



MBARARA CITY CLIENT CHARTER 2025/26 – 2029/30



VISION

A Green, Inclusive and Sustainable City

MISSION

**“To Provide Quality Services Through Inclusive
Engagement for Sustainable Development”**

DEFINITION OF KEY TERMS USED

Clients Charter	It is a document that outlines how the City Council promises to work with their clients along with providing insights into how it operates.
Client	Means the organization or an individual whether internal or external who receives services from the City Council. (the beneficiary of the City services).
Obligations	The responsibilities of a client to meet the terms of the service.
Minimum Access time	The time that a client takes to receive a service to be attended by our staff at all levels.
Client Rights	The right to receive services in a non-discriminatory manner.
Fees	The fee or amount of money that a client pays to obtain a service or to be attended to.
Procedure to access a service	What the beneficiary of the service is required to have or submit or do in order to access the service, other than the fees.

ACRONYMS

BOG	Board of Governors
Cap	Chapter
CBO	Community Based Organization
CDO	Community Development Officer
CDPIV	City Development Plan Four
CSO	Civil Society Organization
EMIS	Education Management Information System
CISO	City Internal Security Officer
ID	Identity Card
IRAS	Integrated revenue administration system
MCC	Mbarara City Council
LCI	Local Council I
LG	Local Government
MDA	Ministry, Department and Agency
MoES	Ministry of Education and Sports
MoH	Ministry of Health
MWE	Ministry of Water and Environment
NDPIV	National Development Plan Four
NEMA	National Environment Management Authority
NGO	Non-Government Organization
NIN	National Identification Number
PDM	Parish Development Model
PRN	Payment Reference Number
PWD	Persons with Disability
SACCO	Savings and Credit Cooperative Organization
SAGE	Social Assistance Grant for Elderly
SEGOP	Special Enterprise Grant for Older Persons
SMC	School Management Committee
TC	Town Clerk
UWEP	Uganda Women Entrepreneurship Program
YLP	Youth Livelihood Program
MoPS	Ministry of Public Service
PSC	Public Service Commission
CSC	City Service Commission
PPDA	Public Procurement and Disposal of Public Assets Authority
MoLG	Ministry of Local Government
MoFPED	Ministry of Finance Planning and Economic Development

Foreword

This Client Charter is a social contract between Mbarara City Council, as a service provider and its clients /service users. It specifies standards for service delivery, which Mbarara City Council believes its clients/service users have a right to expect, and sets out feedback and complaint handling mechanisms.

The purpose of this client charter is to inform the internal and external clients about the services provided by Mbarara City Council at different service delivery points, Clients' rights, and obligations.

We are committed to ensuring that we offer quality and timely services to our clients, and this is only possible if we maintain a good working relationship with our clients /service users and staff.

I therefore, recommend this charter to all users /clients of the City and hope that they will use the mechanisms suggested to enter into constructive dialogue with Mbarara City Council. This will help us to achieve our aim of continuous review and improvement in the quality of the services, which the City Council provides to the public.




Mugabe Robert Kakyembezi

HIS WORSHIP THE MAYOR

Preamble

The Uganda Vision 2040 sets the national agenda of transforming Uganda into a modern and prosperous country through inclusive and sustainable socio-economic growth. In alignment with this aspiration, Mbarara City Council is pleased to present its Clients' Charter for the Financial Years 2025/2026 to 2029/2030.

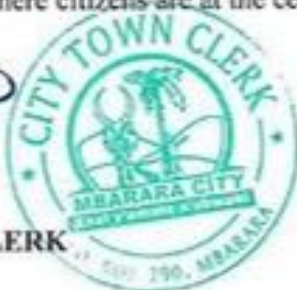
This Charter was developed through wide consultations with our clients, service users, and staff, ensuring that it reflects the voices, needs, and priorities of the people we serve. It is anchored in national, regional, and global frameworks including the Sustainable Development Goals, the African Agenda 2063, the East African Vision 2050, the Uganda Vision 2040, the Fourth National Development Plan (NDP IV), and the City Development Plan (CDP IV).

The Charter came into existence as a framework to strengthen accountability, promote transparency, and set clear service delivery standards across all City Departments. It is both a commitment and a promise to provide quality, inclusive, and people-centered services while upholding our core values of professionalism, integrity, innovation, responsiveness, team work and accountability.

Through this Charter, Mbarara City Council reaffirms its dedication to building a modern, vibrant, and prosperous City where citizens are at the center of development.



Barekye Justine
CITY TOWN CLERK



CHAPTER ONE: INTRODUCTION

1.1 LOCATION

Mbarara City is located 266 kilometers from Kampala City along the Kampala-Kabale Road, in the south-western region of Uganda. Its exact geographical coordinates are approximately longitude 30°37' East and latitude 0°36' South. The city is bordered by the districts of Isingiro, Mbarara, Rwampara, and Kiruhura. The City Headquarter office is located on plot 12, Galt Road.

