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CLIENTS' CHARTER

2023/2024 to 2025/2026

**MAKIN DYE SS AB AG ABO
MUNICIPAL COUNCIL**

**APPROVED UNDER MIN NO.
MSMC/COU/6/O7/11/24**

MAKINDYE-SSABAGABO MUNICIPAL COUNCIL

Clients Charter 2023/2024 - 2025/2026



APPROVED UNDER MINUTE NO. MSMC/COU/6/07/11/24
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FOREWORD

Makindye Ssabagabo Municipal Council Clients Charter expresses the commitment of the Municipal Council as the people's link to urban service delivery to provide timely and quality demand driven services to its clients. The charter highlights information on the urban services that the Municipal Council provides, the responsibilities and service delivery standards, which our internal and external clients should expect.

The Municipal Council salutes the World Bank, the Government of the Republic of Uganda and the tax payers for contributing the resources that have enabled the production of this Clients Charter.

As an Urban Authority, the Municipal Council is mandated among others; to provide timely and quality urban decentralized services in line with the Five-Year National Development plan III (NDPIII) and the Five-Year Municipal Development Plan III to all people regardless of race, religion, political affiliation, tribe and class.

It is our prayer to endeavor fostering accountable, effective and efficient people centered urban services through a participatory approach, stakeholder involvement and building a culture of client focus in delivering our services to the citizens of Makindye Ssabagabo Municipality.



Ssemwanga Godfrey **His Worship, The Mayor**

PREAMBLE

I have the honour to present to our clients the Municipal Council Clients Charter that has been thoughtfully and carefully prepared through a participatory approach to inform our clients the urban services they expect from the Municipal Council and how to lodge their dissatisfaction during the course of implementation for improvement.

The Municipal Council Clients charter spells out the Key Result Areas (KRAs) that focus on costeffective demand driven urban services by our clients. It also highlights our commitments, our obligations, our principles, core values, service standards, clients' rights and obligations as well as the feedback mechanisms for the clients to appeal in any case of any complaints against our commitments and service delivery standards.

We are committed to ensuring that the Clients Charter is executed with the utmost professionalism, accountability and diligence to the satisfaction of our clients for a better Makindye Ssabagabo Municipal Council.

Together, we can make Makindye Ssabagabo Municipal Council a modal one in urban service delivery



Richard K. Monday

Town Clerk

DEFINITION OF KEY TERMS USED

- ❖ **Clients Charter:** It is a document that outlines how the Municipal Council promises to work with their clients along with providing insights into how it operates.
- ❖ **Client:** means the organization or person whether internal or external who receives services from the Municipal Council. In other words, the beneficiary of our services.
- ❖ **Client Rights:** the right to receive services in a non-discriminatory manner.
- ❖ **Obligations:** The responsibilities of a client to meet the terms of the service

- ❖ **Minimum Access time:** The time that a client takes to receive a service to be attended by our staff at all levels.
- ❖ **Client Rights:** the right to receive services in a non-discriminatory manner.
- ❖ **Fees:** The fee or amount of money that a client pays to obtain a service or to be attended to.
- ❖ **Procedure to access a service:** What the beneficiary of the service is required to have or submit or do in order to be served, other than the fees.

ACRYONOMS

BOG	Board of Governors
Cap	Chapter
CBO	Community Based Organisation
CDO	Community Developmrnt Officer
CSO	Civil Society Organisation
EMIS	Education Management Information System
GISO	Gombolora Internal Security Officer
I.D	Identity Card
IRAS	Integrated revenue administration system
KCCA.	Kampala Capital City Authority
LCI	Local Council I
LG	Local Government
MDA	Ministry, Department and Agency
MoES	Ministry of Education and Sports
MoH,	Ministry of Health
MPIII	Municipal Development Plan III
MWE	Ministry of Water and Environment
NDPIII	National Development Plan III
NEMA	National Environment Management Authority
NGO	Non Government Organisation
NIN	National Identification Number
PDM	Parish Development Model
PRN	Payment Registration Number
PWD	Persons with Disability
SACCO	Savings and Credit Cooperative Organisation
SAGE	Social Assistance Grant for Elderly
SEGOP	Special Enterprise Grant for Older Persons
SMC	School Management Committee
TC	Town Clerk
UWEP	Uganda Women Entrepreneurship Program
YLP	Youth Livelihood Program

CHAPTER ONE: INTRODUCTION

Makindye Ssabagabo Municipal Council Clients Charter 2023-2026 is in line with the long term international and national development goals and objectives as spelt out in the 2030 Agenda for Sustainable Development, Vision 2040, the Five Year National Development Plan (NDP III), Five-Year Municipal Development Plan (MDPIII) and the Municipal Council Strategic Plan. This Clients Charter outlines the Municipal Council's commitment in delivering the highest standards of urban decentralized services at all times. It is intended to ensure that the Municipality increases the demand for improved performance, accountability and deliver quality services to our clients.

Our Vision, Mission, Core Values and the highest standards of services you can expect in your dealings with us at all times are spelt out in this Charter. The Charter contains commitments, service standards, responsibilities and rights of clients, and mechanisms for client feedback and complaints. We expect that delivery of service will continue to improve through feedback from our stakeholders.

1.1 LOCATION

Makindye Ssabagabo Municipal Council is located along Namasuba-Ndejje Road off Entebbe Road, approximately 6 km from Kampala Capital City Authority (KCCA).

The headquarters are at Zanta in Ndejje Municipal Division. The council borders KCCA to the north, Kajjansi Municipal Council to the south, Mukono District to the east, and Kyengera Town Council to the west.

It is situated at coordinates 0°14'34.0"N, 32°33'36"E, with an average altitude of 1,432 meters above sea level. Covering a total land area of 84.734 square kilometers, 17.618 square kilometers is water, and 67.116 square kilometers is free land.

1.2 PURPOSE OF THE CLIENT CHARTER:

1. Inform the internal and external clients of the services provided by Makindye Ssabagabo Municipal Council, the Clients' rights, expectations and their obligations;
2. Provide an accountability framework to clients and all stakeholders and;

3. Act as a tool for continuous performance improvement by responding to service delivery gaps and challenges.

1.3 MANDATE

Makindye Ssabagabo Municipal Council derives its mandate from various key legislations, including the 1995 Constitution of the Republic of Uganda as amended, Uganda, the Local Government Act Cap.138, the Public Finance Management Act Cap.171, and numerous others such as the Public Health Act Cap.310, Public Holidays Act Cap.174, Public Private Partnership Act Cap.111 the National Environment Act Cap. 181 , Building Control Act Cap.136, Local governments (Rating) Act Cap. 141, Public Procurement and Disposal of Public Assets Act Cap.205, the Trade Licensing Act Cap 79 among others.

These laws empower the council to initiate policy formulation, coordinate sector activities, and supervise, monitor, and evaluate programs.

The council focuses on managing and providing urban decentralized services to enhance the wellbeing of its residents.

1.4 VISION

A Well Planned, Clean and Prosperous Municipal Council.

1.5 MISSION STATEMENT

To Provide Quality, Cost- Effective and Sustainable Urban Driven Services

1.6 STRATEGIC OBJECTIVES

1. To ensure production of adequate and sustainable decentralized urban services for all by 2030.
2. To attain orderly and sustainable Municipal Council by 2030.
3. To develop and strengthen a competitive Municipal Council economy by 2030
4. To ensure efficiency and effectiveness in the implementation of Municipal Council programs and projects.

