The Republic of Uganda

AMOLATAR DISTRICT LOCAL GOVERNMENT

DRAFT CLIENT CHARTER
2025/2026 – 2029/2030

Foreword

The Client Charter was introduced under the Public Service Reform programme, as a tool to strengthen the demand side of the community and of accountability for service delivery. This charter spells out the roles, responsibilities and commitments of Amolatar District Local Government to our internal and external clients in the public and private sectors.

The Client Charter specifies standards of service delivery which the District should provide to its clients and sets out feedback and complaint handling mechanisms.

This Client Charter is a Social Contract between the District Local Government, as a Service Provider and its Clients/Service Users. The District will ensure that it offers quality services to our Clients following the Service Delivery Standards as well as Feedback and Complaint Handling Mechanisms spelt out.

I call upon all stakeholders to support this Client Charter and actively participate in its implementation.

Ocen Geoffrey
DISTRICT CHAIRPERSON
AMOLATAR DISTRICT LOCAL GOVERNMENT

PREAMBLE

This Client Charter has been made to set out Amolatar District Local Government's service standards and the commitment to provide services that the clients and stakeholders should expect. It's intended to inform, enhance accountability and client focus in service delivery.

The objectives of this Client Charter are: -

1. To provide the standards of service delivery to enable the clients understand what is expected from the service providers.
2. Provide an accountability framework for Amolatar District Local Government to account in line with service commitments.
3. To empower the clients to hold the district local government accountable thus enhancing transparency in the public service.
4. To act as a tool for continuous performance improvement.

The charter has been developed through consultations with staff, clients and stakeholders. I, with gratitude, wish to acknowledge the invaluable contribution of the District Council, the Local Government staff, Ministry of Local Government, Ministry of Public Service, other Central Government Ministries, Partners in Development and Civil Society Organizations.

We commit to professionalism, accountability and responsiveness to our clients. We look forward to continuous collaboration, improved partnerships and commitment as we implement the Charter.

For God and my Country.

Oroma Rodah

CHIEF ADMINISTATIVE OFFICER, AMOLATAR DLG.

CHAPTER ONE

INTRODUCTION

The Client Charter outlines the commitments and service standards of Amolatar District Local Government, aimed at improving service quality by clearly defining services and aligning them with client expectations. It emphasizes customer satisfaction, accountability, and transparency, while providing mechanisms for clients to monitor public service performance. Amolatar District, located in the Northern Region of Uganda, is also recognized as the geographical centre of the country

Mandate

The District's Mandate in line with the Constitution of the Republic of Uganda and the Local Governments Act Cap 243 is effective and efficient delivery of decentralized services to the people of Amolatar.

Vision

Our Vision is "A sustainable socio-economically independent population by 2040"

Mission

"To improve the quality of lives of the people through a coordinated delivery of service in conformity with local and national priorities."

Our Values and Principles

We the public servants in Amolatar District Local Government commit ourselves to provide services at the agreed levels and quality of service standards based on the following values and principles:-

a. **Transparency and Accountability:** The District Local Government shall be transparent and accountable for decisions and actions to the public and shall submit itself to public scrutiny.
b. **Integrity:** We shall not place ourselves under any financial or other obligations to individuals or organizations that might seek to compromise our professional behavior in performance of our duties.
c. **Honesty:** We shall conduct all our duties and provide services with

truthfulness and sincerity.

d. **Objectivity:** All our decisions will be based on merit, professional codes and other codes of good practice

e. Respect: We shall serve all persons with dignity, moral worth and entitlement to equal respect and consideration regardless of their social or economic status, gender, ethnicity, age, ability, or other attributes or characteristics.

f. **Participation:** We shall engage our customers/clients in planning and monitoring/evaluation of our service delivery.

g. Efficiency and Effectiveness: We shall use resources effectively and efficiently to ensure quality service delivery.

h. Continuous improvement: Together with our stakeholders, we shall endeavor to continuously improve service delivery

CHAPTER TWO

PRINCIPAL SERVICES AND COMMITMENTS

2.0 KEY RESULT AREAS AND PRINCIPAL SERVICES

2.1 Key Results Areas

The District's key result areas are the following:

a. Guidance and Support to Local Councils.

b. Support in Information Communication Technology (ICT)

c. Budgeting and implementing programmes and projects.

d. Improving productive and marketing capacity of farmers with a view of commercializing Agriculture so as to increase productivity, household incomes and food security.

e. Improving stock and quality of economic infrastructure.

f. Increasing access to quality social services.

g. Enhancing human capital development. This will reduce school dropout rates, increase completion rates of the girl child, increase institutional capacity for relevant skills development.

h. Promoting sustainable population and use of the environment and natural resources.

i. Technical guidance in planning and management to Local Governments

j. Strengthening good governance.

2.2 Principal Services

The district will offer the following principal services to its clients:

DEPARTMENT OF NATURAL RESOURCES

SERVICE		ACCESS REQUIREMENTS	ACCESS POINT	SERVICE DELIVERY TIME	COST IF ANY
1. Land Registration and Titling	**a)** Land Inspection and demarcation	Evidence of land ownership.	Respective ALCs	2 weeks	Negotiable by ALC, depending on size.
	b) Land application submission	NID, Passport photograph, proof of payment	Office of Secretary DLB	30mins	20,000
	c) Consideration of land application by the Physical Planning Committee	Land application and Environment report where applicable	Office of Physical planner	Quarterly	NILL
	d) Consideration by the District Land Board	Land application and Environment report where applicable	Office of Secretary DLB	Quarterly	NILL
	e) Issuance of offer letter	NILL	Office of Secretary DLB	30mins	NILL

	f) Payment of requisite fees	Offer letter	Office of Secretary DLB	30mins	50,000
	g) Preparation of Documents for issuance of Instructions to Survey	Offer letter, ALC inspection report, and PPA forms	Office of Lands officer	30mins	NILL
	h) Preparation of documents for intake	**Offer letter, ALC inspection report, and PPA forms**	**MZO**	**10mins**	**50,000**
	i) Checking of the Job Record Jackets	Surveyors Job Record Jacket	Office of Staff Surveyor	30mins	NILL
	j) Payment for Mark stones	**Surveyors Job Record Jacket**	**MZO**	**10mins**	**Depending on No of Mark stones**
	k) Preparation of documents for processing of Land title	Deed plan and offer letter	Office of Lands officer	30mins	NILL
	l) Certification of lease agreements	**Lease agreements**	**MZO**	**30mins**	**16,000**
	m) Preparation of fresh lease Title	**Request for Title**	**MZO**	**30mins**	**60,000**
	n) Issuance of Title – Freehold title	**Request for Title**	**MZO**	**30mins**	**10,000**