1.2 MANDATE

Mbarara City Council derives its mandate from various key legislations, including the 1995 Constitution of the Republic of Uganda as amended, Uganda, the Local Government Act 1997 Cap.138, the Public Finance Management Act Cap.171, and numerous others such as the Public Health Act Cap.310, Public Holidays Act Cap.174, Public Private Partnership Act Cap.111 the National Environment Act Cap. 181, Physical Planning Act 2020, Building Control Act Cap.136, Local governments (Rating) Act Cap. 141, Public Procurement and Disposal of Public Assets Act Cap.205, the Trade Licensing Act Cap 79, The Uganda Public Service Standing Orders 2021, National Planning Authority Act 2002, Land Act 1998 among others.

These laws empower the council to initiate policy formulation, coordinate sector activities, and supervise, monitor, and evaluate programs.

The council focuses on managing and providing urban decentralized services to enhance the wellbeing of its residents.

Mbarara City positions itself as a key urban engine for inclusive and sustainable development in the South Western region and beyond through its Vision, Mission, Strategic objectives as stated below.

1.3 VISION

A green, Inclusive and Sustainable City.

1.4 MISSION STATEMENT

To Provide Quality Services through inclusive engagement for sustainable development.

1.5 STRATEGIC OBJECTIVES

- To sustainably increase production, productivity and value addition in agriculture, industry, minerals, oil & gas, tourism, ICT and financial services.

- To enhance human capital development along the entire life cycle.
- To support the private sector to drive growth and create jobs.
- To build and maintain strategic sustainable infrastructure in transport, housing, energy, water, industry and ICT.
- To strengthen good governance, security, and the role of the State in development.

1.6 CORE VALUES

The core values that guide delivery of our core services to our clients include;

- **Professionalism:** The City Authority adheres to a set of standards and code of conduct or collection of qualities that characterize specialized knowledge, competency, honesty and integrity, respect, accountability, self-regulation and image.
- **Accountability:** The City Council upholds thoughts, decisions and actions that are directed towards achieving results, and is collectively responsible and answerable to the stakeholders
- **Innovation:** The City Council continuously looks for new ways to deliver the service to the stakeholders
- **Responsiveness:** The City will respond to client needs in a timely manner in accordance with the set framework.
- **Team Work:** The work ethic of the City Authority is working together cohesively towards a common goal, creating a positive working atmosphere, and supporting each other to combine individual strengths to enhance team performance.

2.0 CHAPTER TWO: PRINCIPAL SERVICES AND COMMITMENTS

2.1 PRINCIPAL SERVICES

Services offered by the City Council

The functions and services which the City Council is responsible for are provided in parts 2, 3 and 5 of the Second schedule of the Local Governments Act, Cap 138.

Administrative Support Services				
Service	Minimum Access Time	Procedure/Requirements To Access The Service	Service Delivery Point	Fees, If Any
Administrator General's /Family meetings	14 working days	Submission of letter from Administrator General's office Mobilization of all family members. Conducting a meeting.	City Headquarter offices.	N/A

		Submission of the report to the Administrator General.		
Certification of documents	1 day	Submission of copies	City Clerk's Office and Town Clerk's Office.	10,000 per 03 copies.
Birth and death notification.	1 day	National Identity Card for parents / guardian, Family consent letter LCI letter (only for death notification).	Division Offices	Free
Civil marriages and Customary marriages.	40 days	Parents' consent letter from bride's side. National Identification numbers for both bride and groom. Witnesses on both sides. LCI letter. Photos of ceremony. 03 Coloured Passport photos. for bride and groom.	City Clerk's Office. Division Town Clerk's Office.	200,000/-
HUMAN RESOURCES UNIT SERVICES.				
Service	Minimum Access Time	Procedure/Requirements To Access The Service	Service Delivery Point	Fees, If Any
Accessing pension and gratuity for new retirees on payroll.	2 months	Application form Appointment letter National ID Approval letter (Early retirements, Retirement on marriage grounds, retirement on medical grounds)	City Clerk's Office.	Free

		Death gratuity (Letters of Administration, death certificate)		
Payroll access for newly appointed staff	60 days	Acceptance letter of job offer. Submission of letter of assumption letter. Matching National ID and Bank account details.	City Clerk's Office.	0"
Access to salary loan	03 days	Application form. Recent pay slip. Commitment letter from the mother bank in case one has a coded loan to be paid off.	City Clerk's Office.	0"
RECORDS				
Service	Minimum Access Time	Procedure To Access The Service	Service Delivery Point	Fees, If Any
Retrieval of documents	7 days	Written request with relevant attachments if any	Registry	0
FINANCE				
Services offered by the department.	Minimum Access time	Procedure to access the service	Service delivery point	Fees, if any
Enumeration, Assessment and Billing	10 minutes	Nature of business. Location.	Division or HQ Revenue Office, Business premises	0

