

KYENJOJO DISTRICT LOCAL GOVERNMENT

CLIENT CHARTER (2025/26 - 2029/30)



Publication of

Kyenjojo District Local Government

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DEFINITION OF TERMS

Accountability: The obligation of Kyenjojo District Local Government and its public officers to explain and take responsibility for their decisions, actions and use of public resources in the delivery of public services.

Client: Any individual, community, institution, organization or stakeholder who receives or seeks services from Kyenjojo District Local Government.

Client Charter: A public document that outlines the services offered by Kyenjojo District Local Government, the standards of service clients should expect, and the rights and responsibilities of both the District and its clients.

Complaint: Any expression of dissatisfaction regarding the quality, timeliness or manner in which services are provided by Kyenjojo District Local Government.

Feedback: Information, comments, compliments, complaints or suggestions provided by clients regarding the services offered by the District.

Public Service: Any service provided by Kyenjojo District Local Government in accordance with its constitutional and statutory mandate.

Service Delivery Standard: A measurable commitment that specifies the quality, timeliness and manner in which a particular service will be provided to clients.

Stakeholder: Any person, group, institution or organization that has an interest in, contributes to, or is affected by the activities and services of Kyenjojo District Local Government.

Transparency: The practice of conducting District operations openly by providing accurate, timely and accessible information to the public.

Kyenjojo District Local Government: The Higher Local Government established under the Constitution of the Republic of Uganda and the Local Governments Act, Cap. 243, responsible for planning, coordinating and delivering decentralized public services, promoting local governance, and supporting sustainable socio-economic development within Kyenjojo District.

ACRONYMS/ABBREVIATIONS

Item	Meaning
CAO	Chief Administrative Officer
CBO	Community-Based Organization
CSO	Civil Society Organization
DDP IV	Fourth District Development Plan
DEC	District Executive Committee
FY	Financial Year
LCV	Local Council V
LG	Local Government
LLG	Lower Local Government
MDA	Ministry, Department or Agency
MoLG	Ministry of Local Government
MoPS	Ministry of Public Service
NGO	Non-Governmental Organization

FOREWORD

Over the years, Kyenjojo District Local Government has made significant progress in improving the delivery of public services to its people. Despite these achievements, the District continues to face challenges related to increasing public expectations, timely service delivery, access to information, and effective feedback mechanisms.

The Client Charter has been developed in line with the Public Service Reform Programme as a tool for strengthening accountability, transparency and citizen participation in public service delivery. It sets out the commitments, responsibilities and service standards that the District Local Government pledges to uphold while serving its clients.

The successful implementation of this Client Charter will require the commitment of political leaders, technical staff, development partners, civil society organisations, the private sector and the citizens of Kyenjojo District. While the District is committed to delivering quality services, clients are equally encouraged to fulfil their responsibilities and actively participate in the development of the District.

On behalf of Kyenjojo District Local Government, I wish to express my sincere appreciation to all stakeholders who contributed to the development of this Client Charter. I am confident that its implementation will strengthen accountability, improve service delivery and enhance public confidence in the District Local Government.

For God and My Country

HON. RUBAIHAYO GILBERT

LCV CHAIRPERSON

KYENJOJO DISTRICT

PREAMBLE

Kyenjojo District Local Government has developed this Client Charter to align with the Fourth National Development Plan (NDP IV), the Kyenjojo District Development Plan IV (2025/2026–2029/2030), the Public Service Reform Programme, and other relevant Government policies aimed at improving public service delivery.

The objectives of this Client Charter are to:

- a) Inform clients and stakeholders about the services provided by Kyenjojo District Local Government.
- b) Provide an accountability framework through which the District can account to its clients and stakeholders for the services it delivers.
- c) Enable clients and stakeholders to hold the District accountable for its commitments and service standards.
- d) Promote continuous improvement in service delivery through effective feedback, monitoring and performance improvement.

