



THE REPUBLIC OF UGANDA

# **AMURIA DISTRICT LOCAL GOVERNMENT**

## **DISTRICT CLIENT CHARTER**

*(Approved by District Council.....2020)*

**FY2020 – 2025**



# FOREWORD

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Decentralization has progressively deepened stakeholder involvement in their governance. As a district, Amuria has implemented a wide range of development initiatives through government funding and development partners' support. Most of these initiatives are in consonance with the National Development Planning framework and district driven priorities.

Government interventions such as Northern Social Action Fund (NUSAF 3) and Operation Wealth Creation (OWC) among others, I believe, will have a remarkable impact on livelihoods of our impoverished citizenry. The District Council under my leadership is committed to providing an enabling environment for effective service delivery.

This client charter is not only a landmark in deepening decentralization but also a step further towards good governance practices. Through various service sectors we undertake to provide critical services and anticipate feedback from our stakeholders in regard to the nature and quality of services thus offered. We have also given sufficient attention to cross-cutting issues such as gender, environment and HIV/IDs as they affect overall development. Our hope is also focused on OWC to alleviate poverty among our people. We however, recognize this Charter is an impetus for zero tolerance to corruption and a tool for good governance.

I implore all our clients and stakeholders to use this Charter effectively to demand for services and to provide feedback on our performance.

OKITOI ROBERT ERISAT  
**District Chairperson – Amuria**

# ACKNOWLEDGEMENT

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Amuria District Local Government (DLG) is mandated to provide effective and efficient services to the people ultimately with the aim of improving their welfare and general transformation. To deliver on this mandate, a vibrant work force and mechanisms for channeling feedback and complaints from clients is required.

This Client Charter serves as a social contract between Amuria DLG and her various CLIENTS. It specifies our service commitments, service recipients and stakeholders, with their rights, expectations and obligations and also serves as a delivery and accountability framework for the District to her populace.

I sincerely thank the Government of Uganda through Ministries of Public Service, Local Government and the Client Charter Adhoc Committee led by District Planner for the invaluable support and commitment towards the process of reviewing and instituting this Client Charter. In a special way I also wish to thank DINU/KAS through their Consultants (Nangosya Mike Masikye-Lead Consultant; Wahitu Fred Higenyi-Consultant and Wepondi Geoffrey Wilson-Consultant) and all other stakeholders whose support significantly made this work possible.

I candidly trust and pledge commitment that our staff with the ever available support from the political leadership are steadfast on bridging the service and information gaps between Amuria DLG and her clients. The District will use this Charter as an agent of change for socio-economic transformation amongst her citizens.

OPOLOT FRANCIS  
**Chief Administrative Officer**

# LIST OF ACRONYMS

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|             |                                       |
|-------------|---------------------------------------|
| <b>ANC</b>  | Antenatal Care                        |
| <b>ARH</b>  | Adolescent Reproductive Health        |
| <b>BFP</b>  | Budget Framework Paper                |
| <b>CAO</b>  | Chief Administrative Officer          |
| <b>CG</b>   | Central Government                    |
| <b>CPD</b>  | Continuous Professional Development   |
| <b>CSO</b>  | Civil Society Organisation            |
| <b>DEAP</b> | District Environment Action Plan      |
| <b>DEC</b>  | District Executive Committee          |
| <b>DLG</b>  | District Local Government             |
| <b>DPAC</b> | District Public Accounts Committee    |
| <b>DSC</b>  | District Service Commission           |
| <b>DTPC</b> | District Technical Planning Committee |
| <b>EIA</b>  | Environmental Impact Assessment       |
| <b>EmOC</b> | Emergency Obstetric Care              |
| <b>FAL</b>  | Functional Adult Literacy             |
| <b>FY</b>   | Financial Year                        |
| <b>HC</b>   | Health Centre                         |
| <b>HLG</b>  | Higher Local Government               |
| <b>HODs</b> | Heads of Departments                  |
| <b>HUMC</b> | Health Unit Management Committee      |
| <b>IPF</b>  | Indicative Planning Figures           |
| <b>IPT2</b> | Presumptive Treatment for Malaria 2   |

