



THE REPUBLIC OF UGANDA

# **LIRA DISTRICT** **LOCAL GOVERNMENT**

## **CLIENT** CHARTER

2020/2021 – 2024/2025



# LIRA DISTRICT VISION, MISSION AND CORE VALUES

## OUR VISION

"A democratic and prosperous ociety in sustainable environment".

## OUR MISSION

"To effectively and efficiently provide quality services so as to generate economic and sustainable development for a prosperous society".

## CORE VALUES

- Excellence
- Diligence
- Impartiality
- Courtesy
- Respect

# FOREWORD

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The main purpose of this client Charter is to improve awareness of the public of the availability and quality of the public services provided by Lira District Local Government (DLG).

Lira DLG provides services that are stipulated by the Local Government Act cap 243. These services are provided free of charge to citizens unless otherwise advised by a particular department to pay fees to meet statutory financial obligations before a service is given. Our staffs are bound by the public service regulations and standing orders which require them to respect universal values and principles in delivering public services. As a government entity we commit to work with local citizens to improve service delivery.

The Charter will enable the citizens to engage district leaders on the performance of their public service provision with the aim of causing general improvement. Thus, this Client charter will be used by citizens as a checklist of commitments and standards against which to rate our service delivery systems. It is a tool that will draw closer the district leadership and managers to all stakeholders through unending dialogue over service delivery. In addition the Civil Society Organisations should use this charter and help empower citizens to demand for better services as a matter of their inherent rights.

I do believe thus, that both the political and civic leaders of the district will join other actors to popularize this charter to raise citizens' awareness of their rights and obligations in regard to the services rendered by the district. It is a document largely for the citizens to continually make reference to and engage the district leadership to provide quality local level services.

Finally, nothing contained in this charter shall be construed or applied as binding interpretation or definition of the law nor shall it be construed as an employment contract.

I therefore commit our district staff to diligently adhere to the values and standards contained herein as a bench mark for quality service delivery to our citizens. I thanks CAO and his team for the work well done while reviewing this Client Charter.

OREMO ALEX ALOT  
**DISTRICT CHAIRMAN**

# ACKNOWLEDGEMENT

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A client Charter is a definition of standards for service delivery mechanism which every entity obligated to serve the populace ought to have as measure of good governance. It is a 'social pact' between the district as a service provider and the citizens as receivers of public services.

Overall, this Client Charter lays out the various services provided, the rights and obligations of clients, commitments and service standards that the district intends to provide. It also details mechanisms for complaints management and feedback from the citizens on service delivery. This charter is going to serve as a guiding framework for Lira District Local Government on service provision to the citizens.

I am grateful to all those who have participated in developing this document ranging from the political leadership at all levels to technical staff and civil society Organisations (CSOs). But more importantly, I would like to appreciate in unique way DINU/KAS through their consultants (**Nangosya Mike Masikye-Lead Consultant, Wahitu Fred Higenyi, Consultant and Wepondi Geoffrey Wilson-Consultant**) whose technical support was very instrumental and timely to assist conclude noble task meticulously.

This Client Charter shall be in use for a period of 5 years (FY 2020/2021- FY 2024/2025) but reviewed annually to match the changing socio-economic circumstances. It is my sincere conviction that all stakeholders most especially the district leadership will strive to adhere to this tool while serving the people of Lira. Therefore every effort shall be made to popularize this Client Charter among stakeholders and I appeal to DINU where possible to continue supporting us this cause as a whole.