This Client Charter promotes transparency, accountability and citizen participation by informing clients about the District's services, service standards, rights, obligations and feedback mechanisms. The commitments in this Charter are guided by the mandate of Kyenjojo District Local Government and the priorities of the Kyenjojo District Development Plan IV. I encourage all staff and stakeholders to support its implementation for improved service delivery and sustainable development in Kyenjojo District.

MALIK MAHABBA

CHIEF ADMINISTRATIVE OFFICER

KYENJOJO DISTRICT LOCAL GOVERNMENT

CHAPTER ONE: INTRODUCTION

1.1 INTRODUCTION

Kyenjojo District Local Government has developed this Client Charter in line with the Constitution of the Republic of Uganda, the Local Governments Act, Cap. 243, the Public Service Reform Programme, the Fourth National Development Plan (NDP IV), and the Kyenjojo District Development Plan IV (2025/2026 - 2029/2030).

This Client Charter outlines the District's commitment to providing quality, timely, transparent and accountable public services. It is intended to strengthen accountability, improve service delivery and enhance public confidence by clearly communicating the services offered, service delivery standards, clients' rights and obligations, and mechanisms for feedback and complaints handling.

The Charter serves as a mutual commitment between Kyenjojo District Local Government and its clients. It defines the standards of service that clients should expect and the responsibilities of both the District and its clients in promoting effective and efficient public service delivery.

We believe that the implementation of this Client Charter will contribute to improved service delivery, increased accountability, strengthened partnerships with stakeholders and sustainable socio-economic development in Kyenjojo District.

1.2 MANDATE

Kyenjojo District Local Government is mandated to plan, coordinate and deliver decentralized public services in accordance with the Constitution of the Republic of Uganda and the Local Governments Act, Cap. 243. The District is responsible for

promoting good governance, socio-economic development and the welfare of its people through efficient, effective and accountable service delivery.

1.3 VISION

"A Healthy and, Productive and Prosperous Population by 2040."

1.4 OUR MISSION

"To promote sustainable socio-economic development through coordinated delivery of services"

1.5 OUR CORE VALUES

Kyenjojo District Local Government is committed to upholding the following core values in the delivery of public services:

- Impartiality
- Transparency
- Professionalism
- Accountability
- Responsiveness
- Integrity



CHAPTER TWO: STRATEGIC DIRECTION

2.1 OUR STRATEGIC OBJECTIVES

In line with the Kyenjojo District Development Plan IV (2025/2026 - 2029/2030), Kyenjojo District Local Government is committed to achieving the following strategic objectives:

- a) To sustainably increase production, productivity and value addition in agriculture, industry, minerals, oil & gas, tourism, ICT and financial services;
- b) To enhance human capital development along the entire life cycle;
- c) To support the private sector to drive growth and create jobs;
- d) To build and maintain strategic sustainable infrastructure in transport, housing, energy, water, industry and ICT; and
- e) To strengthen good governance, security, and the role of the State in development.

2.2 OUR KEY RESULT AREAS

In pursuit of its mandate and strategic objectives, Kyenjojo District Local Government focuses on the following key result areas:

- a) Local Governance and Administration.
- b) Planning, Budgeting, Monitoring and Evaluation.
- c) Financial Management and Local Revenue Mobilization.
- d) Human Resource Management.
- e) Education and Sports Services.
- f) Health Services.
- g) Production, Agriculture and Marketing.
- h) Community Based Services.
- i) Works, Roads and Engineering Services.

- j) Water Supply and Sanitation Services.
- k) Natural Resources and Environmental Management.
- l) Physical Planning and Land Management.
- m) Trade, Industry and Local Economic Development.
- n) Procurement and Disposal of Public Assets.
- o) Internal Audit and Risk Management.
- p) Council, Committees and Statutory Bodies.

The above key result areas provide the framework through which Kyenjojo District Local Government plans, coordinates and delivers decentralized public services aimed at improving the welfare and socio-economic development of the people of Kyenjojo District.

