



THE REPUBLIC OF UGANDA

KYELEGWA DISTRICT LOCAL GOVERNMENT

CLIENT CHARTER

FINANCIAL YEAR

2025/2026

FOREWORD

On my own and on behalf of the entire community of Kyegegwa District, I register my sincere gratitude to the Council Members, technical team, Central Government, Development partners and members of the Civil Society Organizations who made a success to the compilation of the Kyegegwa's Client Charter.

Therefore, it is in accordance with the statutory requirement that the Client Charter was prepared.

I would like to affirm to this honorable House that the proposals herein presented are a reflection of the District's commitment, people's desire and continued struggle to improve the standards of living of our people.

I therefore call upon this Council and all stakeholders to support these efforts and proposals aimed at lifting the welfare of our people.

I also call upon members of Executive and all Technical staff to ensure successful implementation of this Charter.

Thank you.

For God and My Country



Byamukama Kisoke John

DISTRICT CHAIRPERSON

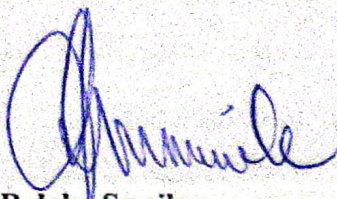
PREAMBLE

Kyegegwa District Local Government has the mandate of providing services to the citizens of Kyegegwa for Social, Economic transformation. This Client Charter is a social contract between Kyegegwa District and her clients.

It clearly spells out the clients, services we offer and what clients should expect.

The Charter provides mechanisms of information sharing in regard to key implementations and methods of work including complaints management.

We would like to commit ourselves as staff to the fulfillment of our obligations. I would also like to appreciate all the technical staff and stakeholders for their participation in preparation of this Client Charter.



Balaba Swaibu



CHIEF ADMINISTRATIVE OFFICER

1.1: Introduction

Kyegegwa District was created by the Act of Parliament in 2009. As an Agency of the government, we are mandated to provide services to the citizens in order to contribute to the Country sustainable development agenda. This Charter provides a frame work for the interface between District and the citizens.

1.2: Mandate

Kyegegwa District has to ensuring a health, educated, productive and prosperous population through provision of general services to the people in order to realize social, political and economic development for the people of Kyegegwa District.

1.3: Vision:

An enhanced household livelihood security for all women, men and children of Kyegegwa.

1.4: Mission:

To promote sustainable socio-economic development for the people Kyegegwa District in conformity with the National local priorities.

2.0: Principles and Values

The following principles and values will guide the implementation of this Charter.

1. **Professionalism:** We shall adhere to the code of conduct and ethics, high degree of competence and best practices.
2. **Integrity:** We shall be honest in conducting public affairs.
3. **Transparency:** We shall be as open as possible about all the decisions and actions taken. Public release of information on the regulatory process and decisions will be timely and appropriate.
4. **Effectiveness:** We shall achieve the intended targets and performance standards of service delivery. With a streamlined, fit for purpose, appropriate for the circumstance and regulatory approach, to achieve clearly identifiable outcomes.
5. **Efficiency:** We shall optimally use our resources to attain the District's objectives. Red tape will be minimized, regulatory process simplified and made fit for purpose to achieve timely decision making.
6. **Innovation:** We shall always aim at improving and modernizing our services to the expectation of our clients.
7. **Health and Safety:** We shall provide a satisfactory, safe and healthy environment to our clients.
8. **Reliability:** We shall be consistent and dependable in the provision of services to our clients.
9. **Customer focus:** We shall be giving fair treatment to our clients, be prompt and courteous to ensure customer satisfaction.
10. **Responsiveness:** we shall attend to our clients' inquiries, criticisms and suggestions in a timely manner.
11. **Loyalty:** we shall be committed to the policies and programmes of the Government at both Local and National levels.

12. **Public accountability:** we shall hold office in public trust and be responsible for all our actions and inactions.
13. **Timeliness:** we shall observe time management in all our activities. Decisions will be made in the minimum possible time.
14. **Research and Development:** we shall encourage and support the development of scientific research.
15. **Engagement:** valuing the informed involvement of communities and other stakeholders in process of leading to decision making and achievement of a social licence to operate.
16. **Accountability:** ensuring responsibility and accountability are clearly assigned and understood by the community.
17. **Objective:** decisions will be based on sound scientific and technical information.

