

MPIGI DISTRICT LOCAL GOVERNMENT

5 YEAR CLIENTS' CHARTER

2025-2030

INTRODUCTION

The Client Charter outlines Mpigi District Local Government's commitments to service delivery for the population. Its purpose is to enhance accountability, transparency, and service quality while enabling clients to offer support, assess performance, and report noncompliance through established channels.

The Charter details the services provided by the District Local Government, as mandated by the Constitution and the Local Government Act, Cap. 243. It also presents the District's vision, mission, core principles, and values and finally sets medium-term commitments and service delivery standards for the District Local Government. Finally, it defines the District's clients, their rights, and their responsibilities.

BACK GROUND

Mpigi district is located in the Central Region, referred to as the Buganda region. It borders with Wakiso in the North East and East, Mityana in the North and North West, Kalangala to the South, Masaka to the South and South West and Butambala to the West. The district lies on the shores of Lake Victoria, the largest fresh water lake on the African Continent. The Equator traverses the District at Kayabwe in Nkozi sub-county. The District Headquarters is about 35 Km from Kampala, the capital city of Uganda, along the Trans-African Highway.

Mandate

Mpigi District Local Government is mandated to provide services in accordance with decentralization of functions, powers and responsibilities at all levels of Local Councils. The decentralized functions and services are provided under part II of the Second Schedule of Local Governments Act Cap 243.

1.1 Vision

“A transformed Mpigi District with an Empowered population through Sustainable Socio-Economic Development and Wealth Creation by 2040”

1.2 Mission

To provide quality and timely services focusing on both National and district priorities in order to accelerate sustainable development of the District

1.3 Strategic objectives

- (i) Enhance value addition in Key Growth Opportunities
- (ii) Strengthen private sector capacity to drive growth and create jobs.
- (iii) Consolidate & increase stock and quality of Productive Infrastructure
- (iv) Increase productivity, inclusiveness and wellbeing of Population
- (v) Strengthen the role of the State in development

1.4 Core Values (define the values)

Teamwork: We shall undertake combined actions towards achievement of the district desired goals

Ethics and Integrity: We shall abide by the Code of Conduct of public servants and shall follow government laws, regulations and shall exhibit high degree of professional competence and honesty. We shall not be involved in any form of corruption.

Transparency and Accountability: We shall be committed to implementation of government and local government policies, programmes and manage the district in public trust on behalf of the people and shall be open and responsible for our actions and/or inactions. We shall be.

Time management: We shall attend to our clients' suggestions, requests and criticism in a timely manner.

Participation and inclusion: We shall engage all our development partners including ministries and departmental agencies, international agencies and fellow local governments, NGOs, civil society, private sector and special interest groups and

individual in planning and implementation Government programs. We shall be fair to our clients in service delivery irrespective of tribe, sex, race, religion, ethnic background or political affiliation.

KEY RESULTS AREA, PRINCIPAL SERVICES AND COMMITMENTS

2.1 KEY RESULTS AREAS

- 1) Provision of Health Services to the community
- 2) Effective implementation and monitoring of Government programs and projects
- 3) Promotion of literacy in the District
- 4) Provision of clean and safe water to the communities
- 5) improve access to motorable road network in the district
- 6) Extension of social services including to the community
- 7) implementation of lawful decisions
- 8) Attraction and retention of a skilled workforce
- 9) Provision of extension services
- 10) Promotion of environment and natural resources
- 11) Promotion of tourism, trade, industrial cooperative and local economic development

Principal Services

Profiling of principal services

No.	Service	Criteria for access	Service Delivery Point	Time Frame	Cost
Health					
1.	Immunization	• Clients within required age bracket • Report to immunization	• Designated immunization post	• Within one hour	Free

Profiling of principal services

No.	Service	Criteria for access	Service Delivery Point	Time Frame	Cost
		post • Present Immunization cards where required			
2.	Patient diagnosis and Treatment	• Patient reports to nearest Government Health facility	• Government Health facility	• Within two hours	Free (for all services)

Profiling of principal services

No.	Service	Criteria for access	Service Delivery Point	Time Frame	Cost
		• Provide detailed information required to make diagnosis to Health Worker			unless dental service is required) UGX.

Profiling of principal services

No.	Service	Criteria for access	Service Delivery Point	Time Frame	Cost
					5000 for dental services In absence of required

Profiling of principal services

No.	Service	Criteria for access	Service Delivery Point	Time Frame	Cost
					drugs , prescripti on will be made and the patient may be

Profiling of principal services

No.	Service	Criteria for access	Service Delivery Point	Time Frame	Cost
					required to access from outside facilities
3.	Antenatal	• Pregnant mother reports to nearest Government	• Government Health	• Within	• Free (for all

Profiling of principal services

No.	Service	Criteria for access	Service Delivery Point	Time Frame	Cost
		Health facility • Present Antenatal Card where required. • Provide detailed information as required by health worker.	Facility	three hours	services unless scan is required) • UGX 5,000

Profiling of principal services

No.	Service	Criteria for access	Service Delivery Point	Time Frame	Cost
					for scan
4.	Maternity	• Pregnant mother reports to nearest Government Health facility • Report with a caretaker,	• Government health facility	• Within twenty four hours	Free