CHAPTER THREE: OUR COMMITMENTS

3.1 OUR COMMITMENTS

Kyenjojo District Local Government is committed to providing quality, timely, efficient and accountable public services. In delivering our mandate, we shall uphold the highest standards of professionalism, integrity, transparency and customer care.

3.1.1 Local Governance and Administration

We shall:

- a) Promote good governance, transparency and accountability in the management of District affairs.
- b) Coordinate and supervise the implementation of Government policies, programmes and projects.
- c) Strengthen institutional capacity for effective service delivery.
- d) Ensure timely coordination of Council, Committee and Technical meetings.
- e) Promote effective communication and public participation in District programmes.

3.1.2 Planning, Budgeting, Monitoring and Evaluation

We shall:

- a) Prepare and coordinate participatory District Development Plans and Annual Work Plans.
- b) Coordinate the preparation and implementation of the District budget.
- c) Monitor and evaluate the implementation of District programmes and projects.
- d) Provide timely planning, statistical and performance information for informed decision-making.
- e) Mobilize stakeholders to participate in planning and development initiatives.

3.1.3 Financial Management and Local Revenue Mobilization

We shall:

- a) Prepare timely financial statements and accountability reports.
- b) Ensure prudent, transparent and accountable management of public funds.

- c) Mobilize and manage local revenue in accordance with the law.
- d) Process payments and financial transactions promptly, subject to Government financial procedures.
- e) Promote value for money in the utilization of public resources.

3.1.4 Human Resource Management

We shall:

- a) Coordinate recruitment, deployment and management of District staff in accordance with Public Service regulations.
- b) Maintain accurate and up-to-date staff records.
- c) Coordinate staff performance management and capacity development.
- d) Promote discipline, professionalism and ethical conduct among public officers.
- e) Provide timely human resource advisory services to departments and Lower Local Governments.

3.1.5 Health Services

We shall:

- a) Coordinate and support the delivery of quality healthcare services within the District.
- b) Strengthen disease prevention, health promotion and sanitation programmes.
- c) Monitor and supervise health facilities to ensure compliance with national standards.
- d) Promote maternal, child and reproductive health services.
- e) Respond promptly to public health emergencies in collaboration with relevant stakeholders.

3.1.6 Education and Sports

We shall:

- a) Promote access to quality and inclusive education.
- b) Monitor and supervise the performance of education institutions.
- c) Support co-curricular activities, including sports and talent development.
- d) Promote school attendance, retention and completion.
- e) Ensure effective implementation of Government education programmes.

3.1.7 Production, Agriculture and Marketing

We shall:

- a) Provide agricultural extension and advisory services.
- b) Promote increased agricultural production, productivity and value addition.
- c) Support livestock, fisheries and crop development programmes.
- d) Promote food security and household incomes.
- e) Encourage adoption of sustainable agricultural technologies.

3.1.8 Community Based Services

We shall:

- a) Promote community empowerment and participation in development.
- b) Support programmes for youth, women, older persons and persons with disabilities.
- c) Promote gender equality and social inclusion.
- d) Strengthen child protection and family welfare services.
- e) Mobilize communities to participate in Government development programmes.

3.1.9 Works, Roads and Engineering Services

We shall:

- a) Plan, develop and maintain District roads and public infrastructure.
- b) Supervise public works and construction projects.
- c) Promote road safety and quality infrastructure development.
- d) Provide technical support on engineering matters.
- e) Ensure value for money in infrastructure development.

3.1.10 Water Supply and Sanitation Services

We shall:

- a) Promote access to safe and clean water.
- b) Support improved sanitation and hygiene practices.
- c) Monitor the functionality of public water sources.
- d) Promote community participation in water resource management.

3.1.11 Natural Resources and Environmental Management

We shall:

- a) Promote sustainable management of natural resources.
- b) Monitor compliance with environmental laws and regulations.
- c) Promote tree planting, environmental conservation and climate resilience.
- d) Support sustainable land use and environmental protection initiatives.