|                |  |
|----------------|--|
| <b>LLG</b>     | Lower Local Government                           |
| <b>MoLGSD</b>  | Ministry of Labour Gender and Social Development |
| <b>NAADS</b>   | National Agricultural Advisory Services          |
| <b>NGO</b>     | Non-Governmental Organisation                    |
| <b>NPA</b>     | National Planning Authority                      |
| <b>NUSAF</b>   | Northern Uganda Social Action Fund               |
| <b>O&amp;M</b> | Operations and Maintenance                       |
| <b>OWC</b>     | Operation Wealth Creation                        |
| <b>PDU</b>     | Procurement and Disposal Unit                    |
| <b>PFMA</b>    | Public Finance and Management Act                |
| <b>PHC</b>     | Primary Health Care Unit                         |
| <b>PLE</b>     | Primary Leaving Examinations                     |
| <b>PPP</b>     | Public Private Partnership                       |
| <b>PWDs</b>    | People with Disabilities                         |
| <b>SACCO</b>   | Savings and Credit Cooperatives Society          |
| <b>SGBV</b>    | Sexual and Gender Based Violence                 |
| <b>SMC</b>     | School Management Committee                      |
| <b>SNE</b>     | Special Needs Assessment                         |
| <b>ULGA</b>    | Uganda Local Government Association              |
| <b>VCT</b>     | Voluntary Counselling and Testing                |

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# 1. INTRODUCTION

This Client Charter is based on the District Mandate, Vision, Values and Principles geared at improving service delivery in the District. It specifies the commitments to service delivery that our clients should expect and the mechanisms for them to provide feedback.

## 1.1 Mandate:

Amuria District Local Government derives her mandate from the Constitution of the Republic of Uganda (1995) and the Local Government Act (1997) CAP 243. The mandate empowers the District to perform her roles and functions in accordance with the National and local objectives and priorities.

## 1.2 Vision:

Our vision is to have a peaceful, healthy, prosperous and enlightened community in a beautiful Amuria district

## 1.3 Mission:

Our Mission is to achieve sustainable socio-economic development through efficient provision of quality services to the people in conformity with national and local priorities.

## 1.4 Overall Goal:

Levels of all forms of absolute poverty within the community reduced in the District.

## 1.5 Values and Principles

Our values and principles include the following:

### 1.5.1 Transparency in the course of providing services.

We shall be as open as possible to our service recipients and stakeholders.

### 1.5.2 Accountability

We shall always be accountable for our actions and inactions.

### 1.5.3 Effectiveness

We shall strive to achieve our objectives in accordance with set standards.

#### 1.5.4 Efficiency

We shall optimize the use of available resources to achieve maximum outputs.

#### 1.5.5 Objectivity

We shall exhibit a high sense of impartiality to meet the expectations of our clients in the course of service delivery.

#### 1.5.6 Professionalism

We shall at all times adhere to the established code of conduct and ethics and accept constructive criticism.

#### 1.5.7 Partnership

We shall champion the principle of inclusiveness and enhance a close partnership with all stakeholders.

#### 1.6.8 Loyalty

We shall continuously defend and uphold the Constitution of Uganda, Government policies and laws in the course of service delivery.

## 2. KEY RESULT AREAS AND COMMITMENTS

### 2.1 ADMINISTRATION AND MANAGEMENT

#### 2.1.1 Administration

**We shall:**

- a) Hold six (6) mandatory council and Standing Committee meetings yearly.
- b) Coordinate annual approval of workplans, Development Plans and budgets by April of every Fiscal year.
- c) Monitor and supervise all Council projects and programs on quarterly basis in all Sub- counties.
- d) Disseminate information on all Council activities to all Sub counties through notice boards and radios once every quarter.
- e) Conduct Quarterly DPAC, Land Board, Contracts Committees and DSC meetings.
- f) Prepare and implement annual district procurement plan in accordance with the approved schedule.
- g) Deliver District State of Affairs address once a year.
- h) Respond to all official correspondences within five working days from date of receipt.

