



THE REPUBLIC OF UGANDA

KIBOGA DISTRICT LOCAL GOVERNMENT

CLIENTS' CHARTER

2023/2024 – 2027/2028

FOREWORD BY THE DISTRICT CHAIRPERSON



The Clients' Charter is our social contract we have made between the leadership of Kiboga District Local Government and her people.

It charts the way forward on how best the Leadership of Kiboga District Local Government shall best serve the population. Our charter, in this respect, is based on both; the five-year District Development Plan II and the National Development Plan III, notwithstanding the NRM Manifesto.

The Charter embodies our values, aspirations, principles and the best standard to guide service delivery and customer care.

It involves our commitments, goals and objectives which are a cornerstone to realizing best practices in the management of public service and ethical values.

It is our set of well-designed values and standards, all aimed at ensuring that we are driven by transparency and accountability for better service delivery for our people.

In this regard, I want to call upon all stakeholders, political leadership, technical staff, development partners, MDAs and the general public to work in harmony and efficiently so that we can achieve the district council vision, ***"A healthy educated poverty free well planned environment by 2040."***

Therefore, it is our pledge as the District Council to commit ourselves to implement the tenets of the charter as the measurement for our ***Performance, Transparency and Accountability*** for better service delivery and customer care.

For God and my Country

A handwritten signature in blue ink, consisting of a series of loops and a long horizontal stroke extending to the right.

Gerald Nsiro Kalunda Wavamuno
District Chairperson Kiboga DLG

PREAMBLE FROM THE CHIEF ADMINISTRATIVE OFFICER



The Clients' Charter is our commitment and it shall carry values aimed at improving service delivery standards for the community of Kiboga.

The Charter is our social contract between Kiboga District Local Government and her population, measures our performance as service providers.

It reflects our commitment to serve with passion, customer care, ethics and professional standards and values of which should not be compromised otherwise.

Our Charter shall guide us to serve our clients with dedication and moreover in a timely manner. Yet it is our mechanism for feedback from our clients for management to take timely action and response.

We therefore pledge to be transparent, accountable and sensitive to the demands of our clients in the course of service delivery.

I wish to recognize the cordial working relation between the District Political Leadership and the Technical Staff in pursuit of service delivery.

Together we can provide better friendly services to our clients.

A handwritten signature in black ink, appearing to read 'Musingye Edward', written in a cursive style.

Musingye Edward
Chief Administrative Officer

CLIENTS' CHARTER

KIBOGA DISTRICT LOCAL GOVERNMENT

2023/2024 - 2027/2028

1.0 INTRODUCTION:

This Clients' Charter establishes commitments and standards of services that the Kiboga District Local Government shall provide. It also sets out a mechanism through which clients will monitor the performance of the district and give feedback for improved service delivery.

This Clients' Charter shall enhance performance and accountability using the result oriented framework as a tool for;

- (i) Performance planning and budgeting
- (ii) Performance monitoring and evaluation, both at the individual and organization level.
- (iii) Strengthening the ever increasing demand for accountability from its clients and stakeholders.

The District's Mandate, Vision, Mission and Values

1.1 Mandate

Our mandate is "to administer, plan, implement and account for service delivery provisions in the district."

It is derived under Article 16 of the Constitution of the Republic of Uganda and Section 35 of Local Government Act CAP 243 as amended.

1.2 Vision

Our Vision is “A healthy educated poverty free well planned population by 2040.”

1.3 Mission

Our Mission is to “to provide high quality and coordinated services to the community by focusing on both National and Local Priorities.”

1.4 Values and Principles

Kiboga District Local Government is committed to uphold its mandate, vision and mission by providing services based on outlined values and principles.

(a) Teamwork:

Working cooperatively; sharing information and developing process to improve an efficient and strong team.

(b) Customer Care:

Prompt and appropriate response to clients.

(c) Accountability and Transparency:

Promote accountability for resources entrusted to us.

(d) Innovation:

Facilitate development and innovations in service delivery to the benefit of stakeholders.

(e) Communication:

Promote effective and efficient communication systems with our client (s) to enhance mutual relationship.