1.7 CORE VALUES

❖ Client Focus and Responsiveness

- ❖ Quality care
- ❖ Equity
- ❖ Respect
- ❖ Professionalism
- ❖ Integrity
- ❖ Ethics:
- ❖ Effective communication
- ❖ Professional Development
- ❖ Transparency and Accountability

1.8 PRINCIPLES...

- ❖ Leadership
- ❖ Teamwork
- ❖ Decentralization
- ❖ Partnerships
- ❖ Participation
- ❖ Innovativeness
- ❖ Continuous improvement

CHAPTER TWO: PRINCIPAL SERVICES AND COMMITMENTS

2 .1 SERVICES OFFERED BY THE MUNICIPAL COUNCIL

These are provided in part 5 of the fifth schedule of the Local Governments Act, Cap 138. In the Five Year Municipal Council Development Plan III, the following services shall be given priority in this Charter.

- Staff establishment structure and setting of remuneration levels.
- Recruitment and payment of salaries of established staff.
- Property valuation and valuation lists (valuation court).
- Setting of levels of trade licences and fees.
- Monitor the general administration and provision of services in divisions.

- Byelaw legislation.
- Determination of taxation levels and supply of receipting media.
- Procurement and maintenance of heavy plant and equipment.
- Loan repayment (external).
- Construction and maintenance of major drains 18.
- Installation of street lights.
- Road construction and maintenance (tarmac and marram).
- Legal services (interpretation and prosecution).
- Architectural and design standards.
- Approval of building plans.
- Master structure plan.
- Municipal councilors' expenses.
- District service commission expenses.
- Broad policy and objectives guidelines.
- Staff training.

2.2 MUNICIPAL COUNCIL COMMITMENTS

Makindye Ssabagabo Municipal Council principal services and commitments set out in the client charter for its clients are as per Departments, Units and cost centers,

2 .2 .1 ADMINISTRATION

The Department is headed by the Deputy Town Clerk and is composed of the following Units and Sections:

1. Administrative Support Services Unit;
2. Human Resource Management Unit;
3. Records Management Section;
4. Information Technology Section and;
5. Procurement and Disposal Unit

We shall:

- ❖ Manage, coordinate and monitor the implementation of Government policies, programmes and Council bye-laws as required by the law.

- ❖ Facilitate and promote Human Resources Development and Planning.
- ❖ Advice Council on technical, administrative and legal matters pertaining to the management of the Municipal Council.
- ❖ Develop and coordinate plans and budgets for Municipal Council activities.
- ❖ Mobilize urban community for development purposes.
- ❖ Manage and promote records and information management.
- ❖ Manage the acquisition, utilization, maintenance, and accountability of the resources of the Municipal Council.
- ❖ Promote and mainstream Public Private Partnership in the operations of the Urban Authority.
- ❖ Organize community barazas to give accountability.
- ❖ Enhance collaboration linkages with other Local Councils and organizations both within and outside the Urban Council for development purposes.
- ❖ Guide, supervise and coordinate staff activities of the Municipal Council and Division Councils.
- ❖ Facilitate the implementation of Municipal Council policies, bye laws and regulations within the department.
- ❖ Interpret local governments legislation pertaining to the administration of Municipal Council.
- ❖ Supervising the effective implementation of council resolutions, social services and service delivery within the divisions.
- ❖ Advise, monitor and evaluate the effective implementation of Council resolutions, development projects and programmes in the Municipal Council.
- ❖ Facilitate the Enforcement of Law and order in the Municipality.
- ❖ Implementing Human Resource Management policies and guidelines.
- ❖ Maintain and safely keep all Municipal Council property and records.
- ❖ Provide technical support and advice to the political leadership of the Municipality to facilitate effective Council decision making process.
- ❖ Provide computer-based system support and information security system management and support and.

- ❖ Offer and Provide hardware and software maintenance and support services.
- ❖ Supervise Municipal Division Council operations.
- ❖ Appraise staff; Reward best performers and sanction poor performers.

TABLE 1: ADMINISTRATIVE SUPPORT SERVICES, MINIMUM ACCESS TIME AND FEES

#	SERVICE	MINIMUM ACCESS TIME	PROCEDURE TO ACCESS THE SERVICE	FEES, IF ANY
1	Administrator General's /Family meetings	14days	Submission of letter from Administration General Mobilization of all family members	200,000
2	Certification of documents	1day	Submission of copies	20,000 per copy for the first 5pages and 50,000/- per copy which exceeds 5pages
3	Responding to written letters	1 week	Submission of your written inquiries	'0'
4	Reward best performers	Monthly and annually	Appraisal of performance	As per the budget
5	Sanction poor performers	Monthly and annually	Appraisal of performance	'0'
6	Birth and death notification	1day	National Identity Card for parents / guardian, Family consent letter LCI letter	5000
7	Registration of customary marriages	40 days	Parents' consent letter from bride's side. NINS for both bride and groom. Witnesses on both sides. LC1 letter. Photos of ceremony. 3Coloured Passport photos. for bride and groom .	200,000/-

TABLE 2: HUMAN RESOURCES UNIT SERVICES, MINIMUM ACCESS TIME AND FEES

#	SERVICE	MINIMUM ACCESS TIME	PROCEDURE TO ACCESS THE SERVICE	FEES, IF ANY
1	Payment of salaries	By 28th of every month	As long as on payroll	"0"
2	Payroll access for newly appointed staff	30 days	Acceptance letter of job offer. Submission of letter of assumption letter. Matching National ID and Bank account details.	"0"
3	Uploading of pensioners on pay roll	30 days	Endorsed pension file.	"0"
4	Payment of pension and gratuity	30 days	Endorsed pension file.	"0"
5	Approval of leave	2 days	Submission of leave filled leave form.	"0"
6	Approval of salary loan	2 days	Submission of loan request.	"0"
7	Handling disciplinary cases	As per standing orders	Upon reporting of the officer.	"0"
8	Performance Management and improvement	quarterly	Quarterly reports.	"0"

TABLE 3: RECORDS SERVICES, MINIMUM TIME AND FEES

#	SERVICE	MINIMUM ACCESS TIME	PROCEDURE TO ACCESS THE SERVICE	FEES, IF ANY
1	Handling loan applications	2 days	Loan request letter.	"0"
2	Receiving & handling correspondences	3-5 days	Correspondence file.	"0"
3	Dispatching mails	3-4 days	Mails on file.	"0"
4	Clients feedback on correspondences	5-7 days	Written complaint.	"0"

2. 2.2 FINANCE AND PLANNING

The Department is headed by the Principal Treasurer and is composed of the following sections/units:

1. Finance and Revenue section;
2. Accounting and expenditure Section and;
3. Planning Unit

We shall;

- Formulate, develop and coordinate Municipal Council development strategies, plans and budgets.
- Prepare financial statements and reports
- Hold annual budget conferences.
- Provide Technical support to Council and Municipal Council staff on financial matters.
- Review revenue sources and identifying alternatives.
- Procure and pay for goods and services on time.
- Maintain Information System for the entire Municipal council.
- Facilitate and guide lower local council planning;
- Interpret, formulate and disseminate policies, standards and regulations on public financial management in accordance with existing laws and regulations;
- Review responses and advice on oversight issues, including audit queries relating to financial management and accountability
- Ensure up-to-date books of accounts, financial records and, assets register are properly maintained.
- To provide technical advice and guidance on financial management matters to ensure compliance.
- Prepare and disseminate performance standards and indicators for the Municipality to users.
 - Provide technical support to Departments in the preparation and production of Development Plans.
 - Issue PRNS, demand notes, and receipts to clients as timely as possible.
 - Coordinate, monitor, and evaluate the performance of Municipal Development Plans, programs, and projects.
 - Collect and collate data and statistics and maintain the Municipal planning database.
 - Carry out policy analysis, interpretation, and implementation.
 - Develop sound internal financial management controls system and mechanism for monitoring to ensure compliance with regulations and, efficient and effective management of financial resources.
 - Ensure value for money compliance, verify and approve payment before authorization.

