

2025



The Republic of Uganda

Mbale District Local Government

**MBALE DISTRICT LOCAL GOVERNMENT
CLIENT CHARTER
2025/2026 – 2029/2030**

Mbale District Local Government

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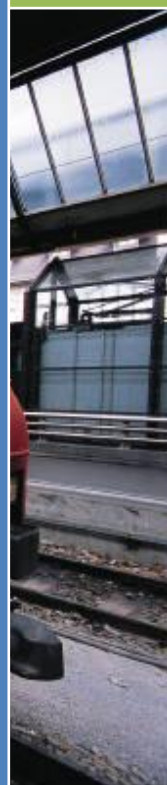


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LIST OF ACRONYMS

AIDS	-	Acquired Immuno-Deficiency Syndrome
ATAAS	-	Agriculture Technology and Agri-business Advisory Service
CBO	-	Community Based Organisation
DARST	-	District Adoptive Research Support Team
DDP	-	District Development Plan
HIV	-	Human Immuno- deficiency Virus
MDLG	-	Mbale District Local Government
NGO	-	Non-Governmental Organisation
ORS	-	Oral Rehydration Salts
PEAP	-	Poverty Eradication Action Plan
PPDA	-	Public Procurement and Disposal of Assets
SACCO	-	Savings and Credit Co-Operative
UPE	-	Universal Primary Education
VHT	-	Village Health Team

FOREWARD

In line with the Results Oriented Management Approach and the overall objectives of the Public Service Reforms, Mbale District Local Government would like to promote its service delivery levels in an approach that is transparent and participatory to all stakeholders in the District.

This Client Charter is a social contract between Mbale District Local Government as a service provider and the recipients of its services. It specifies standards of the delivery of services, which MDLG believes its clients and the general stakeholders have a right to expect, and sets out feedback and complaint handling mechanisms. The Charter has been developed through consultations with Mbale District Local Government's clients, staff and stakeholders.

In line with the decentralized services which the District is mandated to offer as provided for under the Second Schedule of the Local Governments Act 1995(Amended 2000), I am pleased to introduce to you the Client Charter for Mbale District Local Government.

I encourage all clients and stakeholders to use the provisions in the Charter to demand for quality and timely services.

A photograph of a handwritten signature in blue ink on a light-colored surface. The signature is stylized, starting with a large loop and ending with a long horizontal stroke.

MAFABI MUHAMMED

DISTRICT CHAIRPERSON

EXECUTIVE SUMMARY

The Client's Charter presents the commitments for Mbale District Local Government on service delivery to the population, the objectives of this Charter is to inform all District Clients and stakeholders of the services provided by the district, to enhance accountability, transparency, quality service delivery and enable our clients provide the required support, assess and report non-performance through agreed avenues.

The Client Charter also contains the Mandate Vision, Mission, Principals and Values of Mbale District Local Government.

It provides medium term commitments setting Mbale District Local Governments Standards and describes the District Local Government Clients, their rights and obligations, feedback and appeals mechanism.

The Minute Extract of District Technical Planning Committee approving the Clients Charter is also hereby presented (Min. 4/DTPC/8/04) and the District Council Min. 1/DC/10/02 on approval.

It's our commitment to officially establish and assign a District Client Charter Focal Person who shall be responsible for ensuring that Heads of Department and Sectors produce results and reports be submitted to relevant authorities for further management.

On behalf of the District Administration and the entire Technical staff, we greatly appreciate all stakeholders, including Development Partners, for the support towards producing the District Client's Charter.

A handwritten signature in blue ink, appearing to be 'AKURUT', is shown on a light-colored background.

AKURUT Angella

CHIEF ADMINISTRATIVE OFFICER

1.0 Introduction

Mbale District became a District in **1940** through the Act of Parliament. It is bordered with Sironko district to the North and south East, Bududa and Manafwa district to the south west, Butalega and Budaka district to the west, it has three counties, 14 Sub counties and 3 Town Councils, ninety (90) Parishes / Wards and Seven Hundred Thirty Five (735) Villages / Cells, it has a population of 229,000 people as per 2014 census, with a Land area of 385 km²

1.1 The District's Mandate, Vision and Mission

1.2 Mandate

To provide services which focus on National and Local Priorities that improve on the quality of life of the people of Mbale.

1.3 Vision

"A Transformed People from Peasant to Middle Income Status".

1.4 Mission

"To serve the community through coordinated delivery of services with focus on national priorities and local needs, in order to promote sustainable development".

2.0 Principles and Values

We undertake to be guided by the following Principles and Values in our activities and in the way we serve our clients both internal and external.

