



THE REPUBLIC OF UGANDA

KANUNGU DISTRICT LOCAL GOVERNMENT

CLIENT CHARTER

2025 – 2030

MARCH 2025

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FOREWORD

The client charter expresses the service delivery standards and commitments Kanungu District Local Government has made to provide quality and timely services to its clients and for continuous performance improvement. It provides for client obligations and expectations.

The client charter is a clear manifestation that public offices are held in public trust. It is therefore imperative that the public office holders account to the public. The charter helps citizens to demand quality services and to hold public servants accountable for their actions and inactions.

We pledge to do all it takes to implement the service delivery standards and commitments stipulated in the client charter.

I therefore call upon all stakeholders to read and internalize the client charter and use it as a source document to commitment the local government to meet the set standards. the general public and our clients are invite to make further suggestions on how services offered by Kanungu District local government can meet their expectations.

For God and my Country

Mr.Byamukama Francis Kapesha
District Chairperson
Kanungu District Local Government

PREAMBLE

I am pleased to present to you Kanungu District Client Charter that is aimed at improving transparency and accountability at the local level.

We aim to be professional, accountable, transparent and responsive to our clients. We are committed to providing the highest standard of service and shall continually improve on it. We request for positive criticism and provide feedback on the services we offer.

Awuye Abdallah

**CHIEF ADMINISTRATIVE OFFICER
KANUNGU DISTRICT LOCAL GOVERNMENT**

1.0 INTRODUCTION

This Client Charter presents our Mandate, Vision, Mission statement, Overall goal, Principles and Values, Service Delivery Standards and Commitments in line with the requirements of the Result Oriented Management framework.

1.1 Mandate

Our mandate is “To Administer and Develop Local Administrations as per the Provisions of Article 176 (1) of the Constitution which states that “The system of Local Government in Uganda shall be based on the District as a Unit under which there shall be such Lower Local Government in Uganda shall be Based on the District as a unit under which there shall be such Lower Local Governments and Administrative Units as Parliament may by law provide”; and the Local Governments Act, Cap 243.

1.2 Vision

Our Vision is “A transformed District with Educated Population, Clean Environment, Good health and sustainable livelihood projects at Every Household by 2040”.

1.3 Mission statement

Our Mission is “To serve the Community through Coordinated Delivery of services, which focus on national priorities and local significant Needs, in order to promote Socio-Economic Development of the District”.

1.4 Overall goal

“Increased household income for sustainable development and poverty reduction”.

1.5 PRINCIPLES AND VALUES

We shall be guided by the principles and values that govern the Uganda Public Service as we serve our clients

1- Accountability:

We shall be responsible for our actions or inactions.

2- Transparency

We shall be as open as possible about all the decisions taken.

3- Decency

We shall present ourselves in a desirable and respectable manner in terms of dressing, behavior and speech, projecting a good image of our Local Government.

4- Diligence

We shall be careful in executing our official duties.

5- Discipline

We shall behave in a manner that conforms to the rules and regulations that govern the Public Service and specific professions (education & health).

6- Impartiality

We shall give fair and unbiased treatment to all our clients irrespective of gender, age, race, religion, disability or ethnic background.

7- Efficiency and Effectiveness

We shall endeavor to optimally use resources in attainment of organizational objectives and targets and also strive to achieve the intended results (quality & quantity) in accordance with set targets and performance standards.

8- Integrity

We shall be honest and open in conducting all public affairs.

9- Loyalty

We shall be committed to the policies and programs of government both at national and local levels.

10- Selflessness

We shall put our own interest before the public interests.

11- Time Management and attendance to duty

We shall have strict regard to official working hours and observe official working.

12- Customer care

We shall serve our clients/customers with fairness, transparency, promptness, clarity, respect and courtesy with a view to ensure customer satisfaction and enhance the public image of our Local Government.

