



The Republic of Uganda

MINISTRY OF WATER AND ENVIRONMENT

CLIENTS CHARTER

**MINISTRY OF WATER AND ENVIRONMENT
P.O Box 20026
KAMPALA, UGANDA.**

2018 - 2021
JUNE , 2018

FOREWORD

The Uganda Vision 2040 that aims to transform the Uganda society from a peasant to a modern and prosperous country is conceptualized around strengthening the fundamentals of the economy to harness the abundant opportunities around the country, including the water and environment resources for Socio – Economic development.

In conformity with the aspirations of Vision 2040, Ministry of Water and Environment is happy to present its reviewed Clients Charter for Financial Years 2017/18 to 2021/22.

This Client Service Charter is a social contract between the Ministry of Water and Environment (MWE), as a service provider and its clients/service users. It specifies standards for the delivery, which MWE believes its clients/service users have a right to expect, and sets out feedback and complaint handling mechanisms.

This charter has been reviewed through consultations with MWE clients/service users and staff. MWE commits itself to report annually to all her stakeholders including Parliament on its performance against this charter. The Ministry will continue to undertake monitoring and evaluation of its service delivery standards as a way of supporting the reporting process.

We are committed to ensuring that we offer quality services to our clients, and this is only possible if we maintain a good working relationship with our clients/service users and staff. I therefore commend this charter to all users of MWE services and hope that they will use the mechanisms suggested to enter into constructive dialogue with the Ministry. This will help us to achieve our aim of continuous review and improvement in the quality of the services, which MWE provides to the public.

**HON: SAM CHEPTORIS
MINISTER FOR WATER AND ENVIRONMENT**

PREAMBLE

The Ministry of Water and Environment is mandated to ensure the sound management and sustainable utilization of water and environment resources for the betterment of the people of Uganda.

In line with our mandate, I have the pleasure of presenting to you the Ministry of Water and Environment reviewed Clients' Charter. In the reviewed Clients' Charter, we revisited our commitments to our clients in order to consolidate on these commitments, and made fresh ones where applicable, geared at ensuring quality service delivery in the water and environment sector to the people of Uganda for Financial Years 2017/18 to 2021/22.

This charter therefore defines the Ministry key results areas, the commitments relating to each of the result area as well as the performance standards which our clients should expect. The Charter also lays down the core values to guide our staff in service delivery, key among which are quality client service, credibility, good stewardship, transparency and accountability.

We shall endeavor to render services to our clients in a transparent and accountable manner. We shall remain credible in our operations and exercise good stewardship and ensure value for money for the utilization of the financial resources availed to the sector. We commit ourselves to continuous improvement in the quality of service delivery in the sector and strive to meet the expectations of our clients, who are the very reason of our existence as a Ministry responsible for water and environment.

We continue to encourage our clients as well as our own staff to make the best use of the Charter as we all strive to contribute to the transformation of our country into a modern and prosperous one in which all of us shall take pride.

Alfred Okot Okidi
PERMANENT SECRETARY

1.0 INTRODUCTION

This CLIENT'S CHARTER presents our Mandate, Vision, Mission, Value principles, key results areas and commitments with a view to improving the standards of services, productivity and quality our staff.

1.1 THE PURPOSE OF MWE CHARTER

The charter sets out our commitments for the services we offer, and standards that clients should expect from us. We are committed to providing the best possible services under the Water and Environment sector to the people of Uganda. We intend to work with all stakeholders in a manner that promotes transparency and accountability and pledge to be an organization that listens and involves stakeholders in its decision making.

The main purpose of this charter is to create awareness to the public of the availability, timelessness and quality of the services offered by the Ministry of Water and Environment (MWE). This is done by assisting clients/service users to understand what MWE commits to do and how we can be contacted. Clients/Service Users are helped to understand what their roles are in ensuring high standards of service delivery, and how they can contribute to finding solutions where service delivery is not to expectations. The services offered by the Ministry include, but are not limited to policy formulation, standards setting, monitoring and support supervision and capacity building for the sector stakeholders at all levels. The charter will assist clients/service users in understanding their rights, and also provide a mechanism for feedback on accessibility and the standards of services offered.