I wish everyone fruitful implementation of this charter

BEN OTIM OGWETTE  
**CHIEF ADMINISTRATIVE OFFICER**

# ACRONYMS

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

# Table of Contents

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FOREWARD .....	ii
ACKNOWLEDGEMENT .....	iii
ACRONYMS .....	iv
1.0 Introduction .....	1
1.1 Mandate .....	1
1.2 Vision .....	1
1.3 Mission .....	1
1.4 Lira District Core Values and Principles .....	1
1.5 Key Service Areas .....	3
2.0 SPECIFIC SECTOR COMMITMENTS .....	4
2.1 ADMINISTRATION AND MANAGEMENT SERVICES .....	4
2.1.1 Administration, District Council, Commissions and Boards .....	4
2.1.2 Human Resource Management .....	5
2.2 FINANCE .....	6
2.2.1 Revenue and budget .....	6
2.2.2 Internal Audit .....	6
2.3 PLANNING .....	7
2.4 HEALTH SERVICES .....	7
2.4.1 Health Administration .....	7
2.4.2 Maternal and Child Health .....	8
2.4.3 Health Education .....	8
2.4.4 Environmental Health .....	9
2.5 EDUCATION AND SPORTS .....	9
2.5.1 Coordination .....	9
2.5.2 Inspection .....	10
2.5.3 Sports .....	11
2.5.4 Special Needs Education .....	11
2.6 WORKS AND TECHNICAL SERVICES .....	11
2.6.1 Roads .....	11
2.6.2 Mechanical .....	12
2.6.3 Housing/Building .....	12
2.6.4 Water and Sanitation .....	13
2.7 PRODUCTION AND MARKETING .....	13
2.7.1 Crop .....	13
2.7.2 Animal Husbandry .....	14

2.7.3 Entomology .....	14
2.8 TRADE INDUSTRY AND LOCAL ECONOMIC DEVELOPMENT .....	15
2.9 NATURAL RESOURCES .....	15
2.9.1 Land Management .....	16
2.9.3 Forestry .....	16
2.10 COMMUNITY BASED SERVICES .....	16
2.10.1 Community Development .....	17
2.10.2 Probation and Welfare .....	18
2.10.3 Labour .....	18
3.0 GENERAL SERVICE STANDARDS .....	18
3.1 Quality of Service Standards:- .....	19
3.1.1 Receptiveness: .....	19
3.1.2 Clarity: .....	19
3.1.3 Accuracy .....	19
3.1.4 Appropriateness .....	20
3.1.5 Cost of Services .....	20
3.1.6 Public Information .....	20
3.2 Staff .....	20
3.3 Working Hours .....	21
4.0 OUR CLIENTS, THEIR RIGHTS AND OBLIGATIONS .....	21
4.1 Clients .....	21
4.2 Client Rights .....	21
4.3 Client Obligations .....	22
5.0 FEEDBACK AND COMPLAINTS .....	22
5.1 How to submit your Feedback or Complaint .....	23
5.2 Our feedback complaints and suggestions system .....	23
5.3 Appeal Process .....	24
6 FINAL COMMITMENT .....	24
7. CONTACT ADDRESSES .....	25



# 1. Introduction

This clients' Charter represents Lira DLG's mandate, vision, mission, principles, values, service commitments and standards of service delivery in line with the requirements of Results Oriented Management (ROM) framework. It contains key result areas for measuring the performance of Lira District Local Government and the general standards of services to be expected by the client. It also defines who our clients are and their rights and obligations in the successful implementation service delivery obligation. The document also spells out the feedback mechanism, appeal mechanism, and the means of reporting performance against the charter.

## 1.1 Mandate

Our District is mandated to administer and develop Local Government Administration as per provision of Article 176 (1) of the constitution of the Republic of Uganda and the Local Government Act cap 243.

## 1.2 Vision

Our District's vision is to have a democratic and prosperous society in sustainable environment.

## 1.3 Mission

The mission is to effectively and efficiently provide quality services so as to generate economic and sustainable development for a prosperous society.

## 1.4 Lira District Core Values and Principles

In the pursuit of service delivery to our clients the district shall uphold the following core values and principles.

1. Excellency in service delivery

We shall strive to achieve the highest standards in our work by:

- a) Consulting and involving our clients from time to time improving our services and the facilities we use in service delivery
- b) Attending to issues raised quickly and efficiently; learning from the complaints raised and having a clear, well publicized and easy to use feedback management procedures.

