

ACHIEVEMENTS OF NTA INTERVENTIONS.

The Call Centre is recording approximately 211 calls per month, and citizens' complaints range from stalled projects, discrimination in the award of bursaries and unpaid dues, mismanagement of Constituency Development Funds (CDF) funds and bias in the awarding of the CDF bursary fund, education, and land issues. Out of 211 calls, on average 24 complaints are resolved per month as a result of the call centre following up with local constituency managers, lands offices, Local Authority offices among other departmental heads to resolve the cases.

Output 3: (3.2) Devolved Fund Data for Decision-making

After a successful partnership with the Ministry of Local Government in piloting the assessment of three local Authority Transfer Fund, the Partnership was extended to the Participatory budgeting in five Local Authorities which include Nyeri in Central, Narok and Eldoret in Rift Valley, Makueni in Eastern and Malindi in Coast region. The project is now being extended to 12 Counties across the Country with the funding from GIZ.

In addition, NTA has successfully piloted the Call Centre in Partnership with County Government of Kakamega. The objective of this project is to provide reliable and timely information for decision support, sound planning and management, and overall good governance of county governments

NTA has continued to build new partnerships to improve the delivery of government accountability and the delivery of services over the last five years. These include: the NTA Budget Analysis Group; the Civil Society Coalition on Public Finance Management Reforms; the East African Tax and Governance Network; Elimu Yetu Coalition and, the Devolved Government Non State Actors Network. These networks focus on an array of issues that directly contribute to the achievement of the overall NTA goal, including agitating for improvement in quality of education in public primary schools.

Achievements.

For the last three years, NTA has been carrying out budget analysis through the Budget analysis group and interacting with Parliamentary budget committee to influence the allocation to key sectors based on the government commitments.

As a result of continuous NTA lobbying through the SRC project and Elimu yet coalition, the new basic education act has now given more power to the parents.

Output 3: (3.3) Partnership with Ministry of Gender

The NTA Western Regional Office through the call centre has a partnership with the Ministry of Gender, Children and Social Development (funded by APHIA plus

Western). NTA was invited to be part of the Western Province Gender Technical Working Group, which is tasked with the responsibility of gender mainstreaming and integration in Western Province.

. Value for money

The total cost of the intervention has been £69,033.2 This includes the equipment which was purchased to set up the Call Centre (£11,767.2), maintenance costs since the inception of the Call Centre in June 2010 to end of July 2013 (which include repairs and telephone charges), the Radio talk shows during the launch of the Call Centre which was done till the end of 2010, and the salaries for two staff working in the Call Centre up to end of July (£17,035). The portion of rent paid to the regional office housing the call centre (40% of the rent) which totals to £1,600 and central CGD overheads (5% of salaries to Finance Officer, secretary and National Coordinator which is an approximated time dedicated to the Call Centre) which comes to £6,133)

Currently the only costs being incurred are the salaries of the two call Centre staff, the portion of rent to the regional Office which houses the Call Centre, repairs and telephone charges. The publicity of the Call Centre is self-sustaining as the citizens who benefit from the call Centre keeps referring other citizens with complaints.

Since the launch of the Call Centre, a total of 443 cases/complaints from the citizens have been completely resolved. The Call Centre has received a total of 9074 calls from citizens for a period between June 2010 to July 2013. The most significant outcomes of the resolved complaints include the construction and completion of 17 classrooms, 6 toilets and a library in various schools. Citizens are also benefiting from 2 polytechnics, a water project, 2 roads that have been expanded and extended, and 2 bridges that have been built following complaints through the Call Centre. Five dispensaries, which were initially abandoned, have also been completed.

The average cost of putting up a dispensary in Kenya is £38,000 hence 5 dispensaries will approximately cost £190,000. In Kenya, the average cost of building a standard classroom is £7,576, and the cost for 17 classrooms would be approximately £128,788. Two polytechnics would cost approximately £75,758 and 2 roads and 2 bridges are estimated to cost £379,000. This brings the total to approximately £781,122. Considering that the projects and services that have been delivered and completed as a result of the call centre's interventions will serve their citizens for over 50 years, it is clear that this project represents good value for money.

In addition, it is important to also consider the benefits reaped by individual citizens who have had their complaints resolved through the intervention from the Call Centre as these cannot be easily quantified.