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|  | **BUDAKA DISTRICT LOCAL GOVERNMENT**  **CLIENT CHARTER**  **FY: 2023-2026** |  |
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**FOREWORD**

We the elected leaders and the appointed technocrats have a social contract with Budaka district community.

The contract is to provide services as per the various mandates of stakeholders. The client charter is a social contract to provide services by the various stakeholders per their mandates in a given timeframe. It is a guide towards transforming the District into a productive economic zone.

It is powered by the leadership with demonstrated capacity to guide the population into positive response to shocks. Budaka district local government has an obligation of achieving a social order where all people, including the vulnerable groups, live to their full potential.

The primary users of this charter are the policy makers (strategic thinkers) at all levels, planners, NGOs, CBOs, the District frontline staff and the general public. The general opinion is that all stakeholders and the development partners will find this charter very informative and committing.

The District council acknowledges the contribution of various stakeholders. Special thanks go to the MoPS, MoLG, the District Council, the District Executive Committee and the District Technical Planning Committee for the financial and technical support.

**For God and my Country**

………………………………….. Date………………………………

Pajje Emmanuel

**District Chairperson/Budaka District Local Government**

**PREAMBLE**

Decentralization is hinged on the platform of the good governance and accountability to the general public. The services the District provides should at all times adhere to the principle of efficiency, effectiveness, equity and economy as considerations for value for money.

The client charter is a link between the duty bearers and the public service recipients. It provides a benchmark for assessing and evaluating the performance of the District Local Government Council within a given timeframe.

Therefore, the District Council outlined the performance levels per department to guide the community in assessing and evaluating their performance. The charter has a feedback mechanism and remedial actions. The clients’ rights and obligations are clearly outlined and they should at all times be observed by both parties of duty bearers and service recipients.

We acknowledge and register our sincere gratitude to the Ministry of public Service, the Ministry of Local Government and the European Union for the financial and technical capacity building initiatives extended to the district. We appreciate the role and contribution of the District technical team in the preparation and production of this client charter.

……………………………………………. Date…………………………….

**Elly Piwang**

CHIEF ADMINISTRATIVE OFFICER/ BUDAKA DISTRICT LOCAL GOVERNMENT

**INTRODUCTION**

Budaka District Local Government renders service to the Residents and other stake holders following the Results Oriented Management (ROM).

In line with ROM, this client charter presents the District’s commitments and standards of service delivery. The Client Charter is a set of undertakings by Budaka district outlining service standards, clients’ rights, feedback and accountability as well as performance improvement measures that shall guide service delivery. It is a social contract between the District and the service recipients.

By making undertakings through service delivery, the District council is making a contract with the service user’s of which its performance can be measured.

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* 1. The Mandate

The District was created by an Act of Parliament as a local government service centre. The District mandate is derived from the Constitution of the Republic of Uganda and the Local Government Act (CAP 243). Budaka district became legally operational on 1st July, 2006 to provide decentralised national services in an efficient and effective mechanism to the population.

**1.2 Vision**

Empowered people in a beautiful conducive environment for their development potentials.

**1.3 Mission**

To deliver services to the people of Budaka district in a co-ordinated manner focusing on national and local priorities for sustainable development.

**1.4 Mission**

Hard work and unity for development.

**1.5 Principles and Values**

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| (a) Selflessness | : To put the interest of the client first |
| (b) Commitment to work | : Duty bearers to provide services to the satisfaction of the clients. |
| © Accountability: | : We shall be answerable and responsible to all undertakings as per placement requirements. |
| (d) Professionalism | : We shall always be guided and regulated by laid down procedures in the civil service. |
| (e) Customer care | : The Clients is our master |
| (f) Transparency | : We shall ensure that all our processes meet the highest level of precision, clarity and simplicity for our undertakings to enhance good governance. |
| (g) Impartiality | : All clients shall be treated with equal opportunities |
| (h) Innovation | : We shall always be innovative as a pivot to district development |