- (f) **Time Management:**
Observe time management at all times.
- (g) **Human Resource Management:**
Shall be prioritized as key to success.
- (h) **Result Oriented:** to focus our planning, service delivery and performance measures on intended results.
- (i) **Integrity:**
Integrity and due care is to be exhibited at all times within and outside Council.
- (j) **Professionalism:**
All members to adhere to Public Service code of conduct and other professional ethics.
- (k) **Efficiency:**
We shall endeavor to optimally use resources in a timely manner in attainment of organization objectives and goals.

1.5 Motto:

“timely provision of quality service to our clientele is our pride”.

1.6 Our mission shall be achieved through;

- (a) Facilitating participatory and inclusive governance of the district for the general welfare and development of the district population/community.
- (b) Maintaining law and order and enforcing regulations in the district.
- (c) Ensuring integrated economic planning and implementation of development plans and programs for proper management and accountability for the financial resources for the District Council.

- (d) Facilitating the production sector programs and activities for the purpose of high quality goods and services for the welfare of the population.
- (e) Increasing levels of community participation in development programs and projects.

1.7 Objectives of the Clients' Charter:

- (i) To strengthen the district commitment to uphold the principles of accountability and transparency as laid down in the Constitution of the Republic of Uganda 1995 and other Laws and regulations governing the government of Uganda.
- (ii) To eliminate resource (financial, human and physical) mismanagement and corruption in the district.
- (iii) To promote honest and efficient management and good governance in the delivery of public services.
- (iv) To foster good working relationship between the different levels of governance at inter and intra-district level i.e. Central Government, Local Government and Development Partners.
- (v) To promote unity, harmony and transparency in service delivery at all levels of governance.
- (vi) To provide a guide to Local Government Officials (Political and Technical) and district organs on issues of accountability, integrity and ethical conduct.

1.8 General Service Standards:

We, the staff of Kiboga District Local Government commit ourselves to serve our clients by aiming to do the following;

2.0 Management and Support Services:

- (a) Clients should expect to receive a response on action within 48hours.
- (b) Approve payments within a day.

- (c) CAO shall chair a Technical Planning Committee every month.
- (d) Make response to letters within five working days from the due date of receipt.
- (e) All employees shall receive their salaries by 28th day of every month.
- (f) A customer care desk shall be established to address clients' issues.
- (g) Payment of any Council service shall be as per the Council's service policy and shall be cleared within 72 hours of arrival at the district.
- (h) Inquiries of information on any issue shall be handled by the front desk officers.
- (i) All complaints will be acknowledged by management and final reply on action to be communicated within 7 days.
- (j) All correspondences shall be routed to CAO through the central registry.

Human Resource:

- (a) The wage bill shall be received every month to ensure that appropriate salaries are paid to the right people.
- (b) There shall be capacity building of staff to improve performance.
- (c) All request forms for salary arrears, pension and cases of deletion shall be worked upon immediately a client submits a request within 3 days.
- (d) All complaints from clients shall be handled within 30 minutes of arrival in Human Resource Office.
- (e) Organize pre-retirement training to staff aged 58 years every year.

- (f) Budget and submit cases for officers due to retire to Ministry of Public Service before 30th September.
- (g) Access new staff on the payroll within two months of reporting to duty.
- (h) Induct new staff within the first three months.
- (i) Give special attention to staff welfare, performance appraisal, training and development of Human resource and pay salaries by the 28th day of every month.

Statutory Bodies:

- (a) Prepare and submit District Council minutes within 24 hours after sitting.
- (b) Servicing and maintenance of office equipment and tools within a week after reporting.
- (c) Enforce law and order through community policing for maximum compliance to national and local policies and legislations.
- (d) Promote maximum levels of community involvement and participation at all levels of service delivery by holding at least one community mobilization and planning meetings on a quarterly basis.

Central Registry:

Our clients shall access files within 3 minutes

Procurement and Disposal Unit:

- (a) Bidding documents shall be in place by 1st June of every financial year.
- (b) All prospective contractors shall be educated on the bidding process immediately before they bid for any works.
- (c) The procurement process shall be 21 working days after receipt of the procurement request.

- (d) Evaluation of bids shall be conducted and completed within 3 days after closure of bidding BEB Notice published immediately thereafter.
- (e) Contract committee meetings shall be conducted on a monthly basis and more times as and when need arises.
- (f) A schedule of contract committee meetings shall be published by 30th day of June every year.
- (g) Advertisement for prequalification of bidders shall be run by the 15th day of May annually.
- (h) Prequalification lists shall be out by the 15th day of June every year.
- (i) Clients to PDU shall be served within 15 minutes.