1.2 Mandate

Our mandate involves policy formulation, standard setting, national planning, regulation, coordination, inspection, monitoring and back-up technical support relating to water, and environment including weather and climate.

1.3 Vision

Our vision is "sound management and sustainable utilization of water, and environment resources for the betterment of the population of Uganda".

1.4 Mission

Our Mission is "to promote the rational and sustainable utilization, development and effective management of water and environment resources for socio-economic development of the country."

2.0 OUR CORE VALUES AND PRINCIPLES

We shall provide our services based on the following core values and principles:

2.1 Accountability

We shall be aware that we hold office in public trust and shall personally be responsible for our actions or inactions.

2.2 Decency

We shall present ourselves in a decent manner that will be respectable and morally acceptable to the values and standards of our society.

2.3 Discipline

We shall behave in a manner that conforms to the rules and regulations and to the Code of Conduct and Ethics for Public Service and the respective professional codes of ethics.

2.4 Transparency

We shall be as open as possible in all decisions and actions taken and shall at all times be ready to give reasons for decisions and actions taken.

2.5 Loyalty to Government

We shall loyally serve the duly elected Government of the day, and shall comply with the lawful instruction of Ministers and Senior Managers in charge of the Ministry to the best of our ability.

2.6 Diligence to duty

We shall be at our places of work during the official hours of duty and shall devote our selves wholly to Ministry work during the said hours as well when carrying out field work.

2.7 Impartiality in service

We shall not discriminate our clients on the basis of political, religious, tribal, sexual or racial affiliation in the provision of services, nor allow our personal political, religious and sex views to influence our performance.

2.8 Integrity

We shall strive to guard against all actions of corruption whether financial or otherwise, in the course of discharging our duties.

2.9 Efficiency and Effectiveness

We shall endeavor to use optimally the available resources at our disposal, including time to provide the required services to clients while providing the desired quality and quantity of services.

2.10 Professionalism

We shall adhere to our respective codes of conduct and ethics and exhibit a high degree of competence and exercise best practices as prescribed in our respective professional codes.

2.11 Selflessness

We shall not put our own interest before those of our clients and we shall not take decisions aimed at personal financial and other benefits.

2.12 Anti-corruption:

We shall pursue a policy of Zero tolerance to corruption in execution of all our duties.

3.0 KEY RESULT AREAS

Our Key Results Areas shall be as follows:

- (i) Promotion of coordinated, integrated and sustainable water resources management to ensure conservation of water resources and provision of water for all social and economic activities;
- (ii) Provision of sustainable safe water supply and sanitation facilities to 77% of the rural population and 100% of the urban population by the year 2015, based on management responsibility and ownership by urban water and sanitation, with an 80%-90% effective use and functionality of facilities;
- (iii) Provision of water for production in order to modernize agriculture, increase productivity and improve rural incomes while mitigating effects of climatic variations on rain-fed agriculture.
- (iv) Promotion of sustainable use of Natural Resources by improving the ability of forests and trees to yield increases in economic social and environmental benefits and enhancing conservation and management of wetlands.
- (v) Promotion of a clean, healthy and productive environment by developing and strengthening institutional and legal frameworks aimed at optimal use and effective management of environment and natural resources.

- (vi) Developing frameworks, awareness and capacities for harmonised national climate change adaptation and mitigation actions, to ensure climate proofed development planning and a low carbon economic development path, in support of a healthy environment, social welfare and sustainable national development.

