



KAMPALA CAPITAL CITY **CLIENT CHARTER** FY2025/26 – FY2029/30





CLIENT CHARTER
FY2025/26 – FY2029/30

June 2025

FOREWORD

I am pleased to present the Kampala Capital City Citizens Charter which is a social contract between KCCA and the City residents in accordance with Section 5, (1) (a) and (b) of KCC Act Cap 195. It specifies the standards for the delivery of services and clearly sets out feedback and a complaint handling mechanism.

The key objectives of the Service Charter are to:

- a) Improve accountability;
- b) Set a framework for the effective monitoring and evaluation of performance at all KCCA service delivery units.

KCCA recognizes the potential benefits of using the Charter as a tool to drive change towards a more customer focused approach throughout the service delivery levels. The Charter will go a long way to increase KCCA's efficiency, effectiveness and use of the scarce resources.

This Charter is linked to the Kampala Capital City Strategic Plan, FY2025/26 – 2029/30 and will be operationalized through the Annual Budgets.

I appeal to all City residents and stakeholder to use this Charter as a tool to improve service delivery in Kampala City.

It is my sincere hope that when the commitments and standards of this client charter are fully implemented, there will be significant improvement in the service delivery system in Kampala City.



Elias Lukwago
LORD MAYOR



PREAMBLE

Our esteemed City Residents and Visitors, KCCA is committed to providing quality services that exceed our esteemed City residents, visitors and all stakeholder's expectations.

We have developed this Service Charter that is aimed at enlightening everyone and all our stakeholders on the mandate of the Authority, our Vision, Mission, Core Values, services offered and the standards the Authority has committed to uphold in order to continuously be of service to our City residents, visitors and stakeholders.

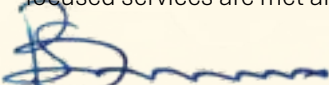
As a City resident, visitor or as a stakeholder, you are entitled to know your rights and obligations; and this Service Charter is a statement of intent of our commitment to provide the best possible service standards to you. It sets out the standards and guidelines for service delivery that you can expect from us.

We wish to enlist your support in ensuring that we offer excellent service through your feedback on how you view our services.

The hallmark of our Service Charter, in line with our core values is to ensure:

- a) *You are treated with courtesy; consideration and our staff are always helpful;*
- b) *Your enquiries and needs are attended to promptly;*
- c) *We exercise the utmost integrity in providing services;*
- d) *We shall endeavor to deliver a high standard of performance that exceeds our client's expectations;*
- e) *We shall pursue a participatory approach in all our work and serve all Kampala in its diversity.*

We shall seek to ensure that the standards and commitments set out herein to deliver quality client focused services are met and preferably exceeded.



Sharifah Buzeki

EXECUTIVE DIRECTOR



Table of Contents

FOREWORD	ii
PREAMBLE	iii
Table of Contents	iv
Acronyms	vi
Chapter One: Introduction	01
1.1 Background	01
1.2 Mandate	02
1.3 Vision	02
1.4 Mission	02
1.5 Core Values	02
1.6 Strategic Objectives	02
Chapter Two: Principal Services and Commitments	03
2.1 Principal Services	03
2.2 Service Access	07
2.4 Commitments:	45
2.4.1 Medical Services and Disease prevention	45
2.4.2 Waste and Sanitation Management	45
2.4.3 Physical Planning	45
2.4.4 Education Services	46
2.4.5 Procurement and Disposal	47
2.4.6 Financial Management	47
2.4.7 Internal Audit	47
2.4.8 Revenue Administration	47
2.4.9 Production and Commercial Services	48

