



THE REPUBLIC OF UGANDA

**MINISTRY OF INFORMATION, COMMUNICATIONS  
TECHNOLOGY & NATIONAL GUIDANCE**

# **CLIENT CHARTER**

**FY 2025/2026–2029/2030**

## **FOREWORD**

This Client Charter is a publication of the Ministry of Information, Communications Technology and National Guidance. It sets out the service standard and commitments to offer continuous service improvement which clients and stakeholders should expect of the Ministry. It has been developed after a series of consultations among the staff of the Ministry and between the staff and the external stakeholders of the Ministry. The Charter binds the staff of the Ministry, its clients and stakeholders.

The basis of this Charter lies in the Government Public Service Reform Programme (PSRP), which aims at improving public service delivery. The new public service order demands for partnership between the service providers and the citizens. The importance of partnership is to enable the public to participate in the design, monitoring, and evaluation of Government programs and services which affect them. Relatedly, this partnership is supposed to lead to the creation of best practices, transparency, and accountability as pillars of good governance.

The purpose of this Client Charter, therefore, is to serve as a tool to enhance efficiency, transparency and accountability in the provision of the Ministry's services to the public. Most importantly, it is to enable clients and stakeholders to access the Ministry services more easily with due regard to the best practices and systems of good governance.

I wish to appreciate the contribution of the Ministry of Public Service in providing guidance and technical support throughout the development process of this Charter. In the same vein, I wish to recognize our clients and stakeholders, as well as the entire ministry staff, who participated in the formulation of the Client Charter.

It is our hope that this Charter will contribute immensely, in the long term, to the realization of the Ministry's vision: "To provide strategic leadership and

supervision in Information, Communications Technology and National Guidance for sustainable development”. The Ministry will endeavor to ensure that this Client Charter is implemented and reviewed from time to time in order to keep it abreast with new challenges and opportunities.

**Dr. Chris Baryomunsi (MP)**  
**Minister of Information, Communications Technology and National Guidance**

## **PREAMBLE**

I do present the Client Charter of the Ministry of ICT and National Guidance.

This Charter spells out our main clients, the services we provide and the performance standards of those services. It also spells out the clients' expectations and their obligations, mechanisms for handling complaints and the feedback process.

The Client Charter aims at enhancing accountability and client focus, both internally and externally, in the provision of services. The charter also serves as a tool for continuous performance improvement.

The Objectives of the Charter are to:

1. Communicate to clients and stakeholders the commitments that MoICT & NG will undertake to perform.
2. Help MoICT & NG to manage clients and stakeholders' expectations regarding the delivery of services and standards of quality.
3. Enable the clients and stakeholders to hold MoICT & NG accountable to its outputs, services and commitments hence promoting transparency, accountability and value for money through increased citizen participation.
4. Provide means by which services and service delivery standards can be monitored continuously and evaluated.

The Ministry is committed to implementing this Charter in order to deliver continuous high-quality services to all our clients, in the promotion of the rule of law, good governance, and due process for all.