- (a) **Efficiency and Effectiveness:** We shall optimally use available resources to efficiently and effectively achieve the intended results to the satisfaction of our clients.
- (b) **Impartiality:** In all that we do we will uphold the principles of fairness and equity to our clients in service delivery irrespective of tribe, sex, race, religion, ethnic background or political affiliation.
- (c) **Professionalism:** In the execution of our duties we shall at all times abide by the Code of Conduct of public servants and shall follow

government laws and regulations and exhibit a high degree of professional competence and honesty.

- (d) **Accountability and Transparency:** We manage the district in public trust on behalf of the people and shall always be responsible for our actions and inactions. We shall also be as open as possible in our dealings with our clients to ensure zero tolerance for corruption.
- (e) **Responsiveness:** We shall attend to all our clients' suggestions, requests, and feedback promptly.
- (f) **Partnership:** In a bid to uphold our policy of Public-Private Partnership, we shall engage in an all-inclusive, participatory, and involving partnership with all our development partners and stakeholders to promote Local Economic Development.
- (g) **Diligence:** In the provision of our services to our clients, we shall apply all our faculties to the task and provide the best service possible.
- (h) **Ethics and Integrity:** We shall be honest and open in the conduct of public affairs and maintain a high standard of ethical conduct.
- (i) **Decency:** We shall always respectably present ourselves and conform to morally acceptable standards of decency in society.

3.0 Key Result Areas and Commitments

3.1 Management and Support Services

We Shall,

- (a) Implement lawful Council decisions and perform all statutory duties and functions as required by law.
- (b) Give guidance to all Departments and Lower Local Governments in the application of laws.
- (c) Continuously supervise, monitor, and coordinate activities of the district and Lower Council employees.
- (d) Create a suitable working environment for implementing partners to improve service delivery.

- (e) Expand the labor market to absorb the local population through attracting investors in the district.
- (f) Ensure accountability and transparency in management and delivery of Council services.
- (g) Ensure all Council assets, documents, and records are properly managed.
- (h) In a bid to fight against land grabbers not only of government land but that of the local people as well, we shall handle all land transactions promptly and in compliance with the Land Act to facilitate sound management of land.
- (i) Abide by established Rules of Procedure in the conduct of Council business.
- (j) Carry out recruitment, promotion, and exercise of disciplinary control over public servants in a fair, transparent, and equitable manner.
- (k) Examine all reports presented by the District Public Accounts Committee to facilitate efficient utilization of resources and value for money.
- (l) Attend to all our clients without segregation
- (m) Promote Local Economic Development through participation of the private sector
- (n) Maintenance of the district website.
- (o) Hold barazas.

3.2 Procurement and Disposal

We Shall,

- (j) Advertise prequalification by 30th April of every year.
- (k) Publish a list of pre-qualified firms and companies at the beginning of every financial year.
- (l) Advertise tenders by 30th September of every year.
- (m) Follow provisions of the PPDA Act and Regulations to ensure fair and equitable procurement.
- (n) Consolidate procurement work plans in line with PPDA standards at the beginning of every financial year.

- (o) Co-ordinate the procurement and disposal activities of all the departments of the procuring and disposal entity
- (p) Monitor contract management by user departments and ensure implementation of contracts in accordance with the terms and conditions of awarded contracts.

3.3 Production and Marketing

We Shall,

- (a) Provide farmers with agriculture advisory services, knowledge, and information at all times.
- (b) Facilitate farmers to multiply and upscale the uptake of agriculture technologies.
- (c) Facilitate at least 20 farmers per parish to establish on-farm demonstration sites.
- (d) Collect, Process and Disseminate agriculture statistics once a year.
- (e) Provide regulatory services in the use of agriculture and veterinary medicines, drugs, and chemicals.
- (f) Carry out regular disease, pest, and vector surveillance.
- (g) Provide regulatory services to aquaculture farmers.
- (h) Provide entomological regulatory services to communities.
- (i) Hold Annual Agriculture Show.
- (j) Conduct Plant Clinics and farm schools in extension services in all sub-counties.
- (k) Provide extension services in non-ATAAS Programmes which include:
 - Irrigation;
 - Fertilizer Application;
 - Mechanization;
 - Agro-processing; and
 - Marketing.
- (l) Promote Public Private Partnership in developing Agro-processing.
- (m) Hold quarterly multi-stake holder platforms and District Adoptive Research Support Team meetings.
- (n) Periodically review and plan for these activities with Stakeholders.

- (o) Provide farmers with farm input for multiplication and demonstration
- (p) Strive to introduce tractor hire services to our farmers.

