

KIRA MUNICIPAL COUNCIL CLIENT CHARTER

2025/26-2029/30

Vision: A transformed Population with Adequate Social
Services in a Well Planned Environment.

May 2026

FOREWARD



Mr. Bulamu Allan
Dentine
Mayor

Kira Municipal Council derives its mandate and functions from the Constitution of the Republic of Uganda, the Local Governments Act Cap. 243, and other relevant laws, regulations, and policies governing local governments and public service delivery in Uganda.

It is my pleasure to present the Client Charter for Kira Municipal Council for the period FY 2025/26–2029/30. This Client Charter has been developed to strengthen service delivery standards through enhanced transparency, accountability, responsiveness, and citizen participation in municipal governance and development. The Charter is also a guide to the Municipal Council leadership, technical staff, and all service delivery units in ensuring professionalism, integrity, courtesy, and continuous improvement in the execution of their duties.

I therefore encourage all clients to use this Charter as a reference point for constructive engagement with the Council and to hold us accountable. Kira Municipal Council remains committed to promoting good governance, sustainable urban development, and improved livelihoods for all the people within the Municipality.

MAYOR

Kira Municipal Council

PREAMBLE



Mr. Yiga Benon
Town Clerk

Kira Municipal Council has developed this Client Charter in line with the Circular Standing Instruction No. 2 of 2019 issued by the Ministry of Public Service, which mandates all public institutions to develop and implement Client Charters as a mechanism for improving accountability, transparency, responsiveness, and client-centered service delivery. The Client Charter is intended to enhance accountability and strengthen the relationship between the Municipal Council and its internal and external clients and the general public. It also serves as a tool for continuous performance improvement in the delivery of municipal services.

The purpose of this Charter is to:

- i. Inform and remind citizens, clients, and stakeholders of the services provided by Kira Municipal Council.
- ii. Provide a framework through which the Council can regularly account to its clients and stakeholders on service delivery performance.
- iii. Enable citizens and stakeholders to hold the Council accountable for its commitments, outputs, and services, thereby promoting transparency and good governance.
- iv. Serve as a tool for continuous performance improvement through addressing service delivery challenges and establishing higher standards of service delivery from time to time.

Kira Municipal Council remains committed to implementing this Client Charter effectively. Feedback from our clients will continuously be used to improve systems, procedures, and service delivery standards within the Municipality. I therefore invite all our esteemed stakeholders of the municipality to provide constructive feedback and actively engage with the Council in promoting quality service delivery and sustainable urban development. The Council exists to serve the people, and the people must have a voice in how services are planned and delivered.

A handwritten signature in black ink, consisting of a stylized 'K' followed by a long horizontal line with small, repeating loops or 'flicks' at the end.

Town Clerk

Kira Municipal Council

ACRONYMS

KMC	Kira Municipal Council
NPA	National Planning Authority
MoLG	Ministry of Local Government
MoPS	Ministry of Public Service
PWD	People with Disability
PDU	Procurement, Disposal Unit
SACCOS	Savings and Credit Cooperative Organization
CILED	Commerce, Industry and Local Economic, Development



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Chapter One

INTRODUCTION AND BACKGROUND

Kira Municipal Council is responsible for planning, coordinating, regulating, and delivering decentralized public services within the Municipal Council in accordance with the Constitution of the Republic of Uganda, 1995 (as amended); the Local Governments Act, Cap. 243; Public Finance Management Act, Cap. 171; Public Health Act, Cap. 281; Physical Planning Act, Cap. 142; Land Act, Cap. 236; Roads Act, Cap. 358; Education Act, Cap. 127 and other applicable laws, regulations, policies, and Circular Standing Instructions issued by Government from time to time. The Municipal Council provides a wide range of services including administration, education, health, physical planning, works and engineering, community development, environmental management, trade and revenue administration. Others are production and extension services aimed at improving the welfare and livelihoods of the people of Kira Municipality. To enhance accessibility and effective service delivery, the Council provides services through its administrative divisions namely Namugongo Division, Kira Division, and Bweyogerere Division where residents and stakeholders can access various services and administrative support.

This Client Charter presents the principal services and commitments of Kira Municipal Council in the delivery of services to its clients and the general public. The Municipal's mandate, vision, mission, core values and strategic objectives are indicated below: -



1.1 Mandate

To plan, coordinate, regulate, monitor, and deliver public services to the people of Kira Municipality.



1.2 Vision

A transformed Population with Adequate Social Services in a Well Planned Environment.



1.3 Mission

To ensure service delivery to the satisfaction of the people of Kira Municipality



1.4 Core Values

Core Value	Our Belief	Description
Determination	➤ Possess a fighting spirit	Kira Municipal Council shall demonstrate strong commitment and persistence in achieving its mandate and development goals despite existing challenges and constraints.
Solidarity	➤ Play as a team	The Municipality shall promote teamwork, unity, cooperation, and mutual support among staff, leaders, stakeholders, and the community.
Integrity	➤ Always do the right thing.	The Municipality shall uphold honesty, fairness, transparency, and ethical conduct in the management of public affairs without favoritism, corruption, or abuse of office.
Accountability	➤ Own it, solve it, do it	Kira Municipal Council shall hold office in public trust and remain answerable for all actions, decisions, and resources entrusted to it in the execution of its mandate.

1.5 Strategic Objectives

The Strategic objectives for Kira Municipal Council, derived from the Strategic Plan (2025/26-2029/30) over the next five years are to; -

- 🎯 Sustainably increase production, productivity and value addition in agriculture, industry, tourism, ICT and financial services.
- 🎯 Enhance human capital development.
- 🎯 Support the private sector to drive growth and create Jobs.
- 🎯 Build and maintain strategic sustainable infrastructure in transport, housing, industry and ICT
- 🎯 Strengthen good governance, security, and the role of the Municipality in development.