**1.5 MOTTO:** *God with us*

1. **KEY RESULT AREAS**

The District mission shall be achieved through the following strategic objectives:

1. identifying and collecting sufficient revenue to ensure that service delivery standards are met;
2. increasing the levels of education and literacy in the District;
3. providing adequate and accessible health services to the people of the District as per the minimum health care package;
4. availing community based services to all people of the District according to their needs by category and vulnerability;
5. ensuring that infrastructure facilities, including feeder roads, water supplies and sanitary facilities are available in all parts of the District at least up to minimum national standards;
6. ensuring that each household in Budaka district is self sufficient in food requirements and food security;
7. improving the marketing of agricultural produce and products for enhanced household incomes;
8. raising the levels of economic and social development in the District by stimulating local economic development incentives;
9. improving democracy and accountability in the District local government;
10. ensuring that natural resources within the local govern
11. ment are conserved, sustainably utilized and managed.

3.0 Commitments

Budaka district as a service centre is committed to fulfill its mandate through the local government established structures and staffing norms, for efficient and effective service delivery. This is to be actualized as per the programmes hereunder:

3.1 Management Support Services

We shall:

* Monitor implementation of government projects and programmes throughout the district once every quarter.
* Enhance good governance and accountability practices at all levels of governance.
* Improve on communication, coordination and collaboration with other stakeholders
* Mentor lower local governments once every quarter.
* Implementation of DEC and Council lawful resolutions within a month.
* Ensure that newly recruited staff access payroll within one month of the assumption of duty.
* Access pensioners on the pension’s payroll after one month of retirement.
* To ensure that monthly salary and pension are promptly paid
* Attend to our clients within 30 minutes.
* Implement capacity building and management development programs for public officers
* Issue letters of award of tender to contractors and suppliers with two weeks of approval.
* Implement district service commission decisions within two weeks after receipt of instruments
* Enforce compliance with stipulated time of arrival and departure while on duty i.e 8:00am-5:00pm

3.2 FINANCE

We shall:

Ensure that all clients shall receive their trade licenses within one week of lodging the application

* Ensure that all lower local governments and agencies e.g. Schools, Health centers, have their funds distributed within five working days after receipt from the Central Government
* Ensure that All payments shall be processed for final payment within five working days on availability funds
* Ensure that Financial and other reporting requirements are met as per the reporting modalities
* Ensure that the Budget framework paper is prepared, produced and explained to heads of departments once every financial year
* Ensure that all tax payers are assessed/enumerated once every financial year.
* Display of funds received in the District on the notice boards within four days of receipt.
* Mobilize and collect local revenue up to 95% per financial year running.
* Prepare an annual budget and make a submission to Council by the 31st day of May of every year
* Write and post books of account within 24 hours after the transaction has been completed
* Answer financial queries within 14 working days after the query has been raised
* Quarterly sensitization on local revenue mobilization

3.4 Production and Marketing

We shall:

* Provide Agriculture Advisory services to a Farm Group within four days of request.
* Conduct five training meetings at each Parish for enterprise groups
* Issue movement permit within 48 hours request.
* Monitor and supervise private veterinary practioners and advisory service providers’ district wide.
* Provide Artificial insemination services at least 10 per quarter
* Control tsetse flies by use of pour-ons in identified areas of risk.
* District based farmer training for at least 40 selected farmers groups quarterly.
* Multiply and disseminate five improved plant and livestock technologies
* Set up atleast 2 demonstrations on high value district priority enterprises per sub county
* Promote primary processing and value addition technologies
* Respond to complaints on malicious damage and theft in at least 2days

3.5 Health

We shall:

* Provide essential drugs to 30 percent stock out at every health unit
* Place orders for essential drugs within the set time guidelines to control stock at 30% in all Health facilities.
* Conduct Health promotion campaigns every quarter in all Sub-counties
* Provide HIV/AIDS treatment to at least 95% of registered clients at the treatment centres
* Make sure that clients see a Health Worker within 50 minutes after their registration at a Health facility.
* Mobilize communities to construct, use and maintain clean latrines and all other sanitation and hygiene facilities in at least 75% of the Households in the District.
* Carry out Institutional sanitation and hygiene inspections and education throughout the institutions in the District.
* Carryout medical examination of all food handlers after every six months and certify those fit.
* To provide PHC services to the communities of Budaka District
* To provide supervised health services to the communities of Budaka.

