



KALIRO DISTRICT LOCAL GOVERNMENT
OFFICE OF THE DEPUTY CHIEF ADMINISTRATIVE OFFICER
P.O. Box 56, Kaliro Website: www.kaliro.go.ug Email: kalirodla@gmail.com

Date: 30th June, 2026

The Chief Administrative Officer,
Kaliro District Local Government

**SUBJECT: SUBMISSION OF KALIRO DISTRICT LOCAL GOVERNMENT
SERVICE DELIVERY STANDARDS FOR FY 2025/2026–2029/2030**

I have the honour to submit the **Kaliro District Local Government Service Delivery Standards for Financial Years 2025/2026–2029/2030** for your review, consideration and further management action.

The Service Delivery Standards have been developed to provide a clear framework for the delivery of public services by Kaliro District Local Government. They define the key services provided by the District, the expected service standards, responsible offices/units, service delivery timelines and the mechanisms through which members of the public can seek clarification, provide feedback or lodge complaints where services do not meet the prescribed standards.

The Standards are intended to strengthen **transparency, accountability, responsiveness, accessibility and public trust** in the provision of services by the District. They will also provide a basis for monitoring service delivery performance and informing the public about the level of service they should reasonably expect from the District Local Government.

The document is therefore submitted for **review and approval**, after which it may be disseminated to the relevant departments, Lower Local Governments and members of the public, and subsequently published through the District's official communication channels, including the official website, as appropriate.

Your consideration and guidance on the way forward will be highly appreciated.

.....
Tekisooka Margaret Nkata
Deputy Chief Administrative Officer
Kaliro District Local Government

Copy;

Resident District Commissioner, Kaliro
District chairperson, Kaliro

Service Description	Service Delivery Standards
1. Strengthening Accountability for Results 2. Planning, Budgeting and implementation of Local Government and Government policies and programmes 3. Attracting and retaining competent and motivated Human Resource 4. Enhancing Local Economic Development	
Management and support services Attracting and retaining competent and motivated Human Resource Management of staff and creating an enabling environment; Strengthening accountability for results and providing a proactive approach to fighting corruption	Establishment structures, Appointment of persons in the service: 1. Appointment based on existence of a vacancy in the staffing structure, availability of wage in the LG budget, meeting the person and job specifications in the approved Job descriptions 11. Job adverts: Made in the most widely accessed media of communication 111. Notice of interview: At least two weeks 1V. Service Delivery Standard Only successful candidates to be contacted for feedback on interview results V. Implementation of decisions of appointing authority: within 2 weeks from the date of receipt of the decision vi. Acceptance of appointment :30 days from the date of issuance of the appointment vii. Take oath: Before commencement of duties. Deployment and utilization of staff: i. Effective date of appointment: date of assumption of duty ii. Transfer of persons: due after continued stay of 3 years or not exceeding 5 years in a work stations subject to exigency of the service Pay and other benefits management i. Payroll accuracy: bear only valid records ii. Payment of salaries: By 28th day of the month Performance management: i. Performance planning: Before the first day of the performance period iii. Performance monitoring: Continuous throughout the performance period iv. Performance assessment: Annual open appraisal system period v. Performance improvement action plan development on every appraisal done. Quality assurance: i. Compliance to SDS: 100% 11. Review of SDS: once in 5years or on introduction of new services iii. Valid Client Charter iv. Compliance checks /inspection: once in two years v. Merit awards: Annually Time and attendance to duty i. Working days: Monday to Friday ii. Working hours: 8:00 a.m. - 12:45 p.m., 2:00 p.m. - 5:00 p.m. iii. Monitoring attendance to duty: maintain attendance register/ biometric machine iv. Analysis of attendance data: monthly to inform payment of salaries v. Returns on attendance to duty: submitted monthly Discipline and disciplinary matters i. Handling disciplinary cases: a functional rewards and sanctions committee with quarterly meetings iii. Investigation of cases: 3 months Training i. Induction of new employees: 2 weeks from date of assumption of duty ii. Performance enhancement training for a public officer: at least once in 2 years iii. Implementation of procurement recommendations: after 10 days ix. Compliance to PPDA regulations: 100% x. Conducting board of survey: once a year

Planning, budgeting to guide development and implementation of government policies and programmes	Planning and budgeting i. Plan and budget: Approved by Council/Top management annually ii. Planning process: Participatory in nature
Enhancing revenue collection to finance Government programmes; Strengthening accountability for results.	Financial management and accountability i. Accounting officers and Vote controllers: Appointment is by the CAO for 12 months, renewable on satisfactory performance ii. Revenue enhancement plan: Annually approved by council iii. Levy taxes and collect: Annually iv. Submission of accountabilities: 30 days from the date of payment v. Timeliness of releases/funds transfer: Within 7 days after warranting. Procurement: vii. Functional procurement committee in place viii. Implementation of procurement recommendations: after 10 days ix. Compliance to PPDA regulations: 100% x. Conducting board of survey: once a year xi. Production of Final accounts: once every year: xiii. Auditor General: Submission of financial statements once in 12 months xiv. Implementation of audit recommendations: within one month xv. Presence of a Functional District Public Accounts Committee
Strengthening decentralization, representation and enhancing Local Economic Development	Local Council functionality i. Council: Number of members: as per the electoral areas including District Chairperson. ii. Frequency of meetings: At least once in 2 months iii. Executive committee sittings: Monthly iv. Sectorial Committee sittings: once in 2 months v. Secretariat: Clerk to Council
Recruitment and selection., enforcing accountability rules and regulations, safeguarding safety and ownership of land, hold and allocate land in the district which is not owned by any person or authority, Facilitate Registration and transfer of interests on land	District Service Commission Functionality i. Composition of DSC: 5 members ii. Frequency of meeting: at least once every quarter 111. Reporting frequency: Quarterly to Public Service Commission and Council iv. Secretariat- Secretary DSC -Principal Human Resource Officer level District Public Accounts Committee i. Composition of DPAC: 5 members ii. Frequency of meetings: at least once every quarter iii. Reporting frequency: quarterly iv. Secretariat: Clerk to Council (by assignment) District Land Board: i. Composition of DLB: 5 members ii. Frequency of meeting: at least once every quarter iii. Reporting frequency: quarterly iv. Secretariat: Secretary to Land Board
Enhancing Human capital development, Protection and empowerment	
Water and Environment Services.	-All villages with safe water facilities service all the time -All urban centres to access piped water all the time
Agriculture, Animal Industry and Fisheries Services.	- LLG to have required production extension workers -All farmers have access to extension services, trained on good farming practices, and implementing them.
Access to Health Services	-All LLGs to have a well-equipped Health Center III will staff all time -Adherence to Health Acts and Regulations:100%
Works and Transport Services	-Well maintained District and community roads with trees in road reserves. -Adherence to building Act and regulations: 100%

Education and Sports Services	-A primary school for every parish, a secondary school for every LLG and a treasury institution for all constituencies, -Well-staffed primary schools with required infrastructure 100% teacher attendance duty and consistence improvement in learners' performance Adherence to Educational Policy: 100%
Community Based Services	-100% implementation of all Government community programs -Community mobilized towards mind set change
Physical Development Planning (PDP)	- Presence of the District physical structural development plan - All development structures in the district to be with approved development plan - All urban centers to have detailed development plans - Enforcement of physical planning regulations in the district