2.4.10	Information and Communication Technology	48
2.4.11	City Governance	48
2.4.12	Risk Management	49
2.4.13	Engineering Services	49
2.4.14	Planning and Business Development	50
2.4.15	Communication and Public Relations	50
2.4.16	Human Resource	50
2.4.17	Mainstreaming Cross-Cutting Issues	50
Chapter Three: General Service Standards		52
3.1	General Service Standards	52
Chapter Four: Our Clients		54
4.1	Our Clients	54
4.1	Client Expectations	58
4.2	Clients Obligations	58
4.3	Clients Rights	58
4.4	Accountability to our Clients	59
Chapter Five: Feedback and Complaints Management Mechanisms		60
5.1	Feedback Channels	60
5.2	Grievance Handling Channels	60
5.3	Complaint Handling	61
5.4	Contact	61
Chapter Six: Dissemination of the Charter		65
6.0	Dissemination	65
6.1	Client Charter Focal Person	65
6.2	Monitoring Compliance to the Provisions of this Client Charter	65

Acronyms

AGMs	Annual General Meetings
AIDS	Acquired Immunodeficiency Syndrome
BC	Building Committee
BOG	Board of Governors
BoQs	Bills of Quantities
CBOs	Community Based Organisations
CDD	Community Driven Development
CPAC	City Public Accounts Committee
CSO	Civil Society Organization
DED	Deputy Executive Director
DE	Director Engineering
DES	Directorate of Education and Sports
DGCS	Directorate of Gender and Community Services
DLA	Directorate of Legal Affairs
DHRO	Directorate of Human Resource and Organisational Development
ED	Executive Director
EDMS	Electronic Document Management System
EGP	Electronic Government Procurement
ESC	Education Service Commission
EXPO	Exposition

FAL	Functional Adult Literacy
FY	Financial Year
HC	Health Centres
HIV	Human Immune Virus
HSC	Health Service Commission
ICT	Information and Communications Technology
JDs	Job Descriptions
KCCA	Kampala Capital City Authority
KPDP	Kampala Physical Development Plan
MAAIF	Ministry of Agriculture Animal Industries and Fisheries
MoFPED	Ministry of Finance, Planning and Economic Development
MoES	Ministry of Education and Sports
MoPS	Ministry of Public Service
MoICTNG	Ministry of Technology, Information and National Guidance
MOU	Memorandum of Understanding
NAADs	National Agricultural Advisory Services
NGOs	Non-Governmental Organisations
NDP	National Development Plan
NGOs	Non-Government Organizations
PDU	Procurement and Disposal Unit
PPDA	Public Procurement and Disposal of Public Assets Authority
PPC	Physical Planning Committee

PSC	Public Service Commission
PWD	People with Disabilities
SAGE	Social Assistance Grant for Elderly
SMC	Senior Management Committee
SME	Small Medium Enterprises
SNE	Special Needs Education
TC	Town Clerk
TV	Television
UACE	Uganda Advanced Certificate of Education
UCE	Uganda Certificate of Education
UMC	Uganda Media Centre
UPE	Universal Primary Education
URSB	Uganda Registration Services Bureau
USE	Universal Secondary Education
UWEP	Uganda Women Entrepreneur Programme
YLP	Youth Livelihood Programme
WASH	Water, Sanitation, and Hygiene

Chapter One: Introduction

1.1. Background

Kampala Capital City Authority (KCCA) was established in 2010 as a body corporate with perpetual succession and may sue and be sued in its corporate name and do, enjoy or suffer anything that may be done, enjoyed or suffered by a body corporate to manage Kampala Capital City on behalf of the Central Government. KCCA Headquarters is located at City Hall, Plot 1-3 Apollo Kaggwa Road and performs its function in the Five Urban Divisions of Central, Kawempe, Rubaga, Nakawa and Makindye.

KCCA offers services to the residents of Kampala City, the visitors that travel to Kampala as well as other agencies of government and partners through the different Directorates. These stakeholders have service expectations that need to be aligned to KCCA mandate.

KCCA Client Charter has been developed to present the service commitments, standards, service delivery points, feedback and communication channels. It lays down mechanisms to communicate commitments to our clients and empower them to demand for expected services and foster accountability for service delivery.

This Charter specifically:

- a) Informs customers about services and service standards.
- b) Facilitates engagement between KCCA and its Service recipients.
- c) Communicates commitments that KCCA will undertake to perform to the clients' expectations.
- d) Communicates rights and obligations of our clients.
- e) Promotes transparency and accountability in governance through increased citizen participation.
- f) Empowers clients and stakeholders to challenge and demand committed Standards of Service.
- g) Communicates feedback and grievance handling mechanisms.

