



THE REPUBLIC OF UGANDA

LWENGO DISTRICT LOCAL GOVERNMENT CLIENT CHARTER

FINANCIAL YEAR 2025/26 – 2029/30

LWENGO DISTRICT LOCAL GOVERNMENT

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ACRONYMS

CAO:	Chief Administrative Officer
HRO:	Human Resource Officer
DLG:	District Local Government
DEC:	District Executive Committee
DTPC:	District Technical Planning Committee.
DSC:	District Service Commission.
DCDO:	District Community Development Officer.
LLG:	Lower Local Government.
URSB:	Uganda Registration Services Bureau.
LCI:	Local Council One.
UPE:	Universal Primary Education
USE:	Universal Secondary Education.
AGO:	Attorney General’s Office.
LPO:	Local Purchase Order.
SOP:	Standard Operating Procedure.
SNMC:	School Nurses and Midwives Council.
SEC:	Security.
CBO:	Community Based Organization.
CDO:	Community Development Officer.
HC:	Health Centres
IRAS:	Integrated Revenue Administration System.
PWDs:	Person with Disabilities.
VHT:	Village Health Team.
TELA:	Teacher Effective in Leading and Learning.
EMIS:	Education Management Information System.
PLE:	Primary Leaving Examination.
PDM:	Parish Development Model.
CBF:	Community Based Facilitators.

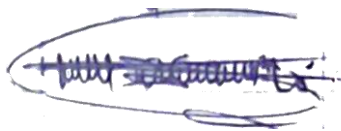
FOREWORD

The Government of Uganda recommends local Governments to own individual clients' charters. The Charter is a key instrument in promoting good governance and accountability for effective service delivery.

In Lwengo District Council, we value the benefits of good governance and accountability when serving the people. The District Council appreciates the contribution made by the Ministry of Public Service and other mother District in developing this charter.

I take this opportunity to congratulate the District Council, Chief Administrative Officer and Management Team for their recommendable work in developing this charter.

Good Governance, Service standards, values, various accountability mechanisms and the rights of all clients have been taken into account while developing the charter. We have made an undertaking to improve our performance by valuing effective communication/feedback from our clients. Once again, I pledge out commitment and I call upon all our esteemed stakeholders/client to consider this charter as a way through to effective service delivery.



KIZITO ABASI

DISTRICT CHAIRPERSON/LWENGO

PREAMBLE

This Clients Charter is our contract with the District Residents and the entire concerned community/stake holders in Lwengo District. The charter contains a number of undertakings by the council on good governance, service standards, Clients rights, communication/feedback mechanisms accountability and effective service delivery/performance.

The Council believes that the charter is critical towards good governance, performance enhancement and service delivery that is efficient, effective, economical and Client/ focused.

I convey my deep and heartfelt appreciation to the stakeholders for their input into this charter.

We commit ourselves to stick by this charter.



BEATRICE KATUSABE

CHIEF ADMINISTRATIVE OFFICER/ LWENGO

1.0 CHAPTER ONE: INTRODUCTION.

1.1 Introduction:

This charter establishes how the district promises to work with its clients by providing insights into how the departments operate. In other words, it's a written document that states strategic Management Tool that enables the district commit on service delivery.

Lwengo District is situated about 179 Kms from Kampala, 96 kms from the equator and 35 from Masaka City, with an average altitude of 1150m above sea level. Its borders Ssembabule in North, Lyantonde in the North West, Bukomansimbi in the North East, Masaka City in the East, Kyotera and Rakai in the South western part of Uganda. The district has 6 Sub counties, 4 Town Councils, 45 Parishes/Wards and 438 Villages/Zones. You may highlight what this location means to the district (very briefly) in terms of human economic activity e.g. its location may facilitate easy transport of goods to big Markets etc.

1.2 Vision: A Transformed Lwengo community from a peasant to a modern and prosperous society by 2040.

1.3 Mission: To provide quality, accessible and affordable services through a coordinated and just delivery system focusing on local and national priorities for sustainable development.

1.4 Goal: Increased household income and improved quality of life of the people of Lwengo by 2025.

1.5 Strategic objectives.

- Sustainable increase production, Productivity and value addition in agriculture, minerals, oil and gas, tourism, ICT and financial services.
- Enhance human capital development along the entire life cycle.
- Support the private sector to drive growth and create jobs.
- Build and maintain strategic infrastructure in transport, housing energy, water, industry and ICT and;
- Strengthen good governance, security and the role of the district in development.

