

LAMWO DISTRICT LOCAL GOVERNMENT

CLIENT CHARTER

2025/26 - 2029/30

Aligned to the Lamwo District Development Plan IV (DDP IV) and NDP IV Strategic Direction

JUNE 2026

DRAFT FOR REVIEW AND APPROVAL

DOCUMENT CONTROL

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Target Audience	Citizens and residents; public servants; pensioners; MDAs; Local Governments; development partners; civil society; faith-based organisations; private sector; contractors and consultants; researchers; media; institutions; and other users of District services.
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FOREWORD

Lamwo District Local Government exists to serve its people. This Client Charter sets out, in clear and measurable terms, the standards of service that citizens, institutions, businesses, public servants and other stakeholders should expect from the District and its Lower Local Governments.

The Charter is aligned to the District Development Plan IV for FY 2025/26-2029/30. It translates the District's development aspiration, strategic objectives and programmes into practical service commitments and creates an accountability framework through which clients can assess our performance, provide feedback, lodge complaints and seek redress.

The District leadership, management and staff commit to implementing this Charter with integrity, equity, professionalism, transparency, responsiveness and prudent use of public resources. Clients are equally encouraged to understand their responsibilities and to participate constructively in improving public service delivery.

Oyet Sisto Ocen

District Chairperson, Lamwo District Local Government

PREAMBLE

A responsive District Local Government is central to the successful implementation of Uganda Vision 2040, NDP IV and the District Development Plan IV. Lamwo District is therefore committed to strengthening decentralized governance, improving service delivery, enhancing livelihoods and building resilient communities.

This Charter identifies the District's principal clients, services and service standards; defines the rights and obligations of clients; establishes feedback, complaint and appeal mechanisms; and provides arrangements for dissemination, implementation, monitoring and reporting. It is intended to serve as both a public accountability instrument and a tool for continuous performance improvement.

CHAPTER ONE: INTRODUCTION AND STRATEGIC DIRECTION

1.0 Introduction

A Client Charter is a public service commitment that describes the services a provider offers, the standards clients have a right to expect, the responsibilities of both the service provider and the client, and the mechanisms available for feedback, complaints and redress. For Lamwo District Local Government, this Charter constitutes a practical social accountability framework for services delivered at District, Sub-county and Town Council levels.

1.1 Purpose and Objectives of the Charter

The purpose of this Charter is to operationalize Lamwo District Local Government commitments to its clients and stakeholders. Specifically, the Charter shall:

- Inform clients and stakeholders about the services offered and the standards they should expect.
- Define client rights, responsibilities and obligations in accessing public services.
- Promote transparency, accountability, equity, professionalism, responsiveness and integrity in service delivery.
- Provide clear mechanisms for feedback, complaints, appeals and redress.
- Provide a framework for monitoring performance against service commitments and for continuous improvement.
- Support implementation of DDP IV by linking service delivery commitments to the District strategic objectives and programmes.

1.2 Mandate of Lamwo District Local Government

The mandate of Lamwo District Local Government is vested in the Constitution of the Republic of Uganda, the Local Governments Act and other applicable laws and policies governing decentralisation and public service delivery. In fulfilment of this mandate, the District coordinates and delivers public services including administration and management support, education and sports, health, water and sanitation, works and technical services, production and marketing, natural resources and environment, community-based services, trade and local economic development, planning and financial management, procurement, internal audit, council and statutory functions, and other services assigned to Local Governments.

1.3 Development Aspiration

Lamwo District Local Government aspires to achieve inclusive, equitable and sustainable socio-economic transformation through strengthened decentralized governance, improved service delivery and enhanced livelihoods for all residents. Guided by Uganda Vision 2040 and NDP IV, the District seeks to harness its agricultural potential, human capital, natural resources and strategic cross-border location to accelerate economic growth, reduce poverty and improve quality of life.

1.4 District Vision

"A transformed, modernized, and prosperous Lamwo District with vibrant, resilient, and inclusive communities within 25 years".

1.5 District Mission

"To provide coordinated, people-centered, and decentralized service delivery that promotes equitable development, efficient resource utilization, and improved quality of life for all citizens of Lamwo District."

1.6 District Core Values

Core Value	Service Delivery Meaning
Transparency and Accountability	We shall provide clear information, explain decisions, account for resources and accept responsibility for actions and omissions.
Equity and Inclusiveness	We shall provide fair and accessible services and pay particular attention to vulnerable and underserved persons.
Teamwork	We shall work collaboratively across departments, Lower Local Governments, communities and partners.
Integrity	We shall act honestly, impartially and in the public interest, and reject corruption and improper influence.
Environmental Stewardship	We shall promote responsible use of natural resources, environmental protection and climate resilience in service delivery.