Chapter One of the Client Charter outlines the Mandate, Vision, Mission Statement, Core Values, and Strategic Objectives; Chapter Two details the Principal Services, Key Results Areas, Commitments and Targets, Chapter Three addresses General Standards, while Chapter Four defines our Clients, their Rights, Responsibilities and Obligations, Chapter Five focuses on feedback mechanisms, complaint handling systems and accountability; and Chapter Six discusses performance monitoring and dissemination.

1.2. Mandate

The Authority is the governing body of the Capital City and shall administer the Capital City on behalf of the Central Government in line with KCC Act Cap.195.

1.3. Vision

To be a Vibrant, Attractive, Liveable and Sustainable City

1.4. Mission

To administer the Capital City and deliver quality services in an accountable and equitable manner.

1.5. Core Values

- 1) Client Care
- 2) Integrity
- 3) Teamwork
- 4) Innovation
- 5) Excellence

1.6. Strategic Objectives

- 1) Enhance Kampala City economic Growth;
- 2) Enhance productivity, inclusiveness and wellbeing of Population;
- 3) Strengthen the oversight and governance function in the City;
- 4) Mainstream action on City climate resilience; and
- 5) Strengthen institutional capacity to drive organizational excellence.

Chapter Two: Principal Services and Commitments

2.1 Principal Services

The following the Principal services provided under the different Directorates in KCCA:

1. Directorate of Public Health

- a) Waste management
- b) Medical Services
- c) Disease Prevention and Management
- d) Medical Emergency Response Services
- e) Nutrition and Health Promotion
- f) Public Health Regulation

2. Directorate of Engineering

- a) Road, Bridges and Drainage Construction and Maintenance
- b) Traffic Management
- c) Building and Construction Management
- d) Maintenance of Public Transport Terminals and Parks
- e) Management of Street Parking and Lighting

3. Directorate of Physical Planning

- a) Development of Physical Development Plan of Kampala City
- b) Development Permission and Control
- c) Beautification, Landscaping and Management of trees in the city
- d) Environmental Management
- e) Control of Noise Pollution
- f) Land surveying and Cartography
- g) Geo-spatial Mapping
- h) Road naming and City Addressing Services
- i) Management and Control of Outdoor Advertising



4. Directorate of Revenue Administration

- a) Tax Payer Registration
- b) Tax Assessment
- c) Business and Trade Licensing
- d) Revenue Administration
- e) Tax Education

5. Directorate of Education and Sports

- a) Provision of Primary, Secondary and Tertiary Education
- b) Library Management Services
- c) Examination Management in Kampala Schools
- d) Licensing of Schools
- e) Provision of Community Sports

6. Directorate of ` Production and Commercial Services

- a) Tourism Promotion
- b) Agricultural Extension Services
- c) Support to Enterprises and Cooperatives
- d) Management of SMEs
- e) Allocation of Workplaces in Markets
- f) Trade Development in the City

7. Directorate of Gender and Community Services

- a) Registration of Births and Deaths
- b) Registration of CBOs and NGOs
- c) Dispute Resolution
- d) Employment Skills Development



- e) Management of Workman's Compensation
- f) Management of Human Settlement
- g) Implementing community empowerment programmes

8. Directorate of Legal Affairs

- a) Litigation Services
- b) Criminal Prosecution
- c) Maintenance of Order in the City

9. Directorate of Human Resource and Organisational Development

- a) Provision of Employment Opportunities to Citizens
- b) Management of preparation of payments of Pension and Gratuity
- c) Management of Employee Discipline
- d) Management of Employee Competences

10. Directorate of Finance

- a) Payment of Employees, Suppliers, Pensioners and Contractors
- b) Preparation of Financial Reports
- c) Management of Inventory and Supplies