3.0: KEY RESULT AREAS/ PRINCIPAL SERVICES

These are the activities of the District. The District's Key Results Areas / Principal Services are presented as below:

3.1: Administration and Management shall;

1. Manage and guide the implementation of all lawful Council and Central Government policies, plans and strategies, programmes and bye-laws
2. Guide, supervise, monitor and coordinate staff and activities of the District and lower Local Government Councils in the application of the relevant laws and policies
3. Promote accountability and transparency in the management and delivery of Council's services in the District and adherence to Existing Financial Regulations and Guidelines
4. Promote proper development, review and management of District Plans and strategies
5. Promote and enhance collaboration linkages between the District Council and Central Government
6. Government for effective implementation of Government policies and achievement of national objectives
7. Provide technical support and advise to the political leadership of the District to facilitate effective Council decision making process
8. Liaise with security bodies in the Country to ensure maintenance of law, order and security in the District
9. Promote safe custody of all properties, documents and records of the Local Government Council
10. Initiate, develop and implement Human Resource policies, regulations and practices in the Local Government
11. Manage and maintain the payroll and staffing control system in the District
12. Supervise the update and safe custody of human resource and other relevant records in the District Local Government
13. Advise and counsel staff on career development
14. Provide technical support to departments on the interpretation of Public Service Standing orders, Human Resource Policy, staff regulations and other relevant human resource issues
15. Processing submissions for terminal benefits of staff and submitting to the relevant authorities for the necessary action
16. Appraising performance of staff in the District

3.2: Boards and Commission shall;

1. conduct 12 Executive meetings by the end of financial year
2. Conduct 06 Council sittings by the end of financial year.
3. Conduct 04 Sectoral committee meetings and 6 business committee meetings.
4. Have 4 consultative with other Local Governments to improve Council's performance by 30th June 2026.
5. Monitor all Government programmes (URF, LGMSD, OWC, CDD, UPE, USE, SAGE, UWEP and YLP) etc.
6. Conduct 04 consultative meetings with local leaders by 30th June 2026.
7. Procure 50 plastic chairs for Council hall by 30th June 2026.
8. Conduct exchange visits by Councilors by end of the financial year.

3.3: Works and Technical Services shall;

1. Maintain 300 kms by gang system.
2. Opening of 50kms.
3. Periodic maintenance of District roads by 70%.
4. Carrying out road safety campaign.
5. Inspection and supervision of private developers building sites by 80%.
6. Production of Kyegegwa District head offices architectural and structural plan 100%.
7. Supervision of construction works by 100%.
8. Provide technical advice and guidance to stakeholders
9. Prepare technical specifications of contracts
10. Supervise all the technical works in the District
11. Prepare work plans and budgets for the technical works in the District
12. Approve buildings and other structural plans
13. Develop and maintain water and sanitation systems
14. Enforce engineering and works policies

3.4: Internal Audit Unit shall;

1. Manage and coordinate District Audit Function
2. Carrying out Special Audit assignments
3. Facilitate and evaluate Risk management process
4. Produce and submit Internal Audit reports to relevant authorities
5. Evaluate and review Financial Internal Controls
6. Execute Financial Auditing
7. Carry out Audit inspection and Performance Audit
8. Carry out Implementation of Audit recommendations
9. Control, receipt custody and utilization of financial resources
10. Facilitate financial and operational procedures to ensure value for money

3.5: Health shall;

1. Plan and budget for health service delivery and infrastructure in the District
2. Mobilize resources for health service delivery and infrastructure in the District
3. Monitoring and evaluating the delivery of health services in the district
4. Procuring medical supplies and equipment
5. Provide technical guidance and support supervision to Health Centers
6. Manage and account for financial, medical supplies and other resources allocated to the Districts
7. Coordinate the maintenance of Health equipment and facilities
8. Interpret National Health Policy and integrating it into District Health Plans
9. Manage the implementation of the Uganda National Minimum Health Care Package (UNMHCP)
10. Provide advice on health related issues to the District Councils and other stakeholders
11. Supervise, monitor and evaluate health programs in the District
12. Coordinate sensitization programs about PHC in the Communities
13. Carry out Human Resource management functions like identifying manpower needs, training, mentoring, coaching, promotions, leave, deployment and periodic assessment of health staff
14. Manage and coordinate health research;
15. Support maintenance of the Health Management Information System in the District
16. Liaise with Ministry of Health and other stakeholders in enforcing adherence to National Health
17. Service Delivery Standards
18. Enforce the Professional and Service Codes of Conduct and Ethics
19. Prepare and submit Periodic Reports

3.6: Finance and Planning shall;

1. Supervise the collection of revenue
2. Prepare books of accounts and accounting records
3. Manage, control and account for the financial resources of the District
4. Prepare and coordinate budgets and work plans for the District Local Government through the Budget Desk
5. Reconcile bank statements to iron out discrepancies with cash books
6. Prepare financial statements and reports
7. Answer audit queries and mandatory inquiries whenever necessary
8. Provide technical support to Council on financial matters
9. Plan, supervise and assess the performance of staff in the Department of Finance
10. Review and identify alternative sources of revenue generation
11. Coordinate the procurement and payment for goods and services provided to the District
12. Administration
13. Enforce adherence to financial policy, regulations and professional practices in all financial transactions.

