

MBARARA DISTRICT CLIENT CHARTER 2014/15- 2017/18

Client Charter was introduced under the Public Service Reform programme, as a tool to strengthen the demand side of accountability for service delivery. In this regard, the Client Charter has been embraced in Mbarara District Local Government.

This charter spells out the roles, responsibilities and commitments of Mbarara District Local Government to their clients in the public and private sectors at the district, health facility, school, community and individual levels.

The Client Charter specifies standards of delivery of services which the District should provide to its clients and sets out feedback and complaint handling mechanisms.

While Mbarara District Local Government respects the rights of its clients, the beneficiaries (clients) are also expected to reciprocate with due diligence and responsibility.

On behalf of Mbarara District Local Government and on my own behalf, I wish to express my sincere appreciation to Human Resource Unit for coordinating this activity and all those who worked tirelessly to produce this charter. I have no doubt that this charter will take Mbarara District Local Government to the next level.

TumusiimeDeusdedit

DISTRICT CHAIRPERSON-MBARARA DISTRICT LOCAL GOVERNMENT

Preamble

I am pleased to present to you the Mbarara District Local Government Client Charter which is geared towards enhancing accountability and good governance in the district and the county at large.

We at the District aim to be professional, accountable and responsive to our clients. We are committed to delivering the highest standard of service and shall continually seek to improve on it. Your feedback on our service and our client charter will help us to do this.

The charter has been developed through consultations with clients and staff and therefore it is my sincere hope that, through this charter, Mbarara District Local Government will enhance the level of client centered focus and response in the provision of service as well as use it as a tool for continuous quality improvement. The charter will also increase awareness to the public on the availability and quality of services offered by the District.

Finally, I wish to take this opportunity to thank the Ministry of Public Service staff for their technical guidance and all the stakeholders for their contributions towards the development of this charter.

Okello Charles

CHIEF ADMINISTRATIVE OFFICER- MBARARA DISTRICT LOCAL GOVERNMENT

INTRODUCTION

This client charter present the service commitments for MbararaDistrict Local Government .Section 1 of the charter covers the District mandate, vision, mission, principles and values. Section 2 covers the result areasand strategies. Section 3 covers departmental commitments to clients, section 4 covers the general standards. Section 5 describes our clients' expectations and obligations. Section 6 and 7 set out the feedback, complaints and appeal mechanism while section 8 covers the reporting of performance and accountability against the charter and contacts.

The objectives of this charter are to;

- a) Inform our clients and stakeholders of the service MbararaDistrict Local Government offers, the rights, expectations and obligations of the clients, and the service commitments.
- b) Provide an accountability framework for Mbarara District Local Government to account in line with service commitments.
- c) Act as a tool for continuous performance improvement.

1.1 Mandate

Mbarara District Local Government derives her mandate from the constitution of the Republic of Uganda (1995) Article 176 and the Local Government Act CAP 243

1.2 Vision

A well planned, modern and prosperous District by 2040.

1.3 Mission

To promote sustainable social economic development and effective service delivery to the people of Mbarara.

1.4 Principles

The principles that will guide the implementation of this charter are:

- a) **Effectiveness:** We shall achieve the intended results in terms of quality and quantity in accordance with targets and performance standards set for service delivery.
- b) **Efficiency:** We shall optimally use available resources including time in attainment of district objectives.

- c) **Professionalism:**We shall adhere to the code of conduct and ethics, high degree of competence and best practices. We shall hold office in public trust and shall be responsible for our actions and inactions.
- d) **Responsiveness:** We shall attend to our clients' issues, suggestions, requests and criticisms in a timely manner.
- e) **Integrity:** We shall be honest and open in conducting public affairs.
- f) **Impartiality:** We shall give fair treatment to all clients irrespective of religion, gender, race, ethnic background, ability or political affiliation.
- g) **Diligence:**We shall be hard –working and careful in carrying out our official duties.
- h) **Partnership:** We shall engage our partners including Departments, Lower Local Governments, Development Partners, Civil Society and private sector in designing, implementing, monitoring and evaluating our programmes.
- i) **Discipline:** Our behavior will conform to the rules and regulations, the Ethical Code of Conduct; we shall also adhere to general and specific professional code of conduct.
- j) **Transparency:** We shall be as open as possible about all the decisions and actions.

