



NAMISINDWA DISTRICT LOCAL GOVERNMENT

CLIENT CHARTER

2024- 2028

VOL. 01

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FOREWORD

Namisindwa District Local Government Political and Technical Leadership is effusively pleased to have a Client Charter as an official instrument that will drive change towards a more client focused and based approach in the implementation of government programs and projects in the district.

The District Local Government Clients' Charter is in line with the strategic objective of Public Service Reform Programme specifically Results Oriented Management Approach that aims at improving service delivery and accountability in public institutions in Uganda.

The Clients Charter is proposed to act as a guide for improving public service performance and accountability to the public. It is therefore a social treaty between Namisindwa District Local Government and the people that we serve.

This social contract has been developed through wider consultation with stakeholders that include Political Leaders, Technical Staff and others. It shall help the people of Namisindwa to hold public servants accountable for their actions and inactions and also provide a platform for feedback and dialogue between the District Administration and the General Public. The Charter explains services offered by the District Local Government as mandated by the Constitution and Local Government in reference to provision of services.



The Client Charter also contains the Vision, Mission, and the Principals and Values of Namisindwa District Local Government. It provides medium term commitments setting the District Local Governments Standards and describes the District Local Government Clients, their rights and obligations.

Our charter, in this respect, is based on both; the five-year District Development Plan and the National Development Plan III, notwithstanding the NRM Manifesto.

We pledge our total commitment and confidence that the District Client Charter will enable the district to provide such timely, professional, systematic and quality service. Our clients and Leaders at all levels shall use the provisions in the District Clients Charter to ensure that our services meet the required expectations from the Public.

We are grateful to all those that have participated in the formulation of this charter especially Mr. Sangula Benard Nalunyu, Head of Human Resource Unit and Wamburu Willy Head of Planning Unit.

Special thanks go to the Ministry of Public Service for the continued sensitization and directions about the client's charter that has been so helpful in the formulation of this great tool.

Lastly, let me take this opportunity as District Chairperson to acknowledge council members, Technical Staff and the Chief Administrative Officer for the tireless effort and spirit of teamwork that made it possible to come up with this charter, Vol.1

Yours in service,

Wakweika Jackson
LCV Chairperson
Namisindwa District Local Government

PREAMBLE

With gratitude and honor, I am proud to present Namisindwa District **Clients Charter Vol.1** that is intended at facilitating citizens mandate to demand for quality services and hold public servants accountable for their action and inactions in the implementation of government programs aimed to develop the people in the District.

This charter takes note of the cherished mission, vision, principles of service, key result areas and targets planned for the next five financial years as approved in our Development Plan.

It also includes clients, their rights or expectations and obligations, how to get feedback from clients, management of complaints and the District's commitment to quality service delivery.



All this is aimed at the application of Result Oriented Management (ROM) approach which will support the district to achieve its mission and vision through formulation of strategic objectives, identifying key out puts and setting key performance indicators.

Therefore, I embolden everybody to use this charter as a yardstick for performance in Namsindwa District Local Government.

For God and My Country

Kitavujja Leonard

Chief Administrative Officer

DEFINITION OF KEY TERMS

Clients: These are the various categories of people that deal with the district either directly or indirectly.

Charter: This means an agreement between two parties that is aimed at creating mutual understanding between the two parties.

Values: These are tenets upon which good conduct is measured in a particular society.

Principles : These are doctrines or the main beliefs of a particular organization.

Rights: This means the privileges that anyone can enjoy by virtue of belonging to a particular society.

Responsibilities: These are duties that a member of any society has to fulfil as an obligation to that organization.

Enquiries: This can be termed as any request for information by a client.

Feedback: This is response to an enquiry.

NAMISINDWA DISTRICT LOCAL GOVERNMENT CLIENTS SERVICE CHARTER

1.0 ABOUT US

Namisindwa District is one of the districts in eastern region also known as Elgon Region. It was formed in July 2017 carved from Manafwa District. The district headquarters are located Namisindwa Town Council, about **295KM** from Kampala and about **59 KM** from Mbale City.

The District consists of three topographical regions, namely Lowland Namisindwa; Sloppy Namisindwa and the mountainous landscapes. On the average the plain runs in the west-south direction from the borders of Manafwa District to the south through Tororo District. The dominant altitude of this landscape is slightly over 1,800m, but with many features higher.