2.1 Information Communication Technology (ICT):

We shall;

- (a) Ensure all departments have got desk computers and internet services for all district departments throughout the year.
- (b) Update District Website on a monthly basis for a period of 4 years.
- (c) Supervise quarterly maintenance of all district ICT equipment.
- (d) Prepare and publish Annual District Magazine, Clients' Service Charters and other communication materials to inform the public of the district progress annually.
- (e) Develop a proposal for the refurbishment of ICT Resource Centre to solicit for funding by 2025.
- (f) Extend internet services to departments of Health, Education, Audit, Community and Production by 2025.
- (g) Conduct staff orientation training in ICT use and application annually.

- (h) Develop a proposal for the construction of a business incubation centre to solicit for funding by 2025.
- (i) Authoritatively manage media content, publicity, public relations and generation of publicity programs for all departments in the district.
- (j) Monitor the application of ICT use and management in LLGs and town Councils for the purpose of adopting e-government.
- (k) Develop a district ICT policy to guide management and use of ICT in the district by 2025.

2.2 Finance Department

We shall;

- (a) Process trading licenses and operational permits within two days upon payment.
- (b) Emphasize public-private partnership in revenue collection and service delivery.
- (c) Carry out intensive tax education and emphasizing on voluntary tax compliance.
- (d) Process payment for service providers within one week and pay within 30 days upon completion of work.
- (e) Educate all prospective service providers on the working relationship and roles before commencement of work.
- (f) Provide financial reports monthly, quarterly and annually to meet statutory requirements.
- (g) Prepare and produce annual budget and work plans and present them for approval by the 30th May of every calendar year.
- (h) Inspect books of account at subcounties quarterly.
- (i) Enhance local revenue collection and at least collect 80% of budgeted revenue annually.

- (j) Supervise all officers entrusted with receipt of district funds take frequent checks against occurrence of fraud and embezzlement.
- (k) Prepare financial statement and performance reports quarterly.

2.3 Works and Technical Services:

We shall;

- (a) Maintain and support orderly and sustainable infrastructure development in the district at all times.
- (b) Upon submission, inspect and approve all works and building projects at the following stages;
Commencement of work, foundation excavation, foundation concrete, damp proof course, over site consolidation and concrete reinforcement, surface/soil drainage.
- (c) Carry out regular supervision of Council projects to ensure adherence to specifications.
- (d) Carry out land inspection, survey and processing of documents within three months of submission.
- (e) Ensuring that development plans and projects are screened for compliance with land use and environmental legislations and policies.
- (f) Create and facilitate environmental sector committees and sensitize the public about environment issues on the quarterly basis.

2.4 Health Services:

We shall;

- (a) Inspect every household to ensure compliance to public health requirements at least twice a year.
- (b) Increase immunization DPT3 from 80% to 90%.

- (c) Encourage at least 90% of pregnant mothers to attend antenatal clinic.
- (d) Promote waste separation, re-use and composting by enforcing provision of two dustbins per household to minimize waste collection costs.
- (e) Maintain regular supply of drugs to minimize stock outs in all health units.
- (f) Carry out regular home visits to improve personal hygiene and overall sanitation in the community by increasing latrine coverage from 80% to 98% by 2025.

2.5 Education and Sports Services:

We shall;

- (a) Pupil-teacher ratio of 1:50, where a teacher shall cater for each individual learner's needs
- (b) Provide appropriate sanitary, water and health facilities to schools.
- (c) Conduct at least 3 school inspections in every school per term on adherence to effective learning and teaching.
- (d) Provide essential textbooks and instructional materials.
- (e) Maintain a good learning environment where each pupil shall access a well-constructed classroom and sit at a desk.
- (f) Conduct at least one co-curricular activity per term.
- (g) Cater for learners with disabilities by providing disability learning aids and disabled response facilities.
- (h) Enact enabling by-laws and regulations to curb the rampant absenteeism of teachers and learners.

2.6 Production:

We shall;

- (a) Work towards ensuring food safety and increasing household income for all farming households in the district.
- (b) Extend support and give quality agricultural advisory services to organized groups and individuals such as farmers, women, youths, PWDs, elderly and the vulnerable children on a quarterly basis.
- (c) Ensure detection and control of pests, vermin and livestock epidemics in the district.
- (d) Provide farmers with technical advice on the use of chemicals and pesticides.