1.6 Core Values.

Lwengo District shall uphold the following core values in the implementation of this Clients Charter:

Professionalism: We consistently demonstrate competence, knowledge, resourcefulness, quality, cooperation and a positive attitude, related to how we provide our professional services.

Accountability: We embrace a goal-oriented culture that focuses on outcomes and drives accountability and growth. We take full responsibility for all our actions.

Customer care: we aim at excellent services to our clients without discrimination.

Integrity and Transparency: We conduct business honestly and ethically, expect and exemplify trust, respect, fairness, and high character. We shall conduct ourselves with openness in all aspects of our work. We seek feedback from all stakeholders to achieve open communication and foster collaboration.

Team work: We create effective working relationships with team members by treating others fairly, maintaining approachable atmosphere, sustaining open and honest two-way communication, and involving others in decision-making processes when appropriate.

Humanity: We recognize the worth of every person and commit to compassionate and inclusive service delivery that improves quality of life, we acknowledge and appreciate contributions made by individuals, communities, and partners toward development.

2.0 CHAPTER TWO: PRINCIPAL SERVICES AND COMMITMENTS

2.1 PRINCIPAL SERVICES:

Department	Service	Procedure For Access of Service/Requirements	Service Delivery Point	Time Frame	Cost
Administration	Administration of civil marriage	• Application to CAO • Present LCI letter • Client should be eligible to engage to get marriage • Consent letter	District head quarters	21 days after submission	Payment to Ugx 250,000 URSB
	Timeliness and efficiency	• Setting maximum turnaround times for processing permits, licenses, and resolving public grievances			
	Accountability and transparency	• Holding regular council and management meetings, and displaying financial budgets and procurement notices	Public places and noticeboards		
	Ethical conduct and transparency	• serve all clients fairly regardless of gender,	Public service institutions	open	free

		religion, or political affiliation			
	Accessibility	Ensuring administrative offices are accessible to all citizens (including Persons with Disabilities) clear channels for client feedback and complaints			
FINANCE					
	Payment of administrative advances	Budgeting, requisitions, approval and payment.	District Headquarters	Minimum lead time 5 working days, maximum lead time 8 working days	Free
	Financial reporting	Preparation of books of accounts, bank reconciliation adjustments, preparation of trial balance and preparation of income and expenditure statement, cash flow statement, balance sheet	District Headquarters	Monthly, quarterly, half year, nine months and annually as per requesting framework issued by the office of AGO	Free

	Issue of receipts to tax payer	Assessment, billing, collection and receipting	District Headquarters	24 hours from the time of receipting	Free
	Payment of supplies(contractors)	Requisition, LPO, approval, certification	District Headquarters.	Maximum of 2 days from the date the date of receipt of requisition	Free
	Responses to Internal Audit, External Audit	Receipt of Internal Auditor, External Auditor	District Headquarter	Maximum 21 days of the receipt of the report	Free
	Certification of documents	Payment of service and receipts obtained.	District Headquarters	Maximum lead time 2 days, maximum lead time 5 days	Free
	Retirement of accountability	Presentation of reports in line with the SOP use by the Finance Department	District Headquarters	Lead time 2 days, maximum 4 days	Free
COMMUNITY BASED SERVICES	Registration of development groups and community-based organization	Application for registration Group constitution Recommendation from LC. I, CDO and SNMC.	District Headquarters	2 weeks	30,000 for development groups and 100,000 for CBOs
	Mobilization and submission of vulnerable categories of people for economic empowerment	Registration of groups. Filling of application forms Field appraisals STPC, SEC, DTPC and DEC checklists	LLGs, District and line ministry	3 months	Free

		and endorsement. Submission to line ministry.			
	Provision of probation and social well fare services to the Lwengo community	Reporting cases Registered, Handling, resolving and referring.	LLGs, District.	1 month	Free
	Representation of juvenile offenders in courts of law	Social enquiries report	Court	3 months	Free
	Provisions of social protection to the most vulnerable population of people	Mapping, registration and provide social rehabilitation support	LLGs, District.	3 months	Free
	Handling community complaints and grievances in government projects	Reporting, register, handling and feed back	LLGs, District.	Project life time	Free
	Monitoring and support supervision of community projects	Monitoring tool, report, follow ups.	LLGs, District.	Throughout the financial year	Free
	Follow up on compliance to	Repayment schedules, bank slips	LLGs, District.	Throughout the financial year	Free