Dr. Aminah Zawedde

**PERMANENT SECRETARY**

**Ministry of ICT and National Guidance**

## TABLE OF CONTENTS

<b>FOREWORD .....</b>	1
<b>PREAMBLE .....</b>	3
<b>TABLE OF CONTENTS.....</b>	4
<b>LIST OF ACRONYMS .....</b>	6
<b>CHARPTER ONE: INTRODUCTION.....</b>	7
<b>1.0 Mandate.....</b>	7
<b>1.1 Vision .....</b>	7
<b>1.2 Mission.....</b>	7
<b>1.3 Core Values .....</b>	7
<b>1.4 Strategic Objectives .....</b>	8
<b>1.5 Alignment with Digital Transformation Roadmap.....</b>	9
<b>CHAPTER TWO: PRINCIPAL SERVICES AND COMMITMENTS .....</b>	10
<b>2.0 Principal Services.....</b>	10
<b>2.1 Key Result Areas.....</b>	13
<b>2.2 Commitments to Clients .....</b>	13
<b>2.2.1 The Department Data Network Engineering .....</b>	13
<b>2.2.2 The Department of Research and Development.....</b>	15
<b>2.2.3 Communication and Information Dissemination Department.....</b>	16
<b>2.2.4 ICT and Infrastructure Development Department.....</b>	18
<b>2.2.5 E-Services Department .....</b>	19
<b>2.2.6 National Guidance Department .....</b>	20
<b>2.2.7 Finance and Administration Department.....</b>	22
<b>CHAPTER THREE: GENERAL STANDARDS.....</b>	24
<b>3.0 Client management and conduct of our Ministry staff .....</b>	24
<b>3.1 Communication .....</b>	24
<b>3.2 Management of time and attendance to duty .....</b>	24
<b>3.3 Professional Image .....</b>	24
<b>CHAPTER FOUR: OUR CLIENT, CLIENTS RIGHTS AND OBLIGATION .....</b>	26
<b>4.0 Clients/Stakeholders .....</b>	26

4.1 Clients' Rights .....	26
4.2 Clients Obligations.....	27
<b>CHAPTER FIVE: FEEDBACK MECHANISMS AND COMPLIANTS HANDLING .....</b>	<b>28</b>
<b>5.0 Feedback Channels .....</b>	<b>28</b>
<b>5.1 Management of Complaints from Clients and Appeal Mechanism ...</b>	<b>28</b>
<b>CHAPTER SIX: DISSEMINATION, IMPLEMENTATION, ACCOUNTABILITY OF THE CLIENT CHARTER.....</b>	<b>29</b>
<b>6.0 Communication and Dissemination of the Client Charter .....</b>	<b>29</b>
<b>6.1 Feedback Channels .....</b>	<b>29</b>
<b>6.2 Implementation of the Charter and Accountability.....</b>	<b>29</b>
<b>6.3 Performance Improvement .....</b>	<b>30</b>
<b>6.4 Accountability .....</b>	<b>30</b>

## LIST OF ACRONYMS

BPO	-	Business Process Outsourcing
CCTLTD	-	Country Code Top Level Domain
CERT	-	Computer Emergency Response Team
GOU	-	Government of Uganda
HCM	-	Human Capital Management System
HR	-	Human Resource
HPC	-	High Power Computing
ICT	-	Information Communication Technology
IXP	-	Internet Exchange Point
MDAs	-	Ministries, Departments and Agencies
MoICT&NG	-	Ministry of Information, Communications Technology and National Guidance
MOU	-	Memorandum of Understanding
NBI	-	National Backbone Infrastructure
NITA-U	-	National Information Technology Authority –Uganda
LG	-	Local Government
SLAs	-	Service Level Agreements
PIAPs	-	Program Implementation Action Plans
PSRP	-	Public Service Reform Programme
PPDA	-	Public Procurement and Disposal of Assets Authority
QA	-	Quality Assurance
UTCL	-	Uganda Telecommunication Corporation Limited
UCC	-	Uganda Communications Commission
UBC	-	Uganda Broadcasting Corporation

## **CHAPTER ONE: INTRODUCTION**

The Ministry of ICT and National Guidance is located at the ICT House, Plot 10-12 Parliamentary Avenue, in Kampala, Uganda. The ministry's headquarters are in the capital city. The information in this charter has been documented under eight chapters among which is the Mandate, Vision and Mission of the Ministry, key result areas, principal services, medium term commitments, General standards, the Ministry's clients and their rights and obligations, the feedback, complaints and appeal mechanisms channels and monitoring and evaluation of performance against the Charter are also provided for. The charter also includes; resource requirements, and risk mitigation chapters respectively.

### **1.0 Mandate**

To provide strategic leadership and supervision in Information, Communications Technology and National Guidance for sustainable development.

### **1.1 Vision**

A knowledgeable and productive society driven by Information, Communications Technology and National Ideology.

### **1.2 Mission**

To increase access and usage of ICT Infrastructure and services throughout the country, ensure effective communication of government policies and programs and promotion of a national ideology for socio-economic transformation.

