

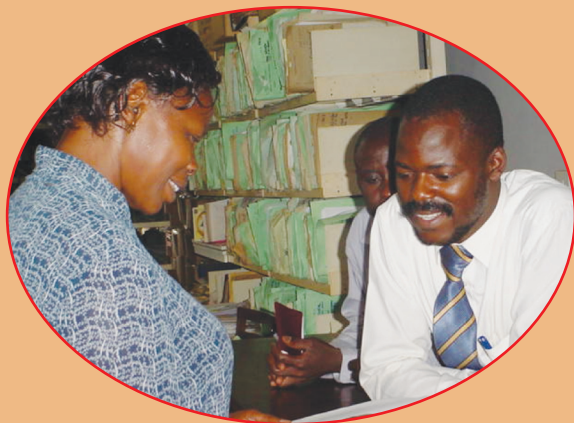


THE REPUBLIC OF UGANDA

MINISTRY OF PUBLIC SERVICE



Service with a Smile



CLIENT CHARTER 2007/2008-2009/2010

July 2007

ACRONYMS

IEC	<i>Information, Education and Communication</i>
LGs	<i>Local Governments</i>
MDAs	<i>Ministries, Departments and Agencies</i>
MoPS	<i>Ministry of Public Service</i>
NGO	<i>Non Governmental Organisation</i>
PEAP	<i>Poverty Eradication Action Plan</i>
PSRP	<i>Public Service Reform Programme</i>
ROM	<i>Results Oriented Management</i>

FOREWORD

The Government of Uganda recognises the potential benefit of using client charters as tools to drive change towards a more client-focused approach throughout the Public Service. In its effort to reform the Public Service, the third phase of the Public Service Reform Programme (PSRP) requires all Ministries, Departments and Agencies (MDAs) and Local Governments (LGs) to strengthen the demand side of accountability through the use of Client Charters. In conformity with this, the Ministry of Public Service (MoPS) is happy to publish the client charter of the Ministry.

This Client Charter is a social contract between the Ministry of Public Service as a service provider and the recipients of its services. It specifies standards of the delivery of services, which MoPS believes its clients have a right to expect, and sets out feedback and complaint handling mechanisms. The Charter has been developed through consultations with MoPS clients and staff.

I am pleased to introduce to you the Charter for the Ministry of Public Service. I hope this Charter will enable the Ministry to provide timely and quality services. I encourage all clients to use the provisions in the Charter to ensure that our services meet your expectations.

Henry Muganwa Kajura
Rt. Hon. 2ND DEPUTY PRIME MINISTER and
MINISTER OF PUBLIC SERVICE

PREAMBLE

A vibrant Public Service is instrumental for the successful implementation of Government programmes and, in particular, the Poverty Eradication Action Plan (PEAP). Over the last two decades the Government of Uganda has been implementing a wide range of reforms which include political and economic reforms. The Ministry of Public Service (MoPS) has since 1991 been spearheading the implementation of the Public Service Reform Programme (PSRP) with the aim of improving efficiency and effectiveness in public service delivery. The Government is now implementing the third phase of the PSRP which among others, is meant to enhance performance and accountability by Public Service Organisations.

This Charter spells out our main clients, the services we offer and the standards of service our clients should expect. The Charter also provides the mechanisms for channelling complaints and other feedback from clients and stakeholders.

The objectives of this Charter are:

- a) To inform our clients and stakeholders of the services our Ministry offers, the rights, expectations and obligations of the clients, and the service commitments.*
- b) To provide an accountability framework for the Ministry to account to its clients and stakeholders and,*
- c) To act as a tool for continuous performance improvement.*

The services offered at MoPS include; developing management systems, procedures and structures for the public service that are responsive to the needs of the clients; developing human resource policies, regulations, guidelines and standards for effective service delivery; spearheading the coordination, monitoring and evaluation of the Public Service Reform Programme; and managing the payment of pension and other terminal benefits.

This Ministry is committed to using this Charter to deliver high quality services to all our clients.

*Jimmy R. Lwamafa
PERMANENT SECRETARY*

1.0 Introduction

This document presents the service commitments for the MoPS. Section 1 of the Charter covers the Ministry's Mandate, Vision, Mission, Principles and Values. Section 2 covers the Ministry's Key Result Areas; section 3 covers the medium term commitments; section 4 provides the Ministry's general standards; section 5 describes our clients and their rights and obligations; sections 6 and 7 set out the feedback, complaints and appeal mechanisms while section 8 covers the reporting of performance against the Charter.

1.1 Mandate

Our Mandate is "To develop, manage and administer human resource policies, management systems, procedures and structures for the public service".

