



BUHWEJU DISTRICT LOCAL GOVERNMENT

CLIENT CHARTER

FY 2025/2026-2027/2028



Table of Contents

Forward	5
Preamble	6
Acronyms/Abbreviations	7
1.0 CHAPTER ONE: INTRODUCTION	
1.1 Background	9
1.2 Our Mandate	9
1.3 Our Vision	10
1.4 Our Mission	10
1.5 Objectives Of The Client Charter	11
1.6 Our Core Values	12
1.7 Goal	13
1.8 Buhweju District Strategic Objectives and High Level Commitments	14
2.0 CHAPTER TWO: PRINCIPAL SERVICES AND COMMITMENTS	
Principle Services Departmental Commitments	16
3.0 CHAPTER THREE: GENERAL SERVICE STANDARDS	
3.1 Communication Standards	32
3.2 Service Delivery Standards	33

3.3	Accessibility Standards	33
3.4	Accountability Standards	33
3.5	Client Rights and Responsibilities	34
4.0	CHAPTER FOUR: OUR CLIENTS, DISTRICT CLIENTS SHALL INCLUDE THE FOLLOWING	
4.1	Rights and obligations of our Clients	35
4.2	Obligations of the Client	37
5.0	CHAPTER FIVE: FEEDBACK AND COMPLAINT MANAGEMENT MECHANISM	
5.1	Channels of Feedback	40
5.2	Complaints Handling	42
5.3	Complaint Handling Principles	42
6.0	CHAPTER SIX: DISSEMINATION AND IMPLEMENTATION OF THE CHARTER	
6.1	Channels of Disseminating Our Client Charter	44

FORWARD

As the District Chairperson of BUHWEJU, I am proud of the dedication and professionalism shown by our staff and the unwavering support of our political leadership throughout the process of developing this Clients' Charter.

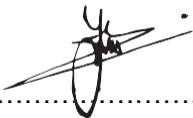
We deeply appreciate the hard work and thoughtful engagement of every member of the team who contributed to the development of this Charter. Your efforts ensured that this document truly embodies our collective desire to serve our community with dignity, respect, and excellence. The BUHWEJU District Client Charter stands as a promise that we will strive

to deliver services that are accessible, equitable, and responsive to the needs of our clients.

We are grateful to all stakeholders who participated in consultations, offered feedback, and shared ideas that strengthened the quality of this Charter. Your input has been invaluable in shaping commitments that are both meaningful and achievable, and in providing a clear framework for accountability and transparency.

I am confident that the Buhweju District Client Charter will serve as a powerful tool for advancing quality service delivery. I look forward to continued collaboration with our staff, political leadership, clients, and stakeholders as we work together to fulfill these commitments and make a positive and lasting impact on our community.

The District remains committed to offering high-quality, client-centered, and cost-effective services in a transparent manner. Thank you



Atuhaire Deogratious
District Chairperson,

PREAMBLE

We, the leaders and staff of Buhweju District Local Government, in fulfillment of our mandate and responsibility to the people of Buhweju affirm our commitment to delivering quality services that enhance the well-being of every citizen. We recognize that public service is a trust bestowed upon us, and we dedicate ourselves to serving with professionalism, integrity, respect, and accountability.

We acknowledge the inherent rights of our citizens and embrace the duty to ensure that these rights are upheld in every aspect of service delivery. We further recognize that citizens have responsibilities that are integral to the effective functioning of our district, and we commit to clearly outlining both rights and responsibilities to foster mutual understanding and cooperation.

In pursuit of efficient and accessible service delivery, we commit to providing transparent, equitable, and responsive services that meet the evolving needs and expectations of our diverse communities. We strive to create systems and procedures that enable all citizens to access services with ease, dignity, and fairness.

Through this Client Charter, we re-affirm our dedication to continuous improvement, transparency, and good governance. We pledge to work collaboratively with all stakeholders to strengthen service delivery, promote accountability, and ultimately contribute to the sustainable development of Buhweju District



Kalyesubula Fred
Chief Administrative Officer

ACRONYMS/ABBREVIATIONS

CAO	–	Chief Administrative Officer
ICT	–	Information Communication Technology
NDP	–	National Development Plan
LC 1	–	Local Council 1
URSB	–	Uganda Registration Service Bureau
DSC	–	District Service Commission
LCs	–	Local Councils
CDO	–	Community Development Officer
SCDO	–	Senior Community Development LLG
Lower Local Government		
VHT	–	Village Health Team
HC II	–	Health Centre II
HC III	–	Health Centre III
HC IV	–	Health Centre IV
STI	–	Sexually Transmitted Infection
HIV	–	Health Inefficiency Virus
PWDS	–	People with Disabilities
PPP	–	Public Private Partnership
SC	–	Sub County
TC	–	Town Council
Q2	–	Quarter 2
Q1	–	Quarter 1