### **1.3 Core Values**

The core values which will guide the implementation of this Charter are: -

**a) Client/citizen focus:**

We shall put the interests of our citizens/clients as our first priority and strive to meet their needs and expectations. We shall attend to our clients' issues, suggestions, requests, and criticisms promptly.

**b) Creativity and Innovativeness:**

We are devoted to coming up with new ideas for continuous improvement in our service delivery.

**c) Teamwork**

We shall espouse and promote the spirit of teamwork. We create an effective working relationship with team members by treating others fairly, maintaining an approachable atmosphere, sustaining open and honest two-way communication.

**d) Transparency and accountability**

We shall be as open as possible about all the decisions and actions taken. We shall hold office in public trust and shall be responsible for our actions or inactions.

**e) Professionalism and integrity**

We shall adhere to the code of conduct and ethics, high degree of competence and best practices. We shall be honest and open in conducting public affairs.

## **1.4 Strategic Objectives**

- a) Streamline ICT Infrastructure planning and development
- b) Enhance digitization of government services
- c) Increase uptake of local ICT solutions
- d) Strengthen institutional coordination and enforcement of policies, laws and regulatory framework
- e) Enhance public awareness of national development initiatives, rights, duties, and responsibilities of individual, families, communities and citizens

## **1.5 Alignment with Digital Transformation Roadmap**

The Ministry of ICT and National Guidance's Client Charter outlines commitments across departments that directly support Digital Transformation Roadmap pillars which include; Digital Infrastructure and Connectivity, Digital Services, Cybersecurity and Privacy, Digital Skilling, and Innovation and Entrepreneurship. The Ministry's client charter has been developed in alignment with national development goals, the Charter emphasizes efficiency, transparency, and stakeholder engagement. The Charter's key commitments map to the Roadmap's pillars, highlighting synergies, timelines, and potential impacts. This alignment demonstrates the Ministry's role in driving Uganda's digital agenda, with commitments extending to 2030 for sustained progress.

## CHAPTER TWO: PRINCIPAL SERVICES AND COMMITMENTS

### 2.0 Principal Services

The principal services of the Ministry are client-facing activities aimed at enhancing digital transformation, ICT infrastructure, e-services, innovation, communication, national guidance, data privacy, and cybersecurity for citizens, MDAs, local governments, private sector, and other stakeholders.

Service	Requirements to access service	Access time	Service Delivery Point	Cost if any
Access to computer laboratory	Submission of records from the vote	Within one week	MoICT Head quarters	Free
Media briefing	Submit media brief Physical appearance	Within one week	Media center	Free
Provide guidance on the use of radio spectrum	Upon request	Within one week	Media center	Free
Access to one stop center services	Walk in the one stop center	Within 5 minutes	Post Offices	Free
Access to Innovation and incubation centers	Innovators, students, unemployed youth upon application	Within two days	Innovation and Incubation center in Nakawa	Free

Access to ICT hubs	For Innovators; express interest for support on www.Innovation.ug	Within one month	National ICT Innovation Hub - Nakawa	Free
Access to staff payroll	<ul style="list-style-type: none"> <li>Assumption of duty</li> <li>Submit the required payment information</li> </ul>	Within one month	Human Resource	Free
Access on pension payroll	For deceased pensioners; submit letters of Administration and Estate Account Number Submit life certificate for pensioners above 75 years of age	Within one month	Human Resource	Free
Staff deployment	Submit appointment letter and acceptance of appointment	Within two weeks from the date of submission of acceptance letter	Human Resource and Permanent Secretary	Free
Internship placements	Submit request letter with copy of academic documents and	Within a month	Human resource	Free

	recommendation from university			
Procurement of goods and services	<ul style="list-style-type: none"> <li>Submission of Bids in upon publication.</li> <li>Payment of Bid application working days fees.</li> </ul>	<ul style="list-style-type: none"> <li>Bidding – 30 working days</li> <li>Evaluation (consultancy and supplies – 10 working days</li> <li>Evaluation works – 15 working days</li> <li>Consultancy – 25 working days</li> <li>Best evaluated bidder – 10 working days</li> </ul>	Procurement office	Payment of BID fees
Disposal of goods and assets	Application Payment of required fees	30 working days from the advert date	Procurement office	Payment of fees

