MASAKA DISTRICT LOCAL GOVERNMENT COUNCIL

P.O.BOX 634
MASAKA

CLIENT CHARTERS
2025/2026 – 2029/2030

JULY 2025



THE REPUBLIC OF UGANDA

MASAKA DISTRICT LOCAL GOVERNMENT COUNCIL
P.O.BOX 634
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Prepared by the
Management of Masaka District
July 2025

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FOREWORD

It is a pleasure to have this Client Charter for the year 2025/2026 – 2029/2030

Transforming the rural communities of Masaka District remains our challenge and the reason why more effort is needed. The commitments detailed in this Charter, it is hoped will contribute to the realization of the District Vision and Mission.

I wish to extend my sincere gratitude to the Central Government, Development partners, Donors, NGOs, CBOs and employees of Masaka District Local Government, for their continued support which has enabled us, achieve a level of development.

Special gratitude goes to the Technical Planning Committee for a great job in spearheading the exercise of formulating this document.

Sincere THANKS goes to our District Council, Local Leaders and all stakeholders for their involvement in developing this Client Charter for 2025/2026 – 2029/2030

We pledge to ensure the successful implementation of our commitments to the people

FOR GOD AND MY COUNTRY



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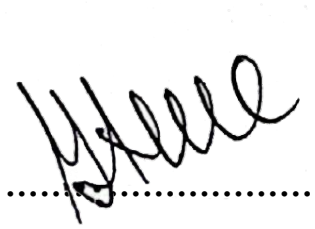
LC5 CHAIRPERSON

PREAMBLE

The District is required and mandated to come up with a client Charter to provide a framework for monitoring the quantity and quality of services provided to clients from the client perspective. It is about getting feedback from clients regarding their level of satisfaction with the services, with a view for continuous improvement for the District to realise its Vision and Mission.

I would like to extend our sincere appreciation to all those who contributed towards the preparation of this document.

As we implement this Client Charter, utmost commitment and support is needed from all the District internal and external clients both at institutional and individual level and all stakeholders. I call upon all stakeholders to cooperate in realising the objectives of this Client Charter in order to improve the livelihood of the people of Masaka District.



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CHIEF ADMINISTRATIVE OFFICER
MASAKA

1.0 INTRODUCTION

This Client Charter for Masaka District Local Government contains our Vision, Mission, principles and departmental commitments and also the obligations of people of Masaka District.

1.1 MANDATE

Our mandate as Masaka District Local Government derives its mandate from chapter 11 article 176 of the Constitution of the Republic of Uganda of 1995 as amended and the Local Government Act cap 243.

1.2 Vision

Our Vision is to eliminate poverty by building a strong self sustaining economy.

1.3 Mission

Our mission is to achieve sustainable socio-economic development through efficient provision of quality services to the people of Masaka in conformity with national policies and local priorities.

2.0 VALUES

In carrying out our commitments, we shall be guided by the following principles and values:

a) **Objective-based:** All our decisions will be based on merit, and professional codes, and other codes of good practice.

b) **Integrity**: We shall not place ourselves under any financial or other obligations to individuals or organizations that might seek to compromise our professional behaviours in performance of our duties.

c) **Customer/client focus**: The interests of our customer/clients will always be our first priority. In this regard, we shall endeavour to meet our customers' needs and expectations within the set standards.

d) **Participation:** We shall involve our customers/clients in designing our services/products and in monitoring/evaluating their delivery.

e) **Transparency and Accountability**: We shall be transparent and accountable for our decision and actions to the public and submit ourselves to appropriate scrutiny.

f) **Continuous Improvement**: Working in collaboration with our clients and stakeholders, we shall seek to continuously improve the quality of services that we provide, for the ultimate benefit or our clients.

3.1 EDUCATION DEPARTMENT COMMITMENTS

We commit to:

- Inspect every UPE school at least once per term.
- Monitor every UPE school at least once every year.
- Reduce current dropout rate through community mobilization and creation of awareness in collaboration with the Religious Leaders and civic / political leadership of the District.
- Enforce usage of instructional materials / teaching learning aids and text books in every lesson taught.
- Improve the overall pass rate in Primary Leaving Examinations from 95% to 98%.
- Support and encourage mobilization of parents to feed their children while at school.
- To improve retention of registered P.7 Candidates not to exceed 5% by 2030.
- To ensure submission of monthly returns on teacher and learner attendance by Headteachers and make use of the data to improve attendance.

