



THE REPUBLIC OF UGANDA
OFFICE OF THE PRESIDENT

CLIENT CHARTER

FY 2025/2026 - 2029/2030

FOREWORD

The Constitution of the Republic of Uganda (1995), as amended, stipulates the role and mandate of the Office of the President as to “uphold the Constitution and sovereignty of the Republic of Uganda; provide leadership in the initiation, formulation, coordination and monitoring of public policies; maintain territorial integrity and good international relations with other Countries; and mobilize the masses towards self-governance, progress and development.”

This Client Charter represents our renewed commitment to serve the people of Uganda efficiently, transparently and responsively. It outlines the services we provide, the standards you can expect from us, and the mechanisms through which you can offer feedback.

To effectively fulfil the above mandate, the Office of the President has revised its five-year Client Charter for the period 2025/2026 – 2029/2030 as a social contract between the Office and its clients. The Charter has been aligned to the fourth National Development Plan



(NDP IV), whose goal is *“Higher household incomes, full monetization of the economy, and employment for socio-economic transformation,”* that will be pursued under the overall theme of *“Sustainable industrialization for Inclusive Growth, Employment and Sustainable Wealth Creation.”*

This Client Charter Sets out the standards of service delivery that the Office of the President commits to uphold. It reaffirms our obligation to provide quality, timely and client-centred services, and defines the range of services we offer, our responsibilities to our clientele, and the procedures that guide our operations.

We invite all Ugandans and our partners to use this Charter as a guide to our services and as a tool to hold us accountable for the standards we have set. Together, we can build a secure, well governed and developed nation.



Hon. Milly Babirye Babalanda

MINISTER FOR THE PRESIDENCY



PREAMBLE

This revised Client Charter is a five-year pact that has been developed to align the Office of the President's service delivery commitments with Vision 2040, the fourth National Development Plan (NDP IV), the Office of the President Service Delivery Standards and Strategic Plan 2025/2026 – 2029/2030. It seeks to enhance the quality, efficiency and responsiveness of services delivered to our clients.

The Charter clearly outlines the services provided by the Office of the President, the approaches used in their delivery, and the mutual rights and obligations that guide the relationship between the Office and its clients. It also serves as a tool for reinforcing transparency, accountability, and continuous improvement in the execution of our mandate.

The objectives of this Client Charter are to:

- a) Inform clients and stakeholders about the services offered by the Office of the President.



- b) Enable clients and stakeholders to hold the Office accountable for the quality and timeliness of its services.
- c) Provide an accountability framework for the Office of the President in reporting to clients and stakeholders on a regular basis.
- d) Serve as a tool for continuous performance improvement, guided by the established Service Delivery Standards (SDS).

The revision of this Charter involved extensive consultations with the Ministry of Public Service, Staff of the Office of the President, Local Governments through the RDCs/RCCs, Cabinet through the Minister for the Presidency and other key stakeholders. The invaluable feedback received forms the foundation upon which this Client Charter has been updated. The Charter also aims to enhance public awareness of the range and quality of services provided by the Office of the President.

The Office of the President is committed to implementing this Client Charter in line with its Strategic Plan for the period of 2025/2026-2029/2030.



The Presidency therefore calls upon all clients and stakeholders to make effective use of this guiding document when accessing services.

It is therefore, with great pleasure that, I present to you the **Office of the President Client Charter for the period 2025–2030**, with confidence that our vision, mission and core values will be fully realized through its implementation.

Haji Kakande Yunus

SECRETARY, OFFICE OF THE PRESIDENT



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1

CHAPTER ONE: INTRODUCTION

1.0 Introduction

The Office of the President is committed to being an open and accountable institution with a strong client focused culture. This Client Charter establishes the standard of service that our clientele should expect from Office of the President and strategies to improve client feedback on how our services are delivered. This Charter will also build capacity of our clients to demand for services from us.

This Charter informs our clients about the strategic direction of Office of the President, the principal services and commitments of the Presidency, the general standards of service, how its clients can utilize the services, how to evaluate the way this Charter is being implemented and the methods of dissemination methods for the Charter.



1.1 Mandate

The Mandate of the Office of the President is derived from Articles 98 and 99 of the Republic of Uganda 1995 Constitution (as amended). Article 99 of the Constitution vests all the Executive authority of Uganda in H.E. the President, whose mandate enjoins him to abide by, uphold, and safeguard the Constitution and the Laws of Uganda, promote the welfare of citizens, and protect the territorial integrity of Uganda. In executing these functions, the President is deputized by the Vice President to perform any other functions as may be assigned by the President or conferred by the Constitution.