2.0 VALUES

The District's values are:

M-Mutual Respect

B- Balanced Development

A-Accessible Services

R-Reliable Services

A-Active Participation

R- Regional Excellence

A-Accountability

3.0 COMMITMENTS

As a district, we commit ourselves to the following:

3.1 ADMINISTRATION

We shall;

- Pay staff salaries by the 28th of every Month.
- Access new staff on the payroll within one month of reporting for duty.
- Induct new staff within the first three months.
- Train two staff annually under Human Resource Development.
- Conduct pre-retirement trainings of staff aged 58 years every two years.
- Budget and submit cases for officers due to retire to the Ministry of Public Service within 6 months before they retire.
- Approve payments within a day.
- Chair Technical Planning Committee meeting every month.
- Make response to letters within 5 working days from the date of receipt.
- Prepare and submit District Council minutes within 24 hours after sitting.
- Servicing and maintenance of office equipment and tools within a week after reporting.

Central Registry

We shall;

- Avail a file within 3 minutes.

Procurement & Disposal Unit

We shall;

- (a) Ensure timely and efficient procurement of services and supplies and disposal of assets in line with public procurement and Disposal Act 2003.

3.2 EDUCATION AND SPORTS

We shall;

- a) Construct 18 classrooms of ratio 1:53 under the SFG programme by 2018.
- b) Construct 9 units of teachers' houses in the next 3 years.
- c) Increase District School performance in Division one from 19.8% to 22.8%.

- d) Reduce Div."U" obtained by 193 candidates in 2014 to less than 30 candidates annually.
- e) Reduce absentee candidates at PLE from 122 to 20 or less every year.
- f) Initiate the recruitment of 49 Head teachers, 122 Deputies and 89 Teachers by 2018 in all Government Primary Schools.
- g) Conduct school inspection and monitoring of 158 Primary school, 33 Secondary schools and 5 Tertiary institutions 22 Early Child Development Centres annually.
- h) Inspect and recommend licensing and registration of 30 private primary and secondary school in the next 3 years

3.3 PLANNING UNIT

We shall;

1. Prepare and Formulate annual Budget Framework Paper for the three years.
2. Consolidate District annual work plans for the period of three years.
3. Produce an annual District Statistical Abstract for the period of three years
4. Carry out Quarterly Monitoring and evaluation of district projects.
5. Conduct quarterly Monitoring exercise to Lower Local Governments in crosscutting issues, planning and budgeting.
6. Hold annual District budget conference over the three year period.
7. Conduct annual District Internal Assessment exercise.
8. Prepare and submit OBT and LGSMD reports to line Ministries quarterly.
9. Procure Items under LGMSD retooling for departments annually.
10. Hold 12 Technical Planning Committee meetings and 6 Budget Desk mandatory meetings annually.

3.4 WORKS DEPARTMENT

We shall;

- Carry out Manual Routine Maintenance of 1,269km of District feeder Roads using Road gangs annually.
- Carry out Mechanized Routine Maintenance of 180km of Feeder Roads using the Road Unit annually.
- Carry out Mechanized Routine Maintenance of 228km of Community Access Roads using the Road Unit annually.

- Carry out Spot Improvements on 36km of Feeder Roads using the Road Unit annually.
- Supply and Install 90 culvert lines on 18Feeder Roads by 2018.
- Sensitize and train 14 road user committees on a quarterly basis.
- Carry out quarterly maintenance of the road unit for 36 months.
- Supervise CAIP-3 Road Works for 6months.
- Fence 2 markets of Kyenshama weekly market and Rutooma-Matooke daily market by 2018.
- Undertake leveling and Murruming of 2 water logged markets within three years.
- Construct a 4 stance latrine in one market annually.
- Prepare bills of quantities within two working days after placement of the request.
- Prepare and produce reports within a week after the completion of the activity and project.

3.5 WATER AND SANITATION SUB SECTOR

We shall;

- Conduct four District water supply and coordination meetings with key stakeholders annually.
- Conduct four Intra-District meetings with the sub county focal point officers in charge of water and sanitation programmes annually.
- Conduct twelve planning and advocacy meetings at the District and in all sub-counties annually.
- Establish and sensitize fifty water user committees on fulfillment of critical requirements annually.
- Commemorate the world water day annually.
- Conduct two radio talk shows on water and sanitation status in the district quarterly.
- Mainstream HIV/AIDS in all water and sanitation projects.