Payment through different channels	Up to the client but within 15 days	Any Bank, Mobile Money, Bank Agents	Any Bank, Mobile Money, Bank Agents	
Appeals Against assessment and Issues of legal nature	07 working Days after date of receipt of appeal	Lodge an appeal and submit to the Registry, Revenue office and Division offices.	Registry CTC Office Revenue Office City Division	Free except administrative review below ≤100,000,000 pay a fee of 500,000, above 100,000,000 but not exceeding 400,000,000 pay a fee of 1,500,000 Above 400,000,000 but not exceeding one billion pay a fee of 2,500,000
Education Department Services.				
Services offered by the department.	Minimum Access time	Procedure to access the service	Service delivery point	Fees, if any
Licensing and registration of schools	One month	Items in their order (to be filled in 3 plastic spring files). 1.Application Form fully filled & signed by relevant offices 2.Directorate of Education Standards – DES Report 3.Copies of License Letter/Certificate - for Registration 4.Recently filled EMIS form dully signed 5.Detailed & valid District Inspector of School's Report	Education department offices both at division and center	Transport costs to the institution for purposes of report making

		6.Detailed & valid Health Inspector's Report 7.Detailed & valid Environmental Report 8.LC III Recommendation as a proof that the school is within the Sub-County 9.Referees – LC.1, LC.1 Secretary for Education and a Local Religious / Opinion leader 10.Land Title or Sales Agreement or Tenants Agreement with a person not later than 4 years to expire at the time of registration 11.Bank Statement in the name of the school as proof and liquidity of the school (sufficient to pay staff for 3 months) – should be current at least capturing the last three months 12.Proprietor's Photograph (s), CV and photocopy of National Identity card 13.Head Teacher's Photograph, CV, Documents and photocopy of National Identity card. 14.The Head Teacher should be a Diploma holder with Primary Background (for Primary Schools) 15.Staff Documents/Certificates and photocopy of National Identity card 16.Appointment/Contracts Letters with all members of Staff & each one's		
--	--	---	--	--

		handwritten acceptance letters 17.School Rules/Code of Conduct approved by the BOG's and or Management Committee 18.The BoG's and or Management Committee (SMC) should have been approved by the DEO/MEO 19.Location clearly showing site 20.Partnership Deed/Articles of Association – for Schools/Institution with more than one proprietor. 21.Building Plan Technically Drawn and Clearly Indicating School Name and Building Specifications - should be approved by district officials 22.Evidence of Existence of facilities for Co-Curriculum Activities: Playground Photographs of the School a) Showing the general school plan with school signpost b) Children /students on assembly c) Children /students in all classes d) Empty classes e) Children /students in co-curricular activities f) Front and back view of all classes		
--	--	--	--	--

		g) Latrines with segregated date i.e. boys, girls, female, male, teachers h) Laboratory equipment and chemicals. i) Classrooms with furniture. Teaching and Non-Teaching Staff.		
Grievances redress mechanisms	One week	1. Office visits	Education department offices both at division and center	No cost
Issuance of UCE & UACE results slips and Certificates of students from the closed schools.	one day	2. Formal written request.	Education Office	0
Recommendation letters to UNEB for students who lost their academic documents	1 day	- Make a formal request - Presenting police reference number of the lost documents, - Physical presence of the student and Identification documents.	Education Office	0
Registration of Candidates for UNEB	By 1 st May for every Calendar Year.	UNEB Entry form requirements 1. Name of the learner 2. Date of birth 3. Index number 4. Age 5. Sex	Schools	No cost for the case of government. Shs. 34,000 per primary candidate, UCE: Shs 164,000 per candidate.

		6. Full name of the parent/guardian 7. Father's NIN 8. Mother's NIN 9. School choices	UACE: Shs 186,000 per candidate. Late Registration: Surcharges apply, typically 100% of the registration fee. Private Candidates: Additional fees may apply, and there are separate fees for "purely private" candidates. (shs.15,000 for UCE, shs18,000 for UACE) Amendments: Shs 50,000 per amendment. Undeclared Private Candidates: Normal registration fees plus a 100% surcharge and amendment fees, according to the UNEB e-Registration website. Undeclared Non-UPE/USE/UPOLET: Normal registration fees plus a 100% surcharge and amendment fees, according to the UNEB e-Registration website. Under protest fee per paper shs10,000 Transfer fees of candidates when authorized shs250,000
--	--	--	---

				Report on work of candidates shs10,000
EMIS registration	Two months	1. Two National Identification Numbers for any two people. 2. School address/location 3. School email address and its password 4. Personal email 5. Year of foundation 6. Ownership type 7. Contact numbers	Service providers Education department offices at the center	Shs20,000 online application fee
Community Based Service Department				
Services offered by the department.	Minimum Access time	Procedure to access the service	Service delivery point	Fees, if any
Registration of CBOs	7 working days	Submit application form with constitution and minutes; signed by LC1; pay registration fee.	Community Department – Division Offices	20,000 UGX
Renewal registration certificates of CBOs	7 working days	A copy of registration certificate and proof of payment.		30,000