1.7 Service Delivery Principles

The following operational principles complement the District core values and guide day-to-day conduct: professionalism, responsiveness, effectiveness, efficiency, clarity, accuracy, impartiality, courtesy, selflessness, diligence, discipline, and respect for the law, proper use of official information, partnership, decency and continuous improvement.

1.8 DDP IV Theme, Goal and Strategic Objectives

Theme: "Sustainable Industrialization for Inclusive Growth, Employment, and Wealth Creation".

Goal: "Achieve higher household incomes and employment for sustainable socio-economic transformation".

The DDP IV is delivered through five strategic objectives:

1. Sustainably increase production, productivity and value addition in agriculture, tourism, ICT and financial services.
2. Enhance Human Capital Development along the entire life cycle.
3. Support the private sector to drive growth and create jobs.
4. Build and maintain strategic sustainable infrastructure in transport, energy, water and ICT.

5. Strengthen good governance, security and the role of the District in development.

1.9 DDP IV Programme Alignment

DDP IV Programme	Principal Charter Service Areas
Agro-Industrialisation	Production, agriculture, livestock, fisheries, extension, input quality assurance, disease and pest control, value addition and farmer support.
Tourism Development	Tourism profiling, facility monitoring, hospitality development and tourism-related local economic development.
Natural Resources, Environment, Climate Change, Land and Water Management	Natural resources, environment, climate information, forestry, land administration, water resource management.
Human Capital Development	Education and sports, health, water/sanitation/hygiene, community mobilisation, social protection and skills.
Private Sector Development	Trade, commerce, cooperatives, enterprise development, business advisory services and local entrepreneurship.
Integrated Transport Infrastructure and Services	Roads, bridges, works, engineering, building control and transport-related infrastructure.
Sustainable Energy Development	Clean and renewable energy promotion, solar and energy-efficiency services.
Sustainable Urbanisation and Housing	Physical planning, urban development, housing information and development control.
Governance and Security	Political leadership, conflict management, rule of law, civic participation, public accountability and statutory bodies.
Public Sector Transformation	Administration, human resource management, payroll and pensions, records, performance management, procurement, finance and internal systems.
Regional Development	Cross-cutting territorial development, livelihoods, infrastructure and service access.
Development Plan Implementation	Planning, budgeting, monitoring, evaluation, reporting, data and accountability for plan implementation.
Legislation, Representation and Oversight	District Council, committees, representation, oversight, Local Government Public Accounts Committee and citizen participation.

1.10 Responsibilities for Implementation

All employees shall understand and comply with this Charter, apply its standards in their work, promptly raise service-delivery concerns, protect official information and encourage a culture of accountability. Heads of Department shall integrate Charter commitments into departmental

work plans, supervision and performance management. The Accounting Officer and District leadership shall provide oversight, ensure dissemination and require corrective action where service standards are not met.

CHAPTER TWO: PRINCIPAL SERVICES AND COMMITMENTS

The service standards in this Chapter are based on the existing Lamwo District Client Charter commitments and are reorganised under the DDP IV programme framework. Where a sector-specific service standard is stated, that standard applies. Where no sector-specific timeline is stated, the general standards in Chapter Three apply. Services are free unless a fee is prescribed by law, regulation or an approved schedule.

2.1 Education and Sports

DDP IV alignment: Human Capital Development

Service / Commitment	Service Delivery Standard	Delivery Point / Responsible Office	Cost
General education enquiries, including leave, salaries, transfers, postings, recommendations, education grants and teacher matters	Initial response within 1 hour; detailed written information or follow-up within 3 days.	District Education Office	Free
Examinations, results, admissions, career guidance, co-curricular activities and teacher performance information	Response within 3 hours; written response within 5 days where necessary.	District Education Office	Free
School, student and staffing data	Response within 3 hours; detailed written information within 5 days.	District Education Office	Free
School emergencies and disciplinary cases involving school authorities	Initial response within 1 hour; follow-up visit within 3 days where required.	District Education Office	Free
Primary-school procurement information	Response within 2 hours; written information within 3 days.	District Education Office / relevant procurement office	Free
Government circulars and official education correspondence	Distribute/display within 2 days of receipt or endorsement.	District Education Office / schools / notice boards	Free

Teachers' professional conduct and attendance	Ensure access to the professional code; enforce attendance and authorised absence requirements.	District Education Office / schools	Free
Head teacher management support	Hold administrative/management meetings with head teachers monthly.	District Education Office	Free

2.2 Water Supply, Sanitation and Hygiene

DDP IV alignment: Human Capital Development; Natural Resources, Environment, Climate Change, Land and Water Management