HARD WARE ACTIVITIES

We shall;

- Construct one public water born toilet in rural growth centres annually.
- Construct six medium protected springs, five deep bore holes and nine hand dug shallow wells in water stressed areas annually.
- Design and construct two mini-piped water systems in Rugando and Ndeija Sub-counties within three years.
- Construct twenty two rain water harvesting tanks at institutions annually.
- Repair fifteen deep bore holes annually.
- Repair fifteen protected springs annually.
- Repair one gravity flow scheme annually.
- Carry out 126 water quality tests on new and old water sources and disseminate the information to users annually.

3.6 NATURAL RESOURCES DEPARTMENT ACTIVITIES

Wetland Management

We shall:

- Conduct 5 compliance monitoring inspections in the recently restored wetlands quarterly.
- Restore 100 acres of degraded wetland sections quarterly.
- Train 100 wetland resource users in wise use of wetlands quarterly.
- Demarcate 100 Km of Rwizi line boundary by 2018.

Lands

We shall:

- Train 4 Area Land Committees on their roles and responsibilities annually.
- Survey 10 pieces of district and sub-county lands annually.
- Develop 3 land use zones for 3 urban centres annually.
- Conduct 5 compliance monitoring inspections of urban centres annually.

Forestry

We shall:

- Provide 40,000 good quality seedlings to the community and institutions for planting annually.
- Plant 500 hectares of bare hills trees to mitigate climate change annually
- Restore 10 hectares of forest cover in the district annually.

Environment

We shall;

- Conduct Environmental and social screening of 30 proposed projects at the District and Sub-County level annually.
- Conduct 30 environmental inspections and audits for 30 certified projects by the Executive Director annually.

3.7 COMMUNITY BASED SERVICES SECTOR

We shall:-

1. Train 6 community groups at Sub-county level on group dynamics every quarter
2. Train thirty (30) FAL Instructors' training every quarter.
3. Conduct 2 FAL review meetings in 2 Sub Counties every quarter
4. Celebrate the International Women's day, Labour Day, International Youth Day and International day for PWDs and commemorate the day of the African Child once a year.
5. Establish a children's reception centre and remand home by 2018
6. Handle 20 cases of child maintenance and Gender Based Violence every quarter
7. Provide support to 40 special interest groups (PWDs, Women, Youth and Elderly) to enable them engage in development projects annually.
8. Conduct 2 Sub County Based sensitization meeting or training or workshop on women's rights and empowerment on a quarterly basis
9. Provide support supervision, monitoring and mentoring of CBS staff based in Sub Counties once a year

10. Carry out 3 sensitization meetings for employers and workers on rights and obligations of workers and employers every quarter.
11. Handle 40 labour disputes between employers and workers every quarter.

3.8 DEPARTMENT

HEALTH

We shall;

1. Maintain OPD utilization at 100% annually.
2. Immunize 15000 children below one year with DPT/Hib/Hip/ PCV 10 and measles vaccine annually.
3. Improve on the percentage of mothers attending Antenatal care from 82% to 90% in three years.
4. Improve on the percentage of mothers delivering from health facility from 60 % to 75% in three years.
5. Provide HIV counseling and testing for all pregnant women attending ANC
6. Improve latrine coverage through advocating and enforcing Public Health Act from 97% to 99% in three years.
7. Declare 90 % villages in Mbarara open defecation free from the current 50 % in three years.
8. Reduce HIV prevalence from 5.4% by 30% in the next three years.
9. Provide quality and accessible HIV/AIDS care services to all HIV positive people in the District.

3.9 INTERNAL AUDIT DEPARTMENT

We shall;

1. Prepare internal audit quarterly reports for submission to the council within one month at the end of each quarter.
2. Conduct Value for Money audits annually.
3. Advise Council on effective utilization of resources quarterly.

4.0 INFORMATION AND COMMUNICATIONS TECHNOLOGY (ICT)

We shall;

1. Ensure Access to Internet Services for all District departments throughout the year.
2. Update District Website on a Monthly basis for a period of three years.
3. Supervise quarterly maintenance of all district computer equipments.
4. Prepare and publish Annual District Magazine to inform the public of the district progress annually.
5. Develop a Proposal for the construction of ICT resource centre to solicit for funding by 2018.
6. Extend Internet Services departments of Health, Education, Audit, Community and Production by 2018.
7. Conduct Staff orientation training in ICT use and application annually.
8. Develop a proposal for the construction of a Business incubation Centre to solicit for funding by 2018.