4.0 AREA SPECIFIC COMMITMENTS OFFERED BY MWE:

Over the medium term, MWE commits itself to delivering the following outputs to the population of Uganda:

4.1 WATER FOR PRODUCTION DEPARTMENT

In fulfilling our obligation towards the achievements of the Ministry mandate we shall:

- a) Construct 200 non-communal/private valley tanks (volume 2,000m³ – 5,000m³) using the Water for Production equipment units on a cost sharing basis within four years;
- b) Construct 25 communal valley tanks with volume between 10,000m³ and above; Countrywide
- c) Construct/rehabilitate at least 4 strategic reservoirs to create impounding reservoirs over a period of four years;
- d) Construct 3 Bulk water transfer systems for multipurpose use i.e. irrigation, livestock watering, aquaculture, local industries, wildlife and for domestic use;
- e) Construct 4 large size irrigation schemes to improve on crop production in light of adverse effects of climate change;
- f) Procure 6 sets of construction equipment to construct dams and valley tanks in selected districts ;
- g) Inspect, supervise and monitor construction and utilization of water for production facilities at least once every month;
- h) Provide technical assistance for design and construction of Water for Production facilities to District Local Governments;
- i) Establish management systems and related training for the operation and maintenance for every Water for Production facility, and
- j) Provide Information, Education and awareness to all relevant stakeholders to ease the construction, operation and maintenance of Water for Production facilities.

4.2 URBAN WATER AND SEWERAGE DEPARTMENT

In fulfilling our obligation towards the achievements of the Ministry mandate we shall:

- a) Establish Five (5) regional Regulation Units for effective regulation of Water Supply and Sanitation Services at regional level;
- b) Construct water supply system in 94 selected small towns and rehabilitate 19 already existing ones. The estimated population to be served is 1.5 million people by the year 2018;
- c) Continue updating the sanitation data base for public and institutional toilets constructed by the Department; in addition, construct and arrange for the management of fecal sludge sites in selected towns e.g. Ntungamo, BUWAMA - kayabwe.
- d) Continue with sanitation and hygiene campaigns in all towns under construction, and construct designed sewerage systems in selected towns;
- e) Develop, operationalize, and annually maintain a Management Information System on key performance indicators in all operational small towns supply and Rural Growth Centre's;
- f) Streamline the umbrella secretariat for effective operation and maintenance. This will include management of conditional grants and intensive quarterly monitoring and supervision water supply and sanitation services to Urban Local Authorities;
- g) Conduct quarterly monitoring and supervision of water supply and sanitation facilities in all Water Authorities, Umbrella Organizations and independent Private Water Operators.

4.3 RURAL WATER AND SANITATION DEPARTMENT

In fulfilling our obligation towards the achievement of the Ministry mandate we shall:

- a) Provide on demand and scheduled technical support to all District Local Governments on implementation of water supply and sanitation programs through our eight (08) Technical Support Units;
- b) Undertake bi-annual capacity building programmes for District Local Government staff on implementation of decentralised Rural Water Supply and Sanitation activities;
- c) Provide quarterly technical backstopping and quality assurance for District Local Governments while implementing Rural Water Supply and Sanitation activities;
- d) Undertake mentoring and hands on training for District Local Governments' staff implementing Rural Water Supply and Sanitation activities;

- e) Develop and review guidelines and policies for implementation of Rural Water Supply and Sanitation activities;
- f) Design and develop large piped water supplies for rural areas, and those that cross political District boundaries in Uganda in liaison with District Local Governments.
- g) Review and advise on annual designs for piped water developed by District Local Governments within one month;
- h) Provide appropriate response to all emergency Water Supply and Sanitation requirements within two weeks;
- i) Develop, regulate and carry out annual monitoring of the implementation of household water related Sanitation policies and standards throughout Rural Uganda.