3.1.12 Physical Planning and Land Management

We shall:

- a) Promote orderly physical development within the District.
- b) Process development applications in accordance with the law.
- c) Provide technical guidance on land use and physical planning.
- d) Support implementation of approved physical development plans.

3.1.13 Trade, Industry and Local Economic Development

We shall:

- a) Promote trade, commerce and investment within the District.
- b) Support the development and growth of micro, small and medium enterprises.
- c) Facilitate business registration, licensing and compliance with applicable laws.
- d) Promote local economic development initiatives and public-private partnerships.
- e) Strengthen market infrastructure and promote value addition.

3.1.14 Procurement and Disposal of Public Assets

We shall:

- a) Conduct procurement and disposal processes in accordance with the PPDA Act and Regulations.
- b) Ensure transparency, fairness and competitiveness in all procurement processes.
- c) Prepare and implement the Annual Procurement Plan.
- d) Provide timely procurement services to all user departments.
- e) Promote value for money in the acquisition and disposal of public assets.

3.1.15 Internal Audit and Risk Management

We shall:

- a) Conduct independent reviews of the District's financial and operational systems.

- b) Promote compliance with laws, regulations and internal controls.
- c) Provide advisory services to improve governance and accountability.
- d) Follow up on the implementation of audit recommendations.
- e) Promote effective risk management practices across the District.

3.1.16 Council and Statutory Bodies

We shall:

- a) Facilitate Council, Standing Committee and Statutory Committee meetings.
- b) Ensure timely preparation and circulation of meeting agendas and minutes.
- c) Provide administrative and technical support to the District Council and Statutory Bodies.
- d) Promote transparency, accountability and public participation in decision-making.
- e) Ensure implementation and follow-up of Council resolutions.

CHAPTER FOUR: OUR CLIENTS

4.1 OUR CLIENTS

Kyenjojo District Local Government serves a wide range of clients in the delivery of decentralized public services. Our clients include, but are not limited to:

- The residents of Kyenjojo District.
- Lower Local Governments.
- Ministries, Departments and Agencies (MDAs).
- Development Partners.
- Civil Society Organizations (CSOs).
- Community-Based Organizations (CBOs).
- Non-Governmental Organizations (NGOs).
- The private sector and business community.
- Farmers, farmer groups and cooperatives.
- Investors.
- Educational institutions.
- Health facilities.
- Women, youth, older persons and Persons with Disabilities (PWDs).
- Cultural and Religious Institutions.
- Suppliers, Contractors and Consultants.
- The Media.
- Visitors and the General Public.

4.2 CLIENTS' RIGHTS AND OBLIGATIONS

4.2.1 Our Clients Have the Right To:

- a) Receive quality, timely and professional public services.
- b) Be treated with courtesy, dignity, fairness and without discrimination.
- c) Access relevant public information in accordance with the law.
- d) Receive clear information on procedures, requirements and timelines for accessing District services.
- e) Privacy and confidentiality where required by law.

- f) Demand official identification from the officer serving them.
- g) Submit complaints, compliments and suggestions regarding service delivery.
- h) Receive feedback on complaints and inquiries within the prescribed timelines.
- i) Participate in District planning and development programmes.

4.2.1 Our Clients Have the Following Obligations:

- a) Treat District staff with courtesy and respect.
- b) Provide accurate, complete and timely information when seeking services.
- c) Comply with the laws, regulations, policies and procedures governing District services.
- d) Pay all approved taxes, fees and charges promptly.
- e) Protect and properly use public property and facilities.
- f) Participate in Government programmes and community development initiatives.
- g) Report corruption, fraud, misconduct and poor service delivery.
- h) Provide constructive feedback to help improve District services.
- i) Respect the rights of other clients while accessing District services.

CHAPTER FIVE: SERVICE DELIVERY STANDARDS

5.1 OUR COMMITMENT ON SERVICE DELIVERY STANDARDS

Kyenjojo District Local Government is committed to providing quality, timely, transparent and accountable public services. In our interaction with clients, we undertake to observe the following service standards:

5.1.1 Working Hours

Our offices shall be open from **8:00 a.m. to 5:00 p.m.**, Monday to Friday, except on weekends and Public Holidays.

