



THE REPUBLIC OF UGANDA

ARUA DISTRICT LOCAL GOVERNMENT

CLIENT CHARTER

2020/2021-2024/2025

ARUA DISTRICT VISION, MISSION AND CORE VALUES

OUR VISION

“To have a healthy, productive and prosperous people”.

OUR MISSION

“To improve quality of life of all the people of Arua through effective and efficient use of available resources and promotion of good governance and sustainable socio-economic development”.

OUR VALUES

- Integrity:
- Objectivity:
- Ethical:
- Accountability:
- Clients focus:
- Professionalism:
- Transparency:
- Loyalty:
- Selflessness:
- Responsiveness:
- Impartiality:

FOREWORD

This Client Charter is intended to institute a mechanism for monitoring the quantity and quality of the services provided by the staff of Arua District Local Government, and obtaining feedback from the service recipients and stakeholders. The decentralization policy has been emphasising accountability, I feel there is no better way we can enhance accountability than implementing this Client Charter, with particular attention to performance improvement through efficient and effective resource utilisation.

It is also my strong conviction that this Client Charter will create conducive and enabling environment that will reduce poverty and transform our citizens through sustainable development. I believe the same shall instil and create a sense of responsibility and accountability amongst our staff as they render services to our clients.

We want our clients to use this Charter as benchmark for and standards against which they measure our performance.

We commit ourselves to the successful implementation of this Charter, for we highly cherish the values and principles of transparency, accountability and good governance.

FOR GOD AND MY COUNTRY

WADRI SAM NYAKUA
DISTRICT CHAIRPERSON

ACKNOWLEDGEMENT

Under the Public Service Reform Strategic Framework 2005/06 – 2009/10, one of the key strategic objective is to enhance and promote transparency and accountability in Public Service Organizations through Result Oriented Management ((ROM) to which client orientation is part.

This Client Charter contains our Vision, Mission, commitments and obligations towards our clients. It also specifies standards of service delivery and expected outputs. It puts into focus who our clients are and their rights and obligations too. It covers feedback and complaint handling mechanism and provides for appeal beyond the jurisdiction of the district.

This Client Charter is therefore a social contract between Arua District Local Government and the service recipients.It is a basis for our citizens to continuously demand services from the district as a provider. Consequently, our expectation from our clients is appropriate feedback in form of compliments or complaints based on the the agreed standards, hence strengthening accountability as a pillar of good governance. It will also create checks and balance on officers, thus making them accountable ,effective and efficient.

I am highly indebted to all stakeholders who actively participated in the initial formulation of ideas. But more specifically I do appreciate the District Chairperson and his executive, the District Council , the Lower Local Council (LLC), the District Client Charter Task force, Heads of Departments, Sub County Chiefs and representatives of CSOs.

Special appreciation also goes to DINU and KAS who were technically represented by a team of consultants (Nangosya Mike Masikye-Lead Consultant, Wahitu Fred Higenyi, Consultant and Wepondi Geoffrey Wilson-Consultant) whose support was so invaluable in concluding this tool.

This Charter shall be subject to periodical review in order to adapt to the dynamic management challenges we are faced within our routine operations.I therefore pledge total commitment to its execution.