> Assess taxes and local revenues and capture the details on the IRAS.

TABLE 4: REVENUE COLLECTION UNIT SERVICES, MINIMUM

#	SERVICE	MINIMUM ACCESS TIME	PROCEDURE TO ACCESS THE SERVICE	FEES, IF ANY
1	Payment Registration Number (PRN) /Revenue Assessment	1 day	Tax payer's business details	"0"
2	Demand notes	14 days	Tax payer's business details	"0"
3	Access to supplier number	7days	e-registration	"0"

TABLE 5: TREASURY UNIT SERVICES, MINIMUM ACCESS TIME AND FEES

#	SERVICE	MINIMUM ACCESS TIME	PROCEDURE TO ACCESS THE SERVICE	FEES, IF ANY
1	Issuance of a Receipt/License	1 day	Paid slip	"0"
2	Certification Of A Receipt/License-Per Copy	1 day	Paid slip Copy of receipt/licence.	20,000= if not exceeding 5 copies and 50,000/- if exceeds 5 copies

TABLE 6: MUNICIPAL TAX ASSESSMENT APPEALS

#	SERVICE	MINIMUM ACCESS TIME	PROCEDURE TO ACCESS THE SERVICE	FEES, IF ANY
1	Hearing and responding to tax payer's requests for tax reviews	3 weeks	Client submits a complaint in writing.	'0'

2.2.3 EDUCATION DEPARTMENT

The Department is headed by the Principal Education Officer and is composed of the following Units:

1. Education Inspection;
2. Sports; and
3. Education Administration Unit.

We shall;

- Implement education laws, policies, and regulations.

TABLE 7. EDUCATION SERVICES, MINIMUM ACCESS TIME AND FEES

- Implement approved education and development plans, strategies, and council decisions.
- Offer technical advice on education and sports to Council and other stakeholders.
- Organize and facilitate Teachers' training.
- Coordinate Schools' inspection, sports, and other educational activities and programs.
- Monitor and supervise Educational, examinations and extra-curricular events in the Municipality.
- Maintain an updated teachers' personnel data bank.
- Temporary license private schools and recommend them for Permanent registration and licensing.
- Reward and Sanction Government /aided schools.
- Generate data and statistics for planning in the department.
- Provide classrooms, offices, furniture, sanitary facilities and staff accommodation.

#	SERVICE	MINIMUM ACCESS TIME	PROCEDURE TO ACCESS THE SERVICE	FEES, IF ANY
1	Recommendation letters to private Education Institutes	1 day	Written letter	"0"
2	Provision of temporary permission to operate an education institute	1 day	Application letter	200,000
3	Approval of EMIS Numbers	20 Minutes	E-registration	'0'
4	Recommendation letter to operate a private school	1 Month	Application letter	100,000 200,000
5	Routine Inspections and monitoring of Educational Institutes	Once a term	N/A	"0"
6	Emis Application on request	1 day	National ID	50,000
7	Guidance and Counselling of teachers	1 day	N/A	"0"
8	Private Education Institution Inspection on request	2 days	Application letter	200,000
9	Dissemination, sensitization and implementation of Statutory documents(policies, guidelines, Regulations)	N/A	N/A	"0"
10	Induction and technical of SMC's and BOGs on request.	2 days	Application letter	100,000
11	Support supervision of schools	termly	N/A	"0"
12	Organizing continuous professional Development in Education Institutions.	N/A	N/A	"0"

2.2.4: COMMUNITY BASED SERVICE DEPARTMENT

The Department is headed by the Principal Community Development Officer and is composed of the following Units: Labour, Employment and Industrial Relations Unit; Community Development; Probation and Social Welfare, Youth and Children Unit, Gender, people with disabilities and elderly.

The community-based services Sector is responsible for mobilizing and empowering communities to harness their potential, while protecting the rights of vulnerable population groups. It promotes cultural growth, non-formal skills development, labour productivity and gender responsive development, while focusing on reducing vulnerability associated to being or becoming poor. In addition, the Sector redresses imbalances to eliminate discrimination and inequalities against any individual or group of persons and also takes affirmative action in favour of the marginalised.

TABLE 7: EDUCATION SERVICES, MINIMUM ACCESS TIME AND FEES

We shall:

- Enhance community involvement and participation in development programs including Youth Livelihood Programme (YLP), Uganda Women Entrepreneurship Programme (UWEP), Social Assistance Grant for Elderly (SAGE), Special Enterprise Grant for Older Persons (SEGOP), and National Special Grant for PWDs, PDM and EMYOOGA.
- Promote decent employment opportunities and labor productivity by ensuring a good working relationship between employers and employees.
- Promote rights, gender equality, and women's empowerment in the development process.
- Improve the capacity of special interest groups to harness their potential and increase self-employment, productivity, and competitiveness through engaging in Income-Generating Activities (IGAs).
- Lobby, support, network and collaborate with NGOs, CBOs, and other development partners.
- Ensure the protection of children and other vulnerable groups against abuse, exploitation, violence and neglect and raise public awareness on the rights and responsibilities of children.
- Advise council on policy and related matters regarding gender, labor and social development.
- Enforce conformity to national policies and standards on occupational health and safety.
- Coordinate the effective delivery of Community-based services in the Municipal Council.

TABLE 8: COMMUNITY BASED SERVICES, MINIMUM ACCESS TIME AND COST

#	SERVICE	MINIMUM ACCESS TIME	PROCEDURE TO ACCESS THE SERVICE	FEES, ANY	IF
1	COMMUNITY DEVELOPMENT: Issuance of registration certificates to community groups	2 days	03 copies of (1original) duly signed group constitution. LCI Recommendation letter. Division CDO's recommendation letter. CSO summary form.	30,000=	
2	Recommendation letter to District NGO board	1 week	Evidence of being a member of Makindye Ssabagabo CSO Network. Recommendation letters from, RDC, Division CDO, LC1, GISO. CSO summary form.	"0"	
3	Recommendation letters to CSO/CBO to open bank accounts and access grants like UWEP, YLP, SEGOP, NSG	2 days	CSO/CBO Minutes.	"0"	
PROBATION:					
1	Handling Probation and Social Welfare cases	1week	Referral letters from POLICE, LC1, Division CDO, NGOs.	"0"	
2	Field assessments on: 1. Fostering	2 weeks	LCI letter. Letter of interest. 01 size passport photo.	200,000/-	
	2. Adoption	2 weeks	LCI letter. Letter of interest. 01 size passport photo. Certificate of good conduct from Interpol. Medical form from a certified Medical Officer. Proof of income. Recommendation letters from Religious leaders, Employers, family members. National Alternative Care Panel. Swearing an oath. Consent letters from parents/guardians (child's birth certificate). Police investigative report. Academic documents. Foster care orders . Proof of tracing.(Media adverts).	200,000/-	