In addition, the Office of the President is mandated with roles of intelligence collection and coordination of national security matters in accordance with the provisions under the Security Organisations Act Cap 305 and the National Security Council Cap 301 respectively.

The following laws regulate our service standards as a Ministry;



Executive Authority of Uganda

- Articles 98 – 99 and 108 of the Constitution of the Republic Uganda 1995 (as amended).

Intelligence collection and coordination of National Security matters

- The Security Organizations Act Cap 308
- The National Security Council Act Cap 301.

Office and functions of the Resident District Commissioners

- Article 203, of the Constitution of the Republic Uganda 1995 (as amended)
- The Local Governments Act, Cap 243, Section 70 and 71

Finance and Administration

- The Public Finance Management Act, 2015 and its Regulations, 2016 as amended
- National Planning Authority (Development Plans) Regulation, 2018



1.2 Vision

Our Vision is “**A secure, well governed and developed Nation.**”

1.3 Mission

Our mission is “**To provide leadership in Public Policy Management and Good Governance for National Development.**”

1.4 Core Values

The principles and values that shall guide our institutional performance to ensure that we provide the best standards of service include;

- a) Accountability:** We take responsibility and liability for all our decisions and actions. Therefore, we shall submit ourselves to public scrutiny.
- b) Fairness:** We commit to demonstrate respect and courtesy in dealings with all people; both the public and private sector irrespective of their social economic status, religion, gender,



ethnicity, age, ability or other attributes or characteristics.

- c) **Patriotism:** We support and accept shared and collective responsibility with pride for the common good of the public and the Country as a whole.
- d) **Integrity:** We at all times strive to uphold public trust and confidence by having strong principles and values which is demonstrated through our conduct in the work environment.
- e) **Professionalism:** We commit to efficiently perform our duties with skill and care by communicating effectively and appropriately and always finding ways to be productive.
- f) **Diversity:** We acknowledge, appreciate, respect and accommodate differences and divergences in all aspects of life, as this promotes equal opportunities.



1.5 Strategic Objectives

- i. To strengthen the capacity of security agencies to participate in production and value addition and address security threats, and emergencies;
- ii. To enhance efficiency in the delivery of justice, law and order services;
- iii. To enhance transparency, accountability and anti-money laundering systems for effective governance;
- iv. To strengthen citizen participation in democratic processes;
- v. To enhance compliance with and implementation of the Uganda Bill of Rights;
- vi. To promote Uganda's interests at regional and international level;
- vii. To strengthen public policy analysis and management;
- viii. To enhance refugee protection and migration management.



- ix. Strengthen Oversight, Coordination and M&E across Government; and
- x. To strengthen the administrative, institutional, and coordination capacity for governance and security.

1.6 The Office of the President is one of the MDAs that constitute the Presidency including State House, Internal Security Organization (ISO), External Security Organization (ESO), Directorate of Ethics and Integrity (DEI), Uganda AIDS Commission (UAC) and Ministry of Kampala Capital City and Metropolitan Affairs (MKCC&MA). It is headed politically by the Minister for the Presidency. Strategically and technically, headed by the Permanent Secretary who is supported by technical officers in the eleven (11) Departments, Divisions and Units namely; Department of Socio-Economic Monitoring and Research, Cabinet Administrative Services, Policy



Development and Capacity Building (PD&CB), Chancery/Presidential Awards Committee (PAC), National Leadership Institute (NALI), Manifesto Implementation Unit (MIU), Finance and Administration, Operation Wealth Creation (OWC), Afro-Arab Youth Council (AAYC), Presidential Advisory Committee on Exports and Industrial Development (PACEID) and the RDC Secretariat.

- 1.7** This revised Client Charter covers Financial Years 2025/2026 – 2029/2030. It has been developed in line with Vision 2040, National Development Plan (NDP) IV, the Office of the President Service Delivery Standards and Strategic Plan 2025/2026 – 2029/2030.
- 1.8** The Charter provides the Ministry’s Mandate, Vision, Mission and Core services offered, commitments, standards of service delivery, principles and values. It also outlines our stakeholders, their rights and obligations including the feedback and accountability mechanisms.