CHIEF ADMINISTRATIVE OFFICER

List of Abbreviations

AIDS	Acquired Immunodeficiency Syndrome
AO	Accounting Officer
BFP	Budget Framework Paper
CAO	Chief Administrative Officer
CBO	Community Based Organisation
CPR	Classroom Pupil Ratio
CSO	Civil Society Organisation
DEAP	District Environment Action Plan
DINU	Development Initiative for Northern Uganda
DLG	District Local Government
DPAC	District Public Accounts Committee
DPT	Diphtheria-Pertussis Tetanus
DSC	District Service Commission
DTPC	District Technical Planning Committee
FAL	Functional Adult Literacy
FBO	Faith-Based Organisation
HCT	HIV/AIDS Counselling and Testing
HIV	Human Immunodeficiency Syndrome
KAS	Konrad Adenauer Stiftung
LC	Local Council
MoFPED	Ministry of Finance Planning and Economic Development
MoLG	Ministry of Local Government
MTCT	Mother To Child Transmission
NGO	Non-Governmental Organisation
NPA	National Planning Authority
NUSAF	Mother Uganda Social Action Fund
OPD	Outpatients' Department
OWC	Operation Wealth Creation
PFMA	Public Finance Management Act
PHRO	Principal Human Resources Officer
PLSR	Pupil Latrine Stance Ratio
ROM	Results Oriented Management
SACCO	Savings and Credit Cooperatives Organisations
SGBV	Sexual and Gender Based Violence
SMC	School Management Committee
SNE	Special needs Education
SRH	Sexual Reproductive Health

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1.0 INTRODUCTION

Arua District Local Government makes these commitments and standards of service delivery based on her mandate, vision, mission and core values.

1.1 OUR MANDATE:

Our mandate is derived from the Constitution of the Republic of Uganda and the Local Government Act Cap. 243.

1.2 OUR VISION:

“To have a healthy, productive and prosperous people”.

1.3 OUR MISSION:

“To improve quality of life of all the people of Arua; promote and sustain socio-economic development and good governance”.

1.4 OUR VALUES

(a) Integrity:

We shall observe absolute honesty in conducting public affairs.

(b) Objectivity:

We shall practice a high degree of fairness in our day to day operations in delivering services to the clients.

(c) Ethical:

We shall ensure merit and code of conduct in line with Ministry of Public Service and best practices in service delivery.

(d) Accountability: We shall take full responsibility for our actions committed and or otherwise omitted.

(e) Professionalism:

We shall exercise the best practices in the delivery of services to our clients and stakeholders.

(f) Transparency:

We shall ensure openness in all our official conduct at all levels.

(g) Loyalty:

We shall bear allegiance and be fully committed to the implementation of policies and programmes of the Central Government and Local Government activities.

(h) Selflessness:

We shall conduct our public affairs in the interest of the public common good without consideration for any personal benefit.

(i) Responsiveness:

We shall act consciously to our clients' needs and shall attend to their requests, suggestions in a timely manner.

(j) Impartiality:

We shall give equal and unbiased treatment to all our clients irrespective of one's gender, religious, racial, ethnic or political background. Our decision shall be solely based on merit and merit alone.

2.0. KEY RESULT AREAS

2.1 Education

2.2 Health

2.3 Works and Technical Services

2.4 Water and Sanitation

2.5 Finance

2.6 Planning

2.7 Administration and Management

2.8 Community Based services

2.9 Production

2.10 Natural Resources

2.11 Trade and Marketing

2.1 EDUCATION

2.1.1 Coordination

We Shall;

- (a) Increase enrolment of Primary 1 to Primary 3 from 60% to 75%.
- (b) Increase enrolment and attendance of Primary 4 to Primary 7 girls and boys 32% and 62% respectively to 50% and 70% respectively.
- (c) Maintain attendance of girls and boys of Primary 1 to Primary 3 to at least 50%.
- (d) Increase our pass rates at Primary Leaving Examination from 72% to 75%.
- (e) Increase Head teacher and teacher attendance to duty from 62% to 95%.
- (f) Maintain Teacher Pupil Ratio at 1:53
- (g) Improve Pupils Latrine Stances ratio (PLSR) from 1:31 to 1:20
- (h) Raise the completion rate by 10% annually from 80% to 90%.
- (i) Conduct capacity building for all School Management Committees (SMCs) annually
- (j) Carry out mass awareness campaigns on education policies, roles and responsibilities.
- (k) Conduct termly Early Childhood Development Centres (ECDCs) monitoring and supervision.
- (l) Mobilise community participation in School affairs is raised through various community dialogues.