4.4 WATER UTILITY REGULATION DEPARTMENT

In fulfilling our obligation towards the achievements of the Ministry mandate we shall:

- i. Set standards for services provided to consumers by Water Utilities;
- ii. Set requirements and targets in relation to asset management, technical inputs and operational performance;
- iii. Evaluate, assess and accredit/license Water Service Providers;
- iv. Monitor and ensure compliance with Performance and Management Contracts – adherence to technical standards, service standards, operational standards for water treatment and customer relations;
- v. Monitor operational performance of service providers including the National Water and Sewerage Corporation against set targets and /or requirements and preparation of performance reports;
- vi. Maintain an up to date Management Information System on all Water Utilities and Service Providers;
- vii. Institute penalties and awards as the situation may warrant;
- viii. Create comparative competition in the market through benchmarking of Utilities;
- ix. Gazette Water Supply and Sewerage Areas and appoint Water and Sewerage Authority and keep an updated data base on the Gazetted Water Authorities;
- x. Monitor the quality of investment and infrastructure in water supply network assets to ensure that construction of new systems is done according to approved designs and standards;

- xi. Analyse Business Plans and review requests for new tariffs or adjust existing tariffs before submission to the Minister for approval and ensuring that only approved tariffs are levied;
- xii. Keep stakeholders and the public informed about service performance and activities of the service providers through information dissemination;
- xiii. Review Business Plans and establish the need for subsidies to Water Authorities that may genuinely require such support and to ensure that the subsidies are applied specifically to the functions for which it was requested;
- xiv. Promote pro-poor service delivery;
- xv. Determine consumer rights, monitor consumer complaints and enforce customer service rights;
- xvi. Arbitrate between Water Authorities and Private Operators in resolving disputes.

4.4 WETLANDS MANAGEMENT DEPARTMENT

In fulfilling our obligation towards the achievement of the Ministry mandate we shall:

- a) Provide policy guidance for Wetland Use and Management, upon demand within two weeks of the request;
- b) Set standards and develop Wetland Resource use Guidelines for effective Wetland Management within a period of six (6) – twelve (12) months;
- c) Provide comments on Wetland related Project Environmental Impact Assessment Reports (EIA) and Audits as per the regulations within one month from the date of request;
- d) Provide compliance assistance and technical back stopping on Wetland Use and Management in line Ministries , Departments, Local Governments ,Agencies, NGO's and Civil Societies within three (3) months of request;
- e) Support Institutional and capacity development processes of different stakeholders in Wetland Management based on demand;
- f) Provide awareness information and materials, and support awareness and education programs on demand within two (2) weeks of request;
- g) Provide data and information for optimal Wetland Management within 3 weeks of the request;
- h) Demarcate and gazette 5 critical wetlands within three (3) years;
- i) Inspect and investigate wetland related crimes within two (2) weeks from the date of report;
- j) Make critical visits to critical wetlands.

4.5 DEPARTMENT OF ENVIRONMENT SUPPORT SERVICES (DESS)

In fulfilling our obligation towards the achievements of the Ministry mandate we shall:

- a) Conduct Environmental Compliance Monitoring by ensuring 85% coverage of planned compliance monitoring visits annually;
- b) Investigate breach on Environmental policy, legislation, regulations and standards by ensuring 85% coverage of general cases reported annually;
- c) Monitor performance of divested institutions under the ministry
- d) Provide Technical Backup Support to all Central and Local Government institutions on matters relating to Environment management. This will be up to 85% planned coverage annually;
- e) Review Environmental Assessment Reports, planned at 100% coverage of Environmental Assessment Reports received annually;
- f) Review Sectoral policy documents and other reports for environmental mainstreaming and integration at 100% coverage of Sectoral policy documents and reports received annually;
- g) Provide Environment and Natural Resources Management Advisory Services at 100% coverage of institutions that require / request for ENR advisory services annually;
- h) Coordination and supervision of national projects of Environment management at 100% coverage of planned supervision of national projects of Environment management annually;
- i) Coordinate environmental issues of various MDAs at 100% coverage of MDAs identified with environmental issues annually;
- j) Liaison with international environmental agencies, planned at 85% coverage of identified accredited international environmental agencies
- k) Prepare Environmental management related briefs, reports and statements for all identified environmental concerns at 85% planned coverage annually.