3.2 COMMUNITY BASED SERVICES DEPARTMENT COMMITMENTS

We commit to:

- Arbitrate and settle 95% of the reported family conflicts
- Trace and resettle all of the abandoned children in collaboration with other agencies.
- Handle and resolve 100% of the reported juvenile justice cases

- Supervise all existing children's homes and regulate establishment of new homes
- Inspect all the detention centers in the district to ensure conformity with children's laws
- Improve sensitisation on prevention and management of sex and gender-based violence to 10 training meetings per quarter.
- Support communities to develop community action plans.
- Mobilize fifty (50) community groups of women, men, PWDs and youth for rejuvenation and registration each six months by end of 2030.
- Support ten (10) community-initiated projects under the available programmes such as CDD and Youth livelihood by end of 2030.
- Arbitrate conflicts between workers and employers
- Sensitize workers and employers on labour laws
- Inspect work places to ensure assess and safety of workers and adherence to labour regulations.
- To hold quarterly NGO and CSO activities/ meetings in the district

3.3 PRODUCTION AND MARKETING EPARTMENT

We commit to:

- Provide extension and advisory services to at least 10 farmer groups per Parish per year.
- Promote market-oriented farming in District priority commodities covering 60% of the farmers.
- Vaccinate 50% of the domestic birds and animals in conjunction with the Households, upholding a 5% annual increase.
- Provide support supervision to at least 2 Landing Site Management committees per week
- Conduct at least 1 Pest and disease surveillance per quarter.

3.4 **TRADE AND INDUSTRY**

- Facilitate sensitization and supervision of communities to form at least one viable SACCO per Subcounty per year.
- Collect and disseminate market information on quarterly basis.

3.5 HEALTH DEPARTMENT

We commit to:

:

- Increase Malaria vaccine coverage from 55% to 95%.
- Increase accessibility within 5km to the population to 75%.
- Provide Support supervision to all health units on quarterly basis.
- Deliver essential medicines and medical supplies at 80% coverage
- Reduce clients waiting time from 1 hour to 30 minutes
- Achieve 100% house hold latrine coverage.
- Increase the percentage of children exposed to HIV from their mother's access HIV testing within 12months to 95%
- Increase the percentage of the pregnant women attending 4^{th} ANC from 77% to 90%
- Maintain deliveries in Health units above 90%.
- Increase the percentage of pregnant women receiving IPT3 to 90%
- Provide emergency obstetric care services (EMOC) at all HCIVs.
- Reduce staff absenteeism by 50%.
- Provide quality services through continuous quality improvement.
- Conduct regular performance reviews and give feedback to the stakeholders.
- Continue to improve on the existing health infrastructure.
- Provide safe and conducive work environment.
- Pay the staff salaries timely.
- Encourage and support professional staff development.
- Participate in research to guide health service improvement.

3.5 TECHNICAL WORKS AND SERVICES

We commit to::

- Avail infrastructure services in the district
- Maintain 60% of the district roads in a motorable condition
- Ensure quality control of civil works under construction through close supervision and site meetings at a quarterly level.
- Improve on the process of payment by certification of works done in one week from the date of request.
- Increase community participation in road maintenance by sensitizing communities on road usage and selection of road user committees.
- Process or defer building plans for approval within three weeks from the date of submission.
- Arbitrate disputes that will be presented within one month.

3.6 NATURAL RESOURCES DEPARTMENT

We commit to:

- Enhance sustainable use of natural resources including forests, wetlands, land and lake shoreline
- Facilitate the acquisition of land titles for all land that is the property of the district and sub-counties
- Raise and avail at least 50,000 seedlings of various tree species annually to increase on the forest cover of the district.
- Meet and advise 25 farmer groups in nursery management annually
- Provide extension services in tree planting techniques farmers annually
- Undertake restoration of degraded environment at a 40% rate annually

- Ensure and certify implementation of the environmental mitigation measures for all the projects that are implemented.
- Increase the percentage of people accessing safe water coverage from 74.6% to 93.5% by end of 2030
- Increase the functionality of water source from 87% to 94% by end of 2030 through rehabilitation of non-functional water source and increasing piped water systems
- Promote proper hygiene and sanitation around water sources, Lake shoreline and rural growth centres through radio programs, hand washing campaigns, drama shows to ensure safe water chain
- Construction of 10 public 5 stances lined pit latrines in up-coming trade centers and landing sites by 2030
- Create awareness on climate change and disseminate meteorological forecasted information on a quarterly/ seasonal basis to stakeholders.
- Disseminate information on the district state of environment report to stakeholders, every after two years
- Ensure organized physical planning for up-coming trading centers and communities on land use.
- Production and implementation of District Climate Change Action Plan.
- Create awareness and support local communities to acquire land titles on land they occupy
- Support functionality of legal committees i.e. District Environment and Natural Resources Committee, District Physical Planning Committee and District Water and Sanitation Service Committees
- Adjudicate land conflicts within the communities by surveys, boundary opening and appearing in courts of law as witnesses.
- Coordinate emergency response to communities in times of disasters striking i.e. flooding, prolonged dry spell and hail storms.
- Support and disseminate information on available cheap alternative cooking energy sources and promotion of use of energy saving cook stoves
- Coordinate NGOs, / CBOs in relation to environment and natural resources conservation and management

