



GOMBA DISTRICT LOCAL GOVERNMENT

CLIENT CHARTER

2023- 2026

VOL. 02

Reviewed on 30, October 2023

FOREWORD

Gomba District Council Clients' Charter is in line with the strategic objective of Public Service Reform Programme that aims at improving service delivery and accountability in public institutions in Uganda.

The Clients Chatter is intended to act as a guide for improving public service performance and accountability to the public. It is therefore a social contract between Gomba District Local Government and the people that we serve.

This social contract has been developed through wider consultation with stakeholders that include Political Leaders, Opinion Leaders, Technical Staff and others. It shall help the people of Gomba 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.

As Gomba District Council, we wish to thank H.E the President Yoweri Kaguta Museveni for granting Gomba District status and for his visionary leadership that has enable Gomba and the entire country to make visible gains in all aspects of development.

The District Council is grateful to all those that have participated in the review of this charter. Special thanks go to the Ministry of Public Service for the continued sensitization and directions about the client's charter that was so helpful in the review 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 the review of this charter, Vol.2

Yours in service,

Hon: Kiviiri Godfrey Tumwehe

Chairperson Gomba District Local Government

PREAMBLE

I have the pleasure to present Gomba District **Clients Charter Vol.2** that is aimed at helping citizens to demand for quality services and hold public servants accountable for their action and inactions in the implementation of government programs intended to develop the people.

The charter takes note of the cherished mission, vision, principles of service, key result areas and targets planned for the next three 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) which will enable the district to achieve its mission and vision through formulation of strategic objectives, identifying key outputs and setting key performance indicators.

Therefore I encourage everyone to use this charter as a benchmark of performance in Gomba District Local Government.

For God and My Country

Kisubi Joseph

Chief Administrative Officer

DEFINITION OF KEY TERMS

Clients: These are the various categories of people that deal with an organisation 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 organisation.

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 organisation.

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

Feedback: This is response to an enquiry.

GOMBA DISTRICT LOCAL GOVERNMENT CLIENTS SERVICE CHARTER

1.0 ABOUT US

Gomba District is one of the districts in central region also known as Buganda Region. It was formed in July 2010 carved from Mpigi District. The district headquarters are located Kanoni Town Council, about **95km** From Kampala.

The District is made up of six Sub Counties of Mpenja, Kabulasoke, Kyegonza Maddu, Kifampa and Ttaba-binzi and two Town councils; Kanoni and Maddu. The District has a total size area of 1,541.13 sq km which is about 0.07% of the country's size. Out of the total area, 218.9 Sq. Km is occupied by water. The district has **49 parishes** and **289 villages**.

Gomba District borders with districts of; Butambala in North East and East, Mityana in the North, Mubende in the North West, Kalungu to the South and South West and Sembabule to the West.

According to the 2014 Population and Housing Census, the district has a total population of 160,075 of whom 81,520 are male and 78,555 are females. Its population density is 230 persons per Sq. Km and it has an annual growth rate of 1.43% per annum. In pastoral areas of Maddu sub-county the density tends to show a decline. The sex distribution of population is about 49% female and 51% male.

1.1 OUR VISION AND MISSION

Our vision is 'a prosperous community with all households accessing basic needs of life and increased income **within 10 years**'.

Our mission is to **foster equitable and sustainable development in Gomba through coordination of services delivery on Local and National and priorities**'.

Our Overall Goal is to **Increase household incomes and improve quality of their lives, so as to elevate their overall standards of living**'.

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 endeavor 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 objective 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 Gomba 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 Gomba District. We believe in accountability for our performance not only to the political and administrative system, but above all to the people of Gomba.

Decency

The district staff shall present themselves in a respectable manner that generally conforms to morally acceptable standards and values of society.

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 framework of decentralization and the future reforms there in.

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 Gomba 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 Gomba
- j) Reduction in HIV/AIDS through mainstreaming-
- 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 Gomba 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 you 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;

- Monitor the performance and support supervision of all departments and LLGs
- Hold Senior Management meetings and DTPC meetings for planning, coordination and information sharing purposes
- Implement lawful Council resolutions and programs
- Reward good performance and Sanction poor performers through the Rewards and Sanction Committee.
- Disseminate district information
- Manage the district's public relations
- Manage and maintain a clean payroll, through wage analysis and updated staff lists
- Process the payment of staff salaries, pension and gratuity timely under the decentralised payroll systems
- Improve the staffing levels from 65% to 85%

- Advertise all for service providers, award and sign contracts with successful bidders as per the procurement guidelines.

- Document and store all district assets.
- Open up linkages between the district and other government agencies.
- Maintain a mutual relationship with non-state players.

Production and Marketing

We shall

- Mobilize and sensitize farmers to embrace the Parish Development Model
- Empower farmers to shift from subsistence to commercial level
- Inspect and verify inputs e.g. seed
- Promote food security at household level
- Inspect, verify and register input dealers
- Maintain an updated data base of farmers
- Build capacity of staff and other users
- Closely monitor fishing activities on Lake Wamala 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 e.g. 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

Trade, Commercial and Local Economic Development

- Register and closely monitor all SACCOs and cooperatives in the district.
- 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.