Data privacy consultations	Upon request via email or application form	Within one week	MoICT Headquarters	Free
Cybersecurity support	Submission of request detailing the issue or need	Within two weeks	MoICT Cybersecurity Unit	Free for consultations; may vary for advanced services
AI advisory	Application with project details or query	Within one week	MoICT AI and Innovation Department	Free

## 2.1 Key Result Areas

The key result areas of the Ministry are: -

- a) Providing an enabling ICT legal and regulatory environment.
- b) Providing secure ICT Access and Usage for all.
- c) Harnessing employment and growth opportunities through ICT.
- d) Providing a framework for increased citizen participation in government programs

## 2.2 Commitments to Clients

The Departments of the Ministry commit themselves as follows:

### 2.2.1 The Department Data Network Engineering

The mandate of the department is “*To develop and implement Data Network Engineering Policy in the digital transformation program*”.

The Department of Data Networks Engineering commit to:

Service/Commitment	Customer Requirements	KPI	Baseline
Draft and submit two priority legal and regulatory instruments to the Minister for Cabinet submission.	Submission of relevant data and stakeholder input.	100% submission on time	1 instrument drafted
Complete development and rollout of GIS Postcode and Digital Addressing System for 100% of administrative wards.	Collaboration with local governments and stakeholders.	20% annually	10% coverage
Refurbish and equip 20 designated Post Offices (5 per region) as e-Government Service Centres, operational with at least three high-demand e-services.	Site identification and funding requests.	100% completion on time	5 Post offices equipped
Complete site selection, design, and funding for High-Power Computing Centre, two Regional Data Centres, and four Regional E-Waste Recycling Centres.	Stakeholder consultations.	Funding secured	1 site completed
Acquire and implement infrastructure for two additional National Internet Exchange Points (IXPs) and Country Code Top Level Domain (CCTLD).	Technical specifications and partnerships.	80% completion	1 IXP implemented
Conduct and submit annual performance audits on National Backbone Infrastructure (NBI)	Access to implementation data.	100% audits completed	2 audits per year

and e-Government rollouts by UBC, NITA-U, and UCC.			
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## 2.2.2 The Department of Research and Development

The mandate of the Department is “*To advance ICT policies, promote innovation, and foster a knowledge-based economy*”.

The Department of Research and Development commits to:

Service/Commitment	Customer Requirements	KPI	Baseline
Facilitate acquisition, rollout, and maintenance of at least one local innovative solution annually across government sectors.	Proposal submissions from innovators.	50 solutions deployed	5 solutions
Establish and operationalize at least one innovation hub and incubation centre per region.	Site and partner identification.	4 operational hubs	1 hub
Support at least five BPO companies to create youth employment opportunities per BPO Policy 2024.	Company applications and compliance data.	1,000 jobs created	200 jobs
Develop and oversee implementation of National Digital Competence Framework for professional development.	Stakeholder input.	500 professionals trained annually	100 trained

Promote AI adoption in public service and private sector.	Collaboration requests.	10 pilot services	0 pilot service
Undertake QA assessments of digital systems across government.	System access for assessment.	60 assessments done annually	5 assessments
Strengthen collaborations with academia and private sector for ICT research and policy recommendations.	Partnership proposals.	10 MOUs signed	3 MOUs
Establish National Knowledge and Innovation Repository.	Content submissions.	1000 entries annually	20 entries
Champion ICT for sustainable development and green innovation.	Project proposals.	2 projects per year	1 project

### 2.2.3 Communication and Information Dissemination Department

The mandate of the department is “*To formulate and implement policies for managing communication and media services, to promote professionalism and support Uganda’s national development aspirations.*”

The Department of Communication and Information Dissemination commits to:

Service/Commitment	Customer Requirements	KPI	Baseline
Develop, rollout, and mainstream a unified Government of Uganda brand across MDAs and LGs.	Stakeholder consultations.	Unified brand guidelines rolled out to	Partial rollout (50% coverage).