Coordinate government programs UWEP, YLP, PDM, Emyooga, SAGE and GROW.	After complete submission	SAGE – 60 years YLP – for youth PDM- Must belong to a certain parish, national ID, be in an enterprise group, be above 18 years. UWEP for women. Grow – above 18 years but below 60 years, must have collateral	Community Department	0
Resettlement of children to their families and communities.	24 hrs	Report cases of abandoned / abused children	Community Based Services Department	0
Handling labour complaints and workplace disputes.	Within a month	Initiate complaint in writing Attend the dispute resolution meeting.	Labour Office	0
TRADE, INDUSTRY, INVESTMENT				
Services offered by the department.	Minimum Access time	Procedure to access the service	Service delivery point	Fees, if any
Establish and develop private and public markets in the City	30 days	Evidence of land ownership, availability of basic social facilities and should the office for guidance.	Trade Department	License fees as determined by Council.
Promote the formation and regulation of cooperatives and other organized groups.	14 days	The client should have Bylaws, minimum of 30 members, financial statements and ability to pay the registration fees of 50,000 and	Trade Department offices and private sector organizations.	50,000 paid to the Ministry of Cooperatives.

		Should visit the Centre and Division offices for guidance.		
		Attending workshops and seminars.		
Health Department				
Services offered by the department.	Minimum Access time	Procedure to access the service	Service delivery point	Fees, if any
Reporting nuisance	Instant	Written report. Phone call Verbal	LC I Office. Ward level. Division offices. City Headquarter Offices.	Free
Issuance of Certificates to date of Food Handlers and saloon operators.	2 days from date of examination	Medical examination Proof of payment.	Division Offices.	10,000 per certificate.
Ambulance Services.	Instant.	Upon submission of authorization from the dispatch centre, City Health Officer, Facility in charge.	Health center IV.	Free.
ART Services		- Patient should test positive - Viral load Mon to Friday - TB screening - Dispensing - Counselling	Health Centre IV and HC III	Free
AGRICULTURE AND PRODUCTION				
Service	Minimum Access Time	Procedure To Access the Service	Service delivery point	Fees, if any

Responding to farmer complaints on crop/animal destruction	2days	LCI letter Photos	City headquarter offices, division offices	"0"
Report on loitering animals	1day	letter	City headquarter offices, division offices	"0"
Animal movement permit	2-5days	LCI Letter, if within Mbarara City If not within Mbarara City, LCI Letter, letter of no objection from the district of destination.	City headquarter offices, division offices	10,000/- per animal
vaccination	Twice in a year	Availing your animals at vaccination points/centres	City headquarter offices, division offices	"0"for shorts and cattle unless emergency 5000/- per pet
Inspection of animal slaughter places	Daily	Availing the animal at the slaughter place	City headquarter offices, division offices	500 per chicken 5,000 per goat 5,000 per Pig 8,000 per cattle
Animal surgeries	One day	Telephone call or physically visit the office	City headquarter offices, division offices	200,000 1,000,000
Artificial insemination	1-3 hours	Telephone call or physically visit the office	City headquarter offices, division offices	Free advice
Surgical camps	Once in a year	Availing animals at selected sites	City headquarter offices, division offices	0
PHYSICAL PLANNING SERVICES				
Service	Minimum access time	Procedure to access the service	Service delivery point	Fees if any
Reporting illegal developments.	Weekly	Details of the illegal development (name of the developer, location, contact, stage/level of the structure.)	Division Town Clerk's office.	Free.

			Physical Planning office.	
Land Dispute & Resolution	14 working days	Complaint report. Site visit.	Division/City Town Clerk's office.	Free.
Development Permission Review	Within 10 working days	Proposed building plan	City Physical Planning Department.	150,000-170,000.
Subdivision Plan Review	5 working days	Mutation form. Copy of the land title and proposed subdivision n plan.	Inspection of land applications.	"0"
Site Inspections for clients who intend to process building plans.	Within 5 working days after submission of a request.	Submission of a building plan with proof of payment. Written request letter.	Project site.	Free
Inspection of development site to check conformity with City Physical Development Plan	14 days	Application Concept note Sketch map locational coordinates	Site	"0"
Approval of development permission in relation to City Physical Development Plan	28 days after all requirements have been submitted	Submit a development application to Physical Planning Unit Application Concept note Sketch map locational coordinates Proof of land ownership Certified land survey and boundary report Colour sample schedule	City Physical Planning office	100,000 500,000 per unit/land use
Issuing development permissions	28 days	Follow up	City Physical Planning office	"0"

