

KAMULI MUNICIPAL COUNCIL



THE REPUBLIC OF UGANDA

KAMULI MUNICIPAL COUNCIL

CLIENT CHARTER

2021 – 2026

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ACRONYMS

ART:	Anti-retroviral Therapy
CBOs:	Community Based Organizations
COVID-19:	Corona Virus Disease – 19
CBOs:	Community Based Organizations
CSOs:	Civil Society Organizations
CME:	Continuous Medical Organization
CPD:	Continuous Professional Development
EIA:	Environmental Impact Assessment
FAL:	Functional Audit Literacy
HLGs:	Higher Local Governments
HODs:	Heads of Department
LG:	Local Government
LLGs:	Lower Local Governments
NDP-III:	National Development Plan Phase Three
NGOs:	Non-Governmental Organizations
PAC:	Public Accounts Committee
PRSP:	Public Service Reform Programme
PWD:	People With Disabilities
ROM:	Results Oriented Management
SACCOs:	Savings and Credit Cooperative Organizations
VCT:	Voluntary Testing and Counseling

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FOREWARD

This Client Charter spells out service standards and commitment to effective service delivery that clients and stakeholders should expect.

The Client Charter shall promote transparency, performance and accountability. It has been developed by the municipal in consultation with clients and various stakeholders.

Kamuli Municipal Council is responsible for fostering effective service delivery by putting in place mechanism for coordinating different programs and activities under execution. The work of the Municipal is essential to achieving the social-economic objectives which are directly linked to pillars of the National Development Plan (NDPIII). The Municipal is grateful to the Ministry of Public Service and Ministry of Local Government for recognizing the need and importance of developing the Client Charter in a decentralized setting.

We are grateful to the Town Clerk for financing the development of this Client Charter together with Heads of Departments, Municipal Councilors, Division Town Clerks, Division Councilors and other stakeholders who worked tirelessly to develop this Client Charter.

Kamuli Municipal shall ensure that the standards set, so as to deliver quality customer focused services, is achieved.



HON. LUWANO AZIZ

Mayor – Kamuli Municipal Council.



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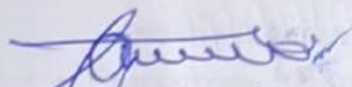
KAMULI MUNICIPAL COUNCIL

EXECUTIVE SUMMARY

Kamuli Municipal Council has developed its Client Charter to enhance accountability and client focus in provision of public services to the population in line with Public Service Reform Program (PSRP) and the National Development Plan (NDPIII).

In addition to provision of services to the public, Government is committed to strengthening the performance of the Public services. As such, the Municipal Council is contributing to this Public Service Framework by developing and implementing this Client Charter. We therefore, encourage our clients and staff to effectively use the Client Charter so that, together, we improve and enjoy better services.

Our sincere appreciation goes to all the political leaders, Heads of Departments and all the technical staff, both at Municipal and Divisions, who contributed to the development of this Client Charter. I call upon all the Heads of Departments, Political leaders and all other stakeholders to dedicate adequate resources, time and effort towards implementing commitments agreed in this Client Charter so as to realize better service delivery standards as we strive to strengthen the Municipal's competitiveness for inclusive growth and sustainable urban development.


Mangasa Stansloas

TOWN CLERK,

KAMULI MUNICIPAL COUNCIL.



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INTRODUCTION

Kamuli Municipal Council renders services to residents and other stakeholders following the results oriented management (ROM) framework. In line with ROM, this Client Charter presents the Municipal Council commitment and standards of service delivery. the Client Charter is the asset of undertakings by Kamuli Municipal Council outlining service standards, client' rights, feedback and accountability as well as performance improvement measurers that shall guide the delivery of services. It is a social contract between the Municipal Council and the service recipients.

1.1. MANDATE:

Kamuli Municipal Council derives its mandates from the constitution of the Republic of Uganda (1995) and the Local Government Act, Cap 243. This mandate enables the Municipal Council to exercise powers over its area of jurisdiction, which includes Lower Local Government and Division Councils.