		<p>c) Always endeavoring to provide consistent, accurate and impartial advice to clients, being sensitive to their individual needs and explaining, and listening carefully to their requirements and views.</p> <p>d) Regularly and conveniently conducting inspection and supervision visits to our clients' communities and local governments to assess services delivery and regularly developing, up- dating and Maintaining standards and guidelines for effective delivery of services.</p> <p>e ) Promoting clients" education of various services provided by Lira District Administration.</p>
2.	Diligence on duty :	We shall be at our places of work on time, devote our selves wholly to work during official working hours and be careful and assiduous in carrying out our official duties.
3.	Impartiality in service :	We shall give fair and unbiased treatment to all clients irrespective of gender, race , religion ,ethnic background and different abilities.
4.	Integrity	<p>We shall exhibit a high level of integrity by;</p> <p>Not seeking, accepting or offering gifts, favors or inducements, financial or otherwise in the course of discharging our duties.</p> <p>Not using public property or official time for our own private purpose.</p> <p>Not using the information acquired in the course of discharging our duties.</p> <p>Being honest and open in the course of discharging our duties.</p>
5.	Courtesy to all	<p>We shall maintain a courteous and cooperative relationship with clients and colleagues, we shall regard ourselves as servants of Ugandan people , and shall be particularly considerate when dealing with the vulnerable members of the public, such as the elderly , the sick ,people with different abilities , displaced persons or returnees .</p> <p>We shall at all times dress appropriately, appear decent, respectable, friendly and helpful and identify ourselves by name when answering telephone inquiries.</p>
6.	Respect for the law	We shall not commit unlawful acts in the course of our duties, and neither shall we instruct nor encourage any other person to do so. If directed to commit an unlawful act, we shall refuse to comply, and report the matter to our superiors.

7.	Proper use of official information	We shall : Not unnecessarily withhold information which the public has a right to know. Not divulge or misuse official information which is confidential. Communicate clearly and effectively in simple languages in order to help you understand how we perform our work.
8.	Working hours	Our clients should expect to be served courteously as follows: Days : Monday-Friday ( Expect on designated public holidays ) Time : 8:00 am –12.45 p.m. ( morning session) 2:00 P.M - 5:00 P.M ( Afternoon session )
9.	General administration of council decisions	Implement lawful council decisions within a month of their passing. Conduct technical planning committee meetings on monthly basis. Conduct monitoring and supervision of district programs on a quarterly basis. Conduct monitoring inspections of all LLGs on a monthly basis Disseminate information on disaster and early warning on a monthly basis. Monitor risk and vulnerability at community level basis Conduct mentoring in all the sub counties on a quarterly basis.

## 1.5 Key Service Areas

Sn	Key Service Area	Sub Areas
	Management And Administration Services	Human Resource Management, Statutory Bodies, Council
	Finance	Revenue, Budget, Audit
	Planning	Planning and Statistics
	Health	Health Administration, Maternal and Child Health, Health Education ,Environmental Health
	Education	Coordination, Inspectorate, Sports and SNE
	Works and Technical Services	Roads, Mechanical, Housing Water and Sanitation
	Production	Crop, Animal Husbandry ,Entomology
	Trade and Marketing	Trade and Marketing
	Natural Resources Management	Land Management, Environment, Forestry, Fisheries
	Community Based Services	Community Development, Probation and Welfare, Labour.

## 2.0 SPECIFIC SECTOR COMMITMENTS

In order to fulfill our Mandate, Vision, Mission Lira DLG commits itself to providing the following services with remarkable diligence in the coming 5 years.

### 2.1 ADMINISTRATION AND MANAGEMENT SERVICES

#### 2.1.1 Administration, District Council, Commissions and Boards

***We commit to:***

- a) Serve our clients within 30 minutes of arrival.
- b) Deliver to citizens and stakeholders correspondences, circulars and other invitations for meetings and capacity building in at least 1 week prior to events.
- c) Hold six (6) mandatory Council sessions and 6 Standing Committees Meetings annually.
- d) Conduct quarterly DPAC, Land Board, Contracts Committees and DSC meetings.
- e) Coordinate annual approval of workplans, Development Plans and budgets by April of every Fiscal year.
- f) Provide feedback on implementation of lawful Council Resolutions on Quarterly basis.
- g) Conduct supervision and coordination of all Government Programs on a quarterly basis.
- h) Carry out quarterly fiscal accountability for all government programs and submit to relevant offices timely.
- i) Attend quarterly District Security committee meetings and brief DSC on all development activities of the district.
- j) Coordinate and Conduct all International, National and District functions in liaison with Development partners.
- k) Regularly advice and guide District council and lower local council's on the formulation and implementation of ordinances and bye-laws.
- l) Conduct joint quarterly monitoring of district projects.
- m) Approve annual Work plans, Development Plans and Budgets according to the mandatory time.

- n) Prepare and implement annual district procurement plan in accordance with the approved schedule.
- o) Deliver District State of Affairs address once a year.

