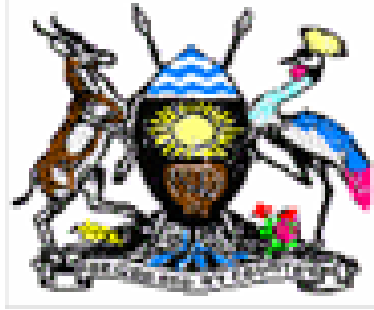




BUNDIBUGYO DISTRICT LOCAL GOVERNMENT

DISTRICT CLIENT CHARTER

2025/26 – 2029/2030

Theme:

“Responsive, Efficient and Effective Service Delivery to meet local, national and global governance standards”

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ABBREVIATIONS AND ACRONYMS

AIDS Acquired Immune Deficiency Syndrome

ARC AIDS Related Complex

CAO Chief Administrative Officer

CBO Community Based Organization

DPT3 Diphtheria Patersis Tetanus Third Dose

FAL Functional Adult Literacy

HH Household

HIV Human Immune-Deficiency Virus

IPT Intermittent Presumptive Treatment

ITN Insecticide Treated Nets

KM Kilometers

LG Local Government

OPD Outpatients Department

PWD People with Disabilities

Sq. Square kilometer

FOREWORD



Hon. Tibakunirwa Robert
DISTRICT CHAIRPERSON,
BUNDIBUGYO DISTRICT LOCAL GOVERNMENT

Bundibugyo District client Charter is a tool that is geared towards ensuring accountability to the clients and stake holders, and facilitating clients and citizens to access all the information regarding the service standards and commitments of Bundibugyo District Local Government.

The objective of our Client Charter is to inform our clients about the services offered by Bundibugyo District in relation to service quality, efficiency, effectiveness and the District commitments, rights and obligations of the clients and to provide accountability to the clients.

The client charter will help to enhance transparency within the District and act as a tool for continuous performance improvement through addressing service delivery challenges and periodic assessment of the Charter.

One of the key objectives of the Strategic framework is increasing accountability and performance, which will be implemented partly through the Client Charter.

Bundibugyo District has prepared a Charter that will enable the citizens and all service providers to participate in the design, monitoring and evaluation of Programmes. This Charter presents the District's mandate, vision, mission, and what the clients expect of us and the service providers.

Bundibugyo District Local Government is devoted to implementing the commitments in this Charter for increased service delivery.

I therefore call upon all staff and our stakeholders to support the implementation of this important charter by effectively and efficiently executing their roles.

A handwritten signature in blue ink, appearing to read 'Tibakunirwa Robert', on a light blue background.

Tibakunirwa Robert.

District Chairperson.

PREAMBLE



Walakira Paul

Chief Administrative Officer

Bundibugyo District Local Government renders service to the Residents and other stakeholders 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 Bundibugyo 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 users of which its performance can be measured.

What is a client charter?

In the public service standing orders of 2010 as amended in 2021, a client charter is a document issued by a public service organization explaining the services offered by the organization. The charter gets out service standards and commitment to continuous service delivery that the clients and stakeholders should expect. It's a social contract between the organization and the service recipients.

What purpose is the charter for?

The District recognizes the potential benefits of using the Charter as a tool to drive change towards a more customer-focused approach throughout the District Public Service. The Charter will go a long way to increase the organization's efficient, effective, and economic use of the scarce resources we have.

This charter spells out the services offered by the District and the standards of service our clients should expect. The charter provides mechanisms for channeling complaints and other feedback from clients and stakeholders

To ensure acceptability, ownership and implementation of Bundibugyo District Client Charter, a participatory involvement of and participation of key actors was involved. A task force was formed and it carried out extensive and intensive consultations. All the technical staffs were involved in the discussion of the draft Charter. The Draft will be presented to the Council for Approval.

I particularly thank the Government for introducing the development of the client charter in Local Government Service Delivery systems. The intervention is timely to close the gaps between Bundibugyo District Local Government and her clients since their roles and responsibilities shall be clearly defined.

I am indebted to all the key stakeholders that took part in the preparation of this charter. However, I would like to note that implementation of this Client Charter requires full cooperation from all the stake holders including development partners.

I would like to appeal to all the clients and stakeholders to use this charter as a tool to improve service delivery.



Walakira Paul.

**CHIEF ADMINISTRATIVE OFFICER BUNDIBUGYO DISTRICT
DISTRICT ORGANISATIONAL STRUCTURE**

1.0 Introduction.

Bundibugyo District Local Government is one of the District of Uganda under the decentralized governance framework located in western Uganda. It borders Ntoroko District in the North, Kabarole District in the East, Bunyangabo District in the South East, Kasese District in the South West and Democratic Republic of Congo (DRC) in the in the West. The District lies along 30.07°C latitude and 0.07°C longitude with an altitude of 1.095 ft above sea level. Bundibugyo District covers a land area of 849.9 sq. kms; most of which is mountain ranges, national parks and forest reserves.

It has a population of 264,778 of whom 123,964 are males while 140,814 are females, with an average population growth rate of 2.9 % per annum. The District population density is 312 Persons per square kilometer living in 58,755 Households with an average household size of 4.5 persons, according to the population census of 2024.

Bundibugyo District total surface are comprise of Rwenzori National Park (220 Sq. kms); Semuliki National Park (250 Sq. kms); National Forest Reserves (46 Sq. kms); District Forest Reserves (4 Sq. kms); open water and swamps (883 Sq. Kms); arable form land (380 Sq. kms).

The District receives a bimodal rainfall pattern (**April & August**) that is comparatively reliable with amounts ranging between 1200 mm to 1400 mm.

Administratively Bundibugyo District Local Government comprises of two (2) counties (Bwamba and Bughendera), 20 Sub Counties, 7 Town Councils, 130 Parishes and 838 Villages as service delivery management and coordination centres.

The preparation of this Client Charter has been anchored on the District's Mandate, Vision, Mission and Values, strategic goals and objectives.

1.1 MANDATE

Bundibugyo District Local Government derives her mandate of service delivery from the Constitution of the Republic of Uganda (1995) as amended and the Local Governments Act (Cap.243) as amended and other laws of Uganda.

The mandate of the District is to deliver decentralized public services to all its citizens equitably, efficiently and effectively in a satisfactory and sustainable manner.

1.2 VISION

"A transformed community with improved Household incomes and livelihood by 2040".

1.3 MISSION STATEMENT

To provide quality services to the community through an effective service delivery system with an emphasis on national and local priorities that promote a sustainable socio-economic development of the district.

1.4 OBJECTIVES.

The District aims to achieve the following objectives:

- i. Sustainably increase production, productivity and value addition in agriculture, minerals, tourism, ICT, and financial services.
- ii. Enhance human capital development along the entire life cycle;
- iii. Support the private sector to drive growth and create jobs;
- iv. Build and maintain strategic sustainable infrastructure in transport; and
- v. Strengthen good governance, security, and the role of the state in development

1.5 VALUES AND PRINCIPLES CHERISHED BY THE DISTRICT

We undertake to be guided by the following values in the way we serve our clients and internally within the Local Government.

Integrity

We shall observe absolute honesty in all our official acts. This shall extend beyond financial considerations to include unmerited advantage of any kind to the person, family or friends as enshrined in the code of conduct and ethics for Uganda Public Service.

Professionalism

We shall at whatever level exercise maximum and standardized code of conduct. We shall therefore exercise selflessness, honesty and will always accept constructive criticism to improve on the service we are offering.

Transparency and accountability

We shall at all times be personally accountable for our official and personal actions. This embraces all levels of responsibility. We shall also exhibit a high level of openness and trust since we are holding these offices in Public trust.

Participation and involvement

We shall cherish the principle of all-inclusiveness, participation for all and involvement. In so doing we shall enhance a close partnership with the people we serve and the development partners.

Loyalty

We undertake to be loyal to both the Central Government and Local Government. We shall therefore defend, uphold the Government policies and laws as well as fully support the Local Government programs and activities.

Openness and information sharing between the service provider and the recipient

We shall be open and communicate clearly and effectively in simple language in order to help people using our documents conceptualize all information. We shall also provide to our clients all information related to service delivery on a quarterly and annual basis.

Use resources effectively and efficiently

We shall use the available resources effectively and efficiently in order to provide best values for taxpayers, partners and users

Fairness, justice and impartiality.

The District shall be fair and just in all its decision-making process without any biases. We shall attend to all clients regardless of race, ethnicity and political affiliation.

Teamwork

Tasks shall be accomplished through teams and consultations with one another and other stakeholders

Promptness

The District shall be prompt in handling all matters relating to clients concerns

Feedback

The district shall provide feedback on any correspondence on any issue that is brought to its attention through: -

- i. Conducting community discussions, barazas and Radio talk shows. Having display noticeboards for information dissemination.
- ii. Suggestion boxes for receiving information from clients.
- iii. Encouraging launching and commissioning of projects.
- iv. Participating in community meetings including the planning meetings.
- v. Initiate GRCs for handling grievances.

Respect for Clients views

All views and constructive criticism of the district's clients shall be received and respected and where resources allow, we shall always incorporate them in our development plans.

1.0 KEY RESULT AREAS

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

- a) Identifying and collecting sufficient revenue to ensure that service delivery standards are met;
- b) Increasing the levels of education and literacy in the district;
- c) Providing adequate and accessible health services to the people of the district as per the minimum health care package;
- d) Availing community-based services to all people of the district according to their needs by category and vulnerability;
- e) 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;
- f) Ensuring that each household in Bundibugyo district is self-sufficient in food requirements and food security;
- g) Improving the marketing of agricultural produce and products for enhanced household incomes;
- h) Raising the levels of economic and social development in the district by stimulating local economic development incentives;
- i) Improving democracy and accountability in the district local government;
- j) Ensuring that natural resources within the local government are conserved sustainably utilized and managed.

2.0 PRINCIPLE SERVICES OFFERED

Our principal services to our clients shall include but not limited to the following: -

2.1 Agricultural Production Enhanced

We shall;

- Conduct field visits to at least 85% of all crop, livestock and fish farmers through extension workers once a year.
- Provide access to market and marketing information through spot publication, radio messages and newsletters
- Control all crop and livestock pests and diseases as and when they occur.
- Strengthen and increase the training of farmers in enterprise identification and selection
- Mobilize and sensitize at least 85% of all households to have sufficient food throughout the year.
- Promote the advancement in improved agricultural practices and technologies and use by farmers through operation wealth creation and other government programmers.

2.2 Basic Education and Literacy Provided

We shall;

- Increase enrollment rate of all boys and girls of school going age in Primary Schools.
- Inspect all Primary Schools in the district once a term and share our findings with stakeholders.
- Increase Primary Leaving Examination performance in grade I and overall pass rate
- Enforce co-curricular activities in all Government aided Primary Schools in the District and inter regional sports activities.
- Mobilize parents to maintain and sustain all school and sanitary facilities for their children while at school.
- Put to good use all the existing text books in schools and provide other instruction materials
- Mobilize all parents to feed their children while at school
- Increase access of boys and girls to improved latrines at Primary schools
- Increase FAL centers at village level
- Provide trained instructors to all FAL service centers.

- Timely account for public funds advanced to the sector.

2.3 Minimum Health Centre Package Delivered

We shall;

- Attend to all patients who visit Health Centers within reasonable time possible
- Increase DPT3 vaccine coverage
- Increase the number of OPD attendance per capita
- Increase the number pregnant women who receive protection against malaria through IPT with 2 doses of fanvidder
- Increase detection rate of Tuberculosis cases
- Increase supervised deliveries
- Increase the number of HHs with pit latrines
- Reduce HIV/AIDS prevalence rate through sensitizations
- Ensure provision of essential drugs to all health units throughout the year;
- Increase total sanitation
- Improve on duty attendance and attendance to patients

2.4 Infrastructure Developed and Maintained

We shall;

- Maintain 80% of all District roads in motorable condition throughout the year
- Maintain 70% of all District buildings
- Provide physical planning support to all Rural growing Centers
- Provide technical support supervision.
- Provide safe and clean water to the users.

2.5 Management of The Human Resources Enhanced

- Ensure human resource is developed through implementation of leadership and management development programs
- Conduct and manage performance appraisal of all District staff.
- Inform our clients and public about procedures of accessing their terminal benefits.
- Pay salaries by the 28th of every month keeping other factors constant.
- Effect payroll changes within one month from the date of submission.
- Provide guidelines and monitor implementation of reward and recognition scheme.

- Access pensioners on monthly payroll within two months from the date of receipt of their submission
- Improve career development of staff through training by use of conventional and non-conventional methods.
- Ensure PPDA guidelines are followed while tendering out utilized services

2.6 Internal Audit, Financial Management and Accountability Enhanced

- Produce and disseminate annual financial performance reports
- Ensure that performance and accountability are enhanced
- Design all possible avenues of increasing local revenue to enhance development in the district
- Ensure value for money by conducting period audit of Government projects
- Provide guidance to staff and public on expenditure of Government funds
- Ensure salaries are calculated and paid in time

2.7 Community Based Services

- Increase the number of vulnerable people accessing social protection interventions e.g. SAGE
- Increase BDR awareness to 80%
- Increasing the percentage of women accessing economic empowerment initiatives.
- Increase decent work coverage
- Increase adult literacy rate
- Decrease the rate of discrimination and marginalization
- Increasing community participation in the development process

2.8 environment and Natural Resources Management

- Increasing wetland ecosystem coverage
- Increase percentage of forest cover
- Enhance environmental compliance for climate change responses, wetland restoration and forest cover recovery.
- Protecting, restoring and maintaining the integrity of degraded fragile ecosystems
- Increasing sustainable use of environmental and natural resources
- Increase District wetland coverage
- Increasing District Forest cover and economic productivity of forests
- Increasing the District's resilience to the impacts of climate change
- Increasing the functionality of and usage of meteorological information systems

- Develop and strengthen local partnerships and networks in environmental and natural resources management
- Increase public awareness on environment and natural resources (ENR) opportunity, green economy and sustainable consumption and production practices
- Supporting decentralised environment management at all LG levels including enforcement of ordinances and bye-laws on wild fires.
- Integrate and implement the National Climate Change Policy (NCCP) including awareness creation at all LG level as well as CSOs and the private sector
- Demarcate, restore and gazette wetland ecosystems district wide
- Develop district wide community based and institutional tree planting initiatives
- Promote sustainable development of commercial forest plantations and industry including value addition
- Promote forest in urban development planning
- Scale up agro-forestry based alternative livelihood systems
- To operationalize the physical planning Act. 2010 so as to support orderly sustainable development
- Develop and implement District physical development plan
- Ensure that land use practices comply with sound environmental and natural resources management

3.0 COMMITMENTS AND SERVICE DELIVERY STANDARDS

3.1 General Performance Standards

We shall at all times adhere to and continually improve the standards of services as indicated below:

- Be courteous to all our clients
- Answer all telephone calls by the third ring
- Attend to all our clients within 30 minutes from the time of arrival at our respective offices
- Respond to all the written correspondences within five working days of receipt
- Provide services free of charge
- Provide services in a conducive work environment
- Prevent language geared towards spoiling other people's names.
- Create corruption free area

3.2 Clients Expectations and Rights

The district clients have a right to:

- Access to free services
- Lodge complaints
- Appeal in accordance with the established procedure
- Fair, socially just, non-discriminative and transparent District decisions
- Prompt and timely delivery of quality services and products
- Timely and appropriate feedback on any transaction effected by the district
- Appropriate support and advocacy that is within the realm of the district
- Timely payment of salaries and terminal benefits
- Privacy and confidentiality
- Be treated with respect
- Access to public information in accordance with the law

3.3 institutional Capacity Building and Commitment to Continuous Performance Improvement

- a) We shall demonstrate specific improvements in institutional capacity strengthening annually through planning and budgeting.
- b) We shall continuously mentor, sensitize, monitor and train our human resources for continuous professional development (CPD) and career growth and development.
- c) We shall cascade the implementation of the Client Charter to all LLG
- d) We remain committed to continuously addressing areas that negatively impact on our performance. In this regard we shall:
 - 1) Undertake annual review of this Clients Charter in a participatory manner to obtain issues that our clients and stakeholders would like us to focus on.
 - 2) Always employ the best technical officers on merit for competitive advantage
 - 3) Rely on your support as endeavour to implement these commitments.

4.0 WHO ARE OUR CLIENTS

Our clients shall include; Central Government Line Ministries, Departments, Agencies and allied institutions; Political, Religious and Cultural Leaders, Development/Implementing Partners, Civic Leaders, Employees, Investors, Producers, Traders, Researchers, Farmers, Suppliers, Consumers and General Public.

4.1 Rights of our Clients

Our Clients shall expect the following;

- a) Quality service delivery
- b) Free access to public services
- c) Free access to information in line with laws and regulations
- d) Transparency in service delivery
- e) To be attended to on time
- f) Feedback on implemented activities and decisions made
- g) Equitable allocation of public scarce resources

4.2 Clients' Obligations and Responsibilities

Our clients are very precious and deemed to be active contributors to any effort the district will engage in providing the level of quality and quantity of services and products they expect from the district. In respect to this, our clients have the following obligations

- Respect the Independence of the District especially in regard to mandated roles
- Observe confidentiality of the classified information
- Strict observance of the set standards and guidelines in provision of services
- Readiness for active participation whenever called upon to participate in the activities of the district
- Bring to the attention of the district any corrupt tendencies or any deviant behavior from the set standards, norms and values
- Give feedback on the district transactions including constructive criticism
- Maintain high quality services in the transaction of business with the district
- Operation and maintenance of public infrastructure and utilities

- Respond to requests for information by us thoroughly and timely
- Appropriately identify their needs
- Demand for service provision
- Embrace and participate in the implementation of the charter
- Contribute towards the development of their communities in all material and financial aspect
- Deal with our staff with courtesy and respect.

5.0 FEEDBACK MECHANISM

Feedback from our clients is very important because it helps to enhance efficiency and performance of the district. The district will therefore be happy to receive all constructive criticism, new ideas and innovations. In addition, the District will always make sure the proposals are implemented and appropriate explanation given. Feedback may be provided in any of the following ways;

- a) Direct feedback to the person serving you
- b) Feedback to the supervisor who is readily available
- c) Written communication to the appropriate person within the District and LLGs, which may be hand-delivered, sent by mail/e-mail, normal surface mail.
- d) Through workshops
- e) Dialogue in form of meetings

5.1 Managing Complaints and other Concerns/issues

If a client is dissatisfied with the way they have been served or treated, the client has a right to make a complaint or express their grievance to;

- a) The person serving them
- b) The supervisor or Head of Department
- c) The person designated as the 'Client Service Officer'
- d) The area Councillor, parish Chief, Sub-county Chief or Town Clerk as the case may be.
- e) The Chief Administrative Officer (CAO), the District hairperson or the Resident District Commissioner (RDC)

A complaint made to the person serving a client has to be responded to immediately or the client referred to the next person or level that can address the complaint. In

addition, a client has a right to expect feedback on how a complaint has been handled or is going to be dealt with within 14 days of making the complaint.

5.2 Handling Appeals

We shall strive to put things right quickly, efficiently and effectively and be ready to learn from complaints and failure, where a response is required, we undertaken to provide a first response within fourteen (14) days of receipt of any written complaint.

Where a client has expressed a complaint or grievance and this has not been dealt with to the satisfaction of the client, the client has a right to this up to the CAO, all appeals submitted in this manner will be resolved within **30 days** after submission.

In addition to the administrative hierarchies each political office from LC I, II and III shall receive and promptly handle appeals from the lower levels.

5.3 Managing Complaints: The Appeal Process

Complaints delivered in person and verbally communicated shall be attended to by the Responsible Officer

Errors, oversights and omissions identified at source shall be promptly handled and recipients informed.

Complaints received in writing shall be promptly attended to given the nature and magnitude of the complaint; acknowledgement shall be provided within five working days of the receipt of complaint.

6.0 OUR ACCOUNTABILITY FRAMEWORK

We undertake to remain accountable to our clients and stakeholders through the following mechanisms:

Annually publicize our performance against the commitments made in this Client Charter

We shall offer ourselves for constructive criticisms by arranging regular meetings and clients' roundtable. Account for our activities, time and resources **at least twice** a year.

Hold annual meetings/barazas with our clients and stakeholders to share our performance results and engage them for further feedback.

Participate in media events that provide our clients and stakeholders an opportunity to hold us to account. Such events will include, but not limited to, public interviews and talk shows.

Posting all quarterly and financial reports as well as audited financial statements/accounts on public notice boards.

The clients shall always be updated of council activities on community radios in the District.

7.0 COMMUNICATION CHANNELS

7.1 Reporting Performance against the Charter

We commit ourselves to:

- Monitor and evaluate the implementation of the Client Charter
- Publish performance against the Charter's commitments in annual performance Reports
- Report on performance to clients and stakeholders during annual review events
- Publish summary complaints data and our general response in the District's annual report.

7.2 How will client charter be documented ?

- a) The charter shall be printed out and disseminated
- b) Public Service Notice Boards
- c) Translating the charter into local languages based on profile of the clients
- d) Disseminate through electronic and print media

7.3 How will feedback be communicated ?

- a) Write to the Chief Administrative Officer on P.O Box 1166, Bundibugyo
- b) Drop your message in the District's suggestion Box at District Headquarters
- c) Make an effort to meet the CAO and air your concerns
- d) E. mail your message on caobundibugyo@gmail.com
- e) Use our website: www.bundibugyo.go.ug

OUR CONTACTS FOR ENQUIRIES:

Physical Address: Bundibugyo District Local Government
Bundibugyo Town Council.

Postal Address : P.O BOX 1166, Bundibugyo
Tel. +256 772 426 017/+256 783 327 408

E-MAIL : caobundibugyo@gmail.com or
paulwalakira@gmail.com

WEBSITE : www.bundibugyo.go.ug