2. Mediation for land disputes	Documents supporting claim	Office of Lands officer	Dependent on matter	NILL
3. Renewal of lease	Written application, NID, Passport photos.	Office of Secretary DLB	Quarterly	20,000
4. Extension of lease	Written application, NID, Passport photos	Office of Secretary DLB	Quarterly	20,000
5. Seeking consent to mutate land	Written application, NID, Passport photos	Office of Lands officer	30mins	NILL
6. Application for Development permission	Application	Office of Physical Planner	Quarterly	20,000
7. Consideration for Development permission	Development plan	Office of Physical Planner	Quarterly	50,000
8. Approval of Building permit	Development plan, NID, evidence of land ownership	Office of Physical Planner and Engineer	Quarterly	Computed depending on size of development
9. Occupation Permit	Fully completed structure and inspection report by Engineer	Engineer in charge building	1 day	Computed depending on size of development
10. Environmental Impact Assessment (EIA)/ Project Brief Review	EIA Report/ Project Brief submitted to NEMA by a licensed EIA practitioner	Environment Office at District Headquarters	3-5 working days after submission	Nil
11. Application and Inspection for processing an Environmental Permit/Approvals	Application fees paid directly to Ministry of Water and Environment	Environment Office	10 working days after inspection	20,000

12. Environmental Audit Review		Submit a copy of the Environmental Audit Report written by a licensed practitioner	Environment Office	10 working days after receipt	Nil
13. Consultation services on Environmental Regulations and Compliance Requirements		Nothing	Environment Office	0-3 days upon receipt of inquiry	Nil
14. Wetland Inspection and Enforcement (Investigating reports of wetland encroachment or illegal activities)		Report any form of wetland encroachment happening in your community	Environment Office	Within 5-10 working days	Nil
15. Technical Guidance on how to establish and maintain a tree nursery bed		Required materials and equipment for establishing a tree nursery bed	Forestry Office	Instant	Nil
16. Issuance of License/ permit for Power saw/chainsaw		Permit fee	Forestry Office	1-3 working days	350,000 per year
17. Issuance of permits/ Licences for movement of forest products such as firewood and charcoal as follows;	**a)** Lorry of firewood - Valid for 3 days	Permit fee	Forestry office / Sub-county Headquarters	1-3 working days	45,000
	b) Pick up of firewood- Valid for 2 days	Permit fee	Forestry office / Sub-county Headquarters	1-3 working days	17,000
	c) Bicycle of firewood - Valid for a month	Permit fee	Forestry office / Sub-county Headquarters	1-3 working days	12,000
	d) Lorry of charcoal - Valid for 3 days	Permit fee	Forestry office / Sub-county	1-3 working days	62,000
	c) Pickup of charcoal - Valid for 3 days	Permit fee	Forestry office / Sub-county	1-3 working days	40,000

2.2.2 HEALTH DEPARTMENT

No.	**Service**	**ACCESS REQUIREMENTS**	**ACCESS POINT**	**SERVICE DELIVERY TIME**	**COST IF ANY**
1.	Work with appropriate Health Professional Councils to ensure professionalism and ethical conduct.	Number of disciplinary cases handled, Presence of a copy of ethical code of conduct in all health facilities, ensuring that all professional staff are registered and licensed, presence of contact persons for all professional councils in the district	All our health facilities	On going	Nil
2.	Maintain OPD utilization at 100% annually.	-Presence of qualified staff Out patients' department at all times -Availability of working tools/equipment -Accessibility of service areas	Out patients' department and other health facility clinics	On going	Free for government health facilities except PNFP and Private ones
3.	Immunize all eligible children below one year with DPT/Hib/Hep/PCV and measles Vaccine annually	-Functional cold chain system in place -Functional outreaches and static vaccination posts in place -A defaulter tracking mechanism for lost clients in place	Health facilities and community outreach points	On going	Free
4.	Improve on the percentage of expectant mothers attending Antenatal	-Availability of quality ANC services in all our health centers -Community sensitization on ANC	Health facilities	On going	free

	care from 42% to 60% by 2025.	service points			
5.	Improve on the Percentage of mothers delivering from the health facility from 69% to 80% by 2025	-Increased number of midwives in all our health facilities -Ensure provision of quality and friendly services to all clients	All health centers IIIs and IV	On going	Free in all public facilities
6.	Provide HIV counselling and testing for all pregnant women attending ANC.	-Ensure availability of HIV test kits in all ANC clinics -All HIV positive mothers enrolled on care -All new born children are HIV free	All health facilities offering ANC services	On going	Free for all
7.	Improve latrine coverage through awareness creation and enforcement of Public Health Act from 88.5% to 95% by 2025	-Number of home improvement campaigns/visits done. - number of household heads summoned on hygiene and sanitation related issues -List of latrine defaulters compiled and followed up. - number of households with improved sanitation facilities.	- At community	On going	

8.		Continuously provide quality and accessible HIV/AIDS care services to all HIV positive clients in the district.	-HIV/AIDS services available in all health centers offering ART services -Ensuring that all community ARVs drug distribution points are functional -Identify and facilitate community linkage persons in hard to reach areas in Amolatar	All health facilities offering ANC services	On-going	free
9.		Referral services	-Presence of ambulance services for the people of Amolatar -Timely referrals for all emergency cases	Amolatar health center IV	On-going	free
10.		Health supplies and medicines	-Timely ordering of medicines & other supplies from NMS by the health facilities -Ensure medicines and supplies are available in all health facilities -All health facilities to have updated stock cards.	All health facilities	On-going	Free

WATER AND SANITATION SECTOR, AMOLATAR DLG

No	Service	Criteria for access	Service Delivery point	Time Frame	cost
Water					
1	Construction of 6 deep boreholes	Community demand service	Village	Within Financial Year	Shs. 200,000

	annually	through application Capital Cost contribution Land			Land in-kind
2	Rehabilitation of 6 boreholes annually	Community demand service through application.	Village	Within Financial Year.	In-kind (land)
3	Construction of a 2-stance drainable VIP latrine with one urinal in rural growth centres annually	Community demand through application	Rural Growth Centre	Within a Financial year	Land (In-kind)
4	Train 10 water source committees on operation and maintenance of water and sanitation facilities	Water source committee from within the same community established	Water sources	Within a year	Free
5	Carry out water quality testing for atleast 120 old water sources annually	Community within 2km radius around the water source (boreholes)	Water sources	Within Financial Year	Free
6	Supervise work of development partners	Memorandum of Understanding (MoU) signed and valid -NGO's Annual Work plans and report	AMOLATAR District	Within Financial Year	Free

7	Promote household latrines.	Beneficiaries must be rural households.	8 villages	Within Financial year.	Free.
8	Formation of Water source committees	Community where the water source is established	Villages	Within the financial year	Free