5.1.2 Reception Services

Visitors and clients shall be received courteously and attended to at the reception within **10 minutes** of arrival. Where necessary, clients shall be directed to the appropriate office.

5.1.3 Telephone Enquiries

We shall:

- i. Answer telephone calls promptly during official working hours.
- ii. Identify ourselves before responding to your enquiry.
- iii. Where an immediate response cannot be provided, refer the enquiry to the responsible officer and provide feedback within **two (2) working days**.

5.1.4 Requests for Information

We shall respond to requests for information within **two (2) working days**, where the information is readily available and disclosure is permitted by law.

5.1.5 Written Correspondence

We shall:

- i. Acknowledge receipt of official correspondence upon delivery.
- ii. Respond to written correspondence within **five (5) working days**.

- iii. Where a comprehensive response cannot be provided within five (5) working days, inform the client of the progress and expected response time.

5.1.6 Electronic Communication

We shall:

- i. Respond to emails within 48 hours of receipt.
- ii. Respond to enquiries received through the District's official digital communication platforms within two (2) working days.

5.1.7 Service Delivery

We shall:

- i. Treat all clients with courtesy, fairness and respect.
- ii. Provide services without discrimination.
- iii. Maintain confidentiality where required by law.
- iv. Continuously improve the quality of our services through client feedback and performance monitoring.

5.1.8 Procurement and Suppliers

We shall:

- i. Conduct all procurement and disposal processes in accordance with the Public Procurement and Disposal of Public Assets (PPDA) Act and Regulations.
- ii. Ensure transparency, fairness and competitiveness in all procurement processes.
- iii. Process payments to suppliers and service providers within the prescribed Government financial procedures, subject to the availability of funds.
- iv. Communicate procurement decisions to bidders in accordance with the PPDA Act and Regulations.

5.1.9 Access to District Offices

We shall ensure that:

- i. District offices are clearly identified and accessible to clients.
- ii. Directional signs are displayed to assist clients in locating offices and service points.
- iii. A clean, safe and customer-friendly environment is maintained at all times.

5.1.10 Integrity and Professional Conduct

We shall:

- i. Serve all clients with honesty, integrity and impartiality.
- ii. Uphold the Public Service Code of Conduct and Ethics.
- iii. Maintain confidentiality of client information where required by law.
- iv. Provide services without discrimination based on gender, age, disability, religion, ethnicity or political affiliation.

5.1.11 Anti-Corruption Commitment

Kyenjojo District Local Government has **zero tolerance for corruption**.

We shall:

- i. Promote transparency and accountability in all District operations.
- ii. Take appropriate action against corruption, fraud, abuse of office and unethical conduct.
- iii. Encourage clients to report any form of corruption or misconduct through the established complaints and feedback mechanisms.

CHAPTER SIX: FEEDBACK MANAGEMENT

6.1 FEEDBACK

Kyenjojo District Local Government welcomes feedback on its performance to assess the extent to which it is meeting the expectations of its clients. Feedback enables the District to continuously improve service delivery, strengthen accountability and enhance client satisfaction.

6.1.1 Feedback Mechanisms

The District shall receive and provide feedback to its clients through the following mechanisms:

- Physical visits to District Headquarters and Lower Local Government offices.
- Official telephone lines.
- Official email address.
- District website.
- Suggestion boxes located at District offices.
- Written correspondence.
- Community Barazas and public meetings.
- Radio talk shows and other approved media platforms.
- Social media platforms officially managed by Kyenjojo District Local Government.
- Client satisfaction surveys.
- Stakeholder meetings and public consultations.

6.1.2 Feedback Management

Kyenjojo District Local Government shall establish mechanisms to receive, record, assess and respond to feedback from clients in a timely and professional manner.

We shall:

- i. Receive and record all feedback, complaints, compliments and inquiries.