2.0 SERVICE DELIVERY STANDARDS AND COMMITMENTS

2.1 Education and Sports

We shall:

- a) Inspect all primary and secondary schools and disseminate the inspection reports at least once a term.
- b) Mobilize all education stake holders to raise the primary school enrollment rate.
- c) Regularly submit all vacant posts to the relevant authorities to decrease on teacher pupil ratio.
- d) Increase primary Leaving examinations performance in Grade 1 from 11.1% to 20% and over all pass rate from 88.4 % to 95%.
- e) Involvement of all learners in schools in co-curricular activities and ensure 100% schools' participation in District Co-curricular events every year.
- f) To support parents' open days at least 80 to 90% a year for each school.
- g) Support schools to organize an annual general meeting for each school to discuss performance each year.
- h) Conduct at least 3 District co-curricular activities per year in different sectors.
- i) Organize Continuous Professional Developments for Boards of Governors, School Management Committees (SMCs) and parents at least once annually.
- j) Conduct induction workshops for newly recruited Head teachers and teachers' hand in hand with the human resource department at least within three months after the date of assumption of duty.
- k) Strategically plan meeting with the Head teachers every term.
- l) Disburse UPE capitation grants within one week after the funds have been transferred to the department's account.
- m) Conduct support supervision once a term for each school
- n) Ensure that the District Academic board at different levels remain functional
- o) Monitor and supervise schools for effective teaching and learning process.
- p) Ensure construction and maintenance of school infrastructure.
- q) Submit quarterly progress reports to the standing committee and line Ministry.
- r) Coordinate and lobby development partners for smooth collaboration in service delivery.

2.2 Integrated Health Services

We shall:

- a. Promote health and wellbeing of the people of Kanungu within the frame work of the goals of Ministry of Health and NDPIV.
- b. Increase skilled birth attendance from the current 66% to 70% and Increase the recommended 4 Visits ANC attendance from 55% to 70%.
- c. Provide ANC services on daily basis in all hospitals, Health Centre IVs and all Health Centre IIIs.
- d. Provide immunization against all immunisable diseases and reduce the drop-out rate to less than 10%.
- e. End AIDS as a public health threat by 2030 ensuring that >95% of all people living with HIV know their HIV status, >95% of all people diagnosed with HIV receive sustained antiretroviral therapy (ART) and >95% of all people receiving ART achieve viral suppression.
- f. Coordinate HIV/AIDS prevention strategies including condom availability and community sensitization on quarterly basis.
- g. Increase TB case detection rate from 56% to 70% and increase TB treatment success from 82.4% to 90% of all detected cases.
- h. Ensure that drugs for the killer diseases of malaria, TB and HIV are procured on time and in sufficient amounts.
- i. Reduce HIV prevalence from 6.2% to 4.2% (2% reduction) through promotion of abstinence, faithfulness to sexual partners, condom use and safe circumcision practice.
- j. Fully operationalize Kambuga General Hospital and all HCIVs
- k. Ensure that all essential drugs from National Medical Stores delivered to health facilities are well accounted for.
- l. Health Education talks at Sub-county level on quarterly basis and promote monthly sanitation day across the district.
- m. Ensure at least 2 Radio talks focusing on adolescent health, high risk vulnerable youth groups and any other Health related issues.
- n. Conduct hygiene education in schools at least once in three months.
- o. Home visits by Health Workers At least twice a month per parish in the District.
- p. Ensure at least 90% homesteads and institutions have compost pits – using all relevant stake holders.
- q. Increase latrine coverage from 91% to 100% through enforcement of the Public Health Act and sensitization

- r. Development projects including at least 1 staff house per Health Unit, 1 pit latrine per Health Unit and at least up grade all Health Centre IIs to Health Centre IIIs in the newly created Sub-Counties (4).
- s. Monitor duty rosters for Health workers and duty attendance book to reduce absenteeism by Health workers from their work stations.
- t. Register all children born in Health Facilities and provide them with interim birth certificates.
- u. Register all perinatal and maternal death with a view to reducing their rate
- v. Promote Health Staff recruitment and retention through staff development careers, staff motivation and continuous medical education (CMEs).

2.3 Financial Management and Planning

We shall:

- a) Prepare realistic annual budgets under local revenue that will enable the district to achieve 100% projected local revenue collections
- b) Disburse funds to the LLG's, Departments and Lower NGO's (Health **Units) within 7 days of receipt from the source of origin.**
- c) Submit the financial statements within the regulatory time frame of three months after the end of each financial year to the Auditor General.
- d) Increase revenue by 5% of the previous budget in every financial year.
- e) Process financial payments within 4 working days
- f) Monitor and mentor all the accounts staff in 27 LLG's in financial Management and Development Planning quarterly and Town Council quarterly.
- g) Demand for submission of monthly accountabilities from LLG's by the 10th day of every subsequent month to ease quarterly release of funds.
- h) Conduct revenue assessment by the end of 2nd Quarter of every financial year.
- i) Publish financial transfers on the District Headquarters and all sub-county notice boards on a monthly and quarterly basis.
- j) Publish budget highlights on notice boards by 15th September of every year.
- k) Respond to all audit queries raised by both internal and external auditors
- l) Follow up on revenue collection and mobilization in all the 27 LLGs on quarterly basis
- m) Updating the district asset register and ensure that maintenance log book is up to date.

