

Third Annual Reports: Web Updates

GTF245 Centre for Governance and Development

Establishment of new Constituency Monitoring Committees (CMCs)

By the end of year three the National Taxpayers Association (NTA) had established and trained 35 CMCs bringing the overall total to 57, well above the target of 50 CMCs. A total of 1115 members have been trained on basic management skills, group formation and dynamics, monitoring and social audit, advocacy, volunteerism, and communication skills over the first three years. Establishment of CMCs has seen enhanced transparency in the management of Constituency Development Funds. There is closer scrutiny of all projects initiated and CMCs are now involved in their implementation. [Images A and B]

Accountability Grants

Accountability Grants are funds given to CMCs to hold forums between citizens, service providers and local leaders. These forums aim at mobilising and stimulating local level demand for accountability. For the first time citizens are able to engage with public service providers and managers of devolved funds to hold them to account. By the end of year three a total of 63 grants forums had been held in 42 constituencies, with clear indications and commitment by the managers of devolved funds and service providers to address the problems raised in reports and by the community. [Images E and F]

Citizen Report Cards (CRCs) on Devolved Funds

In year three the NTA researched, published and launched 38 Citizen Report Cards (CRCs) on the Constituency Development Fund (CDF), and five CRCs on the Local Authority Transfer Fund (LATF) –see <http://www.nta.or.ke/nta-reports/citizen-report-cards>-. At the formal launch 57 journalists attended from a wide range of media organisations. As a result of the launches demonstrations were held by citizens in Bumula and Ugenya constituencies to demand better management of CDF. In Nyando constituency a citizen used the CRC to demand a freeze of the CDF Account that was granted by the Court citing mismanagement of CDF. Numerous MPs who were initially resistant to the NTA audits of CDF have made a dramatic turnaround and support the process. Notable among them is the Minister for Planning who has urged fellow MPs to allow audits to be carried out. [Images G and H]

NTA, Government of Kenya and CSOs partnerships to improve service delivery

NTA, in partnership with Lake Victoria North Water Services Board, published and launched the results of the survey on access to water services –see <http://www.nta.or.ke/nta-reports/special-reports/287-customer-satisfaction-survey-report-on-water-services-provision>-. A total of 250 citizens attended the launch, chaired by the area Provincial Commissioner, 15 officers from the Water Service Board and NTA. For the first time in the region, citizens had a chance to publicly air their views to the board. The Water Service Board used the report to initiate various programmes aimed at improving services by water service providers and enhance its visibility within its areas of jurisdiction. [Images J and K]

Regional Government Services Complaints/Information Hotlines

NTA in partnership with the Western Provincial Commissioner established a pilot Call Centre with the aim of improving the quality, efficiency and effectiveness of government services and the management of devolved funds for all citizens living in the region. Citizens can lodge complaints about poor quality government services, get information about government services, compliment government service providers and managers of devolved funds, and provide information about the mismanagement of devolved funds. The call centre has received a total of 4003 calls, text messages and walk in reports so far. 829 were complaints, out of which 131 have been conclusively resolved –e.g., land disputes, outstanding payments, delays in

processing licences, etc.-, 344 have been replied to and citizens informed upon vetting, while 354 have been referred to the Provincial Commissioner for follow up. [Image L]

For further information on this programme, please visit www.nta.or.ke and to read the 3rd Annual Report, please see

[http://www.nta.or.ke/reports/special/GTF_CN245_CGD_NTA%20 Year3 Annual Report.pdf](http://www.nta.or.ke/reports/special/GTF_CN245_CGD_NTA%20Year3_Annual_Report.pdf)