4.6 FORESTRY SECTOR SUPPORT DEPARTMENT

In fulfilling our obligation towards the achievements of the Ministry mandate we shall:

- a) Approve permits/licenses to cut privately-owned trees within 2 weeks after physical inspection and verification;
- b) Approve Forest Management Plans within 3 months after review and amendments (if any);
- c) Provide advice on timber imports and timber clearances for export within 2 weeks after physical inspection and verification of the timber;
- d) Provide technical advice on issues of Forest Management, REDD+ and climate change within 1 week from the date of request;

- e) Provide available information on tree species identification on the spot;
- f) Provide on spot information on Government programmes, projects and incentives available for tree growing and forest conservation, to the public;
- g) Sensitize and offer technical backstop support to Local Government staff and Nyabyeya Forestry College on issues of forestry policies, laws standards and guidelines every quarter;
- h) Monitor National Forest Authority and other forestry players in the forestry sector;
- i) Distribute policy documents and NFTPFA to clients within 1 week of request;
- j) Provide policy guidance for forestry management, upon demand within 2 weeks of the request;
- k) Incorporate and mainstream Gender and HIV issues into forestry programmes and projects.

4.7 DEPARTMENT OF CLIMATE CHANGE

In fulfilling our obligation towards the achievements of the Ministry mandate we shall:

- a) Disseminate and popularize the National Climate Change Policy to all stakeholders;
- b) Monitor and Provide strategic advice on the implementation of the National Climate Change Policy and its costed Implementation Strategy;
- c) Provide technical support in the mainstreaming of Climate Change issues into Sector Plans, Budgets and Strategies;
- d) Provide technical guidance and support to the various stakeholders on Climate Change issues within three weeks of request;
- e) Conduct sensitization training and awareness creation campaigns to all Ministries, Departments, Agencies, Local Governments and key CSOs on Climate Change issues by 2020;
- f) Process Letters of Approval (LoA) to all duly approved Clean Development Mechanism projects within two months of submission of the required documents;
- g) Provide Policy Briefs on Climate Change issues of public interest to Government and stakeholders;
- h) Continue to serve as the National Focal Point for the United Nations Framework Convention on Climate Change (UNFCCC);
- i) Facilitate Knowledge sharing of Climate Change between and amongst actors.
- j) Provide coordination and support for Uganda's effective participation in the United Nations Climate Change meetings.

4.8 WATER RESOURCES REGULATION DEPARTMENT

In fulfilling our obligation towards the achievements of the Ministry mandate we shall:

- a) Provide water abstraction allocation permits within 90 days from the date of receiving application;
- b) Respond to water services related to borehole drilling and hydraulic works construction within 90 days following receipt of a formal request;
- c) Process and issue permits and certificates within 90 days from the date of receipt of application;
- d) Provide advice on environmental impact related to water resources within 30 days from the date of receiving the request;
- e) Provide technical advice on water resources on request;
- f) Undertake compliance monitoring of permits on a quarterly basis.

4.9 WATER QUALITY MANAGEMENT DEPARTMENT

In fulfilling our obligation towards the achievements of the Ministry mandate we shall:

- a) Attend to requests of water quality assessment within 2 weeks from the date of request;
- b) Provide technical advice and support within 1 week from the date of expression of need;
- c) Attend requests for support to water treatment within 1 week from the date of request;
- d) Carry out capacity building and support on water quality management within 4 weeks from the date of capacity gap identification/request;
- e) Provide information on water quality within 2 weeks from the date of request.

4.10 WATER RESOURCES PLANNING AND MANAGEMENT DEPARTMENT

In fulfilling our obligation towards the achievements of the Ministry mandate we shall:

- (a) Avail data on water resources assessment within two (2) to four (4) weeks from the date of request;
- (b) Provide advice on trans-boundary and international water resources within two (2) to four (4) weeks the date of request;
- (c) Provide information relating to mitigation measures against water related disasters within two days from the date of request;

- (d) Avail all information on water resources to authorized users within one (1) week of request;
- (e) Provide technical advice and support to water related developments within one (1) week of request;
- (f) Undertake routine monitoring of sixty percent (60%) of the stations per quarter.