2.4 Community Based Services

We shall:

- a) Conduct community awareness meetings on government programs(YLP, UWEP, PWD Grants, Parish Development Model.
- b) Facilitate community planning sessions to identify development priorities.
- c) Monitor and support CBO activities to ensure accountability and sustainability.
- d) Conduct campaigns against gender-based violence (GBV) and child marriage.
- e) Mobilize and support youth, women and PWD Groups to access government grants and credit facilities.
- f) Monitor and evaluate the performance of funded projects under UWEP, YLP, and PWD programs.
- g) Work with the Probation and Social Welfare Office and other JLOS Institutions to handle child abuse and neglect cases.
- h) Support community-based child protection structures and referral system.
- i) Establishing and supporting adult learning centers across the district.
- j) Identify vulnerable individuals (elderly, persons with disabilities, orphans, etc.) for social support.

2.4 Works and Technical Services

We shall:

- a) Increase safe water coverage from 89% currently by 2% annually.
- b) Distribute infrastructure development projects equally, in all the Lower Local Governments.
- c) Maintain 50% of all Local Government buildings in good condition.
- d) Maintain 70% of the District, Urban and community access roads in a motor-able condition for all road users.
- e) We shall register every grievance raised by our client and handle it within 3 working days.
- f) Inspect building projects at all the required stages.
- g) Repair and maintain all public vehicles and equipment in good mechanical condition.
- h) Conduct at least two Water and Sanitation Committee meetings every year.
- i) Mobilize the beneficiaries of water and sanitation facilities to make 100% payment of community contributions before implementation.

- j) Backstop at least 50 water user committees per year for best management practices.
- k) Repair and maintain water facilities to achieve an increment of 5% functionality per year.
- l) Carryout water quality test of at least 50 facilities per year and provide feedback to the users.
- m) Provide feedback to beneficiaries on the progress of water and sanitation projects on a quarterly basis.
- n) Involve communities in the design, monitoring and maintenance of all water facilities.
- o) Carryout home improvement campaigns to achieve 100% coverage of sanitation in areas supposed to receive new water facilities (i.e. piped water, boreholes, valley tanks)

2.5 Sustainable Management of Environment and Natural Resources

We shall:

- a) Process and acquire land titles for Local Government land.
- b) Formulate and implement community-based Natural Resources Management Plans.
- c) Conduct training of tree farmers in agroforestry practices, woodlot establishment and plantation management.
- d) Promote tree planting on public lands targeting all sub - county and town council headquarters.
- e) Establish and maintain a district tree nursery bed.
- f) Conduct dissemination of environmental management standards, rules and regulations through mass media channels per quarter.
- g) Train at least 10 households in the construction and use of improved energy saving stoves per sub-county per year
- h) Supervise private land titling and land registration within 6 months after application.
- i) Review documents for development proposals, projects and plans for compliance to environmental and land use regulations.
- j) Conduct routine environment compliance support visits.
- k) Prepare and maintain an inventory of biomass producers to regulate their activities.
- l) Collect weather data and disseminate Regional weather forecasts on a monthly basis.
- m) Respond and address land disputes immediately on getting information about the dispute.
- n) Compile and disseminate the District State of Environment Report annually to all Lower Local Governments.
- o) Formulate physical plans for all rural growth centres to at least 40%.

2.6 Agricultural Production and Marketing

We shall.