	3. Guardianship	2 weeks	LC1 Letter. Consent letter surviving letters. Medical form from a certified Medical Officer. Proof of income. Recommendation letters from Religious leaders, Employers, family members.	200,000/-
	4. Domestic violence	1 week	A referral letter from Police and Court.	"0"
	5. Juvenile offenders	1 week	Letter from Court, Police and remand homes.	"0"
	6. Custody battles	2 weeks	Letter from Court, Police and LC1.	"0"
LABOUR:				
1	Handling Labour complaints (sexual harassment, child labour, unfair termination, unlawful termination, no salary/wage payment, unfair dismissal, unlawful dismissal}	1 Month to 3 Months		"0"
2.	Handling & Computation of workman's compensation cases	1 to 3 months	Introduction letter from employer. Assessment form from a qualified medical practitioner.	"0"
3.	Handling grievances	1 week	Complaint letter.	"0"

2.2.5 TRADE, INDUSTRY AND LED DEPARTMENT

The Department is headed by the Municipal Commercial Officer and is composed of the following Units:

1. Trade Unit;
2. Industry Unit;
3. Tourism Unit; and
4. Cooperatives Unit

We shall;

- > Promote organization and formation of SACCOS and cooperatives.
- > Promote and ensure a conducive investment environment.
- > Interpret, implement and enforce policies, laws and regulations on tourism, trade, industry, marketing and cooperatives.
- > Provide technical support and guidance to council and other stakeholders on the development

of commercial, industrial, cooperatives and related investments.

- > Collect, analyze and disseminate information on investment opportunities.
- > Develop and implement PPP initiatives and manage PPP relations.
- > Monitor and evaluate commercial, industrial and cooperative related activities.
- > Provide technical guidance and support to entrepreneurs and the community.
- > Sensitize the communities on the Commercial sub-sector services;
- > Provide stakeholders with technical advice on Tourism, Trade, industry and Cooperatives issues;
- > Initiate developmental projects in Tourism, trade, Industry and Cooperatives sub sectors;
- > Develop training programmes for both the stakeholders and staff in Tourism, Trade, Industry and Cooperatives.

TABLE 9: TRADE, COMMERCE, INDUSTRY AND LED SERVICES, MINIMUM ACCESS TIME AND FEES

#	SERVICE	MINIMUM ACCESS TIME	PROCEDURE TO ACCESS THE SERVICE	FEES, IF ANY
1	Recommendation of SACCOs and Cooperatives for registration to Registrar at Ministry of Trade, Industry and Cooperatives	2 weeks	Copies of National IDs. Minimum of 30 persons. Application letter. Size passport photos. SACCO financial statements.	50,000/- in bank
2	Recommendation for renewal of cooperative registration	3 days	Original probationary certificate. 2 bylaw booklets. Audit reports. Schedule form 3.	50,000/- in bank
3	Arbitration cases for Cooperatives	2 weeks	Written/verbal complaints.	"0"
4	Auditing of SACCOS and Cooperatives	Annual	Financial Records. Appointment letter.	200,000 300,000
5	Advice on Emyooga and PDM	2 days	Physical presence/call.	"0"
6	Guidance on establishment of markets and taxi parks	3 days	Written communication from private operators.	"0"

2.2.6 PUBLIC HEALTH DEPARTMENT

The Department is composed of the following Units:

1. Maternal Child Health Unit;
2. Environmental and Public Health Unit;
3. Health Information Unit;
4. Health Promotion and Education Unit.

We shall;

- Strengthen collaboration amongst the stakeholders and MDAs responsible for sanitation, health and Environment activities (MoH, MoES, MWE).
- Implement demand led sanitation and hygiene (Community Led Total Sanitation and sanitation/social marketing), including the promotion of hand-washing.
- Manage solid & liquid waste and final treatment.
- Promote appropriate WASH technologies
- Participate in disease surveillance and management of Environmental Health activities.
- Coordinate inspection of homesteads and public premises for promotion of hygiene and environmental sanitation.
- Sensitize the community on relevant Public Health Act, Regulations and Bylaws.
- Supervise refuse collection and ,management of disposal sites.
- Enforce the Public Health Act, Regulations and Health promotion measures.
- Provide technical guidance and support supervision to Health Centre IV, IIs and IIIs
- Coordinate the maintenance of Health equipment and facilities.
- Interpret National Health Policy and integrating it into District Health Plans.
- Offer technical advice on health-related issues to the Municipal Council and other stakeholders.
- Manage health research and collect and collate health data and statistics.
- Support maintenance of the Health Management Information System.
- Liaise with the Ministry of Health and other stakeholders in enforcing adherence to National Health Service Delivery Standards and protocols.
- Create awareness in communities through Health and Education promotion.
- Plan, budget, implement and report on all public health activities.

TABLE 10: PUBLIC HEALTH SERVICES, MINIMUM ACCESS TIME AND FEES

NO	SERVICE	MINIMUM ACCESS TIME	PROCEDURE TO ACCESS THE SERVICE	FEES, IF ANY
1.	Responding to a Reported Nuisance	48 hours	Notification letter. LC1 Letter.	"0"
2.	Abating of Nuisances	28 days	follow up Intimation letter	"0" if the author complies and at a cost if the author refuses to comply
3.	Medical Examination of Food Handlers	1 week from date of payment	National I.D Email Business details	20,000/- per person in the bank every after six month
4.	Issuance of Certificates to Food Handlers	2 weeks from date of examination	Results Passport Photo	
5.	Inspection of homesteads and public premises	Monthly	N/A	"0"
6.	Inspection of private health facilities	quarterly	N/A	"0"
7.	Private operator's inspection on request	2days	Application letter	100,000- 150,000
8.	Inspection of public premises	quarterly	N/A	"0"
9.	Community sensitization on public health Act, Regulations and By-laws in the municipality	quarterly	N/A	"0"
10.	Refuse Collection and disposal sites Inspection	quarterly	Colour coded bins. Invoice of the service provider.	"0"
HEALTH CENTRES				
1.	Ambulance Services	Instant, if available	Referral document by authorized staff. Emergency requests.	Free but if it runs out of fuel then a person can contribute 50,000= - 100,000/- Depending on distance
2.	Laboratory Test results	Varies from one test to another, subject to the availability of re-agents	Laboratory request form.	'0'
3.	Antenatal care	Monday- Friday(Routine)	Polythene sheet. National ID. Antenatal Card. Exercise book for subsequent visits.	"0"

		Monday-Sunday (Emergency)	husband	
4.	Family planning	Short term takes 60 minutes Long term takes 2Hrs	National ID exercise book	"0"
5	Immunization	Monday-Friday (routine)	National I.D Immunization card for subsequent visits.	"0"
6	Drugs/Dispensary	Daily, if not out of stock	Medical Officer/Clinical Officer's prescription.	"0"
7	- ART Clinic - Diabetes Clinic - Hypertension Clinic - TB Clinic	Monday-Friday	Test results (new patients). Medical Card/Exercise book. National ID.	"0"
8	Theater Services (Surgeries are also conducted)	24 hours, subject to availability consumables	on theatre list duly signed consent/assent forms.	"0"
9	Eye services	Monday-Friday (30 minutes)	Exercise book National ID	"0"
10	HIV Screening	Daily	National ID	"0"
	Cancer of cervix screening	-Wednesday-Friday	Treatment form for HIV patients	"0"
11	Vector and Vermin Control	Daily	Notification form National ID	"0"
12	Mortuary services & a storage room	24 hours	Patient's file Body release form	"0"
13	Health Education	Monday-Friday	N/A	"0"
14	Health Promotions	Monday-Friday	N/A	"0"
15	Dental care	Monday-Friday	National ID	"0"
16	Health Medical Camps	Quarterly	National ID Referral letter	"0"
17	Hygiene and Sanitation promotions	Quarterly	N/A	"0"

2.2.7 INTERNAL AUDIT UNIT

The Internal Audit Unit is headed by the Senior Internal Auditor

We shall;

Review financial and accounting systems and procedures to ensure efficiency.