CLIENT CHARTER

Q4	–	Quarter 4
NGO	–	Non-Governmental Organization
CBOS	–	Community Based Organization Services
CSOs	–	Community Services Organizations
MDAs	–	Ministries, Departments and Agencies
NITA	–	National Information Technology Authority
LED	–	Local Economic Development
LEDIC	–	Local Economic Development and Investment Committee
LR	–	Local Revenue
HH	–	Households

1.0 CHAPTER ONE: INTRODUCTION

1.1 BACKGROUND

The Uganda Public Service Standing Orders 2021 section A-m paragraph 30 stipulates the need for a Local Government to develop and Implement a Client Charter in order to inform Clients and Stakeholders of the services offered, of rights or expectations and obligations of the Clients and commitments by the District Local Government in terms of service delivery,

BUHWEJU District Shall Implement a client charter in order to;

1.2 OUR MANDATE

- Inform the clients the services that the District Local Government provides, the rights or expectations and obligations of the client.
- Provide an accountability framework for the District Local Government to account to its clients and stakeholders on a regular basis.
- Enable the clients and stake holders to hold the Local Government to account for their inputs, services and commitments,
- Act as tool for continuous performance improvement through addressing service delivery challenges and periodic revision of the charter to set new standards of performance.
- Provide decentralized services to the people focusing on national and local priorities

1.3 OUR VISION

“Having a Prosperous Population Accessing Quality Services and Harnessing Opportunity in a Sustainable Manner.”

1.4 OUR MISSION

“To Promote Quality Services Through a Coordinated System, Focusing on the National and Local Priorities for Sustainable Development.”

The strategic objectives and High-level Commitments; -

1. To promote quality and quantity of economic infrastructural developments in a planned manner.
2. To enhance household income through promotion of Small scale enterprises, wealth creation programs and agricultural productivity
3. To promote sustainable land use settlements and proper utilization of natural resource endowments.
4. To promote participation of all stakeholders in all government development programs, Monitoring, Operation and Maintenance.
5. To increase access to quality social services
6. To enhance good governance through accountability in District departments and Lower Local Governments.
7. To enhance communication and promote ICT application and increase technological applications.

1.5 OBJECTIVES OF THE CLIENT CHARTER

The objectives of this Client Charter are:

1. To clearly define the standards of service that our clients expect from us.
2. To promote transparency and accountability in the delivery of services.
3. To ensure that our services are accessible, equitable, and responsive to the needs of all our clients.
4. To provide a framework for continuous improvement of our services.
5. To foster a culture of customer care within our organization.

6. To ensure that our client's rights and responsibilities are respected.
7. To provide a clear and effective complaints handling mechanism.
8. To promote citizen participation and engagement in the planning and delivery of our services.

By achieving these objectives, we aim to build trust and confidence among our clients, and to deliver services that meet their needs and expectations.

1.6 OUR CORE VALUES

We are committed to upholding the following core values in our interactions with clients:

1. Respect: We treat all clients with dignity and respect, regardless of their background, culture, or socio-economic status.
2. Integrity: We act with honesty, transparency, and accountability in all our interactions with clients.
3. Professionalism: We provide services that are competent, efficient, and effective.
4. Equity: We ensure that all clients have equal access to our services, regardless of their location, age, or ability.
5. Responsiveness: We respond promptly to client inquiries, complaints, and feedback.
6. Empathy: We show understanding and compassion when dealing with clients who are experiencing difficulties or challenges.
7. Innovation: We continuously seek ways to improve our services and to use technology to enhance the client experience.
8. Teamwork: We work collaboratively with other stakeholders to ensure that our services are integrated and effective.

By upholding these core values, we aim to build trust and confidence with our clients, and to deliver services that meet their needs and expectations

1.7 GOAL

Increase Household Incomes and Improve Quality of Life of Ugandans.

This Client Charter for Buhweju District covers Financial Years 2025/2026 - 2027/2028. It has been developed in line with Vision 2040, National Development Plan (NDP) IV and the District Mission and Vision.

As stated above and below, this Client Charter provides the District's mandate, Vision, mission and core services offered, commitments, standards of service delivery, principles and values. it also outlines our stakeholders rights and obligations including the feedback and accountability mechanism.