2.1 Our Clients

The clients of Kira Municipal Council include the following:

- i. H.E. the President of the Republic of Uganda
- ii. Parliament of Uganda
- iii. Ministries, Departments and Agencies (MDAs)
- iv. Ministry of Local Government
- v. Development Partners
- vi. Government Institutions and Commissions
- vii. Residents and Tax Payers of Kira Municipality
- viii. The Business Community, Investors, and Private Sector Partners
- ix. Financial Institutions
- x. Educational and Health Institutions
- xi. Professional Bodies and Associations
- xii. Non-Governmental Organizations (NGOs), Community-Based Organizations (CBOs), and Civil Society Organizations (CSOs)
- xiii. Suppliers, Service Providers, and Contractors
- xiv. Youth, Women, Older Persons, and Persons with Disabilities
- xv. Religious and Cultural Institutions
- xvi. Municipal Council Staff and Pensioners
- xvii. The Media
- xviii. The General Public

2.2 Client Rights

The clients of Kira Municipal Council have the right to:

- i. Receive timely and quality services in accordance with existing laws, regulations, policies, and guidelines.
- ii. Be treated with dignity, fairness, respect, and courtesy.
- iii. Access public information and municipal services within the prescribed legal framework.
- iv. Receive appropriate guidance, technical support, and professional advice.
- v. Participate in municipal planning, budgeting, monitoring, and development processes.
- vi. Confidentiality and protection of personal information in accordance with the law.
- vii. Provide feedback, suggestions, compliments, and complaints regarding service delivery.
- viii. Receive responses to complaints and grievances within the established procedures and timelines.
- ix. Equal access to municipal services without discrimination based on gender, religion, ethnicity, disability, political affiliation, or social status.
- x. Appeal against unfair treatment, delayed services, or poor service delivery.

2.3 Client Obligations

Clients of Kira Municipal Council shall have the following obligations:

- i. Identify themselves appropriately and state the purpose of their visit when accessing Council premises and offices.
- ii. Comply with the laws, ordinances, regulations, policies, procedures, and guidelines governing municipal operations and service delivery.
- iii. Provide accurate, complete, and timely information required for effective service delivery.
- iv. Treat Council staff and other clients with respect, courtesy, and dignity.
- v. Participate in the council programs, consultations, implementation, monitoring, and evaluation processes.
- vi. Pay taxes, rates, fees, and other lawful charges promptly.
- vii. Protect and properly use public facilities, infrastructure, and services.

- viii. Report corruption, abuse of office, poor service delivery, and misuse of public resources.
- ix. Suppliers, contractors, and service providers shall provide goods and services that meet approved standards and specifications.
- x. Refrain from offering bribes, gifts, or any form of inducement to Council staff in exchange for services. The Council maintains zero tolerance to corruption.
- xi. Observe orderliness, cleanliness, and security procedures within Council premises and public places.

2.4 Commitments

The Kira Municipal Council Strategic Plan (2025/26-2029/30) commits to the following:-

Table 1: Kira Municipal Council Commitments

S/n	Municipal Council Strategic Objectives	Local Gov't (Adopted/Adapted) Development Strategies
1	Sustainably increase production, productivity and value addition in agriculture, industry, tourism, ICT and financial services	1. Increase production and productivity in agriculture, ICT, Tourism and Financial Services 2. Increase Value addition in Agriculture, ICT, Tourism and Financial Services
2	Enhance human capital development along the entire life cycle	1. Improve access, equity, and quality of education to all levels 2. Improve access, equity, and quality of health care at all levels 3. Rehabilitate health facilities at all levels 4. Promote community mobilization and mid set change 5. Promote empowerment and livelihood programmes for youth, women, elderly children and PWDs 6. Promote Games and sport 7. Promote better Nutrition for all

3	Support the private sector to drive growth and create Jobs	1. Reduce cost of doing business 2. Increase market access and competitiveness 3. Strengthen Public Private Partnership 4. Inculcate the entrepreneurship mind set and educate population to invest in productive sector like Agriculture
4	Build and maintain strategic sustainable infrastructure in transport, housing, industry and ICT	1. Prioritize infrastructure maintenance 2. Increase access to clean, reliable and affordable Energy. 3. Leverage Urbanization for social Economic transformation
5	Strengthen good governance, security, and the role of the Municipal in development	1. Increase Government investment and participation in strategic areas 2. Leverage capacity of non-state actors to implement the National plan 3. Improve capacity and accountability for implementation of Public Programmes 4. Increase civic participation in the development of process, decision making, democratic governance and social economic development.

CROSS CUTTING COMMITMENTS

HIV, AIDS & TB	We commit to conduct regular awareness campaigns, voluntary counseling, and testing services for staff and clients.
Gender and Equity	We commit to mainstream gender and equity in human resource management.
Environment and Climate change	We commit to protect the environment through corporate social responsibility activities.



Chapter Three

PRINCIPAL SERVICES AND ACCESS CRITERIA

3.1 Administration Department (Town Clerk)

Service Provided	Access Criteria	Service Delivery Point	Minimum Access Time	Cost
Implementation of Council resolutions	Approved Council resolutions	Office	Within 2 – 14 working days	Free
Policy interpretation and guidance	Policy inquiry	Office	Within 1–2 working days	Free
Supervision and performance oversight of Heads of Departments (Review of Reports)	Departmental reports submitted	Office	Within 2–3 working days	Free
Coordination with central government ministries and agencies (Response to official communications)	Official communication Received	Office	Within 2–5 working days	Free
Conflict resolution and administrative decisions	Reported dispute/ issue	Office	Within 30 mins–2 working days	Free
Monitoring compliance with laws and regulations (Review of Reports)	Compliance reports Received	Office	Within 2–5 working days	Free
Submission of statutory reports to Council and line ministries	Reports/returns	Office/MDA	Quarterly: Report within 7 working days after quarter end	Free

Handling high-level public and stakeholder engagements	Appointment/ request	Office	Within 30 mins – 24 hrs	Free
Crisis and emergency management coordination (Internal and External)	Emergency situation reported	Office/Field	2 hrs - 24 hrs	Free
Contract management	Signed contracts submitted	Office	1–2 working days	Free

3.2 Divisional Offices (Kira, Namugongo, Bweyogerere)

Service Provided	Access Criteria	Service Delivery Point	Minimum Access Time	Cost
Monitoring of school programmes (Primary and Secondary)	Approved school plans/ programmes	Division Offices/Schools	Onces in a quarter: Report within 7 working days after term end	Free
Monitoring of health services	Approved health unit plans/ programmes	Division/ Health Facilities	Onces in a quarter: Report within 7 working days after quarter end	Free
Outreach to community development services	Community requests	Division/ Community	Within 2 working days	Free
Agricultural outreach services-Field Visits to Farmers	Farmer requests	Division/Field	Within 3 working days	Free
Supervision of markets	Market operations	Division/ Markets	Monthly. Reports within 7 working days.	Free

