



THE REPUBLIC OF UGANDA
MUKONO DISTRICT LOCAL GOVERNMENT

SERVICE DELIVERY STANDARDS

Mukono District Local Government is committed to providing **professional, fair, timely, transparent and courteous services** to all clients and communities. The following standards guide our delivery service:

1. Working Hours

- **Morning:** 8:00 A.m. – 1:00 P.m.
- **Lunch Break:** 1:00 P.m. – 2:00 P.m.
- **Afternoon:** 2:00 P.m. – 5:00 P.m.
- Offices are normally closed on **weekends and public holidays**, except when staff are required to work by their supervisors.

2. Customer Care

We shall:

- Treat all clients with **fairness, promptness, clarity and courtesy**.
- Serve clients respectfully and strive for their satisfaction.
- Provide clear and accurate information about available services.

3. Complaints and Client Needs

We shall **acknowledge and respond to customer calls, complaints and identified client needs within 14 days** of receipt.

All complaints and requests shall be handled professionally, fairly and appropriately, with the aim of providing timely responses and solutions.

4. Cost of Services

- District services shall be **free of charge**, except where a service is legally subject to a fee.
- Where charges apply, the approved fees shall be **clearly displayed at the relevant service point**.
- Clients shall be informed of applicable fees before receiving the service.

5. Professional Service Delivery

We shall provide services in a **professional, transparent and accountable manner**, in accordance with established District standards and procedures.

OUR COMMITMENT

Mukono District Local Government is committed to Client-Focused and Satisfactory Service Delivery.

We shall continuously promote a **responsive, accessible, accountable and professional public service** that puts the needs and satisfaction of our clients and communities at the centre of service delivery.

“Clientele Focus and Satisfaction is Our Passion.”



Ddamba Henry

**Chief Administrative Officer
MUKONO DISTRICT LOCAL GOVERNMENT.**