11. Directorate of Internal Audit

Auditing and checking compliance to internal Processes

12. Administration and Information Technology

- a) Management of KCCA Assets
- b) Management of Records and Information of the Authority
- c) Digitalization of services for easy access

13. Procurement and Disposal

- a) Publishing Procurement and Disposal Opportunities
- b) Preparation and supply of Bid Documents to bidders
- c) Managing bidding and Micro procurement processes
- d) Stakeholder Engagement

14. Legislation and Political Affairs

- a) Provision of access to Council resolutions and laws
- b) Citizen Mobilization
- c) Handling Objections and Appeals for property valuation

15. Department of Risk Management

- a) Emergency Response
- b) Disaster Management in the City

16. Department of Communication and Public Relations

- a) Provision of information to the Public
- b) Management of Citizen Feedback
- c) Client care services

17. Department of Planning and Project Management

- a) Providing Economic Plan for the City
- b) Managing Projects in the City



2.2 Service Access

SN	Services Offered	Access Criteria	Service Delivery Point	Access Time	Free/Paid for Service
Public Health					
1	Collection of domestic waste	Pay collection fees to a KCCA assigned licensed private waste collectors	Homes in the Division, Door to Door in Residential (others)	At least once a week	UGX3,000 for collection and transportation of a single waste bag/" kutiya" (50 kilograms capacity at most) per collection.
			In Residential (slums) residents bring the waste to the truck	At least once a week	UGX 1000 for collection and transportation of a single waste bag/" kutiya" (50 kilograms capacity at most) per collection
			Institutions (Churches, mosques, temples, Public Schools)	At least once a week	Cost (Ugx) of collection and transportation of a single waste bag/" kutiya" (50 kilograms capacity at most) per collection. UGX 40,000 per tone

SN	Services Offered	Access Criteria	Service Delivery Point	Access Time	Free/Paid for Service
2	Collection of waste from community facilities i.e. Public Primary schools, KCCA managed Health Centers, slums and Public markets	Institutions designate public waste collection points	Public Primary Schools and Designated Collection Points. Public markets do bring to truck	Collected at least daily for markets and weekly for schools and KCCA Managed health centres	Free Service
		Collection trucks move around and residents bring their wastes into the trucks	Informal Settlements (slums)	Twice a week	Free Service
3	Removal of animal carcasses	Individual alerts through phone calls, emails and different communication channels. Toll free number 0800299000	Division	Within 12 hours	Free Service
4	Safe Faecal sludge (Toilet emptying) services	KCCA assigns licensed private Faecal sludge collectors following a request via toll free call Centre (080029900) or Division offices	Faecal sludge management division	Within 24 hours	UGX 80,000 –UGX 300,000

SN	Services Offered	Access Criteria	Service Delivery Point	Access Time	Free/Paid for Service
5	Response to emergency medical services	Through call Centre and walk-ins	Medical Services Division	Within 30 minutes	Free Service
6	Outpatient medical Services	Walk in and referrals	All KCCA Health facilities	Waiting time within 1 hour	Free Service
7	In-patient services	Walk in and referrals of women in need of maternity services	Kisenyi HC IV, Kawaa-la HC IV, Kitebi HC III, Komamboga HC III and Kisugu HC III	Depending on the situation	Free Service
8	Theatre Services	Walk in and referrals of pregnant women recommended for by Caesarean delivery	Kisenyi HC IV, Kawaa-la HC IV	Depending on the situation	Free Service
9	Chronic Care clinics services offered for HIV, TB, Diabetes Mellitus, Hypertension	Walk in and referrals	All KCCA Health facilities	Waiting time within 1 hour	Free Service

SN	Services Offered	Access Criteria	Service Delivery Point	Access Time	Free/Paid for Service
10	Routine Immunization services for children	Routine schedule for all eligible children	All KCCA Health facilities, Community outreaches	Waiting time within 1 hour	Free Service
11	Yellow Fever Vaccination services	Pay fees for yellow fever travel card to KCCA	City Hall Clinic at KCCA Headquarters	Within 30 mins	UGX 7000/-
12	Inspection and recommendation of Private Health facilities for licensing and license renewal	<p>Application for inspection of facility for licensing submitted to Division Medical Officers</p> <p>Application for renewal with evidence of past HMIS reporting submitted to Division Medical Officers</p>	KCCA Headquarters at City hall and KCCA Divisions	Within a week	Free Service
13	Removal of stray animals from the communities	Upon requests through Telephone calls, emails and different communication channels. Toll free number 0800299000	KCCA City hall	Within 72 hours	Free Service