Profiling of principal services

No.	Service	Criteria for access	Service Delivery Point	Time Frame	Cost
		maama Kit, present Antenatal Card • Provide detailed information as required by health worker.			
5.	Postnatal	• Present delivery	• Governme	• Within	Free

Profiling of principal services

No.	Service	Criteria for access	Service Delivery Point	Time Frame	Cost
		discharge form • Present immunization card • Come with your baby • Provide detailed information as required	nt Health facility	one hour	

Profiling of principal services

No.	Service	Criteria for access	Service Delivery Point	Time Frame	Cost
		by health worker.			
6.	Birth notification	• Present photocopies of national ID for parents/Guardian • Present Child Immunization and	• Government Health Facility	• Within two hours	Free

Profiling of principal services

No.	Service	Criteria for access	Service Delivery Point	Time Frame	Cost
		growth chart.			
7.	Medical Examination for GBV cases	• Victim to appear	• Health 111 and iv	• Within 1 hour	free
8.	Conduct postmortem	• Present the corps	• H/C IV	• Within 4	 payable

Profiling of principal services

No.	Service	Criteria for access	Service Delivery Point	Time Frame	Cost
		• Present letter from police when required		hours	at the health center bank account
Administration and support services					
9.	Administratio	• Application to Chief	• Assistant	Within	UGX.

Profiling of principal services

No.	Service	Criteria for access	Service Delivery Point	Time Frame	Cost
	n of civil marriages	Administrative Officer • Pay applicable fees to a designated bank account • If one of the parties is a foreigner, s/he must present certificate is	Chief Administrative Officer	twenty one days	100,000,

Profiling of principal services

No.	Service	Criteria for access	Service Delivery Point	Time Frame	Cost
		single • Appear at designated venue and time with at least 2 witnesses, at least one from each party			

Profiling of principal services

No.	Service	Criteria for access	Service Delivery Point	Time Frame	Cost
10.	Processing of letters of administration	• Submit letters from Administrator General	• Secretary CAO's office	Within one week	50,000 shs payable to the bank
11.	Payment of pension and	• Submit pension application forms to	• District Registry	Within two months	Free

Profiling of principal services

No.	Service	Criteria for access	Service Delivery Point	Time Frame	Cost
	retirement benefits	Chief Administration six months before retirement		from retirement date	
12.	Staff recruitment	Submit application forms to District Service Commission in response	Secretary District Service	Within three months from the	Free

Profiling of principal services

No.	Service	Criteria for access	Service Delivery Point	Time Frame	Cost
		to an advert. • Appear for interviews upon invitation on designated dates, at designated venues with original required	Commission	date of advertisement	

Profiling of principal services

No.	Service	Criteria for access	Service Delivery Point	Time Frame	Cost
		documents			
13.	Issuance of appointment letters	• Present two passport photos • Pick appointment letter in person	• District Registry	Within two weeks from receipt of minute extract from District	Free

Profiling of principal services

No.	Service	Criteria for access	Service Delivery Point	Time Frame	Cost
				Service Commission	
14.	Staff Deployment	Accept appointment within 30 days from receipt of appointment letter	District Registry	Within two weeks from date of acceptance	free

Profiling of principal services

No.	Service	Criteria for access	Service Delivery Point	Time Frame	Cost
		Pick deployment letter in person			
15.	Accessing staff on payroll	Submit notification of assumption of duty for newly appointed and promoted staff before	District Registry and Human	Within one month from assumption of duty	free

Profiling of principal services

No.	Service	Criteria for access	Service Delivery Point	Time Frame	Cost
		the 15th date of the month • Submit bank account details, photocopy of the National Identification Card Tax Identification Number (TIN), email	Resource Office		

Profiling of principal services

No.	Service	Criteria for access	Service Delivery Point	Time Frame	Cost
		address used at the time obtaining the TIN • Appear in person for e-registration			
16.	Internship placement	• Submit individual application letter with a	• District registry	Within one week	Free

Profiling of principal services

No.	Service	Criteria for access	Service Delivery Point	Time Frame	Cost
		request for internship placement from the University/ Institution			
17.	Recommendation for loan applications	• Submit loan application forms with relevant documents.	• District registry	Within one week	free

Profiling of principal services

No.	Service	Criteria for access	Service Delivery Point	Time Frame	Cost
		• Applicant should not have an outstanding loan with another lending institution. • Top up letter from the lending institution in			

Profiling of principal services

No.	Service	Criteria for access	Service Delivery Point	Time Frame	Cost
		case of application for loan top up. • Loan repayment period should not exceed 60 months. • Applicant should be			

Profiling of principal services

No.	Service	Criteria for access	Service Delivery Point	Time Frame	Cost
		confirmed in appointment. • applicant should not have a pending disciplinary case			
18.	Issuance of	• Present birth	• Town	Within 1	free

Profiling of principal services

No.	Service	Criteria for access	Service Delivery Point	Time Frame	Cost
	short birth and death notifications	notification from a health facility • Submit LC I letter where the deceased used to reside • Present National	council/ Sub-county	hour	