#### 2.1.2 Human Resource Management

**We shall;**

- a) Appraise for performance management all District Staff by 30th July of every Fiscal year.
- b) Document and submit all approved vacant positions for recruitment as declared by HODs and as supported by the wage bill within a month of submission.
- c) Access newly appointed staff on payroll within 2 months from the date of appointment.
- d) Orient and induct all newly recruited staff within the first week of their reporting to duty.
- e) Pay staff salaries and pension by 28th day of every month and distribute the pay slips after payment of salaries.

- f) Submit staff due for confirmation to DSC one month before due date.
- g) Carry out human resource audits on a bi-annual basis to ensure efficient payroll management
- h) Process and complete approval of Pension files for payment within two months from the date of submission of files.
- i) Conduct quarterly Rewards and Sanctions committee meetings and implement decisions of the committee within a month from the date of the meeting.
- j) Carry out capacity building sessions at least twice annually for staff in critical capacity gaps annually.
- k) Track staff attendance to duty and prepare for submission analyses to the Responsible Officers within one week of the subsequent month for appropriate action.

## 2.2 FINANCE

### 2.2.1 Revenue and budget

***We Shall:***

- a) Uphold sustainable revenue mobilization and collection every year for effective service delivery.
- b) Pay all the service providers working within the District within one week's time, upon submission of mandatory documents
- c) Prepare realistic local revenue projections that will enable us achieve 100% performance.
- d) Reallocate, disburse and display all funds received on a quarterly basis to all user service areas within a week after receipt.
- e) Submit final accounts by 31st August annually as stipulated by PFMA (2015)
- f) Receive and analyse accountabilities from all Departments and Sub Counties quarterly.
- g) Ensure 3 financial statements prepared and submitted regularly (half year, nine (9) months and end of year).
- h) Prepare monthly financial reconciliation reports .

- i) Ensure all payments are verified, processed and paid within 5 working days
- j) Make it a point that 100% of all staff advances are retired within a month.

### 2.2.2. Internal Audit

***We Shall:***

- a) Conduct quarterly review of financial and accounting systems in every department to ensure compliance with the financial laws.
- b) Audit revenue mobilization, collection and utilization quarterly.
- c) Quarterly audit procurement procedures and payments to ensure all goods and services are properly ordered received, examined and paid.
- d) Ensure that audit findings are communicated on quarterly basis.
- e) Ensure submission of quarterly Internal Audit reports to relevant authorities.

### 2.2.3 Planning

***We shall:***

- a) Carry out participatory planning and budgeting process at all LLGs by July of every year.
- b) Hold a Budget Conference for HLGs and LLGs by early November
- c) Prepare a five year District Development Plan as required under the Government of Uganda Planning Act (2010) and NPA guidelines.
- d) Prepare and submit for approval District integrated Annual Work plans.
- e) Produce and submit Budget Framework Paper (BFP) and quarterly performance reports to MOFPED as required.
- f) Carry out quarterly Monitoring and Evaluation of all district projects.
- g) Prepare and disseminate annual District Statistical Abstract.
- h) Record and maintain monthly DTPC Minutes

## 2.3 EDUCATION

### 2.3.1 Coordination

***We shall:***

- a) Increase enrolment and retention of all girls and boys of school going age through sensitizing parents during annual general parents' meetings.
- b) Construction of 10 classrooms per annum to reduce classroom to pupil ratio from 1:110 to 1:100 by 2020.
- c) Carry out at least 3 mobilization parents' meetings of government aided primary schools to provide basic scholastic necessities for their children annually.
- d) Promote and implement policy on operation and maintenance of school infrastructure between 2020-2025.
- e) Procure and equip schools with 200 desks per annum to reduce desk to pupil ratio from 1:10 to 1:6 pupils.
- f) Appraise all teachers before December annually.
- g) Conduct capacity building for all School Management Committees (SMCs) annually
- h) Improve Pupils Latrine Stances ratio (PLSR) from 1:31 to 1:20.
- i) Carry out bi-annual community mobilization for support of educational activities on their roles and responsibilities to improve performance,
- j) Organize Joint planning and review meetings between local governments and partners at least once a year.