The District is comprised of 2 constituencies namely; Bubulo East Constituency and Namisindwa Constituency. In all the district has 29 Administrative Units; 22 Sub Counties E.g Bungatti, Bumumali, Bukhaweka, Bupoto, Buwatuwa, Bukhabusi, Buwabwala, Mukoto, namabya, Tsekululu, Bubutu, Bumbo, Bukiabi, Bumwoni, Bumityero, Buwambwa, Bukokho, Magale, Mukhuyu, Namitsa, Namoboko and Nabitsikhi and 7 Town Councils of Bukhaweka TC, Luwa TC, Magale TC, Bumbo TC, Bubutu TC, Lwakhakha TC and Namisindwa Town Council. The District has a total size area of 298.9 sq km and lies between the longitudes of 34 degrees E, 35 degrees E and Latitude of 00 degrees 45 degrees N. The district comprises of 163 **parishes** and **1666 villages**.

Namisindwa borders The Republic of Kenya in the East, Bududa District in the North, Manafwa District to the West and Tororo District in the South West.

As per the 2014 National Population and Housing Census, the district had a total population of 204,281 of which 100,554 (49.2%) are males, 103,727 (50.8%) are females with a population growth rate of 3.0% and population density of 683 people per square kms. The total number of households in the district is 41,943 with an average household size of 4.9 and an urbanization level of 14.5.

1.1 OUR VISION AND MISSION

Our vision is ' **A Transformed Namisindwa Populace from a Peasant to Modern and Prosperous Society by 2040**'.

Our mission is to **Effectively, efficiently and transparently deliver quality service amongst the population in order to spur socio-economic development.**

Our Overall Goal is to **Increased household incomes and improved quality of life.**

1.2 CORE VALUES AND PRINCIPLES

We shall provide user friendly services by putting all our clients at the forefront with openness to dialogue and feedback for purposes of progressive improvement.

CORE VALUES

We shall be guided by the following core values;

Clients Focus and Responsiveness

Our services shall strive to meet the client needs and expectations, and their interests will always be our first priority. We shall attend to our clients' issues, suggestions, ideas, requests and constructive criticism in a timely and friendly manner.

Quality

High quality client care is our primary mission & driving factor. We pride ourselves in the provision of high quality services.

Equity

Our services ensure equal access to all public services to all individuals without discrimination at all.

Respect

We respect all cultures and traditions of the people of Namisindwa District and Uganda at large. We respect individual identity and autonomy of our partners in line with the professional code of conduct and national policies.

Objectivity

Council decisions shall be professional, based on merit and other codes of good governance.

Professionalism integrity and ethics

We shall perform our work with the highest level of professionalism, integrity, honesty, openness, and trust as enforced in the public service code of conduct and our individual professional codes of conduct.

Effective Communication

We shall promote effective two-way communication in all aspects of public service delivery.

Selflessness

The district staff shall act solely in terms of public interest without considering any personal, financial or material benefits and gains. That is service above self.

Professional Development

We value learning, coaching, feedback and mentoring by taking responsibility to gain the required development to meet our clients' needs.

Diligence

The staff of the district shall be careful and assiduous in the execution of their official duties assigned.

Transparency and Accountability

We shall maintain a high level of efficiency and effectiveness in the development and management of Namisindwa District. We believe in accountability for our performance not only to the political and administrative system, but above all to the people of Namisindwa.

Decency

The district staff shall present themselves in a respectable manner that generally conforms to morally acceptable standards and values of society and in line with Public Service Standing Orders.

PRINCIPLES

Our guiding principles aim at providing the highest affordable quality services and these include;

Leadership

We believe that effective leadership should be structured, present and accessible. Our leadership strategy is based on a practice and overall management level support network which provides both personal and teamwork motivation, direction and accountability.

Teamwork

The district is composed of a team from different professions. Therefore, we believe in teamwork to reinforce the services from different disciplines all aiming at improving the overall service delivery.

Decentralization

We acknowledge and shall support service delivery within the frame work of decentralization and the future reforms therein.

Partnership

The private sector shall be seen as complementary to public service in terms of increasing geographical access to public services, the scope and scale of services provided.

Information sharing

We believe that consistency in standards, protocols, information flow and procedures is essential in maintaining and improving the quality of our services.

Gender Sensitive and Responsive Service Delivery

A gender sensitive and responsive public service delivery system shall be strengthened through mainstreaming gender in planning and implementation of public service.