Education and Sports We shall,

- Conduct regular school inspection.
- Improve the teacher- pupil ratio to 1 teacher to 55 pupils By 2026
- Improve the pupil — desk ratio to 1 desk to 3 pupils by 2026
- Decrease the failure rate by 15% annually.
- Increase students passing in 1st grade in PLE by 10% annually.
- Improve the pupil - class room ratio to 1 classroom to 55 pupils by 2026
- Participate in national games and sports events annually.
- Construct 2 staff houses annually
- Construct 3 classroom blocks annually.
- Construct 3 pit latrines in schools annually.
- Coordinate PLE exams and ensure that they are free from malpractices.
- Monitor all education projects
- Conduct 5 capacity building workshops/seminars annually
- Conduct regular departmental management meetings

Community Based Services

We shall,

- Conduct gender mainstreaming meetings and workshops quarterly.
- 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

- Mobilize the youth in every sub county for community development through youth Livelihood Program (YLP).
- Mobilize women for Uganda Women Enterprise Program (UWEP)
- Inspect workplaces and educate employers and employees on labour laws quarterly.
- Attend to juvenile delinquent cases.

Health

We shall,

- Upgrade Kanoni HCIII to HC IV by 2026
- Immunise all children bellow 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 weekly disease surveillance.
- 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.
- Carry out regular immunization against immunizable diseases.
- Recruit and train more VHTs across the entire district.

Works and Technical Services

Water

We shall,

- Construct a min-solar powered water supply system which can supply 8 villages by 2026
- Drilling 1 production deep borehole annually
- Create and train 25 water user committees annually.
- Rehabilitate boreholes and water supply systems annually.
- Carry out water quality testing of at least 20% of the existing water

sources and 100% of the new sources annually.

- Carry out sanitation improvement campaigns in 5 villages annually.
- Improve safe water coverage from 76%to 80% by 2026

Roads

- Carry out routine mechanized maintenance of 4 roads annually from earth to murrum gravel for about 40km.
- Carry out swamp raising on 4 spots annually
- Carry out routine manual maintenance for about 90km on district roads annually.
- Repair and maintain district road unit equipment.
- Submit reports to MDAs regularly.
- Do timely accountability especially to road fund

Civil

- Develop BOQs for all district construction according to national standards.
- Supervise and monitor all constructions.
- Carry out operation and maintenance on government facilities.

Mechanical

- Carry out routine inspection and recommend for mechanical maintenance on all district vehicles and motorcycles

Finance

We shall,

- Assess and enroll all tax payers on IRAS
- Undertake routine council revenue collection
- Prepare and submit financial and accountability reports quarterly and annually.
- Budget implementation and control
- Increase local revenue collection to 70% by 2026
- Keep updated books of account.
- Maintain an updated asset register
- Facilitate internal and statutory external audits

Natural Resources

We shall,

- Rehabilitate 80% of degraded wetlands by 2026
- Plant 2000 trees annually.
- Replant trees in degraded forest reserves.
- Establish and manage district tree nursery for raising assorted seedlings.
- Manage land use in Gomba district.
- Collect revenue from forest users on routine basis.
- Enforce presidential directive on wetland encroachers.
- Physically plan 01 Rural Growth Center by 2026
- Demarcate lake wamala boundaries and 01 wetland annually
- Demarcate 01 local forest reserve annually
- Train community in sustainable livelihood interventions
- Land verification within wetland proximity
- Identify land leases for creation of land lease register
- Carryout environmental screening and monitoring for government and non-governmental projects.

Planning Department

We shall,

- Compile and process the District annual and quarterly work plans.
- 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.

- Organize annual district consultative workshops/budget conferences, and give technical guidance to LLGs on the same.

Statutory Bodies & Council

We shall,

- Conduct 6 council sittings annually.

Conduct 6 standing committee meetings annually.

Celebrate National public holidays annually.

Conduct 12 Executive Committee meetings annually.

Carry out exchange visits with other districts at least 1 annually.

District Service Commission

- We shall appoint people 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 staffs that are due in service.

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 2026.
- Raise revenue from land transactions in the district.
- Survey and gazette all land belonging to public institutions in the district by 2026.

Internal Audit

- Audit all departments at the district quarterly.
- Audit all LLGs quarterly.

- Audit all government programmes quarterly.
- Audit all government institutions quarterly.
- Produce management letters after every auditing session and cause people to account.
- Visit all district projects to ensure value for money.
- Inspect the district payroll monthly.
- Advise management on how best government resources can be utilised

4.0 OUR CLIENTS

Gomba 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 Gomba 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)

4.1 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.

4.2 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 licence, 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 Luganda
- Consult with clients about issues that the district faces
- 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 YOUR CONCERNS AND COMPLAINTS

we value our relationships with clients and aims 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 Gomba District Local Government P.O.Box 76, Mpigi Uganda, Gomba Family Whatsapp group, Gomba district website

Or Via;

Contact: 0779073076

What's up number: 0779073076

Website: <https://gomba.go.ug/>

Email: info@gomba.go.ug