1.8 BUHWEJU DISTRICT STRATEGIC OBJECTIVES AND HIGH LEVEL COMMITMENTS

High-level Commitments;

1. Timely Service Delivery: We will deliver services within the most minimum time possible to our clients
2. Professional and Courteous Service: We will provide services that are professional, courteous, and in a respectful manner.
3. Accessible and Inclusive Services: We will ensure that our services are accessible and inclusive for all clients, regardless of their background, culture, or socio-economic status.
4. Transparent and Accountable Decision-Making: We will ensure that our decision-making processes are transparent, accountable, and participatory.

5. **Effective Communication:** We will communicate clearly and effectively with our clients, keeping them informed about our services and any changes that may affect them.
6. **Continuous Improvement:** We will continuously seek ways to improve our services and to use technology to enhance the client experience.
7. **Client Feedback and Participation:** We will solicit feedback from our clients and involve them in the planning and delivery of our services.
8. **Complaints Handling:** We will have a fair and effective complaints handling mechanism in place to address any concerns or complaints from our clients.

2.0 CHAPTER TWO: PRINCIPAL SERVICES AND COMMITMENTS

PRINCIPLE SERVICES - DEPARTMENTAL COMMITMENTS

As a District responsible for service delivery, we commit ourselves to achieve the above strategic objectives and high-level commitments through our service Departments.

The Departments commit themselves as follows; -

PARTMENT ERVICE	CRITERIA FOR ACCESS/REQUIREMENTS	SERVICE DELIVERY	TIME FRAME
ADMINISTRATION, STATUTORY BODIES, FINANCE AND PLANNING			
Administration of civil marriage	• Application to CAO • Present LCI letter • Client should be eligible to engage to get marriage • Consent letter	District head quarters	21 days after submission
Recruitment and selection of Employees BUHWEJU district service commission takes zero tolerance approach to bribery and corruption in recruitment. Jobs are offered on merit. Any candidate who involves in any form of corruption will be disqualified automatically	• Vacancies declared to the District Service Commission (DSC). • Advert placed in daily news paper • Selection done on melt. • Only successful applicant is informed of the outcome. • Appointments issued within one week after Interview.	District headquarters	21 days after submission
		DSC	7 days after the advertisement
		DSC	2 days after interviews.
		DSC, CAO	7 days upon receiving minutes of the DSC
Preparing District Plans, budgets.	Plans, budgets prepared within 10 months. Plans, budgets approved by District council before 30 th May	District head quarters	10 months with effect from June up to 30 th May
Enforce revenue collection	Revenue sources identified Eligible revenue collected	District wide District wide	Throughout the year

DEPARTMENT SERVICE	CRITERIA FOR ACCESS/REQUIREMENTS	SERVICE DELIVERY POINT	TIME FRAM
Strengthening decentralization, representation	Local Council functionality	Holding 6 mandatory council meetings at the district and in LLGs District council and LLGs councils	Throughout financial year
Enhancing Local Economic Development	Identification of LED projects	District wide	Throughout year
Dissemination of information on Key issues of development	Regular updates of the public on key functions /events, programs	General Public	At all times

DEPARTMENT	CRITERIA FOR ACCESS/REQUIREMENTS	SERVICE DELIVERY POINT
------------	-------------------------------------	---------------------------

COMMUNITY BASED SERVICES

Child protection	• Present a referral letter from With ID LCs, Parish • Chief/Town Agent and CDOs/ SCDOs. • Client presents him/herself or with a caretaker	District Hq. ad quarters Town Council Headquarters SubCounty Headquarters
------------------	--	--

DEPARTMENT SERVICE	CRITERIA FOR ACCESS/REQUIREMENTS	SERVICE DELIVERY POINT	TIME FRAME	COST
COMMUNITY BASED SERVICES				
Community mobilization to participate in development initiatives.	Availability a Community Development Officer	Sub County/T own Council level	Throughout the year	Free
Capacity building and mentorship of LG staff and institutions.	Conducting capacity building training per quarter	Sub county/T own Council level	Per quarter	1,000,000/=
Community sensitization	Appointment of LCs and Parish Chiefs/Town Agents.	Parish/Ward level	Per quarter	1,000,000/=
Occupational safety and health at work places	Present a referral letter from LCs, Parish Chief/Town Agent and CDOs/SCDOs. Client presents him/herself or with a caretaker	District Headquarters Labour office	Throughout the year	Free
Labour arbitration (Dispute handling and settlement).	Client presents him/herself	District Headquarters Labour office	Within a week.	400,000=
Older persons and persons with disabilities served.	Present a referral letter from LCs, Parish Chief/Town Agent and CDOs/SCDOs.	District Headquarters	Within a week	Free