Service / Commitment	Service Delivery Standard	Delivery Point / Responsible Office	Cost
Complaints on safety, siting, management and functionality of water sources	Initial response within 30 minutes; follow-up visit within 5 days where required.	District Water Office / relevant LLG	Free
Repair of broken water sources requiring District attention	Within 5 working days where spares are available; where unavailable, orders placed within 7 working days.	District Water Office	As regulated / where applicable
Technical support on sanitation, hygiene and WASH-related disease prevention	Response within 1 hour; follow-up within 5 days where required.	District Water Office	Free
Support to Water User Committees for operation and maintenance	Initial response within 30 minutes; follow-up within 5 days.	District Water Office / LLG	Free
General enquiries on projects, IPFs, contractors, spare parts, guidelines and sector information	Response within 1 hour; detailed written information within 4 days.	District Water Office	Free
Monitoring and supervision enquiries	Response within 1 hour; follow-up visit within 5 days where required.	District Water Office	Free

2.3 Works and Technical Services

DDP IV alignment: Integrated Transport Infrastructure and Services; Sustainable Urbanisation and Housing

Service / Commitment	Service Delivery Standard	Delivery Point / Responsible Office	Cost
General enquiries on works, contracts, compensation, building advice, funding, environmental assessment and sector performance	Response within 2 hours; detailed written response within 7 days.	District Engineer's Office	Free
Inspection of public or private buildings	Response within 1 day; detailed written information within 7 days where required.	District Engineer's Office	As regulated / where applicable
Information and processing relating to building plan approval	Information within 1 day; detailed written information within 3 days; complex structures targeted within 1 week subject to applicable approvals.	District Engineer / Physical Planning structures	As regulated
Bills of Quantities for departmental projects	Prepared within 2 weeks of submission from the Procurement and Disposal Unit.	District Engineer's Office	Internal government service
Supervision of contractors	Weekly supervision with instructions issued promptly as required.	Works Department / project sites	Internal government service
Works-related emergencies and contractor-performance enquiries	Initial response within 1 hour; follow-up visit within 5 days.	District Engineer's Office	Free

2.4 Administration, Human Resource and Management Support

DDP IV alignment: Public Sector Transformation; Governance and Security

Service / Commitment	Service Delivery Standard	Delivery Point / Responsible Office	Cost
Consultation with CAO, Sub-county Chief, Town Clerk or senior officers	On appointment, within 30 minutes of registration; without appointment, target within 1 hour subject to officer availability.	CAO / Sub-county / Town Council offices	Free

Policy information and administrative advice	Provide timely and relevant information within the mandate; general correspondence standards in Chapter Three apply.	Administration Department	Free
Registry user requests	Respond within 15 minutes.	Registry / Records Office	Free
Requests for records from Records Office	Respond within 1 working day, subject to lawful access and confidentiality requirements.	Records Office	Free
Meeting/capacity-building correspondence and invitations	Issue at least 5 working days before the event where the District controls the notice period.	Administration / Registry	Free
Conflicts affecting service delivery or revenue collection	Initial response within 2 hours; follow-up visit within 3 days where required.	Administration / relevant LLG	Free
Pension and terminal-benefit processing	Capture, assess, calculate, verify and approve pension data in accordance with applicable public service procedures; explain procedures to clients.	Human Resource Office	Free
Payroll management	Capture pay-change data by the 6th of each month; analyse preliminary payroll within 4 days of receipt; target salary payment by 28th; maintain only valid payroll records.	Human Resource / Finance	Free

Submission of staff cases to District Service Commission	Notify clients of submission of cases on transfer, discipline, promotion, confirmation and related matters within 14 days of submission by the CAO's Office.	CAO / Human Resource Office	Free
Performance management	Implement performance appraisal/agreement systems, monitoring, inspection and Client Charter accountability mechanisms.	CAO / Human Resource / Heads of Department	Free
Human resource development	Promote leadership, management, skills development and capacity-building interventions according to approved plans.	Human Resource Office	Free / as approved

2.5 Health Services

DDP IV alignment: Human Capital Development

Service / Commitment	Service Delivery Standard	Delivery Point / Responsible Office	Cost
Health infrastructure and staff accommodation	Progressively rehabilitate and construct service infrastructure and staff accommodation according to approved plans and budgets.	Health Department / health facilities	Free to clients
Facility cleanliness, sanitation and safety	Maintain clean, safe and functional service environments and adequate sanitation facilities for patients and staff.	All health facilities	Free