ROADS AND ENGINEERING

No	Service	Criteria for access	Service Delivery point	Time Frame	Cost
1	Carry out manual routine maintenance of 165. Km of Amolatar District roads annually.	Community interest Assessment Report.	Roads within the district	Within Financial Year	Free
2	Carry out mechanized routine Maintenance of 32 km of feeder roads annually.	Community interest. Assessment Report.	District Roads	Within Financial Year.	Free
3	Carry out mechanized routine Maintenance	Community interest. Assessment Report	Community access roads	Within a Financial year	Free

	of 39 km of community access roads (CAR) annually				
4	Carry out spot improvements on 10.0 km of roads.	Community interest Assessment Report	District roads	Within Financial Year	Free
5	Carry out Repair and maintenance of Road equipment	Breakdown	Road equipment	Within Financial Year	Free
6	Prepare Drawings and bills of quantities for projects by user department.	Request from the user department	Amolatar	Within Financial year.	Free.
7	Supervision of infrastructure projects in Health, Education and Sub counties	User department interest	Amolatar	Within Financial year.	Free
8	Low-cost sealing of Amolatar HC4 Access roads	Community interest	Amolatar HC4	Within the financial year	free
9	Quarterly District Road committee meeting	Community interest	Amolatar District	Within Financial year.	Free
10	Mechanized	Community	Urban roads	Within	Free

	maintenance of 35 KM of urban roads	interest Assessment Report		financial year	

No	Service	Criteria for access	Service Delivery point	Time Frame	cost
Water					
1	Construct 10 deep wells annually	Community demand service through application Capital Cost contribution Land	Village	Within Financial Year	Shs. 200,000 Land in-kind
2	Rehabilitate 10 boreholes annually	Community demand service through application Capital Cost contribution Land	Village	Within Financial Year.	Shs. 100,000 In-kind (land)
3	Construct 1 drainable VIP latrine in rural growth centers annually	Community application demand water scheme	Rural Growth Centre	Within a Financial year	Land (In-kind)
4	Construct one solar piped water supply scheme	-Community application -Capital Cost contribution -Land	Alido Trading Centre	Within Financial Year	Shs. 300,000
5	Train 10 water source	Water source committee	Water sources	Within a year	Free

	committee on operation and maintenance of water and sanitation facilities	from within the same community established			
6	Carry out water quality testing for 66 old water sources annually	Community within 1km radius around the water source (boreholes)	Water sources	Within Financial Year	Free
7	Supervise work of development partners	-Memorandum of Understanding (MoU) signed and valid -NGO's Annual Work plans and report	Amolatar District	Within Financial Year	Free
8	Promote household latrines.	Beneficiaries must be rural households.	10 villages	Within Financial year.	Free.

No	**Service**	**Criteria for access**	**Service Delivery point**	**Time Frame**	**Cost**
ROAD SECTOR					
1	Carry out manual routine maintenance	Community interest	Roads within the district	Within Financial Year	Free

	of 160. Km of District feeder roads annually.				
2	Carry out mechanized routine Maintenance of 70.0 km of feeder roads annually.	Community interest	District Roads	Within Financial Year.	Free
3	Carry out mechanized routine Maintenance of 25.0 km of community access roads (CAR) annually	Community interest	Community access roads	Within a Financial year	Free
4	Carry out spot improvements on 10.0 km of feeder roads.	Community interest	Roads	Within Financial Year	Free
5	Supply and install minimum of 10 culvert lines on low spots (Bottleneck improvement) annually	Community interest	Bottlenecks	Within a year	Free
6	Maintain all the main interconnectivity roads (Amolatar to	Community interest	Inter district roads	Within Financial Year	Free

	neighboring districts) motor able throughout the year and seasons				
7	Carry out quarterly maintenance of the road unit	Community interest	Roads	Within Financial Year	Free
8	Prepare Drawings and bills of quantities within 21 working days after placement of request by user department.	Community interest	Office	Within Financial year.	Free.
9	Supervised all the roads and construction projects of the district at least twice a month of the active projects	Community interest	Road construction sites	Within Financial year.	Free
10	Our client shall be attended to within 20 Free minutes from the time they reach reception	Community interest	Reception desk		Free

	desk.				
11	Establish a reception desk to guide all our client when they arrive in the office premises	Community interest	Reception desk	Within Financial year.	Free
12	Carry out at least quarterly staff meeting	Community interest	Office	Within financial year	Free

2.2.4 EDUCATION CLIENT CHARTER COMMITMENTS 2025-2029

SERVICE	CRITERIA FOR ACCESS	SERVICE DELIVERY POINT	TIME FRAME	COST
Human Capital Development enhancement ensured: We shall:				
1. 1) Provision & maintenance of sufficient classrooms in primary schools.	-From needs assessment report -School inspection/monitoring report -School priorities from parents meetings	-School sites -School meetings	July 2025 – June 2029	-Community contributions i.e. PTA contributions and also physical labour
1. 2) Improve the pupils' toilet stance ratio in primary schools (40:1)	-From needs assessment report Scho-ol inspections reports	-School sites	July 2025 – June 2029	-PTA contribution
1. 3) Reduce	-Community	-Schools sites	July 2025 –	-free

the high school dropout rates (completion rate of 37% for girls and 47% for boys).	mobilization meetings	and community centers	June 2029	
1. 4) Improve access to Special Needs Education services in the District.	-Data collection & -Community mobilization & advocacy,	-Community meetings -School sites	July 2025 – June 2029	-free
1. 5) Improve on school inspection and monitoring coverage.	-Inspection/ monitoring work plan	-All school sites ie primary, secondary, tertiary (private and public)	July 2025 – June 2029	-Contributions from GOU and local revenue
1. 6) Improve pass rates in Primary, secondary and tertiary institutions.	-Effective teaching methodology and assessment procedures. -Performance reports	-All school sites	July 2025 – June 2029	-Free, support from GOU and partners
1. 7) . Improving learners' welfare and nutrition	-Community mobilization & advocacy -Implement school feeding programme with introduction of Middy Meals for learners in Universal Primary Education Schools which have contributed to	-Community centers and school sites	July 2025 – June 2029	-Community contributions on school feeding.

	drop out, absenteeism and low attention span in schools and for lessons respectively			
1. 8) Increased participation of various stakeholder in education services delivery especially in construction of schools and attendance to learners at schools	-Community mobilization and advocacy	-Community centers and school sites	July 2025 – June 2029	-free
1. 9) Improve time and attendance management of Head teachers, Teachers and Learners.	• School rules and regulations • School routine • Attendance records • Inspection/ monitoring reports	-All school sites	July 2025 – June 2029	-free
1. 10) To enhance institutional capacity building to manage conflicts and disaster	-Community sensitization and training	-All the primary and secondary school sites and community centers	July 2025 – June 2029	-free

risk in schools and educational institutions through constitution of conflict and Disaster Risk Managemen t Plans.				
1. 11) Dissemi nation of CDRM massages and building a culture of safety and reliance to all stake holders in education assessment of vulnerabilit y and capacity in all educational institutions.	-Community mobilization and sensitization	-All the primary and secondary school sites and community centers	July 2025 – June 2029	-free
1. 12) Increase the enrollment, retention and transition of girls in primary and secondary schools.	-Data collection -Community mobilization & sensitization	-All the primary and secondary school sites and community centers	July 2025 – June 2029	-free

1. 13) Increase the ratio of female teachers and rationalize the deployment in all schools.	-Inspection reports -Staff deployment records	-All the primary and secondary school sites and community centers	July 2025 – June 2029	-free
1. 14) Increased participation in games and sports (talents) development in schools through provisions of equipment	-Community mobilization and participation -Needs assessment	-All the primary and secondary schools	July 2025 – June 2029	-free