Human Rights Approach

The district will ascertain that the right to access public services and public information of all members of society are respected at all times.

Loyalty

The district shall be committed to the policies and programmes of government at the national and local levels.

2.0 KEY RESULT AREAS

The key result areas of Namisindwa DLG are;

- a) Strategic planning, resource mobilization and budgeting
- b) Human resource capacity development and technical support
- c) Health services improvement through immunization and preventative means.
- d) Improving production and marketing.
- e) Improved performance in the education and sports sector.
- f) Monitoring and Evaluation of all government program and projects
- g) Improvement in water coverage and sanitation
- h) Improvement in the road network in the district
- i) Revitalizing agriculture in Namisindwa District
- j) Reduction in HIV/AIDS through mainstreaming in all our projects
- k) Reduction of poverty through community empowerment
- l) Identification and collection of revenues.
- m) Timely accountability for all revenues.
- n) Environmental mainstreaming

3.0 OUR COMMITMENT

We are committed to providing high quality public services to the people of Namisindwa and the wider community. Our Client Service Charter sets out the service standards that you can expect from us and how we will deliver these services to you.

3.1 SERVICE STANDARDS

What are our service standards?

Service to our clients is paramount. We aim to provide our clientele with the highest level of assistance across our range of public services and programmes. We have set the following service standards so that members, the public, development partners and the wider community know what to expect when dealing with us.

We are committed to:

- ❖ Providing excellent client service and care
- ❖ Improving our processes and procedures, for turnaround time
- ❖ Delivering timely, accurate and efficient services and
- ❖ Looking for new ways to provide better services for our clients and the wider community.
- ❖ We strive to always treat clients fairly and honestly. As a result, our services to clients aim to be:
 - ❖ Efficient
 - ❖ Accurate
 - ❖ Reliable.
 - ❖ Timely
 - ❖ Professional
 - ❖ Courteous, and
 - ❖ Fair.

Our staffs aim to:

- ❖ Be accessible
- ❖ Provide accurate and meaningful information, and
- ❖ Accept and respond to enquiries.
- ❖ Be punctual

4.0 SERVICE STANDARDS FOR EVERY DEPARTMENT

Administration.

We shall;

- ❖ Give technical guidance to all Lower Local Government in the District in application of laws, regulations and policies through Annual, Quarterly and Monthly reports.
- ❖ Supervise, monitor and technically coordinate management activities of the District and Lower Local Governments and thereafter produce Annual, Quarterly and Monthly reports for further management action.
- ❖ Ensure accountability and transparency in management and delivery of council services, through enforcing of Annual, Quarterly and Monthly Auditor General, Internal Audit, Public Accounts Committee reports.
- ❖ Memorandums of Understandings are signed between Namisindwa District Local Government and Development Partners. Therefore, we shall ensure that Annual, Quarterly and Monthly reports are submitted to the line ministries.
- ❖ Ensure all council assets, documents and records are safely maintained throughout the year and ensure that; the district Asset register is annually and quarterly updated.
- ❖ Facilitate execution of plans, budgets and programmes aimed at poverty reduction.
- ❖ Ensure coordinated, collective decision-making process through the available decision making organs like senior management committees and District Technical Planning committee.
- ❖ Build functional Capacity at all levels of Local Governments.
- ❖ Cascade Result Oriented Management to departments and lower government levels.
- ❖ Ensure that resolutions of the joint annual review of decentralization conference (JARD) are implemented.
- ❖ Establish an efficient, effective, affordable and sustainable human resource and administrative structure.
- ❖ Advise Council on human resource management policies in the district.
- ❖ To establish and maintain efficient and modern records.
- ❖ Build response systems , resilience on issues of disaster in the district

Under Human Resource,

- ❖ We shall recruit and maintain an active and motivated Human Resource that newly recruited staffs are periodically inducted.
- ❖ Recruitment from 48 % up to 78% by 2028
- ❖ Ensure Human Resource Development of staff how, training needs assessments, mentorships.
- ❖ Access to payroll by newly recruited staff within one month upon deployment and strengthen payroll management and monitoring.
- ❖ Payment of pensions and gratuity to eligible persons.
- ❖ Electronic filing system of registry records and other vital records.
- ❖ Submit of pay change forms to Uganda computer service and Ministry of Public service.
- ❖ Process of appointments, postings and confirmation letters.
- ❖ Coordination of staff performance and appraisal management