Essential medicines, supplies and basic equipment	Place timely and adequate orders through approved supply systems and coordinate supplementary support where available.	Health Department / facilities	Free subject to national policy
Health facility land protection and identification	Progressively fence, title and clearly identify health facility land according to approved programmes and resources.	Health Department / Lands Office	Internal government service
Induction, deployment, retention and capacity development of health workers	Induct new staff, deploy according to technical competence, support fair promotion recommendations and implement capacity-building interventions.	Health Department / Human Resource	Free
Integrated support supervision	Conduct routine supportive supervision quarterly; targeted supervision as specific issues arise.	DHO / Health Sub-District	Free
Disease surveillance and epidemic preparedness	Maintain surveillance, community early-warning awareness, rapid response arrangements and required reporting.	Health Department / health facilities / VHTs	Free
Emergency referral and communication	Strengthen emergency communication and referral arrangements, including ambulance coordination as resources permit.	Health Department / designated referral points	Free / subject to policy

VHT capacity and community mobilization	Provide periodic refresher training and support to strengthen community participation and service utilisation.	Health Department / community structures	Free
HMIS and health data management	Update health information staff on tools, strengthen databases, backup and reporting systems.	Health Department	Free

2.6 Community-Based Services

DDP IV alignment: Human Capital Development; Private Sector Development

Service / Commitment	Service Delivery Standard	Delivery Point / Responsible Office	Cost
Telephone and in-person client service	Answer and return telephone calls promptly and serve clients fairly, transparently and courteously during official working hours.	Community-Based Services Department / LLG	Free
Written correspondence	Acknowledge receipt within 7 days; the stricter general correspondence standard in Chapter Three should be applied where practicable.	Community-Based Services Department	Free
Labour complaints and disputes	Dispose of complaints/disputes within 3 months from receipt, subject to due process and cooperation of parties.	Labour Office	Free / as regulated
Workers' compensation cases	Target settlement within 12 months after receipt of the required medical report, subject to applicable legal process.	Labour Office	As regulated

Workplace inspection reports	Provide reports to clients within 30 days.	Labour / Occupational Safety Office	As prescribed by law where applicable
Registration of Community-Based Organisations	Complete registration within 1 day after submission of all required application documents, subject to applicable law and verification.	Community Development Office	As regulated
Disaster preparedness and risk-reduction information	Provide information within 2 hours of request.	Community-Based Services / Disaster Management focal office	Free

2.7 Council and Statutory Bodies

DDP IV alignment: Governance and Security; Legislation, Representation and Oversight

Service / Commitment	Service Delivery Standard	Delivery Point / Responsible Office	Cost
Access to District or Sub-county Chairperson on citizen concerns	Target response within 30 minutes of registration, subject to availability.	District / Sub-county Chairperson's Office	Free
Political or social unrest concerns	Respond within 1 day of logging the complaint.	Political leadership / relevant authorities	Free
Service-delivery conflict concerns	Respond within 3 days of logging complaint.	District / LLG leadership	Free
Council executive responsibilities	Present matters requiring Council attention at Council meetings; prepare and present statutory planning/budget documents according to the approved government calendar.	District Executive / Council	Free
District Service Commission - confirmation and discipline	Handle eligible confirmations and exercise disciplinary control in accordance with applicable public service law, standards and submissions from authorised bodies.	District Service Commission	Free

District Service Commission - recruitment information	Advertise vacancies as required; display recruitment results within 5 working days after conclusion of interviews, subject to lawful process.	District Service Commission	Free
District Service Commission correspondence	Communicate back within 5 days of receipt of written communication where a substantive response is available.	District Service Commission	Free
District Land Board matters	Handle developer matters within a maximum of 3 months; respond to land-dispute mediation requests within 5 working days; physical planning requests within 5 days, subject to statutory procedure.	District Land Board	As regulated
Local Government Public Accounts Committee audit reviews	Conclude review and prepare submissions within 1 month of sitting; avoid backlog and cooperate with audit institutions.	LGPAC	Free
LGPAC special submissions	Target conclusion within 2 days of Committee sitting where the matter is ready for determination.	LGPAC	Free

2.8 Internal Audit

DDP IV alignment: Public Sector Transformation; Governance and Security

Service / Commitment	Service Delivery Standard	Delivery Point / Responsible Office	Cost
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Inspection/verification of completed works and supplies	Within 1 hour for District-headquarters-based supplies and within 2 days for Sub-county inspections, subject to logistics.	Internal Audit Unit	Internal government service
Quarterly internal audits	Conduct quarterly audits of departments and produce reports within the ensuing month.	Internal Audit Unit	Internal government service
Public accountability information	Display approved quarterly internal audit and monitoring information where disclosure is lawful and appropriate.	District notice board / Internal Audit	Free
Audit integrity and quality	Conduct audits professionally, transparently and without fear, favour or compromise; take responsibility for quality and pursue fraud detection/investigation within mandate.	Internal Audit Unit	Free