2

CHAPTER TWO: Key Result Areas, Principal Services and Commitments

2.1 Key Result Areas

The following are our Key Result Areas to be implemented in accordance with the NDP IV Governance and Security Programme (GSP) and Development Plan Implementation (DPI) Programme objectives in order to enable the Office deliver its desired results to its clients.

Strategic Interventions

- i) Maintain modern and formidable security sector agencies for security and emergencies.
- ii) Enhance regional and continental security.
- iii) Strengthen coordination of the policy and legislative-making processes.



- iv) Enhance monitoring of policy implementation for service delivery
- v) Enhance the administration of programme services of the Presidency.
- vi) Enhance public demand for accountability.
- vii) Strengthen prevention and detection of corruption and enforce Anti-Corruption Measures.
- viii) Strengthen the recognition and award system for outstanding civic contributions to motivate individuals and organizations.
- ix) Strengthen monitoring of Government programmes for effective service delivery.
- x) Strengthen programme institutions for effective and efficient service delivery.
- xi) Strengthen the oversight function across the government.

Outcomes

- i. Effective Governance
- ii. Reduced levels of corruption
- iii. Improved public policy for national



- development
- iv. Strengthened mechanisms for monitoring and evaluating public policies and interventions.
 - v. Peace and Stability.
 - vi. Improved awareness and appreciation of national values and responsibilities.
 - vii. Enhanced OP efficiency and effectiveness.



2.2 Principal Services

| S/N | Results Area/ Service Required | Service time frame | Procedure/ requirements to access the service | Fees (if any) | Location where service is offered |
|-----|---|--------------------------|--|------------------|--|
| 1. | Oversight on the implementation of the Ruling Party Manifesto | Quarterly | Field visits and stake holder engagements | Cost free | OP-Head quarters |
| 2. | Submission of approved policies to Parliament for subsequent development into bills | Two weeks | Through an official communication | Cost free | OP- Cabinet Secretariat |



| S/N | Results Area/ Service Required | Service time frame | Procedure/ requirements to access the service | Fees (if any) | Location where service is offered |
|-----|---|--------------------------|--|------------------|--|
| 3. | Approval of policies | Two weeks | Submissions of cabinet memoranda from MDAs to OP and subsequent issuance of a cabinet memo on the recommendation | Cost free | OP- Cabinet Secretariat |
| | Monitor implementation of Cabinet decisions | Quarterly | Field visits and stakeholder engagements | Cost free | OP-Head quarters |



| S/N | Results Area/ Service Required | Service time frame | Procedure/ requirements to access the service | Fees (if any) | Location where service is offered |
|-----|---|--------------------------|--|------------------|---|
| | Ensure Peace and Security to all Ugandans | Every day | Coordination of Security Agencies | Cost free | Through RDC/RCC offices, security Agencies and OP- Head quarters |
| | | Every day | Conduct cross boarder engagements | Cost free | Through RDC offices, security Agencies and OP- Head quarters |



| S/N | Results Area/ Service Required | Service time frame | Procedure/ requirements to access the service | Fees (if any) | Location where service is offered |
|-----|---|---------------------------|---|------------------|--|
| 4. | Monitoring and evaluation of Government Programs and project implementation | Quarterly | Through field visits and stakeholder engagements | Cost free | OP-Head quarters |
| 6. | Reward excellent Performers | During National Functions | Submissions are made from MDAs, analysis made and the deserving persons are awarded | Cost free | OP-Head quarters |



2.3 Commitments

Office of the President commits to achieve the strategic objectives through its different Departments. The Departments commit themselves as follows: -

2.3.1 Chancery/ Presidential Awards Committee

We commit to;

- i. Conduct Six (06) Investiture Ceremonies each Financial Year.
- ii. Receive proposals of persons deserving honor and recognition for distinguished service.
- iii. Hold Presidential Awards Committee meetings to vet/scrutinize nominees for Award of Medals.
- iv. Present medals during the designated National Celebrations.
- v. Update and digitalize the mini-Hall of Fame by end of FY 2029/2030.
- vi. Hold meetings with awarded persons Annually.



- vii. Develop a functional online information system on National Honours by end of FY 2029/2030.
- viii. Sensitize/create awareness among the population on National Honours and Awards.
- ix. Annually replenish the stores with Insignia of National Honours.

2.3.2 Department of Socio-Economic Monitoring and Research

The Department of Socio-Economic Monitoring and Research contributes to the objective of strengthening oversight, coordination, monitoring and evaluation across government.