Land divisions	sub-28 days	National Id Application form LC1 Letter Copy of land title Copy of survey report Duly signed Mutation form Letter by private physical planner Sub division plan ESIA, where applicable	City Physical Planning office	20,000 subdivision per
WORKS DEPARTMENT SERVICES				
Issuing of Building permits.	1 month	- Developer's Application - Plans approved by council annually - Written request - Client request	- City Headquarters - On site - On site - On site	- In accordance with BC act 2013 reg's - NA - NA - NA In accordance with Road act & physical planning act
• Issuing of as built plans	• 2 months after submission of plans	• Developer's Application required	• Headquarters	In accordance with BC act 2013 reg's
• Building Occupation permits	1 month after application	- Plans approved by council annually - Request by the User department received detailing the requirements. - Facilitation provided BOQs prepared and Submitted to the Town Clerk for submission to PDU. - BOQs prepared and Submitted to the Town Clerk for	• City Headquarters	In accordance with BC act 2013 reg's

		submission to PDU		
• Issuance of Renovation permits • Issuance of permits for Temporally structures	Two weeks after request	• Written request is received • Inspection is done and report sent to Town Clerk • Permits issues	• City Headquarters	As per assessment

3.0 COMMITMENTS

City Council Commitments

Mbarara City Council principal services and commitments set out in the client charter for its clients as per Departments.

The Administration Department commits to:

Update City Website monthly.

Conduct Board of Survey every Financial year

Conduct City Development Forum (CDF) meetings quarterly

Conduct staff retreats every financial year

Hold press conferences/media briefs quarterly.

Respond to written correspondences within 7 days from the date of receipt.

The HR Unit commits to;

- Induct and orient all newly recruited staff within one month after appointment.
- Conduct refresher trainings as per the capacity building plan quarterly.
- Hold pre-retirement trainings for staff 6 months before retiring.
- Provide support to staff on Human Capital Management System (HCM) within 48 hrs from the time of request.
- Prepare and submit wage, pension, gratuity and salary arrears budget estimates by the end of September of every Financial Year to the MoFPED and MoPS.
- Approve sick, maternity, paternity and leave within 2 days after submission.
- Hold performance management and improvement meetings quarterly.

The Records section commits to;

- Receive and route correspondences within 02 hours
- Dispatch mails within 1-4 days
- Acknowledge receipt of official documents within 10 minutes.

The Planning Department commits to;

- Provide technical support to departments during the preparation of a 5-year City Development Plan (CDP) within 2 working days upon request.
- Provide technical support to departments during the preparation a CDP mid-term review and end term evaluation within 2 working days upon request.

- Organize budget conference by 30th October of every FY.
- Coordinate the preparation and submission of the Budget Framework Paper by 15th November every FY.
- Provide technical support to departments during the preparation of Program Budgeting System quarterly reports within 2 working days upon request.
- Submit Budget Framework Paper to MoFPED by 15th November of every FY.
- Support departments to prepare draft budgets and annual work plans by 28th February every FY.
- Support departments to finalize budgets by 15th June every FY.
- Conduct Division & City Headquarter internal OPM assessments by 20th September and 15th November respectively.
- Coordinate and Produce monthly TPC meeting minutes within 5 working days after the meeting.
- Produce monthly budget desk meeting minutes within 5 working days after every budget desk meeting.
- Coordinate, prepare and Submit City Statistical Abstract to UBOS by 31st October every FY.

The Finance Department commits to;

- Prepare Final accounts by 31st August of every FY.
- Prepare monthly financial reports within two weeks after end of every month.
- Prepare Quarterly financial report within one month after the end of every Quarter.
- Update the Assets Register by 31st July of every FY.
- Coordinate the Preparation of Quarterly Internal Audit responses within 07 days after the report has been produced.
- Coordinate the allocation of financial resources within one week after cash release.
- Process claims within 05 working days after the claims have been received.
- Register new tax payers within one hour.
- Update Individual revenue source registers on a monthly basis.
- Issue out a receipt to a client after payment presenting proof of payment.
- Issue out a trading License within 20 Minutes after presenting a proof of payment.
- Initiate appointment of Revenue contract manager one week after Tender award
- Conduct periodic revenue collection monitoring on a quarterly basis. We undertake to remove seals from closed businesses within 01 days after satisfying all City requirements for re-opening.
- To issue a PRN after assessment of taxes within 30 minutes.
- To issue a City Trade License within 30 minutes after receipt of evidence of payment.

The Education department commits to;

- Monitor and inspect schools at least once a term per school.
- Conduct Music Dance and Drama trainings in schools termly.
- Identify, develop and promote sports talents in schools termly.
- Ensure performance contracts and reports for headteachers are signed every December.
- Ensure all schools hold open days atleast once a year
- Coordinate co -curricular programmes in all schools and community once a year.
- Institute School Management Committees and ensure they are functional.
- Implement the greening initiatives in all schools annually.
- Ensure PTA meetings are held in schools every year.