2.1.2 Inspectorate

We Shall;

- a) Inspect all (100%) of schools at least once in a term
- b) Increase learning material usage (Text books, learning aid) in the hands of the pupils from 43% to 60%.
- c) Maintain a decentralised EMIS for the department.
- d) Ensure all PLE candidates are registered on time annually.
- e) Conduct primary Music, Dance and Drama competitions at all levels annually.

- f) Hold scouting competitions at least once a year.
- g) Carry out science fare exhibition at least once a year.

2.1.3 Sports

We Shall;

- a) Conduct primary sports competitions (Ball games & athletics) annually.
- b) Conduct training sessions for games staff in sports officiation at least once in a year.
- c) Participate in all co-curricular activities and ensure Physical Education (PE) is taught in all schools.

2.1.4 Special Needs Education (SNE)

We Shall;

- (a) Ensure implementation of inclusive Education for all Children with special needs.
- (b) Provide teaching-learning aids to all children with special learning needs (SNE).
- (c) Inspect all government-aided and private primary schools at least once every term.
- (d) Ensure that all children with disabilities have equal access to education

2.2 HEALTH

2.2.1

We shall:

- (a) We shall maintain an average of about 70% of the six tracer medicines of all the district health facilities (Coartem, Fansidar, Co-trimoxazole, Depo-provera, Oral Re-hydration Salt (ORS), Measles vaccine) throughout the year.
- (b) Maintain the staffing levels of the approved and filled posts from 78 % to 80% of the Health Workers)
- (c) Ensure that we deploall the available health workers in Health Facilities to provide services at every Health Facility.

- (d) Ensure that clients get the required services at the Health Facility within 30 minutes of arrival to the Health Facility.
- (e) Increase the percentage of deliveries taking place in health facilities from 63% to 70%.
- (f) Respond to all reported epidemics within 48 hours.
- (g) Ensure that vaccination is increased from 83% to 90% of all the children below 1 year with 3 doses of DPT3/Pentavelent.
- (h) Ensure that the accredited Health Centre's provide anti-retroviral Drugs to the clients in need using the national strategy (95-95-95).
- (i) Ensure that all (100%) HIV positive pregnant women visiting healthy facilities get PMTCT services.

2.2.2 Health Education:

We shall:

- a) Provide Health-Education on communicable and emerging diseases.
- b) Provide Continuous Professional education for Health Workers
- c) Increase hand washing from 45% to 70%,
- d) Increase latrine coverage from 75% to 80%.
- e) Carry out immunization outreaches annually.
- f) Carry out quarterly radio talk shows on health related issues.
- g) Conduct sexual reproductive health campaigns on quarterly basis.

2.2.3 Environmental Health

We shall:

- (a) Ensure that 70% of Village Health Team (VHT) are trained and functional in all the villages.
- (b) Conduct sanitation campaigns at least once annually.
- (c) Carry out quarterly environmental waste disposal campaigns.
- (d) Conduct quarterly inspection of household hygiene and sanitation facilities.

- (e) Carry out quarterly monitoring of disposal of health facility waste.
- (f) Monitor and supervise all (100%) planned constructions (Staff Houses and Other facilities) during the financial year.

2.3 WORKS AND TECHNICAL SERVICES

2.3.1 Roads

- (a) Increase community access roads, from 48% to 70% during the five years.
- (b) Ensure that all (100%) of the District Roads are motor-able.
- (c) Ensure connectivity of Roads by Bridges and culverts from 50% to 80% in five years.
- (d) Ensure that all (100%) Road equipment are functional by promptly servicing and maintenance.

2.3.2 Mechanical

We shall;

- (a) Ensure that the District fleet is maintained in a functional state at all times.
- (b) Ensure that district fleet is maintained and functional
- (c) Ensure that all road equipment maintained and functional.