Under Sub County Administration:

- ❖ Monitor and Supervise Government programs in all lower local governments and provide annual, quarterly and monthly reports to management for further action.
- ❖ Play a supportive role in local revenue collections to support management functions.
- ❖ Actively engage in the planning and budgeting process as guided by the Government.
- ❖ Identify Local, National and international investors in order to champion the development of the sub counties.
- ❖ Mentoring the Sub County Technical persons

Under Public Relations Sector:

- ❖ Ensure effective management of information, Communication and Public Relations activities and strategies are professionally managed in the District to foster the positive image of the district. Through some of the following strategies;
- ❖ Information gathering and Dissemination.
- ❖ Coordination of radio and TV programmes.
- ❖ Maintenance of the district website.
- ❖ Produce and publish district annual reports.
- ❖ Hold press conferences.

- ❖ Establish press releases.
- ❖ Hold barazas.
- ❖ Update District Website and other social media pages.
- ❖ Strengthen external relations with the District.

Procurement:

- ❖ Publish a prequalified list of companies and firms before the beginning of the financial year.
- ❖ Follow threshold procurement methods.
- ❖ Follow up all administrative reviews in accordance with regulation 138 (3) of Local Government (Public Procurement and Disposal of Public Asset) regulation.
- ❖ Ensure values for money contracting.
- ❖ Ensure full accountability of funds measurability.
- ❖ Fully establish and empower contracts committee in order to do their work

WORKS AND TECHNICAL SERVICES DEPARTMENT:

The works and Technical Services Department is composed of Roads, Water, Housing and Mechanical Sector.

The Roads sector is charged with maintaining motorable roads network accessible at all times following implementation guidelines issued by Uganda Road Fund.

The District has two types of road networks namely; Roads maintained by Uganda National Roads Authority and those maintained by the District. The District roads are categorized into District Feeder Roads (271 kms) and Community Access Roads under sub Counties.

We shall:

- ❖ Keep District and sub county buildings in all sectors in good condition.
- ❖ Maintain selected infrastructural investment e.g. schools, health centers.
- ❖ Increase sanitation coverage from 72% to 85% in the medium term.
- ❖ Increase safe water coverage from 61% to 70% in the medium term.
- ❖ Maintain all District vehicles, plants and equipment in good motorable conditions to meet the requirements of the force account policy
- ❖ Rehabilitate at least 90 km of District Roads each financial year.

- ❖ Encourage integrated road maintenance planning between district, Town Council and Sub Counties to have effective road connectivity.
- ❖ Regulate physical development in the district and quarterly reports to management for further action.
- ❖ Promote community based approach on feeder and community access roads maintenance in the district.
- ❖ Keep district vehicles, plants and equipment in operational condition and quarterly reports to be submitted to management for further action.
- ❖ Maintain the entire District feeder roads network (271 km) in motorable condition and quarterly reports to be submitted to management for further action.
- ❖ Ensure increased access to safe water supply and sanitation facilities by the communities in the District.
- ❖ Promote proper hygienic use of water supply and sanitation facilities by the beneficiary communities.
- ❖ Ensure effective utilization and improved sustainability of water facilities.
- ❖ Increase functionality of water source by improving operation and maintenance practices.

FINANCE AND PLANNING DEPARTMENT

This is the department commitment towards service delivery in regard to the District Client Charter.

We shall:

- ❖ Disburse funds to spending centres including Lower Local Governments within one weeks after approval of warrant.
- ❖ Submit Final Accounts to Auditor General within one month after end of financial year 31st July.
- ❖ Identify new sources of revenue and increase Local Revenue by 80% of all identified revenue sources in three years.
- ❖ Carry out quarterly mentoring of both higher Local Government and Lower Government in planning and financial management.
- ❖ Continuously monitor financial management in Lower and Higher Local Government.
- ❖ Submit all department progress reports by the 15th day of the preceding month to ministry of Finance, Planning and Economic Development.
- ❖ Hold Budget Conference of all stakeholders in planning and budgeting as per the budget cycle programme of the Ministry of Finance.
- ❖ Achieve projected Local Revenue targets.
- ❖ Settle certified bills of contracted works/services within 30 days of receipts of completed documentations.
- ❖ Promptly process all claims.
- ❖ Notification of Government releases within 3 days upon receipt of expenditure limits.
- ❖ Pay all mandated government taxes to the appropriate organizations by the 15th day of the preceding month.
- ❖ Asses and enroll all tax payers on IRAS

COMMUNITY BASED SERVICES DEPARTMENT.