### 2.3.2 Inspectorate

***We shall;***

- a) Inspect all primary and secondary schools in the district at least once a term to ensure quality education service provision.
- b) Strive to improve PLE pass rates from the current by 2% per annum.

### 2.3.3 Sports

***We shall;***

- a Promote community sports annually by mobilizing communities to organize sports competition in every Sub county.
- b Conduct primary sports competitions (Ball games & athletics) annually.
- c Hold training sessions for games staff in sports officiation at least once in a year.

### 2.3.4 Special Needs Education

***We shall;***

- a Increase the number of primary schools supporting special needs education by 5 schools by 2025.
- b Identifying and assessing children with SNE for placement in inclusive settings at least once very term
- c Ensuring that all identified and assessed children with disabilities have equal access to education
- d Providing teaching-learning aids to all children with special learning needs (SNE)

## 2.4.0 HEALTH

### 2.4.1 Administration

***We shall:***

- a) Carry out facility and community based disease surveillance and update data on disease through the Health management Information System (HMIS) system quarterly.
- b) Construct and equip at least 2 maternity wards at by 2025
- c) Construct 2 staff houses (one block with 2 units) every year to accommodate at least 50% of Health staff by 2025.
- d) Increase deliveries by skilled health workers up to 70% 2020..
- e) Conduct support supervision of health facilities at least once every month in all the 15 lower local governments:
- f) Conduct monthly supervision of health centres with each health unit being visited at least once every quarter.

- g) Ensure health workers attend to patients within one hour's time from the time of arrival in the facility
- h) Track health workers attendance to duty on a daily basis in all HC IIIs and HC IVs in the District.
- i) Prepare and submit sector workplans and budget for integration.
- j) Procure and equip all maternity wards with basic facilities by 2025.
- k) Improve provision of safe motherhood services through the recruitment of 65% required health workers in 5 years' time in collaboration with central government.

## 2.4.2 Maternal and Child Health

### ***We shall;***

- a) Avail vaccines to at least 80% of all the functional health centres.
- b) Increase immunization coverage from 90 - 95% by 2025.
- c) Increase the percentage of mothers delivering from a health facility from 41% to 55%.
- d) Increase the uptake of SRH services by communities from 11% to 45% annually through routine health campaigns among communities.
- e) Increase health facilities providing maternal and child health services by 20%.
- f) Support the implementation of the "Presidential Fast Tract Initiative" to reduce HIV/AIDS incidence from 200 cases by 50% per year by 2030.
- g) Raise HCT services to attain 95-95-95 % target to suppress viral load among HIV/AIDS patients.
- h) Enhance HIV/AIDS approaches using MTCT 95%, 95% 95%
- i) Provide quality and accessible PMT services to zero transmissions of HIV from 1% to zero.
- j) Provide quality and accessible HIV/AIDS care services to all HIV positive people in the District and improve viral suppression from 84%- 95%).

### 2.4.3 Health Education

We shall;

- a) Improve immunization outreaches coverage from 75% - 85% annually.
- b) Increase accessibility to family planning services and information
- c) Carry out quarterly radio talk shows on health related issues.
- d) Conduct sexual reproductive health campaigns on quarterly basis.
- e) Provide HIV Counselling and Testing services in all the functional health centres in the District.
- l) Train all clinical officers in health facilities to provide care for HIV/AIDS clients within one year.
- m) Promote prevention of Mother to Child transmission of HIV/AIDS (PMTCT) services by enrolling all expectant mothers tested HIV positive during antenatal services.
- n) Reduction of infection rates by at least 20%.
- o) Carry out nutrition education among communities on at least once every quarter.