Registration of businesses	License application received/registered & Taxpayer registration Requests received	Division/Field	Within 7 working days. Monthly/ reports within 7 days of month end	Free
Mobilization of revenue	Taxpayer registration Request	Division	Within 3 working days	Free
Appraisal of Division HR	Staff completed appraisal forms	Division	Within 2 weeks	Free
Handling grievances	Complaint submission	Division	Within 24 hours – 5 days	Free
Provision of Quarterly Reports to TC Kira MC	M&E reports compiled	Division	Within 15 working days after quarter end	Free

3.3 Administration Department (Human Resource Management Unit)

Service Provided	Access Criteria	Service Delivery Point	Minimum Access Time	Cost
Declaration of vacant positions	Positions have fallen vacant, wage provision, staff structure, clearance to recruit	HR Office	Within 1 month	Free
Appointment of staff	Minute Extract by DSC minutes signed by TC	HR Office	Within 2 weeks	Free
Deployment of staff	Authentic Appointment letter, acceptance letter	HR Office	2 Weeks	Free

Access of newly recruited staff into the Payroll (Reception of salary)	Letter of assumption of duty.	HR Office	Within 2 months of reporting	Free
Staff induction and orientation	New staff appointed and deployed	HR Office	Within 3 months after reporting	Free
Payroll management (Reception of salary, pension and Gratuity)	Approved payroll data	HR Office	Salary and pension paid by 28 th of every month as per the law	Free
Staff Performance management	Sensitization of staff on HCM system timelines for performance planning and review	HR Office	Quarterly: Report 7 days	Free
Continuous Professional Development (CPD)	Needs Assessment Report	HR Office	Quarterly: Report 7 days	Free
Handling disciplinary cases	Report/Complaint Received	HR Office	Within 1 day – 1 month from receipt of the report from the supervisor	Free
Management of staff leave	Approved Leave roster/Request	HR Office	Within 3 days- 1 week after Leave request	Free
Management of daily staff attendance Registers	Attendance records Captured	HR Office	-Monthly. Report within 7 working days after month end -Quarterly. Report by 15 th of the following month	Free

Exit management	Reception of written resignation/termination/ Written Communication	HR Office	Within 1–2 weeks	Free
Management of Health and safety	Incident must be reported	HR Office	Within 30 mins–1 Month	Free

3.4 Administration Department (Records Management Unit)

Service Provided	Access Criteria	Service Delivery Point	Minimum Access Time	Cost
Receipt and registration	Incoming correspondence	Central registry	Within 15–30 mins	Free
File creation and classification		Central registry	Within 20 mins – 1 hr	Free
Records filing and indexing	Approved documents	Central registry	Within 24 hours	Free
Retrieval of files/records	File request	Office	Within 05 – 10mins	Free
Dispatch of official correspondence	Approved outgoing mail	Central registry	Within 45mins – 1 hr	Free
Archiving of inactive records	Identified Records	Central registry	Within 1–3 working days	Free
Management of confidential records	Authorized access	Central registry	Within 20–30 mins	Free
Digitization of records	Approved documents	Central registry	Within 1–2 working days	Free
Tracking movement of files	File movement request	Central registry	Within 20 mins – 1 hr	Free

Support to audits and investigations	Audit/investigation request	Central registry	Within 1 hr–1 day	Free
Handling records-related inquiries	Inquiry	Central registry	Within 30 mins – 1 hr	Free

3.5 Administration Department (Enforcement Unit)

Service Provided	Access Criteria	Service Delivery Point	Minimum Access Time	Cost
Issuance of enforcement notices	Violation identified	Field/Office	Within 2 hrs - 1 Day	Free
Removal/Demolition of illegal structures	Report/notice of Unauthorized development	Field	Within 1–3 working days	Free
Control of street vending and hawking	Report/notice of Unauthorized activity	Field	Within 30 mins-24 hrs	Free
Traffic and parking enforcement	Traffic violation	Field	Within 30 mins- 2 hrs	Free
Inspection and closure of non-compliant premises	Complaint/inspection	Field	Within 1 hr – 3 working days	Free
Support to revenue enforcement operations	Revenue default	Field	Within 1 hr–2 working days	Free
Handling public complaints on enforcement issues	Public complaint	Office/Field	Within 1–24 hrs	Free
Confiscation of illegal goods/materials	Violation identified	Field	Within 1–3 hrs	Free

Monitoring compliance after enforcement	Follow-up inspection	Field	Weekly: Report within 7 working days after quarter end	Free
Eviction of illegal occupants (public land)	Verified encroachment	Field	Within 1 hr–3 working days	Free
Regulation of public nuisances	Complaint/report	Field	Within 1–12 hrs	Free

3.6 Administration Department (Procurement and Disposal Unit)

Service Provided	Access Criteria	Service Delivery Point	Minimum Access Time	Cost
Preparation of Annual Procurement Plan	Approved departmental work plans and budgets	Office	Within 2 weeks	Free
Processing procurement requisitions	Approved requisition from user department	Office	Within 1–3 working days	Free
Preparation of bidding documents	Approved requisition and specifications	Office	Within 1 week	Free
Management of bidding process (advertisement, receipt, opening)	Approved procurement method and documents	Office	Within 7 working days- 1 Month	Set fee for bid document
Evaluation of bids	Appointment of evaluation committee	Office	Within 3–5 working days	Free
Contract award and communication	Contracts Committee approval	Office	Within 2-3 working days	Free

Supplier registration and prequalification	Supplier application	Office	Within 1 – 2 days	Free
Handling procurement complaints and appeals	Formal complaint submission	Office	Within 1–3 working days	Free
Management of the Disposal of obsolete assets (advertisement, receipt, opening)	Approved disposal plan	Office/ Field	Within 7 working days- 1 Month	Set fee for bid document
Procurement reporting (monthly, quarterly, annual)	Routine reporting requirements	Office	Report within 7 working days after quarter end	Free
Framework contract management	Bid application	Office	Within 7 working days	Free
Capacity building for user departments	Scheduled training or request	Office	Ones in a quarter: Report within 7 working days after quarter end	Free
Market surveys and price assessments	Need for updated price benchmarks	Field/ Office	Within 2 weeks	Free