We commit to;

- i. Produce four (4) APEX platform evidence-based oversight reports annually for improved delivery of the National Development Plan.
- ii. Produce evidence-based quarterly oversight monitoring and inspection



- of government economic policies, programmes and projects to guide decision making and strengthen the implementation of the National Development Plan.
- iii. Follow-up with Ministries, Departments, Agencies and Local Governments six months after dissemination of oversight monitoring, inspection and evaluation findings.
 - iv. Produce two (2) high quality, ethically sound Socio-Economic Research reports annually to inform decision making as well as guide the implementation of the National Development Plan.

2.3.3 Cabinet Administrative Services

In pursuit of supporting Cabinet in the discharge of its Constitutional mandate for good governance and social-economic development, we commit to:

- i. Issue Cabinet Agenda on a Weekly basis.
- ii. Provide Secretarial support to Cabinet and produce Minutes on a weekly basis.



- iii. Issue Cabinet decisions to Ministers and Permanent Secretaries for implementation **within three days after confirmation of Minutes.**
- iv. Provide technical guidance to H.E the President.
- v. Provide strategic guidance to Ministries, Departments and Agencies on Public Service Matters.
- vi. Provide technical support to Ministers and Permanent Secretaries to design and implement effective policies on a weekly basis.
- vii. Follow up on Returns on Matters Arising from Cabinet decisions and ensuring that they are placed on the Cabinet Agenda on a quarterly basis.
- viii. Prepare Report on the performance of Cabinet annually.
- ix. Undertake assessment of the performance of Permanent Secretaries' annually.



- x. Provide Secretarial support to the Permanent Secretaries Forum and produce Minutes on a Monthly basis.
- xi. Conduct training of Permanent Secretaries annually.
- xii. Prepare instruments of Appointments for H. E the Vice President, Rt. Hon. Prime Minister, Rt. Hon Deputy Prime Ministers, Cabinet Ministers and Ministers of State.
- xiii. Induct newly appointed Ministers and Permanent Secretaries within one Month following appointment by H.E the President.
- xiv. Conduct a strategic retreat for Ministers and Permanent Secretaries annually.
- xv. Develop one compendium of Cabinet Records (Minutes and Memoranda) annually.

2.3.4 Policy Development and Capacity Building

We commit to;

- i. Review submissions to Cabinet for compliance within three (3) days of receipt.



- ii. Provide hands-on policy guidance to stakeholders within ten (10) working days from the date of receipt of request.
- iii. Produce Policy Briefs on topical policy issues every quarter.
- iv. Monitor and evaluate the implementation of Cabinet Decisions every quarter.
- v. Monitor and evaluate the implementation of 1 (one) Public policy for relevance and effectiveness every quarter.
- vi. Conduct 1 (one) meeting of the Directors, Commissioners and Under Secretaries (DCUS) Forum every quarter.
- vii. Conduct 1 (one) Meeting of the Policy Analyst Cadre (PAC) every quarter.
- viii. Conduct 1 (one) Capacity building session of the Policy Analyst Cadre in selected areas of public policy management every quarter.
- ix. Develop, print and disseminate 1 (one) Inventory of Public Policies, Laws and



- Regulations within the first quarter of each Financial Year.
- x. Develop, print and disseminate one Cabinet Forward Agenda Plan within the first quarter of each Financial Year.
 - xi. Develop, print and disseminate the National Policy Research Agenda within the first quarter of each Financial Year.
 - xii. Conduct 1 (one) meeting of the Professional Development Committee of the Policy Analyst Cadre every quarter
 - xiii. Conduct 1 (one) Policy Analyst Convention every Financial year.

2.3.5 Finance and Administration

The Department supports and coordinates the execution of the mandate of the Office of the President through the provision of financial and human resource management services and ensuring efficient and effective utilization of resources. The Department among others facilitates the work of the Resident District Commissioners (field offices) and Presidential Advisors.



We commit to;

- i. Conduct quarterly monitoring of relevant Ministries, Departments and Agencies on service delivery issues.
- ii. Conduct monthly awareness campaigns on government programs and projects.
- iii. Conduct quarterly survey on impact of deliverables for OP carried out in line with the Statistical Act and Regulations.
- iv. Hold 3 cross boarder meetings per quarter or on demand.
- v. Hold one Joint Cross Boarder meeting annually.
- vi. Prepare and submit Quarterly, Bi-annually and annual performance reports prepare and submitted within the statutory dates.
- vii. Prepare and submit the Ministerial Policy Statement to the relevant stakeholders within the statutory dates.