### 2.4.4 Environmental health

**We shall;**

- a) Provide public toilets to at least one rural growth centres and one town boards.
- b) Setup and train hygiene and sanitation committees in 30% of rural growth centres
- c) Conduct sensitization campaigns by village environmental sanitation teams and Parish Advocacy and development teams on WASH in at least 75% of the villages every quarter.
- d) Institute and support quarterly participatory monitoring of environmental issues.

## 2.5 WORKS AND TECHNICAL SERVICES

### 2.5.1 Road Infrastructure

**We shall:**

- a) Promote equity in the distribution of roads in the District.
- b) Maintain at least 40% of all community access roads opened by the District and lower local governments annually.
- c) Maintain and rehabilitate at least one community access road in every sub county by 2025.
- d) Promote women participation in all routine road maintenance and rehabilitation works in the District.
- e) Establish and provide orientation training to road user committees in all sub counties in the district annually.
- f) Conduct joint quarterly road inspection

### 2.5.2 Housing

**We shall:**

- a) Conduct assessment of all district buildings
- b) Integrate use of lightening arresters in all new housing construction projects in all institutions in the District
- c) Complete the ground floor of the district administration block by 2025.
- d) Support other sectors in building processes

### 2.5.3 Mechanical

**We shall;**

- a) Conduct assessment of all district vehicles on a quarterly basis for proper fleet maintenance.
- b) Ensure that the District road equipment is put to 100% use.
- c) Conduct bi-annual drivers' refresher training to maintain ethical behavior while on duty and effective management of government motor equipment.
- d) Update plant equipment inventory on annual basis

### 2.5.3 Water and Sanitation

**We shall**

- a) Construct 32 boreholes annually to reduce the average walking distance to safe water points to 1.5km at community level.
- b) Reduce disparities in safe water coverage in the Sub-counties by 7% increase annually through constructing new water sources in sub counties with low safe water coverage.
- c) Provide safe clean water to all schools and other institutions through drilling and installing 11 bore holes per annum.
- d) Establish and maintain functionality of the water user committees and pump mechanics for sustainable use of the safe water sources from 73% to at least 90%.
- e) Conduct water testing to ensure use of safe clean water for at least 228 water sources per annum.
- f) Conduct sensitization meetings for communities to increase improved latrine coverage from the current 55% to at least 75% through establishing sanitation committees in every sub county, parish and village by 2020
- g) Develop by-laws and ordinances on hygiene and sanitation in the District by 2020

## 2.6 PRODUCTION AND MARKETING

### 2.6.1 Crop

**We shall:**

- a) Carry out disease surveillance to avert any crop pests and diseases outbreak. Provide advisory services for all Government programs i.e. OWC, NUSAFIII, Resilience, etc
- b) Train a minimum of 1,600 farmers on modern farming practices and entrepreneurship for the next 3 years.
- c) Establish produce collection centres in 5 Sub counties in order to promote group marketing and value additions.
- d) Hold one farmer field day per SubCounty around demonstration sites annually
- e) Collect and disseminate market information bi-weekly in every Sub county.

- f) Establish at least one SACCO per Sub County annually.
- g) Provide support services to established SACCOs on a monthly basis.

## 2.6.2 Animal Husbandry

### **We shall;**

- a) Conduct vaccination of livestock and pets in every Sub county annually.
- b) Carry out training Farmers on modern animal husbandry methods and animal nutrition annually.

## 2.6.3 Fisheries

### **We shall:**

- a) Construct one fish pond demonstration site in 2 Sub counties by 2025.
- b) Procure fish fries and equip the fish ponds constructed to serve as demonstration sites.

## 2.6.4 Entomology

### **We shall;**

- a) Mobilise at least 10 farmers annually to engage bee-keeping
- b) Train Bee Farmers for qualitative and quantitative production of bee products annually.
- c) Sensitize communities to participate in tsetse flies control.
- d) Procure and distribute 200 Kenya top bar bee hives to apiary farmers within 3 years.