SN	Services Offered	Access Criteria	Service Delivery Point	Access Time	Free/Paid for Service
14	Health Pro-mo-tion and In-spection for food hygiene and safety	Routine service or upon request through phone calls, emails and different social media channels. Toll free number 0800299000	KCCA Headquarters at City hall and KCCA Divisions	Within 24 hours	Free Service
15	Management of public health nuisances including waste discharges, sewage discharges and illegal dump-sites	Upon requests through Telephone calls, emails and different communication channels. Toll free number 0800299000	KCCA Headquarters at City hall and KCCA Divisions	Within 48 hours	Free Service
16	Medical examination for food handlers	Pay medical examination fees to KCCA	KCCA Headquarters at City hall and KCCA Divisions	Within 8 hours	UGX 20,000
17	Nutrition promotion and malnutrition rehabilitation services	Routine schedule for 800 pre-primary and primary schools	KCCA Divisions	Once every quarter	Free Service

SN	Services Offered	Access Criteria	Service Delivery Point	Access Time	Free/Paid for Service
Physical Planning					
1	Development applications Permission approval services	Development Permission online application system accessible through KCCA Website: http://www.kcca.go.ug . ug by locating Plan approval icon and registering as a user	Directorate of Physical Planning at KCCA Headquarter Using computer or smart phone	30 working days	UGX100,000 for residential and UGX 150,000 for non-residential
2	Outdoor advertisement Approval Services	Development Permission online application system accessible through KCCA Website: http://www.kcca.go.ug . ug by locating Plan approval icon, selecting Development Permission Icon and registering as a user	Directorate of Physical Planning at KCCA Headquarter Using computer or smart phone	Within 30 days	As per different rates per tool in the fee schedule in the outdoor ordinance.

SN	Services Offered	Access Criteria	Service Delivery Point	Access Time	Free/Paid for Service
3	Production of Spatial Maps Services	Upon requests through Telephone calls, emails and different communication channels. Toll free number 0800299000	Directorate of Physical Planning at KCCA Headquarter	Within 3 working days	A0 Paper size @ UGX.100,000 A1 Paper size @ UGX.80,000 A2 Paper size @ UGX. 60,000 A3 Paper size @UGX40,000 A4 Paper size @UGX.20,000
4	Road Naming and renaming Services	Upon requests through Telephone calls, emails and different communication channels. Toll free number 0800299000	Directorate of Physical Planning at KCCA Headquarter	Within 90 days	Free service
5	City Houses/ Building Numbering	Upon requests through Telephone calls, emails and different communication channels. Toll free number 0800299000	Directorate of Physical Planning at KCCA Headquarter	Within 3 working days	Free service
6	Processing applications for Subdivisions, amalgamations and fresh surveys of land	Upon requests through Telephone calls, emails and different communication channels. Toll free number 0800299000	Directorate of Physical Planning at KCCA Headquarter	Within 30 days	Free service at the moment

SN	Services Offered	Access Criteria	Service Delivery Point	Access Time	Free/Paid for Service
7	Provision of cartographic services	Upon requests through Telephone calls, emails and different communication channels. Toll free number 0800299000	KCCA Headquarters	Within 3 days	Ugx.10,000 per area schedule or topographic map
8	Processing of applications for consent to Lease extension, renewals, fresh leases and change of use	Upon requests through Telephone calls, emails and different communication channels. Toll free number 0800299000	KCCA Headquarters	Within 30 days	Free Service at the moment
9	Responding to Noise pollution complaints, open burning and overgrown grass etc.	Upon requests through Telephone calls, emails and different communication channels. Toll free number 0800299000	KCCA Headquarters	Within one hour	Free Service
10	Processing request/ application for a tree cutting permit	Upon requests through Telephone calls, emails and different communication channels. Toll free number 0800299000 or Routine schedule by KCCA	KCCA Headquarters	7 working days	Free Service