3.7 ICT Unit Service Delivery Standards

Service Provided	Access Criteria	Service Delivery Point	Minimum Access Time	Cost
Maintenance of ICT equipment through servicing and repairs.	Work plan/ Request	Municipal Headquarter	-GENERAL- Once in a quarter and report by 15 th day of the quarter end. -Within 1 hour on request	Free
Ensuring Internet availability (through maintenance, repairs and extension)	Work plan/ Reported Case	Municipal council wide	-Daily Routine -Within 30 Minutes for Reported Cases	Free
Providing Guidance on procurement, utilisation and maintenance of ICT equipment (through provision of specifications and verification of supplies)	Work plan/ Budgeting Process	Municipal council wide	Within 7 working days.	Free
Capacity Building on usage of ICT (through trainings, workshops and mentoring sessions).	Work plan/ Request	Municipal council wide	-Within the month of reporting for new staff -Within 1 working day for reported cases	Free

3.8 Works and Engineering Department

Service Provided	Access Criteria	Service Delivery Point	Minimum Access Time	Cost
Issuance of Development Permits	Approved building plans, proof of land ownership, payment of prescribed fees	Works and Engineering Department Offices	Within 14 days	Free
Road Maintenance Requests	Submission of written/verbal complaint or request	Municipal Roads Office / Field Inspection Site	Within 5 days	Free
Issuance of Occupation Permits	Completion of construction works and inspection approval	Works and Engineering Department Offices	Within 10 days	Free
Drainage and Sewerage Services	Reported blockage, drainage request, or maintenance schedule	Field Sites / Engineering Offices	Within 3 days	Free
Street Lighting Services	Fault reporting or request for installation/maintenance	Engineering Department / Field Sites	Within 4 days	Free
Public Infrastructure Complaints	Submission of complaint regarding municipal infrastructure	Municipal Offices / Customer Care Desk	Within 6 days	Free
Emergency Works (Road Failures)	Report of emergency road damage or infrastructure collapse	Emergency Response Team / Field Site	Within 24 hours	Free
Construction Permit Issuance	Approved building plans and compliance with municipal standards	Works and Engineering Department Offices	Within 8 working days	Free
Occupation Permit	Successful final inspection and compliance certification	Works and Engineering Department Offices	Within 7 working days	Free

Road Maintenance Requests	Verified road defect or maintenance complaint	Municipal Roads Office / Field Site	Within 3 days	Free
Drainage Maintenance	Reported drainage blockage or flooding	Engineering Field Teams	Within 48 hours	Free
Street Lighting Services	Reported malfunction or maintenance request	Electrical/Engineering Unit	Within 48 hours	Free
Public Infrastructure Complaints	Logged complaint on public infrastructure	Customer Care Desk / Engineering Office	Within 3 days	Free
Emergency Response	Emergency notification on infrastructure failure	Engineering Emergency Team	Within 12 hours	Free

3.9 Health Department

Service Provided	Access Criteria	Service Delivery Point	Minimum Access Time	Cost
Disease surveillance and reporting	Case identification/ report	Facility/Field	Within 2 working days	Free
Health education and promotion	Community program/ request	Facility/ Community	Within 3 months	Free
Sanitation and hygiene inspections	Inspection schedule/ complaint	Field	Within 10 working days; Report within 7 working days after the visit	Free
Vector control (malaria, pests)	Program schedule/ complaint	Field	Within 10 working days; Report within 7 working days after the visit	Free

Licensing and inspection of health facilities	Application/inspection schedule	Office/Field	Within 10 working days; Report within 7 working days after the visit	Free
Food safety inspection and control	Inspection schedule/ complaint	Field	Within 10 working days; Report within 7 working days after the visit	Free
School health inspections	School schedule	Field	Ones in a quarter: Report within 7 working days after quarter end	Free
Management of outbreaks and emergencies	Disease outbreak	Field/Facility	Within 24–72 hours	Free
Environmental health monitoring	Environmental assessment	Field	Ones in a quarter: Report within 7 working days after quarter end	Free
Support supervision of health facilities	Supervision schedule	Field	Ones in a quarter: Report within 7 working days after quarter end	Free
Handling public health inquiries	Public inquiry	Office/ Facility	Within 2 days	Free

3.10 Health Services (Health Centers IV, III & II)

Service Provided	Access Criteria	Service Delivery Point	Minimum Access Time	Cost
Antenatal care	Pregnant mother attends clinic	Health Facility	Within 1- 3 hrs	Free
Delivery services	Mother in labour	Health Facility	Within 6 hrs -up to 3 days	Free
Postnatal care	Mother & baby visit	Facility	Within 1 – 6 days post delivery	Free
Immunization	Child with card	Facility/ Outreach	Within 2 – 3 hr	Free
HIV testing	Client consent	Lab	Within 2 – 3 hr	Free
Malaria testing	Lab request	Lab	Within 2 – 3 hr	Free
Public health inspection	Request/schedule	Field	Ones in a quarter: Report within 7 working days after quarter end	Free
Sanitation campaigns (outreach activities)	Community mobilization	Field	Ones in a quarter: Report within 7 working days after quarter end	Free
Outpatient consultation (OPD)	Patient presents with illness	Health Facility	Within 2 – 3 hr	Free
Family planning services	Client request/ counselling	Health Facility	Within 2 – 3 hr	Free
TB screening and testing	Presumptive TB client	Health Facility/ Lab	Within 2 – 3 hr	Free
Treatment of minor illnesses	Patient presents symptoms	Health Facility	Within 2 – 3 hr	Free

Health education and promotion	Scheduled	Facility/ Community	Ones in a quarter: Report within 7 working days after quarter end	Free
Nutrition assessment and counselling	Child/mother visit	Health Facility	Within 2 – 3 hr	Free
Laboratory services (general tests)	Lab request form	Lab	Within 2 – 3 hr	Free
Referral services	Complicated cases identified	Facility	Within 2 – 3 hr	Free
Maternal and child health outreach	Scheduled outreach	Community	Ones in a month: Report within 7 working days after month end	Free
Disease surveillance and reporting	Reportable cases identified	Facility/Field	Within 24 – 72 Hrs	Free