PLANNING UNIT

Service	Access Requirements	Access Point	Service Delivery Time	Cost (UGX)
Preparation of District Development Plans (DDPs)	Submission of sector priorities, LLG plans, stakeholder consultations	District Planning Department	3–6 months (aligned to planning cycle)	≈ 80,000,00
Annual Work Plans and Budget Preparation	Budget Framework Paper, departmental work plan submissions, IPFs from MoFPED.	District Planning Department/ Budget Desk	2–3 months (May-Oct cycle)	No direct cost
Coordination of Lower Local	Submission of parish/sub-county	Sub-county offices & District	Continuous (within planning cycle)	≈ 10,000,000

Government (LLG) Planning	development priorities	Planning Department		
Technical Planning Committee (TPC) Coordination	Departmental reports and sector plans	District Headquarters (TPC meetings)	Monthly	≈ 11,000,000
Monitoring and Evaluation (M&E) of Government Programs	Approved work plans, project sites, reporting tools	Field visits & District Planning Department	Quarterly / Annual	≈ **20,687,700**
Data Collection, Analysis and Statistical Reporting	Request for data, approved indicators, reporting templates	District Planning Department / Statistics Officer	1–4 weeks depending on request	≈ **20,687,700**
Integration of NGO/CBO Programs into District Plans	Submission of NGO work plans and budgets	District Planning Department/ CAO's Office	2–4 weeks (October)	No cost
Implementation of the Physical Development Plans (PDPs)	Approved TORs, funding availability stakeholder engagement	District Planning Department / Physical Planning Committee	6–12 months	Cost depends on project funding
Project Identification and Appraisal	Concept notes, feasibility considerations, sector priorities	District Planning Department	2–6 weeks (May-Oct planning cycle)	≈ **12,412,645**
Performance Reporting (PBS Reporting)	Output and outcome data from departments and IFMS	PBS System / IFMS/Planning Unit	Quarterly & Annually	≈ **20,000,000**
Capacity Building for LLGs and Stakeholders	Quarterly Training, approved schedules	District Planning department / Training venues	Periodic (quarterly/annually)	≈ **10,000,000**

Development Planning Mentoring	Formal request from LLGs, departments, NGOs, or private sector	District Planning Department	Continuous	Minimal consultancy fee (if external client)
Coordination of National Development Plan Alignment	Sector plans aligned to NDP priorities	District Planning Department	Continuous	Workshops
Public Participation and Stakeholder Engagement	Community mobilization, meeting schedules	Sub-counties & District HQ	July to June	Workshops
Budget Performance Review and Feedback	Departmental performance reports	District Planning Unit	Quarterly	Workshops

	Services	**Criteria for access**	**Service Delivery Point**	**Time frame**	**Cost**
01	Coordinate quarterly Monitoring and Evaluation of Government Development programs and Projects in the District.	Dissemination of the reports	District HQs	Quarterly	Free
02	Coordinate Technical Planning Committee meetings in the District.	Meeting minutes	District HQs	Monthly	Free
	Maintain an up to date	Submission, consultation,	District HQs	As required	Free

	district database including preparation of annual District Statistical Abstract, Profiles etc.	Publications and Print version			
04	Hold Quarterly review meetings of District performance with Stakeholders.	Workshop and seminars meetings	District HQs	Quarterly	Free
05	Review the Performance of the Approved District Development Plan.	Dissemination of the reports.	District HQs	Bi annually	Free
06	Preparation of the District Budgets and plans.	Submission, consultation, Publications and Print version	District HQs	As per the statutory timelines	Free
07	Conduct District Internal Mock Assessment and Assessment of LLG exercise annually.	Dissemination of the reports, Online, print version and publications.	District HQs	Annually	Free

FINANCE DEPARTMENT

Service	Access requirements	Access point	Service delivery time	Cost if any
Effective and efficient utilization of public funds in the district enhanced	Supervise & Monitor collection of public funds in all Lower Local Governments monthly.	Sub counties	That same month of supervision and monitoring	Free
	Prepare Annual Budget Estimates and present them for approval by the 30th May of every calendar year to the district council.	District Headquarters	March to 30th May	
	Facilitate release of public funds and payments in the District	District Headquarters	Monthly.	

	Local Government. Support and promote transparency and accountability and enhance compliance in all the District. Improve Local revenue collection through revenue enhancement. Prepare financial statement and performance reports quarterly. Submit financial statements	Headquarters District Headquarters District Headquarters District Headquarters District	Quarterly Monthly Quarterly Before 31st Aug	 Free Free

	and reports by 31st August to MoFPED after the end of every financial year	Headquarters	Before 31st Aug	
	Prepare and submit annual Board of Survey report by 31st August after the end of every financial year.	District Headquarters	Monthly	
	Dispatch funds to district departments and Lower Local Government (LLG) within 7 days of receipt from the Central Government.	District Headquarters	Quarterly	
	Provide			

	access of the public to financial information district revenue returns, disbursement schedules, audit reports and annual budget by displaying it on the notice board and website.			

ADMINISTRATION DEPARTMENT

Service	**Access requirements**	**Access point**	**Service delivery time**	**Cost if any**
Monitor implementation of government projects and programmes once every quarter.	List of programs and project to be monitored	CAO's office	1 week	None
Enhance good governance and accountability practices at all levels of governance	Accountability reports	CAO's office	3 months	None

Effective communication, public relations, coordination and collaboration with other stakeholders and partners	Projects/program and service delivery reports	CAO's office	3 months	None
Mentor and support lower local governments for effective service delivery	Capacity building training and mentorship programs	CAO's office	3 months	None
Implementation of DEC and Council lawful resolutions	Council resolutions	CAO'S office	One month	None
Ensure that newly recruited staff access payroll within one month of the assumption of duty.	Minutes of recruited staff by District Service Commission	CAO's office	One month	None
Access pensioners on the pension's payroll after one month of retirement.	Notification of retirement from government service.	CAO's office	One month	None
Monthly salary and pension Capacity building and management development programs for public officers	Payment warrant Identify areas of capacity building	CAO's office CAO's office	1 week Annually	None
Issue letters of award of tender to contractors and suppliers with two weeks of approval	List of successful bidders	CAO's office	Annually	
Implement district service commission decisions	Submission of service	CAO's office	Two weeks	None

	commission decision			
Enforce compliance with stipulated time of arrival and departure while on duty i.e 8:00am-5:00pm	Arrival book or bio-metric access system	CAO's office	Daily	None
Keep in records of all district assets and documents	Formal request	CAO's office	One day	None

COMMUNITY BASED SERVICES

Service	**Access requirements**	**Access point**	**Service delivery time**	**Cost if any**
Registration of CBOs	1. Application to Chairperson DNMC/ CAO 2. Filled Form "K" 3. recommendation letter from Lower Local Government of Origin 4. Constitution 5. Proof of payment for prescribed fees 6. Passport Size photos of	Community Based Services Office	5 Hrs	5 currency points