## 2.1.2 Human Resource Management

### ***We commit to:***

- a) Appraise all District Staff by 30<sup>th</sup> July of every Fiscal year.
- b) Prepare 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) 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) Conduct 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 pre-retirement trainings and have retirement requests initiated 6 months before retirement date.
- j) Conduct quarterly Rewards and Sanctions committee meetings and implement decisions of the committee within a month from the date of the meeting.
- k) Carry out capacity building sessions for staff annually.
- l) 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 commit to:***

- a) Provide access of the public to financial information district revenue returns, disbursement schedules, audit reports and annual budget.
- b) Display funds received from CG and Donors at public notice boards within 3 days of receipt.
- c) Enhance district revenue mobilization and collection for effective service delivery.
- d) Prepare realistic local revenue projections that will enable us achieve 100% performance.
- e) Submit final accounts by 31<sup>st</sup> August annually as stipulated by PFMA (2015)
- f) Obtain 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) Ensure monthly financial reconciliation reports are prepared.
- i) Ensure 100% of all staff advances are retired within a month.
- j) Process payments for creditors i.e. from requisition to payment within a period of 5.
- k) Dispatch funds to District departments and LLGs within 7 days of receipt from central Government

### 2.2.2 Internal Audit

***We commit to:***

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

## 2.3 PLANNING.

### ***We commit to:***

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

## 2.4 HEALTH SERVICES

### 2.4.1 Health Administration

### ***We commit to:***

- a) Provide monthly support supervision to health units
- b) Access all registered clients/ patients to outpatient services at health center II, III & IV every day and to see a medical staff within 30 minutes of registering
- c) Annually train and monitor health unit management committees throughout the district
- d) Ensure that the basic medical services are provided at all health centers during working hours and clients take a maximum of 30 minutes to see the medical personnel.
- e) Ensure a report is made every week about stock outs of critical drugs by any health facility and feedback from DHO's will be made in 2 days' time.
- f) Submit all vacant positions for recruitment and replacement annually in accordance with the available wage bill.

- g) Ensure that patients access ambulance services within one hour of request.
- h) Make sure that each health centre has a functioning HUMC that we sit on quarterly basis and Client issues are
- i) Cause all Health Centers to generate reports on a monthly basis and publicize such health focused information to all clients using all forms of media such notice boards talk shows among others.
- j) Provide each new born is provided with an Interim Birth Certificate within three hours of birth.
- k) Track staff attendance to duty using a duty rota on a daily basis and data so generated shared for decision making.
- l) Display information regarding patients' rights in all health centres
- m) annually train and monitor 1200 village health teams-VHTs in all the sub counties

## 2.4.2 Maternal and Child Health

### ***We commit to:***

- a) Ensure that Clients access PMTCT, IPT2, ARH, EmOC and the PHC service package every day at all Health Centers II & III within 30 minutes of registering at the facility.
- b) Ensure that laboratory and minor theatre services are provided every day at health center II, III and IV within 1 hour from the time of registering with the health worker.
- c) Ensure that antenatal care (ANC) is provided every day at all public health centres and increase uptake these services from 23% to 27% annually.
- d) Mobilise expectant mothers to at least complete 4 visits before delivery and raise the ratio from 35% - 40%

## 2.4.3 Health Education

### ***We commit to:***

- a) Ensure a VCT, Malaria, immunization, antenatal Outreaches are undertaken on quarterly basis at HC IIIs and IV.
- b) Ensure that the health workers provide daily health education talks to the clients before work begins.



## 2.4.4 Environmental Health

### ***We commit to:***

- a) Ensure that the health staff are on their uniform daily and bear name tags.
- b) Sensitize citizens to raise latrine coverage from 68% - 73%.
- c) Conduct campaigns for Hand Washing facilities to raise the ratio from 16% - 20%.
- d) Mobilise every household to have waste disposal pits
- e) Have incinerators at all heathy facilities to manage Health Centre related waste.
- f) Conduct water and meat testing by the Health Assistants and Inspectors.