1.2. VISION: "A transformed peasant to a modern and prosperous Urban Community by 2040."

1.3. GOAL: "To strengthen Kamuli Municipal's competitiveness for inclusive growth and sustainable Urban Development."

1.4. MISSION: "To serve the community through coordinated delivery of services which focus on national and local priorities and contribute to the improvement in the quality of life."

1.5. OUR VALUES:

We undertake to be guided by the following values and principles as we serve our clients:

1.5.1. Transparency:

We shall be as open as possible in all the decisions made at the respective levels, while communicating such decisions to all the respective beneficiaries.

1.5.2. Efficiency:

We shall put all available resources to optimal use in order to achieve expected results.

1.5.3. Effectiveness:

We shall achieve intended results in line with the set performance standards.

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1.5.4. Accountability:

We shall manage resources of the Municipal by holding staff personally liable for their official actions or inactions.

1.5.5. Professionalism:

We shall abide by the defined rules and guidelines of the respective offices, exhibiting competence and honesty.

1.5.6. Ethics and Integrity:

We shall observe and uphold honesty and openness while conducting official business.

1.5.7. Inclusiveness:

We shall provide all clients with fair and equal treatment irrespective of gender, race, religion, disability or ethnic background.

1.5.8. Time Management:

We shall undertake all activities within the stipulated period and set standards.

1.5.9. Discipline:

We shall adhere to the stipulated rules and regulations governing public service in general.

1.5.10. Honesty:

We shall conduct our duties with truthfulness and sincerity.

1.5.11. Responsiveness:

We shall ensure that our clients are promptly attended to at all the time and in an ethical manner.

1.5.12. Meritocracy:

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We shall ensure that all appointment decisions are free and fair and therefore the most suitable candidates and service providers selected on merit.

2.0. Key Result Areas and Commitment:

Our key result areas are listed below and commitments to accomplish them are herewith set as follows:

2.1. Public Sector Management:

Under Public Sector Management we shall;

- i. We shall routinely monitor implementation of projects and guide Local Government services.
- ii. Implement lawful Council decisions within the stipulated time frame.
- iii. Issue letters of award of tender within two weeks of approval to contractors and suppliers.
- iv. Attend monthly District Security committee meetings and Brief DSC on all development activities of the Municipal Council.
- v. Coordinate and Conduct all International, National and Municipal functions in liaison with Development partners.
- viii. Advice and guide Municipal Council and lower local councils on the formulation and implementation of bye-laws.
- ix. Conduct joint quarterly monitoring of Municipal projects.
- x. Approve Work plans, Development Plans and Budgets according to the mandatory time.
- xi. Implement District Service Commission decisions within two weeks after receipt of appropriate instructions.
- xii. Issue trade licenses within one week after payment.
- xiii. Implement PAC and Audit recommendations within two weeks after receipt of appropriate instructions.
- xiv. Transfer funds to all Lower Local Governments and Agencies e.g. schools, health centres within five working days after receipt from the Central Government and Development Partners.
- xv. Effect payment for all invoices received within five days on availability of funds.
- xvi. Display funds received in the Municipal on the public notice board within one day of receipt.
- xvii. Enumerate and assess taxpayers once a year.
- xviii. Respond to written correspondences within one day of receipt.
- xix. Ensure effective grievances handling and resolution within one month.

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- xx. Ensure all departments attend to clients who come to their respective offices within 30 minutes from receipt of their presence/complaints.
- xxi. Produce and submit End of year Financial Statements by 31st August of the office of Auditor General.
- xxii. Collect all revenues from all revenue points to at least 86% annually.
- xxiii. Submit all four quarterly reports timely in line with mandatory statutory provisions.