- a) Provide diagnostic services for both crop and animal diseases.
- b) Support early detection of outbreaks to guide response.
- c) Offer reliable and timely testing for informed decision-making.(
Disease, soil testing)
- d) Support research and surveillance in partnership with other institutions.
- e) Coordinate water for production (dams, valley tanks, irrigation schemes) to support both crops and animals.
- f) Supervise and mentor extension workers to ensure quality service delivery to farmers.
- g) Develop annual work plans and budgets for production activities.
- h) Mobilize and train farmers in group dynamics, cooperatives, and farmer associations for stronger collective action.
- i) Promote value addition across all production sectors to increase incomes and reduce losses.
- j) Guide the district on policies and regulations related to agriculture, livestock, and fisheries.
- k) Promote aquaculture and guide construction and management of fish ponds and cages.
- l) Train on fish breeding, feeding, and disease prevention.
- m) Support fish harvesting, processing, and storage to reduce losses.
- n) Promote modern, sustainable, and climate-smart farming practices.
- o) Supporting soil and water conservation practices to keep land productive.

2.7 Administrative Support Services

We shall:

- a) Carry out Quarterly Wage performance analysis and submit a report to the Ministry for noting and or action.
- b) Access new employees on payroll not less than two Months after appointment.
- c) Timely submission of Wage, Pension and Gratuity estimates by 30th Sep of every year
- d) Reward and Sanction good and non-performers respectively
- e) Monitor Government projects/programs in LLGs
- f) Ensure timely payment of salaries and monthly pension by 28th of every Month
- g) Respond to public concerns reported within 40 working hours through District Grievance Redress Committee.

- h) Disseminate findings from monitoring through radios and public notice boards on a quarterly basis.
- i) Increase the staffing level in the all sectors to 80%, health sector to 65% and education sector to 100% by 2030.
- j) Disseminate highlights of the performance improvement plan activities by June of every year through official meetings and public notice boards.
- k) Disseminate the District Client Charter for implementation by March 2026
- l) Implement Balance Score Card (BCS) as a result based performance Management System by 2026.
- m) Strict adherence to verified payroll audits and integrity of data captured on Human Capital Management System(HCM) and on Programme Budgeting System(PBS) when preparing all salary, pension and gratuity budgets.
- n) Ensure all Public Officers consciously subscribe to the code of conduct and Ethics by swearing the official oath and oath of secrecy prescribed in the Uganda Public Service Standing Orders,2021.

2.8 Planning services

We shall:

- a) Submit all District progress reports by the 30th day of the preceding month to ministry of Finance, Planning and Economic Development.
- b) Hold Budget Conference of all stakeholders in planning and budgeting as per the budgeting cycle of the Ministry of Finance.
- c) Produce and implement the Local Government development plans that is aligned to the National development plans
- d) Produce and provide accurate, reliable, and timely data to all stakeholders
- e) Allocate resources to key strategic areas across all departments
- f) Coordinate the annual District planning and budgeting process
- g) Promote transparency in the budget process.
- h) Analyze and advise on annual budget policy options and medium to long-term forecasts
- i) Ensure comprehensiveness of the budget.
- j) Undertake regular District budget monitoring to ensure effective utilization of public finances.
- k) Disseminate annual performance reports to different stakeholders
- l) Mentor all lower local governments to produce realistic budgets and development plans

- m) Budget and implement all the crosscutting issues into the district development plans and budgets
- n) Promote gender and equity in budgeting.

3.0 Trade, Industry & Local Economic Development (TILED).

We shall:

- a) Continuously provide appropriate Business development Service in a timely manner to enhance the sustainable growth and development of Micro, Small and Medium Enterprises in all economic sectors that are the bedrock in creation of wealth and employment as they participate in the Social Economic Transformation of our district and the nation at large.
- b) Enhancement of our Collaboration with other MDAs and Development Partners in supporting the private sector to reduce informality, strengthen organised farmer groups and cooperatives to work together and benefit from synergies of the Economies of scale.
- c) Continuously seek and provide appropriate guidance during the implementation of the specific Wealth Creation strategies (Emyooga and Parish Development Model) and timely dissemination of implementation status reports to key stakeholders.
- d) Continuously link the Entrepreneurs in MSMEs to appropriate financing institutions with affordable credit to facilitate commercialisation of Agriculture, Value Addition and sustainable quality service provision in the Tourism, Hospitality and other services.
- e) Timely dissemination of appropriate information to different stakeholders through different media, reports and awareness engagements for transparency and accountability.
- f) Continue participating in activities that position Kanungu as a preferred tourism destination in the region and supporting enforcement of regulation and coordination of the tourism industry in order to achieve improved compliance to regulations in the tourism industry.