DEPARTMENT SERVICE	CRITERIA FOR	SERVICE	TIME FRAME	COST
EDUCATION DEPARTMENT	Client presents him/herself	On the day, quarter, Homes, schools.	Within 2 weeks (dependin g on case presented.)	Free

DEPARTMENT SERVICE	CRITERIA FOR ACCESS/REQUIREMENTS	SERVICE DELIVERY POINT
School management services	Clients present complaints to the area inspectors of Schools	Subcounty levels
Staff management services	Each school with a Head teacher and D/Head teacher	At school level
Learners organized in leadership	One Head prefect with a deputy HP	At School level
Teaching and learning process management	One curriculum relevant to the school. i. Core text book for learners. ii. Visual impairment textbook iii. Education activities time tabled iv. Teaching provided as per approved time v. Table	Be available in the school. Pupil ratio:1-2 Pupil ratio 1:1 At school
Teachers and Learners Health and Sanitation Management	Demand for safe drinking water Learners present themselves for warm lunch. Learners' teachers' demand for separate toilets. Teachers and Learners toilets separated by block	At School At School At School At School

DEPARTMENT SERVICE	CRITERIA FOR ACCESS/REQUIREMENTS	SERVICE DELIVERY	T
PRODUCTION DEPARTMENT			
Agriculture advisory services	Client presents him/herself	District Hqrs	I
Key components and commitments by production Sector BDLG	Client is required to attend trainings and technology adoption	LLG	A
• Service standards • Timeliness • Value addition and innovation • Transparency and accountability	Client is required to provide accurate information to service providers	Farmers premises/farms	A
	Required to abide by the regulations such as seed and pesticide use	At their farms and shops	A
	Delivers quality, consistent, agricultural extension services, input support and regulatory services to farmers		A
	Commits to prompt delivery of services such as technical advice, disease control, and input distribution.	At their farms	A
	Promotes modern farming technologies, value addition, and climate- smart practices to improve technology	At their farms	A
	Empowers farmers to hold agencies accountable for performance	At their farm	A

DEPARTMENT SERVICE	CRITERIA FOR ACCESS/REQUIREMENTS	SERVICE DELIVERY POINT	TIME FR
HEALTH DEPARTMENT			
Inspection of building plans	Application Presentation of building plan from authorized architectures	District head quarter LLG	Within a
Health Promotion and Education Services	Health promotion and education services to raise public awareness of personal and community responsibility for better health (Raise Health Literacy levels)	At Health Facility, Social gatherings and any available electronic media	At all tim
	Community education on early detection and prevention of communicable diseases and non-communicable diseases	At Health Facility, Social gatherings and any available electronic media	At all tim
	Training model homes	Community	when sc
	Advocacy for identified Health issues	At Health Facility, Social gatherings and any available electronic media	At all tim
	Community mobilization for the utilization of Health services.	Community	At all tim

DEPARTMENT SERVICE	CRITERIA FOR ACCESS/REQUIREMENTS	SERVICE DELIVERY POINT	TI
HEALTH DEPARTMENT			
	Implement Health campaigns	At Health Facility, Social gatherings and any available electronic media	At
	Dissemination of IEC materials	Community	At
	Supervision of VHTs	Community	QU
Environmental Health and Sanitation Services	Education on environmental sanitation in households, institutions and public places.	At Health Facility, Social gatherings and any available electronic media	At
	Promotion of personal hygiene practices in households, institutions and public places.	At Health Facility, Social gatherings and any available electronic media	At
	Establish and demonstrate community appropriate sanitation technologies.	Community	At
School Health Services	Participate in the joint planning for School Health programs.	Schools	An
	School Health outreaches.	Schools	Ap ac
Epidemics and Disaster Preparedness and Response (IDRS)	Disease surveillance	Health Facility & Community	At
	Reporting notifiable conditions, events and diseases per the IDSR protocols.	Active & Passive/ Health Facility	At

DEPARTMENT SERVICE	CRITERIA FOR ACCESS/REQUIREMENTS	SERVICE DELIVERY POINT
HEALTH DEPARTMENT		
Reproductive, Maternal, Neonatal, Child and Adolescent Health	Registration, examination and Blood Pressure recording.	First aid at HC II, Comprehensive package at HC III & HC IVs
	Routine lab tests for pregnant mothers	
	Identification of high-risk cases.	
	Nutrition Assessment and Counselling.	
	Provision of iron, folic acid and Tetanus Toxoid immunization.	
	Treatment of common illnesses in pregnancy.	
	Intermittent Presumptive Treatment for malaria.	
	Routine ANC distribution of LLINs for pregnant mothers.	
	HIV Counselling and Testing for eMTCT, ARVs for eMTCT.	
	Child Health & Immunization Services	