## 2.7 NATURAL RESOURCES

### 2.7.1 Land Management

***We shall;***

- a) Provide land survey services to citizens in the district within a period of one month upon request.
- b) Survey and secure land titles for 20 public institutions in the District.
- c) Undertake physical planning of at least 2 Rural Urban Growth Centres annually.
- d) Register and title all District land in the next five years.
- e) Conduct quarterly physical planning committee meetings.

### 2.7.2 Environment

***We shall;***

- a) Train 30 wetlands users on sustainable use of wetlands in the District per year.
- b) Establish and fix mark-stones as buffer zones in all critical wetlands in the District.
- c) Establish tree nurseries in four Sub counties.
- d) Develop two wetland management plans for two vital wetlands in the District.
- e) Sensitise communities in 60% of the parishes in the district on sustainable use of wetlands.

### 2.7.3 Forestry

***We shall:***

- a) Conduct quarterly forest extension at lower local levels for farmers and private forest owners in all the sub counties.
- b) Connect agro-foresters to tree seedling nursery-bed owners as a means of afforestation.
- c) Conduct surveillance on illegal charcoal burning on a quarterly basis to avert deforestation activities.

- d) Procure and distribute 12,000 improved fruit tree seedlings to communities annually.

## 2.8 COMMUNITY SERVICES

### 2.8.1 Community Development

**We shall:**

- a) Conduct at least two community meetings in all Sub-county every quarter to sensitize and increase community participation in development programs.
- b) Train 350 adult learners per year throughout the district.
- c) Facilitate communities groups to formulate at least 2 development projects per Sub County per year.
- d) Mainstream gender into all district and Sub-county development plans
- e) Train staff in 16 Lower Local Government on gender mainstreaming annually.
- f) Train and provide technical support to 4 Councils of special interest groups in management of development projects and programs.
- g) Register and support at least 5 special interest groups per annum.
- h) Operationalise the functionality of the District HIV/AIDS committee (DHAC) and District Aids Taskforce (DAT).
- i) Mainstream HIV/AIDS and gender issues in all Lower Local Governments plans and budgets.
- j) Establish the District Human Rights desk and promote human rights in the district in the medium term.
- k) Advocate for mainstreaming of disability issues in structural plans of the district.

### 2.8.2 Probation and Welfare

**We shall;**

- a) Establish 5 functional mechanisms for social and legal protection for vulnerable groups.
- b) Conduct casework for all families and individuals in distress who report their cases.

- c) Respond to probation cases reported to the Local Government and Police within 48 hours of reporting.
- d) Carry out quarterly assessment of status and report on SGBV.

### 2.8.3 Labour

***We Shall;***

- a) Conduct inspection of work places to reduce on Child labor and inhuman treatment in the District.
- b) Conduct inventory exercises of industrial establishment opportunities in the district on an annual basis.
- c) Present quarterly reports on status of employees in the private sector in the district.

## 3. GENERAL STANDARDS OF SERVICE DELIVERY

We shall at all times adhere to and continuously improve the service delivery standards by:

- a) Being courteous to all our clients.
- b) Attending to all our clients within 30 minutes from the time of arrival at our respective service points under normal circumstances.
- c) Providing services at no cost to the client unless otherwise duly sanctioned by an appropriate authority.
- d) Responding to all received correspondences within 5 working days of receipt unless the required information is not within our control.
- e) Providing information on new policies, reports, publications and circulars through the notice board, meetings and district website.
- f) Providing and disseminate information within the provisions of the Access to Information Act 2005.
- g) Effecting payment for services provided within 5 days after submission of all relevant documents.
- h) Dressing appropriately and appear decent at all times.

- i) Being good time managers
- j) Exhibiting a high level of integrity.

## 4. WORKING HOURS

Our clients should expect to be served courteously as follows:

- Days: Monday to Friday with the exception of designated public holidays
- Time: 8:00 a.m. to 12:45 p.m.  
2:00 p.m. to 5:00 p.m.