	recovery of revolving funds under YLP/UWEP	and statements.			
	Mobilization and sensitization for mindset change under PDM program	Community mobilization manual.	LLGs, District.	Throughout the financial year	Free
	Ensure community mobilization for participation in all development initiatives to improve on their livelihood	Community mobilization tools. Community groups House hold visioning and action planning	LLGs, District.	Throughout the financial year	Free
HEALTH	Provision of preventive & curative health services to all the people in the district	• Emergency Operations at all HC IVs • Maternal & child health services • Out patient's services • Inpatients services at all HC IVs & HC III • Continuous disease surveillance &	All HC IVs All HCs All HCs & community	7 days a week	Payment to URSB

		reporting			
EDUCATION &SPORTS	Registration and Licensing of Private Schools	Submit application; land/tenancy documents; building inspection reports; health certificate; staffing list	District Education Office	30 working Days	As prescribed by Ministry of Education and Sports
	Inspection and Monitoring of Schools	School request or scheduled inspection; records available for inspection	Schools and District Education Office	Within school term schedule	
	Sports Development and Coordination	Request/proposal and register participating teams or schools	District Education Office / Sports Office	7 days	Free
	Guidance on Education Policies and Programs	Visit or write to the District Education Office	District education office	Five days	Free
	Guidance on Education Policies and Programs	Counselling sessions and reports		Immediate	Free
	Handling Complaints and	Complaint verbally or in writing with		Immediate	Free

	Grievances. Distribution and Monitoring of UPE/USE Grants	supporting evidence accountability reports and enrolment data		According to government release schedule	Free
PRODUCTION	Ensure increased production and productivity plus increased income at household level	• Farmers Trainings • Disease and pest surveillance • Supervisory farm visits • Market inspections	All 10 Lower local governments	Daily basis	Free
NATURAL RESOURCES	Natural resources managed sustainably – lands, forestry, environment resources	• Awareness creation, • Provision of trainings • Conducting inspections • Issuance of licences, permits and certificates	District headquarters and Lower local governments (10)	Routine	Government funded
WORKS	Government and private infrastructure are in good condition and serve the intended purpose.	• Construction and maintain government infrastructures • Approval and supervision of government and private infrastructures.	Within the district.	Daily basis	Funded by Government.

		• Provide advisory services for government and non-Government agencies.			
TRADE AND INDUSTRY	Increasing household incomes by promoting private sector growth, supporting wealth creation, and creating a conducive business environment	• Regular inspection, monitoring and supervision of Micro Small and Medium Enterprises (MSMEs) • Community mobilization and sensitization. • MSMEs Training and capacity building, technical advisory and extension services • Collaboration and partnership with key stakeholders at all levels. • Digital platforms for financial service delivery (WENDI Mobile wallet) reporting, communication	All 10 LLGs	Quarterly	As per approved budget
AUDIT	Assessing	• Carrying on walk	Lwengo district	Every 3	free

	adequacy of internal controls	through procedures, vouching and evaluating risk management processes		months	
	Carrying on quarterly audits	• Vouching, inspection of projects undertaken and interviewing the auditee.			
	Carrying on value for money audits	• Reviewing bills of quantities for projects implemented, workplans, procurement plans and budgets in comparison to the works executed.			
PROCUREMENT & DISPOSAL UNIT	Entity procurement plan and accessible Manage the award of contracts	• Approved and submitted procurement plan • Letters of Bid Acceptance Signed contracts Agreements.	District Headquarter and Lower Local Government District Headquarter and Lower Local Government	Annually	

	Manage contract Agreements signing and contract implementation.				
PLANNING	Custodian for District Technical Planning Committee minutes and resolutions Coordinate the Monitoring and Evaluation function in the district Custodian to the District Statistics and Indicators Spearhead the Assessment of the District	Write to CAO seeking access to the information	District Headquarters	Open	Free

2.2 COMMITMENTS:

a) Administration:

We commit to;

1. Pay salaries and pension by 28th of every month.
2. Pay Gratuity one month after retirement

3. Access new officers on the payroll within one month of reporting for duty.
4. Monitor the performance and support supervision of all departments in the district.
5. Hold Senior Management meetings and TPC meetings for planning, coordination and information sharing purposes.
6. Implement lawful Council resolutions and programs.
7. Reward good performance and sanction poor performers through the Rewards and Sanction Committee.
8. Disseminate District information to key stakeholders.
9. Improve the staffing levels from ...% to at least 90%.
10. Open up linkages between the district and other government agencies.
11. Maintain a mutual relationship with non-state players.