2.9 Finance and Development Planning

DDP IV alignment: Development Plan Implementation; Public Sector Transformation

Service / Commitment	Service Delivery Standard	Delivery Point / Responsible Office	Cost
Access to financial and planning information	Provide lawful public access to revenue returns, disbursement information, budgets, development plans, performance reports, assessments, monitoring reports, TPC minutes, work plans and final accounts.	Finance / Planning / District Resource Centre	Free

Indicative Planning Figures	Provide IPF information to departments and LLGs according to the annual planning calendar; the draft Charter specifies 15 November.	Planning / Finance	Free
Disclosure of funds received	Declare/display funds received from Central Government and donors within 1 week of receipt.	Finance Department / notice boards	Free
Participatory planning and budgeting	Undertake participatory planning and budgeting according to the statutory annual planning and budget calendar.	Planning / Finance / LLGs	Free
Budget Conference	Hold annual District/LLG Budget Conference according to the approved national budget calendar; draft Charter specifies by 31 October.	Planning / Finance	Free
Payments to creditors	Process from requisition to payment within 10 days, subject to availability of funds, complete documentation and lawful approval.	Finance Department	Free
Disbursement to departments and LLGs	Dispatch funds within 5 working days of receipt from Central Government or donors, subject to applicable conditions.	Finance Department	Free
Staff requisition payments	Effect payments within 3 days of properly approved request, subject to availability of funds.	Finance Department	Free

Final accounts	Submit final accounts to Auditor General by the statutory deadline; draft Charter specifies 31 August.	Finance Department	Internal government service
Quarterly financial reports	Submit reports according to statutory reporting timelines; draft Charter specifies by 15th day of the following month to DEC.	Finance Department	Internal government service

2.10 Public Procurement and Disposal

DDP IV alignment: Public Sector Transformation; Private Sector Development

Service / Commitment	Service Delivery Standard	Delivery Point / Responsible Office	Cost
Procurement advertisement and bid information	Advertise works, services and supplies according to approved procurement plans and applicable PPDA requirements; provide clear bid information.	Procurement and Disposal Unit	As prescribed in bid documents
Best Evaluated Bidder notice	Display approved Best Evaluated Bidder notice within 2 days of approval, subject to applicable procurement law.	Procurement and Disposal Unit / notice board	Free to view
Evaluation-outcome enquiries	Respond within 30 minutes where information may lawfully be disclosed; provide written information within 2 days after mandatory display period where applicable.	Procurement and Disposal Unit	Free

Bid acceptance/offer communication	Notify successful bidders to collect letters within 3 days after expiry of the mandatory display period, subject to applicable process.	Procurement and Disposal Unit	Free
Bidding process guidance	Provide guidance on bidding procedures, standard documents and applicable PPDA requirements.	Procurement and Disposal Unit	Free
Annual procurement plan	Make approved procurement plan available within the Entity.	Procurement and Disposal Unit	Free
Ethical bid evaluation	Require evaluation committee members to comply with applicable ethical conduct requirements.	Procurement and Disposal Unit	Internal government service

2.11 Production and Marketing

DDP IV alignment: Agro-Industrialisation; Private Sector Development

Service / Commitment	Service Delivery Standard	Delivery Point / Responsible Office	Cost
Agricultural extension services	Respond to client requests within 2 days through extension workers.	District Production Department / LLG extension staff	Free unless regulated
Information on improved technologies	Respond within 2 days on sources, types and prices of improved technologies.	Production Department / extension staff	Free
Agricultural input inspection and quality assurance	Respond to technical inspection requests within 1 day; inspect inputs and relevant agro-input outlets according to departmental schedule.	Production Department	As regulated / where applicable

Animal, fish and food-safety inspection	Inspect animals for human consumption through qualified veterinary personnel; inspect fish markets monthly.	Veterinary / Fisheries services	As regulated
Pest, vector and disease control	Initial response to complaints within 1 day; follow-up within 2 days; report epidemics to MAAIF within 3 days; surveillance quarterly.	Production Department / LLGs	Free / as regulated
Livestock movement permits	Issue within 1 hour where all requirements are met.	Veterinary Office	As regulated
Laboratory diagnosis	Provide confirmatory laboratory diagnosis reports within 2 days for samples received, subject to available capacity.	Production / laboratory service	As regulated
Farmer and value-chain training	Respond to training/service requests within 2 days; use approved technical materials and promote demonstrations, field days and learning visits.	Production Department / extension service	Free / as programmed
Agricultural programme sensitization	Inform communities about new programmes/projects within 1 month after inception in the District through meetings and radio.	Production Department	Free
Weather information	Provide available monthly and seasonal weather information within 2 hours of request.	Production / relevant climate information point	Free