3.11 Education and Sports Department

Service Provided	Access Criteria	Service Delivery Point	Minimum Access Time	Cost
School inspection and supervision	Approved inspection schedule	Schools	Ones in a term: Report within 7 working days after term end	Free
Teacher support supervision	School Supervision Schedule	Schools	Ones in a term: Report within 7 working days after term end	Free
Registration of private schools	Application submission	Office	Within 1–4 weeks	Free
Teacher deployment and management	Deployment staff lists/ Staff needs	Schools	Within 2 weeks	Free

Handling teacher absenteeism and disciplinary cases	Reports/school requests	Office	Within 2 hrs- 3days	Free
Conducting (Attending) school meetings (head teachers' meetings)	Scheduled meeting	Office	Ones in a term: Report within 7 working days after term end	Free
Sports and co-curricular coordination	As per Sports and co-curricular Activity Schedule	Field	On schedule: Report within 7 working days after term end	Free
Teacher training and CPD coordination	Training plan	Office	Ones in a term: Report within 7 working days after term end	Free
Early Childhood Development (ECD) supervision	Registration/ inspection	Field	Ones in a term: Report within 7 working days after term end	Free
Examination administration support	Exam timetable	Schools	Ones in a term: Report within 7 working days after quarter end	Free
Monitoring of Special needs education support	Identification/referral	Schools	Ones in a term: Report within 7 working days after term end	Free
Education stakeholder engagement (PTA/SMC coordination)	Scheduled meetings	Schools	Ones in a term: Report within 7 working days after term end	Free
Coordinating EMIS activities in schools	Termly Schedule	Office/ Schools	Ones in a term for each school: Report within 7 working days after term end	Free
Capacity Building to schools on EMIS	Termly Schedule	Office/ Schools	Termly. Report within 7 working days after term end	Free

Monitoring teacher attendance, punctuality, and lesson delivery through TELLER reports	TELLER Schedule	Office/ Schools	Daily, Weekly, and Monthly. Report within 5 working days after month end	Free
Sensitizing head teachers and teachers on the TELLER system guidelines and requirements	Termly Schedule	Office/ Schools	Termly. Report within 7 working days after term end	Free

3.12 Education (Primary & Secondary Schools)

Service Provided	Access Criteria	Service Delivery Point	Minimum Access Time	Cost
Conduct staff meetings	School calendar	School	Monthly: Report & minutes within 3 working days	Free
Conducting Departmental Meetings	Department schedule	School	Monthly: Report & minutes within 3 working days	Free
Conducting BOG/SMC Meetings	Official notice/ agenda	School	Termly: Report & minutes within 7 working days	Free
Conducting PTA Executive Meetings	School calendar/ notice	School	Termly: Report & minutes within 7 working days	Free
Conducting PTA Meetings	School calendar/ notice	School	Annually: Report & minutes within 7 working days	Free
Conducting Opening of Term staff meeting	School calendar/ notice	School	Termly: Report & minutes within 7 working days	Free

Preparation of schemes of work by teachers	Approved syllabus	School	Termly: By end of the last week before the start of a term	Free
Approval of schemes by Head teacher	Submission	Admin	Within 1 hr after submission	Free
Lesson planning	Timetable	Classroom	Within 2 days prior to the teaching of the same lesson	Free
Approval of lesson plans by the Head teacher	Submission	Admin	Within 1 hr after submission	Free
Teaching	Enrolled learners	Classroom	40 mins as per schedule	Free
Continuous assessment	Class participation	Classroom	Within the last 15 minutes of every lesson	Free
Continuous Exams (term/year)	Exam timetable	School	Termly/yearly: Report within 2 weeks after exams	Free
Staff appraisal	Filled Appraisal forms submitted	Admin	within 2 working days weeks after submission	Free
Admission	Qualifications/ Application	Admin	Within 30 mins – 1 hr	Free
Guidance and counselling	Student request/ referral	School	Within 20–40 mins	Free
Discipline management	School rules/ regulations	School	Within 20 mins – 1 hr	Free
School inspection and supervision by BOG/PTA Executive	Inspection schedule	Head teacher	Termly/yearly: Report within 2 weeks after Inspection	Free
School health services (first aid)	Student illness/ injury	School	Within 10–40 mins	Free

Library and ICT/lab services	Student request	Library	Within 10–30 mins	Free
Preparation of report cards	Assessment results submitted	School	Within 1–2 working days	Free
Career guidance (secondary)	Student request/schedule	School	Within 30–60 mins	Free
Special needs support	Identified learners	School	Within 30–60 mins	Free
Maintenance of accurate class attendance registers & class data	Efficient EMIS	School	Daily. Report to Head teacher Weekly	Free
Keep continuous assessment and academic performance records	Efficient EMIS	School	Daily. Report the updated learner assessment records termly	Free
Timely submission of EMIS reports	Submissions from teachers	School/Municipal Office	Termly: Report within 2 weeks after Term end	Free
Entering and updating TELLER records accurately	Functioning TELLER Equipment	School	Daily. Report the updated TELLER records weekly	Free
Timely submission of EMIS reports	Submissions from teachers	School/Municipal Office	Termly: Report within 2 weeks after Term end	Free
Timely submission of school TELLER reports	Duly filled TELLER records from teachers	School/Municipal Office	Termly: Report within 2 weeks after Term end	Free

3.13 Production Department

Service Provided	Access Criteria	Service Delivery Point	Minimum Access Time	Cost
Meat/farm Inspections	License request	Field	Within 1–24 hrs	Free
Disease control	Report outbreak	Field	Within 1 hr – 2 days	Free
Value addition support	Group request	Field	As per request: Report within 2-3 working days after intervention	Free
Veterinary services (animal treatment & vaccination)	Farmer request/report	Field	Within 1 hr – 2 days	Free
Artificial insemination services	Farmer request	Field	Within 30 mins – 24 hrs	Free
Pest and disease surveillance (crops)	Field reports/monitoring	Field	Quarterly: Report within 7 working days after quarter end	Free
Monitoring Surveillance and control of livestock diseases (MSC)	Field activities, field reports	Field	Quarterly report within 15 working days from end of the quarter	Free
Farmer training and demonstrations	Scheduled training	Field	Quarterly: Report within 7 working days after quarter end	Free
Distribution of agricultural inputs	Farmer groups/registration	Field/Office	Within 3 working days to 3 weeks after registration	Free
Monitoring agricultural projects	Approved work plans	Field	Quarterly: Report within 15 working days after quarter end	Free
Market linkage support	Farmer/group request	Office/Field	Within 15 working days after request	Free