- viii. Prepare and submit the Vote Budget Framework Paper to the relevant authorities within the statutory dates.
- ix. Develop the Ministry Strategic Plan.
- x. Hold and Launch the OP and Governance and Security Programme Annual Performance Review Report as required by the Office of the Prime Minister (OPM).
- xi. Prepare and submit the Vote and Programme Budget Framework Paper (BFP) within statutory dates.
- xii. Prepare and submit the Vote Ministerial Policy Statement (MPS) within the statutory dates.
- xiii. Produce the Governance and Security Programme Annual Review report by end of October annually.
- xiv. Hold one Administrative Officers' Forum annually.
- xv. Conduct Capacity build exercises for all the Resident District Commissioners (RDCs) on a quarterly basis.



- xvi. Develop an Asset Management Strategy.
- xvii. Coordinate one Intelligent Transport Monitoring System (ITMS) Project Management Team (PMT) Meeting every month.
- xviii. Coordinate preparatory meetings for National functions that is NRM/Victory Day, Independence Day and Heroes' Day.
- xix. Prepare Matters Arising from Cabinet/ Cabinet Papers for Presidency.
- xx. Hold four (4) Line Ministries Self-Coordinating Entities' (LMSCE) HIV/AIDS meetings.
- xxi. Pay salary and pension by 28th of every month.

2.3.6 Manifesto Implementation Unit

We commit to;

- i. Hold the Annual Manifesto 2026–2031 Accountability Week.
- ii. Produce Annual Performance Status Reports on the Manifesto 2026–2031.



- iii. Produce an evidence-based Mid-Term Evaluation Report covering all Manifesto 2026–2031 commitments by the end of the Financial Year 2028/2029.
- iv. Produce an evidence-based End-of-Term Evaluation Report covering all Manifesto 2026–2031 commitments by the end of the Financial Year 2030/2031.
- v. Conduct popularization and dissemination activities to share Manifesto 2026–2031 achievements with the citizenry.
- vi. Operationalize and maintain the Manifesto Reporting Framework.
- vii. Hold quarterly regional stakeholder retreats to review the implementation status of the Manifesto 2026–2031.
- viii. Undertake quarterly Monitoring and Validation exercise on the implementation of the Manifesto 2026–2031.



2.3.7 Ministry of Kampala Capital City and Metropolitan Affairs

We commit to;

- i. Provide policy guidance and oversight to Kampala Capital City Authority and all local governments in the Greater Kampala Metropolitan Area every quarter.
- ii. Monitor and evaluate the implementation of Government policies, programs and projects in the Greater Kampala Metropolitan Area every quarter.
- iii. Monitor and coordinate implementation of the Greater Kampala Metropolitan Area Urban Development Program every quarter.
- iv. Monitor compliance of physical developments in the Greater Kampala Metropolitan Area with the Greater Kampala Metropolitan Area Integrated Urban Development Masterplan and



- other existing physical planning policy and legal frameworks every quarter.
- v. Implement local economic development in the Greater Kampala Metropolitan Area every quarter.

2.3.8 RDC Secretariat

We commit to;

- i. Monitor the RDCs/RCCs, DRDCs and Asst. RDCs to check whether they are monitoring implementation of Government Programmes and Projects;
- ii. Obtain information on RDCs/RCCs, DRDCs and Asst. RDCs involved in fraudulent activities
- iii. Analyse quarterly reports from RDCs/RCCs and identify issues of monitoring and handling.
- iv. Make recommendations on efficient delivery of services to the citizens.
- v. Investigate complaints from unsatisfied parties by decisions of RDCs.



- vi. Guide and supervise RDCs on matters of security in the district.

2.3.9 National Leadership Institute (NALI)

We commit to;

- i. Conduct Political Education, Ideological and Leadership training of political leaders, staff from MDAs, Civil Society Organisations, Citizens of Uganda and those of fraternal Pan African Countries.
- ii. To support Strategic Intent, including the provision of lecturers, instructors, and accommodation for efforts like national service and patriotic club initiatives.
- iii. Conduct research and innovation to support strategic leadership and MDAs in decision-making, policymaking, implementation and review.
- iv. Showcase what NALI teaches by establishing demos and models.
- v. Provide outreach services using multimedia publication (in print and



online) to increase NALI operational reach and keep in touch with alumni and the citizenry to further guide them on matters

- Ideological.