		100% of MDAs/LGs.	
Coordinate production of timely, accurate radio and TV programs (media grid) highlighting government policies and achievements (at least 150 programs per quarter).	Content submissions from MDAs.	At least 600 programs produced annually i.e. 150 per quarter.	500 programs.
Review and update communication and media regulations.	Input from regulators and stakeholders.	Regulations reviewed and updated (1 set).	1 review
Ensure consistent communication of government priorities through annual reviews of sectoral plans.	Submission of plans.	100% of sectoral plans reviewed annually.	30% reviewed.
Provide media and publicity support for major national and international events.	Event details.	Support provided for 20+ events annually.	15 events.
Coordinate production of communication materials on government services for dissemination.	Content requests.	500,000 materials produced and disseminated annually.	300,000 materials.
Conduct at least two sensitization workshops on media laws and policies.	Participant registration.	At least 4 workshops conducted annually.	2 workshops.

Coordinate training for common cadre communication professionals across MDAs and LGs.	Training needs assessments.	200 professionals trained annually.	100 trained.
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#### 2.2.4 ICT and Infrastructure Development Department

The mandate of the Department is “*To oversee and coordinate the planning and deployment of core ICT infrastructure in collaboration with providers, regulators, and utility providers.*”

The Department of ICT and Infrastructure Development commits to:

Service/Commitment	Customer Requirements	KPI	Baseline
Establish and operationalize a national ICT spatial data store.	Data contributions.	Data store operational with 80% data coverage.	Planning stage.
Provide support for review and development of ICT infrastructure policies, laws, regulations, guidelines, and standards.	Stakeholder input.	5 policies/standards reviewed/developed.	3 reviewed.
Develop and implement a master plan for ICT infrastructure investments with collaborators.	Partnership agreements.	Master plan implemented (50% milestones achieved).	Draft plan.
Review and provide guidance on radio spectrum and satellite services.	Requests for guidance.	100% of requests responded to within 30 days.	80% response rate.
Provide technical guidance/support on ICT	Project details.	Guidance provided for 50+ projects.	30 projects.

project implementation by MDAs/LGs.			
Provide annual report on status of ICT infrastructure investments.	Data from providers.	Report published annually with 90% data accuracy.	1 report

### 2.2.5 E-Services Department

The mandate of the Department is “*To coordinate, promote and monitor the development of enabling environment and implementation of digital transformation and e-Services intervention.*”

The Department of E- Services commits to:

Service/Commitment	Customer Requirements	KPI	Baseline
Deliver interoperable systems.	Project specifications.	20 new interoperable systems delivered.	10 systems.
Conduct reviews to identify services for automation.	MDA/LG input.	50 services identified and prioritized annually.	30 services.
Acknowledge support requests and resolve issues per SLAs within 24 hours	Support tickets.	95% issues resolved within SLA	85% resolution.
Deliver trainings and on-demand sessions within 10 days	Training requests.	500 personnel trained annually.	300 trained.
Resolve minor issues; release major upgrades within 5 days	Issue reports.	90% minor issues resolved; 4 major upgrades.	80% resolution.

Conduct reviews and provide improvement recommendations.	Feedback.	20 reviews conducted with recommendations implemented.	10 reviews.
Guide MDAs/LGs on ICT standards, interoperability, and adoption.	Guidance requests.	Guidance provided for 100+ requests.	60 requests.
Provide technical support, trainings, and ensure system functionality.	Support requests.	98% system uptime.	95% uptime.
Lead smart solutions development and promote innovation.	Proposal submissions.	10 smart solutions developed.	5 solutions.
Coordinate training for ICT professionals via National Digital Competence Framework.	Training needs.	1,000 professionals trained annually.	600 trained.
Implement annual cybersecurity audits and data privacy training for staff.	Training needs.	100% of staff trained in cyber security awareness	50 staffs

## 2.2.6 National Guidance Department

The mandate of the Department is “*To build consciousness in the citizens and community to avert the challenge of ideological disorientation, the worst binding constraint to national development*”.

