

# **MUKONO DISTRICT LOCAL GOVERNMENT**

## **CLIENTS' CHARTER**

**2021/22– 2026/27**

**JUNE 2021**

## 1.0 INTRODUCTION.

### FOREWORD

The concept of this Charter stems from the understanding that citizen-centered governance is essential for sustainable development.

The primary requisites for citizen centered governance involves transparency, accountability and responsiveness.

By issuing this Client Charter, Mukono District Local Government is entrenching its trust with our clients that has been developed over many years of partnership.

The strategic intent of this District is to provide services to clients with dignity, professionalism, integrity, respect and courtesy.

The District strives to achieve service delivery excellence through the implementation of high quality social, economic and physical infrastructure services to our clients.

The Client Charter therefore contains commitments and standards designed to strengthen the responsiveness of the District to the growing expectations of its clients. Emphasis on the commitments and standards is necessary to empower clients to hold the District accountable for its actions and inactions.

It is my duty and pleasure to sanction this updated Mukono District Local Government Client Charter for the period 2021/2022 to 2026/2027.

A handwritten signature in blue ink, consisting of a stylized 'P' followed by a long, sweeping horizontal line.

Peter Bakaluba Mukasa (Rev.)

**CHAIRPERSON- MUKONO DISTRICT LOCAL GOVERNMENT.**

## **PREAMBLE**

This Client Charter has been developed as a social contract between Mukono District Local Government and its clients.

It will enable District clients and stake holders to access information on the key services, standards, commitments and services we promise to offer.

Through this Charter, we reaffirm our commitment to improving efficiency and effectiveness in public service delivery and address the principles of vision 2040.

The objectives of this Client Charter are therefore to;

Inform our clients of the services we shall provide and spell out the rights and obligations of our clients.

Establish commitments and service standards that the District intends to fulfill.

Define a mechanism for the clients to monitor performance of Mukono District Local Government and provide a feedback.

To enable us achieve our commitments, we implore our clients to fully understand this Charter, fulfill the obligations due to them and provide a feedback for continuous improvement of service delivery.

I wish to appreciate all stake holders for their input into the development of this client charter.

Special appreciation goes to the District Chair person, the councilors, Heads of Departments and the entire District technical staff.

Mukono District Local Government is committed to using this Charter to deliver high quality services to all our clients/customers.



**ELIZABETH NAMANDA**  
**CHIEF ADMINISTRATIVE OFFICER.**

## **1.1 Background**

This Charter has been developed for the clients of Mukono District Local Government. We have stated our commitments and service standards that will ensure that our clients receive adequate satisfaction from our services.

## **Mandate**

Mukono District Local Government derives her mandate of service Delivery from the Constitution of Republic of Uganda (1995) and Local Government Act Cap.138. This mandate enables the District to exercise its powers to perform her roles and functions in accordance with National and Local priorities.

## **1.2 Vision Statement:**

To have prosperous, harmonious, knowledgeable and healthy people living in a beautiful and well protected environment

## **1.3 Mission Statement:**

To serve the community through a coordinated Service Delivery System, which focuses on national and local priorities and promotes sustainable development of the District.

## **1.4 Purpose of Mukono District Local Government Client Charter:**

- To enhance accountability and client focus in the provision of public services
- Serve as a tool for continuous performance improvement
- Obtain feedback from clients on their level of satisfaction on the services we provide
- Provide appeal mechanisms, informing clients on complaints handling mechanism.

## **1.5 Objectives of Mukono District Local Government Client Charter**

- To inform our stake holders of services we provide, and their rights and expectations.
- To provide accountability framework for the public annually and progressively as set in the client charter.
- To enable the clients and stakeholders to hold the District to account for its outputs, services and commitments and thus contribute to enhancing transparency in public service.

- Acts as a tool for continuous performance assessment by addressing service delivery challenges and periodic revision of the charter from time to time.

## 2. Our clients

These are Public Servants, private sector, Government ministries, Departments and Agencies, civil society and the public in general.