4.1 PRODUCTION

Livestock

We shall;

1. Provide vaccination services to livestock farmers for 20,000 heads of cattle, 4,000 pets, 5000 sheep, 10,000 birds and 50,000 goats every year.
2. Carry out disease surveillance through screening of 2000 samples of blood in Laboratory and 30,000 meat inspections at 10 slaughter slabs annually.
3. Protect livestock in case of epidemics by enforcing quarantine measures as the epidemic is reported.
4. Conduct 12 trainings on livestock production and disease control annually.

Crop

We shall;

1. Carry out inspection, certification and quality assurance of seeds, agrochemicals and plant products whenever there is procurement by public and or private institutions
2. Conduct 6 plant clinic sessions at 2 weekly markets per quarter
3. Conduct 17 on farm trainings in soil and water and fertility management quarterly
4. Conduct 17 on farm training on disease, pest and vector management quarterly.

Fisheries

We shall;

1. Advise 12 fish farmers on modern fish farming practices every quarterly.
2. Provide guidance and enforce compliance to fish standards and regulations in 4 fish markets quarterly.
3. Supervise fish activities on 2 stocked valley dams every quarter.
4. Inspect and verify fish fingerlings and fisheries inputs whenever there is procurement.

Entomology

We shall;

1. Provide technical advisory services to 1 group/Association and 9 bee keepers quarterly.
2. Inspect, certify and ensure quality beehive products and bee keeping inputs, equipment and materials whenever there is procurement by both private and government institutions.
3. Provide advisory services on vermin control in 11 sub counties and 6 divisions quarterly.

Commercial Sub Sector

We shall;

1. Assist in formation of 10 SACCOs every year.
2. Nurture and train 15 SACCOs in good governance quarterly.
3. Audit 4 SACCOS every quarter.

4.2 FINANCE DEPARTMENT

We shall;

1. Prepare and produce annual Budget and work plans and present them for approval by the 30May of every calendar year.
2. Inspect books of Accounts at Sub Counties quarterly.
3. Enhance local revenue collection and at least collect 80% of budgeted revenue annually.
4. Supervise all officers entrusted with receipt of District funds take frequent checks against occurrence of fraud, embezzlement.
5. Prepare financial statement and performance reports quarterly.
6. Submit final accounts within two months after the end of every financial year.
7. Ensure that accountability for funds disbursed to individual or activity focal persons is submitted within a month after the disbursement.
8. Remit funds to lower local governments departments and NGOs within one week after receiving the funds.

9. Make sure that revenue enhancement unit sits once per quarter.
10. Enumerate, assess and register all taxable local revenue source quarterly
11. Formulate a policy on management of District rentable properties by December 2015.

Finance department development project

We shall;

1. Secure land for Kibare road side and Bwizibwera matoke markets and Bwizibwera taxi park that are currently operating on private land within three years
2. Under take leveling and Murruming of Nyeihanga weekly market which is water logged within three years.
3. Construct a 4 stance latrine in at least one market annually
4. Purchase land for garbage dumping by within three years.
5. Formulate a policy on management of District rentable properties by December 2015
6. Formulate local revenue administration ordinance by the next 2016.

5.0 GENERAL STANDARDS OF SERVICE OF MBARARA DISTRICT LOCAL GOVERNMENT

As a District, we shall at all times adhere to and continuously improve the standards of services indicated below:

- (b) Attend to our clients within 5 minutes from the time of arrival at our respective service points.
- (c) Respond to all written correspondences within 5 working days of receipt.
- (d) Provide services free of charge other than those prescribed by law.
- (e) Ensure timely and efficient procurement of services and supplies and disposal of assets in line with public procurement and Disposal Act 2003.
- (f) Give clear, accurate, timely and relevant information or appropriate help to clients and stakeholders.
- (g) Open our offices from 8:00am to 12:45pm and 2:00pm to 5:00pm from Monday to Friday except on Public holidays and Health Centers 24 hrs every day.
- (h) Treat our clients with maximum respect.
- (i) Identify ourselves to clients.
- (j) Prepare and produce sectoral committee reports and council minutes within 48 hours after the sitting /meeting.
- (k) Collect, store, use and disclose information in accordance with the law.
- (l) Provide services in a conducive working environment.
- (m) In case of delay to act on clients' concern (s), we commit to inform our clients on the duration it may take to act.

