



THE PRESIDENCY: DEPARTMENT OF PERFORMANCE MONITORING & EVALUATION
FRONTLINE SERVICE DELIVERY MONITORING PROGRAMME - VISIT SUMMARY REPORT

Name of Facility		Date of visit																				
Province		Visit Reference Number																				
Sector		Name of Monitor/ PERSAL number																				
Date of consolidation report		Reviewer of consolidation Report																				
X Province																						
A Performance areas		staff 1	staff 2	staff 3	staff 4	staff 5	staff 6	staff av	citizen 1	citizen 2	citizen 3	citizen 4	citizen 5	Citizen 6	citizen av	monitor 1	monitor 2	monitor 3	monitor 4	monitor 5	monitor 6	monitor av
1. Location & Accessibility								-							-							-
2. Visibility & Signage								-							-							-
3. Queue Management & Waiting Times								-							-							-
4. Dignified Treatment								-							-							-
5. Cleanliness & Comfort								-							-							-
6. Safety								-							-							-
7. Opening & closing times								-							-							-
8. Complaint Management System								-							-							-
B. Priority ratings		staff 1	staff 2	staff 3	staff 4	staff 5	staff av	citizen 1	citizen 2	citizen 3	citizen 4	citizen 5	citizen 6	citizen av	monitor 1	monitor 2	monitor 3	monitor 4	monitor 5	monitor 6	monitor av	
1. Location & Accessibility								-							-							-
2. Visibility & Signage								-							-							-
3. Queue Management & Waiting Times								-							-							-
4. Dignified Treatment								-							-							-
5. Cleanliness & Comfort								-							-							-
6. Safety								-							-							-
7. Opening & closing times								-							-							-
8. Complaint Management System								-							-							-