Agricultural data	Respond within 1 hour; detailed written information within 5 days.	Production Department	Free
Staff disciplinary/emergency cases	Initial response within 1 hour; follow-up visit within 3 days where required.	Production Department	Free

2.12 Natural Resources, Environment, Land, Physical Planning, Housing and Energy

DDP IV alignment: Natural Resources, Environment, Climate Change, Land and Water Management; Sustainable Energy Development; Sustainable Urbanisation and Housing

Service / Commitment	Service Delivery Standard	Delivery Point / Responsible Office	Cost
Tree seedlings, forestry extension and climate information	Process eligible seedling requests within 5 days unless otherwise communicated; provide forestry extension and available climate information.	Natural Resources Department / District nursery	Free / as programmed
Land survey, titling and boundary information	Receive and process files according to statutory procedure; provide boundary-opening and compensation-rate advice within 5 days of request where within District mandate.	Lands Office	As regulated
Land administration technical advice	Provide technical advice within 5 days of request at no cost; monitor LLG land-use compliance quarterly.	Lands Office	Free for advice; statutory fees may apply to formal transactions

Physical development plans and development-control decisions	Prepare plans and provide technical support; communicate committee decisions to clients and relevant Ministry within 30 working days, subject to statutory process.	Physical Planning Office / District Physical Planning Committee	As regulated
Housing policy and programme information	Provide strategic housing information within 2 working days of request.	Natural Resources / Housing function	Free
Quantity surveying advice	Provide technical advice within 4 working days of request.	Relevant technical office	Free / as regulated
Clean energy and energy-efficiency promotion	Provide quarterly training on energy-efficient cook stoves where programmed; promote solar and other clean-energy solutions and make referrals to agencies/partners where appropriate.	Natural Resources / Energy function	Free training; service/equipment costs as applicable

2.13 Trade, Commerce, Cooperatives and Tourism

DDP IV alignment: Private Sector Development; Tourism Development; Agro-Industrialisation

Service / Commitment	Service Delivery Standard	Delivery Point / Responsible Office	Cost
Formalisation and training of artisanal and small-scale miners	Organise, formalise, regulate and provide training/extension support within applicable legal mandate and approved programmes.	Trade / Natural Resources / relevant offices	As regulated
Monitoring of mining operations	Promote compliance with social, health, safety, environmental and community-development obligations.	Relevant District technical offices	As regulated

Business advisory and enterprise development services	Provide training and advisory services to business communities and promote stronger enterprise management capacities.	Trade / Commercial Office	Free / as programmed
Cooperative mobilisation and development	Mobilise, sensitise and train cooperative groups; support producer organisations and collective marketing.	Commercial / Cooperative Office	As regulated
Tourism development and hospitality services	Maintain/update tourism information, train facility owners where programmes exist, and monitor/profile tourism facilities.	Commercial / Tourism function	As regulated / programmed
Farmer organisations and cooperatives	Support organisation for production, value addition, agribusiness efficiency, collective bargaining and marketing.	Commercial / Production functions	Free / as programmed
Local entrepreneurship skills	Provide Business Development Services aimed at improving enterprise management and personnel capability.	Commercial Office / partners	Free / as programmed

CHAPTER THREE: GENERAL SERVICE DELIVERY STANDARDS

The following standards apply across Lamwo District Local Government unless a more specific sector standard is provided in Chapter Two or a different timeline is required by law, statutory procedure, funding conditions or due process.

Standard	District Commitment
Responsiveness	Attend to clients within 30 minutes of arrival at service points where practicable; address reported service-delivery breakdowns within 2 days; acknowledge and act on official messages promptly.

Official correspondence	Target response to letters, e-mails, telephone messages and other official communications within 2 working days. Where investigation or statutory process is required, acknowledge receipt and communicate the expected timeline.
Clarity	Explain the nature of services, procedures, requirements, responsibilities, timelines and any lawful charges in clear and simple language.
Accuracy	Provide consistent, accurate and impartial information and maintain reliable service records.
Appropriateness and inclusion	Ensure services respond to client needs and make reasonable provision for vulnerable groups, including older persons, persons with disabilities and other underserved clients.
Cost of services	Provide public services free of charge unless a fee is authorised by law, regulation or approved schedule; communicate any lawful fee clearly.
Public information	Display appropriate public information and official notices promptly at District and LLG notice boards and other authorised channels.
Courtesy and dignity	Treat all clients respectfully, courteously and without discrimination.
Professionalism and integrity	Adhere to professional codes, Public Service conduct requirements and ethical standards; reject corruption, inducements and improper influence.
Confidentiality and access to information	Protect confidential information while providing public information in accordance with applicable access-to-information law.
Working hours	Monday-Friday, except public holidays: 8:00 a.m.-12:45 p.m. and 2:00 p.m.-5:00 p.m. Emergency services operate according to sector arrangements.
Continuous improvement	Use complaints, monitoring, surveys and performance reports to identify service gaps and implement corrective actions.