Profiling of principal services

No.	Service	Criteria for access	Service Delivery Point	Time Frame	Cost
		Identity Card for both parents/guardian			
19.	Procurement of goods and service contracts	• Submission of Bids in response to invitation • Client obtain PRN from finance	• Chief Administrative Officer and procureme	Within 2 months	Between UGX. 50,000 and UGX 100,000

Profiling of principal services

No.	Service	Criteria for access	Service Delivery Point	Time Frame	Cost
		Payment Bid application fees	nt Office		payable to the bank.
20.	Disposal of goods and assets	Submission of Bids to Chief Administrative Officer	Chief Administrative Officer	Within 2 months	Between UGX. 50,000 and

Profiling of principal services

No.	Service	Criteria for access	Service Delivery Point	Time Frame	Cost
		Pay Bid application fees			UGX. 100,000 to bank
Education Department					
21.	Registration of pupils for Primary	Submit pupils' birth certificate, Learners Identification Number	Head teacher	Within one day	Free for UPE candidate

Profiling of principal services

No.	Service	Criteria for access	Service Delivery Point	Time Frame	Cost
	Leaving Exams.	(LIN), Parents' or guardian National Identification Number (NIN) and passport photos between March and June of every year • Pay registration fee to			s UGX. 34,000 Non-UPE candidate s (fee

Profiling of principal services

No.	Service	Criteria for access	Service Delivery Point	Time Frame	Cost
		the Head teacher for Non-UPE candidates			revisable by UNEB) Surcharg e UGX 68,000

Profiling of principal services

No.	Service	Criteria for access	Service Delivery Point	Time Frame	Cost
					for late registration between Mid-May and June
22.	Licensing and	• Submit application	District	Within 2	Free

Profiling of principal services

No.	Service	Criteria for access	Service Delivery Point	Time Frame	Cost
	Registration of Nursery/ early Child development centers	request and relevant documents (inspection report from DIS, senior environment officer and senior environment health officer) to the District	Education Officer	weeks	

Profiling of principal services

No.	Service	Criteria for access	Service Delivery Point	Time Frame	Cost
		Education Officer.			
23.	Recommendation of registration of Primary schools to Ministry of	Submit application request and relevant documents (Directorate of education standards.....) to the	District Education Officer	Within 2 weeks	Free

Profiling of principal services

No.	Service	Criteria for access	Service Delivery Point	Time Frame	Cost
	Education and Sports	permanent secretary, ministry of education and sports through the District Education Officer			
24.	Inspection for licensing	Application to DEO	Office of	Within 1 week	100,000 shs

Profiling of principal services

No.	Service	Criteria for access	Service Delivery Point	Time Frame	Cost
	schools for private	• Obtain a PRN from the finance • Pay required fee to the bank	DEO		payable to the bank
25.	Recommendation for PLE	• Submit application request and relevant	• District Inspector	Within 2 weeks	free

Profiling of principal services

No.	Service	Criteria for access	Service Delivery Point	Time Frame	Cost
	centre.	documents (registration certificate, inspection report from the DIS, Head teachers' requirements and occupation permit	of Schools		

Profiling of principal services

No.	Service	Criteria for access	Service Delivery Point	Time Frame	Cost
		from the District Engineer) to Executive Director UNEB through the District Inspector of schools			
Production					

Profiling of principal services

No.	Service	Criteria for access	Service Delivery Point	Time Frame	Cost
26.	Recommendation of tax exemption to farmers on imported agricultural equipment	Submit application request of tax exemption to chief administrative officer	Chief administrative officer	One week	Free

Profiling of principal services

No.	Service	Criteria for access	Service Delivery Point	Time Frame	Cost
	and drugs				
27.	Micro scale irrigation scheme under UGIFT	• Submit application form, land ownership and other relevant documents • Pay application fees to	Chief administrative officer	Within 3 months	25% of the total project cost

Profiling of principal services

No.	Service	Criteria for access	Service Delivery Point	Time Frame	Cost
		the bank <i>Note; Commitment fee of 1m is refundable before contract signing</i>			
28.	Registration and	Provide farm data	District headquarters/	Within 3 months	free

Profiling of principal services

No.	Service	Criteria for access	Service Delivery Point	Time Frame	Cost
	Certification of value chain actors		sub-county/town council		
29.	Meat inspection	• Proof of ownership of the animal • Trading licensee of	Sub-county	Within 1 hour	Between 15,000 to 20,000 shs

Profiling of principal services

No.	Service	Criteria for access	Service Delivery Point	Time Frame	Cost
		the operator/butcher man Health certificate from health department			payable to the bank
30.	Vaccination of animals	Present the animal	Designated vaccination	Within 6 hours	free

Profiling of principal services

No.	Service	Criteria for access	Service Delivery Point	Time Frame	Cost
			points		
31.	Elimination of stray dogs	Present letter of complaint from LC	District/town council, sub-county	Within 3 months	free
32.	Handle malicious damage cases	Letter from police	District/sub-county	Within 1 week	free