The Department of National Guidance commits to:

Service/Commitment	Customer Requirements	KPI	Baseline

Conduct Regulatory Impact Assessment on National Guidance frameworks.	Stakeholder data.	Assessment completed for 2 frameworks.	1 assessment.
Develop, implement, and roll out National Values aligned with socio-economic transformation.	Consultations.	Values rolled out to 80% of target groups.	Development stage.
Promote national ideology, objectives, interests, character, and common good for 2,400 leaders.	Participant engagement.	2,400 leaders reached annually.	1,800 reached.
Develop national civic education program for grassroots engagement.	Input from communities.	Program developed and piloted in 50 districts.	Draft program.
Implement at least 25% of planned civic education and mindset change programs.	Program plans.	50% implementation annually	20% implemented.
Facilitate mass mobilization for citizen engagement in government programs.	Collaboration requests.	100 mobilization events annually.	70 events.
Conduct reviews of policies, laws, standards, and frameworks with stakeholders.	Review inputs.	5 reviews conducted.	3 reviews.
Develop content and conduct awareness campaigns on development programs (increasing by 7% yearly).	Content requests.	Campaigns reaching 10 million citizens (7% increase pa).	8 million reached.

## 2.2.7 Finance and Administration Department

The mandate of the Department is “*To Provide policy guidance, strategic leadership and manage the ministry's financial, human and physical resources*”.

The Department provides leadership, planning, organization, coordination, implementation, supervision, monitoring and evaluation support or services. The department shall provide optimal delivery of support services and logistics to facilitate the work of the entire Ministry and ensure value for money.

The Department of Finance and Administration commits to;

Service/Commitment	Customer Requirements	KPI	Baseline
Pay for services and goods supplied.	Invoices and delivery notes.	100% payments within 30 days.	90% on time
Pay salary and pension by 28 <sup>th</sup> of every month	Payroll data.	100% payments by 28 <sup>th</sup> of every month	98% on time
Pay gratuity and pension for new retirees.	Retirement documents.	100% processed within one month	85% on time
Onboard new staff (payroll, office, induction).	Assumption of duty forms.	100% onboarded within 30 days.	80% on time
Process requisitions for approved payments.	Requisition forms.	95% processed within 2 days.	85% on time
Dispose obsolete items.	Inventory lists.	100% obsolete items disposed every after two years	70% disposed
Submit Budget Framework Paper and estimates.	Budget data.	BFP submitted by 15 <sup>th</sup> November	On time.
Prepare expenditure projections.	Cash limits.	Accurate projections with	Variance 8%.

		variance <5% within one week	
Submit procurement reports to PPDA.	Procurement data.	100% reports submitted by 15 <sup>th</sup> day of the month after end of quarter	90% on time.
Address Auditor General recommendations.	Comments received.	90% recommendations addressed.	75% addressed.
Respond to Cabinet issues.	Cabinet minutes.	100% responses within deadlines.	95% on time.

## **CHAPTER THREE: GENERAL STANDARDS**

### **3.0 Client management and conduct of our Ministry staff**

- a) Attending to all clients within 30 minutes from time of arrival at our respective service points.
- b) At all times dress appropriately and appear decent and respectable.
- c) Put on identification cards to encourage a personal approach
- d) Identify themselves by name when answering telephone inquiries.

### **3.1 Communication**

- a) Our official communication shall be on Ministry letter headed paper for written communication.
- b) Respond to all correspondences within 10 working days of receipt.
- c) Update information on the website, social media platforms and dashboard with 12 hours after an event or on the availability of new information.
- d) Written complaints will be responded to formally within five working days from the date of receipt.
- e) Verbal complaints will be attended to instantly by the concerned officer.
- f) All website and email inquiries shall be responded to within five working days from the date of receipt.

### **3.2 Management of time and attendance to duty**

Our Clients shall access our offices courteously as follows:

Days:        Monday – Friday (Except on designated public holidays)

Time:        8:00 a.m -12:45 p.m

                  2:00 p.m -5:00 p.m

Our offices shall be closed to the public from 5:00 pm, weekends and designated public holidays 5:00 pm.