Audit procurement and payment procedures to facilitate efficient and effective transaction in the

Municipal Council

Check systems and individual financial records or transactions to ensure compliance with procedures

Ensure value for money

Undertake council audits in liaison with the Auditor General.

Investigate possible or suspected fraudulent transactions

2.2.8 PROCUREMENT AND DISPOSAL UNIT

The Unit is headed by a senior Procurement Officer

In fulfilling our obligation towards the achievement of the Municipality mandate we shall coordinate and conduct all Procurement and Disposal activities of the Municipality within the timelines and procedures set by the Public Procurement and Disposal of Assets regulations.

We shall;

- > Prepare periodic reports for the Contracts Committee and submit them to relevant authorities.
- > Implement procurement policies and enforce conformity with procurement regulations.
- > Coordinate assessment of quotations, evaluation of bids and awarding tenders
- > Provide technical advice to Accounting Officer, Contracts Committee and members of the Council on matters pertaining to procurement.
- > Review purchase requisitions and quotations for suppliers of goods and services.
- > Prepare procurement specifications and bid documents.
- > Train and develop members of the Contracts Committee on procurement procedures

2.2.9 PRODUCTION DEPARTMENT

The production Department aims to ensure sustainable and market-oriented production, Food security and household incomes in the Municipality It is comprised of three sub sectors, namely Agriculture Unit; Veterinary Unit and; Fisheries Unit.

We shall;

- > Train farmers in modern and productive methods of agriculture and appropriate technologies.
- > Monitor, assess and prioritize agriculture sub -sector activities with the participation of the community.
- > Collect, analyze and document agricultural data for planning purposes and use by relevant stakeholders.

- Monitor and control the occurrence and spread of animal diseases.
- Treat sick animals and advise animal owners in handling sick animals.
- Inspect livestock markets and holding grounds.
- Inspect and advise processors and handlers of animal food and by-products.
- Guide farmers in pasture management, farm structure and farm management
- Increase access to agricultural finance services.
- Accelerate the development and commercialization of the prioritized agricultural commodities
Increase market access and improve physical agricultural infrastructure.
- Control pests, diseases and vectors.
- Enhance consumption of diverse diets at household level.
- Develop early warning systems to prevent and mitigate shocks affecting nutrition and food security.
- Promote commercialization of agriculture particularly amongst small holder farmers.
- Strengthen Farmer Group formation and cohesion including commodity associations, platforms, federations and co-operatives.
- Enhance Sustainable Land Management Practices (SLM). Promote time and labour saving technologies targeting women farmers.
- Improve access to high quality animal breeds, seeds and planting materials.
- Enhance access to and use of fertilizers by both women and men.
- Increase access to water for agricultural production (Irrigation, water for livestock, aquaculture-fish ponds/caging).

TABLE 11: EXTENSION SERVICES, MINIMUM ACCESS TIME AND FEES.

#	SERVICE	MINIMUM ACCESS TIME	PROCEDURE TO ACCESS THE SERVICE	FEES, IF ANY
1	FISHERIES: Inspection of fishing crafts, gears and accessories	2-7 days from notification	N/A	Variable transport costs (20000-50000) to
2	Site visits for technical guidance in aquaculture production facilities establishment and management	2-3 days from date of notification	National Id Evidence of land NEMA from Clearance Clearance from Mow&E Business Plan Operational permit from MAAIF	Free under routine extension services within the municipality 100,000-150.000 for residents whose additional investments lie outside the LG geographical boundaries
3	Community social engagements for establishment of cage fish farming activities	7-14 days from date of official notification	National Id Evidence of land NEMA from Clearance Clearance from Mow&E Business Plan	Variable: facilitation, mobilization expenses to be borne by the proprietor/representative or agent
4	Application to engage in fisheries activities (physical and online applications)	1-3 days depending on number of applicants and internet stability	National ID TIN Fishing crafts and gears Evidence of ownership Recommendation from fishing community Recommendation from former landing site	10,000 non-refundable application fees payable to URA Data bundle costs to be borne by the applicant (variable)
5	Issuance of regulatory licenses and permits to engage in fisheries activities	7-14 days from submission after payment of statutory fees to MAAIF (URA)	TIN Duly Filled application form (The Fish Act Cap 197 Medical examination certificate.	Variable: fees payable to URA account as spelt out in Statutory Instrument 2010 No.33. The Fish (fishing) Rules,2010(Schedule 4)
6	Issuance of fish movement permits within Uganda	1-2 working days depending on fresh or cured fish from notification and inspection of batches	National I.D. Recommendation from landing site where applicable	50-100 shillings per a kilogram of fresh or artificial processed fish to be borne by trader/processed/ transporter or fish farmer.

7	Processing of licence or operational permit to engage in commercial fish farming activities including fish breeding	To be processed at the Department of Aquaculture Management and Development (MAAIF)	National Id Evidence of land NEMA from Clearance Clearance from Mow&E Business Plan Operational permit from MAAIF	Variable depending on the scale of production And nature of aquaculture production units
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AGRICULTURE:

1	Attending to pests and disease enquiries	2-3days	Letter of LC1	"0"
2	Advice on seed varieties and source	2-3 days	National I.D	"0"
3	Responding to farmer complaints on crop/animal destruction	2days	LC1 LETTER Photos	0
4	Report on loitering animals	1day	letter	0
5	Agronomic practices	quarterly	N/A	"0"

VETERINARY/ANIMAL HUSBANDRY SERVICES

1	Emergencies on farmers' animals	1 day	Physical presence of a farmer or through a telephone call LCI Letter. National Identity Card	Depends on the nature emergencies
2	Animal movement permit	2-5days	LCI Letter, if within Wakiso District If not within Wakiso District, Lc1 Letter, letter of no objection from the District of destination.	10,000/- per animal
3	vaccination	Twice in a year	Availing your animals at vaccination points/centres	"0"for shorts and cattle unless emergency 5000/- per pet
4	Controlling stray pets (dogs/cats)	annually	N/A	"0" unless emergency
5	Inspection of animal slaughter places	Daily	Availing the animal at the slaughter place	3500-5000 per animal
6	Vet drug shop inspection	quarterly	License	"0"
7	Animal surgeries	One day	Telephone call or physically visit the office	200,000 1,000,000
8	Artificial insemination	1-3 hours	Telephone call or physically visit the office	Free advice
9	Surgical camps	Once in a year	Availing animals at selected sites	0

2.2.10 WORKS DEPARTMENT

The Works department is responsible for delivery of reliable and safe engineering works and transport infrastructure and services. The Works Department also ensures planned developments

sustainably. The sector is divided into sub-sectors; roads, physical planning, environment, buildings, water and engineering and works.