Profiling of principal services

No.	Service	Criteria for access	Service Delivery Point	Time Frame	Cost
33.	Pests and disease control	Present letter of complaint from farmer or LC	District/town council, sub-county	Within 1 week	free
34.	Issuance of animal movement permits	Letter from LC1 and parish chief	District ,sub-county and town council	Within 1 day	free

Profiling of principal services

No.	Service	Criteria for access	Service Delivery Point	Time Frame	Cost
35.	Artificial insemination	Request from the farmer	District ,sub-county and town council	Within 1 day	Free but farmer should buy semen
Trade, Industry and Local Economic Development					
36.	Recommendations	Submission of	District	Within one	free

Profiling of principal services

No.	Service	Criteria for access	Service Delivery Point	Time Frame	Cost
	tion for registration of cooperatives	registration documents	Commercial Officer	week	
37.	Recommendation of cooperatives	Submission of annual general meeting minutes and	District Commercial Officer	Within one week	free

Profiling of principal services

No.	Service	Criteria for access	Service Delivery Point	Time Frame	Cost
	for loan facilities	resolutions.			
38.	Registration of cooperatives	Present passport photos for treasurer, secretary and chairperson	Commercial officers	I week	free

Profiling of principal services

No.	Service	Criteria for access	Service Delivery Point	Time Frame	Cost
		• Photo copies of National Identity card for all members • Filled bye laws • Final accounts			
39.	Renewal of	• Audited accounts	Commercial	1 week	Free

Profiling of principal services

No.	Service	Criteria for access	Service Delivery Point	Time Frame	Cost
	cooperative registration	• Annual returns • Membership schedule	officer		
40.	Supporting cooperative to access financing	• Audited accounts • Annual returns • Maximum liability (certificate that allows	Commercial officer	Within 7 days	free

Profiling of principal services

No.	Service	Criteria for access	Service Delivery Point	Time Frame	Cost
		borrowing)			
41.	Registration of hospitality facilities	• Filled registration form • TIN • Certificate of registration	Commercial officer	Within 7 days	free

Profiling of principal services

No.	Service	Criteria for access	Service Delivery Point	Time Frame	Cost
		Trading license			
Roads and Engineering					
47	Assessment of building plans	- Submit registered Plan to the District Engineer - Submit building	District Engineer	Within two week	Ugx 1,100 per square metre

Profiling of principal services

No.	Service	Criteria for access	Service Delivery Point	Time Frame	Cost
		inspection request • Submit Geo technical report for structures more than 3 floors • Pay required fees using IRAS			
48	Approval of	•		Within one	

Profiling of principal services

No.	Service	Criteria for access	Service Delivery Point	Time Frame	Cost
	building Plans (commitment)			month	
47	Inspection of private works	• Submit inspection request/ application • Generate PRN • Pay applicable fees	District works office	Within Two weeks	Ugx 300 per square meter

Profiling of principal services

No.	Service	Criteria for access	Service Delivery Point	Time Frame	Cost
		using IRAS			
	Rehabilitation and maintenance of roads (emergency works)	Letter from LC I chairperson or concerned citizens	District Works Office	Within 3 months	Free

Profiling of principal services

No.	Service	Criteria for access	Service Delivery Point	Time Frame	Cost
Water					
52	Rehabilitation of water facilities	Community should submit application through LC I chairperson to the sub county on major rehabilitations	District Water Office	Within a month	Contribute 100,000 to the bank or materials worth

Profiling of principal services

No.	Service	Criteria for access	Service Delivery Point	Time Frame	Cost
					100,000
	Application for new water sources	• Submit application form • Pay Commitment fee	District Water Officer	Within 12 months	200,000 payable to the bank
Community Based Services					
53	Registration	For CBOs	DCDO	Within one	UGX

Profiling of principal services

No.	Service	Criteria for access	Service Delivery Point	Time Frame	Cost
	of CBOs, and Groups and Associations and Recommendation of NGOs, to the	• Report from CDO • Submit recommendation letter from LC1 • Recommendation from Town Clerk/Senior Assistant	Office	month Within one week for groups and associations	100,000 for NGOs 50,000= for CBOs 30,000 for

Profiling of principal services

No.	Service	Criteria for access	Service Delivery Point	Time Frame	Cost
	NGO Board	Secretary • Constitution, work plan and budget • Filled Form K (application form) • Office of operation physically visited			Community Groups Free for farmer groups

Profiling of principal services

No.	Service	Criteria for access	Service Delivery Point	Time Frame	Cost
		• Personal profiles of at least 2 Directors • Pay applicable fees in designated bank account through IRAS. • Submit 4 copies of file			

Profiling of principal services

No.	Service	Criteria for access	Service Delivery Point	Time Frame	Cost
		documents to DISO, CAO, DCDO and NGO forum in case of new CBOs. For NGOs • Submit reports for previous work done			

Profiling of principal services

No.	Service	Criteria for access	Service Delivery Point	Time Frame	Cost
		and workplans • Draft MOUs • Physical locations visited before recommendation • Submit written requests to the CAO			