DEPARTMENT SERVICE	CRITERIA FOR ACCESS/REQUIREMENTS	SERVICE DELIVERY POINT	TI
HEALTH DEPARTMENT			
	Nutrition, Infant and young child feeding counselling services & Case management	HC III & HC IVs	At
	Family Planning Services		
	Emergency basic obstetric care services		
	Comprehensive obstetric care services;	Health Facility	At
	Newborn & Postnatal care		
Prevention and Control of Communicable Diseases	Adolescents Reproductive Health Care Services		
	STIs/HIV/AIDS services		
	TB prevention and control services		
	Leprosy Prevention and control		
	Malaria control and prevention services		
	Diseases targeted for eradication/elimination		

DEPARTMENT SERVICE	CRITERIA FOR ACCESS/REQUIREMENTS	SERVICE DELIVERY POINT
-----------------------	-------------------------------------	------------------------------

HEALTH DEPARTMENT

Prevention and Control of Non Communicable Diseases (NCD)	Educate community on healthy life style, early disease detection	Health Facility
	Screening and treating for NCDs (including sickle cell disease in endemic areas)	
	First aid services and referral of clients requiring further care	
	Follow up cases and promote communitybased rehabilitation	
Injuries, Disabilities and	Health Education on injuries and disability.	Health Facility
Rehabilitative Health services	Identification and referral of People with Disabilities (PWDs)	
	Provision of First Aid	
	Prompt and urgent treatment of injuries	
Gender Based Violence (GBV) and Human rights Services	Counsel and treat minor physical and psychological trauma	Health Facility
	Community sensitization on GBV and human rights.	
	Health education on GBV and human rights	
	Appropriate referral.	

DEPARTMENT SERVICE	CRITERIA FOR ACCESS/REQUIREMENTS	SERVICE DELIVERY POINT	TI
-----------------------	-------------------------------------	------------------------------	----

HEALTH DEPARTMENT

Mental Health and Control of Substance Abuse Services	Health education and awareness raising on mental health, neurological and substance abuse issues in the community. Case detection, first line treatment and referral of cases	Health Facility	At
Prevention and care	Assess, identify client's condition and provide first aid services.	Health Facility	At

of other common conditions	Treatment of other common communicable and non-communicable diseases Health education on other common diseases in the community.	Health Facility	At
	Medico-legal examination, documentation and expert opinion and Appropriate referral.		
Oral Health Services	Promotion of public oral health care through health education		
	Pain relief for dental / oral problems		
	Treatment including simple tooth extraction		
	Appropriate referral		

DEPARTMENT SERVICE	CRITERIA FOR ACCESS/REQUIREMENTS	SERVICE DELIVERY POINT
HEALTH DEPARTMENT		
Cancer and Palliative	Early identification and effective	Health Facility
Care Services	Assessment	
	Symptomatic care for pain relief.	
Laboratory and Diagnostic Services	Laboratory services based on the laboratory menu for level	HC III, HC IV
Surgical Services	Minor surgical procedures including acute traumatic emergencies (injuries), Male circumcision, reducible hernias, Incision and Drainage, surgical toilet and suture or appropriate referral	HC III, HC IV
	Long term and permanent Family Planning methods or appropriate referral	HC III, HC IV
	Caesarean section or appropriate referral	HC III, HC IV
Mortuary Services	Autopsy services limited to external examination	HC IV

TRADE AND INDUSTRY

DEPARTMENT SERVICE THE WHOLE FY.	CRITERIA FOR ACCESS/ REQUIREMENTS	SERVICE DELIVER Y POINT
Supervising and coordinating the Implementation of Government programmes like PDM, Emyooga	Improved performance. Recovery rate to above 60% Improved HH beneficiaries	On the Subcount y/Parish stations
Providing technical support to Co-operatives	SACCO and cooperative supervision	Around the District/S ub counties.
Supervising and providing technical support to the cooperatives and its members for better service delivery.	Technical Support to Emyooga SACCOS through operational training	Within District Constituencies
Data collection for all value addition facilities in the district	Increase in LR Quality products in the market	Within the District
Updating and Inspecting Accommodation Facilities	Quality Facilities supervised At least 60% achieved	Within the District
New Tourism Sites Identified and Profiled for LED Initiative	Increase in LR Attract PPP Investors Community Social Economic Transformation	Buhweju District Kyahenda SC, Bihanga SC Nyakaziba TC, Rubengye SC, Burere SC