We shall;

- Provide technical advice and guidance to stakeholders' civil works and all technical works on roads;
- Prepare technical specifications of contracts;
- Supervise all the technical works in the Municipal Council;
- Verify and recommend for approval of plans for civil works (buildings) and other structural plans;
- Develop and maintain roads and other civil works, water and sanitation systems;
- Enforce engineering and works laws, policies, and regulations;
- Rehabilitate and maintain the Municipal, and Community Access road network as approved by Council;
- Develop a Master Plan and Engineering Designs for the Municipal Council
- Develop and implement mechanisms to ensure that the existing and future transport infrastructure is climate change resilient;
- Promote vehicle efficiency and technologies to reduce transport inefficiencies;
- Support recruitment, supervise, and monitor road gang operations.
- Construct and rehabilitate Municipal Council roads as per the approved budgets and work plans.
- Review the Roads Construction Designs and Standards to provide public places of convenience and utilities;
- Operationalize the Physical Planning Act Cap. 142 and Building Control Act Cap. 136 to support orderly and sustainable development in the Municipal Council;
- Strengthen enforcement mechanisms for pre and post-approval of Plans and Quality Assurance.
- Promote Certification and Adherence to building regulations;
- Develop and implement the Municipal Council Physical Development Plan, including the approval mechanism for public infrastructure projects.
- Set up a Geographical Information System (GIS) unit for Physical Planning at the Municipal Council.
- Development Plans and undertake development control of physical plans.
- Strengthen the capacity of the Municipal Council to deliver planned development, improve Own Source Revenue and be self-sustaining through cost recovery systems.

- Recruit, train and equip physical planning unit with GIS to carry out Integrated
- Development Plans for priority areas with full stakeholder involvement
- Develop a framework for planning and management of trans-boundary infrastructure.
- Map utilities and infrastructure development corridors and acquire adequate land for them.
- Improve Municipal development through comprehensive physical planning;
- Sensitize the community on environment laws, policies and issues;
- Inspect wetlands and ensure proper management and their protection
- Mainstream environment issues in all departments;
- Monitor the implementation of environmental mitigation measures and certification of completed projects;
- Environmental screening of all Municipal Council Projects;
Spearheading tree planting and beautification in the Municipal Council;
- Prepare environmental and social management plans; and
- Act as a secretariat for both the Building Committee and Physical Planning Committee.

TABLE 12: ROAD EQUIPMENT SERVICES, MINIMUM ACCESS TIME AND FEES

#	SERVICE	Minimum access time (if not used by MC)	PROCEDURE TO ACCESS THE SERVICE	FEES (Maintenance cost) paid in bank
1	Dry Motor grader to neighboring local governments and institutions	1-2 months from date of request	Request letter to Town Clerk Recommendation letter by Municipal Engineer Proof of right of way. Approval by Town Clerk Commitment to replace worn out parts if cost exceeds 500,000/- Return a clean grader	800,000 per day
2	Dry Vibro Roller/compactor to neighboring local governments and institutions	1-2 months from date of request	Request letter to Town Clerk Recommendation letter by Municipal Engineer low bed/carrier Proof of right of way. Approval by Town Clerk Commitment to replace worn out parts if cost exceeds 400,000/- Return a clean roller	500,000 per day
3	Dry Motor grader to individuals in MakindyeSsabagbo	1-2 months from date of request	Request letter to Town Clerk LCI Letter Police letter Recommendation letter by Municipal Engineer Proof of right of way. Approval by Town Clerk Return a clean grader Road works to be supervised by Engineer Commitment to facilitate the operator and machine attendants of 200,000/- per day (100,000/- for operator and 50,000/- per attendant	500,000/- per day

4	Dry Roller/ compactor to individuals in Makindye Ssabagbo	1-2 months from date of request	Request letter to Town Clerk LCI Letter Police letter Recommendation letter by Municipal Engineer Proof of right of way.	350,000/- per day
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TABLE 13: MUNICIPAL BUILDING COMMITTEE SERVICES, MINIMUM ACCESS TIME AND FEES

			Approval by Town Clerk Return a clean grader Road works to be supervised by Engineer Commitment to facilitate operator at 100,000/- per Day	
5	Dry motor grader to Municipal Divisions	1-2 months from date of request	Written request by SATC Submission of bills of quantities and program	"0"
6	Dry Roller/ compactor to Municipal Division	1-2 months from date of request	Written request by SATC Submission of bills of quantities and program	"0"
	Dry motor grader and dry roller to elected political leaders within the Municipality		Request letter to Town Clerk LCI Letter Police letter Recommendation letter by Municipal Engineer Proof of right of way. Approval by Town Clerk Return a clean grader Road works to be supervised by Engineer Commitment to facilitate the operator and machine attendants of 200,000/- per day (100,000/- for operator and 50,000/- per attendant	200,000/- for grader 100,000/- for roller per day

NO	SERVICE	MINIMUM ACCESS TIME	PROCEDURE TO ACCESS THE SERVICE	FEES, IF ANY
1	Approval/refusal of building plans/development submissions for minor building works	30 days	Client submits an application with a building plan Development permission from PPC Proof of payment of fees LCI Letter Proof of land ownership Boundary opening report	As per BCFR,2020
2	Approval of building plans/development submissions for temporary building	30 days	Client submits an application with a building plan Development permission from PPC Proof of payment of fees LCI Letter Proof of land ownership Boundary opening report	As per BCFR,2020
3	Approval of building plans/development submissions for permanent residential/commercial buildings	30 days	Client submits an application with a building plan Development permission from PPC Proof of payment of fees LCI Letter Proof of land ownership Boundary opening report ESIA Report Where applicable Traffic assessment report where applicable Geotechnical report	As per BCFR,2020
4	Approval of permission to excavate	14 days	Client submits an application with a building plan Development Plan Permission from MPPC Recommendation letter from Environment Officer. LCI letter. Payment of assessed plan fees in bank	As per BCFR,2020
5	Approval of partial occupation permit	30 days	Submit application form, Regulation 34(3) of BCR,2020 Payment of fees in bank	As per BCFR,2020
6	Approval of full occupation permit	30 days	Submit application form, Regulation 34(3) of BCR,2020 Payment of fees in bank	As per BCFR,2020

TABLE 13: MUNICIPAL BUILDING COMMITTEE SERVICES, MINIMUM ACCESS TIME AND FEES

8	Issuance of demolition permission	14 days	Application form Development Permission from MPCC Letter of Building Control Officer proof of payment demolition fees	As per BCFR,2020
12	Approval of building plans/development submissions for 'as built' application	30 days	Copy of original building plan. As built plan and variations. Proof of payment	As per BCR,2020
13	Approval of renovation permit	30	Copy of original building plan. As built plan and variations. Proof of payment structural integrity report	As per BCR 2020