The mandate of Community Based Services Department is; *To empower communities to harness their potential through cultural growth, skills development and labour productivity for sustainable and gender responsive development.*

The department is also in charge of Community mobilization and empowerment, Community Planning, Gender and Equity Mainstreaming, Social Protection for vulnerable groups i.e.

(Youth, people with disabilities, Women, Children, Elderly and Labourers) and Linkage and networking with Civil Society Organization.

We shall:

- ❖ Promptly verify and register all viable Community Based Organization and Non-Government Organisation Groups and Associations.
- ❖ Promote cross cutting issues of environment, HIV/AIDS, Human Rights, Nutrition, and Gender in all planning processes.
- ❖ Promote Social Protection to vulnerable groups in the community including children, youth, Women, Elderly and people living with disabilities.
- ❖ Mobilize and sensitize communities to participate in all Government Programs in all sub counties in the district and raise community awareness on laws, policies and ordinances to ensure compliance.
- ❖ Ensure Gender sensitive plans / budgets both at the District and Sub County level are implemented.
- ❖ Support operations of registered Community Based Organisations, Civil Society Organizations and NGO's.
- ❖ Conduct Labour inspection at all workplaces and handling all reported disputes.
- ❖ Support probation functions and roles in line with ministry of Gender, Labour and Social development.
- ❖ Support to cultural institutions in terms of sports, music and drama.
- ❖ Conduct sensitization meetings for vulnerable groups like PWDs, youth and women quarterly.
- ❖ Carry out community mobilization and empowerment on income generating activities to eradicate poverty.
- ❖ Map and register all OVCs in the district annually
- ❖ Coordinate and link Civil Society Organizations to government programs
- ❖ Lead community mobilization and sensitization for mindset change campaign
- ❖ Undertake assessment of investments for social safety compliance
- ❖ Educate employers and employees on labour laws quarterly.
- ❖ Attend to juvenile delinquent cases.

Production and Marketing

The department is mandated; *To increase the Rural Household incomes and improve the food and Nutrition Security through the following sectors: Agriculture (crop), Veterinary services, Fisheries, Entomology, DATIC and Vermin Control.*

We shall;

- ❖ Mobilize and sensitize farmers to embrace the Parish Development Model
- ❖ Empower farmers to shift from subsistence to commercial level
- ❖ Inspect and verify Agricultural inputs e.g. seeds
- ❖ Promote food security at household level
- ❖ Inspect, verify and register input dealers
- ❖ Maintain an updated data base of farmers in the District
- ❖ Closely monitor fishing activities in the District and promote aquaculture in LLGs
- ❖ Enforce regulations and standing orders
- ❖ Carry out enterprise selection, value addition and agribusiness development
- ❖ Do disease, vector and pest surveillance and control for example by vaccination
- ❖ Create plant clinics, provide technology & demonstrations at sub- county level
- ❖ Facilitate knowledge sharing through multi sector engagement
- ❖ Carry out interventions to address climate change like irrigation
- ❖ Address cross cutting issues including; gender, HIV & AIDS and environment among others
- ❖ Provide timely, viable information to households and farmers.
- ❖ Promote increase in the production of milk, eggs, and poultry in the district.
- ❖ Supply inputs and technologies to farmers in accordance with operation wealth creation policies.
- ❖ Encourage people to grow more food in order to be secure as far as food storage is concerned.
- ❖ Provide technologies to bee farmers in the district.
- ❖ Promote value addition to agricultural products in the district.
- ❖ Inspect certified coffee nursery operators in the district.

- ❖ Encourage Farmers to adopt irrigation system of agriculture practices in the district.

Trade, Commercial and Local Economic Development

The mandate of the department is; *To promote Trade, Marketing, and Cooperative Mobilization, Industry and Tourism promotion and Local Economic Development*

We shall;

- ❖ Provide advisory commercial services to all farmers on SACCO rules and formulation.
- ❖ Work hand in hand with Production and Community Based Service Department in the implementation of PDM program.
- ❖ Promote Local Tourism in the district.
- ❖ Establish or develop the district Tourism Register.
- ❖ Register at least 20 SACCOs every financial year.
- ❖ Promote tourism education and awareness.
- ❖ Disseminate market information.
- ❖ Promote export promotion campaigns.