b) Finance Department:

We commit to;

1. Prepare and produce annual Budget and work plans and present them for approval by 30th May of every calendar year.
2. Inspect books of Accounts at sub counties quarterly.
3. Prepare to prepare financial statements periodically
4. Internal Control Systems and risk management processes
5. Assess and enroll all tax payers on IRAS. Undertake routine District revenue monitoring and supervision.
6. Prepare and submit Quarterly, half year, nine months and annual financial statements and reports.
7. Budget implementation and control.
8. Transfer funds to LLGs, HCs and Schools.
9. Follow up of Accountabilities for staff advances.
10. Increase local revenue collection to 90% by 2030.
11. Keep updated books of accounts.
12. Maintain an updated Assets Register.
13. Prepare and submit departmental and consolidated budget/workplans.

14. Prepare and submit revenue enhancement and management plan.
15. Prepare a consolidated automated revenue register.
16. Prepare and submit a comprehensive Risk Management policy.
17. Facilitate internal and external statutory audits.
18. Monitor capital projects to ensure value for money.
19. Avail financial advice to all District stakeholders

c) Community Based Services

We commit to;

- Conduct Community training services for Youth, Women, PWDs, elderly persons which shall be carried out for a minimum of 4 times a year.
- Ensure that all CBOs shall be facilitated to 2 months upon application for registration.
- Handle cases under labour, probation and children welfare with minimum delay. Clients shall receive feedback on action being taken within 48 hours.
- Register all cases reported in the case management registered for easy follow up.

d) Health Department

We commit to;

- Participate in the immunization all children bellow 5 years annually.
- Increase latrine coverage from 45% to 85%
- Conduct daily/weekly/quarterly disease surveillance.
- Conduct quarterly Health management Committee meetings.
- Carry out routine supervisory visits at all health facilities.
- Conduct monthly DHT meetings.
- Conduct quarterly monitoring of capital development projects.
- Have monthly coordination meetings with VHTs across the entire district.

e) Education and Sports

We commit to;

- Conduct regular school inspection.
- Improve the pupil — desk ratio to 1 desk to 3 pupils by 2027

- Decrease the failure rate by 10% annually.
- Increase students passing in 1st grade in PLE by 10% annually.
- Ensuring proper teacher deployment in all government schools.
- Mobilization and sensitization on stakeholder towards performance improvement in all schools.
- Monitor PLE exams administration and ensure that they are free from malpractices.
- Monitor all education projects
- Conduct 5 capacity building workshops/seminars annually.
- Provide guidance to private schools on licencing process.
- Registration of all learners on EMIS.
- Encourage the use of TELA system in all government schools.

f) Production Department

We commit to;

- Mobilize and sensitize farmers to embrace the Parish Development Model
- Establish at least one TPC in a Parish with 2 CBFs
- Empower farmers to shift from subsistence to commercial level
- Inspect and verify inputs e.g., seeds and nursery beds.
- Promote food security at household level.
- Continuous update of farmers data base.
- Build capacity of staff and other users.
- Enforce regulations and standing orders.
- Carry out enterprise selection, value addition and agribusiness development.
- Do disease, vector and pest surveillance and control e.g by vaccination.
- Create plant clinics; provide technology & demonstrations at sub-county level.
- Facilitate knowledge sharing through multi sectoral engagement
- Carry out interventions to address climate change like irrigation

- Address cross cutting issues including; gender, HIV & AIDS and environment among others.

g) Natural Resources

We commit to;

- Rehabilitate 12% of degraded wetlands by 2030
- Plant 10000 trees annually.
- Establish and manage district tree nursery for raising assorted seedlings.
- Manage land use in Lwengo district.
- Collect revenue from land and forest users on routine basis.
- Enforce presidential directive on wetland encroachers.
- Train community in sustainable livelihood interventions
- Land verification within wetland proximity
- Identify land leases for creation of land lease register
- Implement environmental safeguards for government and non-governmental projects.

h) Works Department

We commit to;

- a) Clients shall have their building projects inspected for the following 8 stages.
 - Commencement of work.
 - Foundation Excavation.
 - Foundation Concrete.
 - Damp proof course.
 - Over site consolidation and concrete
 - Reinforcement.
 - Surface /Soil drains
- b) All prospective contractors shall be educated on the bidding procedures immediately before they bid for any works.
- c) The District Engineer and other engineering officers shall attend to Clients who come to the office within 15 minutes of their arrival and registration.