Data collection and reporting (agriculture)	Routine reporting tools	Field/Office	Quarterly: Report within 15 working days after quarter end	Free
Agricultural extension services (Animal/Fisheries/Crop)	Farmer request	Field	Quarterly: Report within 15 working days after quarter end	Free
Enhancing Production productivity and farm development	Approved departmental work plans	Field/Office	Annual assessment and quarterly monitoring reports	Free
Extension worker: farmer ratio livestock, fisheries and crop production	1:500	Field	Continuous service delivery throughout the year	Free
Capacity enhancement training	Annual Routine Requirement	Field/Office	Annual. Training report within 15 working days after training	Free
Monitoring and supervising Ratio of field to office time for extension workers	Extension Services Schedule	Field/Office	Monthly. Report within 7 days after month end	Free
Farm visits by extension workers per year per farmer	Farm Visit Schedule	Field	Quarterly. Report within 7 days after quarter end	Free
Conducting quality assurance and regulation- meat inspections	Inspection Schedules	Field/Office	Daily/monthly inspections. Reports submitted within 5 working days after month end	Free
Conducting Agricultural demonstration site visits	demonstration site Schedules	Field/Office	Quarterly. Report within 7 days after quarter end	Free
Primary market Monitoring and Inspection	Inspection Schedule	Field	Quarterly. Report within 7 days after quarter end	Free

Inspection of Slaughter Slab	Inspection Schedule	Field	Quarterly. Report within 7 days after quarter end	Free
Inspection of Cattle dip/ valley tanks	Inspection Schedule	Field	Routine maintenance and quarterly inspection. Report within 7 days after quarter end	Free

3.14 Commerce, Industry and Local Economic Development Department

Service Provided	Access Criteria	Service Delivery Point	Minimum Access Time	Cost
Inspection of businesses	License application/ renewal	Field	Within 1–7 working days after application	Free
Business advisory services (MSME support and development)	Client request	Office	Within 2–5 working days after Client request	Free
Cooperative formation and regulation	Group application	Office	Within 7–14 working days after Group application	Free
Investment promotion services	Investor inquiry	Office	Within 1–7 working days after Investor inquiry	Free
Value addition and processing support	Group request	Field	Within 1 week after Group request	Free
Tourism promotion and development	Stakeholder engagement request	Office/Field	within 1–7 working days after stakeholder engagement	Free
Trade dispute resolution	Complaint submission	Office	Within 1–3 working days from Complaint submission	Free

Sensitization on trade regulations	Outreach programme	Field	Quarterly: Report submitted within 7 working days after quarter end	Free
Data collection on local economic activity	Field surveys	Field/Office	Quarterly: Report submitted within 7 working days after quarter end	Free
Public-private partnership coordination	Investor proposals	Office	Within 1–3 weeks after proposal	Free
Entrepreneurship training and mentorship (Enterprise development training)	Business/Group registration	Office	Within 7 working days after Group registration	Free

3.15 Community Based Services Department

Service Provided	Access Criteria	Service Delivery Point	Minimum Access Time	Cost
Conducting Community mobilization	Community request	Field	Within 3 working days after Community request	Free
Support to Vulnerable Groups	Registration	Office	Within 5–7 working days after registration	Free
Handling of Child welfare Complaints	Report case	Office/Field	Within 20mins - 24 hrs	Free
Handling of Labour services Complaints	Complaint	Field	Within 1 – 14 working days	Free

Conducting Community Sensitization on Critical Issues	Outreach plan	Field	Quarterly: Report submitted within 7 working days after quarter end	Free
Gender mainstreaming services	Programme request	Office/Field	Within 1–5 working days	Free
Youth empowerment programmes	Youth group request	Field	Quarterly: Report submitted within 7 working days after quarter end	Free
Elderly support services	Registration/request	Office/Field	Within 1–5 working days	Free
Disability support services	Registration/request	Office/Field	Within 1–5 working days	Free
Monitoring community groups/projects	Approved plans	Field	Quarterly: Report submitted within 7 working days after quarter end	Free
Registration of community groups	Application submission	Office	Within 1–7 working days	Payment of Set fees
Support supervision of NGOs/CBOs	Registration/operation	Field	Quarterly: Report submitted within 7 working days after quarter end	Free
Domestic violence case handling	Report case	Office/Field	Within 1-24 hrs	Free

Child protection outreach services	Outreach plan	Field	Quarterly: Report submitted within 7 working days after quarter end	Free
Social assistance programme support (e.g. SAGE)	Registration/eligibility	Office	Within 1–7 working days	Free

3.16 Finance Department

Service Provided	Access Criteria	Service Delivery Point	Minimum Access Time	Cost
Revenue collection and receipting	Taxpayer obligation/ Receipting	Office/Field	Within 10–30 mins	Free
Preparation of financial statements	Financial data/reports	Office/field	Quarterly/Annually: Report submitted within 7 working days after quarter end	Free
Budget preparation and coordination	Budget call circular	Office	Within 30 working days	Free
Budget performance monitoring	Approved budget	Office	Quarterly: Report submitted within 7 working days after quarter end	Free
Expenditure processing and payment	Approved payment request	Office	Within 1–3 working days	Free
Payroll management	Approved payroll data	Office	Within 2–3 working days	Free
Financial reporting to stakeholders	Financial reports	Office	Quarterly: Report submitted within 7 working days after quarter end	Free

Support to audit processes	Audit queries request Submission of audit queries and demand for feedback	Office	Within 2–5 working days. Feedback within 2 weeks.	Free
Handling finance-related public inquiries	Public inquiry	Office	Within 30 mins – 1 hr	Free
Revenue mobilization planning and supervision	Revenue data	Office/Field	Quarterly: Report submitted within 7 working days after quarter end	Free
Management of and updating the asset register.	Purchase and acquisition of assets	Office/Field	The register should be updated immediately.	Free
Board of survey	Legal Requirement	Field/ office Activity	Within 2 week. Report submitted within 2 months of the end of the financial year viz 31 st August	Free

3.17 Planning Unit

Service Provided	Access Criteria	Service Delivery Point	Minimum Access Time	Cost
Development of Municipal Strategic Development Plan	Stakeholder input	HQ	Within 1-2 months	Free
M&E	Project reports	Field	Quarterly: Report submitted within 7 working days after quarter end	Free
Project appraisal	Proposal submission	Office	Within 1 week	Free