Education and Sports

The Mandate of Education Department is; *To provide equitable quality pre-primary, Primary and post primary Education and training to all Pupils/ students.*

These policies are implemented through Government and private partnership and ensure Equitable Access to quality education and retention of pupils in schools through improved service delivery systems.

We shall,

- ❖ Conduct regular school inspection at least once a term.
- ❖ Improve the teacher- pupil ratio from 1-76 to 1 teacher to 55 pupils by 2028
- ❖ Improve the pupil — desk ratio from 1-6 to 1-3 pupils by 2028
- ❖ Decrease the failure rate by 10% annually.
- ❖ Increase students passing in 1st grade in PLE by 05% annually.
- ❖ Improve the pupil - class room ratio from 1-76 to 1-55 pupils by 2028
- ❖ Participate in national games and sports events annually and to promotes child skills and talent right from Primary to post primary.
- ❖ Construct 1 staff house annually
- ❖ Construct 5 classroom blocks annually.
- ❖ Construct 10 pit latrines in schools annually.
- ❖ Coordinate PLE exams and ensure that they are free from malpractices.
- ❖ Monitor all education projects
- ❖ Increase enrolment in Universal Primary Education Schools from 75% to at least 90%.by 2028

- ❖ Identify, assess and place special needs Education children to attain appropriate teaching and learning.
- ❖ Conduct 3 capacity building workshops/seminars annually
- ❖ Conduct regular departmental management meetings
- ❖ Put in place a mechanism to ensure head teachers utilize educational materials given to their schools for the benefit of pupils and schools.
- ❖ Implement co-curricular programs in all schools in the district.
- ❖ To establish and operationalize a mechanism of measuring and reducing drop-out rates in schools.
- ❖ Hold open days at least once a year in every school.
- ❖ Network with development partners in supporting schools for education improvement.
- ❖ Enforce time management in all schools through use of TELA.
- ❖ Improve school attendance by both pupils and staff to 60% to 80% and staff 48% to 80% respectively.
- ❖ Ensure all the staffs are appraised at the end of every calendar year.
- ❖ Institute school management committees and ensure they are functional and have capacity.
- ❖ Ensure licensing and Inspection of childhood development centres.

Health

The department is mandated; *To ensure equitable delivery of health quality services to the community in Namisindwa leading to social and Economic productive life.*

This is done through consolidation of the functionality of the existing facilities to offer care and treatment to clients, health promotion, disease

prevention and control including surveillance and reduction of sanitation related diseases.

We shall,

- ❖ Upgrade Bupoto HCIII and Bumbo HCIII to HC IV by 2028
- ❖ Immunize at least 95% children below 5 years annually.
- ❖ Reduce the HIV prevalence from 7.2 to 3.2 by 2026
- ❖ Increase latrine coverage from 45% to 85% by 2026
- ❖ Conduct daily disease surveillance and report weekly.
- ❖ Conduct quarterly Health Management Committee meetings.
- ❖ Enroll 90% of our HIV+ Clients on ART by 2026
- ❖ Carry out routine supervisory visits at all health centres.
- ❖ Ensure all Health Facilities will be stocked with essential medicines
- ❖ Provide Health Services in the District 24/7
- ❖ Provide information and services to increase deliveries in Health Centre from 75% to 80%.
- ❖ Immunize at least 95% children less than one year against Measles and Polio.
- ❖ Train Village Health Teams to support health care services in the district.
- ❖ Ensure functionality of youth friendly corners in the district at all health facilities.
- ❖ Ensure that all health facilities with untitled land obtain them by 2028.
- ❖ Ensure that all health facilities are fenced by 2028.
- ❖ Promote nutrition standards amongst all age categories in the district.

- ❖ Carryout medicine supervision in the district and reports be submitted to management.
- ❖ Reduce waiting time in health centres to 30 minutes, itemize the department.
- ❖ Respond to any diseases epidemic within 48 hours of any occurrence.
- ❖ Hold Health Unit management committee meetings per quarter.
- ❖ Carryout political and Technical supervision and monitoring of health services in the district.
- ❖ Carry out quarterly public health Education in every sub county.
- ❖ Improve environmental health and sanitation by increasing latrine coverage to 80%by 2028 from 71%.
- ❖ Strengthen capacity of emergencies and referral management in the district.
- ❖ Display of public documents on notice boards.
- ❖ Recruit and train community health workers across the entire district to support VHTs.