- (n) Accessing a file within 3 minutes.

5.1 CLIENTS

Our clients are Public Servants, Ministries, Departments and Agencies; other Local Governments, pensioners, international organizations, Non Governmental Organizations, Civil Society Organizations, Private Sector, Development Partners and the General Public.

5.2 CLIENTS' RIGHTS AND OBLIGATIONS

Our clients will have the following rights and obligations:

5.1.1 Clients Rights

Our clients have a right to:

- (a) Confidentiality and privacy.
- (b) Non discrimination when accessing services.
- (c) Get timely payment for goods and services supplied/provided.
- (d) Access to public information in accordance with the law.
- (e) Appeal in accordance with established procedure.
- (f) Be treated with respect and courtesy.
- (g) Right to participation: our clients have a right to participate or be represented in development, implementation, monitoring of district programmes.

5.1.2 Client obligation

Our clients shall have the following obligations:

- (a) Attend scheduled appointments punctually.
- (b) Respond to requests for accurate and timely information.
- (c) Contribute to arriving solutions or recommendations to address your problem.
- (d) Abide by the legal requirements which make you eligible for services sought.
- (e) Not to offer gifts, favors or inducement to our staff or to solicit the same.
- (f) Responsible officer to submit timely and accurate payroll information.
- (g) Public officers due to retire to submit their documents six months in advance.
- (h) Suppliers to provide appropriate and timely goods and services.
- (i) Treat our staff with respect and courtesy.
- (j) Give feedback.

6.0 FEEDBACK AND COMPLAINTS

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

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

- (a) Speak to the Person who has been attending to you.
- (b) Speak to the Person's supervisor.
- (c) Write to the Chief Administrative Officer on
P.O. Box 01, Mbarara.
email caombarara@gmail.com
- (d) Make use a suggestion box.
- (e) Use our website www.mbarara.go.ug.
- (f) Visit our offices during office working hours from 8:00pm – 12:45pm and from 2:00pm –5:00pm from Monday to Friday except on public holidays.
- (g) Any aggrieved person can complain to the District Chairperson.

7.0 APPEAL MECHANISM

If you are not satisfied with the response given to you by the Officer attending to you or either the way your complaint is being handled:

You are advised to refer to the;

- (a) Immediate Supervisor of the officer.
- (b) Head of Department.
- (c) Chief Administrative Officer.
- (d) District Chairperson.
- (e) Resident District Commissioner.

Your complaint will be acknowledged and the action being taken will be communicated. All complaints referred to Heads of Department will be investigated and a response given within seven working days. If you are not satisfied with the response given by the Head of Department, you may appeal to Chief Administrative Officer whose response will be given within ten working days.

We will investigate the circumstances leading to complaints and take necessary steps to ensure that similar problems are avoided.

8.0 REPORTING PERFORMANCE AGAINST THE CHARTER

We commit ourselves to;

- a) Monitor and evaluate the implementation of the client charter.
- b) Publish performance against the charter's commitments in the state of District address, District voice magazine, the press and media.

- c) Regularly review our performance against our commitments.
- d) Record and respond to feedback from our clients.
- e) Report on our performance to clients and stakeholders during periodic review meetings, conferences, seminars and workshops.
- f) Sensitize clients about the charter.
- g) Publicize summary complaints and our general responses on the notice boards.

9.0 COMMITMENTS TO THE CHARTER

We commit to;

- a) Ensure that our client get service as spelt out in our client charter.
- b) Serve with dedication while upholding the cardinal principles guiding the operations of Public Service.
- c) Account for our decisions, directive and actions.

We commit ourselves to implement this charter.

For God and Our Country

Contacts:

In case of any information please, contact

1. The Chief Administrative Officer
MbararaDistrict Local Government
P.O.Box 1 –MBARARA
Email:caombarara@gmail.com
Website:www.mbarara.go.ug.

2. HUMAN RESOURCE UNIT
Mbarara District Local Government
P.O.Box 1 –MBARARA