## 2.5 EDUCATION AND SPORTS

### 2.5.1 Coordination

### ***We commit to;***

- a) Annually provide at least 400 desks to primary schools in the district
- b) Construct at least 4 teachers' housing units annually.
- c) Build 4 classroom blocks one in each selected primary school per year.
- d) Mobilise parents to enroll school-age going children to raise enrolment from current 85% to 95%.
- e) Achieve and maintain a teacher to pupil ratio of 1:55 by 2025.
- f) Readily provide information related to education services such as transfers of teachers, examinations and results among others within 30 minutes after request.
- g) Handle all disciplinary cases within a period of 14 days from the time of submission and provide relevant feedback to the concerned as a matter of practice.
- h) Propose transfer of teaching staff to CAO in an equitable manner in response to the needs of the schools without undue influence of whatever kind annually.

- i) Recommend to council construction of school infrastructure in a manner that portrays the needs of the citizens on an annual basis.
- j) Disburse capitation grants to schools within 3 days of release to the district accounts.
- k) Submit reports to the Standing Committee of Education (Social Services) of council on a quarterly basis.
- l) Appraise all school staff annually to uphold the principle of Results Oriented Management (ROM)
- m) Annually prepare and submit work plans and budgets to CAO for integration.
- n) Conduct at least one supervisory monitoring session to schools per quarter
- o) Sensitise stakeholders on critical matters of education such as government policies and general district performance standards twice a year.
- p) Meet headteachers at least twice per term for planning and reporting purposes.

## 2.5.2 Inspection

### ***We commit to;***

- a) Carry out inspection all government-aided and private primary schools at least once every term
- b) Monitor the use of essential instructional materials in every school during teaching and learning processes annually.
- c) Register all PLE candidates on time annually.
- d) Conduct CPDs for selected teachers on termly basis
- e) Equitably recruit and deploy PLE supervisors and Invigilators annually
- f) Conduct primary Music, Dance and Drama competitions at all levels annually.
- g) Hold scouting competitions at least once a year.

### 2.5.3 Sports

***We commit to;***

- a) Conducting co-curricular activities at least once every term under ball games and athletics at all levels.
- b) Training all identified teachers in skills of officiating co-curricular activities.
- c) Mobilising all primary schools both government and private to participate in co-curricular competitions.

### 2.5.4 Special Needs Education

***We commit to;***

- a) Deploy at least one teacher with special needs training in all primary schools by end of 2025
- b) Increase children accessing special needs education facilities to 350 by the end of 2025
- c) Provide ramps to all classrooms and pit latrines in all government aided primary schools by 2025
- a) Identify and assess children with SNE for placement in inclusive settings at least once every term
- b) Inspecting 100% primary schools both government aided and private at least once every term.
- c) Providing teaching-learning aids to all children with special learning needs (SNE)

## 2.6 WORKS AND TECHNICAL SERVICES

### 2.6.1 Roads

***We commit to:***

- a) Conduct routine maintenance of 3330kms of feeder road network in the district annually.
- b) Carry out periodic maintenance of at least 54kms of feeder roads network in the district annually.
- c) Annually conduct rehabilitation maintenance of about 40kms of feeder roads network in the district

- d) Pay all road gangs for the work done on a timely basis quarterly.
- e) Assess the conditions of district roads on a bi-annual basis to inform decision making.
- f) Promote and integrate gender and disability concerns in all maintenance and construction works in the District.
- g) Ensure quarterly Technical Supervision of all district infrastructures.

## 2.6.2 Mechanical

### ***We commit to:***

- a) Ensure 100% maintenance of the District road equipment.
- b) Carry out quarterly vehicle maintenance for efficient operations.
- c) Update plant equipment inventory on annual basis
- d) Conduct bi-annual drivers' refresher training to maintain ethical behavior while on duty and effective management of government motor equipment.
- e) Carry out assessment of all district vehicles quarterly for effective maintenance.

## 2.6.3 Housing/Building

### ***We commit to:***

- a) Provide support supervision and monitoring to all district and sub county construction units at all stages including sub structure , walling, roofing , opening and finishes.
- b) Conduct site meetings on all construction projects at least 4 times during the project period
- c) Respond to clients asking to inspect their public / private and stored buildings within 2 days of logging the request. Where necessary, we shall provide detailed written information in **7 days'** time.
- d) Commit to assess the condition of our buildings annually for effective planning for maintenance.
- e) Provide information about building plans approvals within 1 day of asking. Where necessary, we will provide detailed written information within **3 days**. For complex structures , approvals will be done within **one week**
- f) Update district inventory of buildings on annual basis.