3.7 ADMINISTRATION DEPARTMENT

We commit to:

- Increase performance and accountability of the District staff
- Prepare a performance plan for every department
- Review performance of every sector of the local government annually and develop a performance improvement plan.
- Spear head local economic development
- Adequately budget for the national priority programmes and local priorities.
- Involve all stakeholders in the planning process of the district
- Implement only those investments that are in the district plan
- Collect sufficient local revenue to support service delivery

3.8 DISTRICT SERVICE COMMISSION

We commit to:

- Initiate develop and implement Human Resource policies, regulations and practices in the local government
- Prepare plan and budgets for the Human Resource Sub-sector
- Prepare submission for the appointment, confirmation, discipline, transfer of staff in the District Local Government
- Supervise the update and safe custody of Human Resource and other relevant records in the District Local Government
- Advise and Counsel staff on career development
- Provide technical support to department on the interpretation of the Public Standing Orders, Human Resource Policy, Staff regulations and other relevant human resource issues.
- Process submission for terminal benefits of staff and submitting to the relevant authorities for the necessary action

4.0 Service Delivery Standards

We commit to apply the following general standards:

- Acknowledge receipt of internal and external correspondences within 5 working days upon receipt.
- Respond to all received correspondences within 10 working days.
- Attend to our clients within 15 minutes upon arrival.
- Produce activity reports and disseminate to appropriate stakeholders within one months
- Payment of service providers to be effected within 3 weeks after submission of all relevant documents.

5.0 CLIENTS, THEIR RIGHTS, EXPECTATIONS AND RESPONSIBILITIES

Our clients include local communities, staff, NGO's, CSO's, institutions both government and private, business communities.

5.1 Client rights

Our clients have rights to:

- Extension service provision
- Access to quality service delivery at all levels
- Information in line with the law
- Timely payment of salaries, goods and services
- Accessible quality health care and treatment
- A clean and healthy environment
- Participation in project implementation and identification

5.2 Client Responsibilities

Our clients have the following responsibilities

- Demand for services
- Check and report any shortcomings regarding the services provided
- Ensure local resources received are efficiently and effectively used in line with the approved budget and work plans.

- Maintain up-to-date information for their projects
- Express of opinion during service delivery
- Provide required documents and relevant information to support service delivery requirements
- Participate in development programmes
- Engage in participatory planning process
- Maintain a clean and healthy environment
- Support and own Government projects and programmes

5.3 Feedback from clients

Feedback is very important, it helps the District perform to client's expectations by improving on service delivery, reviewing past performance while planning for the future. Therefore, facilitating evaluation of service rendered through the structure of the lower local councils to the District level is critical.

Feedback will be provided through the following ways;

- Online client satisfaction tool
- Employee exit interviews
- District website
- Use of suggestion boxes at every service delivery point
- Interaction with clients through meetings, workshops and seminars conducted by the District.
- Raising issues in writing to respective persons such that follow up is made easy.

6.0 Managing complaints and Appeals

Complaints from our clients shall be managed as follows:

- Raising it with the person rendering the service. Through this interaction, answers should be provided.
- When the client is not satisfied with the response provided by the officer who rendered the service, he or she should raise the issue with the relevant supervisor, within three days.

- Failure to have a response from supervisor, an appeal be raised to the head of department, the officer at this level should be able to resolve the complaint within five days.
- If the client is not satisfied with the responses given, he or she can raise the complaint with the Chief Administrative Officer, giving this office seven working days from the time of receipt of the written communication.
- Other grievance redress mechanism tribunals and Ministry of Public Service.

7.0 Performance Accountability

We have an obligation to report back to clients on its performance and this will be done through:-

- Notice boards at the respective sub-counties and District headquarters.
- Annual seminars involving all stakeholders, budget conference and annual reports.
- The mass media e.g. radios, televisions and newspapers on performance of the District.
- Hold Barazas in all Sub-Counties

8.0 Performance Improvement

We the staff of Masaka District Local Government will continuously address areas to the satisfaction of clients and this will be through;

- Annual review of the Clients Charter to evaluate performance and document success stories.
- Improve on communication channels and feedback by letting each stakeholder know their roles.
- Regular supervision, monitoring and evaluating the success of the services.

ADDRESS:

MASAKA DISTRICT LOCAL GOVERNEMENT

P.O.BOX 634

MASAKA