TABLE 14: PHYSICAL PLANNING SERVICES, MINIMUM ACCESS TIME AND FEES

NO.	SERVICE	MINIMUM ACCESS TIME	PROCEDURE TO ACCESS THE SERVICE	FEES,IF ANY
1	Prepare Physical Development Plans	1year&6months	N/A	"0"
2	Prepare Detailed Layouts	1 year	N/A	"0"
3	Inspection of development site to check conformity with Municipal Physical Development Plan	14 days	Application Concept note Sketch map locational coordinates	"0"
4	Approval development permission in relation to Municipal Physical Development Plan	28 days after all requirements have been submitted	Submit an development application to Physical Planning Unit Application Concept note Sketch map locational coordinates Proof of land ownership Certified land survey and boundary report Colour sample schedule	100,000500,000 per unit/land use
5	Issuing development permissions	28 days	Follow up	"0"
6	Handling complaints	Monday-Friday	submission of complaint National Id	"0"
7	Land sub-divisions	28 days	National Id Application form LC1 Letter Copy of land title Copy of survey report Duly signed Mutation form Letter by private physical planner Sub division plan ESIA, where applicable	20,000 per sub-division
	Recommendation letters to both private and public premises	14 days	Letter to the Town Clerk and a copy to Physical Planner	"0"

TABLE 15: ENVIRONMENT UNIT SERVICES, MINIMUM ACCESS TIME AND FEES

NO.	SERVICE	MINIMUM ACCESS TIME	PROCEDURE TO ACCESS THE SERVICE	FEES, IF ANY.
1	Recommendation letter to private institutions	7days	Application letter	100,000-200,000
2	Recommendation to obtain an excavation permit	14 days	Application letter Environmental and social management plan	100,000-200,000
3	Mitigate on complaint of noise pollution in the Municipality	1-14days	In writing to the Town Clerk copied to the Environment Officer	"0"
4	Sensitize the community on proper utilization of environmental resources and how to combat the effect of climate change	Quarterly	N/A	"0"
5	Issuing environment compliance Certificates	90 days	In writing to the Town Clerk copied to the Environment Officer	"0"
6	Provide feedback to NEMA on EIS report submitted by different individuals	2weeks	In writing to the Town Clerk copied to the Environment Officer	"0"
7	Prepare project brief and ESMP for various projects submitted by different individuals	14 days	In writing to the Town Clerk copied to the Environment Officer	200,000
8	Issue improvement notice and restoration orders to individuals who degrade the environment	1 hour	As soon as we receive cases / issues	0'

2.2.12 COUNCIL AND COMMITTEES

His worship the Mayor is the Political head. The Office of the Speaker chairs all council business. The Council Chairpersons chair all committee sittings. The Secretariat of council and committee businesses is the responsibility of the designated Assistant Town Clerk as Clerk to the Council.

We shall;

- > Approve annual budgets and work plans
- > Approve supplementary estimates
- > Approve 5-Development plans
- > Approve loans and mortgage council property
- > Monitor implementation of government and Municipal Council programs.
- > Approve policies
- > Make and approve bylaws
- > Ensure adherence to Client Charter
- > Approve Municipal Council staff structure

TABLE 16: COUNCIL SERVICES, MINIMUM ACCESS TIME AND FEES

NO.	SERVICE	MINIMUM ACCESS TIME	PROCEDURE TO ACCESS THE SERVICE	FEES, IF ANY
1.	Holding Council standing committee meetings	Once in two months	By invitation letter/ phone message	"0"
2.	Holding Municipal Executive committee meetings	Every month	By invitation letter/ phone message	"0"
3.	Holding municipal council meetings	Once in two months, if not extraordinary	By invitation letter/ phone message	"0"
4.	Monitoring projects	quarterly	By invitation letter/ phone message	"0"
5.	Budget conference	October	By invitation letter/ phone message	"0"
6.	Budget lay	March	By invitation letter/ phone message	"0"
7.	Budget Approval	May	By invitation letter/ phone message	"0"

2.2.13 CROSS CUTTING ISSUES

We are committed to address the cross-cutting issues in communities on Gender based violence, HIV/AIDS, Sickle cells, PWDS, Pandemics, environment and global warming

TABLE 17: COMMITMENTS TO MAINSTREAMING CROSSCUTTING ISSUES

SN	CROSS CUTTING AREA	COMMITMENTS TO CLIENTS
1.	Gender Based Violence	Stakeholder meetings Counselling sessions to victims Awareness creation
2.	HIV/AIDS	Municipal AIDS Committee meetings Continuous sensitization Working within the 95 95 95 strategy Distribution of protective condoms
3.	Pandemics	Active task forces and response teams Immunisation/vaccination Sensitization
4.	Environment	Continuous sensitization on environmental laws, policies and regulations Enforcement of environment laws Developing environmental action plans
5.	Global Warming	Promoting mitigation, adaptation and compensation for loss approaches.
6.	Corporate governance	We are committed to openness, honesty, transparency and fairness
7.	Corporate social responsibility	We are committed to providing services in an ethical and a sustainable way

CHAPTER THREE: GENERAL SERVICE STANDARDS

Our clients expect to experience both hard customer defined service standards and soft customer defined service standards.

3.1 HARD CUSTOMER DEFINED SERVICE STANDARDS.

Our offices shall be open from 08:00am to 12:45pm and 2:00pm to 5.00pm, save for weekends and public holidays.

If you contact us, we will answer using our 24 hours' toll free line.

We commit to pay our suppliers within thirty (30) days of receipt of invoice.

We undertake to issue LPOs within three (3) days from notification

We commit ourselves to issue an Occupation Permit within 30days if the client has satisfied all the legal requirements.

We undertake to issue registration certificates to CSOs and Community groups within 30 days.

We commit to issue temporary operational licenses for Private Schools within 30 days.

We undertake to approve the building plan within 30 days if it has complied with all legal requirements.

We undertake to issue the Building Permission within one day

We undertake to remove seals from closed businesses within 01 day after satisfying all Municipal requirements for re-opening.

We undertake to issue a PRN after assessment taxes within 30 minutes.

We undertake to issue a Municipal Trade License within 30 minutes after receipt of evidence of payment.

We undertake to issue reports on family meetings as requested by the Administrator General within 2 weeks if the family has met all the conditions.

3.2 SOFT CUSTOMER DEFINED SERVICE STANDARDS

There will be talking signs clearly marked and erected to help our clients go around the Municipal Council offices.

We undertake to adhere to the laws governing procurement, when sourcing for supplies for the Municipal Council.

We commit to have zero tolerance to corruption.

3.3 OFFICIAL WORKING HOURS AND ATTENDANCE TO DUTY

The Municipal Council official working hours are as follows: -

Monday to Friday: This excludes public holidays which occur on working days
8:00 a.m. - 12.45 p.m. 2:00 p.m. - 5:00 p.m.

Public officers shall not absent themselves without approval of the supervisor.

A public officer may be required to work beyond these official hours due to the exigency of the service.

A public officer shall attend to members of the public promptly. In his or her absence, the jobholder shall delegate his or her responsibilities to another public officer.

The attendance of public officers shall be monitored using a system, modality, mechanism or any other approved system including Biometrics, attendance registers applications or any other tool or device.