2.3.3 Housing

We shall:

- a) Ensure that 100% of all building Plans are recommended and provide Technical advice on building Plans.
- b) Provide Technical support for development of Bill of Quantities and Designs.
- c) Supervise all (100%) Construction works in all the Departments.
- d) Ensure that all (100%) approved staff positions are filled.
- e) Inspect all the existing infrastructure are safe for use.

2.3.4 Water and Sanitation

We shall;

- a) Promote participatory planning of the communities at village level and sensitize the community on demanding for water facilities, at least once in a year.
- b) increase access to safe water facilities from 62.5% to 70% in the five year period.
- c) induct and train 100% of all water User Committees at least once in a year at the establishment of water facility.
- d) ensure that the department provides information to the MoWE.
- e) Promote hygiene and sanitation around the water facilities from 75% to 85% within the District.
- f) Increase usage and access to latrine from 75% to 85% in the five years.

2.4 PRODUCTION AND MARKETING

2.4.1 Crop

We shall:

- a) Increase training of farmers in management practices of all priority enterprises from about 45% to 80% through farmers' field schools in the five years.
- b) Organize at least 13% of the farmer groups to form high level farmers' organizations especially for group marketing of priority enterprises within five years.
- c) Organize at least 45% of households to join village banks through various agents and extension workers in the period of five years.
- d) Promote technology advancement in improved agricultural practices and technologies from the current 10% to 25% in five years.
- e) Reduce high incidences of crop pests and diseases through the utilization of improved variety by 70% from 10% to 80%.
- f) Provide effective regulatory services of seeds phytosanitary, agro-chemical and diagnosis by 80% from current 10% to 90%.
- g) Establish crop/livestock production, regulatory services, certification, diagnostic and epidemiology statistics within the first two years.
- h) Monitor 90% of all crops, livestock including bee keeping demonstration farmers annually.

2.4.2 Fisheries

We shall;

- (a) Increase effective regulatory services through patrols and surveillance, fish inspections in markets and road check points from 40% to 60% annually.
- (b) Improve sanitation and hygiene at the landing sites and fish markets from 50% to 80%.
- (c) Increase provision of quality fish fingerlings for stocking in farmers ponds from 42% to 57% in five yaers.
- (d) Visit 50% of all fish farmers through extension workers at least once a year.
- (e) Increase pond fish production by 20% from 40% to 60% in the five years.

2.4.3 Entomology

We shall:

- a) Control human sleeping sickness and animal nagana vector, tsetse flies and reduce the mean apparent density from 13.3 FTD to 0.01 FTD i.e. 0.075%.
- b) Increase honey production, bulking and marketing by 60% from 20% to 80% in five years.

2.4.4 Veterinary

We shall;

- a) Prevent and control economically vital livestock diseases by 70% from 20% to 90% in five years.
- b) Promote veterinary public health, food quality and safety and livestock marketing by 50% from 30% to 80% in fiveyaers.
- c) Increase licensing of cattle and hides and skin traders from 40% to 80% in five years.
- d) Make provision of water for production by 20% from 50% to 70% in five years.

2.5. TRADE INDUSTRY AND LOCAL ECONOMIC DEVELOPMENT

We shall;

- a) Improve market information by 80% from 10% to 90%.
- b) Increase the number of SACCOs by 5% annually in five years.
- c) Carry out awareness about investment potential through information dissemination annually.
- d) Collect and process data on markets and disseminate relevant information to stakeholders & Ministry on a quarterly basis.
- e) Monitor bulk buying quality assurance and standards annually.
- f) Conduct community development awareness campaign on a quarterly basis.
- g) Profile all business entities in the district annually.

2.6 FINANCE

2.6.1 Revenue and Budget

We shall;

- a) Prepare financial reports for consideration by Council on monthly basis.
- b) Produce final accounts once a year and submit to Auditor General before 30th September.
- c) Pay contractors promptly when payments fall due.
- d) Prepare district budget and present to Council for approval before the 30th April every year date.
- e) Co-finance 75% of the Government programmes implemented in the district.
- f) Utilize resources efficiently and effectively in line with public finance and accounting regulations.