- d) Piped water infrastructure extension shall be encouraged in both urban and rural areas.
- e) Engineering and works policies shall be enforced throughout the district to ensure good quality of works for safety of people and property.
- f) Develop BOQs for all district construction according to national standards.
- g) Supervise and monitor all constructions.
- h) Carry out routine inspection and recommend for mechanical maintenance on all district vehicles and motorcycles
- i) Carry out operation and maintenance on government facilities

D) Statutory

We commit to;

- Conduct 06 Council sittings annually.
- Conduct 06 standing committee meetings annually
- Conduct 12 executive committee meetings annually
- Participate monitoring of projects
- Celebrate National public holidays annually
- Conduct at least 04 Local government accounts committee meeting"
- Process and payment of allowances and wages
- Establish a land data.
- Raise revenue from land bank by 2027 transactions in the district.
- Survey and gazette all land belonging to public institutions in the by 2027.
- Conducting at least 04 land board meetings
- Participate in compilation of Compensation rates

j) Audit Unit

We commit to;

- Audit all departments quarterly.
- Audit Government programmes quarterly.
- Audit all government institutions quarterly.

- Audit all district projects to ensure value for money.
- Advise management on how best government resources can be utilized.
- Produce draft reports after every auditing session and cause people to respond and account.
- Audit all stores, cash, assets and other properties owned by the district
- Carry out special investigations when called upon to do so by the CAO, District Chairperson, RDC and DPAC
- Prepare Internal Audit quarterly reports for submission to the council within one once at the end of the quarter

k) Trade and Industry

We commit to;

- Mobilize, register, supervise and strengthen cooperatives (Government funded like Emyooga, PDM & Presidential industrial Hub, and Conventional) through capacity building/training and governance support.
- Provide Business Development services through entrepreneurship training, business advisory services and mentorship to micro, small and medium enterprises (MSMEs) to promote local trade, encourage business formalization and facilitation of market access
- Promote adherence to SOPS, Trade laws, cooperative regulations and good business practices through inspections and advisory services.
- Promote domestic tourism and improved standards within hospitality enterprises to improve Local revenue.
- Coordinate local initiatives that create employment, improve household incomes and strengthen local value chains.
- Work hand in hand with Production and Community Based service Departments in the implementation of PDM program.

l) Procurement & Disposal Unit

We commit to;

- Prepare entity's consolidated procurement plan and submit to PPDA and Ministry of Finance, planning and Economic Development
- Manage award of contracts, for works, supplies and services
- Manage signing of contracts for works, goods and services
- Manage issue of bids, receipt of bid and bid opening
- Manage Evaluation of bids
- Prepare and submit monthly procurement reports to PPDA
- Liase with Solicitor General for approval of contract documents based of thresholds
- Provide technical guidance to the Accounting Officer on matters related to procurement among others

m) Planning Department

We commit to;

1. Development Planning

- Formulate Plans: To spearhead the creation, review, and consolidation of District Development Plans (DDPs) and integrate them with Lower Local Government plans (sub-counties and parishes).
- National Alignment: Ensure that all local development interventions align with overarching frameworks like the [National Development Plan \(NDP\)](#) and Uganda Vision 2040.
- Compliance: To serve as the technical link to the [National Planning Authority](#) on all technical matters regarding the local government planning cycle.

2. Budgeting and Resource Allocation

- Budget Integration: To coordinate the preparation of sector work plans and annual budgets, ensuring they fit within the Medium-Term Expenditure Framework (MTEF)
- Investment Management: To assist local councils in prioritizing public resources to maximize socio-economic returns for the communities.

3. Data Collection and Statistical Analysis

- Evidence-Based Planning: To gather, collate, analyze, and disseminate socio-economic data so that district decisions are based on accurate statistics.

- PDMIS Management: To work with the Senior Information Technology Officer on the Parish Development Model Management Information System (PDMIS), which focuses on household profiling, data collection, and analysis.

4. Monitoring, Evaluation, and Reporting

- Program Oversight: To conduct regular field inspections to promote efficient implementation of priority government programs and projects.
- Accountability: To evaluate whether projects are meeting their intended targets and provide continuous feedback to local councils to enhance service

5. Secretariat Duties Planning Committees: To function as the core secretariat to the District Planning Committee, translating political aspirations and community needs into actionable projects.