	Promoters / Leaders 7. A Copy of workplan/Budget for the first 1 year of operation			
Receiving, registering and managing labour disputes	Referral letters Appointment letters Contract agreement between employee and employer	Community based services office	30 days	No cost
Social Safety & health, compliance monitoring	Safety and health plan Signage for communicating OSH at work place Basic PPE for construction sites First Aid box Notice of No sexual harassment policy Evidence of registration of	Work place sites	continuous	No cost

	work place			
Social Security inspection	Verification of monthly returns and statements with NSSF	Respective Work place	1 day	No cost
Training of employees and Employers & employees on labour laws, rights and obligations of parties	Personnel files HR policies Employee Voice platforms Grievance management proceedures	Work place	I day	500,000
Preparation of project to disbursement of livelihood funds to beneficiaries	Filling of expression of interest form Beneficiary selection Selection of enterprise Appraisal process (desk appraisal and field appraisal Approval by STPC and Endorsement by SEC at Lower	Community level Sub County level District Level Ministry of Gender	90 days	No cost

	Local Level Approval and Endorsement at District Level Submission to Ministry of Gender Labour and Social Development Disbursement to livelihood groups			
Social inquiry of probation cases	Family assessment visits Investigation of social set up around a juvenile case	Family, police CFPU	2 days	No cost
Family mediation and	Resettlement of parties involved in the case	Probation office	30 days	No Cost
Rehabilitation and Reunification of offenders upon return from detention centres	Family and community visits / dialogue reports	Probation Office	2 weeks	No Cost

2.2.6 COMMITMENTS OF AMOLATAR DISTRICT LOCAL GOVERNMENT

In order to fulfill our Mandate, Vision and Mission, Amolatar District Local Government commits itself to the following;

2.2.6.1 ADMINISTRATION

Managing effective and efficient implementation of Government policies and lawful council decisions.

we commit to:

a. Coordinate all activities in the District.

b. Prepare and submit Annual performance contract for ensuing year by 30th June annually

c. Prepare and submit Annual performance report to stakeholders by 31st July annually

d. Undertake to play liaison role between the District Council, Central Government and Development partners/Donors.

e. Offer technical advice on management to the District Council and staff

f. Initiate policies and ensure their integration into all district activities

g. Coordinate disaster risk reduction and management in the district

h. Hold 5 District/National/International functions annually

i. Hold 12 monthly meetings to coordinate all activities of donors, NGOs and CBOs in the district annually

j. Ensure accountability and transparency in the management and delivery of services

k. Hold 12 monthly Technical Planning Committee meetings with staff and 4 quarterly coordination meetings with Lower Local Governments and Key partners in development annually.

Support Supervision, Mentoring and Monitoring of District and Lower Local Governments conducted.

We shall:

a. Conduct 4 quarterly support supervision of 8 Sub-counties and 3 Urban Councils and service delivery points in health, education, works and technical services, production, trade and tourism, natural resources and community development to monitor performance.

b. Undertake mentoring of Lower Local Governments and service delivery points within 2 weeks of request.

Human resources managed and developed

We shall ensure that staff are recruited, managed and retired from service and shall:

a. Recruit staff in a transparent manner.

b. Access staff on the payroll within a period of 1 month

c. Coordinate staff performance management in the district.

d. Coordinate training and capacity building of staff.

e. Facilitate the Induction and Orientation of newly appointed staff in the District Local Government within 1 month on assumption of duty

f. Maintain valid and error free records on pension and salary payroll.

g. Prepare and display monthly payroll information.

h. Ensure timely payment of staff salaries and pension by the 28th day monthly

i. Coordinate the implementation of the rewards and sanctions framework

Information and Communication Technology managed

We shall:

1. Cover, document and popularize all district event/functions and programs
2. Produce and disseminate quarterly district news releases and reports to inform on the district progress and a district magazine annually
3. Have in place a functional district communication lines that is, an office email address and a toll free telephone line

4. Have in place a central inquiry and feedback desk
5. Coordinate the media to cover district programs
6. Ensure labels on office doors and all staff on name tags

Information Technology (IT) Managed

We shall:

1. Maintain the computer networks of all types (WAN and LAN)
2. Provide technical support and ensure the ICT facilities run smoothly.
3. Monitor and maintain the District computer systems, installs, and configures hardware and software and ensure they are up to the required standards.
4. Provide technical support and guidance in the procurement of ICT equipment and development of management information systems and troubleshooting.

Assets, facilities and district properties managed

We Commit to:

a. Ensure security for offices, equipment, vehicles, plants and public land.
b. Ensure that office premises and assets are maintained.
c. Ensure payment of bills for all utilities.
d. Incoming equipment and assets inspected and recorded.
e. Ensure that service and repair office equipment and assets is undertaken.

Records and Information Management coordinated

We commit to:

a. Receive, process and store all mail daily
b. Conduct 12 monthly file censuses annually
c. Appraise and transfer 100% records to the respective centers by 30th June annually
d. Train/sensitize 80% of Records staff in the district and users annually.

FINANCE

Effective and efficient utilization of public funds in the district enhanced.

We shall:

a. Supervise & Monitor collection of public funds in all Lower Local Governments monthly.
b. Prepare Annual Budget Estimates and present them for approval by the 30th May of every calendar year to the district council.
c. Facilitate release of public funds and payments in the District Local Government.
d. Support and promote transparency and accountability in all the District Local Government to enhance compliance.
e. Improve Local revenue collection through revenue enhancement.
f. Prepare financial statement and performance reports quarterly.
g. Submit financial statements and reports by 31st August to MoFPED after the end of every financial year
h. Prepare and submit annual Board of Survey report by 31st August after the end of every financial year.
i. Dispatch funds to district departments and Lower Local Government (LLG) within 7 days of receipt from the Central Government.
j. Provide access of the public to financial information district revenue returns, disbursement schedules, audit reports and annual budget.

COUNCIL AND STATUTORY BODIES

District ordinances, Council policies and guidelines developed

We Commit to:

a. Convene six (6) mandatory Council sessions and 6 Standing Committees Meetings annually.
b. Conduct Quarterly DPAC, Land Board, Contracts Committees and DSC meetings.
c. Approve annual work plans, budgets and Development Plans by May of every Fiscal year.
d. Provide feedback on the Implementation of council activities at the end of every year.
e. Monitor the implementation of Government Programs and projects

quarterly.

f. Conduct Quarterly verification of fiscal accountability for all government programs and submit to relevant offices timely.
g. Settle disputes forwarded to it by a lower local government council on a timely basis
h. Formulate and periodically review the district council ordinances, policies and guidelines to enhance good governance in the district.
i. Facilitate the operations of the District Council, District Executive Committee and Council standing committees
j. Facilitate the operations of the District Service Commissions, the District Land Board and the Local Governments Public Accounts Committees.
k. Coordinate induction of newly elected and appointed members within one month on assumption of office.