1.2 Vision

Our vision is "A loyal, professionally competent, well motivated and facilitated Public Service that supports the transformation of Uganda into a modern state."

1.3 Mission

Our mission is "To provide policies, systems and structures that facilitate efficient and effective Public Service performance for national development and improved quality of life in Uganda".

1.4 Principles and Values

The principles and values that will guide the implementation of this Charter are:

- a) Effectiveness: We shall achieve the intended results in terms of quality and quantity in accordance with targets and performance standards set for service delivery.
- b) Efficiency: We shall optimally use resources, including time, in the attainment of our Ministry objectives.
- c) Impartiality: In carrying out our work, we shall give fair treatment to all customers irrespective of sex, race, religion, ability, ethnic background or political affiliation.
- d) Transparency: We shall be as open as possible about all the decisions and actions taken.
- e) Professionalism: We shall adhere to the code of conduct and ethics, high degree of competence and best practices.
- f) Accountability: We shall hold office in public trust and shall be responsible for our actions or inactions.
- g) Responsiveness: We shall attend to our clients' issues, suggestions, requests and criticisms in a timely manner.

- h) Integrity: We shall be honest and open in conducting public affairs.
- i) Selflessness: We shall put public interest before personal interests. We shall not take decisions in order to gain personal, financial and other benefits.
- j) Partnership: We shall engage our partners including MDAs, LGs, Development Partners, Civil Society and the Private Sector in designing, implementing, monitoring and evaluating our programmes.
- k) Decency: We shall present ourselves in a respectable manner that generally conforms to morally acceptable standards and values of society.
- l) Diligence: We shall be hard-working and careful in carrying out our official duties.
- m) Discipline: We shall behave in a manner as to conform with the rules, regulations and the code of conduct and ethics for the public service generally and codes of professional conduct for the specific professionals.
- n) Loyalty: We shall be committed to the policies and programmes of the Government at the National and Local levels.

2.0 Key Results Areas

The Ministry's Key Results Areas are:

- a) Pay and incentives management
- b) Payment of terminal benefits
- c) Performance and accountability enhancement
- d) Records and information management
- e) Public Service Reform Programme monitoring and evaluation
- f) Human Resources development
- g) Policy review and development
- h) Development of organisational structures and systems
- i) Leadership enhancement and management development
- j) Development of Ministerial Annual Performance Plans and Budgets.

3.0 Commitments

As a Ministry responsible for Public Service we commit ourselves to the following;

3.1 Pay and Incentives Managed

We shall:

- a) Pay salaries by the 28th of every month.
- b) Effect payroll changes within four weeks from the date of submission.
- c) Maintain only valid records on the payroll.

- d) Provide guidelines and monitor the implementation of the Reward and Recognition Scheme.

3.2 Terminal Benefits Paid

We shall:

- a) Pay monthly pensions by the 28th of every month.
- b) Access new pensioners on the monthly payroll within six months from the date of receipt of submission.
- c) Pay gratuity claims and arrears within two years.
- d) Pay contract gratuities on quarterly basis (within three months of submission).
- e) Pay severance packages within three months of submission.
- f) Inform our clients and the public about the procedures of accessing the terminal benefits.

3.3 Performance and Accountability Enhanced

We shall:

- a) Provide technical support to MDAs and LGs to implement ROM as an integrated performance management system.
- b) Provide technical support to MDAs and LGs to design and use Client Charters as tools for accountability and continuous performance improvement.
- c) Undertake a National Service Delivery Survey after every three years.
- d) Guide and monitor the application of the Staff Performance Appraisal Instrument across the Public Service.
- e) Undertake comprehensive monitoring and inspection of each MDA and LG after every two years.

3.4 Records and Information Managed

We shall:

- a) Construct the National Records and Archives Centre by June 2010.
- b) Carry out registry audits in each MDA and LG every two years.
- c) Respond to requests for technical assistance in records management within a week for MDAs and a month for LGs.
- d) Appraise records of MDAs and LGs for disposal to the respective records centres.
- e) Respond to requests from registry users within fifteen minutes.
- f) Respond to requests for records from records centres within two days.
- g) Respond to the requests to the archives within fifteen minutes.

3.5 Public Service Reform Programme (PSRP)

Monitored and Evaluated.

We shall:

- a) Produce and disseminate PSRP annual performance reports three months after the end of the financial year.
- b) Produce and disseminate simplified Information, Education and Communication (IEC) materials and messages on different aspects of the PSRP.
- c) Undertake an annual review of the PSRP.
- d) Continuously monitor and evaluate the PSRP.