2.6.2 Internal Audit

We Shall:

- a) Conduct quarterly review of financial and accounting systems in every department to ensure compliance with the financial laws.
- b) Carry out audit of revenue collected and spent quarterly.
- c) Audit procurement procedures and payments to ensure compliance.
- d) Issue audit management letters on quarterly arising from audit exercises.
- e) Submit quarterly Internal Audit reports to relevant authorities.

2.7 COMMUNITY BASED SERVICES

2.7.1 Community Development

We Shall;

- a) Conduct community mobilization and sensitization programs on a quarterly basis for development.
- b) Present quarterly monitoring reports on government projects to council.
- c) Support at least 200 orphans in schools.
- d) Train 160 FAL Instructors and establish 160 learning centres in 4 Sub Counties in five years.
- e) Collect, analyze and disseminate gender disaggregated data on an annual basis.
- a) Integrate Disability, Elderly, Youth, Labour issues in Departmental work plans and budgets annually.
- b) Train 70 youths in various vocational skills annually.
- c) Train and support interest groups in at least 8 Sub Counties in the district annually.

2.7.2 Probation and Welfare

We Shall;

- a) Present quarterly family mediation reports on to council.
- b) submit quarterly reports on children's welfare to council for consideration.
- c) Inspect and recommend Children's homes to MoLSD for appropriate action annually.
- d) Carry out quarterly assessment of status and report on SGBV.

2.7.3 Labour

We Shall;

- a) Conduct inspection of work place and mining areas to reduce on Child labor and inhuman treatment in the District.
- b) Mediate labour disputes on a monthly basis as they are presented.
- c) Present quarterly reports on status of employees in the private sector in the district.

2.8 ADMINISTRATION AND MANAGEMENT

2.8.1 Administration-District Council Commissions and Boards

We shall;

- a) Approve on time Development Plans, Work Plans and budgets for implementing government programs annually.
- b) Fully constitute and functionalise Contracts Committee for the mandated period.
- c) Approve bye laws made by the Lower Local Governments brought to council from time to time.
- d) Hold at least 6 Council meetings every financial year to articulate Government policies and programs.
- e) Hold at least one DEC meeting in every month to articulate government plans, programs and activities.

- f) Maintain 75% Procurement and Disposal Unit staffed with highly qualified procurement professionals who shall adhere to the code of conduct and ethics for the Uganda Public Service.
- g) Conduct quarterly supervision and monitoring of all government programs to ensure efficient and effective implementation to ensure value for money.
- h) Hold at least four standing committee meetings to scrutinise all departmental workplans before approval by the District Council.
- i) Carry out quarterly monitoring of all sector programs and activities to ensure transparency in implementation and value for money.
- j) Examine Internal Audit and Auditor Generals' reports on a quarterly basis to ensure compliance.
- k) Hold quarterly land board meetings to consider all land matters in the district.
- l) Recruit competent people into service of the district.
- m) Confirm public servants into the service of the district within one month after the expiry of their 6 months' probation period.

2.8.2 Human Resource Management

We shall;

- a) In liaison with all heads of departments control and update the district payroll on monthly basis to ensure there are no ghost employees.
- b) Prepare and submit to Ministry of Public Service and Finance Pay Change Forms on monthly basis to effect necessary personal payment changes.
- c) Advise, educate and counsel staffs on service terms, conditions, policies, regulations and service benefits on annual basis to ensure smooth entry, stay and exit.
- d) Carry out annual appraisal of all staff as a means of performance management.
- e) Plan, review and coordinate training and development matters in liaison with departments and line ministries on quarterly basis.
- f) Prepare and submit to District Service Commission directives and decision on appointment, confirmation and discipline within two weeks of resolution.
- g) Carry out Human resource audits annually.
- h) Coordinate capacity building sessions for staff in areas of staff capacity gaps.