## 3. Core Values & principles of Mukono District Local Government:

- a) **Objectivity:** all our decisions will be professional, based on merit and best practices.
- b) **Effectiveness:** The District will achieve its intended results in terms of quality and quantity following periodic targets and performance standards set for service delivery.
- c) **Responsiveness:** The District will attend to our client issues, suggestions, requests and criticisms on time within the set framework.
- d) **Integrity:** We shall adhere to high moral standards in conduct of our affairs.
- e) **Transparency:** We shall be transparent and accountable in all our decisions and actions.
- f) **Independence:** we shall work independently and objectively based on facts.
- g) **Client/customer focus:** Their interest shall be our priority.
- h) **Confidentiality:** Information received and decisions made by us shall be accessed by those individuals, officers and organs supposed to.
- i) **Fairness and impartiality:** We shall ensure that equality and equity is upheld in our decisions.
- j) **Professionalism:** We shall exercise maximum and standardized code of conduct and to exercise selflessness and honesty while accepting constructive criticism.
- k) **Innovativeness:** We shall continue to look for new ways to improve facilities and service delivery.
- l) **Partnership:** We shall champion the principle of inclusiveness and enhance a close partnership with all stakeholders.
- m) **Loyalty:** We shall continuously defend and uphold Government policies and laws in the course of service delivery.
- n) **Results oriented**
- o) **Efficiency and effectiveness:** we shall strive to be effective and efficient in all our operations.



## **4.0 Key Result Areas.**

### **a) Integrated Health Services delivered:**

We shall;

- a. Reduce essential drug stock outs through improving our drug management in health units.
- b. Enhance communication with clients by strengthening health unit management committees and ensuring that they are active.
- c. Hold health education talks at least once monthly in every sub county/ Town Council, and weekly on radio, where spot messages on sanitation and hygiene on improving living lifestyles will be run.
- d. Reduce patients waiting time from one hour to at least less than 30 minutes.
- e. Provide and encourage voluntary counseling and testing in all health units from 5% to 10% and to reduce HIV prevalence.
- f. Increase immunization coverage to at least 99%.
- g. Increase housing of our health staff to at least 90%.
- h. Increase outreaches to at least 85%.

### **b) Safe Water and Sanitation provided**

- a. We shall provide equitable access to sustainable safe water.
- b. Improve sanitation by 20% from annual 15%

### **c) Infrastructure developed and maintained**

- a. Promote equity in maintenance of infrastructure in the District.
- b. Maintain 70% of the all District roads in motorable condition throughout the year.
- c. Supervise and monitor infrastructure, feeder roads, water supplies and public buildings on quarterly basis.
- d. Inspect building sites under construction in all Sub Counties and Town Councils according to the Job card.
- e. Process submitted development plans and notify within 30 days.
- f. Supervise contractors on routine road maintenance once every week.
- g. Conduct site meetings on all construction projects at least three (3) times during the project period.

- h. Conduct regular maintenance of District equipments like vehicles and road construction machines.
- i. Develop a maintenance schedule for every equipment.
- j. Increase routine road maintenance from 50% to 100% by 2027.

**d) Production and Marketing**

- a. Promote market oriented farming in agriculture covering farmers
- b. Provide advisory services to at least 30 farmer groups per Sub County every month.
- c. Promote commercial agricultural through training at least 120 farmers annually.
- d. Procure and distribute improved and disease resistant planting materials and stocks to farmers
- e. Provide technical advice on use of pesticides and chemicals after every 6 months

**e) Community Based Services:**

- a. Undertake routine mobilization and sensitization of communities to increase participation in development programs.
- b. Conduct at least one Baraza annually in each of the Sub Counties and Town Councils of the District.
- c. Undertake training for vulnerable of community groups in income generating activities like youth, women, elderly and PWDs (disabled) at least once a year for each group.
- d. Routinely Register Community Based organizations (CBOs).
- e. Routinely handle cases related to child abuse, domestic violence, and other related cases and create awareness of children rights annually.
- f. Carry out routine Youth Lively Programme and Uganda Women Entrepreneurship Programme (UWEP) quarterly.
- g. Create awareness on Gender Mainstreaming for the community, political leaders and District Council staff at least once a year.
- h. Create awareness on labor laws at different work places once a year
- i. Inspect work places quarterly.