### **3.3 Professional Image**

- a) Staff shall dress appropriately and maintain a neat, professional appearance at all times.
- b) Official identification tags shall be worn within the Ministry premises for easy recognition.
- c) The Ministry shall maintain a clean, safe, and healthy working environment.
- d) Staff shall not solicit or accept bribes, gifts, or any form of inducement in exchange for services.

## **CHAPTER FOUR: OUR CLIENT, CLIENTS RIGHTS AND OBLIGATION**

### **4.0 Clients/Stakeholders**

- a) Development Partners.
- b) Academia
- c) Foreign Missions
- d) The Public/ Citizens
- e) Civil society Organizations
- f) Media and other related Business Associations
- g) Telecommunication service providers
- h) All users of ICT and service providers in ICT
- i) Staff of the Ministry/Parastatals
- j) MDAs/LGs.

### **4.1 Clients' Rights**

The clients of the Ministry have a right to;

- a) Access Public Information within the law.
- b) Services that meet their expectations.
- c) Timely responses to issues raised
- d) Technical guidance and advice.
- e) Be educated in order to be conversant with Government rules and procedures that pertain to ICT Sector.
- f) Participate in ICT programmes.
- g) Prompt receipt of payments for goods and services delivered to the Ministry upon execution of contracts.
- h) Lodge complaints against actions or decisions by the Ministry; and
- i) Have their information handled with confidentiality.

## **4.2 Clients Obligations**

The clients of the Ministry have obligations to -

- a) Comply with the established laws, regulations, policies and procedures.
- b) Provide timely and correct information to the Ministry for the services required.
- c) Provide feedback in terms of complaints, suggestions or compliments on the services offered.
- d) Treat our staff with courtesy.
- e) Be cooperative and honest.
- f) Not offer bribes to Ministry staff.
- g) Attend scheduled Appointments and meetings punctually.
- h) Respond to requests for information accurately and timely.

## **CHAPTER FIVE: FEEDBACK MECHANISMS AND COMPLIANTS HANDLING**

The Ministry welcomes and appreciates compliments, complaints and comments from its clients as these help in identifying the critical issues to be addressed.

### **5.0 Feedback Channels**

The Ministry welcomes both positive and negative feedback to enable us do better in execution of our services. The following channels shall be used;

- a. Ministry Website
- b. Social Media platforms
- c. Public forums, workshops and stakeholder engagement

### **5.1 Management of Complaints from Clients and Appeal Mechanism**

In this regard, the Ministry has instituted the following mechanism for addressing compliments, complaints and comments by following the complaints matrix below;

<b>Level</b>	<b>Resolver</b>	<b>Timeline</b>
L1 Departmental	Department Head	5 days
L2 Ministerial	Permanent Secretary	10 days if unresolved

In case of complaints, the clients of the Ministry may -

- a) Inform the officer in charge of for the service with which the client is dissatisfied and bring it to attention of the responsible supervisor
- b) In case the matter has not been resolved at that level, Written Complaints shall be forwarded to;

**The Permanent Secretary,  
Ministry of ICT and National Guidance  
P.O. Box 7817, Kampala.  
E-mail: [ictinfo@ict.go.ug](mailto:ictinfo@ict.go.ug)  
Website: [www.ict.go.ug](http://www.ict.go.ug)  
LinkedIn: <https://www.linkedin.com/company/moictug/>  
X: @MoICT\_Ug**

## **CHAPTER SIX: DISSEMINATION, IMPLEMENTATION, ACCOUNTABILITY OF THE CLIENT CHARTER**

### **6.0 Communication and Dissemination of the Client Charter**

This dissemination channels include;

- a) Displaying sections of the charter on the notice boards
- b) Upload on the ministry website [www.ict.go.ug](http://www.ict.go.ug)
- c) Use social media
- d) Incorporate the charter induction of new staff
- e) Public forums, workshops, and stakeholder engagements

### **6.1 Feedback Channels**

Clients may share suggestions, compliments, or complaints through;