The Community Based Department commits to;

- Integrate gender mainstreaming in city programs and policies annually.
- Conduct capacity building for women, youth, and PWD groups.
- Coordinate community dialogues and civic education.
- Handle child neglect, abuse, custody, and protection cases within 48 hours.
- Give legal and rehabilitation services referrals to affected persons immediately.
- Supervise and inspect child care institutions on a quarterly basis.
- Sensitize workers on occupational safety and health hazards quarterly.
- Inspect workplaces and enforce labour standards on a quarterly basis.
- Hold employment promotion and awareness campaigns monthly.

Health Department

The health Department commits to;

- Respond to a Reported Nuisance within 48 hours
- Abate reported nuisances within 14 working days.
- Inspect Private education and Health Institutions within 05 working days from the date the request is received.
- Supervise service providers on Refuse Collection and disposal sites Inspection on a daily basis.
- Offer Out Patient Department services at all the Health Centers II, III and IV from Monday to Friday.
- Offer Laboratory Testing Services within 20 minutes to 2 hours at all HC IIIs and IV depending on a test that is required.
- Offer Antenatal and postnatal care services at all City Council Health facilities from Monday- Sunday (Routine).
- Offer Family planning services within 1- 4 hrs at all City Council Health facilities.
- Offer Immunization services at all health City health facilities and outreach posts Monday- Friday (routine)
- Offer ART Clinic Services at all City Council Health facilities.
- Offer HIV Screening and testing services at all City Health facilities Monday to Friday.

- Offer Health Education at all City Council facilities and community outreach spots from Monday to Friday.
- Conduct routine Hygiene and Sanitation inspections.
- To keep the city clean

The Internal Audit Unit commits to;

- Submit the Annual audit work plan to relevant authorities timely.
- Conduct quarterly audits in the city
- Check systems and financial records or transactions to ensure compliance with procedures.
- Undertake council audits in liaison with the Auditor General.

The Production department commits to;

- Train farmers in modern and productive methods of agriculture and appropriate technologies.
- Monitor, assess and prioritize agriculture sub -sector activities with the participation of the community.
- Collect, analyze and document agricultural data for planning purposes and use by relevant stakeholders.
- Monitor and control the occurrence and spread of animal diseases.
- Treat sick animals and advise animal owners in handling sick animals.
- Inspect livestock markets and holding grounds.
- Inspect and advise processors and handlers of animal food and by-products on a weekly basis.
- Guide farmers in pasture management, farm structure and farm management.
- Accelerate the development and commercialization of the prioritized agricultural commodities.
- Increase market access and improve physical agricultural infrastructure.
- Enhance consumption of diverse diets at household level.
- Develop early warning systems to prevent and mitigate shocks.
- Promote commercialization of agriculture particularly amongst small holder farmers. Strengthen Farmer Group formation and cohesion including commodity associations, platforms, federations and co-operatives.
- Promote time and labour-saving technologies targeting women farmers.

The Works department commits to;

- Issue Commencement letters within 3 days after signing the contract.
- Hold Site meetings on a monthly basis during the duration of the project.
- Issue a completion Certificates within one week after request.
- Prepare BOQs for all City Projects within one month after user requirements and facilitation have been made provided.
- Prepare and update the road inventory annually.
- Conduct routine manual and periodic mechanized maintenance of all City roads.
- Install and maintain street lights on major streets regularly.

- Update and maintain vehicle and plant inventory regularly.

The Physical Planning Department commits to;

- Acquire a Right of way for all the new road openings.
- Issue Non Compliance Notices to all illegal developments within 5 working days.
- Survey and title all Government Land owned by the City Council within two years.
- Update the City land inventory on a quarterly basis.
- Report to Physical Planning Committee on a monthly basis.
- Report to Building Control Committee on a monthly.

The Natural Resources department commits to;

- Issue environmental compliance certificate.
- Conduct Environmental Compliance Monitoring on a quarterly basis.
- Review and provide comments to NEMA on Environmental Impact Assessment Reports (EIA) and Audits as per the regulations within one month from the date of request.
- Monitoring of capital projects on environmental safeguards on a monthly basis.
- Mitigate complaints of noise pollution in the city within 14 days from the date of request.
- Provide environmental awareness information, support awareness and education programs on a quarterly basis.
- Prepare project Environmental and Social Management Plans for various Capital projects 14 days
- Issue improvement notices to individuals who degrade the environment within 2 days.
- Maintain green belts within the city.

The Council commits to;

- Hold Council standing committee meetings once in two months
- Hold City Executive committee meetings every month
- Hold City council meetings once in two months, if not extraordinary
- Lay the annual work plan, procurement plan, recruitment plan, Institutional Strengthening plan and annual budget before Council by 1st April every FY.
- Approval of the annual work plans, procurement plan, recruitment plan, Institutional Strengthening plan and annual budget by 31st May every FY.
- Approval of the City 5year development plan, Client Charter and other strategic plans. every after 5 years by 31st May.
- Approval of supplementary budgets within one month after receiving supplementary funds.
- Instituting statutory committees like Public Accounts committee, Land Management Committee and City Service Commission, City Land Board and City Public Accounts Committee for a contract of 4 years.
- Institute Area Land Committees for a contract 3 years.
- Institute City Service Commission for a contract of 4 years.