HEALTH

HEALTH SECTOR COMMITMENTS

We Commit to:

a. Prepare annual work plans and budgets.

b. Support health facilities to develop their respective Health Work plans and Budgets.

c. Conduct Partner mapping annually to inform decision making and resource allocation.

d. Support health facilities to conduct annual quality of care assessment (and Data Quality Assessments) and provide timely feedback to all our stakeholders.

e. Attain 100% staff daily attendance at DHO's Office and all health facilities by 2025.

f. Undertake annual performance appraisals for all staff in the health sector.

g. Continuously motivate and facilitate staff in the department.

h. Undertake effective Human Resource planning and budgeting for the health workforce in the district.

i. Distribute data collection tools for all public and private health facilities.

j. Compile and share timely reports as per reporting Guidelines issued by Ministry of Health.

k. Conduct timely sector monitoring and performance review meetings involving all stakeholders.

l. Lobby for the Upgrade of Amolatar HC IV to a general hospital status,

m. Distribute and maintain appropriate health supplies.

n. Coordinate all stakeholders involved in health service delivery.

o. Provide supportive supervision to health service providers (public and private) in line with the Government Policy.

p. Work with appropriate Health Professional Councils to ensure professionalism and ethical conduct.

q. Maintain OPD utilization at 100% annually.

r. Immunize 9,830 children below one year with DPT/Hib/Hep/PCV and measles Vaccine annually.

s. Improve on the percentage of mothers attending Antenatal care from 42% to 60% by 2025.

t. Improve on the Percentage of mothers delivering from the health facility from 69% to 80% by 2025.

u. Provide HIV counseling and testing for all pregnant women attending ANC.

v. Improve latrine coverage through awareness creation and enforcement of Public Health Act from 88.5% to 95% by 2025.

w. Declare 100 villages in the district open defecation free (ODF) by 2025.

x. Reduce HIV prevalence from 5.4% to 3% by 2025.

y. Continuously provide quality and accessible HIV/AIDS care services to all HIV positive clients in the district.

NATURAL RESOURCES

Environment sector

We Commit to:

a. Demarcate and restore 30 hectares of degraded lakeshore and wetlands in Amolatar district annually
b. Conduct sensitization campaigns on wise use of wetlands in the 11 (eleven) sub counties quarterly
c. Screen development projects to mitigate social, health and environmental impacts quarterly
d. Develop and disseminate District Environment Action Plan to all lower local government units quarterly
e. Enforce Environment and wetland laws and Regulation in the district monthly
f. Review Environment and Social Impact Assessment report from project developer upon submission in two weeks
g. Conduct quarterly monitoring and inspections of all district projects to ensure adherence to environment policies
h. Mediate and resolve Community Wetland use dispute and conflicts resolutions within one week
i. Provide technical backstopping to lower local government and community at large on issues related to wetland and environment quarterly

The Forest sector;
We Commit to:

a. To promote tree planting on both private and public land
b. To improve the management of all local forest reserves
c. Establish a demonstration tree nursery bed and raise 100,000 tree

seedlings (assorted) for distribution to community and institution across the district annually.

d. Restore 5 hectares of degraded Local forest reserves in Amolatar district annually
e. Conduct sensitization and training of farmers on tree planting, maintenance and harvesting quarterly.
f. Promote energy saving cook stove at institution and community level quarterly

Lands sector and surveying
We Commit to:

a. Provide support supervision and technical backstopping to lower local government and clients on matters of Lands, Urban development and housing monthly
b. Conduct community sensitization on land rights and ownership (land tenure) in all lower local government quarterly
c. Survey and title all government lands in the district in three years
d. Compile list of government lands in the district (Land inventory) annually
e. Mediate and Resolve land disputes and conflicts in all administrative units in Amolatar every two weeks
f. Conduct fresh Land survey and Undertake boundary openings of surveyed land parcels within two days

Physical Planning sub sector
We Commit to:

1 Plan for two selected Trading centers annually.
2 Conduct development inspections and monitoring for compliances to physical planning laws, guidelines and regulation monthly
3 Provide technical backstopping to lower local government and urban councils community at large on physical planning related

matters on request monthly.

PRODUCTION AND MARKETING

District Production Management Services

We Commit to:

a. Facilitate and ensure the delivery of production extension services to the producers in the District.

b. Strengthen linkages between research, extension, farmers and other stakeholders along the value chains.

c. Ensure strong technical linkages with the Ministry of Agriculture, Animal Industry and Fisheries.

d. Guide and advise the District Council members on production issues and programs.

e. Ensure the detection and control of pests, vermin and animal epidemics in the district.

f. Identify, procure and disseminate appropriate production technologies to the District Producers.

g. Identify market potentials and advise the producers appropriately

h. Ensure proper management of production facilities in the district through inspection, repairs and redevelopment.

i. Provide farmers with technical advice on the use of chemicals and pesticides.

j. Collect, compile and analyze data on production issues and disseminate it to end users

k. Promote, attract and support investors' authorization and licensing.

l. Cause the auditing of books of accounts of cooperative societies

m. Promote information on village micro-financing, Projects and

Institutions in the district.

n. Coordinate the pluralistic agricultural extension service delivery where all Non State Actors are mobilized and involved.

o. Certify, register and maintain an inventory of agricultural extension service providers.

p. Ensure registration and maintain farmer registers at all times.

q. Carry out needs assessment and design capacity building plans for extension staff and farmers.

r. Promote agribusiness services, post-harvest handling and value addition technologies.

s. Provide leadership in the development of work plans and budgets for the Production Department.

Crop production
We Commit to:

a. Sensitize the farming community on Natural disasters annually

b. Promote the 4-acre model to have 65 adopters by 2025

c. Provide all farmers with technical advise on the use of chemical and pesticides

d. Train and support 401 farmers in producing clean seed potato from rooted potato apical cuttings

e. Conduct on-farm demonstrations of modern banana farming practices among 48 farmers annually

f. Provide crop extension services to 131,726 farmers annually

g. Promote value chain of all major crops in the district

Veterinary services
We Commit to:

a. Vaccinate 12,250 dogs, 7,900 cats against rabies and PPR annually
b. Conduct 4,000 meat inspections at 3 slaughter slabs quarterly
c. Carry out disease surveillance by screening 146 blood samples and 100 faecal samples at the district Veterinary Laboratory quarterly
d. Monitoring 5 livestock markets to control livestock movements along 4 stock routes
e. Train 60 pig farmers in Indigenous micro-organisms technology in pig production quarterly
f. Train 48 dairy farmers in zero-grazing quarterly

Fisheries
We Commit to:

a. Stock 8 valley tanks/dams in the district with 50,000 fish fingerlings.
b. Collect capture fish data at the landing sites5 times in a week
c. Conduct patrols on the lakes and roads 5 times in a week

Agricultural Engineering Services
We Commit to:

a. Establish 22 solar-powered irrigation units by 2030
b. Train 1500 farmers in sustainable land management practices quarterly

Entomological and vermin control services
We Commit to:

a. Set up 11 apiary demonstration sites by 2030
b. Support 500 farmers with modern beehives and honey harvesting gear by 2030
c. Establish 4 value addition Center for honey by 2030
d. Train 1700 farmers in modern apiary and sericulture

WORKS AND TECHNICALSERVICES

ROADS

We Commit to:

a. Carry out manual routine maintenance of 160. km of District feeder roads annually.

b. Carry out mechanized routine Maintenance of 70.0 km of feeder roads annually.

c. Carry out mechanized routine Maintenance of 25.0 km of community access roads (CAR) annually.

d. Carry out spot improvements on 10.0 km of feeder roads.

e. Supply and install minimum of 10 culvert lines on low spots (Bottleneck improvement) annually

f. Maintain all the main interconnectivity roads (Amolatar to neighboring districts) motorable throughout the year and seasons

g. Carry out quarterly maintenance of the road unit.