TRADE AND INDUSTRY

DEPARTMENT SERVICE THE WHOLE FY.	CRITERIA FOR ACCESS/ REQUIREMENTS	SERVICE DELIVER Y POINT
Organizing World Tourism Day	Increased Awareness of Tourism	District Headquarters
LEDIC-Initiatives	Increase in LR	Within
Strategies/Proposals	Social Economic well being	BUHWEJU District
Training SACCOS-Especially new, those with financial management issues and upcoming ones	Performance Improvement	Within BUHWEJU District

Coordinating departmental staff for the implementation of work plan and budgets	Accountabilities/Reports	District Hqtrs
Conduct end of year appraisal on time.	Appraisal Reports/Score Cards	District Hqtrs
NATURAL RESOURCES		
Extension of tree farmer advisory services.	Farmer tenders in the request	Farm
Tree seedling distribution	-Farmer requests -Donor supplies	District Head quarters
Compliances enforcing	-Whittle blowers' notification. -Routine monitoring findings.	Site affected
Land registration	Land Owners submit applications	District Head quarters

TRADE AND INDUSTRY

DEPARTMENT SERVICE THE WHOLE FY.	CRITERIA FOR ACCESS/ REQUIREMENTS	SERVICE DELIVER Y POINT
Approval of Development Plans	Developer submits plans	District Head quarters
EIA revise	NEMA sends request.	District Headquarters and site
Revenue collection	Request for license or permit	District Head quarters
WORKS SECTOR		
Quantity Surveying support on Roads and Buildings	Requests for preparation of Bills of Quantities from LLG's	District Headquarters and Project sites
Provision of Technical advice on Building matters	Requests from the Developers and LLG's	District Headquarters and Project sites
Supervision of all government construction Projects	Requests from LLG's	Sub county Headquarters and Project sites
Ensure functional water user committees are in place collect water user fees.		Water Point Projects

3.0 CHAPTER THREE: GENERAL SERVICE STANDARDS

3.1 Communication Standards

1. **Language:** Communicate with clients in a language they understand, including local languages.
2. **Respect:** Treat clients with respect and dignity, regardless of their background, culture, or socioeconomic status.
3. **Clear Information:** Provide clear and concise information about services, including eligibility criteria, application processes, and timelines.

3.2 Service Delivery Standards

1. **Timeliness:** Deliver services within established timelines, including responding to inquiries and resolving complaints.
2. **Professionalism:** Deliver services in a professional and courteous manner, including maintaining confidentiality and respecting client privacy.
3. **Quality:** Deliver high-quality services that meet established standards and guidelines.

3.3 Accessibility Standards

1. **Physical Accessibility:** Ensure that facilities are physically accessible to clients with disabilities.
2. **Affordability:** Ensure that services are available and accessible to all clients, regardless of their socioeconomic status.
3. **Geographical Accessibility:** Ensure that services are accessible to clients in rural and hard-to-reach areas.

3.4 Accountability Standards

1. **Transparency:** Be transparent in all interactions with clients, including providing clear and accurate information.
2. **Responsiveness:** Respond promptly to client inquiries and complaints.

3. Accountability: Take responsibility for actions and decisions, and be accountable for the quality of services delivered.

3.5 Client Rights and Responsibilities

1. Respect for Client Rights: Respect clients' rights, including the right to confidentiality, dignity, and autonomy.
2. Client Responsibilities: Clearly communicate client responsibilities, including providing accurate information and adhering to treatment plans.

Grievance Handling

1. Grievance Mechanism: Establish a clear grievance mechanism that allows clients to report complaints and concerns.
2. Timely Response: Respond promptly to client complaints and concerns, including providing a clear explanation of the resolution process.
3. Fair Resolution: Ensure that client complaints and concerns are resolved fairly and impartially.

4.0 CHAPTER FOUR: OUR CLIENTS,

DISTRICT CLIENTS SHALL INCLUDE THE FOLLOWING

Pensioners, Active Employees, Political Leaders, Representatives of Unions, Special interest groups, Investors, Farmers, Tax Payers. Service providers, Development partners, MDAs, Business community, NGOs/ CBOS/CSOs/Parents and Learners, SACCOS, Financial Institutions, Oversight Bodies, Media, NITA, Security organs, Judicial, General Public.