Development of an Annual Budget	Budget circular	Office	Within 2 – 3 weeks	Free
Preparation of Municipal Development Plan (MDP) reviews	Review guidelines	HQ/Office	Within 1–2 months	Free
Preparation of work plans	Departmental submissions	Office	Quarterly: Report submitted within 7 working days after quarter end	Free
Implementation Performance reporting	Departmental reports	Office	3–5 working days after report	Free
Project monitoring visits	Approved plans	Field	Quarterly: Report submitted within 7 working days after quarter end	Free
Technical support to departments	Request	Office	Within 1–3 working days	Free

3.18 Internal Audit

Service Provided	Access Criteria	Service Delivery Point	Minimum Access Time	Cost
Preparation of annual internal audit plan	Risk assessment/ strategic priorities	Office	Annually: Report submitted by 30 th April every year	Free
Conduct of internal audits (financial, compliance, performance)	Approved audit plan	Office/Field	As per workplan; Report submitted by 30 th day after quarter end	Free
Special audits and investigations	Request/identified anomaly	Office/Field	Within 2 weeks	Free
Verification of expenditures and accountabilities	Payment/ accountability documents	Office	Within 1–2 working days	Free

Audit of revenue collection systems	Revenue records	Office/Field	Within 2 weeks	Free
Follow-up on audit recommendations	Audit reports	Office/Field	Within 3-7 working days	Free
Support to external audits	External audit request	Office	Within 20 working days	Free
Audit of projects and programs	Project documents/sites	Field/Office	Quarterly: Report submitted by 30 th day after quarter end	Free
Compliance audit (laws, regulations, policies)	Applicable regulations/Request	Office	Quarterly: Report submitted by 30 th day after quarter end	Free
Handling audit-related queries	Inquiry/request	Office	Within 1–3 working days	Free
Preparation and submission of audit reports	Audit findings	Office	Quarterly: Report submitted by 30 th day after quarter end	Free

3.19 Natural Resources Department (Environment Unit)

Service Provided	Access Criteria	Service Delivery Point	Minimum Access Time	Cost
Environmental compliance monitoring	Development/project activity	Field/Office	Quarterly: Report submitted within 7 working days after quarter end	Free
Wetland management and protection	Encroachment report/permit request	Field	Within 1–3 working days	Free
Environmental impact assessment (EIA) review support	EIA submission	Office	Within 2–5 working days	Free

Solid waste management supervision	Waste management plan	Field	Daily: Report within 7 working days after quarter end	Free
Pollution control and monitoring	Pollution complaint/report	Field/Office	Within 1–2 working days	Free
Community environmental sensitization	Community request/program	Field	Quarterly: Report submitted within 7 working days after quarter end	Free
Enforcement of environmental laws and regulations	Non-compliance case reported	Field/Office	Within 1–5 working days	Free

3.20 Natural Resources Department (Physical Planning Unit)

Service Provided	Access Criteria	Service Delivery Point	Minimum Access Time	Cost
Development of Physical Development Plans	Stakeholder input	HQ/Office	Within 1-2 months after Stakeholder input	Free
Development control (building plan approval)	Submission of building plans	Office	Within 1–2 weeks	Free
Site inspections	Request/approved plans	Field	Within 1hr – 2 days	Free
Land use zoning enforcement	Approved plans	Field	Quarterly: Report submitted within 7 working days after quarter end	Free
Processing land applications	Application submission	Office	Within 3–5 working days	Free
Survey and mapping services	Request/data	Field/Office	Within 3–5 working days	Free
Plot subdivision approvals	Application submission	Office	Within 1–2 weeks	Free

Monitoring physical developments	Approved work plans	Field	Quarterly: Report submitted within 7 working days after quarter end	Free
Building inspections (compliance)	Construction stage/ Request	Field	As per request: Report within 7 working days after intervention	Free
Issuance of occupation permits	Completion of construction/Request	Office/Field	Within 2–5 working days	Free
Public sensitization on physical planning	Outreach plan	Field	Quarterly: Report submitted within 7 working days after quarter end	Free
Enforcement against illegal developments	Field reports/ Complaint	Field	Within 1–3 working days	Free
Road reserve and utility corridor management	Field reports	Field	Within 1–3 working days	Free
Approval of change of land use	Application submission	Office	Within 1–2 weeks	Free
Processing development permits	Application submission	Office	Within 1–2 weeks	Free

4.1 OFFICIAL WORKING HOURS AND ACCESS TO COUNCIL PREMISES

1. The offices of Kira Municipal Council shall be open from Monday to Friday, 8:00 a.m. to 5:00 p.m. and shall remain closed to the public on weekends and officially gazetted public holidays.
2. All clients and visitors accessing Council premises shall comply with security and identification procedures for safety and proper management of municipal facilities.
3. Municipal services may be accessed by visiting the Council Headquarters and Division Offices during official working hours or through the Council's official communication channels and online platforms where applicable.
4. The Council shall maintain a safe, secure, clean, and inclusive working environment for staff, clients, and stakeholders within all municipal premises.

4.2 COMMUNICATION AND CLIENT MANAGEMENT

1. All official communications of Kira Municipal Council shall be issued using the approved Council letterhead, stamps, and communication channels.
2. Telephone calls shall be answered promptly and courteously within a reasonable time during working hours.
3. Written correspondences from clients and stakeholders shall be acknowledged and responded to within 5 working days where applicable.
4. Clients visiting Council offices shall be attended to promptly and courteously at the respective service delivery points.
5. The Council's website and official communication platforms shall be updated regularly to provide timely and accurate information to the public.

6. Offices, departments, and service delivery points shall be clearly labeled to enable easy identification and access by clients.
7. All official correspondences to the Council shall be addressed to the Town Clerk or the relevant department and received through the Registry, Front Desk and/or Division Offices.

4.3 DRESS CODE AND APPEARANCE

1. Staff of Kira Municipal Council shall wear official identification cards while on duty and within Council premises.
2. Staff shall maintain a decent, professional, and presentable appearance at all times while executing official duties.
3. Staff shall observe the approved public service dress code and maintain proper personal hygiene and professionalism.
4. Corporate wear and other approved official attire may be worn on designated days as determined by the Council administration.
5. Staff shall conduct themselves in a manner that promotes the positive image, integrity, and reputation of the Council.