3.4 Trade Industry and Local Economic Development

We Shall,

- (a) Facilitate the business community to register and build their capacities in business development.
- (b) Supervise and inspect SACCOs in their formation, growth, and development.
- (c) Identify and profile tourist sites within Mbale District
- (d) Develop, promote, and market tourist sites in the district
- (e) Build the capacity of Cooperatives within the District
- (f) Manage processes of disbursing seed capital to intended Beneficiaries under Emyooga and Parish Development Model.
- (g) Link Producers to external markets through collaborative efforts with the Export Promotion Board and other Organizations.
- (h) Collaboration with Development Partners aimed at improved service delivery.
- (i) Guide Cooperatives to convene Annual General Meetings (AGMs) respectively.

3.5 Works and Technical Services

We Shall,

- (a) Maintain 70% of district roads in a motorable condition.
- (b) Increase access to the road network to a radius of 4km within 5 years.
- (c) Give support to lower local governments in the maintenance of community Access and Urban roads.
- (d) Maintain 50% of district buildings in good condition.
- (e) Increase sanitation coverage from 65% to 80% within 5 years.
- (f) Increase safe water coverage from 51% to 70% within 5 years.
- (g) Maintain all district vehicles, motorcycles, plant, and equipment in good working condition.

3.6 Finance

We Shall,

- (a) Disburse funds to spending centres, including Lower Local Governments, within two weeks of receipt.
- (b) Submit final accounts to the Auditor General within three months after the end of the financial year.
- (c) Increase innovations of new sources of local revenue from Uganda shillings 347 million to Uganda shillings 800 million in two years.
- (d) Continuously monitor financial management in lower local governments.
- (e) Ensure that payment to creditors is done promptly.

3.7 Planning

We shall,

- (a) Carry out monthly mentoring of lower local governments in planning and budgeting.
- (b) Submit all departmental progress reports on the 15th day of every month to the Ministry of Finance, Planning, and Economic Development.
- (c) Hold a Budget Conference of all stakeholders in planning and budgeting in December of every year and lay the budget before the council for consideration by 15th March every year.

3.8 Community-Based Services

We Shall,

- (a) Verify and register all viable community-based organisations and NGOs within one month of application.
- (b) Integrate cross-cutting issues of HIV/AIDS and gender in all Council activities.

- (c) Provide social protection to vulnerable groups in the community, including children, youth, women, the elderly, and people with disabilities.
- (d) Mobilize and sensitize communities to participate in all government programmes through the dissemination of information during community meetings, workshops, and leadership training.
- (e) Handling all labour disputes referred to us to their logical conclusion.
- (f) Carry out inspections of all workplaces at least once a year.

3.9 Health Services

We Shall,

- (a) Provide stock of essential Medicines every two months to all health facilities and ensure 100% availability of the six key tracer medicines, namely;
 - i. Anti-Malaria's
 - ii. Septrin
 - iii. Oral Rehydration Salts (ORS)
 - iv. Depo-Provera
 - v. Measles vaccines
 - vi. Fansidar
- (b) Provide information to increase deliveries in health centres from 40% to 80% in the medium term.
- (c) Immunize all children less than 5 years against the nine vaccine preventable diseases (Measles, Polio, Diphtheria, Tetanus, Tuberculosis, Meningitis Human Papilloma Virus, Pneumonia and Whooping cough).
- (d) Work closely with Ministry of Health and development partners to ensure that HIV/AIDS services are available at all Health Centres IV and III.
- (e) Reduce outpatient waiting time in Health Centres to 30 minutes.
- (f) Respond to any epidemic within 48 hours.
- (g) Hold Health Unit Management Committee meetings per quarter.

- (h) Participate in community-health dialogue sessions to promote good health worker- community relations.
- (i) Promote the work of VHTs

3.10 Education

We Shall,

- (a) Inspect every school once every school term.
- (b) Improve Primary Leaving Examination performance in Grade one from 4% to 9% and overall performance from 66% to 88% in the medium term.
- (c) Increase class rooms to reduce classroom pupil ratio from 1:120 to 1:100
- (d) Increase enrollment in UPE schools to at least 95% of those eligible.
- (e) Identify, assess and enable Special Needs Education children to attain appropriate teaching and learning facilities.
- (f) Ensure that utilization of Instructional and reading materials are placed in the hands of learners.
- (g) Implement co-curricular programmes in all schools.
- (h) Reduce dropout rate from 5% to 2% in the medium term.
- (i) Hold open days at least once a year in every school.
- (j) Network with development partners in supporting school for education improvement.
- (k) Improve school attendance by both pupils and staff from 80% to 90% and staff from 92% to 98% respectively.