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**f) Sustainable Natural Resource Management**

- a. We shall provide improved use and protection of at least 80% of natural resource forests and wetlands.
- b. We shall progressively increase the attainment of land titles to land where there are government properties.
- c. Participate in drawing of and implementation of annual environment management plans for all sub counties and Town councils in the District, emphasizing enacting of Bye-laws to promote environmental management and encourage planting of trees.
- d. Ensure Environmental Inspection, protection and compliance with in the District.
- e. Plant and maintain 1,000 trees in the municipality.
- f. Ensure development and building plan approvals
- g. Conduct land use planning and management.
- h. Physical development guidance

**g) Primary Education Enhanced:**

We shall;

- a. Raise enrolment rate and retention of all girls and boys of school going age through sensitization of parents in annual general parents meetings with school administrations.
- b. Carry out inspection of all schools at least once every term.
- c. Mobilize parents from Government Aided primary schools to provide daily lunch and basic scholastic materials for their children, in order to reduce school drop through annual Parents/ Teachers meetings.
- d. Improve Teacher Pupil ratio from 1:65 to 1:53 by 2031.
- e. Conduct centralized Mock exams every academic year.
- f. Promote sports and physical education in Educational Institutions in the District per term.
- g. Improve academic pass rate by 2% every year.



- h. Improve latrine stance from 1:77 to 1:40.
- i. License or register at least 50 nursery, 60 primary and 10 secondary schools annually.
- j. Enroll all learners on EMIS.
- k. Sensitize stakeholders on education policies and guidelines annually.
- l. Conduct support supervision to 80 schools every term.

#### **h) Administration:**

- a. Pay salaries by 28<sup>th</sup> and pension by 15<sup>th</sup> of every month.
- b. Attend to clients within 30 minutes after arrival at the premises.
- c. Prepare statutory reports and submit to relevant authorities as per set guidelines.
- d. Appraise all (100%) District staff by 30<sup>th</sup> June every year.
- e. Respond to correspondences within 5 days.
- f. Pay Suppliers/Contractors after completing project / submitting items and / delivery note in one months' time.
- g. Respond to clients' grievances, complaints and inquiries within 48 hours and response shall be in a formal letter. Use the communication office to respond to any matter that may arise.

#### **i) Finance**

##### **We shall**

- a) Effect payments within 28 days after placing Invoice.
- b) Up-date revenue registers annually.
- c) Prepare revenue and expenditure estimates by 30<sup>th</sup> May of every year.
- d) Produce monthly financial statements.
- e) Prepare revenue policy or charging policy annually.
- f) Increase revenue base by not less than 5% annually.

- g) Submit PBS reports by 30<sup>th</sup> day of every month.
- h) Prepare final annual accounts and submit by 30<sup>th</sup> Aug of every year or as may be guided by the Accountant General.
- i) Prepare budget frame work paper.
- j) Identify new revenue sources at least one source per year.
- k) Produce monthly financial statements for presentation to the Executive and Finance & planning committee.
- l) Publicize quarterly and annual releases.
- m) Generate licenses instantly.

#### **j) Trade, Industry and Local Economic Development**

##### **We shall:**

- a) Provide trade information and business advisory services to traders and investors within 3 working days following consultation.
- b) Facilitate dissemination of trade opportunities and market information monthly.
- c) Mobilize and guide groups intending to form cooperatives and SACCOs within 10 working days of request.
- d) Conduct inspection and supervision of cooperatives and SACCOs at least once every quarter.
- e) Support MSMEs with business planning and growth strategies within 10 working days.
- f) Facilitate linkages between producers, traders, processors and buyers.
- g) Promote tourism attractions, products and investment opportunities.
- h) Promote quality assurance, standards and product competitiveness.
- i) Follow up on resolutions and recommendations arising from Public-Private Dialogue engagements.
- j) Monitor SACCOs and beneficiary enterprises.

## **k) Internal Audit**

**We shall,**

- a) Prepare quarterly audit reports for submission to Council on quarterly basis.
- b) Review value-for-money audit for ongoing projects in the District at the end of every year.
- c) Audit revenue collections for proper management of District funds on quarterly basis.
- d) Audit stores, procurement, schools, and departments at least once a year basing on the risk levels.
- e) Verify financial transactions in the District for compliance with financial regulations, procedures and practices.
- f) Detect fraud, omissions and commissions in the District accounting system, if any.
- g) Follow up on the implementation of audit recommendations.

