MUKONO MUNICIPAL COUNCIL

CLIENTS' CHARTER

2021/22– 2025/26

'*COMMITTED TO QUALITY TIMELY AND ACCOUNTABLE SERVICE DELIVERLY'*

PREAMBLE

The clients' charter is a social contract between the service providers of Mukono Municipal Council and its service recipients. The public services are funded by the citizens of Mukono Municipality either directly or indirectly through taxes, therefore, they have a right to quality services that are responsive to their needs and provided effectively and efficiently at a reasonable cost.

This client chatter is a statement by Mukono Municipal Council to its clients about service standards, client's rights, feedback, accountability and performance in accordance with the expectations of the citizens.

MMC is committed to implementing the client charter. It is therefore a useful document that we have used to define to our clients/customers, our commitment towards performance enhancement and service delivery that is efficient, effective and customer focused/ responsive.

A customer is the most important visitor on our premises. He is not dependent on us; we are dependent on him. He/she is the purpose of our existence. He/she is not an outsider on our premises, he is part of it. We are not doing him/her a favor of serving him, he/she is doing us a favor by giving us an opportunity to serve them.

I would like to extend my gratitude to all stake holders for their input into this client charter. Specific appreciation goes to His worship the Mayor, the councilors, Heads of Department, and Ministry of Public Service.

Mukono Municipal Council is committed to using this Chatter to deliver high quality services to all our clients/customers.

Mubulwa

MR. LUBULWA CHARLES N

PRINCIPAL ASSISTANT TOWN CLERK

For TOWN CLERK

CONTENT OF CLIENT CHARTER

1.0 Introduction

I am pleased to present to you the Client Charter for Mukono Municipal Council. The Client Charter will help us to enhance performance and accountability as a Public Service body.

The Client Charter is a written declaration by Mukono Municipal Council on our Vision, Mission statement, Principle values, Service Standards, Client's rights and obligations, feedback mechanism, complaints procedure, appeal mechanisms and accountability mechanisms.

This is an important accountability and service delivery tool that explains to residents, businesses, visitors and other stakeholders what services the Mukono Municipal Council provides, the standards expected the rights, responsibilities and how complaints are handled.

It is therefore a useful document that defines our Clients, standards of service delivery, values, feedback mechanisms and our commitment to quality service delivery.

The Municipal Council is committed to utilizing this Charter to ensure that service delivery is enhanced.

The objectives of the Client Charter are to;

a) Inform our clients and stakeholders the services that the Municipal Council offers, the rights, obligations and expectations of the clients, and the service commitments
b) To provide accountability frame work for the Municipal Council to account to our clients and stakeholders
c) To serve as a tool for continuous performance improvement

1.1 Vision:

A transformed, Modern and Prosperous Municipality for all.

1.2 Mission:

To achieve sustainable, socio-economic development through efficient provision of quality services to the people in conformity with National and Local Priorities.

1.3 PRINCIPLES AND VALUES

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

a) Professionalism; we shall adhere to the Public Service code of conduct, highest degree of competence and best practices

b) Accountability: We shall be as open as possible and take full responsibility for all our actions or inactions
c) Zero tolerance to corruption
d) Impartiality: In carrying out our business we shall give fair treatment to all our clients irrespective of gender, race, religion, ethnic background and political affiliation
e) Partnerships: we shall network with MDA's stakeholders, Development Partners and (Civil Society Organs) NGOs in designing, implementing, monitoring and evaluating programs
f) Integrity: We shall be honest and open in conducting public affairs.
g) Loyalty: We shall be committed to the policies and programs of the Government at National and Local Government levels
h) Discipline: we shall behave in a manner that conforms with the rules, regulations and the code of Conduct and Ethics for the Public Service
i) Effectiveness and Efficiency: We shall achieve the intended results in terms of quality and quantity in accordance with targets and performance standards set for service delivery and optimally use resources, including time, in the attainment of the Municipal Council objectives.

