	ENCY: DEPARTMENT OF PERFORMANCE MONITORING & EVALUATIONS																										
	FRONTLIN	E SERVICE DE	LIVERY I	MON	ITOR	ING	PRO	GRA	MM	E - <u>IN</u>	/IPR	OVE	MEN	ITS N	IONI	TOR	ING '	VIST	TEN	/IPLA	<u>TE</u>						
	Facility Name																										
	Visit Reference nu																										
A. /XARRA	Name of monitor/ I																										
	Name of quality as																										
Visit	Improvements meeting	Improve	ments re-																								
Province			Date of	imp	mprovements																						
Sector	Date of			te of improvements															X Province								
	-	A. FINDINGS FR	ROM THE ASSESSMENT OF QUALITY OF SERVICE DELIVERY																								
KEY: IMPROVEMENT TRENDS RATINGS				PERFROMANCE AREAS																							
Improvement	Very Good 4							age		ent &			nent				mfort						ing		stem		
No Improvement	o Improvement Good 3				Location & accessbility		& Sign			nagem y Time			Treatn			& Co			Safety				ng & clos times		Complaint gement Sys		
Regressed Fair 2					Location & accessbility			Visibility & Signage		Queue Management & Waiting Times			Dignified Treatment			Cleanliness & Comfort			Saf			Opening & closing times			Complaint Management System		
Sustaining good practice	Poor	1		, Si N					Que			οίς			Clea						ō			Mai			
				Baseline monitoring	Improvements monitoring	Trend	Baseline monitoring	Improvements monitoring	Trend	Baseline monitoring	Improvements monitoring	Trend	Baseline monitoring	Improvements monitoring	Trend	Baseline monitoring	Improvements monitoring	Trend	Baseline monitoring	Improvements monitoring	Trend	Baseline monitoring	Improvements monitoring	Trend	Baseline monitoring	Improvements monitoring	Trend
COORDING (O. II. A)		Monitor													4						\square						
SCORING (Section A)			Citizen	\vdash						-						\dashv	-	4				\vdash					
			Staff																								
COMMENTS ON THE FINDINGS:																											

B. PRIORITISATION FOR IMPROVEMENTS AS RATED BY CITIZENS AND MONITORS																										
KEY: IMPROVEMENT RATINGS KE		PERFROMANCE AREAS																								
KEY: IMPROVEMENT RATINGS Improvement High Priority No Improvement Medium priority 2 Regressed Low priority 3				Location & accessbility		Visibility & Signage		Queue Management & Waiting Times		,	Dignified Treatment			Cleanliness & Comfort			Safety			Opening & closing times				•		
	priority	4	Baseline monitoring	Improvements monitorir	Trend	Baseline monitoring	Improvements monitorir	Trend	Baseline monitoring	Improvements monitorir	Trend	Baseline monitoring	Improvements monitoring	Trend	Baseline monitoring	Improvements monitorir	Trend	Baseline monitoring	Improvements monitorir	Trend	Baseline monitoring	Improvements monitoring	Trend	Baseline monitoring	Improvements monitoring	Trend
SCORING (Section B)																										
COMMENTS ON THE FINDINGS:			<u> </u>									ļ									Ш		<u> </u>	ļ		
	Detailed (Improvem	ents monit	oring	<i>i)-</i> Fo	r co	mple	tion	duri	ing t	he in	nprov	vem	ents	mee	ting.											
Perfomance area Activity (corrective page 1)			Ac	tion i	item	s							Esca	alati	on		Re	spor	nsibi	lity	Dat	e		Comments		
Location & Accessibility			Co	mple	te	In progress				Not					No											
Visibility & Signage																										
Queue Management & Waiting Times																										
Dignified Treatment & Consultation																										
Cleanliness & Comfort																										
Safety																										
Opening & closing times																										
Complaint Management System																										
Other:																										

nsert photos as evidence: Per Perfomance Area