3.6 Education

We shall:

* Maintain a teacher pupil ratio of 1:53 by 2026 from 1:68 of 2022
* Maintain classroom pupil ratio of 1:60 by 2026 from 1:80 of 2022
* Maintain a desk pupil ratio of 1:3 by 2026 from 1:5 of 2022
* Inspect all primary schools in the district at least once every term
* Ensure that teachers prepare schemes of work and lesson plans before teaching
* Establish and maintain functional school management committee for every primary school
* Conduct internal seminars and workshops for Headteachers and deputy Headteachers once a year
* Set and administer termly examinations for upper primary and encourage continuous assessment in all classes
* Sensitize stakeholders on feeding of pupils, absenteeism, dropouts and completion of the primary school cycle.
* Hold external/internal workshops/seminars for all teachers once a year.
* Ensure that all schools hold parents general meetings at least once a year.
* Provide accommodation to at least 10% of the teachers from 7% of 2022
* Ensure that structures constructed in schools meet the standard specifications for inclusive education.
* Ensure that teachers provide adequately for children with special educational needs.

3.7 Works and Technical Services

We shall:

* Inspect building projects for the following recommended eight stages

1. Commencement of work a week before ground breaking
2. Foundation excavation on a two day basis till excavation is complete
3. Foundation Concrete on a two day basis.
4. Damp proof course on a weekly basis.
5. Over site consolidation and concrete on a daily basis.
6. Reinforcement on a daily basis.
7. Surface/Soil drains on a weekly basis.
8. Others (Roof) on a weekly basis.

* Attend to clients who come to office within 30 minutes of their arrival
* Maintain rural feeder roads at least three times in year under Routine manual maintenance and at least once every after two years for Mechanized grading
* Ensure conformity to approved structural standard by 80 percent
* Render technical guidance within 14 days after the need arises
* Conduct site meetings on all construction projects at least 4 times during the project period
* Provide at least one water source in every village.
* Protect all Spring wells to ensure safe water access by communities without boreholes
* Upgrade to piped water systems for villages along the dry corridor
* Do water quality testing and surveillance at least water sources every year
* Sensitize communities on water, hygiene and sanitation up to 25 percent of our communities

3.8 Natural Resource

We shall:

* Re-open, replant and protect Kabuna and Jami local forest reserve.
* Plant trees at all institutions in the district
* Prepare a district state of Environment report a very year.
* Prepare three environment Action plans
* Train and sensitize environment stakeholders in the district and 14 subcounties and 6 town councils every year
* Designate and train one Environment Focal Point Person in every Subcounty/ Town Council
* Formulate and enforce one forestry ordinance and one wetland ordinance (environment ordinances) and enforce them.
* Enforce Government Environmental policies and laws in the district.
* Resolve land conflicts in the district
* Plant at least 40 fruit trees in every house hold and at least 100 trees in every institution
* Approval of building plans within 30 working days.
* Ensure security of all public land by titling it.
* Guiding developers to comply to landuse policies.