3.6 Human Resources Developed

We shall:

- a) Design and implement leadership and management development programmes for public servants.
- b) Provide information to MDAs and LGs on resource persons in the leadership and management field within five days of request.
- c) Develop competence profiles for all common cadre posts by December 2008.
- d) Undertake a skills audit in the public service by December 2009.
- e) Hold an annual symposium on public service human resource issues.
- f) Design and implement a Change Management Strategy for the Public Service by December 2008.

3.7 Policy Reviewed and Developed

We shall;

- a) Provide timely and relevant policy information and advice within our mandate.
- b) Provide up to date Government Standing Orders.

3.8 Efficient and Affordable Organisation Structures and Systems of the Public Service Developed

We shall;

- a) Develop and monitor the application of restructuring guidelines across the service.
- b) Undertake a comprehensive review and rationalisation of roles, functions and structures of all MDAs and LGs by December 2008.
- c) Undertake demand driven review and rationalisation of MDAs and LGs and produce the first draft within three months of request.
- d) Undertake cost-effective and efficiency studies of at least two sectors annually.

3.9 Annual Performance Plans and Budgets Produced

We shall;

- a) Formulate and adhere to performance plans and budgets.
- b) Produce and disseminate annual performance reports.

4.0 General Standards of Service of the Ministry of Public Service

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

- a) Answer all telephone calls by the third ring.
- b) Be courteous to all our clients.
- c) Attend to all our clients within 30 minutes from the time of arrival at our respective service points.
- d) Respond to all written correspondences within five working days of receipt.
- e) Provide information on new policies, reports, publications and circulars through the Ministry website.
- f) Disseminate all information regarding scholarships and fellowships to the relevant clients within five days of receipt.
- g) Provide and disseminate information within the provisions of the Access to Information Act 2005.
- h) Provide services free of charge.
- i) Provide services in a conducive work environment.

If more time is needed to act on an issue, we commit to inform our client on how long it will take to reply.

5.0 Our Clients

Our clients are the Public Servants, Ministries, Departments and Agencies (MDAs), Local Governments (LGs), Pensioners and Pensioners' Associations, International Organisations, Non Government Organisations, Civil Society Organisations, Private Sector, Researchers, Development Partners, Trade Unions and the Public.

5.1 Our Clients Rights and their Obligations

Our clients will have the following rights and obligations;

5.1.1 Client Rights

Our clients have a right to:

- a) Access to free services
- b) Access public information in accordance with the law
- c) Be treated with respect
- d) Privacy and confidentiality
- e) Lodge complaints
- f) Appeal in accordance with established procedure
- g) Timely payment of salaries, terminal benefits and goods and services.

5.1.2 Client Obligations

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 at 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, favours or inducement to our staff, or to solicit the same.
- f) Accounting officers to submit timely and accurate payroll information.
- g) Public officers due to retire to submit their documents six months in advance.
- h) Accounting officers to submit timely and accurate pension information.
- i) Suppliers to provide appropriate and timely goods and services.
- j) Treat our staff with courtesy.

6.0 Feedback and Complaints

We welcome constructive criticism and feedback about our services. We also welcome suggestions on how we can improve service delivery. We commit our selves to taking your complaints and suggestions seriously and to dealing with them as quickly as possible.

If you have a problem, suggestion or a complaint, you can use the following communication channels:

- a) Speak to the person who has been attending to you
- b) Speak to that persons' supervisor
- c) Speak to our Information Scientist/ Client Service Officer (Room 14 Block B) on telephone number 256-41-4533715
- d) Make use of our suggestion box
- e) Write to us using the address given at the end of this document or call us on telephone numbers 256-41- 4250453/4250570

- f) Use our Email: **psmp@publicservice.go.ug**
Website: **www.publicservice.go.ug**

Our offices are open from 8.00 a.m.-12.45 p.m. and from 2.00 p.m-5.00 p.m. on week days except on public holidays.

7.0 Appeal Mechanism

If you are not satisfied with the response from the action officer attending to you or with the way your complaint is handled, you may refer to:

- a) Head of Department,
- b) Director and
- c) Permanent Secretary.

Your complaint will be acknowledged within two days of receipt including information on the action being taken. All complaints referred to Heads of Department will be investigated and a response given within ten working days.

If you are not satisfied with the response given by the Head of Department, you may appeal to the Director whose response will be given within ten working days.

If you are not satisfied with the response given by the Director, you may appeal to the Permanent Secretary. The Permanent Secretary's decisions will be communicated to you within a period of one month.

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

8.0 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 Ministerial Policy Statements and Annual Performance Reports;
- c) Report on performance to clients and stakeholders during the annual review events;
- d) Publish summary complaints data and our general response in the Ministry's Annual Report.

We, the staff of the Ministry of Public Service commit ourselves to the above principles and values commitments and service standards.

We commit ourselves to implement this Charter, "For God and Our Country".

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