3.11 Natural Resources

We Shall,

- (a) Review Sub County Wetland Action Plans and District Wetland Action Plan every two years.
- (b) Build capacity of Environment Focal Persons to promote environmental institutions in the 14 Sub Counties and 3 Town Councils.

- (c) Participate in development of environmental management plans and develop mechanisms for their implementation.
- (d) Sensitize communities on restoration activities along river banks, hills and wetlands quarterly.
- (e) Raise and supply tree seedlings of various species totaling to at least 100,000 annually.
- (f) Provide technical support to 200 tree farmers, 20 nursery operators and two schools in the medium term.
- (g) Survey and title District land properties annually.
- (h) Provide technical support to the development of lay out plans for the Town Boards and rural growth centres every quarter upon request.
- (i) Undertake a topographical survey of Town Boards annually upon request.
- (j) Raise awareness to key stakeholders and develop an action plan to be reviewed annually on sustainable development in the District.
- (k) Prepare physical plans on quarterly basis.
- (l) Advise Council on any matters regarding natural resources.
- (m) Sensitize communities on issues relating to natural resources on quarterly basis.
- (n) Manage all land issues in accordance with the established laws on quarterly basis.
- (o) Conduct farm visits to tree planters annually.
- (p) Regulate the use of forest products by licensing.
- (q) Collect revenue from natural resources.
- (r) Carry out environmental certification of all road works in the District.
- (s) Carry out social screening of development projects.
- (t) Carry out continuous plan approval and guidance to developers.

4.0 Our Clients, their Rights, Obligations and Responsibilities

1.1 Our Clients

Our clients include Ministries, Departmental Agencies, Non-Governmental Organisations (NGOs), Civil Society Organisations, Political Leaders, Private

Sector, staff and pensioners, farmers, Community Based Organisations, farmer groups, households, contractors and suppliers, parents and school children, youth, elderly, women, people with disabilities and people in their individual capacities.

1.2 Clients Rights

Our clients have rights to:

- (a) Access to quality extension and social services
- (b) A clean and healthy environment
- (c) Access to information within the law
- (d) Right to participation in planning
- (e) Right to participation in government programmes
- (f) Good governance and Security.
- (g) Be attended to without discrimination.
- (h) Complain against any form of injustice.

1.3 Client Responsibilities

Our Clients have the responsibility to:

- (a) Respond to requests for accurate information.
- (b) Abide by legal and regulatory requirements.
- (c) Desist from offering staff inducements, gifts and bribes.
- (d) Account for actions and inactions.
- (e) Treat staff with courtesy.
- (f) Demand for statutory services.
- (g) Provide feedback on delivery of services.
- (h) Participate in all development programmes.
- (i) Maintain a healthy and clean environment.
- (j) Engage in participatory planning.
- (k) Keep law and order.
- (l) Support Government programmes.

5.0 Feed Back and Complaints

The District has made these commitments to deliver services to our clients. In the course of our activities we warmly welcome constructive criticism and feedback about our service delivery. This is very important as it enables us to perform our duties to the best of our abilities and to the expectations of our clients.

We also welcome suggestions on how we can improve service delivery. We commit ourselves to taking complaints and suggestions very seriously and we shall provide opportunities for feedback through the following channels:

- (a) Suggestion box at head office and other service centres operating under the auspices of Mbale District Local Government
- (b) Interaction with clients at *Barazas* in sub counties once every year as well as in occasional meetings.
- (c) One to one office interactions with clients
- (d) Contact the Focal Point Officer responsible for Client Charter
- (e) District website
- (f) Writing to P.O. Box 931, Mbale or calling on telephone number 045 44377257 or email: mdlinfo@gmail.com

6.0 Managing Complaints and Appeals

Complaints from our clients shall be managed in the following ways:

- (a) The aggrieved or dissatisfied client or party will raise the complaint to the staff attending to the client.
- (b) If the client is not satisfied with the officer a complaint may be raised to the supervisor within 3 days.

- (c) Should the supervisor fail to satisfy the client with the necessary explanation, the complaint or appeal may be channeled to the head of department within 5 days.
- (d) If the response from the head of department is not satisfactory a complaint/appeal may be channeled to the office of the Chief Administrative Officer drawing it to the attention of Focal Point Officer responsible for implementation of Client Charter and the District Chairperson.

7.0 Performance Management

This Client Charter shall be reviewed with stakeholders annually during the Budget Conference to ensure our commitments remain relevant.

We shall also carry out quarterly monitoring in departments initially and later on in Lower Local Government to assess implementation performance.

We therefore commit ourselves to the implementation of this Charter to the best of our ability.

8.0 REVIEW OF THE CHARTER

The Client Charter shall be reviewed every five years.

FOR GOD AND MY COUNTRY