- a) General Tel: 256-414-258197
- b) Permanent Secretary
- c) Ministry website [www.ict.go.ug](http://www.ict.go.ug)
- d) Use social media
- e) Public forums, workshops, and stakeholder engagements
- f) Email; [ictinfo@ict.go.ug](mailto:ictinfo@ict.go.ug)

### **6.2 Implementation of the Charter and Accountability**

The Ministry shall;

- a) Account for all the Resources (Government/Donor) granted to deliver services, in accordance with the established laws, rules, and regulations established;
- b) Monitor and evaluate the implementation of this Client Charter;
- c) Report on the performance of the Client Charter in the Ministerial Policy Statement;
- d) Conduct client surveys and produce reports and discuss them during the annual review workshops; and

- e) Publish all complaints received and responses given in respect of the Client Charter in the Annual Report of the Ministry.

### **6.3 Performance Improvement**

The Ministry shall monitor the performance of this Client Charter by: -

- a) Reporting on progress on its implementation at annual review meetings with stakeholders.
- b) Take appropriate action against staff who may jeopardize the successful implementation of the Client Charter; and
- c) Reward staff who excel in performance and sanction non-performers
- d) Continuous improvement of the quality of services by working with the clients of the Ministry.

### **6.4 Accountability**

The primary objectives of integrating accountability and responsibility into this client charter are to;

- a) Manage expectations by clearly defining what clients can and cannot expect.
- b) Promote transparency by making processes and standards public and open.
- c) Enable accountability by giving clients a framework to monitor performance and hold the organization answerable for its outputs and commitments.
- d) Provide a basis for continuous improvement through structured feedback and performance monitoring

Below are details of the duties of both the MoICT&NG and its clients

<b>Aspect</b>	<b>MoICT&amp;NG Responsibility</b>	<b>Client's Responsibility</b>

Service Standards	Commits to specific, measurable, and time-bound service standards	Abiding by legal or administrative requirements to be eligible for the service.
Information	Provides full, accurate, and timely information about services, procedures, and relevant laws.	Providing correct, accurate, and timely information when requested.
Conduct	Treats all clients with courtesy, respect, impartiality, and professionalism, regardless of background.	Treating staff with courtesy and respect and refraining from abusive behavior or offering bribes/gifts.
Feedback & Complaints	Establishes clear, accessible mechanisms for complaints and feedback, and commits to prompt, satisfactory resolution and follow-up.	Utilizing the established feedback channels and cooperating in finding solutions or making suggestions for improvement.
Performance	Takes responsibility and is answerable for its actions and performance against the stated commitments.	Participating in scheduled engagements and ensuring efficient use of any resources disbursed.

#### **6.4.1 Monitoring and Evaluation of the Client Charter**

Monitoring and Evaluation (M&E) is a critical component of the Client Charter, ensuring that the commitments outlined are effectively implemented, measured,

and improved upon. This M&E serves as a tool for continuous performance improvement, promoting transparency, accountability, and value for money through citizen participation. The Charter explicitly integrates M&E in its structure, and emphasizes accountability, resource tracking, client surveys, annual reporting, and performance reviews.

The Charter's M&E focuses on tracking progress against key result areas. Key M&E elements addressed include the following;

- a) Accountability for Resources; The Ministry commits to accounting for government and donor resources in line with laws and regulations, ensuring efficient use in service delivery.
- b) Implementation Monitoring; Regular evaluation of Charter execution, including progress reports at annual stakeholder meetings.
- c) Client Feedback Integration; Conducting client surveys, publishing complaints and responses in the Annual Report, and using feedback for service improvements.
- d) Performance Management; Rewarding high performers, sanctioning non-performers, and acting against implementation risks.
- e) Reporting Mechanisms; Incorporating Charter performance into the Ministerial Policy Statement and discussing survey reports in annual review workshops.

The ministry shall leverage this M&E framework for the client charter to identify gaps, such as unrealistic timelines, ambiguities, or external dependencies. Once the client charter enters its first implementation year, baseline data collection should commence to track indicators like service delivery timelines, client satisfaction rates, and achievement of medium-term goals.