3.7: Community Based Services shall;

1. Coordinate the effective delivery of community-based services in the District
2. Monitor community centers, vocational training institutions and other community establishments
3. Monitor and evaluate the effective implementation of National and local laws and policies on gender, labor and social development
4. Advise Council on policy and related matters regarding gender, labor and social development
5. Liaise with NGOs, Community-Based Organizations and other stakeholders on matters regarding Community development

- 6. Supervise work places to conform to national policies and standards on occupational health and safety
- 7. Monitor and evaluate community awareness and involvement in socio-economic development initiatives
- 8. Coordinate the collection, analysis and dissemination of labor information;
- 9. Manage the discharge of statutory obligations regarding community care, protection and welfare
- 10. Supervise the registration and promotion of community development groups.

3.8: Education shall;

- 1. Formulate parish and District education committee within 1 year.
- 2. Hold education stakeholders conference every February in Calendar Year.
- 3. Hold school open days atleast once a year in every school.
- 4. Implement Education laws, policies and regulations
- 5. Implement approved education and sports development plans, strategies, and council decisions
- 6. Provide technical and professional advice
- 7. Organize and Facilitate teachers' training programmes
- 8. Coordinate school inspection and sports programmes
- 9. Maintain an updated teachers' personnel data bank
- 10. Improve school attendance by learners to atleast 85% and teachers to 98% within 2 years.
- 11. Sensitize parents in every school at PTA meetings once every term.

3.9: Natural Resources Department shall;

- 1. Enforce the implementation of National Policies, Rules, Regulations and Council byelaws on sustainable exploitation of natural resources
- 2. Manage the provision of extension services on natural resources
- 3. Appraise work plans and technical proposals in regard to environment impact assessment
- 4. Prepare and submit work plans and budgets for the Natural Resources subsector
- 5. Tender technical advice to the District Council and other stakeholders
- 6. Manage issues of land tenure ownership and lease holdings in the district
- 7. Appraise and ascertain compliance to land use regulations and the district infrastructure designs
- 8. Initiate and advise Council natural resources bye laws and ordinances
- 9. Supervising and appraising the performance of the departmental staff
- 10. Prepare and present performance reports to the District Council and other stakeholders
- 11. Raise and supply tree seedlings of various species totaling to atleast 5,000 annually.
- 12. Provide technical support in the development of layout plans for District.
- 13. Recommend building plans for approval
- 14. Inspect developer's sites to ensure sustainable development in the District.
- 15. Maintain the greenbelt.

3.10: Production and Marketing Department shall;

1. Coordinate the preparation of Production and Marketing budgets and Strategic Action Plans for the district
2. Coordinate the implementation of Government production and marketing policies, programmes, projects and regulations and district budgets and Strategic Action Plans
3. Coordinate the delivery of production and marketing extension services in the District
4. Provide technical guidance and advice to the administration of the District and District Council on production and marketing issues, programmes and projects
5. Monitor the detection and control of the threat and occurrence of pests, vermin and animal epidemics in the District
6. Monitor the use and management of production and marketing facilities in the District
7. Promote appropriate production and marketing technologies and best practices in the District
8. Identify market potential and advise the producers appropriately
9. Provide and regulate Veterinary and animal husbandry activities and related services to farmers

5.0: OUR CLIENTS, THEIR RIGHTS AND OBLIGATIONS

5.1: Our Clients

Our clients are Students, Parents, Business Community, Religious leaders, Public servants, Ministries, Departments and Agencies, Lower Local Governments, (LLG's), Non Governmental Organizations, Development Partners, Politicians and General Public.

5.2: Clients' Rights Our clients have a right to:

1. Access public information in accordance with the law either for free or where some funds are required.
2. Quality service delivery
3. Clean and health environment
4. Be treated with respect.
5. Privacy and confidentiality.
6. Appeal in accordance with established procedure.
7. Free and fair competition for accessing the District's services.

5.3: Clients' Obligations, Our clients shall have the following obligations:

1. Abide by the legal requirements which make them eligible for services sought.
2. Provide accurate and timely information requested by the District.
3. Not to offer gifts, favors or inducement to the District staff, or to provide appropriate and timely goods and services.
4. Treat our staff with courtesy.
5. Attend scheduled appointments punctually.

6.9: Feedback and Complaints Mechanism

The District shall welcome feedback and constructive criticism about our services and encourage suggestions, to improve service delivery. In case of any problem, suggestion or a complaint, the clients can use one of the following communication channels:

1. Speak to the person who has been attending to you.
2. Speak to that persons' supervisor.
3. Speak to our Client Service Officer
4. Use our website address www.kyegegwa.go.ug

7.0: Accountability: As a District, we commit ourselves to:

1. Periodic reviews and performance reports.
2. Carry out joint sector reviews.
3. Monitor and evaluate the implementation of the Client Charter
4. Public performance against the Charter's commitments in the Council Policy Statements and Annual Performance Reports.
5. Report on performance to clients and stakeholders during the annual review meetings and conferences.

We, the staff of the Kyegewa District commit ourselves to the above commitments and service standards and also commit ourselves to implement this Charter.

“For God and My Country”

For more information please contact us on the address below:

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