1.3. Key Service

Mukono Municipal Council Key Result Areas Include:

a) Delivering of Management Systems
b) Improve levels of education and literacy
c) Provide adequate, accessible and quality health services
d) Community Based Services
e) Infrastructure development
f) Environmental protection and Physical Planning
g) Support economic and social development
h) To collect sufficient revenue to facilitate service delivery
i) Provide Agriculture and extension services

2.0 Key Result Areas

a) Performance and accountability enhancement.
b) Identify and collect sufficient revenue from the Municipal population to ensure that services are delivered within acceptable levels of standards and efficiency.
c) To increase the levels of education and literacy in the Municipality.
d) To provide adequate and accessible health services to the people within the Municipality.
e) To avail to all people of the Municipality Community-Based services according to their needs.

f) To ensure that infrastructure facilities, including feeder roads, water supplies and public buildings, are available in all parts of the Municipality, at least up to minimum National Standards.

3.0 Administration

We shall

a) Pay salaries by 28th and pension by 15th of every month
b) Attend to clients within 30 minutes after arrival at the premises
c) Prepare statutory reports and submit to relevant authorities as per set guidelines
d) Appraise all (100%) Municipal Council staff by 30th June every year
e) Respond to correspondences within 5 day
f) Pay Suppliers/Contractors after completing project / submitting items and / delivery note in two months' time
g) Carry out community cleaning (Bulungi Bwansi) of the Municipality every last Saturday of every month
h) Respond to clients' grievances, complaints and inquiries within 48 hours and response shall be in a formal letter. Use the communication office to respond to any matter that may arise

3.2 Finance

We shall

a) Effect payments within 28 days after placing Invoice
b) Up-date revenue registers annually
c) Prepare revenue and expenditure estimates by 30th May of every year
d) Produce monthly financial statements
e) Prepare revenue policy or charging policy annually
f) Increase revenue base by not less than 5% annually
g) Submit PBS reports by 30th day of every month
h) Prepare final annual accounts and submit by 30th Aug of every year or as may be guided by the Accountant General
i) Prepare budget frame work paper
j) Identify new revenue sources at least one source per year.
k) Produce monthly financial statements for presentation to the Executive and Finance & planning committee
l) Publicize quarterly and annual releases
m) Generate licenses instantly

3.3 Education

We shall

a) Inspect all schools in the Municipality at least once per term
b) Improve Teacher Pupil ratio from 1:65 to 1:53 by 2031.

c) Conduct centralized Mock exams every academic year
d) Promote sports and physical education in Educational Institutions in the Municipality per term
e) Improve academic pass rate by 2% every year.
f) Improve latrine stance from 1:77 to 1:40
g) License or register at least 30 nursery, 30 primary and 5 secondary schools annually
h) Enrol all learners on EMIS
i) Sensitize stakeholders on education policies and guidelines annually
j) Set up computer laboratories in all public or government aided schools
k) Conduct support supervision to 80 schools every term
l) Purchase land for a community play ground
m) Purchase land for public municipal secondary school

3.4 Health

We shall

a) Attend to patients visiting health centers within one hour from the time of arrival to our respective service points.
b) Increase collection and disposal of waste generated within the Municipal Council from the current 40% to 80% by 2031.
c) Conduct routine health Inspection of public premises, schools and Institutions among others.
d) Carry out routine health education for health promotion to the public.
e) Provide health services free of charge to all clients at Government health units.
f) Conduct routine vaccination of children from 0-5 years annually.
g) Inspect food-handling premises daily basis.
h) Ensure that whoever generates garbage is responsible for its collection and disposal
i) Enroll all public health facilities on eRegister
j) Ensure that all buildings and their surroundings are clean

3.5 Community

We shall

a) Conduct at least two Barazas annually in each of the divisions of the Municipality, sensitizing them of government development programs.
b) Undertake training for vulnerable of community groups in income generating activities like youth, women, elderly and PWDs (disabled) at least once a year for each group.
c) Routinely Register Community Based organizations (CBOs).
d) Routinely handle cases related to child abuse, domestic violence, and other related cases and create awareness of children rights annually.
e) Carry out routine Youth Lively Programme and Uganda Women Entrepreneurship Programme (UWEP) quarterly.