## 5. OUR CLIENTS

Our clients are:

- i. The residents of the District
- ii. Political leader
- iii. Employees
- iv. Civic leaders
- v. Farmers
- vi. Non-Government Organizations
- vii. Community Based Organization
- viii. Business community
- ix. People who are Vulnerable
- x. Central government, including Ministries, Departments and Agencies
- xi. Development partners
- xii. The General Public

## 6. CLIENTS RIGHTS

Our clients have rights to:-

- i. Free access to information in accordance with the law.
- ii. Equitable allocation of resources.
- iii. Demand and access quality services
- iv. Receive feedback on implemented activities.
- v. Participation and involvement in planning, budgeting and implementation of development programmes and activities.
- vi. Protection of life and property,
- vii. Honour values and principles that promote community wellbeing and togetherness
- viii. Privacy and confidentiality.
- ix. Lodge complaints.

## 7. CLIENT OBLIGATIONS

Our clients have the following obligations, to:

- i. Participate in the bottom up planning and budgeting process
- ii. Identify and prioritize community needs.
- iii. Demand for quality services and accountability from their leaders.
- iv. Participate in the implementation (including monitoring) of development projects.
- v. Maintain a clean and healthy environment.
- vi. Maintain peace, security, law and order.
- vii. Pay mandatory taxes. Raise community contribution in development programmes.
- viii. Maintain and sustain all government infrastructures in their areas.
- ix. Monitor and report on all development work in their areas.

- x. Cooperate with service providers.
- xi. Exhibit a high sense of honesty in service consumption, complaints and feedback.
- xii. Ensure proper and responsible use of infrastructure put in place
- xiii. Respect duty bearers
- xiv. Provide regular feedback on the quality of service delivered

## 8. FEEDBACK AND COMPLAINTS

Feedback is important in improving performance of services delivered. We shall encourage our service consumers to provide feedback in all interventions and services provided in their areas through:

- i. Monthly and quarterly reviews.
- ii. Meetings, seminars and workshops (including budget conferences and “barazas”).
- iii. Supervisors and Heads of Departments.
- iv. Reports, including the periodic performance reports.
- v. Directly to the person serving you
- vi. Suggestion boxes at the District, Sub county and established service delivery points.
- vii. The Client Charter Contact Officer.
- viii. Institute a consumer perception survey at least once in the life of the Client Charter.

## 9. APPEALS MECHANISM

In case a client feels unfairly served or treated, he/she has a right to complain or express grievance through:

- i. The Head of Department who shall provide a feedback in writing within a period of five working days from the date of receipt of the appeal.
- ii. The Chief Administrative Officer who shall provide feedback in writing

within fourteen working days from the date of receipt of the appeal.

- iii. The District Council Chairperson.

## 10. ACCOUNTABILITY

We pledge to remain accountable to all our service recipients for all our actions and inactions in the following way:

- i. Publish information on services rendered on the notice boards in the District.
- ii. We shall undertake to produce annual reports on the implementation of the Client Charter for each financial year.
- iii. We shall regularly arrange meetings and client round table discussions at least once a year.

## 11. COMMITMENT TO PERFORMANCE IMPROVEMENT

In order to address services gaps that negatively impact on our service provision, we shall:

- i. Regularly monitor the implementation of this charter and periodically review it in a participatory manner with all stakeholders and provide reports to council.
- ii. Reinforce sensitization of stake holders on their roles and obligations.
- iii. Conduct annual performance review workshops.
- iv. Periodically monitor and evaluate the quality of services delivered.
- v. Review and appropriately redesign our communication feedback mechanism.
- vi. Equip the District workforce with appropriate skills and tools for effective service delivery.
- vii. Support and nurture a strong and vibrant civil society movement in the district.

We commit ourselves to own and implement this Client Charter with a focus on achieving harmony in the District and prosperity of our people within the prescribed time frame



FOR GOD AND MY COUNTRY

**OUR CONTACTS:**

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