4.11 INTERNATIONAL AND TRANSBOUNDARY WATER AFFAIRS DEPARTMENT

In fulfilling our obligation towards the achievements of the Ministry mandate we shall:

1. Coordinate active and pro-active participation in international meetings/events for discussions to secure and safeguard Uganda's interests in trans-boundary water resources;
2. Provide advice on trans-boundary and international water resources issues within 2 weeks from the date of request;
3. Prepare and secure funds for four (4) new trans-boundary cooperative projects and follow up their implementation within 2 years;
4. Facilitate the signing and operationalization of the Memoranda of Understanding (MoUs) for 2 River Basin Management projects within twelve (12) months;
5. Undertake continuous action on improving Cooperation and collaboration with riparian states on the management and development of shared water resources through routine exchange of information;
6. Inspect, supervise and monitor the trans-boundary projects' activities at least once every quarter;
7. Facilitate implementation of at least two (2) catchment management plans of the cross-border catchments within 3 years;
8. Develop and implement a National strategy on international and trans-boundary water cooperation within 3 years.

4.12 WATER AND ENVIRONMENT SECTOR LIASON DEPARTMENT

In fulfilling our obligation towards the achievements of the Ministry mandate we shall:

- a) Undertake Water and Environment Sector Working Group meetings on a quarterly basis;

- b) Undertake annual Joint Sector Review meetings by the month of November of every year;
- c) Undertake Joint Technical Review meetings by the month of May of every year;
- d) Maintain and update the Water Sub Sector Management Information System through an operational data warehouse at the ministry;
- e) Coordinate the production of an Annual Sector Performance report by the month of October every year;
- f) Liaise and coordinate policy development, guidance, monitoring and reporting with Sector Departments, Agencies, Local Governments and other service providers to enable them to carry out their roles in an efficient and cost effective manner;
- g) Coordinate Development Partners/ Donor initiatives in the Sector;
- h) Coordinate and build capacity of approximately 150 Water Sector NGOs through their Umbrella Organization UWASNET;
- i) Develop and review guidelines/ manuals/ and strategies for community management. Gender and HIV/AIDS mainstreaming in the sector;
- j) Coordinate, build capacity and monitor the implementation of community management, gender and HIV/AIDS mainstreaming in the Sector on a quarterly basis;
- k) Coordinate and implement the Sector Communication Strategy to foster positive image for the sector through production of technical publications e.g. newspaper supplements, magazines, newsletters, and other communication channels.

4.13 POLICY AND PLANNING DEPARTMENT

In fulfilling our obligation towards the Achievement of the Ministry mandate we shall:

- a) Issue the Sector Budget Framework Paper, outlining the key sector priorities to be implemented in the forthcoming year by January every year;
- b) Issue the Ministerial Policy Statement, providing details of what has been done (annual performance) in the past year and the costed plans within the available resource allocation, by July every year;
- c) Issue quarterly performance reports, providing details on performance per quarter for both financial and physical targets, by 15th day of the month following the previous to quarter;
- d) Issue semi-annual performance reports on both financial and physical targets by the end of the following month;
- e) Carry out bi-annual joint field monitoring with development partners, Civil Society Organizations (CSOs) and line ministries, and avail reports to be discussed in a review forum.

- f) Issue Sector Capacity Development reports, outlining plans, performance gaps and issues in relation to maintaining adequate and relevant capacity in the sector including CSOs, Private sector and other institutions, by end of the July every year.

4.14 FINANCE AND ADMINISTRATION DEPARTMENT

In fulfilling our obligation towards the achievements of the Ministry mandate we shall:

- a) Ensure that revenues to the Ministry are received on time and expenditures made in accordance with the Public Finance and Accountability Act (2003) and the Treasury Accounting Instructions;
- b) Make immediate responses to enquiries made by clients (especially goods and service providers) in relation to their payments;
- c) Provide feedback to our registry users within 30 minutes of receipt of a request;
- d) Respond to all relevant written correspondences within five working days of receipt;
- e) Initiate proposals for staff recruitment, confirmation, promotions and processing of terminal benefits within 10 working days;
- f) Implement decisions of the Public Service Commission within 14 days from the date of receiving the approved instrument.