2.3.10 Cross cutting issues

| S/No | Gender & Equality issues | Commitments |
|------|---|--|
| 1 | Client Charter in place | Review, disseminate and implement the updated Ministry Clients' Charter to staff and clients |
| 2 | Information and knowledge gap on Gender and Equity issues | Conduct awareness campaigns on Gender and Equity mainstreaming to all staff quarterly |
| 3 | Facilities to promote gender and equity | Focus on promoting Gender and Equity at the Workplace for all staff and Ministry visitors' daily e.g ease of access to buildings for both sexes, separate wash rooms for both sexes. |



| S/No | People with disabilities | Commitments |
|-------------|---|--|
| 1 | Facilities to favor people with disabilities | Ensure that people with disabilities always have easy access to our office premises by having functional lifts and ramps |
| S/No | HIV/AIDS & TB issues | Commitments |
| 1 | Stigma and discrimination | Conduct stigma and discrimination awareness campaigns with staff and surrounding communities quarterly |
| 2 | HIV/AIDS & TB workplace policy | Develop, disseminate and implement the Ministry's HIV/AIDS & TB workplace policy by end of FY 2026/27. |
| 3 | Inadequate HIV/AIDS & TB Information, Education and Communication (IEC) materials | Acquire and disseminate IEC materials on HIV/AIDS & TB to clients quarterly. |



| 4 | Condoms | Distribute condoms in washrooms of both sexes weekly or on demand |
|------|--|--|
| 5 | Coordinate MDAs in the fight against HIV/AIDS & TB | Organize one meeting with all MDAs every quarter to track their HIV/AIDS & TB mainstreaming progress |
| S/No | Environment issues | Commitments |
| 1 | Environmental impact assessment not carried out for projects | Conduct environmental impact assessment for vote projects before implementation. |
| 2 | Dirty and unhygienic work environment | Ensure a clean and safe work environment by installing refuse cans, undertaking daily cleaning of office premises. |
| 3. | Climate Change | Reduce carbon foot print by planning to procure one network printer annually. Digitize the presentations in meetings and reduce on paperwork. |



3

CHAPTER THREE:

General Standards of Service

We are committed to providing the highest standards of service to all our clients. The following are the expected standards from us;

- i. We are open to serve clients at the Headquarters on Parliamentary Buildings Northern wing & New Building and RDC offices in all Districts during weekdays – **Monday to Friday** from **8.00am to 5.00pm**. Our offices remain closed on public holidays and weekends.
- ii. All clients will be attended to within 20 minutes upon arrival at the Ministry or RDC offices.
- iii. Clients shall be treated with courtesy and respect.
- iv. Clients shall be treated equally taking into



account the needs that particular groups of people may have.

- v. We are available to answer telephone calls during working hours within the first three (03) rings.
- vi. English shall be the official language for both official written and verbal communication.
- vii. Staff shall wear identification tags while on duty.
- viii. Payment for supplies, works and services received in complete submission shall be within thirty (30) days.
- ix. The Ministry website shall be updated frequently.
- x. We shall train staff quarterly in line with the Office of the President annual Training Plan and the National Training Policy.



4

CHAPTER FOUR: CLIENTS, CLIENTS RIGHTS AND OBLIGATIONS

4.1 Clients

Our clients include but are not limited to;

- i. The ruling NRM Party
- ii. Cabinet
- iii. Parliament
- iv. Ministries, Departments and Agencies
- v. Local Governments
- vi. Non-Government Organizations
- vii. Civil Society Organizations
- viii. Private Sector
- ix. Academia
- x. Media
- xi. Medalists
- xii. Governments of neighboring Countries
- xiii. Development Partners
- xiv. Suppliers of goods and providers of services



- xv. Ministry staff and Pensioners
- xvi. General public

4.2 Client rights

Our clients have a right;

- i. To be treated with dignity and respect.
- ii. To be treated without exploitation, abuse, discrimination, harassment or neglect based on race, age, religion, gender, physical or mental handicap in any manner prohibited by Law.
- iii. To receive reliable, coordinated and accessible information within the timelines or provisions of the Access to Information Act, 2005.
- iv. To privacy and confidentiality of personal Information.
- v. To receive quality services and be assisted for free except where service is paid for as stated in this Charter.
- vi. To be paid on time for goods supplied and Services provided.