- ii. Ensure that feedback is forwarded to the responsible department for appropriate action.
- iii. Monitor the handling of feedback to ensure timely responses.
- iv. Use client feedback to improve service delivery and institutional performance.
- v. Periodically review feedback trends to strengthen accountability and service quality.

6.1.3 Compliment Management

We recognize and appreciate compliments from our clients as an indication of satisfactory service delivery.

We shall:

- i. Receive and acknowledge compliments submitted by clients.
- ii. Share compliments with the concerned officers and departments.
- iii. Use positive feedback to recognize good performance and promote continuous improvement.

6.1.4 Complaints and Inquiries Management Process

a) Client Complaints

We shall:

- i. Acknowledge receipt of complaints within 48 hours.
- ii. Investigate complaints and provide a response within 14 working days, where investigation is required.
- iii. Handle all complaints fairly, impartially and confidentially.
- iv. Inform the complainant of the progress where additional time is required.
- v. Provide feedback to the complainant within 21 days after the complaint has been lodged.

b) Complaint Escalation

If a complaint is not resolved satisfactorily, it may be escalated in the following order:

- The Head of the Responsible Section or Unit.
- The Head of Department.
- The Chief Administrative Officer.
- The District Service Commission or other relevant Government oversight institution, where applicable.

c) Client Inquiries

We shall:

- i. Respond to telephone inquiries promptly during official working hours.
- ii. Respond to email inquiries within 48 hours.
- iii. Respond to written inquiries within five (5) working days.
- iv. Where a response cannot be provided within the prescribed period, inform the client of the progress and the expected response date.

CHAPTER SEVEN: ACCOUNTABILITY

7.1 ACCOUNTABILITY

Kyenjojo District Local Government is committed to transparency, accountability and responsible management of public resources. We shall report on our performance and account to our clients and stakeholders through the following mechanisms:

- i. District Council meetings.
- ii. District Executive Committee (DEC) meetings.
- iii. Technical Planning Committee (TPC) meetings.
- iv. Budget Conferences and Public Consultative Meetings.
- v. Annual Performance Reports.
- vi. Quarterly and Annual Financial Reports.
- vii. District Development Plan (DDP) implementation reports.
- viii. Monitoring and Evaluation reports.
- ix. Community Barazas and Public Accountability Meetings.
- x. The District Website and other official communication platforms.

We shall ensure timely accountability in accordance with the Constitution of the Republic of Uganda, the Local Governments Act, the Public Finance Management Act, and other applicable laws and regulations.

CHAPTER EIGHT: PERFORMANCE AGAINST OUR SERVICE STANDARDS

8.1 PERFORMANCE AGAINST OUR SERVICE STANDARDS

Kyenjojo District Local Government welcomes comments and feedback regarding its compliance with the service standards contained in this Client Charter.

We shall:

- i. Monitor and evaluate our performance against the service standards set out in this Client Charter.
- ii. Regularly assess client satisfaction to identify areas requiring improvement.
- iii. Use feedback from clients and stakeholders to improve the quality, efficiency and responsiveness of public service delivery.
- iv. Review this Client Charter periodically to ensure that it remains relevant, responsive and consistent with Government policies, legislation and the development priorities of Kyenjojo District Local Government.
- v. Publish or communicate the results of the Charter review through appropriate communication channels to keep our clients and stakeholders informed.

CHAPTER NINE: CONTACT US

9.1 CONTACT INFORMATION

We are committed to providing responsive, transparent and citizen-centred public services. For enquiries, compliments, complaints or requests for information, please contact us through any of the following channels:

Means of Communication	Contact Details
Physical Address	Kyenjojo District Headquarters, Kyenjojo District, Uganda
Postal Address	P.O. Box 1002, Kyenjojo, Uganda
Telephone	+256-778-404-397
Email	info@kyenjojo.go.ug
Social Media	Twitter@KyenjojoDLG
Office Hours	Monday - Friday: 8:00 a.m. - 1:00 p.m.; 2:00 p.m. - 5:00 p.m.