SN	Services Offered	Access Criteria	Service Delivery Point	Access Time	Free/Paid for Service
11	Responding to cause removal of fallen trees	Upon requests through Telephone calls, emails and different communication channels. Toll free number 0800299000 or Routine schedule by KCCA	KCCA Headquarters	Within a day	Free Service
12	Processing Environmental Social Impact Assessment / Project Briefs	Upon requests through Telephone calls, emails and different communication channels. Toll free number 0800299000	KCCA Divisions	Within 30 working days	Free Service
13	Maintaining grass in Public spaces at 3cm at all times	Upon conducting routine maintenance	KCCA Headquarters KCCA Divisions	Every after 2 Weeks During rainy periods and every after One (1) month for dry spells	Free Service
14	Maintaining selected hardscapes including walkways, curbstones and painting	Upon conducting routine maintenance	KCCA Headquarters KCCA Divisions	Daily	

SN	Services Offered	Access Criteria	Service Delivery Point	Access Time	Free/Paid for Service
15	Maintaining flower gardens in public spaces in pristine condition	Upon conducting routine maintenance	KCCA Headquarters KCCA Divisions	Daily	Free Service
Engineering					
1	Covering dangerous potholes	Upon requests through Telephone calls, emails and different communication channels. Toll free number 0800299000 or Routine schedule by KCCA	KCCA Headquarters KCCA Divisions	Within 72 Hours logging complaints	Free Service
2	Covering open Manhole covers	Upon requests through Telephone calls, emails and different communication channels. Toll free number 0800299000 or Routine schedule by KCCA	KCCA Headquarters KCCA Divisions	Within 12 Hours upon logging complaints	Free Service

SN	Services Offered	Access Criteria	Service Delivery Point	Access Time	Free/Paid for Service
3	Repair of damaged paved walkways	Upon requests through Telephone calls, emails and different communication channels. Toll free number 0800299000 or Routine schedule by KCCA	KCCA Headquarters KCCA Divisions	Within 48 Hours upon logging complaints	Free Service
4	Repair of damaged road barriers	Upon requests through Telephone calls, emails and different communication channels. Toll free number 0800299000 or Routine schedule by KCCA	KCCA Headquarters KCCA Divisions	Within 14 days upon logging complaints	Free Service
5	Repair of storm water kerb inlets	Upon requests through Telephone calls, emails and different communication channels. Toll free number 0800299000 or Routine schedule by KCCA	KCCA Headquarters KCCA Divisions	Within 7 days upon logging complaints	Free Service

SN	Services Offered	Access Criteria	Service Delivery Point	Access Time	Free/Paid for Service
6	Replacement of damaged Road Traffic signs	Upon requests through Telephone calls, emails and different communication channels. Toll free number 0800299000 or Routine schedule by KCCA	KCCA Headquarters KCCA Divisions	Within 14 days upon logging complaints	Free Service
7	Construction of Urban roads	Local leaders prioritize the roads to be constructed backed by transport studies conducted and service providers are procured to execute.	KCCA Headquarters	4 months to complete 1 kilometer of a paved road	Free Service
		Routine and periodic maintenance as per Annual work plans and upon receipt of community requests.	KCCA Headquarters	1 month to grade and gravel a kilometer.	Free Service
8	Construction of community Bridges	Identified and constructed based on transport studies conducted.	KCCA Headquarters	Within 3 months	Free Service

SN	Services Offered	Access Criteria	Service Delivery Point	Access Time	Free/Paid for Service
9	Construction of Urban drain-ages	<p><u>Lined drainage</u></p> <p>Local leaders prioritize the roads to construct- ed backed by transport studies conducted and service providers are procured to execute.</p>	KCCA Headquarters	Within 3 months	Free service
		<p><u>Earth drainage</u></p> <p>Local leaders prioritize the roads to construct- ed backed by transport studies conducted and service providers are procured to execute</p>	KCCA Headquarters	Within 1 month	Free service
10	Maintenance of Public trans- port terminals and parks	Based on routine and periodic maintenance as per Annual work plans and upon receipt of community requests.	KCCA Headquarters	Once a quar- ter	Free Service
11	On-street parking	Pay to contracted ser- vice provider	On every marked parking slot by Con- tractor	Within 10 minutes to ac- cess available space	Ugx. 2000 per hour.