## 2.6.4 Water and Sanitation

### ***We commit to;***

- a) Undertake water quality testing and surveillance of all public water points in the district on a quarterly basis.
- b) Carry out, on a quarterly basis, operation and maintenance of all rural water schemes.
- c) Constitute, train and monitor 50 water user committees in the district.
- d) Maintain at least three 3 community based hand pump mechanism at every sub county.
- e) Provide improved access to sustainable safe water from 59.2 to 65% within a radius of 1.5kms
- f) Construct 6 shallow wells annually.
- g) Drill 14 boreholes and rehabilitate 15 over the 5 years.
- h) Construct a public latrine in at– least three rural growth centers in the district.
- i) Ensure functionality of all Water User Committees from 72% to 80%
- j) Ensure equitable distribution of water source coverage from across sub counties.
- k) Hold quarterly coordination meetings with all key stakeholders water and sanitation activities.
- l) Protect 12 water springs in the district annually.

## 2.7 PRODUCTION AND MARKETING

### 2.7.1 Crop

### ***We commit to:***

- a) Support at least 13 sub county farmer forums annually
- b) Extend advisory services to at least 4000 farmers per year on all Government programs i.e. OWC, NUSAF III, Resilience etc.
- c) Set up technology demonstration in all subcounties to boost crop production for household income improvement.

- d) Carry out training for at least 50 Farmer Groups' annually.
- e) Inspect and verify on a quarterly basis seeds and planting materials supplied by contract suppliers
- f) Conduct refresher train for 12 Extension staff twice a year
- g) Carry out disease surveillance on quarterly basis to protect farmers against crop loss.
- h) Procure and install two (2) economic drip irrigation units in each sub county per year
- i) Support on quarterly basis the proper functioning of 22 primary cooperative societies .

### 2.7.2 Animal Husbandry

***We commit to:***

- a) Treat and vaccinate livestock, other domestic animals and poultry quarterly.
- b) Establish at-least one (1) crush per year to control ticks and tsetse flies in the district by 2025
- c) Conduct surgical sessions for livestock farmers whenever need arises within 2 days of request.
- d) Carry out extension outreaches on livestock services
- e) Train Farmers on modern animal husbandry methods and animal nutrition annually.

### 2.7.3 Entomology

***We commit to:***

- a) Train Bee Farmers for qualitative and quantitative production of bee products annually.
- b) Establish at least 1000 bee-hives per year throughout the district.
- c) Carry out sensitization for communities to participate in tsetse flies control
- d) Profile commercial apiary farmers annually.
- e) Procure and install 300 tsetse traps annually and train farmers in trap maintenance and apiculture practices.
- f) On a quarterly basis support farmers to undertake commercial insect farming

## 2.7.4 Fisheries

### ***We commit to:***

- a) Construct one fish pond demonstration site in every Sub county by 2025.
- b) Rehabilitate all the existing fish ponds by 2025
- c) Procure and stock all the newly established and rehabilitated demonstration fish ponds by 2025
- d) On a quarterly basis support farmers to undertake commercial fish farming

## 2.8 TRADE INDUSTRY AND LOCAL ECONOMIC DEVELOPMENT

### ***We commit to:***

- a) Provide Nerica rice seeds for demonstration and on a quarterly basis support farmers to produce and market both Nerica and paddy rice in all the sub-counties
- b) Establish a district agricultural show ground by 2015
- c) Mobilize and link at least 3-5 business enterprises or individuals to Micro-Finance Support Centre for business loans per year.
- d) Collect and process data on markets and disseminate relevant information to stakeholders & Ministry on a quarterly basis.
- e) Conduct quarterly outreach services to all SACCOs in the district.
- f) Identify and profile all tourists' sites in the district annually.
- g) Profile and register all businesses in the district annually
- h) Carry out awareness sessions to all the traders on how to access trading licenses to all compliant customers monthly.
- i) Conduct 2 radio shows to promote trade development activities in the district quarterly.