4.1 Rights and obligations of our Clients

- a). Right to Quality Service
 - 1. Right to Accurate Information: Receive accurate reliable and timely information about services, including eligibility criteria, application processes, and timelines.
 - 2. Right to Professional Service: Receive professional and courteous service from staff, including respect for cultural and social diversity.
 - 3. Right to Timely Service: Receive services within established timelines, including responding to inquiries and resolving complaints.
- b). Right to Participation and Involvement
 - 1. **Right to Participation:** Participate in decision-making processes that affect services, including providing feedback and suggestions.

2. **Right to Representation:** Have representation on committees and forums that make decisions that affect them.
3. **Right to Information:** Receive information about services, including service plans, budgets, and performance reports.
- c). **Right to Confidentiality and Privacy**
 1. **Right to Confidentiality:** Have personal and health information kept confidential and secure.
 2. **Right to Privacy:** Have the right to privacy and dignity, including during service delivery.
 3. **Right to Access Records:** Have access to personal and health records, including the right to request corrections or amendments.
- d). **Right to Complaint and Redress**
 1. **Right to Complain:** Have the right to complain about services, including the right to a fair and impartial investigation.
 2. **Right to Redress:** Have the right to redress, including compensation or restitution, if services are not delivered to a satisfactory standard.
 3. **Right to Appeal:** Have the right to appeal decisions made about services, including the right to an independent review.
- e). **Right to Cultural and Linguistic Diversity**
 1. **Right to Cultural Sensitivity:** Receive services that are sensitive to cultural and linguistic diversity.

2. Right to Language Support: Have access to language support, including interpreters and translated materials.
3. Right to Cultural Support: Have access to cultural support, including cultural advisors and cultural resources

4.2 Obligations of the Client

a). Obligations Related to Service Access

1. Provide Accurate Information: Provide accurate and complete information when accessing services, including personal and contact details.
2. Attend Scheduled Appointments: Attend scheduled appointments and arrive on time, or provide adequate notice of cancellation or rescheduling.
3. Respect Service Delivery Hours: Respect service delivery hours and avoid demanding services outside of established hours. Delivery days are from Monday to Friday excluding public Holidays from 8:00 AM to 12:46 PM Lunch break and resumes at 2:00 PM -5:00 PM.

b). Obligations Related to Service Utilization

1. Use Services Wisely: Use services wisely and only access services when necessary.
2. Adhere to Treatment Plans: Adhere to recommended treatment plans and follow instructions provided by service providers.

3. **Take Responsibility for Personal Health:** Take responsibility for personal health and well-being, including following healthy lifestyle choices.
- c). **Obligations Related to Client Conduct**
 1. **Respect Service Providers:** Treat service providers with respect and dignity, including avoiding abusive or threatening behavior.
 2. **Respect Other Clients:** Treat other clients with respect and dignity, including avoiding behavior that may disturb or disrupt others.
 3. **Maintain Cleanliness and Hygiene:** Maintain cleanliness and hygiene when accessing services, including disposing of waste properly.
- d). **Obligations Related to Feedback and Complaints**
 1. **Provide Feedback:** Provide feedback and suggestions on services, including identifying areas for improvement.
 2. **Report Complaints:** Report complaints and concerns about services, including providing accurate and complete information.
 3. **Cooperate with Investigations:** Cooperate with investigations into complaints and concerns, including providing additional information as required.
- e). **Obligations Related to Confidentiality and Privacy**
 1. **Maintain Confidentiality:** Maintain confidentiality and respect the privacy of other clients and service providers.
 2. **Protect Personal Information:** Protect personal information and avoid sharing it with unauthorized individuals.

3. **Respect Service Provider Confidentiality:** Respect the confidentiality of service providers and avoid seeking to access confidential information.

5.0 CHAPTER FIVE: FEEDBACK AND COMPLAINT MANAGEMENT MECHANISM

5.1 CHANNELS OF FEEDBACK

Feedback Channels

1. Suggestion Boxes: We provide suggestion boxes in public areas where clients can submit written feedback.
2. Client Feedback Forms: We Provide client feedback forms that can be completed and submitted to service providers.
3. Phone and Email: We provide phone numbers and email addresses where clients can submit feedback.
4. Social Media: We have social media platforms where we receive feedback and engage with clients.
5. Local Government Website: Our Official Website is www.BUHWEJULg.go.ug

Feedback Mechanisms

1. Client Satisfaction Surveys: We shall conduct regular client satisfaction surveys to gather feedback on services.
2. Focus Group Discussions: We shall conduct focus group discussions with clients to gather feedback and suggestions on services.