3.4 PUBLIC HOLIDAYS

The observance of Public Holidays by Makindye Ssabagabo Municipal Council is governed by the Public Holidays Act, Cap. 174 which declares public holidays in Uganda under the Schedule to that Act and also empowers the President to declare any other public holiday. At the commencement of this Client Charter, the following are public holidays:

New Year's Day	1st January
Liberation	Day 26th January
Janan Luwum	Day 16th February
Idd el Fitr	
IddAdhuha	
Good Friday	
Easter Monday	
Women's Day	8th March
Labour Day	1st May
Martyrs' Day	3rd June
Heroes' Day	9th June
Independence Day	9th October
Christmas Day	25th December
Boxing Day	26th December

Municipal Council offices will be closed on all public holidays. Public officers will enjoy public holidays on full pay. If, due to the exigencies of the service, the Town Clerk retains a public officer

on duty on a public holiday, he or she shall make arrangements for the public officer to take another day off on full pay.

CHAPTER FOUR: CLIENTS

Our clients include both internal and external.

4.1 INTERNAL CLIENTS

The Municipal Council is committed to the following internal clients:

All urban dwellers including tax payers, business community, households and individuals, local contractors, local service providers and the local community.

4.2 EXTERNAL CLIENTS

The external clients include but are not limited to; the line ministries, Public Service Commissions and District Service Commission , Security agencies, Donors ,Departments and Agencies ,Health Professional Councils, Health Professional Associations ,Local Governments Associations (, ULGA, and AMICCAAL), Regional and International Bodies, LG Development Partners, tax bodies(URA), Civil Society Organizations involved in Local Government service delivery, Service Providers (external suppliers, Consultants, external Contractors), Media, local government Training Institutions, Banking Institutions, Donors, Children homes and more.

CLIENT RIGHTS AND OBLIGATIONS

4.3.1 CLIENTS RIGHTS

- a) Timely and quality services.
- b) Access to relevant service delivery-related information in line with standard regulations and guidelines.
- c) Courteous, fair and non-discriminatory treatment.
- d) Confidentiality.
- e) A safe environment during the course of receiving services
- f) Privacy during the course of consultation or interaction with the Makindye Ssabagabo Municipal Council.

g) Demand official identification of serving officer.

4.3.2 CLIENTS OBLIGATIONS

- a) Treat our staff with respect and courtesy, no use of abusive language.
- b) Comply with Local Government related policies, guidelines, standards and regulations.
- c) Provide Quality Services to Makindye Ssabagabo Municipal Council.
- d) Provide timely and accurate information and feedback.
- e) Respond appropriately and rapidly to our requests, emergencies and disasters.

CHAPTER FIVE: FEEDBACK MECHANISMS AND COMPLAINTS HANDLING

5.1 FEEDBACK MECHANISM

We welcome feedback from all our clients regardless of whether it is positive or negative to enable us improve or sustain performance standards.

The following channels should be used;

- > Electronic and Print media
- > Toll free call center,
- > E-mail: makindyessabagabomc@gmail.com
- > WhatsApp
- > Facebook
- > Interactive website:www.msabagabo.ug.go.
- > Suggestion boxes:at Makindye SsabagaboMunicipal Council
- > Complaint registration form at Makindye Ssabagabo Municipal Council
- > Written letters to Makindye Ssabagabo Municipal Council
- > Client survey (annual satisfaction survey, Bi-annual exit surveys and Telephone and online client satisfaction surveys)
- > Management tracks the SMS system
- > Questionnaires on the quality of services and expectations from clients.
- > Surveys

- > comment cards
- > suggestion boxes

5.2 COMPLAINTS AND GRIEVANCE HANDLING CHANNELS

Where a client is not satisfied with the response given by the Client Charter focal person, an appeal can be made to the respective head of Administration as follows:

Deputy Town Clerk; Makindye Ssabagabo Municipal Council on +256782916654; email: shenry@msabagabo.go.ug or h.ssemakula@yahoo.com.

As a last resort, clients may appeal directly to: The Town Clerk; or Mayor P.o Box 1872, Kampala; email: Info@msabagabo.go.ug or makindyessabagabomc@gmail.go.ug, Tel 0414691125.

5.3 COMPLAINTS AND INQUIRIES MANAGEMENT PROCESS

We undertake to acknowledge receipt of any client complaints received by the Municipal Council within 48 hours of lodging the complaint.

We undertake to give feedback to the complainant within 21 days of lodging the complaint.

Complaints that require investigation shall be concluded within 1month.

5.4 CLIENT INQUIRIES

- a) We shall answer calls promptly and try to resolve enquiries immediately. Where specialist information is required, we shall endeavour to transfer your inquiries to the relevant specialist immediately. When we are unable to answer your enquiry immediately, a comprehensive response will be given in 24 hours.
- b) We aim to resolve face-to-face enquiries immediately. When this is not possible, we may further phone or respond in writing within five (5) days.
- c) We shall respond to all inquiries sent through E-mail (info@msabagabo.go.ug) within 48 hours
- d) For general enquiries, we shall acknowledge or resolve your enquiry within two (2) working days.
- e) We shall reply to your correspondence within five (5) working days.

f) If we are unable to respond within 5 working days, we shall inform you on the 2nd day about the progress and when a comprehensive reply is expected.

5.5 RESPONDING TO CLIENT PHONE CALLS AND OTHER MEDIA

i) Whoever picks the phone will identify himself/herself before proceeding with the conversation. Calls shall be received between 8:00AM to 6:00PM, beyond that time your call shall be recorded and attended to the following morning.

ii) If we are unable to answer your phone query immediately, we will take your contact details and ensure that you receive response within 2 working days.

iii) Respond to requests for information within 2 working days of receipt.

iv) Respond to email within 48 hours of receipt.

v) Written correspondences through letters shall be acknowledged on arrival and responded to within five (5) working days.

vi) Respond to your issues raised using social medial platforms daily.

vii) We shall respond to general inquiries through electronic and print media weekly.

viii) Refer you to the appropriate organization if the matter is not within the Municipal Council's mandate.

CHAPTER SIX: DISSEMINATION AND IMPLEMENTATION OF THE CLIENT CHARTER.

6.1 CHANNELS TO DISSEMINATE THE CLIENT CHARTER

The Clients Charter shall be disseminated through;

- > Leaders of Local Council one, Local Council II, and Division leadership.
- > Meetings
- > Publicity, using radio talk shows
- > Leaders of SACCOS
- > Councilors
- > Civil Society Organizations

- > Business communities
- > Uploading on client charter on website.
- > Print and electronic media
- > Printing of brochures
- > Social media
- > Annual barazas

6.2 ACCOUNTABILITY FRAMEWORK

- a) The Municipal Council shall report its performance to its clients through;
- b) Annual Budget Conference;
- c) Annual Community Barazas
- d) Radio talk shows
- e) Regularly updating our website and Facebook pages
- f) Sensitisation of all clients about the charter
- g) Participatory planning meetings at Division and ward levels
- h) Public awareness programs

6.3 CLIENTS CHARTER FOCAL PERSON

The Information Technology Officer is focal person, who shall receive, record and coordinate and work with all departments on timely management and response to client feedback. She is on 0703350026, email: nstella@msabagabo.go.ug or stellajosehined@gmail.com .

6.4 COMPLIMENT MANAGEMENT

Our clients shall have a right of expression of compliments.

The compliments shall be directed to the service provider or addressed to the immediate supervisor of the officer(s) who provided the service or designated person for acknowledgement.

Acceptance of presents and gifts as a compliment shall be in line with the Uganda Public Service Standing Orders and the Leadership Code.

“Together, we can make Makindye-Ssabagabo a model Municipal Council in service delivery”