3.1 Staff Conduct Standards

- Maintain courteous and cooperative relationships with clients.
- Manage time responsibly and attend to duty as required.
- Identify themselves appropriately when handling telephone or official enquiries.
- Provide consistent, accurate and impartial advice.

- Dress and present themselves appropriately and professionally.
- Listen carefully to client requirements and explain procedures clearly.
- Undertake appropriate supervision and inspection to assess service delivery.
- Keep standards, guidelines and service information updated within their responsibilities.

3.2 Service Delay and Exception Rule

Where the District cannot meet a stated timeline because of a legal process, investigation, incomplete documentation, dependence on another institution, procurement requirement, funding constraint or other justified circumstance, the responsible office shall inform the client of the reason for delay, the action being taken and the revised expected completion period. This provision shall not be used to avoid accountability for preventable delays.

CHAPTER FOUR: CLIENTS, RIGHTS AND OBLIGATIONS

4.0 Our Clients

Clients include citizens and residents; public servants; pensioners; elected leaders; Ministries, Departments and Agencies; Local Governments; United Nations agencies; international organisations; NGOs; civil society and faith-based organisations; private-sector actors; contractors and consultants; researchers; development partners; media; educational and health institutions; youth, women, older persons and persons with disabilities; traders; taxpayers; students; creditors and debtors; and all other persons or entities legitimately seeking District services.

4.1 Client Rights

- Access services without unlawful charges.
- Access public information in accordance with the law.
- Be treated with dignity, respect, fairness and without discrimination.
- Have privacy and confidentiality protected where required.
- Receive clear information on procedures, requirements, timelines and lawful fees.
- Lodge complaints and receive a response.
- Appeal through established procedures.
- Receive timely payment of salaries, terminal benefits, goods and services where legally due and all requirements are met.
- Receive technical guidance and advice within the District mandate.
- Receive services consistent with published standards or be informed of justified delay.

4.2 Client Obligations

- Attend scheduled appointments punctually and respect official procedures.
- Treat District staff and other clients with courtesy and respect.
- Not offer gifts, favours, inducements or bribes and not solicit improper preferential treatment.
- Not threaten or intimidate staff in order to obtain service.

- Provide truthful, complete and timely information and documents required for the service.
- State complaints clearly and disclose relevant prior channels used to seek assistance.
- Participate responsibly in planning, implementation, monitoring and sustainability of public programmes.
- Comply with lawful requirements that determine eligibility for services.
- Report suspected corruption, fraud, abuse or serious service failure through appropriate channels.
- Protect confidential information where a client is lawfully involved in restricted proceedings.

CHAPTER FIVE: FEEDBACK, COMPLAINTS AND APPEALS

5.0 Feedback and Complaints

Lamwo District Local Government welcomes constructive feedback, complaints and suggestions as important tools for improving service delivery. Complaints shall be handled fairly, promptly, confidentially where appropriate and without retaliation against a complainant who acts in good faith.

5.1 Channels for Feedback and Complaints

- Speak to the officer responsible for the service.
- Escalate the matter to the officer's immediate supervisor or Head of Department.
- Contact the Human Resource/Client Charter focal office for Charter-related service complaints.
- Submit a written complaint to the Chief Administrative Officer.
- Use the District suggestion box or other officially designated feedback mechanism.
- Use the District's official postal address, e-mail, website or published telephone contacts after those contacts have been verified for the final Charter.

5.2 Complaints Handling Timelines

Stage	Standard
Acknowledgement	Acknowledge complaint within 2 working days and indicate the action being taken.
Head of Department	Investigate and provide a response within 10 working days where the matter can reasonably be concluded within that period.
Human Resource / Charter focal office appeal	Where dissatisfied with departmental handling, provide a response within 10 working days after receipt of the appeal, subject to necessary investigation.
Chief Administrative Officer appeal	Communicate the CAO's decision within 1 month, subject to the complexity of the case and applicable law.
Complex / statutory matters	Where more time is required, explain the reason and provide a revised expected timeline.

Learning and corrective action	Investigate underlying causes and take reasonable steps to prevent recurrence of confirmed service failures.
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5.3 External Redress

Nothing in this Charter prevents a client from using any lawful external complaint, appeal, oversight, judicial, regulatory or accountability mechanism available under Ugandan law. The Charter does not replace statutory rights, procedures or remedies.