f) Conduct vocational training in communities twice a year.
g) Create awareness on Gender Mainstreaming for the community, political leaders and Municipal Council staff at least once a year.
h) Create awareness on labor laws at different work places once a year
i) Inspect work places quarterly
j) Conduct sensitization on right of way quarterly

3.6 Works

We shall

a) Supervise and monitor infrastructure, feeder roads, water supplies and public buildings on quarterly basis
b) Inspect building sites under construction in all wards according to the Job card
c) Process submitted development plans and notify within 30 days
d) Supervise contractors on routine road maintenance once every week
e) Conduct site meetings on all construction projects at least three (3) times during the project period
f) Conduct regular maintenance of Municipal equipment like vehicles and infrastructure like roads and street lights
g) Develop a maintenance schedule for every equipment
h) Increase routine road maintenance from 50% to 100% by 2031
i) Inspect building on a monthly basis.

3.7 Production.

We shall

a) Carry out meat inspections on a daily basis for 25% in gazette areas
b) Vaccinate stray animals on quarterly basis
c) Train business community on new trade policies and record keeping twice a year
d) Provide extension service to the farmers on routine basis.
e) Provide market information to farmers on quarterly basis.
f) Mobilize, organize, register, supervise and monitor SACCOS monthly
g) Train small and medium scale enterprises on management and standards once a year
h) Inspect abattoirs monthly

3.8 Trade, Industry and Local Economic Development

We shall:

a) Provide trade information and business advisory services to traders and investors within 3 working days following consultation

b) Organize or facilitate participation in trade fairs, exhibitions and business forums at least twice a year
c) Facilitate dissemination of trade opportunities and market information monthly
d) Mobilize and guide groups intending to form cooperatives and SACCOs within 10 working days of request
e) Conduct inspection and supervision of cooperatives and SACCOs at least once every quarter
f) Support MSMEs with business planning and growth strategies within 10 working days
g) Facilitate linkages between producers, traders, processors and buyers
h) Promote tourism attractions, products and investment opportunities
i) Promote quality assurance, standards and product competitiveness
j) Follow up on resolutions and recommendations arising from Public-Private Dialogue engagements.
k) Monitor SACCOs and beneficiary enterprises

3.9 Internal Audit

We shall,

a) Prepare quarterly audit reports for submission to Council on quarterly basis.
b) Review value-for-money audit for ongoing projects in the Municipality at the end of every year.
c) Audit revenue collections for proper management of Municipal Council funds on quarterly basis.
d) Audit stores, procurement, schools, and departments at least once a year basing on the risk levels.
e) Verify financial transactions in the Municipal Council for compliance with financial regulations, procedures and practices
f) Detect fraud, omissions and commissions in the Municipal Council accounting system, if any
g) Audit payroll every month
h) Follow up on the implementation of audit recommendations

4.0 Natural Resource and Environment

We shall,

a) Ensure Environmental Inspection, protection and compliance with in the Municipality.
b) Increase collection and disposal of waste generated from 40% to 80% by 2031.
c) Plant and maintain 1,000 trees in the municipality.
d) Ensure the beautification of the municipality.
e) Ensure development and building plan approvals
f) Conduct land use planning and management.
g) Physical development guidance

4.0 Our Clients

In the provision of our services, the following are our clients;

a) Residents of the Municipality
b) Business Community
c) Ministries and Departmental Agencies
d) Councilors
e) Non-Government Organizations (NGOs) and Community Based Organizations(CBOs), Development Partners)
f) Religious organisms
g) Traditional Institutions
h) Service providers

4.1 Clients' Rights

Our Clients are entitled to the following rights in the course of being serviced

a) Every client has a right to lodge a complaint without being victimized.
b) Our clients have a right to access services from Mukono Municipal Council.
c) The right to receive fair and equal attention regardless of one's education, gender, age, ethnicity or religion.
d) To be treated with courtesy, dignity and respect and to be protected from any form of abuse, violence or neglect.
e) To be availed relevant, complete and accurate information in accordance with the law.
f) To be availed with information and right to privacy and confidentiality where necessary.
g) Timely payment for goods and services.