SN	Services Offered	Access Criteria	Service Delivery Point	Access Time	Free/Paid for Service
12	Maintenance of Urban drainage channels	<u>Primary Channels</u> Local leaders prioritize the drainages to be constructed backed by transport studies conducted and service providers are procured to execute	KCCA Headquarter at City Hall	Quarterly	Free Service
		<u>Secondary Channels</u> Local leaders prioritize the drainages to be constructed backed by transport studies conducted and service providers are procured to execute	KCCA Headquarter at City Hall	Quarterly	Free Service
		<u>Tertiary Channels</u> Identified using community informers and direct contact to KCCA and based on routine inspection	KCCA Headquarter at City Hall	Monthly	Free Service

SN	Services Offered	Access Criteria	Service Delivery Point	Access Time	Free/Paid for Service
13	Installation of street lights	All paved roads should have street lights installed upon receipt of community requests	KCCA Headquarter at City Hall	Once a quarter	Free Service
14	Maintenance of street lights	Upon notification through Telephone calls, emails and different communication channels. Toll free number 0800299000 or identification through routine maintenance schedule by KCCA	KCCA Headquarter at City Hall	Within 3 days	Free Service
15	Maintenance of traffic signals	Upon notification through Telephone calls, emails and different communication channels. Toll free number 0800299000 or identification through routine maintenance schedule by KCCA	KCCA Headquarter at City Hall	Within 12 hours Or a Maximum of 3 days if the fault requires fixing spare part	Free service
16	Installation of Traffic signals	Identified and constructed based on traffic studies conducted	KCCA Headquarter at City Hall	Within 3 months	Free Service

SN	Services Offered	Access Criteria	Service Delivery Point	Access Time	Free/Paid for Service
17	Building Permits issuance	<p>Submission of complete building permit applications to the Building Committee (BC) through BIMS System accessible and payment of the mandatory building permit application fees.</p> <p>BIMS can be accessed through KCCA Website: https://www.kcca.go.ug and selecting Building Permission option under plan approval and registering as a user.</p>	KCCA Headquarter at City Hall	Within 30 days from application date.	<p>Fees required:</p> <p>Class A (High raised building) Ugx. 2200 per square meter.</p> <p>Class B: (Low raised building) Ugx. 1,700</p> <p>Class C: (Small House) Ugx. 500,000 flat rate for new buildings</p>
18	Occupation Permits issuance	Building developers submit occupation permits applications to Building Committee and pay the mandatory occupation permits application fees.	KCCA Headquarter at City Hall	Within 30 days from receipt of the application.	<p>Fees required:</p> <p>Class A and Class B: Ugx. 1200 per square meter.</p> <p>Class C: New buildings Ugx. 300,000 Flat rate</p>

SN	Services Offered	Access Criteria	Service Delivery Point	Access Time	Free/Paid for Service
19	Inspection of New Buildings	Upon request for occupational permit	KCCA Headquarter at City Hall	Within 14 days	Class A and B: Ugx. 1000 per square meter.
		Inspection of already completed buildings	KCCA Headquarter at City Hall	Monthly	Free Service
Education and Sports					
1	Provision of Universal Primary Education	<ul style="list-style-type: none">Children aged 6 years old and above	KCCA Primary Schools	Accessed 8:00 am – 5:00pm	Free service
2	Provision of Universal secondary Education	<ul style="list-style-type: none">PLE Candidates with aggregate4-28	KCCA Primary Schools	Accessed 8:00 am – 5:00pm	Free service
3	Primary leaving examination (PLE) registration	<ul style="list-style-type: none">UPE Candidates	KCCA Primary Schools	Accessed 8:00 am – 5:00pm	Free service
		<ul style="list-style-type: none">Non- UPE Candidates	KCCA Primary Schools	Accessed 8:00 am – 5:00pm	Fees as determined by UNEB