2.7 Marketing and Commercial Services:

We shall;

- (a) Support formation and development of cooperative societies.
- (b) Identify market potentials and advise producers accordingly.
- (c) Cause of auditing books of accounts of cooperative societies
- (d) Support business development and management as well as sensitize communities on industry investments exchange and ware house receipt, commercial contracts, farming and microfinance.

2.8 Community Based Services:

We shall;

- (a) Offer community training services on a quarterly basis to women, youths, PWDs, elderly and vulnerable children and foster their participation in development programs.
- (b) Promote community based initiatives through community awareness and involvement in socio-economic development, in liaison with NGOs, community based organizations, Faith Based Organizations and other stakeholders.
- (c) Carry out employee inspections in work places to confirm to national policies and standards on occupational health and safety at least once a year.
- (d) Establish adequate monitoring and evaluation mechanisms for the effective implementation of national and local laws and policies on gender, labour and social development.
- (e) Train four community groups at sub county level on group dynamics every quarter.

2.9 Natural Resources Department:

2.9.1 Environment Services

We shall;

- (a) Undertake training of the public on environment policies, laws and programs on the conservation of the environment.
- (b) Inspect and monitor activities which impact on the environment.

- (c) Prepare environment protection plans, strategies and reports for sustainable exploitation of natural resources.
- (d) Undertake to step up campaigns aimed at creating public awareness about environment projects and programs.
- (e) Prepare Environment Impact Assessment Reports to guide public and national development projects and programs.
- (f) Prepare and draft environment by-laws for sustainable use of the environment and natural resources.
- (g) Prepare and submit state of the environment in the district.

2.9.2 Lands:

We shall;

- (a) Train 4 (four) Area Land Committees on their roles and responsibilities annually.
- (b) Survey 6 pieces of district and subcounty lands annually.
- (c) Develop land use zones for 3 urban centres annually.
- (d) Conduct 4 (four) compliance monitoring inspections of urban centres annually.

2.9.3 Forestry:

We shall;

- (a) Provide 45,000 good quality seedlings to the community and institutions for planting annually.
- (b) Step up campaign aimed at planting trees to mitigate climate change annually.
- (c) Restore forestland by encouraging natural regeneration of the district forestry lands every year.

- (d) Monitor sustainable use of the wood resources to avert over exploitation.
- (e) Guide the district on proper levies charged on timber resources and transparently collect the revenues for proper planning and management of the district.

3.0 Planning Unit:

We shall;

- (a) Prepare and formulate Annual Budget Framework Paper for the three years.
- (b) Consolidate district annual work plans for the period of three years.
- (c) Produce an Annual District Statistical Abstract for the period of three years.
- (d) Carry out quarterly monitoring and evaluation of district projects.
- (e) Conduct quarterly monitoring exercise to Lower Local Governments in crosscutting issues, planning and budgeting.
- (f) Hold annual district internal assessment exercises.
- (g) Prepare and submit IFMS and PBS reports to line ministries quarterly.
- (h) Procure items under DDEG retooling for departments annually.
- (i) Hold 12 (twelve) Technical Planning Committee meetings and 6 (six) Budget Desk mandatory meetings annually.

3.1 Internal Audit and Quality Assurance Services:

We shall;

- (a) Develop best practices through professional training, seminars and strategic alliance to add value on risk management, good governance and accountability.
- (b) Conduct quarterly value for money audits and continuous verification of financial and non-financial transactions to ensure compliance with legislations, regulations and accounting standards.
- (c) Prepare timely quarterly reports that meet statutory requirements as well as professional auditing standards.
- (d) We shall work closely with other stakeholders to strengthen internal controls and ensure safety of Council assets.
- (e) Extend timely audit services to Lower Local Governments and other Public Institutions within the district.

3.2 Our Commitments during Service Delivery:

We shall;

- (a) Attend to our clients within 5 minutes from the time of arrival at our respective service points.
- (b) Respond to all written correspondences within 5 working days of receipt.
- (c) Provide services free of charge other than those prescribed by law.
- (d) Ensure timely and efficient procurement services and supplies and disposal of assets in line with Public procurement and Disposal Act 2003.
- (e) Give clear, accurate, timely and relevant information of appropriate help to clients and stakeholders.