3.9 Community Based Services

We shall:

* Conduct community training in IGA for special interest groups in all Subcounties once a year.
* Conduct Integrated Community Learning for Wealth Creation in Community groups every quarter in Subcounties.
* Mediate probation cases within one week of reporting and provide feedback on action taken in one week.
* Arbitrate in reported domestic and labour disputes within one week of reporting

3.10 Planning Unit

We shall:

* Provide on a monthly basis technical advice on the planning functions in the District
* Provide assistance in the integration of District Development Plans on a regular basis
* Monitor and evaluate the implementation of programmes, Policies and projects in the District on a quarterly basis.
* Conduct the district budget conference annually

3.11 Internal Audit

We shall:

* Carry out value for money audit at least twice every Financial Year
* Ensure that financial fraud, omissions and commissions are reasonably detected
* Conduct quarterly audits and prepare audit reports and submit to relevant stake holders every quarter.

**3.12 Trade, Industry and Local Economic Development**

**We shall:**

* Sensitize community on commercial subsector services on a monthly basis
* Implement and monitor policies, programs and laws on commercial subsector
* Provide stakeholders with technical advice on tourism, trade, industry and cooperatives issues
* Develop training programs for both the stakeholders and staff in Tourism, Trade, Industry and cooperatives.
* Initiate developmental projects in Tourism, trade, industry and Cooperatives subsector

1. CLIENTS

Our clients include; residents of the District, business people, Central Government Ministries, Departments, Agencies, non governmental organizations and all the employees and leaders of the district.

4.1 Clients rights

The clients are entitled to the following rights in the course of being served

1. Applying all district/government laws and regulations uniformly to all
2. Handling all clients with impartiality
3. Presuming all clients and their agents of good intention unless proven otherwise

4.2 Client obligation

1. Submit supporting documents to any matter required to be handled
2. Pay taxes as may be prescribed
3. Cooperate with councilors and officials
4. Monitor the implementation of the charter
5. FEEDBACK

In execution of our duties as the elected and appointed officers, the clients have right to feed back of our actions so as to ensure their trust and resources are optimally used. We exercise our responsibility, powers and functions on behalf of our clients.

6.0 APPEAL MECHANISMS

1. Clients shall make enquiries at all District offices; Sub county and Town Council headquarters, and shall be entitled to expeditious response
2. Clients may present their feedback through telephone, letters or physical appearance at the office, in meetings or workshops
3. The district shall arrange regular meetings to report back on the services rendered, and receive feedback from clients, every six months
4. The district’s contractors and service providers shall be met and given other clients feedback every six months
5. The clients shall be availed with a suggestion box to provide feedback on the district Services
6. Our offices shall remain open between 8.00am to 5.00pm to receive and act promptly on all matters raised by our clients. Clients should receive feedback on action being taken not more than 48 hours from the time of raising their issues
7. MANAGING COMPLAINTS
8. Complaints should be based on adduced evidence
9. Clients’ complaints shall be handled with strict adherence to the laid down procedures where all parties shall be heard.
10. All clients’ complaints shall be heard and resolved in strict confidence
11. Clients complaints shall be heard and resolved within five days
12. The Negotiating, Consultative and dispute Settlement Machinery shall always be available to the complainants.

8.0 ACCOUNTABILITY

1. We shall maintain all financial records and ministry reports up to date
2. We shall offer ourselves for constructive criticism by arranging regular meetings talk shows and clients roundtables, account for or activities, time and resources at least once every year
3. We shall publish information on services rendered on the notice boards in the District
4. The clients shall be regularly updated of district activities on community radios within and outside the District
5. We undertake to produce an annual report for each FY year

9.0 PERFORMANCE IMPROVEMENT

* We undertake to improve our performance by periodically reviewing our commitments in the line with the feedback obtained from our clients
* Taking on the different recommendations through the various department and Central government reports.
* Undertaking performance improvement trainings through Capacity Needs Assessment.
* Retooling of both the Higher Local Government and Lower Local Government for efficient service delivery.

1. The role of the Client charter Officer

* Registering monthly complaints
* Monitoring the implementation of the clients charter
* Evaluating feedbacks received
* Presentation of reports to the relevant organs of the Council for action
* Coordination of reviewing of the client charter