Conference	Nil	45 <sup>th</sup> Week of Calendar Year- Annually

## **Redress Mechanism**

- The Directorate shall not condone impropriety
- Complaints regarding tenders should be addressed to the Public Procurement Oversight Authority within 21 days after contract notification and to the Ministry's Public Complaints Committee within 14 days after contract notification.
- Complaints on poor service delivery, unethical conduct and general breach of norms of integrity should be reported immediately to the Principal Secretary, for necessary remedial/ disciplinary action. You may also report to EACC or the Kenya Police.
- All complaints from internal customers should be reported immediately to the Director for the necessary action.

## **Review of Service charter**

The Directorate will in consultation with its customers and other relevant stakeholders review this charter as deemed necessary to keep abreast with any new changes to ensure continuous improvement in service delivery.

## **Feed back**

- Confidentiality and privacy shall be upheld.
- Feedback may be communicated through telephone, letters/memos, or e-mail.
- All feedback shall be acknowledged and addressed within seven (7) days. However, complaints of technical nature will be responded to within thirty (30) working days.

ALL enquires, complaints, compliments and suggestions relating to Directorate services should be forwarded to:

Director – Monitoring and Evaluation Directorate – Telephone No.0202229159

Or

Principal Secretary – State Department for Planning in The National Treasury and Planning –  
Telephone 0202252299 Immediately