Profiling of principal services

No.	Service	Criteria for access	Service Delivery Point	Time Frame	Cost
	Registration of traditional practioners	• LC I recommendations • Recommendation from the association where they belong • Generate PRN	DCDO	Within one month	100,000 payable to the Bank
	Renewal of CSOs	• Submit activity reports • Financial audited	DCDO	Within one month	UGX 100,000

Profiling of principal services

No.	Service	Criteria for access	Service Delivery Point	Time Frame	Cost
		books of accounts • Pay required fees			for NGOs 50,000= for CBOs 30,000 for Communi

Profiling of principal services

No.	Service	Criteria for access	Service Delivery Point	Time Frame	Cost
					ty Groups Free for farmer groups
56	Settle labor disputes	• Submit complaint in writing	Labour Office	Within three months	Free

Profiling of principal services

No.	Service	Criteria for access	Service Delivery Point	Time Frame	Cost
		• Attach appointment letter or proof of employment • Attend mediation meetings in person			
	Registration of accidents	• Employer to inform the labor officer in	Labor officer	Within a day	Free

Profiling of principal services

No.	Service	Criteria for access	Service Delivery Point	Time Frame	Cost
	and incidents at the workplace	writing or verbally • Provide all required information			
	Inspection of workplace	• Application letter to chief administrative officer for labor inspection	Labor Officer	Within a week	Free

Profiling of principal services

No.	Service	Criteria for access	Service Delivery Point	Time Frame	Cost
	Computation of workman's compensation	• Submission of LD form 31 filled by a certified medical practioner • Evidence of the pays lip of the recent 3 months	Labor officer	Within 1 week	Free

Profiling of principal services

No.	Service	Criteria for access	Service Delivery Point	Time Frame	Cost
57	Resettlement of children	Report abandoned/ abused children	Probation Office Police Child and Family Protection Unit	24 hours	Free

Profiling of principal services

No.	Service	Criteria for access	Service Delivery Point	Time Frame	Cost
	Handling cases of child care and family disputes	Client come in Person or call the Office	Probation	Within a day	Free
58	Represent children in	Use 116 toll free to report any child abuse case	Probation Office/ CDO	1 week	Free

Profiling of principal services

No.	Service	Criteria for access	Service Delivery Point	Time Frame	Cost
	conflict with the law in court		at the LLG		
Natural Resources					
46	Registration building plans	Submit building plan and plan application to the Physical	Physical Planner	Within one day	170,000

Profiling of principal services

No.	Service	Criteria for access	Service Delivery Point	Time Frame	Cost
		Planner for registration • Submit drawings with a green/red stamp and property documents (land ownership) and a Cover Letter from			

Profiling of principal services

No.	Service	Criteria for access	Service Delivery Point	Time Frame	Cost
		LC I • Submit Environmental Impact Assessment for structures near wetlands (30 Mtrs) and Petrol stations, schools, factories			

Profiling of principal services

No.	Service	Criteria for access	Service Delivery Point	Time Frame	Cost
		• Submit survey report for • Generate PRN • Pay registration fee			
73	Approval of building Plans	• Submit plans with application for development permit	District Physical Planner/	Within 30 days from the date of	CLASS A BUILDI

Profiling of principal services

No.	Service	Criteria for access	Service Delivery Point	Time Frame	Cost
		(ADP) and Building permit. • Pay Development Permit fees through IRAS	Town Council Physical Planner	submission	NGS UGX. 1540 at District and UGX 1980 at Town

Profiling of principal services

No.	Service	Criteria for access	Service Delivery Point	Time Frame	Cost
		Collect Development permit certificate and Building permit certificate			council level per square meter. CLASS B

Profiling of principal services

No.	Service	Criteria for access	Service Delivery Point	Time Frame	Cost
					BUILDINGS UGX 1375 District and UGX 1650 at

Profiling of principal services

No.	Service	Criteria for access	Service Delivery Point	Time Frame	Cost
					Town council for Town Councils
68	Provision of tree seedlings	Submit verbal or written request for tree seedlings to DFO	District Forestry Officer	Within 2-12 months	free

Profiling of principal services

No.	Service	Criteria for access	Service Delivery Point	Time Frame	Cost
69	Forest produce movement permits	• Submit application of permit • Pay rated value license fees	DFO	Within 2 days	20,000
70	Registration of pit sawyers	• Submit application forms	DFO	Within one week	350,000 annually

Profiling of principal services

No.	Service	Criteria for access	Service Delivery Point	Time Frame	Cost
		• Pay applicable fee using IRAS			
71	Registration of saw millers	• Submit application forms • Pay application fees using IRAS	DFO	Within one week	UGX. 1,400,000 annually payable in the

Profiling of principal services

No.	Service	Criteria for access	Service Delivery Point	Time Frame	Cost
					bank
72	Recommendation for authorization to utilize wetlands	• Submit application for wetland use and management •	District Environment Office	Within 1 month	Free
74	Sub-division	• Submit application	District	Within 30	UGX

Profiling of principal services

No.	Service	Criteria for access	Service Delivery Point	Time Frame	Cost
	approval	forms (Physical Planning Act Form 2, seventh schedule) together with land subdivision of consolidation plan. • Pay subdivision fees	Physical Planner/ Town Council Physical Planner	days from the date of submission	10,000 per plot