Natural Resources

Natural Resource Department is mandated; *To ensure sustainable utilization of natural resources in the district. The department has 4 sections comprising of Wetlands, Forestry, Environment, and Land Management.*

We shall,

- ❖ Rehabilitate 30% of degraded wetlands by 2028
- ❖ Develop a district wetland map, then wetland management plan

- ❖ Plant 10,000 trees annually
- ❖ Plan to establish and manage district tree nursery for raising assorted seedlings by 2025/2026
- ❖ Manage land use in Namisindwa district.
- ❖ Collect revenue from timber sellers
- ❖ Enforce presidential directive on wetland encroachers.
- ❖ Physical development plan for Rural Growth Center by 2028
- ❖ Demarcate and restore wetlands through stake holder engagements
- ❖ Train community in sustainable livelihood interventions
- ❖ Land verification within wetland proximity
- ❖ Creation of land registers for all land tenures
- ❖ Carryout environmental screening and monitoring for government and non-governmental projects.
- ❖ Train communities in sustainable land use planning and management
- ❖ Conduct training in energy saving technologies
- ❖ We embark on Conservation agriculture
- ❖ Train communities of tree planting and management

District Planning Department

We shall,

- ❖ Compile and process the District annual and quarterly work plans.
- ❖ Coordinate annual budget preparations in time
- ❖ Organize budget conferences annually and prepare budget framework paper for submission to MOFPED

- ❖ Coordinate DDEG projects and activities.
- ❖ Prepare and submit district quarterly performance progress reports
- ❖ Coordinate the annual assessment of all district departments, sectors and lower local governments and submit reports.
- ❖ Compile annual district profile.
- ❖ Coordinate national census and data collection activities in the district.
- ❖ Integrate the contribution of development partners in the district budget and work plan
- ❖ Maintain an updated district statistical data bank.
- ❖ Integrate all cross-cutting issues in the planning process.
- ❖ Conduct 6 standing committee meetings annually.
- ❖ Celebrate National public holidays annually.
- ❖ Conduct DTPC monthly and weekly for senior management meetings
- ❖ Promptly prepare five-year development plans
- ❖ Regularly Mentoring LLGs on performance improvement

STATUTORY BODIES

District Council

- ❖ Ensure timely payment of exgratia and Honoria to all local lkeaders in the district
- ❖ We ensure timely legislation, approval of workplans and budgets in time.
- ❖ We shall ame sure that we carry out political oversight
- ❖ Ensure that we account to the public by holding barazas, state of affairs, radio talk shows

- ❖ Consider and approve all PAC reports
- ❖ Consider and approve supplementary budgets

District Service Commission

- ❖ We shall recruit, appoint and promote employees to hold office on merit depending on the need.
- ❖ Handle all disciplinary cases without fear or favor as they emerge.
- ❖ Make timely reports to PSC, ESC, HSC and the district Council quarterly.
- ❖ Confirm all recruited staffs that are due in service.
- ❖ Retire all employees we have reached mandatory retirement age.

Public Accounts Committee

- ❖ Carry out 4 PAC meetings annually.
- ❖ Cause Public Officer to account for all public resources entrusted with.
- ❖ Ensure value for money of all activities undertaken.
- ❖ Submit quarterly reports to line Ministries

District Land Board

- ❖ Establish a land data bank by 2028.
- ❖ Raise revenue from land transactions in the district.
- ❖ Survey and gazette all land belonging to public institutions in the district by 2028.
- ❖ Submit reports on quarterly basis to the line Ministries

Contracts Committee

- ❖ All requests are given timely approvals
- ❖ Ensure there is monitoring of all approved project and contracts to effect compliance.
- ❖

Internal Audit

- ❖ Audit all departments at the district quarterly.
- ❖ Audit all government programmes quarterly.
- ❖ Audit all government institutions in the district quarterly
Shools, Sub Counties, Town Councils and Health Centers
- ❖ Conduct payroll audits on Monthly basis
- ❖ Carry out system audits eg IFMS to ensure compliance
- ❖ Produce management letters after every auditing session and cause people to account.
- ❖ Visit all district projects to ensure value for money.
- ❖ Advise management on how best government resources can be utilized

4.1 OUR CLIENTS

Namisindwa District Local Government Clients include the following;

1. Government Ministries and Agencies
2. All partners in service delivery
3. Uganda Local Government Association.
4. All residents of Namisindwa district
5. Internal clients (Employees)
6. Service providers such as Contractors, Suppliers and Consultants
7. All security agencies
8. Civil Society Organizations
9. Community health workers (VHTs)
10. Traditional leaders

11. Religious leaders
12. The media
13. Other Local Governments (Districts and Municipalities and Authorities)

4.2 CLIENTS RIGHTS

❖ A Right to Service:

Our clients are entitled to quality services in accordance with the public services regulations and guidelines.