The PDU commits to;

- Solicitation of bids from potential bidders for procurement of goods, works and services within 15 working days.
- Prepare periodic reports for the Contracts Committee and submit them to relevant authorities.
- Coordinate assessment of quotations, evaluation of bids and awarding tenders within 10 working days from bid closure.
- Review procurement requisitions and quotations for suppliers for goods, works and services within 05 working days after submissions from the user departments.
- Dispose of public assets within 15 working days.
- We shall pay our suppliers within thirty (30) days of receipt of invoice.
- We shall issue LPOs within three (3) days from notification

The City PAC commits to;

- Review Internal Audit, auditor general, special investigating reports and any other audit reports and submit report to Council and other relevant government agencies on a quarterly basis.
- Hold City PAC meetings and submit a report to council on a quarterly basis.

The City Service Commission commits to;

- Review all the recruitment submissions within one week.
- Place an advert in the newspaper within 5 working days of receiving a submission.
- Complete the shortlisting exercise within 4 weeks.
- Display all the shortlisted candidates on the noticeboard within 5 days after shortlisting.
- Conduct Interviews within 4 weeks after shortlist, display successful candidates within 5 days after submission of the minute extract to TC
- Complete the entire recruitment exercise within three months.
- Confirmation staff appointments within one month after receipt of submission from the Responsible Officer.
- Handle disciplinary issues within 3 months from receipt of complete file.
- Regularize appointments (including after acting, change of appointment terms) within 2 months of request.
- Process internal submissions of study Leave grant, redesignations within one month of request.
- Submit Statutory & Quarterly Reports after every 04 months or whenever required.
- Handle appeals arising out of recruitment within one month.

CROSS CUTTING ISSUES

We are committed to address the cross-cutting issues in communities on Gender based violence, HIV/AIDS, Sickle cells, PWDS, Pandemics, environment and global warming

COMMITMENTS TO MAINSTREAMING CROSSCUTTING ISSUES

SN	CROSS CUTTING AREA	COMMITMENTS TO CLIENTS
1.	Gender Based Violence	Stakeholder meetings Counselling sessions to victims Awareness creation
2.	HIV/AIDS	City AIDS Committee meetings Continuous sensitization Working within the 95 95 95 strategy Distribution of protective condoms
3.	Pandemics	Active task forces and response teams Immunization /vaccination Sensitization
4.	Environment	Continuous sensitization on environmental laws, policies and regulations Enforcement of environment laws Developing environmental action plans
5.	Global Warming	Promoting mitigation, adaptation and compensation for loss approaches.
6.	Corporate governance	We are committed to openness, honesty, transparency and fairness
7.	Corporate social responsibility	We are committed to providing services in an ethical and a sustainable way.

4.0 CHAPTER THREE: GENERAL SERVICE STANDARDS

Our clients expect to experience both hard customer defined service standards and soft customer defined service standards.

General Conduct

- Dress appropriately in line with the Public Service Dress Code.
- Our staff shall be dressed in a corporate ware on every Friday.
- Our staff shall serve clients with courtesy.

Client management

- Clients shall be expected to register at the reception and guided to the respective offices within 5 hours of arrival.

- We shall have zero tolerance to corruption.
- We undertake to acknowledge receipt of any client complaints received by the City Council within 48 hours of lodging the complaint.
- We undertake to give feedback to the complainant within 21 days of lodging the complaint.
- Complaints that require investigation shall be concluded within 1 month.

Communication

- Our official communication shall be on a headed paper.

Meetings

- We shall have SMT meetings every Monday of every week starting 8:30 am.
- We shall have Technical Planning Committee meetings every month

5.0 RESPONDING TO CLIENT PHONE CALLS AND OTHER MEDIA

Whoever picks the phone will identify himself/herself before proceeding with the conversation. Calls shall be received between 8:00AM to 6:00PM, beyond that time your call shall be recorded and attended to the following morning.

- i. If we are unable to answer your phone query immediately, we will take your contact details and ensure that you receive response within 2 working days.
- ii. Respond to requests for information within 2 working days of receipt.
- iii. Respond to email within 48 hours of receipt.
- iv. Written correspondences through letters shall be acknowledged on arrival and responded to within five (5) working days.
- v. Respond to your issues raised using social medial platforms daily.
- vi. We shall respond to general inquiries through electronic and print media weekly.
- vii. Refer you to the appropriate organization if the matter is not within the City Council's mandate.