Profiling of principal services

No.	Service	Criteria for access	Service Delivery Point	Time Frame	Cost
		through IRAS • Collect notification of approval (eighth schedule)			
75	Approval of change of use of land and	• Submit application for change of use with land ownership	District Physical Planner/	Within 30 days from the date of	Low UGX. 250,000

Profiling of principal services

No.	Service	Criteria for access	Service Delivery Point	Time Frame	Cost
	buildings	• Pay for change of use fee through IRAS • Collect notification of approval (eighth schedule)	Town Council Physical Planner	submission	Medium UGX. 500,000 High UGX. 1,000,000 dependin

Profiling of principal services

No.	Service	Criteria for access	Service Delivery Point	Time Frame	Cost
					g on the size of land
76	Approval of boundary opening	• Submit application with a copy of the land title • Pay boundary opening fees in the Bank	District Surveyor	Within 2 weeks	UGX 20,000

Profiling of principal services

No.	Service	Criteria for access	Service Delivery Point	Time Frame	Cost
		Collect approved boundary opening report			
79	Landscaping approval	Submit application with land ownership with relevant documents (report from Environment Officer	District Physical Planner/ Town Council	Within 2 weeks	UGX. 100,000

Profiling of principal services

No.	Service	Criteria for access	Service Delivery Point	Time Frame	Cost
		and destination of excavation material) • Pay landscaping fees through IRAS	Physical Planner		
	Issuance of chain link permit	• Submit application with relevant documents • Pay fees through IRAS	District Physical Planner/	Within 2 weeks	UGX. 100,000

Profiling of principal services

No.	Service	Criteria for access	Service Delivery Point	Time Frame	Cost
			Town Council Physical Planner		
80	Issuance of hoarding permit	Submit application together with relevant documents	District Physical Planner	Within 2 weeks	UGX. 100,000

Profiling of principal services

No.	Service	Criteria for access	Service Delivery Point	Time Frame	Cost
		Pay hoarding fees through IRAS			

2.3 COMMITMENTS

We commit to:

3.1.1. Administration and support services

We shall:-

- Implement lawful council decisions.
- Supervise, monitor and coordinate all government programs
- Carry out inspection in government health facilities, schools and works (define routine, monthly, quarterly, etc)
- Avail functional equipment
- Routine maintenance of roads (define routine)
- Maintain water facilities
- Maintain all assets, equipment and systems
- Disseminate all government policies and guidelines
- Complete 75% of all government projects.
- Give guidance to all lower local governments and their departments in application of laws.
- Supervise, monitor and coordinate activities of the district and Lower Council employees.
- Ensure accountability and transparency in management and delivery of Council services.
- Ensure all Council assets, documents and records are kept in safe custody.
- Keep law and order in rural communities.
- Perform all statutory duties and functions as required by law.
- Maintain an active and motivated workforce.
- Effective management of information
- Effective information and public relations management through radio programmes, Notice Boards, Newsletters and Barazas.

3.2. Human Resource

We commit to:-

- Recruitment up to –75%
- Confirm staff after 6 months provided updated appraisals are on file
- Access staff to payroll within two months upon deployment

- Pay salary and pension on the 28th day
- Submit recruitment plan by 30th September of every year.
- To develop and review the District Client Charter annually
- Submit salary, pension and gratuity estimates for proceeding year by 30th September of every year.
- Carryout induction of newly recruited and promoted staff before assumption of duty
- Conduct exit management meetings on all staff retiring 6 months before their exit.
- Build capacity of all public officers to perform their functions.
- Coordinate staff performance assessment and submit reports to Ministry of Public Service by 15th August of every year.
- Carryout needs assessment to all district staff and make an annual report by 15th January every year.
- Manage staff attendance to duty and submit quarterly and annual reports to Ministry Of Public Service
- Reward outstanding performers every year
- Settle disputes and grievances among and within staff.

3.3 Statutory Bodies

We shall:-

- Maintain a functional PDU, DSC, LGPAC, DLB
- Publish a prequalified list of companies and firms before the beginning of a Financial Year.
- Follow minimum bidding periods.
- Adherence to PPDA Act and regulations
- Follow up all administrative reviews in accordance with regulation 138 (3) of Local Government (Public Procurement and Disposal of Public Assets) Regulation.
- Ensure value for money contracting.
- Ensure efficiency, equity and transparency in contracts
- Avail Council established procedures in conduct of business.
- Ensure full accountability of funds measurability.
- Provide public information to inform measurability users.

- Ensure transparent recruitment, promotion and disciplinary procedures of public servants in the Local Government.

3.4 Production and marketing

We shall:-

- Provide advisory services and viable and timely information to all households.
- Avail information on inputs and technologies to farmers selected from every parish or ward.
- Supply inputs and technologies to farmers in accordance with our production and marketing policies.
- Train farmers in modern farming techniques
- Provide regulatory services to farmers in use of chemicals and pests.
- Provide advisory services to fishers and fish farmers.
- Provide technologies to bee farmers.
- Provide irrigation services to farmers
- Collaborate with all government agencies in promotion of tourism and trade development.
- Promote value additional, marketing and participate in adoptive research.