3.1 GENERAL COMMITMENTS

We commit ourselves to do the following;

- a) To fulfill the identified key results areas and commitments in each sector
- b) To uphold to this Charter as a performance agreement aimed at achieving the Strategic Policy objectives (National Development Plan (NDP), Universal Secondary Education (USE), Universal Primary education (UPE) etc.

- c) To initiate and promote performance improvement and personal development plans in terms of knowledge, skills and levels of competence.
- d) To manage performance throughout the year through a continuous process of providing feedback on performance, conducting formal and informal progress reviews and dealing with performance problems.
- e) Stick to the intentions of the Public service Reform Program (PSRP) including Prosperity for All, UPE, Strengthening Decentralization, Parish Development Model (PDM), Civil Society and Private Sector Partnerships.
- f) We shall stick to the principles and values of good governance including participation, transparency, effectiveness, responsiveness, and accountability, acceptance of diversity and rule of law.

3.2 CLIENTS

3.2.0 Our clients include;

Internal Clients: Public Servants, Pensioners, Lower Local Governments (Sub-counties & Town councils).

External Clients: NGOs, Civil Society organizations, Contractors, Job seekers and Applicants, Service Providers, Interns, members of Statutory Bodies, School management committees, Parish Development Committees, Private Sector, IGG, Ministries, Departments and Agencies (MDA), Land owners, Squatters, Voters, Pupils, Patients, Tax payers, Widows and Widowers, Orphans, Youths, People with Disabilities (PWD), Veterans, District and Sub-county Internal Security Officers (D/GISO) and Potential Marriage Couples and any other client that may come to seek services.

3.3 Client Rights

Our clients have a right to;

- a) Access to services at the laid down rates, fees and service standards.
- b) Access to public information in accordance with the law.
- c) Be treated with respect.
- d) Privacy and confidentiality.
- e) Lodge complaints.
- f) Appeal in accordance with established procedures.
- g) Timely payment for goods supplied and services provided.
- h) A healthy and safe environment.

3.4 Client's obligations

Our clients shall have the following obligations.

- a) Respond to requests with accurate and timely information.

- b) Contribute to arriving at solutions or recommendations to address individual and collective problems.
- c) Abide by the laid down policy, legal and financial requirements.
- d) Not to offer gifts, favors or inducement to staff, or to solicit for the same.
- e) Provision of quality goods and services in time, in case of suppliers.
- f) Treat our staff with courtesy.
- g) Participate in all public development activities at all stages, i.e. Planning, implementing, monitoring and evaluation.

3.5 FEEDBACK AND COMPLAINTS

We welcome constructive criticism and feedback about our services. We also welcome suggestions on how we improve our service delivery. We commit ourselves to taking your complaints and suggestions seriously and to dealing with them as quickly as possible.

If you have a problem, suggestion or a complaint, you can use the following channels;

- a) Speak to the person who has been attending to you.
- b) Speak to that persons' supervisor
- c) Speak to our Client Charter Officer.
- d) Make use of our suggestion boxes.
- e) Write to us using the addresses or call the telephone number given at the end of this document.
- f) Public meetings and seminars
- g) Attend Public meetings/barazas

Use our email: kanungudist2001@gmail.com

Landline Telephone: 0751003217

Website: <https://Kanungu.go.ug>

Facebook: <https://www.facebook.com/@kanungudistrictlocalgovernment>.

Youtube: <https://youtube.com/@kanungudistrictlocalgovernment>

Tiktok: tiktok.com/@kanungudistrict

3.6 REPORTING PERFORMANCE AGAINST THE CHARTER

In pursuance of effective monitoring and evaluation, we shall:

- a) Put in place a monitoring and evaluation framework for the implementation of the Charter. The monitoring team will comprise of

members from the political leaders, civil servants and civil Society organizations.

- b) Publish performance against the Charter's commitments in the District Policy documents and annual performance reports.
- c) Report on the performance to clients and stakeholders during quarterly and annual review events.
- d) Publish summary complaints data and our general response in the District Annual Report.

We commit ourselves to implement this Charter to our best within the laws and regulations in force in Uganda.

“Let's leave no one behind in providing quality services.”

FOR GOD AND MY COUNTRY

For additional information please contact;

The Chief Administrative Officer

P.O. Box 1
Kanungu.

Client Charter Point Focal Person

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