- (f) Open our offices from 8:00am to 12:45pm and 2:00pm to 5:00pm from Monday to Friday except on public holidays and Health Centres 24hrs every day.
- (g) Treat our clients with maximum respect.
- (h) Prepare and produce sectoral committee reports and council minutes within 48hrs after sitting/meeting.
- (i) Collect, store, use and disclose information in accordance with the law.

3.3 Our Clients:

Our clients shall include the following;

Residents of the district, business community, Government Ministries, Departments and Agencies, development partners, service providers, contractors, Non-government Organizations, Community/Faith-Based Organizations and all the employees and leaders of the council.

These shall be entitled to the following rights, obligations and expectations;

3.4 Rights of Clients:

We shall exercise equity, fairness and confidentiality through;

- (a) Handling all clients with impartiality
- (b) Applying the law of natural justice in handling all attendant issues.
- (c) Adherence to strict confidentiality, with the highest moral ethical and professional standards.

3.8 Clients' Obligations:

The Council expects its clients to fulfill the following obligation;

- (a) Submit supporting documents to any matter required to be handled.
- (b) Pay all prescribed fees as the case may be
- (c) Cooperate with responsible persons or officers.
- (d) Monitor the implementation of the Charter.

3.5 Expectations of Clients:

We shall in execution of services;

- (a) Provide timely technical advice to our clients as and whenever required.
- (b) Provide our clients or their authorized agents with precise and timely information.
- (c) Respond expeditiously to every client's complaints or requests.
- (d) Give special attention to the weak and marginalized.
- (e) Sensitize clients about their right and obligations.

3.6 Feedback mechanisms:

We shall;

Welcome constructive criticisms and feedback about our services. We commit ourselves to take your complaints and suggestions seriously and to deal with them in a timely manner. We are committed to being responsive and improving our performance in accordance with the feedback received from our clients.

In case you have a complaint or problem, suggestion, you can use any or all of the following channels;

- (a) Speak to the person who has been attending to you.
- (b) Speak to the person's supervisor
- (c) Write to the Chief Administrative Officer on;
P.O. Box 1, Kiboga
Email: caokiboga@gmail.com
- (d) Make use of the suggestion box
- (e) Use our website www.kiboga.go.ug
- (f) Visit our offices on working hours from 08:00am to 12:45pm and from 02:00pm to 05:00pm from Monday to Friday except on public holidays.
- (g) Any aggrieved person can complain to the District Chairperson
- (h) Establish a Public Relations Desk as a liaison between clients and the district authority.

3.7 Managing Complaints:

If a client is dissatisfied with the services provided or the way he or she is treated, he or she can express his or her complaints through;

- (a) Complaints desk or suggestion box at designated places.
- (b) Either directly or through their councilors for onward submission to the complaints desk for registration and onward submission to various offices of council.
- (c) Clients' complaints shall be handled adherence to due process where all parties shall be heard and presumed innocent until proven otherwise.
- (d) All clients' complaints shall be resolved with strict confidentiality and with minimum delay.
- (e) Alternative disputes shall be encouraged for cases or complaints which may arise between clients and the district.

3.8 Appeals:

We shall promptly attend to clients' grievances through the following appeals mechanisms;

First call at the Desk Officer, Supervisor of the Desk Officer, Head of Department, Chief Administrative Officer, in addition to the Administrative Hierarchy, each potential office from LC1, LCII, LCIII, shall receive and promptly handle appeals from the lower level.

3.9 Accountability:

We shall;

- (a) Maintain the financial records and ministry reports up to date.
- (b) Offer ourselves for constructive criticism by arranging regular meetings, account for our activities, time and resources at least on a quarterly basis.
- (c) Publish information on services rendered on the notice boards in the council
- (d) Organize an Accountability Day every 3rd Week of July annually to offer ourselves before the public for constructive evaluation on performance and service delivery.

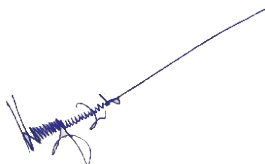
3.10 Performance improvement:

We undertake to improve our performance by periodically reviewing our commitments in line with the feedback obtained from our clients.

TIMELY SERVICE DELIVERY TO ALL



Musingye Edward
Chief Administrative
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Nsiro Gerald Kalunda Wavamuno
Officer District Chairperson
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