h. Prepare Drawings and bills of quantities within 21 working days after placement of request by user department.

i. Supervised all the roads and construction projects of the district at least twice a month of the active projects

j. Our client shall be attended to within 20 minutes from the time they reach reception desk

k. Establish a reception desk to guide all our client when they arrive in the office premises

l. Carry out at least quarterly staff meeting

WATER AND SANITATION

We Commit to:

a. Respond to client request for support within one month

b. Construct 10 deep wells annually

c. Carry out major repairs of 10 deep well annually

d. Carry out monitoring and provide technical supports to hand pump mechanics for minor repairs of 50 boreholes annually.

e. Construct 1 drainable VIP latrine in rural growth centers annually

f. Design and construct one piped water supply scheme annually

g. Conduct 4 district water and sanitation coordination meetings with key stakeholders annually

h. Hold 4 extension staff meetings with sub county focal point officers in charge of water and sanitation programme annually.

i. Conduct 1 district Water and Environmental Sanitation planning and advocacy meetings annually.

j. Conduct 8 district Water and Environmental Sanitation planning and advocacy meetings in all 8 sub-counties annually.

k. Conduct 10 Community sensitization on critical requirement for obtaining new water and sanitation facilities annually.

l. Establish and train 10 water source committee on operation and maintenance of water and sanitation facilities annually.

m. Promote household latrine construction through Community Led Total Sanitation (CLTS) Approach in 10 villages annually.

n. Conduct 10 sanitation baseline survey to establish whether the community meet the critical requirement for obtaining of new water and sanitation facilities annually.

o. Carry out water quality testing for 66 old water sources annually

p. Carry out 1 Sanitation week promotion and world water day annually.

q. Supervise work of development partners annually

r. Carry out refresher training for 10 water source committee on operation and maintenance.

EDUCATION AND SPORTS

Main output Human capital development enhancement ensured

We Commit to:

- 1) Provision of sufficient classrooms, Staff Houses, classroom furniture and toilet facilities in Primary Schools.

- 2) Reduce the high School dropout rates (completion rate of 37% for girls and 47% for boys) before completion of Primary Cycle especially that among the girl-children.
- 3) Improve on the current insufficient/Poor Special Needs Education services in the District
- 4) Improve on inspection coverage and school monitoring
- 5) Fast track the capacity and technical expertise of some SFG contractors which has been resulting into late completion and poor quality of work
- 6) Raise Primary Leaving Exam performance by facilitating better assessment procedures and teaching methodology
- 7) Implement school feeding programme with introduction of Midday Meals for learners in Universal Primary Education Schools (which have contributed to drop out, absenteeism and low attention span in schools and for lessons respectively.)
- 8) Improve on teacher access to and retention on the payroll.
- 9) Involve the LCs in mobilization of community members for educational services especially in construction of Schools, attendance by learners and provision of meals to learners at Schools
- 10) Minimise or eliminate late coming and absenteeism among Head teachers, Teachers and Learners.
- 11) To enhance Institutional capacity building to manage conflicts and disaster risk in schools and educational institutions through constitution of Conflict and Disaster Risk Management Plans
- 12) Dissemination of CDRM messages and building a culture of safety and resilience to all stakeholders in education Assessment of vulnerability and capacity in all educational institutions

- 13) Increase the enrollment and retention of girls in primary and secondary schools
- 14) Reduce the high ratio of girls to latrine stance and create washrooms for girls in schools.
- 15) Increase the ratio of female teachers and rationalize the deployment in all schools.

COMMUNITY BASED SERVICES PROVIDED

We Commit to:

a. a) Conduct Quarterly community mobilization and sensitization on government development Programmes.

b. b) Promote safety and welfare of workers in the district through quarterly work place inspections

c. c) Supervise child care institutions on half annual basis.

d. d) Organize and submit to MGLSD at least 9 groups of PWD for support under national special grant for disable persons annually.

e. e) Organize and submit to MGLSD at least 10 groups each for women and youth groups for support under UWEP and YLP respectively on annual basis.

f. f) Reduce literacy levels amongst adults to 20% from 23.5% through Functional Adult Literacy classes.

g. g) Conduct child protection and case management of at least 80% of reported cases.

h. h) Support and monitor all SAGE payment in all Pay Points.

i. i) Conduct half annual monitoring of government programmes.

a. j) Promote youth livelihood and income generation

b. k) Child care institutions supervised care givers and parents trained

on child care and protection.

c. l) Children integrated and resettled back into their families
d. m) Provide Psychosocial support, arbitration and counseling to families
e. n) Support and implement Functional Adult Literacy program in the district

TRADE AND COMMERCIAL SERVICES

We Commit to:

a. Assist communities in formation of 12 SACCOs every year.
b. Nurture and train 10 SACCOs in good governance quarterly.
c. Audit 6 SACCOS every quarter.
d. Profile 20 tourism facilities annually
e. Identify at least 5 tourism sites
f. Promote and develop 2 tourism sites annually
g. Train 30 Tourism guides annually
h. Conduct at least 4 professional training on tourist service and handling
i. Formulate district tourism coordination committee
j. Organize Amolatar district tourism marathon
k. Inspect 100% tourism facilities annually
l. Conduct radio talk show on tourism importance and mindset change
m. Coordinate, monitor and report on commercial, industrial and cooperative related investments in the district.

PLANNING DEPARTMENT

We Commit to:

a. Coordinate and provide Technical guidance to Departments and lower local government in Planning and budgeting annually.
b. Coordinate quarterly Monitoring and Evaluation of Government Development programs and Projects in the District.
c. Coordinate Technical Planning Committee meetings in the District.
d. Maintain an up to date district database including preparation of annual

District Statistical Abstract, Profiles annually.

e. Hold Quarterly review meetings of District performance.

f. Review the Performance of the Approved District Development Plan

g. Hold District budget conference annually

h. Conduct District Internal Assessment exercise annually.

PROCUREMENT AND DISPOSAL

Technical guidance in procurement and disposal of public assets provided to the district and Lower Local Governments

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 as Amended

b. Prepare and submit Annual procurement and disposal plans to Council by 31st May

c. Prepare and submit 4 Quarterly Procurement reports to relevant authorities by the 15th day after end of the quarter

d. Prepare and submit annual procurement and disposal reports to Authorities by 31st August

e. Prepare and avail Procurement Documents to bidders in time

f. Issue notices of the best evaluated bidder within 5 working days for 10 working days

g. Display all procurement notices in line with the PPDA Act.

h. Consolidate user department procurement work plan by 27th April every year.

i. Conduct Evaluation of bids within 14 working days.

j. Prepare, issue and open bid documents within 20 working days from the date of bid notice.

k. Prepare contract agreements for signing within 14 working from the date of removal of Best Evaluated Bidder notice.

l. Ensure submission are made to contracts committee on time in a correct manner and request for additional meeting when required.

m. Recommend procurement and Disposal procedures.

n. Prepare any other such reports that may be required from time to time.