2.9 PLANNING

We shall;

- (a) Coordinate all Heads of Department to prepare and submit annual District Development Plan to the Chief Administrative Officer for presentation to council for approval.
- (b) Prepare a five year District Development Plan as required under the Government of Uganda Planning Act (2010) and NPA guidelines.
- (c) Monitor and evaluate implementation of District Council Programmes on a quarterly basis.
- (d) Compile and disseminate information on key development indicators of the district annually.
- (e) Sensitize stakeholders on the importance of balancing population growth to economic growth on a bi-annual basis.
- (f) Lead participatory planning and budgeting processes at local government levels within the planning cycle period annually.
- (g) Produce and submit Budget Framework Paper (BFP) and quarterly performance reports to MOFPED as required.
- (h) Record and maintain monthly DTPC Minutes.

2.10 NATURAL RESOURCES

2.10.1 Land Management

We shall;

- a) Provide land survey services to citizens in the district within a period of one month upon request.
- b) We shall increase the level of issuance of land titles to individuals, groups of individuals and companies to 20%.
- c) Survey and secure land titles for 20 public institutions in the District.
- d) Undertake physical planning of at least 2 Rural Urban Growth Centres annually.
- e) Register and title all District land in the next five years reduce encroachment on institutional property.
- f) Conduct quarterly physical planning committee meetings.

2.10.2 Environment

We shall;

- a) Integrate environmental concerns in all our policies and development plans annually.
- b) Conduct quarterly environmental awareness campaigns so as to increase public knowledge and understanding of environmental issues and good management practices .
- c) Train 30 wetlands users on sustainable use of wetlands in the District per year.
- d) Establish a n d fix mark-stones as buffer zones i n all critical wetlands in the District.
- e) Enforce the protection of 50% of fragile ecosystems including hilly areas, water catchments and wetlands through tree planting and conservation of forests, trees and other vegetation in such ecosystems.
- f) Develop two wetland management plans for two vital wetlands in the District.
- g) Sensitise communities in 60% of the parishes in the district on sustainable use of wetlands.

2.10.3 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.
- e) We shall put into effect wise use and protection of 80% of the Natural Resources including land, forests, wetlands and biodiversity for provision of both environmental and socio economic products and services;
- f) Provide forestry advisory services and promote agro forestry technologies to increase production and incomes of 50% of the farmers;

3.0 GENERAL SERVICE STANDARDS

We commit to the following guaranteed standards as a measure of services to the citizens;

3.1 Quality of Service Standards

We shall continuously strive to improve the quality of service provision with regard to the following standards:-

3.1.1 Responsiveness:

- Deal with all reported cases of services delivery breakdown in the various sectors within 2 days of reporting
- Attend to clients at least within 30 minutes upon arriving at the District and Sub County offices.
- Deal with letters, e-mails, telephones and fax messages as quickly as possible and always within 2 working days from the date of receipt.
- Process permits for registration licenses, applications and initiate proposals for staff recruitments, confirmations, promotions and terminal benefits as quickly as possible within the following time limits: For permits, and registration licenses: up to 30 days from date of receipt of the request and for recruitments, confirmations, promotions and terminal benefits up to 30 working days.

3.1.2 Clarity:

- At all-time clarify information communicated to you on the nature and type of services to be delivered to you by Gulu DLG and the procedures for delivering such services.

3.1.3 Accuracy

- Monitor the accuracy of services provided to you in accordance with the set standards and regulations of Gulu DLG

3.1.4 Appropriateness

- Seek to ensure that the services provided by Gulu DLG fit your needs as spelt out in your action-plans e.g. the disabled and other vulnerable categories.

3.1.5 Cost of Services

- Provide public services free of charge unless required by regulations to meet user fees.