❖ A Right to Information:

Our clients have a right to access relevant service related information in line with the standard regulations and guidelines.

❖ Non-Discrimination:

Our clients shall not be discriminated against on grounds of political affiliation, disability, race, age, sex, social status, economic status, diseases, ethnicity, nationality, or other such ground.

❖ Right to participation:

Our clients have a right to participate or be represented in development, implementation, monitoring and evaluation of public service delivery.

❖ Right to be treated with dignity:

Our clients should be treated with respect and courtesy and have their dignity protected.

❖ Timely service:

Our clients have a right to be attended to in a timely manner.

4.3 CLIENT RESPONSIBILITIES

As a valued client, it is your responsibility to abide by any responsibilities set out under:

- ❖ The Constitution of the Republic of Uganda
- ❖ Any District By-law .
- ❖ Any license, contract or agreements,
- ❖ Any memorandum of understanding
- ❖ Applicable laws and legislation, and
- ❖ Pay taxes promptly.

5.0 COMMUNICATION WITH CLIENTS

Communicating with our clients is of significant importance to us. We work hard to increase the understanding of public service and maintain two-way communication with our clients.

We aim to:

- ❖ Provide simple and clear information in plain English or Lumasaba, Luganda, Lubukusu, Luteso, Kishwahili
- ❖ Consult with clients about issues that affect the district.
- ❖ Create opportunities for dialogue between clients and the district.
- ❖ Make it easy for you to communicate with and provide information to us, and
- ❖ Make information available for free upon request or through publications.

5.1 CODE OF CONDUCT

- ❖ As public servants, we are a signatory to the Public Service Code of Conduct and our individual professional codes of conduct. We pledge to abide by both.

6.0 CLIENT'S CONCERNS AND COMPLAINTS

we value our relationships with clients and aim to resolve complaints and disputes to the satisfaction of all our clients.

Our Complaints Handling and Dispute Resolution procedures are available to all aggrieved members of society and aim to ensure:

- ❖ Our dealings with you are fair and transparent
- ❖ Clients know their rights
- ❖ Complaints and disputes are dealt with quickly and

Clients are kept informed about the progress and outcomes of their complaint or dispute

Our staff will provide any complainant with all reasonable assistance when formulating or lodging a complaint.

6.1 GENERAL ENQUIRIES

You can contact us by phone, email or letter. You can even make an appointment to meet with The Chief Administrative Officer, District Chairperson, The Deputy Chief Administrative Officer or our District Communication Officer.

When contacting us by phone, we aim to respond to you either at the first point of contact or within one (1) working day.

We will respond to all other correspondence, including email, and letter, within seven (7) days.

If we cannot respond to your query within this timeframe, we will acknowledge your communication, let you know why we cannot fully respond and give you an appropriate time when you can expect a more detailed response.

7.0 OUR PLEDGE

We pledge to

- ❖ Make it easy for you to contact us
- ❖ Help you to access public services
- ❖ Tell you about your rights and responsibilities
- ❖ Be polite and respect your views without discrimination over sex, age, culture, disability, religion etc.
- ❖ Protect your personal information and only use it for official purposes.
- ❖ Give you an opportunity to participate in decision making.
- ❖ Tell you if you are not eligible for a particular service and why?
- ❖ Provide you with any advice or support that is available.

8.0 FEEDBACK

We take our client service standards seriously and welcome feedback and suggestions from clients and the community about the Charter or any other aspect of our services.

You can send your feedback to Namisindwa District Local Government P.O.Box 335, Mbale Uganda,

Or Via;

Contact: 0775217208/0752851392/0774606035

Website:

<https://namisindwa.go.ug>

Email: info@namisindwa.go.ug namisindwaofd@gmail.com

REVIEW