4.2 Clients' Obligations

- Treat our staff with courtesy.
- Attend to scheduled appointments.
- Pay prescribed taxes and fees.
- Abide by the legal requirements which make clients eligible for services
- Cooperate with councilors and municipal council staff.
- Support council development initiatives
- Respond to requests for accurate and timely information
- Contribute to arriving at solutions or recommendations to address your problem
- Respect zero tolerance to corruption
- Participate in Municipality activities whenever called upon
- Observe working hours

5.0 Feedback and complaints

We welcome constructive criticism and feedback about our services. We welcome suggestions on how we can improve service delivery. The MC commits itself to taking your complaints and suggestions seriously and to deal with them promptly.

In case you have a problem/ suggestion you are encouraged to use the channels listed below:

a) Speak to Officer who is attending to you.
b) Speak to the person, who has been attending to you
c) Speak to that person's supervisors
d) Write to the Town Clerk using the addresses given at the end of this document or call us on landline Number 0800200037
e) Make use of our suggestion box.
f) Use our website www.mukono.com or email info@mukonomunicipalcouncil.go.ug. Our offices are open from 8:00am to 12:45pm and from 2:00pm to 5:00pm on week days and closed over the weekend and public holidays.
g) The council shall arrange regular meetings to report back on services rendered and receive feedback from clients in a public meeting Code named "Baraza" every after six months.
h) Clients should receive feedback on action being taken not more than seventy-two (72) hours from the time of raising their issues.
i) Display working hours
j) The Municipal Council Shall conduct client satisfaction surveys to inform MC on service delivery.

6.0. Appeal / Grievance Redress 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 the;

a) Section or Unit Head of the officer.
b) Head of Department of the Officer.
c) The Town clerk
d) Or put your complaint in the suggestion/complaint box
e) The complaints will further be discussed by the Municipal Grievance Redress committee or the consultative committee and feedback will be provided immediately.

Your complaint will be acknowledged within two days of receipt including information on the action being taken.

All complaints referred to section or unit heads will be investigated and a response given within ten (10) working days. If you are not satisfied with the responses given by the section or unit heads, you may appeal to the Head of Department whose response may be given in ten working days.

If you are not satisfied with the response given by the Head of Department, you may appeal to the Town Clerk. The Town Clerk's decision 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.

7.0. Accountability

The MC shall organize and provide accountability to our clients through the following forums listed here:

a) Stakeholder meetings e.g Budget Framework meetings, MC Joint Review meetings, Public Accountability meetings (Barazas),
b) Performance reports
c) Client satisfaction surveys
d) MC week or on Notice Boards
e) Quarterly and annual reports on the implementation of the Clients' Charter.

8.0 General Standards of Service for Mukono MC

We shall at all times adhere to the standards of service delivery indicated here below:

a) Answer telephone calls by the 3rd ring.
b) Be courteous to all our clients**.**
c) Attend to all our clients within 30 minutes from the time of arrival to our premises.
d) Respond to all written correspondences within 5 working days from the date of receipt of document.
e) Provide services free of charge.
f) Provide services in a clean, safe and healthy working environment.

9.0 Reporting performance against the charter

We commit ourselves to

a) Monitor and evaluate the implementation of the client's charter
b) Publish performance against the Charter's commitments in the Municipal annual performance reports and at the Barraza's on its second half annual meetings
c) Report on performance to clients and stakeholders during the annual review events
d) Generate complaints and responses data

As Mukono Municipal Council, we commit ourselves to implement this charter with a focus on achieving developments in the Municipality and pledge our commitment to the prosperity of our clients within the prescribed timeframe **"FOR GOD AND MY COUNTRY"**

For additional information, you can contact us on the following address;

The Town Clerk

Mukono Municipal Council

P.O Box 201

Mukono, Uganda

Tel: 0800200037

Email: info@mukonomunicipalcouncil.go.ug/www.mukono.com