## **4.0 Service Standards**

Working hours shall be from 8.00am to 1.00pm. Lunch break is from 1.00pm to 2.00pm. Working time will continue from 2.00 to 5.00pm. We shall not be available on weekends and public holidays unless called to do so by our supervisors.

- I. We shall treat our clients with fairness, promptness, clarity and courtesy to their satisfaction.
- II. We shall acknowledge and respond to customer calls, complaints and needs within 14 days from the date of receipt of the same.
- III. Our services are free of charge and services that may attract a fee will always be publicized at the service points and the fees stipulated.
- IV. Provide our services in a professional manner.

#### **4.1 Client rights**

**Our clients have the rights to:**

- a. Be treated fairly, with courtesy & with respect.
- b. Provide feedback on the services provided in case of dissatisfaction or even satisfaction.
- c. Receive timely and prompt responses on complaints, appeals and submissions.
- d. Clear and accurate advice.
- e. Confidentiality.
- f. Quality services.
- g. Access to relevant information as per rules and procedures.
- h. Non-discrimination.

#### **4.2 Client Obligations**

- I. Provide timely, comprehensive & accurate information whenever requested through the appropriate channels.
- II. Treat staff with courtesy and respect.
- III. Be honest and fair in dealing with staff.
- IV. Not to act or expect others to act in a manner that might be considered unethical.
- V. Be patient and considerate as the cases are being handled.
- VI. Respect and protect the government projects given to them.

### **5.0 Accountability Framework**

We shall report our performance to our clients through various mechanisms like:

- I. Stakeholders meetings or conferences and workshops.
- II. Through performance assessment reports
- III. Through District publications.
- IV. Radio talk shows.
- V. Through barazas.

#### **5.1 Monitoring and evaluation;**

**The role of the client charter focal person to be clarified**

1. Client Charter focal point person shall report on the charter in the Technical Planning Committee meetings and district Executive committee meetings whenever called upon..
2. This charter shall be reviewed after every three years.

3. We shall be reviewing our performance against our commitments every six months.
4. We shall periodically provide performance reports against commitments in the client charter to the Ministry of Public Service.
5. We shall be documenting and responding to feedbacks from our clients.

## **6.0 Monitoring and Review**

- a) There shall be a framework for continuous monitoring of performance against our service commitments.
- b) We encourage our clients to comment on our performance and suggest ways to improve our services.
- c) Provide reports to the public service commission to monitor performance against the commitments on a quarterly basis
- d) The client charter to be reviewed every 3years

## **7.0 FEEDBACK FROM CLIENTS:**

Our clients shall provide feedback on our services through any of the following channels:

- 1) Stakeholders meetings or conferences
- 2) Suggestion boxes
- 3) Written or verbal communications: While writing to us, they should use the following address:  
THE CHIEF ADMINISTRATIVE OFFICER  
MUKONO DISTRICT LOCAL GOVERNMENT  
BOX 110 MUKONO.
- 4) Clients are entitled to their opinion and shall not be penalized for expressing it, provided it is intended to contribute towards improvement of service delivery.
- 5) Our clients can also reach our Client Charter Focal Point officer on 0772838593 (Mr.Kazibwe Stephen, Principal Human Resource Officer Mukono DLG) or the complaints Desk Officer on 0756389851 (Mr. Kaddu Derrick, District Communications Officer, Mukono DLG).
- 6) We are committed to improving our performance and also respond to the feedback received from our clients.



## **8.0 COMPLAINTS MANAGEMENT**

If clients are not satisfied or have a complaint, they have a right of redress. The complaints shall be addressed to the Complaints Desk Officer. If the complaint is not handled within two weeks from the date of reporting, it shall be forwarded to the Chief Administrative Officer.

### **8.1 Appeal process**

In case of failure to handle the complaint within one month, the aggrieved party shall appeal to the District Chairperson or the Resident District Commissioner for redress. If the issue is not handled at that level, the matter can be referred to Ministry of Local Government, Inspector General of Government, Police or courts of Law.

## **9.0 Commitment to the Client Charter**

### **We commit ourselves to**

- Ensure that our clients receive the services spelt out in this Charter.
- Serve them with dedication while upholding the cardinal principles guiding the operations of the public service.
- Account for our decisions, actions and inactions

## **CONTACT**

### **The Chief Administrative Officer**

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