3. Client Complaints and Compliments: System for clients to submit complaints and compliments, established and to ensure that complaints are responded to promptly.
4. Community Meetings: Hold regular community meetings to gather feedback and provide updates on services.

Feedback Response Mechanisms

1. Acknowledgement of Feedback: We shall acknowledge receipt of feedback within 24 hours of submission.
2. Response to Feedback: We shall respond to feedback within 5 working days of submission, including providing a clear explanation of actions taken.
3. Follow-up on Feedback: We shall make a follow up on feedback to ensure that actions taken have addressed the issue and to gather further feedback.

Feedback Analysis and Action

1. Analysis of Feedback: We shall analyze feedback to identify trends, patterns, and areas for improvement.
2. Development of Action Plans: We shall develop action plans to address issues identified through feedback analysis.
3. Implementation of Action Plans: We shall Implement action plans and monitor progress.
4. Reporting on Feedback: We commit to report on feedback received and actions taken to address issues identified.

5.2 COMPLAINTS HANDLING

Complaint Handling Process

1. Receipt of Complaint: We receive and acknowledge complaints from clients within a timeframe of 24 hours of submission.
2. Registration of Complaint: We register complaints in a complaint logbook and database.
3. Initial Assessment: We conduct an initial assessment of the complaint to determine the severity and required actions.
4. Investigation: We conduct a thorough investigation into the complaint, including gathering evidence and interviewing relevant parties.
5. Resolution: We resolve the complaint fairly and impartially, including providing a clear explanation of actions taken.
6. Follow-up: And finally, we follow up with the client to ensure that the resolution has addressed the issue and to gather further feedback.

5.3 COMPLAINT HANDLING PRINCIPLES

1. Fairness: We handle complaints fairly and impartially, without bias or prejudice.
2. Transparency: We provide clear and transparent information about the complaint handling process and progress.
3. Timeliness: We handle complaints in a timely manner, including responding to clients within established timeframes.

4. **Confidentiality:** We maintain confidentiality and respect client privacy throughout the complaint handling process.
5. **Accountability:** We take responsibility for actions and decisions, and be accountable for the handling of complaints.

Complaint Handling Channels

1. **Complaint Desk:** Channel your complaint to the Deputy Chief Administrative Officer's Office Tel-0485443575, Email: BUHWEJULg@yahoo.com
2. **Online Complaint Form:** Find the online form on our official District website www.BUHWEJU.go.ug
3. **Community Meetings:** We shall hold regular community meetings where clients can raise complaints and concerns.

Complaint Handling Performance Indicators

1. **Complaint Resolution Rate:** Track the percentage of complaints resolved within established timeframes.
2. **Complaint Response Time:** Track the average time taken to respond to complaints.
3. **Client Satisfaction:** Track client satisfaction with the complaint handling process through surveys or feedback forms.
4. **Complaint Volume:** Track the number of complaints received over time.

6.0 CHAPTER SIX: DISSEMINATION AND IMPLEMENTATION OF THE CHARTER

6.1 CHANNELS OF DISSEMINATING OUR CLIENT CHARTER

Traditional Media Channels

1. Radio: Broadcast the client charter on local radio stations, including reading the charter aloud and discussing its contents.
2. Television: Broadcast the client charter on local television stations, including producing a video that explains the charter and its contents.
3. Newspapers: Publish the client charter in local newspapers, including translating the charter into local languages.

Digital Media Channels

1. District Website: Publish the client charter on the district website, including providing a downloadable version of the charter.
2. Social Media: Share the client charter on social media platforms, including Facebook, Twitter, and WhatsApp.
3. Email: Send the client charter to stakeholders and clients via email, including providing a link to the charter on the district website.

Community-Based Channels

1. Community Meetings: We hold community meetings to discuss the client charter and its contents, including providing opportunities for questions and feedback.

2. Village Health Teams: We shall work with village health teams to disseminate the client charter and provide education on its contents.
3. Community Radio: We partner with community radio stations to broadcast the client charter and provide education on its contents.
4. Schools and Institutions: Distribute the client charter to schools and institutions, including providing education on its contents.

Interpersonal Channels

1. District Staff: We commit to ensure that district staff is familiar with the client charter and can provide education and support to clients.
2. Health Workers: We ensure that Health workers are familiar with the client charter and can provide education and support to clients.
3. Community Leaders: We shall work with community leaders to disseminate the client charter and provide education on its contents.
4. Client Ambassadors: We commit to appoint client ambassadors to promote the client charter and provide education on its contents.

FOR GOD AND OUR COUNTRY

For more information, Contact:

Email: buhwejulocalgovt@yahoo.com Web: www.buhwej