- vii. To be given information on how to make comments and complaints about services received.
- viii. To complain about the services received without fear of being reprimanded.
- ix. To have complaints investigated fairly and to have appropriate steps taken to resolve issues of concern.
- x. To get timely feedback to access our services.

4.3 Clients' Obligations and Responsibilities

Our clients have the following obligations;

- a. Provide relevant documentation in support of claims (e.g. tax invoices, delivery notes, follow up letters, research application forms).
- b. Observe the rule of Law and adhere to all security regulations.
- c. Ensure that there is value for money for the goods and services that they provide.
- d. Always be respectful to the staff and everyone at the Office of the President.



- e. Report inadequacies in the implementation of Development programs.
- f. Desist from offering gifts, favors, inducements and bribes to access services.
- g. Use appropriate channels for client requests, complaints and compliments.
- h. Give sufficient time to respond to their requests and or complaints.
- i. Provide appropriate feedback on inquires, complaints and general issues raised by other clients.



5

CHAPTER FIVE:

5.1 Feedback and complaints management mechanism

We value and appreciate your feedback and use it to monitor and work towards improving service delivery. If you have any problem, suggestion or complaint, kindly use any of the following communication channels:

- a) Cabinet and Permanent Secretaries' meetings.
- b) Quarterly Policy Analysts meetings (on implementation of Policies and its challenges).
- c) Officers in Office of the President on a day-to-day basis through correspondences, telephone calls, e-mail and other forms of communication.



- d) Annual reviews on the Client charter to check on progress.
- e) Use the Offices of Resident District Commissioners and Deputy Resident District Commissioners.
- f) Communicate to the Secretary/ Accounting Officer, Office of the President using the official address or E-mail: secretary@op.go.ug
- g) Head of Public Service and Secretary to Cabinet as a link between the Political and technical arms of the Executive.
- h) Minister for the Presidency.
- i) Barazas

5.2 Complaints and Appeals Management

The Office of the President is constantly looking for ways to improve its services. It values and welcomes all comments and suggestions for improvement. If you have any problems with our services let us know.



Clients with complaints should;

- a) Contact the designated Client charter Officer (Assistant Commissioner, Human Resource Management, on First Floor Room H6, Tel +256-414341816.
- b) Appeal to the responsible Head of Department.
- c) Contact the Secretary, Office of the President, on **First Floor Room H10**, Tel **+256-414233717**
- d) Any deviation from the commitments and standards will attract corrective action in accordance with the Laws of Uganda and Public Service Standing Orders (2021) Edition.



6

CHAPTER SIX:

6.1 Dissemination

We shall disseminate this Charter to our clients through the following channels;

- i. Sections of the charter will be put up on notice boards within the Ministry and in Offices of Resident District Commissioners.
- ii. Copies of the Charter will be available in all receptions and offices at the Office Headquarters.
- iii. Upload the Charter on the Ministry website.
- iv. Use our social media handler especially on Twitter to periodically put up sections of the Charter.
- v. Barazas to disseminate the Charter to wider masses.



- vi. Radio and television talk shows especially when Resident District Commissioners are hosted.
- vii. Resident District Commissioners to disseminate in their areas of jurisdiction.
- viii. Conduct awareness and sensitization campaigns on the Charter in all training programs and workshops to familiarize our staff with commitments of the Charter.
- ix. Engage our Ministers and other political leaders to disseminate in their constituencies.

6.2 Implementation and Accountability

We shall implement this Charter and account to our clients through;

- a) Ensuring that our commitments and Service Delivery Standards are mainstreamed in our Performance Plans.
- b) Periodic reports on implementation of the Charter prepared and presented to Top and Senior Management on a quarterly



- basis and annually to relevant authorities.
- c) Conducting annual reviews of the Charter to track implementation.
 - d) Provision of Annual Ministerial Policy Statement to Parliament.

6.3 Performance Improvement

The Office of the President is committed to continued improvement in all aspects of service delivery.

We, the staff of Office of the President are committed to the implementation of this Client Charter.

Our physical address is:

Parliamentary Buildings Northern wing & New Building
P.O. Box 7168, Kampala

Email address: secretary@op.go.ug

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THE REPUBLIC OF UGANDA
OFFICE OF THE PRESIDENT