3.5 Works and Technical Services

We shall:

- Maintain at least 60% of district roads in a motorable condition.
- Keep 50% of district building in good condition.
- To maintain selected infrastructural investment e.g. schools, health centres
- Increase sanitation coverage from 62% to 80%.
- Increase safe water coverage from 78% to 85% in the medium term.
- Maintain all district vehicles, plants and equipment in good motorable conditions to meet the requirements of the force account policy.
- Rehabilitate at least – 50km of district road @ year
- Encourage intergrated road maintenance planning between district, town council and sub-counties to have effective road connectivity.

- Regulate physical development.

3.6 Finance, Audit and Planning

We shall:

- Prepare and submit budget to council for approval
- Submit approved budget to line the Ministry within one month upon approval
- Disburse funds to spending centres including Lower Local Governments within two weeks of receipt.
- Submit final accounts to Auditor General within three months after end of financial year.
- Identify new sources of revenue
- Carry out quarterly mentoring of both higher local governments and lower local governments in planning and financial management.
- Continuous monitor financial management in lower and higher local governments.
- Submit all departmental progress reports by the 15th day of the proceeding month to Ministry of Finance, Planning and Economic Development.
- Achieve projected local revenue targets.
- Settle certified bills of contracted works/services within 30 days of receipt of completed documentations.
- Promptly process all claims.
- Ensure timely accountability
- Notification of government releases within 14 days.
- Pay all mandated government taxes to the appropriate organizations by the 15th day of the proceeding month.

3.6 Community Based Services

We shall:

- Promptly verify and register all viable community based organizations and NGOs, groups and Associations.
- Sensitize clients on GKMA
- Promote cross cutting issues of environment, HIV/AIDS and gender in all planning processes.

- Promote social protection to vulnerable groups in the community including children, youth, women, elderly and people with disabilities.
- Mobilize and sensitize communities to participate in all government programmes.
- Raise community awareness on laws, policies and ordinances to ensure compliance.
- Promote gender equality through sensitization and trainings
- Monitor and evaluate implementation of government programmes within the departments.
- Ensure gender sensitive plans/budgets both at the district and sub-county level.
- Monitor operationalization of industry to ensure labour equity

3.7 Health Services

We shall:

- Ensure all Health facilities will be stocked with key medicines e.g Anti Malaria, ORS, ARVs and many others.
- Provide information and services to increase deliveries in health centres.
- Immunize at least 80% children under 5 years against measles and polio
- Strengthen HIV services available in Health Centres IV and III
- Reduce waiting time in Health Centre's to 30 minutes.
- Respond to any epidemic within 72 hours
- Hold Health Unit management committees per quarter
- Carry out quarterly public health education in every sub county
- Improve environmental health and sanitation by increasing latrine coverage from 60% to 70%.
- Ensure Health infrastructure is functional at all times
- Make referrals for complicated cases within 20 minutes
- Prioritize PWDs in access to health services

3.8 Education and Sports

We shall:

- Inspect every school at least once a term
- Improve Primary Leaving Examination Grade 1 pass rate from 10% to 15%

- Identify, assess and place Special Needs Education children to attain appropriate teaching and learning.
- Counsel and guide community on special needs related issues/ policies
- Put in place a mechanism to ensure head teachers utilize educational materials given to their schools for the benefit of pupils and schools
- Coordinate co-curricular programmes in all schools and community
- Establish and operationalize a mechanism of measuring and reducing school drop-out rates from 8.4% to 8%
- Ensure that all schools hold open days at least once a year.
- Network with development partners in supporting school for education improvement.
- Enforce time management in all schools.
- Improve school attendance by both pupils and staff from 80% to 90% and staff from 85% to 95% respectively.
- Ensure that Performance contracts for Head teachers are signed by December every year.
- Ensure all staff are appraised by 30th November every year.
- Institute School Management Committees and ensure they are functional and have capacity
- Ensure licensing and registration of all Early Childhood Development Centres and Primary Schools
- Approve School Management Committees within a month

3.9 Natural Resources

We shall:

- Develop the District Physical Development Plan to guide development
- Sensitize and popularize the District Physical Development Plan
- Monitor physical planning and environment activities to ensure compliance to the Physical Development plan
- Provide guidance to investors on issues concerning investment opportunities within the District in line with the district physical development plan
- Ensure orderly development and efficient use of the land resources

- Develop Sub County Wetland Action Plans to feed the District Wetland Action Plan.
- Build capacity of Environment Focal Persons to promote environmental institutions in 9 Lower Local Governments.
- Participate in development of environmental management plans and develop mechanisms for their implementation.
- Raise and supply tree seedlings of various species totaling to at least 100,000 annually.
- Provide technical support to tree farmers, nursery operators and two schools.
- Secure district /sub county land properties through surveying and tilting.
- Provide technical support in the development of Physical Development Plans for all Town Councils
- Ensure sustainable utilization of Natural Resources
- Raise awareness and develop action plan on sustainable development to key stakeholders in the district.
- Develop the climate change profile
- Develop an investment profile for climate change adaptation and mitigation.
- Restore wetlands

3.10 Lower Local Governments

- Non engagement in activities that compromise their oversight roles
- Provide constructive criticism.
- Monitor/Supervise government programmes
- Play supportive role in local revenue collections
- Actively engage in the planning and budgeting process
- Identify Local, National & International Investors
- Observe and report any security concerns
- Participate in council meetings
- Mobilize and sensitize
- Observe the leadership code of conduct.