4.15 INTERNAL AUDIT UNIT

In contributing towards transparency and accountability in the use of public resources, we shall ensure that;

- a) Financial and other management information is reliable and can serve as a basis for decision making;
- b) Assets under the stewardship of management are safeguarded from losses of all kinds;
- c) The Ministry in executing her operations complies with all related laws, policies and procedures.

4.16 PROCUREMENT AND DISPOSAL UNIT

In fulfilling our obligation towards the achievement of the Ministry mandate we shall co-ordinate and conduct all Procurement and Disposal activities of the Ministry within the timelines and procedures set by the Public Procurement and Disposal of Assets regulations.

5.0 MINISTRY GENERAL STANDARDS

Our general standards of service to our clients shall be as follows:

(a) Continuous Improvement:

We shall continuously improve the quality of service provision with regard to the following:

(i) Responsiveness

We will deal with all emergencies concerning water and environment as and when required.

(ii) Clarity

We shall clarify information communicated to clients/service users on type of service, procedures, recommendations and consistence of information pertaining to services offered.

(iii) Accuracy

We shall monitor the accuracy of services provided to clients/service users in accordance with set standards.

(iv) Appropriateness

We shall seek to ensure that the services offered to clients/service users are in line with their needs and expectations. The Ministry shall also pay special attention to needs of disadvantaged, disabled and other vulnerable groups.

(b) Ministry Relationship and Responsibilities to clients/service users:

(i) Advice

We shall always provide consistent, accurate and impartial advice to clients/service users.

ii) Response time

- a) We shall deal with letters, e-mails, and fax messages as quickly as possible and at all times within 5 working days from the date of receipt;

- b) Our staff will not allow their telephones to ring more than three times before they are picked.

(iii) Staff Conduct

We shall train our staff to be friendly, helpful, respectful and sensitive to clients/service users' individual needs, explaining, and listening carefully to individual requirements and views.

6.0 MINISTRY CLIENTS RIGHTS, EXPECTATIONS AND RESPONSIBILITIES

Our clients include Sector Ministries, Service Commissions, Local Governments, Development Partners, Non-Governmental Organizations, Community Based Organizations, CSOs, Institutions both public and private, Communities, individuals and the Ministry staff.

6.1 Clients Rights and Expectations

We shall readily avail information for your rights on services to be provided. The Ministry has put in place mechanisms to ensure availability of such information. In addition you have the right to:

- a) Timely access to quality services at all levels;
- b) Fairness and transparency;
- c) Gender sensitiveness in provision of services;
- d) Equitable distribution of financial and material resources;
- e) Good governance;
- f) Non-discriminatory service provision;
- g) Courtesy and responsiveness in service delivery;
- h) Access to information in accordance with the law;
- i) Review and appeal in accordance with established procedures;
- j) Lodge complaints;
- Privacy and confidentiality;
- l) Participate in arriving at solutions or recommendations**

6.2 Clients Responsibilities.

Our clients will have the following responsibilities:

- a) Treat our staff with courtesy, politeness while guarding against abusive, threatening or violent behavior.
- b) Not to offer gifts, favor's or inducements to Ministry staff, or to solicit for the same;
- c) Attend scheduled meetings and appointments punctually;
- d) Respond to requests for information by us thoroughly and timely;
- e) Abide with the legal requirement for access to services.
- f) Contribute to our service provision in accordance with laid down policies and regulations;
- g) Make sure that necessary documents and other information are at hand to simplify work;
- h) Comply with all reasonable requests made by staff in an effort to attend to your request;
- i) Ensure resources disbursed from us are efficiently and effectively used in accordance with the approved work plans and budgets;
- j) Participate in our meetings to which you're invited.