2.2. Agro-Industrialization and Value Addition:

Under this sector, we shall;

- i. Extend Agricultural Advisory Services to at least 800 households and at least 60 farmer groups in Kamuli Municipal Council within a year.
- ii. Promote market oriented farming in Agriculture, covering 75% of the (50) farmers at Division level.
- iii. Vaccinate and treat at least 85% of all the domestic birds and animals in all the two (2) Municipal Divisions per quarter.
- iv. Provide technical advice, on the use of pesticides and chemicals for control of all vector and pests in livestock, crops, fish, and bees after every one month (a Veterinary Officer).
- v. Deploy at least 40 tsetse fly traps in all the two (2) Municipal Divisions.
- vi. Provide advisory services to farmers in fish farming and evaluation of fish farms four times a year.
- vii. Provide improved (cultivated) Agricultural inputs to 40% of farmers in the Municipal. These include ox-ploughs, bulls, assorted crop seeds and seedlings, pesticides and grinding mills for value addition.
- viii. Facilitate formation of at least one viable SACCO per division per year.
- ix. Identify one potential site per Division for Agro-Industrialization and inclusive value addition.
- x. Disseminate market information to all farmer groups in all Divisions on monthly basis.
- xi. Develop Municipal investment profiles so as to promote business potentials for development.
- xii. Promote tourism through profiling potential tourism sites annually.
- xiii. Recruit more extension staff to handle all aspects related to crop and livestock production respectively.
- xiv. Supervision, monitoring and offer technical guidance to all PDM enterprise groups in all the 10 Wards of the Municipality quarterly.

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2.3. Sustainable Urbanization, Natural Resources, Water Forestry and Climate Change:

Under this sector, we shall;

- i. Train and supervise 12 primary schools on nursery bed management and tree planting per year.
- ii. Provide training to 2 farmer groups per Division per year on agro forestry.
- iii. Undertake restoration of at least 12 degraded environmental sites including (forests, wetlands, barrow pits and bare hills) per year.
- iv. Supervise and monitor the implementation of Division environmental action plans in the 4 divisions.
- v. Protect all Division lands by acquiring title deeds.
- vi. Promote the acquisition of certificates of free hold tenure to at least 200 households within the municipal per year.
- vii. Conduct at least one sensitization meeting on topical environmental issues on Radio KBS FM and SSEBO FM per quarter.
- viii. Conduct compliance monitoring and enforcing of Environmental Act to all the Divisions once a month.
- ix. Review Environment Impact Assessment (EIA) within one month from the date of receipt.
- x. Ensure timely seasonal (March-May; July-Oct) provision of meteorological information to farmers.
- xi. Ensure that all development projects incorporate environmental concerns into their operations.
- xii. Promote planting of trees and also give seedlings to at least five selected institutions per year.
- xiii. Development and review Municipal Area Action Plan once in a year.
- xiv. Ensure that environmental protection and safety concerns are incorporated in development plan.

2.4. Human Capital Development:

(a) Under Primary Education, we shall;

- i. Improve on classroom to pupil ratio of 1:54 by 2026 from 2020 ratio of 1:63.
- ii. Maintain teacher pupil ratio of 1:48 compared to the national of 1:53.
- iii. Improve on school based accommodation from 1:4 house to teacher ratio to 1:1 in every government aided primary school.

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- iv. Inspect all primary schools in the Municipal at least twice every term.
- v. Monitor termly assessments in all government aided primary schools.
- vi. Conduct continuous professional development trainings for teachers and school administrators annually.
- vii. Improve the latrine to pupil ratio from 1:63 to at least 1:50 putting in view of the national ideal ratio of 1:40.
- viii. Deploy a teacher with special needs education training at least in every primary school putting in mind the national ideal of 1:10 teacher to special needs children to ensure promotion of inclusive education.
- ix. Making all schools accessible to learners with special needs.
- x. Conduct community sensitization to improve on performance index, completion rates, survival rates and net intake ratio in our community by at least 10%.
- xi. Improve on text book to pupil ratio from 1:12 to at least 1:6 putting in mind the ideal of 1:1.
- xii. Sensitize the community on school feeding program to facilitate all learners feeding at school.
- xiii. Holding education conference for all stakeholders at least once a year.
- xiv. Inspect 100% primary schools both government aided and private at least once every term.
- xv. Recommend an education development plan based on needs assessment.