3.1.6 Public Information

- All public information will be displayed at the public notice boards at the District and Sub County offices within one day of receiving it.
- We shall respond to all written correspondences within 2 working days of receipts

3.2 District Staff

Our staff will provide quality services to our clients and shall

- (i) Maintain a courteous and cooperative relationship with clients
- (ii) Be good time managers
- (iii) Identify themselves by name when answering telephone inquiries
- (vi) Exhibit a high level of integrity
- (vii) always endeavor to provide consistent, accurate and impartial advice to our clients
- (viii) At all-time dress appropriately, appear decent and respectable, be friendly, helpful, and sensitive to your individual needs, explaining, and listening carefully to your requirements and views.
- (ix) Promote your education on various services provided by Gulu DLG.
- (x) Regularly and conveniently conduct inspection and supervision visits to your communities and local governments to assess services delivery
- (xi) Regularly develop up-date and maintain standards and guidelines for effective delivery of services.

3.3 Working Hours

Our clients should expect to be served courteously as follows:

Days: Monday – Friday (Except on designated public holidays)

Time: 8.00 a.m. – 12.45 p.m.

2.00 p.m. – 5.00 p.m.

4.0 OUR CLIENTS – THEIR RIGHTS AND OBLIGATIONS

4.1 Clients:

Our clients are ministries, departments, local governments, associations, International bodies, agencies, institutions, political and religious leaders, development partners, cultural leaders, public servants, employees, farmers, private sectors, service providers, consumers and the general public.

4.2 Client rights

Our clients have right to:

- (a) Quality and transparent service delivery.
- (b) Timely response to issues raised.
- (c) Access to information and accountability as provided by the law.
- (d) Technical guidance and advise.
- (e) Equal and fair treatment.
- (f) Lodging complaints and appeals.
- (g) Confidentiality.

4.3 Client obligations:

- (a) Handle staff with dignity and honour.
- (b) Correctly identify their needs to the staff.
- (c) Contribute to the development of the communities.

- (d) Comply with the laws, regulations, policies and guidelines.
- (e) Provide accurate and timely information.
- (f) Provide goods and services that conform to the required standards.
- (g) Shall not compromise staff by offering bribes.

5.0 FEED BACK MECHANISM

We shall appreciate and encourage feedback on services provided in the following ways;

- (a) Informing the person who served you directly.
- (b) Informing the supervisor of the officer the served you.
- (c) Sending you feedback to the suggestion boxes.
- (d) During workshops and meetings.

NB: Where there is need for confidentiality, we shall observe.

5.1 Management of Complaints

Clients shall channel their complaints, dissatisfaction, discontent, grievances through:

- (a) The Action Officer – who provided services as prescribed by law/regulations/standing orders.
- (b) The relevant Head of Department/Supervisor in line with appropriate law/regulations/standing orders.
- (c) And or the designated “Client Charter Officer”.

5.1.1 Appeal Process

In case a complaint is not satisfactorily resolved, the client shall refer to the matter to the Chief Administrative Officer, District Chairperson and the Resident District Commissioner. All appeals shall be handled expeditiously at least within twenty one (21) days of submission.

5.1.2 Accountability Framework

We shall remain accountable to our clients and stakeholders through the following framework:

- (a) Reviewing the implementation of the charter annually to assess progress and improve on services.
- (b) Giving feedback through performance results in annual meetings.
- (c) Quarterly and annual reports.
- (d) There shall be public interviews and radio talk-shows.
- (e) This charter will be widely distributed to all our clients and stakeholders.

6. FINAL COMMITMENT

We shall remain committed, in collaboration with our client to continuously improve on the quality of service delivery, reviewing and redefining standards to meet clients' needs and expectations at all times.

We commit ourselves to the above principles and values, commitments, standards and to implement this Charter.

7. CONTACT ADDRESSES

1.
District Chairperson
Arua District Local Government
Tel No.
Email:
2.
Chief Administrative Officer
Arua District Local Government
Tel No.
Email:
3.
Principal Human Resource Officer
Arua District Local Government
Tel No.
Email:

