



KALIRO DISTRICT LOCAL GOVERNMENT

CLIENT CHARTER 2025/2026 – 2029/2030

**Kaliro District Local Government
P.O. Box 56,
Kaliro**

JULY 2025

FOREWORD

As the political head of the district, it is my pleasure to present to you the Kaliro District Local Government Client Charter, which will be implemented in the next three years.

A Client Charter is one of the approaches for implementing the Result Oriented Management (ROM) as part of Public Service Reform Program.

Through the Charter, the public is given a platform to provide us feedback on their levels of satisfaction in relation to service delivery. My leadership is committed to ensuring that the overall vision of government; of bringing about social-economic transformation is achieved.

All government programs; as embedded in this client charter will be closely monitored for the benefit of our clients. We shall ensure that government policies, regulations and guidelines are disseminated to all our clients to enable them make positive criticisms which will enhance our performance.

I take this opportunity to thank Council, CAO and the technical team for their tireless effort in developing this charter. I am confident that it will improve service delivery to our people.



Kagoda Elijah Dhikusooka
DISTRICT CHAIRPERSON
KALIRO

PREAMBLE

As one of the key strategic objectives of the Public Service Reform Programme, the Client Charter contains a number of undertakings by the district on service standards, clients' rights, feedback mechanism, accountability and performance.

Kaliro District Local Government believes that the charter is critical towards performance enhancement and service delivery that is efficient, effective and customer focused.

The Charter explains the key services each department offers and the expected results. The document also defines who our clients are, their rights, obligations and responsibilities; and provides a framework through which the feedback will be given and how complaints will be handled. In other words the Charter is a social contract between the district and the recipients of services.

I would like to appreciate all stake holders for their input into this charter. Special thanks go to all Political Leaders, Heads of Departments and Sectors, and the Ministry of Public Service.

We pledge our commitment to this charter as a basis of our performance.



Bukone Richard Sajjabi
CHIEF ADMINISTRATIVE OFFICER
KALIRO

1.0 CHAPTER ONE: INTRODUCTION

This client charter presents the service commitments for Kaliro District Local Government. Section 1 of the charter covers the District mandate, vision, mission, principles and values. Section 2 covers the result areas and strategies. Section 3 covers departmental commitments to clients, section 4 covers the general standards. Section 5 describes our clients' expectations and obligations. Section 6 and 7 set out the feedback, complaints and appeal mechanism while section 8 covers the reporting of performance and accountability against the charter and contacts.

The objectives of this charter are to;

- a) Inform our clients and stakeholders of the service Kaliro District Local Government offers, the rights, expectations and obligations of the clients, and the service commitments.
- b) Provide an accountability framework for Kaliro District Local Government to account in line with service commitments.
- c) Act as a tool for continuous performance improvement.

1.1 MANDATE:

Kaliro District Local Government derives her mandate from the constitution of the Republic of Uganda (1995) Article 176 which provides that "The system of local government in Uganda shall be based on the district as a unit..." and the Local Government Act CAP 243 which provides an Act to amend, consolidate and streamline the existing law on local governments in line with the Constitution to give effect to the decentralization and devolution of functions, powers and services..."

1.2 VISION: "A prosperous Kaliro population, leading improved quality lives in thirty years".

1.3 MISSION: "To promote Change for Development and Good Governance to the Kaliro community

1.4 CORE VALUES

Kaliro district shall uphold the following values to attain its development aspirations:

Kaliro district shall uphold the following values to attain its development aspirations: Honesty and Integrity, Accountability and transparency, Professionalism, Fairness, Respect, Collective responsibility and Service above self, Teamwork and Dedication,

- a) Integrity. We shall be honest and open in conducting public affairs.
- b) Transparency. We shall be as open as possible about all the decisions and actions.
- c) Professionalism. We shall adhere to the code of conduct and ethics, high degree of competence and best practices. We shall hold office in public trust and shall be responsible for our actions and inactions.
- d) Fairness. We shall give fair treatment to all clients irrespective of religion, gender, race, ethnic background, ability or political affiliation.

CHAPTER TWO PRINCIPAL SERVICES AND COMMITMENTS

2.1 PRINCIPAL SERVICES

Department/Sector	Service	Minimum access time	Procedure/requirements to access the service	Service delivery point	Fees(if any)
Health	Immunization	30 minutes	Health education, screening/triage, immunization card	Health facility, outreaches	Free
	Antenatal	30 minutes	Health education, screening/triage. ANC book/card	Health facility	Free
	Family planning	30 minutes	Health education, screening. Requirements - FP book/card	Health facility, outreaches	Free
	OPD	30 minutes	Health education, screening/triage, lab tests, diagnosis. Medical form/book	Health facility (AT OPD)	Free
	Delivery	30 minutes	Registration, examination, HTS, labour, immunization. Mother passport/book, mama kit.	Health facility	Free
Administration	Approval of members of boards and commissions	1day	Submission of lists by relevant entities DEC and Council minutes Approval by line ministry	Sub counties/Town Councils District Line ministry	Free
	Recruitment of staff	2 months after advert	Advertisement, application, shortlisting, display of short lists, recruitment, appointments, posting	DSC	Free
	Confirmation	6 months	Appraisal, DSC minute	Department	Free

	on in service			t , DSC	
	Accessing payroll, pension and gratuity	One month	Appointment letter, deployment letter, assumption of duty, confirmation in service, national ID, Birth certificate, TIN No., IPPS No.	HRM	Free
Community	Provide government grants/ revolving loans to eligible beneficiaries	One month	Registration, assessment, bank account opening, DTPC/SEC minutes, approval by MoGLSD Registration certificate, bank account, constitution,	Community Department MoGLSD	Free
Natural Resource	Processing application for land titling	10 working days	Application, Area Land Committee processing, Physical Planning Committee, District Land Board meeting, submission to line ministry	Community , District, Line ministry	20,000/= (application fee)

2.2 COMMITMENTS

As a district, we commit ourselves to the following:

2.2.1 ADMINISTRATION

We commit to;

- Pay staff salaries by the 28th of every Month.
- Access new staff on the payroll within one month of reporting for duty.
- Induct new staff within the first three months.
- Conduct pre-retirement trainings of staff aged 58 years every two years.
- Budget and submit cases for officers due to retire to the Ministry of Public Service within 6 months before they retire.
- Approve payments within a day.
- Make response to letters within 5 working days from the date of receipt.
- Handle disciplinary cases within 3 months from the date of receipt.

Central Registry

We commit to;

- Avail files to relevant offices within 15 minutes.
- Uphold confidentiality while handling correspondences.

Procurement & Disposal Unit

We commit to;

- (a) Ensure timely and efficient procurement of services and supplies and disposal of assets in line with public procurement and Disposal Act 2003.
- (b) Advertise for works, services and supplies by the first quarter of the financial year and give clear bid information to our clients.
- (c) Ensure that the list of Best Evaluated Bidders (BEB) is displayed on notice board within 2 working days of approval.
- (d) Respond to clients asking for information on the outcome of evaluation of bids within 30 minutes of logging enquiry or provide written information within 2 working days after the mandatory 10 working days display of BEB.
- (e) Place announcements on notice boards and through radio for successful bidders to pick letters of bid acceptance /offer within 3 days after elapse of the 10 mandatory working days of display of BEB notice.
- (f) Provide support to our clients regarding the bidding process whenever they visit our office e.g. inform them of guidelines, Public Procurement Disposal of Assets (PPDA) regulations, etc.
- (g) Ensure that copies of the annual procurement plan are readily available within the Entity
- (h) Always ensure the use of standard bidding documents during the bidding process.
- (i) Ensure ethics in bid evaluation by ensuring that all members of the evaluation committees sign the code of ethical conduct before engaging in their assignments.

2.2.2 EDUCATION AND SPORTS

We committee to;

- a) Construct 18 classrooms of ratio 1:53 under the SFG programme by 2025.
- b) Increase District School performance in Division one from 19.8% to 22.8%.
- c) Reduce Div."U" obtained by 193 candidates in 2001 to less than 30 candidates annually.
- d) Reduce absentee candidates at PLE from 122 to 20 or less every year.
- e) Conduct school inspection and monitoring of 85 Primary school, 9 Secondary schools and 2 Tertiary institutions annually.
- f) Inspect and recommend licensing and registration of 20 private primary and secondary school in the next 5 years

2.2.3 PLANNING UNIT

We committee to;

1. Prepare and Formulate annual Budget Framework Paper for the five years.
2. Consolidate District annual work plans for the period of five years.
3. Produce an annual District Statistical Abstract for the period of five years
4. Carry out Quarterly Monitoring and evaluation of district projects.

5. Conduct quarterly Monitoring exercise to Lower Local Governments in crosscutting issues, planning and budgeting.
6. Hold annual District budget conference over the five-year period.
7. Conduct annual District Internal Assessment exercise.
8. Prepare and submit OBT and LGSMD reports to line Ministries quarterly.
9. Procure Items under LGMSD retooling for departments annually.
10. Hold 12 Technical Planning Committee meetings and 6 Budget Desk mandatory meetings annually.

2.2.4 WORKS DEPARTMENT

We committee to;

- (i) Carry out Manual Routine Maintenance of 1,069km of District feeder Roads using Road gangs annually.
- (ii) Carry out Mechanized Routine Maintenance of 140km of Feeder Roads using the Road Unit annually.
- (iii) Carry out Mechanized Routine Maintenance of 208km of Community Access Roads using the Road Unit annually.
- (iv) Carry out Spot Improvements on 26km of Feeder Roads using the Road Unit annually.
- (v) Carry out quarterly maintenance of the road unit.
- (vi) Prepare bills of quantities within five working days after placement of the request.
- (vii) Prepare and produce reports within a week after the completion of the activity and project.

2.2.5 WATER AND SANITATION SUB SECTOR

We Committee to;

- Conduct four District water supply and coordination meetings with key stakeholders annually.
- Conduct one planning and advocacy meetings at the District annually.
- Establish and sensitize fifty water user committees on fulfillment of critical requirements annually.
- Commemorate the world water day annually.
- Mainstream HIV/AIDS in all water and sanitation projects.
- Construct one public latrine in rural growth centres annually.
- Construct five deep bore holes and nine hand dug shallow wells in water stressed areas annually.
- Design and construct 5 mini-piped water systems Sub counties within five years.
- Repair fifteen deep bore holes annually.

- Carry out 126 water quality tests on new and old water sources and disseminate the information to users annually.

2.2.6 NATURAL RESOURCES DEPARTMENT

Wetland Management

We Commit to:

- Conduct 2 compliance monitoring inspections in the recently restored wetlands quarterly.
- Restore 20 hectares of degraded wetland sections annually.
- Train 500 wetland resource users in wise use of wetlands quarterly.
- Demarcate 20km of 100 Km line boundary annually by 2025.

Lands

We commit to:

- Train 15 Area Land Committees on their roles and responsibilities annually.
- Survey 2 pieces of district and sub-county lands annually.
- Conduct 10 compliance monitoring inspections of urban centres annually.

Forestry

We commit to:

- Provide 30,000 good quality seedlings to the community and institutions for planting annually.
- Plant 25 hectares of forest cover in the district annually.
- Restore 25 hectares of forest cover in the district annually.

Environment

We commit to;

- Conduct Environmental and social screening of 30 proposed projects at the District and Sub-County level annually.
- Conduct 10 environmental inspections and audits for 30 certified projects by the Executive Director annually.

2.2.7 COMMUNITY BASED SERVICES SECTOR

We commit to:-

1. Train 33 community groups at Sub-county level on group dynamics every quarter
2. Train ten (10) ICOLEW facilitators annually.
3. Conduct 1ICOLEW review meetings in 4 Sub Counties every quarter

4. Celebrate the International Women's day, Labour Day, International Youth Day and International day for PWDs and commemorate the day of the African Child once a year.
5. Handle 250 cases of child maintenance and Gender Based Violence every Quarter
6. Provide support to 50 special interest groups (PWDs, Women, Youth and Elderly) to enable them engage in development projects annually.
7. Conduct 44 Sub County Based sensitization meeting or training or workshop on women's rights and empowerment on a quarterly basis.
8. Carry out 4 sensitization meeting for employers and workers on rights and obligations of workers and employers every quarter.
9. Handle 20 Labour disputes between employers and workers every quarter.

2.2.8 HEALTH DEPARTMENT

We committee to;

1. Maintain OPD utilization at 100% annually.
2. Immunize 12000 children below one year with DPT/HIP/PCV 10 and measles vaccine annually.
3. Improve on the percentage of mothers attending Antenatal care from 52% to 80% in five years.
4. Improve on the percentage of mothers delivering from health facility from 42 % to 75% in five years.
5. Provide HIV counseling and testing for all pregnant women attending ANC
6. Improve latrine coverage through advocating and enforcing Public Health Act from 67% to 89% in five years.
7. Declare 90 % villages in Kaliro open defecation free from the current 50 % in five years.
8. Reduce HIV prevalence from 5.4% by 30% in the next five years.
9. Provide quality and accessible HIV/AIDS care services to all HIV positive people in the District.

2.2.9 INTERNAL AUDIT DEPARTMENT

We committee to;

1. Prepare internal audit quarterly reports for submission to the council within one month at the end of each quarter.
2. Conduct Value for Money audits annually.
3. Advise Council on effective utilization of resources quarterly.

2.2.10 INFORMATION AND COMMUNICATIONS TECHNOLOGY (ICT)

We committee to;

1. Update District Website on a Monthly basis for a period of 5 years.
2. Supervise quarterly maintenance of all district computers and equipment.

3. Prepare and publish Annual District Magazine to inform the public of the district progress.

2.2.11. PRODUCTION

Livestock

We committee to;

1. Provide vaccination services to livestock farmers for 10,000 heads of cattle, 1,000 pets, 1000 sheep, 10,000 birds and 30,000 goats every year.
2. Carry out disease surveillance through screening of 500 samples of blood in Laboratory and 10,000 meat inspections at 2 slaughter slabs annually.
3. Protect livestock in case of epidemics by enforcing quarantine measures as the epidemic is reported.
4. Conduct 6 trainings on livestock production and disease control annually.

Crop

We committee to ;

1. Carry out inspection, certification and quality assurance of seeds, agrochemicals and plant products whenever there is procurement by public and or private institutions.
2. Conduct 2 plant clinic sessions at 1 weekly market per quarter
3. Conduct 17 on farm trainings in soil and water and fertility management annually
4. Conduct 17 on farm training on disease, pest and vector management quarterly.

Fisheries

We committee to;

1. Advise 12 fish farmers on modern fish farming practices quarterly.
2. Provide guidance and enforce compliance to fish standards and regulations in 2 fish markets quarterly.
3. Supervise fish activities on 2 ponds every quarter.
4. Inspect and verify fish fingerlings and fisheries inputs whenever there is procurement.

Entomology

We committee to;

1. Provide technical advisory services to 1 group/Association and 2 bee keepers quarterly.
2. Inspect, certify and ensure quality beehive products and bee keeping inputs, equipment and materials whenever there is procurement by both private and government institutions.

3. Provide advisory services on vermin control in 11 sub counties and 4 Town Councils quarterly.

2.2.12 Trade and Commerce

We committee to;

1. Assist in formation of 10 SACCOs every year.
2. Nurture and train 6 SACCOs in good governance quarterly.
3. Audit 4 SACCOS every quarter.

2.2.13 FINANCE DEPARTMENT

We committee to;

1. Prepare and produce annual Budget and work plans and present them for approval by the 30May of every calendar year.
2. Inspect books of Accounts at Sub Counties quarterly.
3. Enhance local revenue collection and at least collect 80% of budgeted revenue annually.
4. Supervise all officers entrusted with receipt of District funds take frequent checks against occurrence of fraud, embezzlement.
5. Prepare financial statement and performance reports quarterly.
6. Submit final accounts within two months after the end of every financial year.
7. Ensure that accountability for funds disbursed to individual or activity focal persons is submitted within a month after the disbursement.
8. Remit funds to lower local governments departments, health facilities, schools/institutions within one week after receiving the funds.
9. Make sure that revenue enhancement unit sits once per quarter.
10. Enumerate, assess and register all taxable local revenue source quarterly

2.3 COMMITMENTS ON CROSSCUTTING ISSUES

S/N	Cross cutting area	Commitments to the client
1	Gender	Ensure that all programs are gender responsive
2	GBV	Provide free services to all GBV victims who report to our facilities.
3	PWDs	Advocate for rights of PWDs Mobilize PWDs to participate in all programs
4	HIV/AIDS	Have an HIV/AIDS policy in place Mainstream HIV/AIDS services in all sectors Provide free HTS and ART services to all clients at minimal distances
5	Corporate Governance	Collaborate with all stakeholders to achieve the organizational goal
6	Corporate Social Responsibility	Giving back to the community (OVC)
7	Pandemics	Rapid response to pandemics
8	Environment and Global Warming	Restore degraded wetland sections Train wetland resource users in wise use of wetlands.

CHAPTER THREE

GENERAL STANDARDS OF SERVICE OF KALIRO DISTRICT LOCAL GOVERNMENT

As a District, we shall at all times adhere to and continuously improve the standards of services indicated below:

- a) Attend to our clients within 5 minutes from the time of arrival at our respective service points.
- b) Respond to all written correspondences within 5 working days of receipt.
- c) Provide services free of charge other than those prescribed by law.
- d) Ensure timely and efficient procurement of services and supplies and disposal of assets in line with public procurement and Disposal Act 2003.
- e) Give clear, accurate, timely and relevant information or appropriate help to clients and stakeholders.
- f) Open our offices from 8:00am to 12:45pm and 2:00pm to 5:00pm from Monday to Friday except on Public holidays and Health Center IIIs and IV 24 hours every day.
- g) Treat our clients with maximum respect.
- h) Identify ourselves to clients.
- i) Prepare and produce sectoral committee reports and council minutes within 48 hours after the sitting /meeting.
- j) Collect, store, use and disclose information in accordance with the law.
- k) In case of delay to act on clients' concern (s), we commit to inform our clients on the duration it may take to act.
- (m) Accessing a file at central registry within 3 minutes.

CHAPTER FOUR

4.1 CLIENTS

Our clients are Public Servants, Ministries, Departments and Agencies; other Local Governments, pensioners, international organizations, Non-Government Organizations, Civil Society Organizations, Private Sector, Development Partners and the General Public.

4.2 CLIENTS' RIGHTS AND OBLIGATIONS

Our clients will have the following rights and obligations:

4.2.1 Clients Rights

Our clients have a right to:

- a) Confidentiality and privacy.
- b) Nondiscrimination when accessing services.
- c) Get timely payment for goods and services supplied/provided.
- d) Access to public information in accordance with the law.
- e) Appeal in accordance with established procedure.
- f) Be treated with respect and courtesy.
- g) Right to participation: our clients have a right to participate or be represented in development, implementation, monitoring of district programmes.

4.2.2 Client obligation

Our clients shall have the following obligations:

- a) Attend scheduled appointments punctually.
- b) Respond to requests for accurate and timely information.
- c) Contribute to arriving to solutions or recommendations to address your problem.
- d) Abide by the legal requirements which make you eligible for services sought.
- e) Not to offer gifts, favors or inducement to our staff or to solicit the same.
- f) Responsible officer to submit timely and accurate payroll information.
- g) Public officers due to retire to submit their documents six months in advance.
- h) Suppliers to provide appropriate and timely goods and services.
- i) Treat our staff with respect and courtesy.
- j) Give feedback.

CHAPTER FIVE

5.1 FEEDBACK AND COMPLAINTS

We welcome constructive criticisms and feedback about our services. We commit ourselves to take your complaints and suggestions seriously and to deal with them in a timely manner. We are committed to being responsive and improving our performance in accordance with the feedback received from our clients.

In case you have a complaint or problem, suggestion, you can use any or all of the following channels:

- (a) Speak to the Person who has been attending to you.
- (b) Speak to the Person's supervisor.
- (c) Write to the Chief Administrative Officer, P.O. Box 56, Kaliro. email kalirodlg@gmail.com
- (d) Make use of the suggestion box at the entrance of the Administration Block.
- (e) Use our website www.kaliro.go.ug.
- (f) Visit our offices during office working hours from 8:00pm – 12:45pm and from 2:00pm – 5:00pm from Monday to Friday except on public holidays.
- (g) Any aggrieved person can complain to the District Chairperson.

5.2 APPEAL MECHANISM

If you are not satisfied with the response given to you by the Officer attending to you or either the way your complaint is being handled:

You are advised to refer to the;

- (a) Immediate Supervisor of the officer.
- (b) Head of Department.
- (c) Chief Administrative Officer.
- (d) District Chairperson.
- (e) Resident District Commissioner.

Your complaint will be acknowledged and the action being taken will be communicated. All complaints referred to Heads of Department will be investigated and a response given within seven working days. If you are not satisfied with the response given by the Head of Department, you may appeal to Chief Administrative Officer whose response will be given within ten working days.

We will investigate the circumstances leading to complaints and take necessary steps to ensure that similar problems are avoided.

CHAPTER SIX

DISSEMINATION AND IMPLEMENTATION OF THE CLIENT CHARTER

6.1 REPORTING PERFORMANCE AGAINST THE CHARTER

We commit ourselves to;

- a) Monitor and evaluate the implementation of the client charter.
- b) Publish performance against the charter's commitments in the state of District address, District voice magazine, the press and media, district website, (www.kaliro.go.ug), barazas
- c) Regularly review our performance against our commitments.
- d) Record and respond to feedback from our clients.
- e) Report on our performance to clients and stakeholders during periodic review meetings, conferences, seminars and workshops.
- f) Sensitize clients about the charter.
- g) Publicize summary complaints and our general responses on the notice boards.

6.2 COMMITMENTS TO THE CHARTER

We commit to;

- a) Ensure that our clients get services as spelt out in our client charter.
- b) Serve with dedication while upholding the cardinal principles guiding the operations of Public Service.
- c) Account for our decisions, directive and actions.

We commit ourselves to implement this charter.

For God and Our Country