(b) Under Integrated Primary Health Care Service, we shall;

- i. Conduct health education talk show once a quarter and present monthly radio sports on sanitation, hygiene and health life styles.
- ii. Quantify and order for essential medicines and other health supplies for health centre II and III every two months from national medical stores.
- iii. Improve existing health infrastructure through:
 - ✓ Upgrade Kamuli Youth Centre HC II to HC III in Northern Division by FY 2024/2025.
 - ✓ Establish one Health Center IV in Northern Division by FY 2025/2026.
 - ✓ Constructing a twin staff house for Kamuli Youth Centre HC III.
 - ✓ Construct a fence around Kamuli Youth Centre HC III premises.
- iv. Mobilize and sensitize the community monthly at division level through community workshops, on reproductive health services availability and utilization.

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- v. Vaccinate over 95% of children aged below 1 year and women aged 15-49 years against immunizable diseases daily at the 3 static units and once a week in 144 outreaches.
- vi. Every patient/client attended to by health worker within 30 minutes of registration.
- vii. Provide daily HIV/AIDs counseling and testing in all health units as and when required.
- viii. Provide weekly ART services at Busota Health Centre III.
- ix. Provide daily ante-natal care, facility delivery, post-natal and family planning services in all health facilities.
- x. Prevent, test, and treat malaria towards elimination goal through:-
 - ✓ Increase accessibility of effective malaria case management.
 - ✓ Universal distribution of Long Lasting Insecticides treated mosquito nets to all households.
 - ✓ Reduce malaria case fatality rate among under 5 years children.
 - ✓ Rapid diagnostic testing and microscopy at relevant levels.
 - ✓ Effective treatment of simple malaria while referring complicated cases appropriately.
 - ✓ Identify cases of Drug Resistance, and making referrals accordingly.
- xi. Provision of quality health services through regular support supervision, mentorship, Continuous Medical Education workshops, continuous quality improvement projects, etc.
- xii. Dissemination of sanitation bye-laws to Divisions by 2026.
- xiii. Early detection and appropriate response to disease outbreaks using both active and passive disease surveillance methods.
- xiv. Ensure health and safety of all staff involved in management of infectious diseases such as Ebola Covi-19 Cholera, TB etc. both at the health unit and in the community while observing strict adherence to standards Operational Procedures for all other staff in their respective offices.
- xv. Sensitization of community on water, hygiene and sanitation at least once every month in every division.
- xvi. Improve on the staffing level from current 92% to the ideal 100%.

2.6. Integrated Transport Infrastructure:

Under this sector, we shall;

- i. Inspect building projects at each of the following recommended eleven stages:
 - Commencement of work/mobilization.

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- Setting out and excavation.
 - Substructure construction.
 - Walling and frame fittings.
 - Roofing.
 - Fixing of windows and doors
 - Finishes.
 - Electric installation
 - Fixing of lightening protection unit
 - Fixing of plumbing appliances.
 - Surface/soil drains.
- ii. Inspect road maintenance projects at each of the following recommended eight stages:
- Assess the condition of the municipal roads annually
 - Bush clearing
 - Scarifying and shaping of the road surface
 - Compacting the surface in preparation for dumping of gravel material
 - Excavation of gravel materials in the borrow pit
 - Dumping of gravel materials on the road site
 - Spreading and watering of gravel material on the road
 - Compacting the spread gravel on the road
 - Drainage works
- iii. Ensure effective supervision of construction, and road maintenance as well as building construction.
- iv. Conduct site meetings on all construction projects at least four times during project period.
- v. Make timely payments to road gangs for the work they have done.
- vi. Develop a standardized Bill of Quantities to guide development planning by 14th April every year.
- vii. Ensure regular service and maintenance of all Municipal vehicles and road equipment.

2.7. Community Mobilization and Mindset Change:

Under this program, we shall;

- i. Build alliance with all Non-Government Organizations (NGOs) and CBOs through the NGO forum by holding quarterly stakeholder meetings to avoid duplication and check on the progress of activities.