7.0 FEEDBACK FROM OUR CLIENTS.

We are committed to providing the best service to our clients in a friendly and courteous manner. We are aware that feedback on our performance and suggestions for improvement can help us do better, and these will be taken seriously and dealt with as quickly as possible by an officer of appropriate seniority.

To this end, we advise that feedback may be provided to us through the following ways:

a) Written communication to either:

The Permanent Secretary,
Ministry of Water and Environment
P.O Box 20026,KAMPALA.
Telephone. +256 414 505942
Fax.+256 414 505961
E-mail: ps@mwe.go.ug

OR

The Ministry Clients Charter Coordinator/ Head of Human Resources in the Ministry on telephone number +256 414 221179.

OR

Hand delivery of feedback to our offices at Plot 22/28, Old Port Bell Road, Luzira, Kampala. Our offices shall be open from 8.00 a.m. to 5.00 p.m., Monday to Friday, except during public holidays.

- a) Use of our suggestion box which is conveniently located at the Ministry entrance/reception.
- b) Interaction with our officers through meetings, seminars and workshops conducted from time to time.

8.0 MANAGING COMPLAINTS AND APPEALS

Complaints for our clients shall be treated seriously and the following management procedures are guaranteed:

- a) Raising the complaint with the person rendering the service. Through this, our clients shall receive responses to the issues raised.
- b) Where the client will not be satisfied with the response provided, the client shall raise the issue with the relevant supervisor.
- c) On failure to have a response from the supervisor, an appeal will then be raised to the respective Head of Department who shall be able to resolve the complaint within five days.
- d) In case the client is not satisfied with the response for the Head of Department, he or she shall refer the matter to the Permanent Secretary who shall act on it within seven working days from the date of receipt of a written communication on the matter.

9.0 CONTACTING US

(i) Talking to our staff

While talking to clients, our staff will:

- (a) Be polite, helpful and will treat clients with respect;
- (b) Listen carefully in order to understand and to respond to clients' needs;
- (c) Give their names and wear a name tag/badge where appropriate;
- (d) Give clients an explanation of their actions and inactions;
- (e) Tell clients what will happen next, and or direct them to the next destination.

(ii) Visiting our offices

When visiting our offices:

- (a) Offices will be clean and neat;
- (b) Offices will be easily accessible;
- (c) Receptionists will be smart, welcoming and will provide a range of information about our services;
- (d) Receptionists will attend to clients promptly and will make sure they direct our clients to those who can appropriately deal with their enquiries or arrange appointment where necessary;
- (e) When on an appointment we will provide explanation on any delay of over ten minutes in attending to you;
- (f) Persons dealing with your enquiries will give their names and wear a name tag/badge;
- (g) If one cannot visit our offices, we will try to make other arrangements to provide audience.

10. PERFORMANCE ACCOUNTABILITY

We will continue to make ourselves accountable for our performance and operations.

Specifically we will:

- (a) Publish performance against the Charter commitment in the annual Ministerial Policy Statements (MPS) and Sector Performance Reports (SPR);
- (b) Provide Charter performance information to the Permanent Secretaries' meetings;
- (c) Provide Charter performance information twice a year to the cabinet Secretariat and Head of Public Service; and Auditor General for purposes of performance auditing and value for money surveys;
- (a) Publish a summary of the complaints received indicating our response in the ministry's annual report;
- (b) Submit annual reports on performance against our Clients' Charter to the Office of the Prime Minister as contribution to the Government Report on Clients Charters.

11. PERFORMANCE REVIEW.

We intend to make this charter a living document that evolves in line with the changes that occur in the water and environment sector that affect our clients. We will ensure regular consultations with appropriate clients and stakeholders during the review process.

This Charter will be reviewed after every three years. Delivery of services offered will be monitored and evaluated against this charter by independent surveys and through

consultation with clients/service users or their representatives.

We commit ourselves to implementing this charter to the best of our ability within the laws and regulations of the Republic of Uganda in force.

For God and Our Country