6. OFFICIAL WORKING HOURS AND ATTENDANCE TO DUTY

The City Council official working hours are as follows: -

- Monday to Friday: This excludes public holidays which occur on working days 8:00 a.m. - 12.45 p.m. 2:00 p.m. - 5:00 p.m.
- Public officers shall not absent themselves without approval of the supervisor.
- A public officer may be required to work beyond these official hours due to the exigency of the service.
- A public officer shall attend to members of the public promptly. In his or her absence, the jobholder shall delegate his or her responsibilities to another public officer.
- The attendance of public officers shall be monitored using a system, modality, mechanism or any other approved system including Biometrics, attendance registers applications or any other tool or device.

7. PUBLIC HOLIDAYS

The observance of Public Holidays by Mbarara City Council is governed by the Public Holidays Act, Cap. 174 which declares public holidays in Uganda under the Schedule to that Act and also empowers the President to declare any other public holiday.

City Council offices will be closed on all public holidays.

8.0 CHAPTER FOUR: OUR CLIENTS, CLIENTS RIGHTS AND OBLIGATIONS

Our clients include both internal and external.

Internal clients

The City Council is committed to the following internal clients:

All City Council residents including tax payers, business community, households and individuals, local contractors, local service providers and the local community, employees.

External Clients

The external clients include but are not limited to; the line ministries, Public Service Commissions and District Service Commission, Security agencies, Donors, Departments and Agencies, Health Professional Councils, Health Professional Associations, Local Governments Associations (, ULGA, and AMICCAAL, Ankole Planners Association, National Planners Union), Regional and International Bodies, LG Development Partners, tax bodies (URA),

Civil Society Organizations involved in Local Government service delivery, Service Providers (external suppliers, Consultants, external Contractors), Media, local government Training Institutions, Banking Institutions, Donors, Children homes and more.

9. CLIENT RIGHTS AND OBLIGATIONS

Clients' rights

- a) Timely and quality services.
- b) Access to relevant service delivery-related information in line with standards, regulations and guidelines.
- c) Courteous, fair and non-discriminatory treatment.
- d) Confidentiality.
- e) A safe environment during the course of receiving services
- f) Privacy during the course of consultation or interaction with the Mbarara City Council.
- g) Demand official identification of serving officer.

Clients Obligations

- a) Treat our staff with respect and courtesy, no use of abusive language.
- b) Comply with Local Government related policies, guidelines, standards and regulations.
- c) Provide Quality Services to Mbarara City Council.
- d) Provide timely and accurate information and feedback.

- e) Respond appropriately and rapidly to our requests, emergencies and disasters.

10.0 CHAPTER FIVE: FEEDBACK MECHANISMS AND COMPLAINTS HANDLING MECHANISM

FEEDBACK MECHANISM

We welcome feedback from all our clients regardless of whether it is positive or negative to enable us improve or sustain performance standards.

The following channels should be used;

- Electronic and Print media
- E-mail: Info@mbararacity.com or mbarara@gmail.go.ug
- Interactive website: www.mbararacityug.go.
Client survey (annual satisfaction survey, Bi-annual exit surveys and Telephone and online client satisfaction surveys)
- Management tracks the SMS system
- Questionnaires on the quality of services and expectations from clients.
- Surveys
- Comment cards

11. COMPLAINTS AND GRIEVANCE HANDLING CHANNELS

Our clients shall have a right of expression of compliments.

- The compliments shall be directed to the service provider or addressed to the immediate supervisor of the officer(s) who provided the service or designated person for acknowledgement.
- Acceptance of presents and gifts as a compliment shall be in line with the Uganda Public Service Standing Orders and the Leadership Code.
- Where a client is not satisfied with the response given by the Client Charter focal person, an appeal can be made to the respective head of Administration as follows:
- Deputy Town Clerk; Mbarara City Council on 0772592970;
- As a last resort, clients may appeal directly to: The City Town Clerk; or Mayor P.O Box 290, Mbarara; email: Info@mbararacity.com or mbarara@gmail.go.ug, 0772494857

CHAPTER SIX: DISSEMINATION AND IMPLEMENTATION OF THE CLIENT CHARTER.

12. CHANNELS TO DISSEMINATE THE CLIENT CHARTER

The Clients Charter shall be disseminated through;

- Leaders of Local Council one, Local Council II, and Division leadership.
- Meetings
- Publicity, using radio talk shows
- Leaders of SACCOS
- Councilors
- Civil Society Organizations
- Business communities

- Uploading on client charter on website.
- Print and electronic media
- Printing of brochures
- Social media
- Community barazas

6.2 ACCOUNTABILITY FRAMEWORK

The City Council shall report its performance to its clients through;

- a) Annual Budget Conference;
- b) Community Barazas.
- c) Website and Facebook pages.
- d) Sensitization of all clients about the charter.
- e) Participatory planning meetings at Division and ward levels.
- f) Public awareness programs.

"Together, we can make Mbarara City a centre of excellence in service delivery"

CLIENT FOCAL POINT OFFICER

MS Nakku Aminah

Contact...0702030355