3.0 CHAPTER THREE: GENERAL STANDARDS:

Our service standards shall be as follows;

1. Our offices shall be open from Monday to Friday, from 8:00 a.m. to 5pm accept public holidays.
2. Attend to our clients within 5 minutes from the time of arrival at our respective service points.
3. Treat our clients with maximum respect
4. Identify ourselves to clients
5. Give more standardized services
6. Be accessible
7. Provide accurate and meaningful information.
8. Accept and respond to enquiries and,
9. Be punctual.

4.0 CHAPTER FOUR: CLIENTS:

4.1 OUR CLIENTS:

Lwengo Local Government Clients include the following;

1. Government Ministries and Agencies
2. All partners in service delivery
3. Uganda Local Government Association.
4. All residents of Lwengo district.
5. Internal clients (Employees)
6. Service providers such as Contractors, Suppliers and Consultants
7. All security agencies
8. Civil Society Organizations
9. Community health workers (VHTs)
10. Traditional leaders
11. Religious leaders
12. The media
13. Other Local Governments (Town Councils and Municipalities and Authorities)

4.2 CLIENTS RIGHTS:

Our clients shall have a right to;

a) A Right to Service:

Our clients are entitled to quality services in accordance with the public services regulations and guidelines.

b) A Right to Information:

Our clients have a right to access relevant service-related information in line with the standard regulations and guidelines.

c) Non-Discrimination:

Our clients shall not be discriminated against on grounds of political affiliation, disability, race, age, sex, social status, economic status, diseases, ethnicity, nationality, or other such ground.

d) Right to participation:

Our clients have a right to participate or be represented in development, implementation, monitoring and evaluation of public service delivery.

e) Right to be treated with dignity:

Our clients should be treated with respect and courtesy and have their dignity protected.

f) Timely service:

Our clients have a right to be attended to in a timely manner.

4.3 CLIENT OBLIGATIONS:

Our clients shall have the following obligations;

1. Attend scheduled appointments punctually
2. Provide accurate, complete, and timely information.
3. Not to offer gifts, favors or inducements to our staff or to solicitor the same
4. Treat public officers with courtesy and respect during service delivery
5. Corruption free service delivery
6. Comply with government laws, regulations, policies, and guidelines
7. Be honest and cooperative when interacting
8. Participate in planning, implementation, monitoring, and evaluation of local government programmes and projects
9. Submit complaints through the established channels,
10. Provide goods and services that meet required standards
11. Observe safety, security.

5.0 CHAPTER FIVE: FEEDBACK MECHANISM, COMPLAINTS HANDLING AND APPEAL MECHANISM:

5.1 FEEDBACK MECHANISM:

We take our client service standards seriously and welcome feedback and suggestions from clients and the community about the Charter or any other aspect of our services.

You can send your feedback to Lwengo District Local Government P.O Box 1330, Masaka Uganda, Lwengo.

- Through Brazas.
- Uploading on district website.
- Nominating Focal Point Person.
- Conducting Mid-term reviews.

5.2 COMPLAINTS HANDLING MECHANISM:

We value our relationships with clients and aim to resolve complaints and disputes to the satisfaction of all our clients.

- Our Complaints Handling and Dispute Resolution procedures are available to all aggrieved members of society and aim to ensure:
- Our dealings with you are fair and transparent
- Clients know their rights
- Complaints and disputes are dealt with quickly and
- Clients are kept informed about the progress and outcomes of their complaint or dispute
- Our staff will provide any complainant with all reasonable assistance when formulating or lodging a complaint.

5.3 APPEAL MECHANISM:

List the appeal mechanism channels

- Desk handling
- Formal writing

- Mediation meetings
- Grievance handling committees
- Performance monitoring

6.0 CHAPTER SIX: DISSEMINATION AND IMPLEMENTATION OF THE CLIENT CHARTER:

6.1 DISSEMINATION OF THE CLIENT CHARTER:

Our client charter shall be disseminated through;

1. Hosting in-person gatherings allows for direct,
2. Two-way communication, immediate feedback, and trust-building
3. Distributing easily readable flyers, brochures, posters, and newsletters at community schools, and health centres
4. Website, social Media

6.2 COMMITMENTS TO IMPLEMENTATION OF THE CLIENT CHARTER:

We commit ourselves to;

1. Monitor and evaluate the implementation of the client charter
2. Widely publicize and disseminate the client charter as in 6.1 above
3. Annual review of our performance against our principal services and commitments.

GENERAL ENQUIRIES:

CHIEF ADMINISTRATIVE OFFICER

LWENGO DISTRICT LOCAL GOVERNMENT

PO BOX 1330, MASAKA

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CLIENT CHARTER FOCAL POINT OFFICER:

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