## 2.9 NATURAL RESOURCES

### 2.9.1 Land Management

***We commit to;***

- a) Carry out quarterly community sensitization meetings on Natural resource management and land related issues.
- b) Provide land survey services to citizens in the district within a period of one month upon request.
- c) Carry out quarterly district - wide monitoring and compliance surveys and inspections
- d) Undertake physical planning of at least 3 Rural Urban Growth Centres annually.
- e) Register and title all District Local Government owned land in the next five years.
- f) Conduct quarterly physical planning committee meetings.
- g) Provide reports on boundary opening within a minimum of 10 working days.
- h) Annually open and maintain boundaries of at -least 5 local forest reserves in the district

### 2.9.2 Environment

***We Commit to:***

- a) Carry out quarterly sensitization campaigns on environmental concerns in the district
- b) Conduct quarterly monitoring and inspections of all district projects to increase adherence to environment policies.
- c) Develop one green house at the district headquarters to supply 50,000 tree seedlings to farmers annually.
- d) Train three (3) committees on environmental monitoring and assessment every year.
- e) Inspect and screen all qualifying projects in the district for environmental compliance on a monthly basis.
- f) Appraise and approve proposals , projects and work plans for compliance to environmental management regulations within 14 working days on receipt of application



- g) Do quarterly campaigns to establish live fences around government aided schools in the district
- h) Revegetate and restore the watersheds of key eco-systems in the coming 5 years.
- i) Develop and disseminate a District Environment Action Plan (DEAP).

### 2.9.3 Forestry

**We Commit to:**

- a) Train 20 community groups in forestry management in the district per year.
- b) Annually provide 300,000 tree seeding in the entire district and train beneficiaries in tress farming as a business.
- c) Maintain at– least one tree nursery per sub-country
- d) Respond to requests for forestry management e.g. developments of woodlots, provision of tree seedlings, and training of groups etc. within 2 hours of logging the request. Where deemed so, a follow up will be made in 5 days ‘time or during a subsequently rainy season
- e) Conduct quarterly forest extension at lower local levels for farmers and private forest owners in all the sub counties.
- f) Connect agro-foresters tree seedling nursery-bed owners as a means of afforestation.
- g) Conduct surveillance on illegal charcoal burning on a quarterly basis to avert deforestation activities.
- h) Establish annually 200 ha of trees in the district.
- i) Undertake to establish 30 agro– forestry demonstration sites the district by 2025.

## 2.10 COMMUNITY BASED SERVICES

### 2.10.1 Community Development

***We Commit to;***

- a) Mobilise communities for development programs on a quarterly basis.
- b) Sensitise citizens on priority government socio-economic agenda on a quarterly
- c) Present quarterly monitoring reports on government projects to council.
- d) Collect, analyze and disseminate gender disaggregated data on an annual basis.
- e) Carry o Annually enroll 6500 functional adult literacy learners and set proficiency tests in all sub-counties on quarterly training sessions for FAL Instructors
- f) Form and support at least 50 youth groups for IGAs, SOVC per year
- g) Support 15 PWDs with IGAs and replacement of limbs annually
- h) Strengthen functionality of interest group councils (PWD, elderly, youth and women etc) annually.
- i) Integrate and implement issues of vulnerable groups such as PWDs, Elderly, Youth, and Labour in Departmental work plans and budgets annually.

### 2.10.2 Probation and Welfare

***We Commit to;***

- a) Annually train 330 child protection committee members to handle social welfare cases at the community level.
- b) Mobilize and form 10 peace groups /clubs to foster peace building and reconciliation annually
- c) Undertake on a monthly basis grievance and conflict mediation for communities in the district.
- d) Contribute to Ngetta babies home and Onyakedi rehabilitation centre annually.
- e) Prepare and submit quarterly probation and welfare reports to council.
- f) Collect and compile quarterly reports on children's issues to council.
- g) Inspect and recommend Children's homes to MoLSD for appropriate action annually.
- h) Provide training to 22 case managers in GBV in all sub-counties.
- i) Carry out quarterly assessment of status and report on GBV.

### 2.10.3 Labour

**We Commit to;**

- a) Conduct inventory of mining and industrial establishments in the district on an annual basis.
- b) On a daily basis handle labor, grievances, workman compensations, and labour advisory services, family reunions of children, youth, and women at sub-county level.
- c) Handle labor disputes and compensation cases within 24 hours of reporting and where necessary, make a physical follow up within 5 working days.
- d) Inspect work places to eliminate Child labor and inhuman treatment in the District.
- e) Present quarterly reports on status of employees in the private sector in the district.