The Council shall regularly disseminate public information, notices, announcements, and service delivery updates through appropriate communication channels.

5.1 FEEDBACK

The following feedback handling channels will be made accessible to the clients:

- a. Suggestion boxes at Service Delivery Points.
- b. Dedicated phone lines and emails.
- c. Community barazas and stakeholder meetings.

5.2 COMPLAINTS HANDLING

In case of any grievance about our services, the clients will utilize the following procedures:-

- a) Verbal complaints shall be directed to the Town Clerk physically or through the designated phone numbers.
- b) Write an appeal to the Town Clerk Kira Municipal Council.
- c) On receipt of the complaints or appeal, the Municipality will: -

- i. Have the appeal/complaint recorded in a complaints register
- ii. Acknowledge the appeal within 2-days of receipt including information on the action being taken.
- iii. All complaints referred to respective Heads of Departments will be investigated and a response given within 10-working days.
- iv. Communicate the decision within 3-weeks

5.3 ACCOUNTABILITY AND ENFORCEMENT

To ensure effective implementation of this Client Charter, management shall enforce compliance through performance management systems, supervision, and appropriate administrative measures.

- a. Service standards will be linked to:
 - i. Staff performance appraisal systems
 - ii. Departmental performance contracts
- b. Non-compliance will result in:
 - i. Administrative action in line with Public Service Standing Orders
 - ii. Corrective training and supervision

IMPLEMENTATION AND MONITORING FRAMEWORK

We pledge to continue making ourselves accountable for our performance tagged to this Client Charter by use of an effective implementation and monitoring framework.

6.1 INSTITUTIONAL ARRANGEMENTS FOR IMPLEMENTATION

Implementation of this Client Charter will be coordinated through a structured institutional setup:

Table 2: Institutional Arrangements for Implementation

Institutional Arrangement	Roles and Responsibilities
Municipal Council (Mayor)	Political leadership, oversight, and ensuring accountability in service delivery to the citizens.
Ministry of Local Government	Policy guidance, supervision, and oversight to ensure compliance with local government regulations and standards.
Ministry of Public Service	Provision of guidelines on public service standards, human resource management, and performance management systems.
Town Clerk (TC)	Ensuring compliance, oversight on management, policy direction, and accountability for service delivery performance.
Heads of Departments (HoDs)	Supervision of hands on implementation of service standards within their respective departments.
Division Town Clerks	Ensure compliance with service standards at division level (Kira, Namugongo, Bweyogerere).

Planning Unit (M&E Function)	Lead monitoring, data collection, analysis, and reporting on performance.
Human Resource Unit	Integrate service delivery standards into staff performance appraisal systems.
Procurement and Finance Units	Ensure timely resource allocation to support service delivery.

6.2 DISSEMINATION OF THE CLIENT CHARTER.

We shall disseminate the client charter through the following channels;

1. It will be uploaded on the Municipal Council website: www.kirame.go.ug.
2. On National events where the Municipal Council exhibits.
3. Copies at the Municipal Council offices.
4. National Media.
5. Translated to local languages.
6. Display IEC materials of the client charter.
7. Pocket size booklets for clients.

6.3 MONITORING FRAMEWORK

Monitoring the implementation of this charter will be based on key service delivery indicators derived from the Charter as indicated in Table 3.

Table 3: Monitoring Framework

Monitoring Area	Key Indicators	Frequency	Means of Verification	Responsible Unit
Compliance with service timelines	% of services delivered within stipulated timeframes	Monthly/ Quarterly	Service delivery reports, inspection reports, monitoring reports	TC, HoDs, Planning Unit, Municipal Council (Mayor) Ministry of Local Government
Service coverage	Number of clients served vs targets	Monthly/ Quarterly	Departmental performance reports, attendance records, activity reports	TC, HoDs & Planning Unit
Quality of service delivery	Client satisfaction levels	Quarterly	Survey reports, feedback analysis reports, customer care reports	TC, HoDs & Planning Unit
Complaint handling	% of complaints resolved within timelines	Monthly	Complaints register, response records, resolution reports	TC, HoDs & Planning Unit
Staff performance	Adherence to service standards	Quarterly/ Annually	Staff appraisal forms, supervision reports, performance contracts	TC, HR Unit & Planning Unit
Resource utilization	Budget absorption and service output linkage	Quarterly	Financial accountability reports, audit reports, expenditure statements	TC, Head of Finance, PDU, & Planning Unit

6.4 RISK MANAGEMENT

The Council shall promptly identify and mitigate potential risks in the following ways:

Table 4: Risk Management Matrix

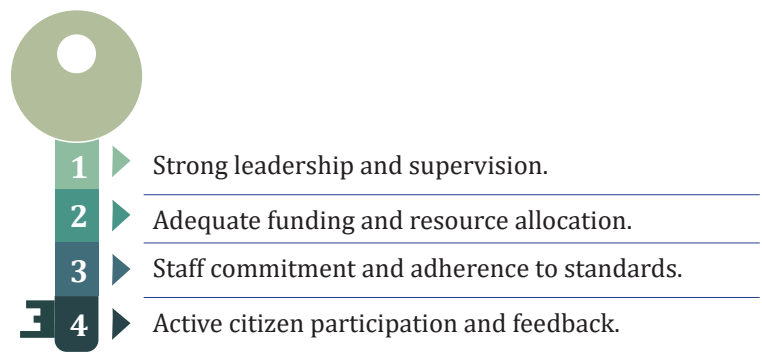
Risk	Mitigation Measure
Limited awareness of the Charter	Continuous sensitization and visibility
Resource constraints	Prioritization in budgeting and planning
Weak enforcement	Strengthening supervision and accountability systems
Inadequate data for monitoring	Standardized reporting tools and training

6.5 REVIEW OF THE CLIENT CHARTER

The Client Charter will be reviewed every 3 years to reflect:

- Changes in policies and regulations
- Emerging service delivery needs
- Lessons from implementation

6.6 KEY SUCCESS FACTORS



KIRA MUNICIPAL COUNCIL

We serve you and we want to hear from you

MAIN MUNICIPAL OFFICES

Kira Municipal Council
P.O. Box 25749, Kampala, Uganda
Tel: 0414696923
Email: info@kirame.go.ug
website: www.kirame.go.ug

This Client Charter was prepared by Kira Municipal Council
May 2026