3.11. Trade, Industry and Local Economic Development

We shall:-

- Facilitate formation and supervision of SACCOs
- Collaborate with Uganda Investment Authority to enhance investment.
- Promotion of tourism, trade, industrial cooperative and local economic development
- Sensitize community on government programs e.g EMYOOGA
- Register all cooperatives in the District

4.0 CLIENTS, CLIENTS' RIGHTS, OBLIGATIONS AND RESPONSIBILITIES

Our clients include Ministries, Departments and Agencies, Non-Governmental Organizations (NGOS), Civil Society Organization, Political leaders, other central government officials (RDC, DISO etc), Private Sector, staff and pensioners, farmers, community organizations, farmer groups, households, contractors and suppliers, parents and school children, youth, elderly, women, people with disabilities, people in their individual capacities and all the stakeholders.

4.1 Clients Rights

Clients shall have a right to;

- Access quality extension services
- A clean and healthy environment
- Access to salary and pension payment on time
- Quality primary and secondary education
- Quality primary Health care
- Motorable roads
- Agricultural information
- Agricultural technologies
- Veterinary services.
- Agriculture regulations
- Advice on PDM, SACCOS & EMYOOGA
- Agricultural advisory services.
- Good governance

- Access to information on investment.
- Participation in planning.
- Participation in government programmes and projects
- Access to our health units.
- Access to safe water
- Access to health and livable environment
- Access to medicine when in stock.
- Access to maternity services
- Access to free HIV/AIDS services
- Equal opportunities to services, job opportunities and contracts
- Equal representation
- Complain against any form of injustice
- Be attended to without discrimination
- Access to information on land, environment and physical development

4.2 Client Responsibilities/Obligations

- Respond to request for accurate information
- Abide by legal and regulatory requirements
- Desist from offering staff inducements, gifts and bribes.
- Account for actions and inactions
- Treat staff with courtesy and respect
- Demand for statutory services
- Report any shortcomings on delivery of services.
- Support the provision of quality services
- Participate in all development processes
- Report all cases injustices to responsible officers
- Participate in all development programmes.
- Maintain a healthy and clean environment.
- Engage in participatory planning.
- Keep law and order.
- Maintain and protect facilities put in place by the District.

4.3 Accountability

- Widely disseminate this charter to the Public, communities, CSOs and other stakeholders
- Induct all our elected and appointed officials working in LGs and frontline service units in the use and follow up of this charter.
- Invite organized community groups and community organizations in actively monitoring this charter and share their findings with us through reports and meetings
- Report back to the clients on our performance on a regular basis through the following channels;
 - ✓ Public Notice Boards
 - ✓ Meetings and seminars
 - ✓ Budget conferences
 - ✓ Mass media
 - ✓ Annual reports
 - ✓ Public rallies
 - ✓ Barazas
 - ✓ Put in place a suggestion box to seek the views and opinion of various stakeholders.

4.4. Feed Back and Complaints

The district has made commitments to delivery of services to our clients. We therefore welcome constructive criticism and feedback about our service delivery. Feedback is very important to enable us perform our duties to the expectations of clients.

We also welcome suggestions on how we can improve service delivery. We commit ourselves to taking complaints and suggestions very seriously and we shall provide opportunities for feedback through the following channels: -

- Suggestion box at head office
- Baraza
- Interaction with clients in meetings
- During one to one office interactions with clients
- Contact the Focal Point Officer responsible for Client Charter

- Writing to Mpigi District Local Government P.O. Box 172 Mpigi or on telephone number 0772418112, 0772382931 & 0772818477

5.0 COMPLAINTS AND APPEALS

Complaints from our clients shall be managed in the following ways: -

- Raising the complaint to the staff attending to the client.
- If the client is not satisfied with the officer a complaint may be raised to the supervisor within 3 days.
- Should the supervisor fail to satisfy the client with the necessary explanation, the complaint or appeal may be channeled to the head of department within 5 days.
- If the response from the head of department is not satisfactory a complaint/appeal may be channeled to the office of the Chief Administrative Officer drawing it to the attention of Focal Point Officer responsible for implementation of Client Charter.

6.0 PERFORMANCE IMPROVEMENT

This Client Charter shall be annually reviewed with stakeholders during the Budget Conference.

We shall also carry out quarterly monitoring in departments initially and later on Lower Local Government to assess implementation performance.

We shall annually produce a summary report of complaints raised and actions taken.

We therefore commit ourselves to implementation of this Charter to the best of our ability.

FOR GOD AND MY COUNTRY

CHIEF ADMINISTRATIVE OFFICER