## 3.0 GENERAL SERVICE STANDARDS

We commit to the following general standards as a measure of services provision to our clients ;

### 3.1 Quality of Service Standards:-

We will attempt to continuously improve the quality of service provision with regard to the following standards:-

#### 3.1.1 Receptiveness:

- Deal with all reported cases of services delivery breakdown in the various sectors within 2 days of reporting
- Attend to clients at least within one hour 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 Lira 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 Lira DLG

### 3.1.4 Appropriateness

- Seek to ensure that the services provided by Lira 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 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 Lira 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 include but not limited to our Staff members, NGOs, Contractors, Consultants, Citizens, Institutions [educational, health etc], Development Groups [youths, women, elderly, disabled], Traders, tax payers, Students, Line Ministries, ULGA, creditors and debtors among others.

### **4.2 Client Rights**

Our Clients have a right to:

- (a) Access to free services
- (b) Be treated with respect
- (c) Lodge complaints
- (d) Access to information, regular reporting and accountability within the law
- (e) Technical guidance and advice
- (g) Services that meet their expectations
- (h) Timely responses to issues raised

## 4.3 Client Obligations

Our clients shall have the following obligations:

- (a) to treat our staff with courtesy;
- (b) not to offer gifts, favors or inducements to our staff, or to solicit the same;
- (c) to attend scheduled appointments punctually;
- (d) be cooperative and honest
- (e) provide clear statements of complaints, giving case, background and channels previously sought for assistance
- (f) participate in formulation, implementation, monitoring and sustainability of programs
- (g) to respond to requests for information by us thoroughly and timely;
- (h) to abide with the legal requirement, which make you eligible for services sought

## 5.0 FEEDBACK AND COMPLAINTS

Lira District Local Government has established channels to facilitate clients to express their views and opinions on any matter regarding delivery of services. We welcome constructive criticism and feedback about our services, just as we also welcome compliments and suggestions on how we might improve them.

- We guarantee to respond in acknowledgement of all complaints within seven working days.
- We guarantee to provide answers, results, or a progress report within sixty working days from the date of receipt of the complaint.

## 5.1 How to submit your Feedback or Complaint

Complaints may be made by post, telephone, fax, e-mail, and other media platforms or in person by contacting the: -

The Chief Administrative Officer

+256 772 410 633

Lira District Local Government, Dr Obote Avenue opposite Lira Municipal Council Offices

P.O. Box 49 , Lira.

Tel. No. 0473-420 219

Fax. No. 0473-420 219

E-mail: [liradistrict@gmail.com](mailto:liradistrict@gmail.com)

## 5.2 Our feedback complaints and suggestions system

These consist of;

- (a) Use of client feedback forms (available at reception desks at the Sub County and District headquarters)
- (b) Suggestion boxes
- (c) Telephone services and other media platforms
- (d) Writing to the Chief Administrative Officer (CAO) or Sub County Chief as shown above
- (e) Use of the District e-mail and website -see above
- (f) Speak to the person who has been attending to you
- (g) Speak to that person's supervisor

Our offices both at the District headquarters and at the Sub-Counties are open from 8.00 am to 12.45 pm and from 2.00 p.m to 5.00 p.m on week days safe for public holidays

## 5.3 Appeal Process

In case you are not satisfied with the response of the officer attending to you or with the way your complaint is handled, you may refer to:

- (a) The Head of Section or Unit; if not satisfied you will refer the matter to:
- (b) The Head of Department; if still not satisfied you will refer the matter to:
- (c) The Chief Administrative Officer

Your complaint will be acknowledged within two days of receipt including information on the action being taken. All complaints referred to the head of section will be investigated and a response given in 2 working days. All complaints referred to head of department will be investigated and a response given in 5 working days. If you are not satisfied with complaints given to head of department, you may appeal to the Chief Administrative Officer. The CAO's decision will be communicated within a period of 14 working days.

## 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. ALEX OREMO ALOT

District Chairperson

Lira District Local Government

Tel No. +256 772 617 882 .

2. BEN OTIM OGWETTE

Chief Administrative Officer

Lira District Local Government

Tel No. + 256 772 410 633

Email: [botims@yahoo.co.uk](mailto:botims@yahoo.co.uk)

3. ALBERT APENYO

Principal Human Resource Officer

Lira District Local Government

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