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- ii. Undertake at least one Annual mobilization and sensitization meeting in all the two Municipal Divisions.
- iii. Train at least 10 FAL Instructors annually.
- iv. Mediate probation cases within one week from the date of reporting.
- v. Provide feedback on action taken on reported probation cases within two weeks.
- vi. Conduct community sensitization on Gender Based Violence (GBV) in all the Divisions at least once a year.
- vii. Enroll at least 100 Adult learners annually to reduce illiteracy rate.
- viii. Conduct community continuous training in income generating activities for youth, Women, People with Disabilities (PWDs) and Elderly persons in all the Divisions.
- ix. Conduct HIV, gender and culture mainstreaming across all the Departments once a year.
- x. Conduct training of Child Protection Committees (CPCs) in all Divisions.
- xi. Mediate labour cases within one week of reporting and provide feedback on actions taken.
- xii. Conduct gender mainstreaming in all departments.
- xiii. Conduct interest group meetings at least once a quarter so as to facilitate mindset change in all Divisions.

3.0. CLIENTS, THEIR RIGHTS, EXPECTATIONS AND RESPONSIBILITIES:

OUR CLIENTS INCLUDE Municipal staff, NGOs, CBOs, CSOs, Institutions both government and private, business community and the general public.

3.1. Clients:

Our clients have rights to:

- (a) Extension service provision.
- (b) Access quality service delivery at all levels.
- (c) Access to information in line with the law.
- (d) Access quality Health Care and treatment.
- (e) A clean and healthy environment.
- (f) Participation in project implementation and identification without discrimination.

3.2. Client Obligations: -

Our clients shall have the following Duties/obligations:

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- a) Provide timely and correct information required for specific services from the Municipal in accordance with the law.
- b) Compliance with the policies, laws, regulations, guidelines and other statutory requirements.
- c) Participate in the protection of Natural Resources.
- d) Assist in the prevention of illicit activities within the Municipal.
- e) Participate in national and local seminars and workshops regarding Municipal programs.
- f) Reporting corruption tendencies identified or witnessed in communities or civil service.
- g) Timely payment of taxes.

4. Feed Back:

Timely feedback shall help the Municipal meet the client's expectations by improving on service delivery, reviewing past performance while planning for the future. Therefore, facilitating evaluation of services rendered through the structure of the Lower Councils to the Municipal level is critical.

Feedback may be provided through the following ways:-

- a) Use suggestion boxes at every service delivery point.
- b) Interaction with clients through meetings, workshops and seminars conducted by the Municipal.
- c) Raising issues in writing to respective persons such that follow up is made easy.
- d) Writing to the Accounting Officer using the address given at the end of this document.
- e) Use the official Municipal official website i.e. <https://www.kamulimc.go.ug>.

5. Managing Complaints and Appeals:

Complaints from our clients shall be managed as follows:

- a) Raising it with the person rendering the service. Through this interaction, answers should be provided.
- b) When the client is not satisfied with the responses provided by the officer who rendered the services, he or she should raise the issues with relevant supervisor, within three days.
- c) Failure to have response from the supervisor, an appeal be raised to the head of department, the officer at this level should be able to resolve the complaint within 14 days.

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- d) If the client is not satisfied with the response given, he or she can lastly raise it with the Town Clerk, giving this office ten working days from the time of receipt of the written communication.
- e) If a client is not satisfied with Town Clerk, he or she can raise the matter with Mayor or Resident District Commissioner (RDC).

6. Performance Accountability:

Kamuli Municipal Council has the obligation to provide feedback to clients on its performance and this will be done through:

- Notice boards at the respective Divisions and Municipal headquarters.
- Annual seminars involving all stakeholders, budget conference and sensitization meetings.
- The mass media for example radios, televisions and newspapers on performance of the Municipal.

7. Performance Improvement.

The Municipal will continuously address areas that are not adequately handled to the satisfaction of clients and this will be through;

- a) Annual review of the Client Charter to evaluate performance and document success stories.
- b) Improve on communication channels and feedback by letting each stakeholder know their roles and regular supervision, monitoring and evaluating the success of the services rendered.
- c) We commit to improve our performance by periodically reviewing our commitments in this charter in line with the feedback obtained from our clients.
- d) We commit ourselves to implement this charter to our best within the laws and regulations in force in Uganda.

FOR GOD AND MY COUNTRY

For additional information please contact:

The Town Clerk/Kamuli Municipal Council.

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