CHAPTER SIX: DISSEMINATION, IMPLEMENTATION, MONITORING AND REPORTING

6.0 Dissemination

The District shall disseminate the Charter through appropriate channels, including District and LLG offices, service points, notice boards, community meetings, official digital platforms, radio and stakeholder engagements, subject to available resources. Summarised service standards may be displayed at high-volume service points for ease of reference.

6.1 Coordination and Institutional Responsibility

The Human Resource function shall coordinate implementation of the Client Charter on behalf of the Chief Administrative Officer. A designated Charter focal officer shall receive and track Charter-related grievances, coordinate awareness, compile performance information and support annual review. Heads of Department remain directly accountable for service standards within their mandates.

6.2 Integration into Performance Management

- Integrate relevant Charter commitments into departmental and LLG work plans, performance agreements and supervision tools.
- Use the Charter during induction, staff meetings, management reviews and service-delivery monitoring.
- Track measurable service standards and recurring causes of delay or client dissatisfaction.
- Link corrective action to responsible officers, departments and management decisions.

6.3 Monitoring and Reporting

- Monitor and evaluate implementation of the Client Charter.
- Report performance against Charter commitments through District performance-reporting mechanisms, including annual performance reports where applicable.
- Report performance and service issues to clients and stakeholders during appropriate annual review and accountability engagements.
- Compile summary complaint data, response actions and systemic service-improvement measures for management review and lawful public reporting.
- Align Charter review with DDP IV monitoring and the District Development Plan implementation framework.

6.4 Annual Review and Mid-Term Review

The Charter shall be reviewed annually for operational implementation and at least once during the DDP IV period for substantive alignment. Reviews shall consider changes in law, national policy, organisational structure, service technology, statutory timelines, DDP IV targets, client feedback, complaints and actual District capacity. Any revision shall preserve the principle that published service commitments must be realistic, measurable and accountable.

6.5 Charter Performance Matrix

Performance Area	Illustrative Measure	Reporting Responsibility
Responsiveness	Percentage of sampled client requests handled within published timelines.	Heads of Department / Charter focal office
Client care	Average waiting time and number of substantiated complaints on staff conduct.	Heads of Department / Administration
Complaints handling	Percentage acknowledged within 2 working days and resolved/escalated within stated timelines.	Charter focal office / CAO
Information access	Availability and timeliness of required public information at service points.	Heads of Department / Records / Communications
DDP IV alignment	Extent to which departmental Charter commitments are reflected in annual work plans and performance reports.	Planning / Heads of Department
Continuous improvement	Number and status of corrective actions arising from monitoring, complaints and service-delivery reviews.	Management / Heads of Department

ANNEX 1: QUICK DDP IV - CLIENT CHARTER ALIGNMENT MATRIX

Charter Service Area	Primary DDP IV Programme	Primary Strategic Objective
Education and Sports	Human Capital Development	SO2 - Enhance Human Capital Development
Health	Human Capital Development	SO2 - Enhance Human Capital Development
Water, Sanitation and Hygiene	Human Capital Development / NRECCLWM	SO2 and SO4
Production and Marketing	Agro-Industrialisation	SO1 - Increase production, productivity and value addition
Trade, Commerce, Cooperatives and Tourism	Private Sector Development / Tourism Development	SO3 and SO1

Natural Resources, Land, Climate, Physical Planning	NRECCLWM / Sustainable Urbanisation and Housing	SO4 and cross-cutting sustainability
Energy	Sustainable Energy Development	SO4 - Build and maintain sustainable infrastructure
Works and Technical Services	Integrated Transport Infrastructure and Services	SO4
Administration and Human Resource	Public Sector Transformation	SO5 - Strengthen governance and the role of the District
Finance and Planning	Development Plan Implementation / Public Sector Transformation	SO5
Procurement	Public Sector Transformation / Private Sector Development	SO5 and SO3
Internal Audit	Public Sector Transformation / Governance and Security	SO5
Council and Statutory Bodies	Legislation, Representation and Oversight / Governance and Security	SO5

ANNEX 2: PUBLICATION CHECKLIST

- Verify all official contact numbers, e-mail addresses and website details.
- Confirm statutory dates and timelines against the current national budget, procurement, public service and sector guidelines before Council approval.
- Confirm any user fees and remove any amount not supported by an approved legal fee schedule.
- Confirm names/titles of Charter focal officers and grievance officers.
- Ensure all departments review and sign off their service commitments.
- Ensure District Council approval date and effective date are inserted in the final version.
- Prepare a shorter public-facing summary for display at service points after approval.

We, the leadership and staff of Lamwo District Local Government, commit ourselves to the values, service commitments and standards contained in this Charter and to continuous improvement in public service delivery.

FOR GOD AND MY COUNTRY

Lamwo District Local Government
P.O. Box 1, Lamwo - Uganda