INTERNAL AUDIT

Main output: Effective utilization of public resources Supported and Guided

We Commit to:

a. Investigate occurrences of mismanagement of public funds in the district and Lower Local Governments within 5 working days on receipt.
b. Prepare 4 quarterly Internal Audit reports for submission to Council within 10 days after end of the quarter
c. Conduct Audit inspections to ensure Value for Money in all district and Lower Local Government projects.

CHAPTER THREE: GENERAL SERVICE DELIVERY STANDARDS

3.0 SERVICE DELIVERY STANDARDS

We, the staff of Amolatar district local government, commit ourselves to our clients as follows:

3.1 Time Management

a. i. Staff attendance of duty will be effective from 8:00 am to 12:45 pm and from 2:00 pm to 5:00 pm from Monday to Friday except on public

holidays.(weekends)

b. ii. Health facilities at the level of Health Center IV and III shall be open at all times and the Health workers shall be attending to duty 24 hours daily in accordance with the duty roster.

c. iii. Health Facilities at the level of Health Center II shall be open from Monday to Friday 8:00 am to 5:00 pm

3.2. Telephone Calls

a. i. When our clients ring, we will answer within the3rd ring and return their calls promptly with respect and courtesy.

b. ii. We shall respond to official miscalls promptly

3.3. Written correspondences

We will respond to written correspondences of our clients within 5 working days from the date of receipt.

3.4. Customer Care

We will serve our clients with fairness, transparency, promptness, clarity, respect and courtesy in order to ensure client satisfaction and enhancing the good image of Amolatar District Local Government.

3.6. Professionalism

We shall at all times adhere to professional code of conduct, exhibit a high degree of competence and best practices as prescribed for in a given profession in the public service.

CHAPTER FOUR :CLIENTS

4.0 CLIENTS, THEIR RIGHTS/EXPECTATIONS AND RESPONSIBILITIES

4.1 Clients

Our internal Clients are the District Councilors, members of the statutory bodies and Public Servants. The external clients are Central Government Ministries, Departments and Agencies; other Local Governments; Pensioners; International Humanitarian Organizations; Non-Governmental Organizations and Community

Based Organizations; Civil Society Organizations; the Private Sector; Development Partners; the Academia; the Media; and the general public.

4.2 Client Rights

Our Clients have a right to:

a. (a) Services in line with standards.
b. (b) Timely responses to issues raised.
c. (c) Technical guidance and advice.
d. (d) Be treated with respect and courtesy.
e. (e) Access to information, regular reporting and accountability within the prescribed law.
f. (f) Confidentiality and privacy.
g. (g) Non-discrimination when accessing services.
h. (h) Information on standards and quality of services.
i. (i) Participation in planning and monitoring of the implementation of programmes.
j. (j) Appeal in accordance with established procedure.

4.3 Client Obligations

Our Clients shall have the following obligations:

a. (a) Comply with the laws, regulations, policies and guidelines.
b. (b) Attend scheduled appointments punctually.
c. (c) Be cooperative and honest.
d. (d) Provide clear statements of complaints, giving case, background and channels previously sought for assistance, in case of grievance.
e. (e) Avoid offering bribes and other inducements to staff.
f. (f) Service providers to Provide goods and services that conform to set standards
g. (g) Participate in the formulation, implementation, monitoring and sustainability of programmes.
h. (h) Provide accurate and timely information as may be required
i. (i) Treat our staff with respect and courtesy.

Our staff will provide (quality) services to our clients and shall:

a. (a) Identify themselves to clients
b. (b) Maintain a courteous and cooperative relationship with clients.
c. (c) Provide services free of charge other than those prescribed by law
d. (d) At all times dress appropriately and appear decent and respectable.
e. (e) Be good time managers.
f. (f) Exhibit a high level of integrity.
g. (g) Collect, store, use and disclose information in accordance with the law.

CHAPTER FIVE: FEEDBACK MECHANISM AND COMPLAINTS HANDLING

5.0 COMPLAINTS AND feedback mechanism

The District Local Government will endeavour to enable clients express their views and opinions on any matter regarding the delivery of services.

The feedback system consists of the following:

a. Suggestion boxes.
b. Writing to the Responsible Officer.
c. Use of e-mail (Amolatardistrict@gmail.com)
d. Office telephone line ----------
e. Use of various local radios FM stations within the sub-region (Hot FM, Kyoga FM, Radio Unity Lira, Voice of Lango, Unity FM, Q FM).
f. Use of print media eg New Vision

6.0 MANAGING COMPLAINTS AND OTHER EMERGING ISSUES

Client complaints shall be channeled through:

a. Action Officer who provided the service.
b. Relevant Head of Department
c. Principal Human Resource Officer
d. The client may need to use these tools in case he/she does not wish to approach the action officer directly:

a. Suggestion boxes.

b. Telephone services and fax

c. E-mail

a. (e) The Principal Human Resource Officer/ Records Officer will:-

a. Record all complaints and issue acknowledgement slips

b. Inform clients on the status of remedial action being taken, within 14 working days.

c. Provide monthly reports on complaints received and the remedial action taken.

d. Ensure confidentiality of clients if required.

7.0 APPEAL PROCESSES

In case the complaint/grievance is not satisfactory addressed, the following will be the mechanism for addressing it to a higher level:

a. (a) The Action Officer will be contacted first.

b. (b) The Supervisor will be contacted, if there is no response from the Action Officer or if the client is not satisfied with the action taken.

c. (c) The matter will be referred to the relevant Head of Department and be handled within 14 working days on receipt of the complaint.

d. (d) If the client is still dissatisfied with the action taken by the Head of Department the matter will be referred to the Chief Administrative Officer.

e. (e) The Chief Administrative Officer will review the complaint and acknowledge, if it needs further action.

f. (f) The Chief Administrative Officer's decision will be communicated within 21 working days on receipt of the complaint.

CHAPTER SIX: DISSEMINATION AND IMPLEMENTATION OF THE CLIENT CHARTER

The various dissemination channels:

8.0 ACCOUNTABILITY

The District will report on its performance annually through the District Chairperson's State of the District Address. Implementation of the Client Charter will be reviewed annually to assess progress and further improve on the services. Other means will include:

a. (a) Report on our performance to clients and stakeholders during periodic review meetings, conferences, seminars and workshops.
b. (b) Quarterly and Annual performance reports.
c. (c) Publicizing summary complaints and our general responses on the notice boards.
d. (d) The Client Charter will also be disseminated to all Lower Local Governments and other stakeholders.

9.0 PERFORMANCE IMPROVEMENT

In close collaboration with our Clients and stakeholders, we pledge to continuously improve on the quality of service delivery through reviewing and re-defining standards to the clients' satisfaction. Annual Performance Improvement Plans will be prepared in this regard.

We commit ourselves to implement this Charter and always abide by the above values, principles and standards of service delivery. We shall endeavor to account for our decisions, directive and actions.

The Client Charter will be reviewed after a period of three years. (mid-term)

FOR GOD AND MY COUNTRY

For more information, please contact:

1. **The Chief Administrative Officer**

Amolatar District Local Government

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Mob. Phone: 0772626034,

rhodaoroma@gmail.com

2. **The Principal Human Resource Officer**

Amolatar District Local Government

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Oyukudenis1@gmail.com

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