SN	Services Offered	Access Criteria	Service Delivery Point	Access Time	Free/Paid for Service
4	Uganda Certificate of Education (UCE) registration	•USE Candidates	KCCA Secondary Schools	Accessed 8:00 am – 5:00pm	Free service
		•Non- USE Candidates	KCCA Secondary Schools	Accessed 8:00 am – 5:00pm	Fees as determined by UNEB
5	Uganda Advanced Certificate of Education (UCE) registration	•USE Candidates	KCCA Secondary Schools	Accessed 8:00 am – 5:00pm	Free service
		•Non- USE Candidates	KCCA Secondary Schools	Accessed 8:00 am – 5:00pm	Fees as determined by UNEB
6	Provision of mid-day meals for learners	•Contribution for meals by learners and parents	KCCA Schools	Accessed 8:00 am – 5:00pm	As agreed by parents & Schools during AGMs
7	Library Services	<ul style="list-style-type: none"> •Any member of the Public with identification •Request for a service •Open from 9.00am to 6.00pm on working days and Saturday from 9.00am to 2.00pm 	KCCA Main Library at City Children's Library at Lubaga Adult Library at Lubaga	Within 5 minutes	Ugx. 2000 per day or Ugx 80.000 for the adult members in the public Free for children and staff

SN	Services Offered	Access Criteria	Service Delivery Point	Access Time	Free/Paid for Service
8	Provision of School Infrastructure	<ul style="list-style-type: none"> • School make re-requests approved by SMC or BOG re-requests consolidated • Prioritization based on the allocated budget • BoQs for the Project • Completion of procurement 	KCCA Headquarter at City Hall	Within the Financial Year	Free service
9	Disbursement of Capitation Grants	<ul style="list-style-type: none"> • Enrolment of learners by school • Confirmation of eligibility criteria • Submission to the MoES • Upon release of schedules for payment and funds by MoES 	KCCA Headquarter at City Hall	Within 21 days at the beginning of the Quarter	Free service
10	Deployment of Teachers	<ul style="list-style-type: none"> • Staffing gaps in schools (replacements) • Length of service of staff in school • Individual requests based on justifiable personal need • Promotions 	KCCA Headquarter at City Hall	At the end of the school calendar year	Free service

SN	Services Offered	Access Criteria	Service Delivery Point	Access Time	Free/Paid for Service
11	License of Early Childhood Education Centres	<ul style="list-style-type: none"> • Collection/filling application form by Proprietor • Inspection of the School by Education, Health and Environment Officers • Submission of Inspection reports by TC to DES/ED • Licensing/Registration of the School by DES 	KCCA Divisions KCCA City Hall	Within 21 days if requirements are met	Free service
12	Pre-license and registration of Primary, Secondary Schools & Institutions	<ul style="list-style-type: none"> • Collection/filling application form by Proprietor • Inspection of the School by Education, Health and Environment Officers • Submission of Inspection reports by TC to DES/ED • Submission/Recommendation of the School for licensing/ registration by DES/ED • Licensing/Registration of the School by PS MoES 	MoES KCCA Divisions and City Hall	Within 21 days if requirements are met	Free service

SN	Services Offered	Access Criteria	Service Delivery Point	Access Time	Free/Paid for Service
13	Community Sports initiatives	<ul style="list-style-type: none"> Organized groups request to be supported Identification by local authorities 	KCCA Headquarter at City Hall	Within 21 days	Free service
14	Co curricula activities held in Schools	<ul style="list-style-type: none"> Learners participating in Physical education, Sports and Games 	KCCA Schools & Institutions	Accessed 8:00 am – 5:00pm	Free service
Revenue Administration					
1	Tax assessments	Initiated by the Revenue Officer or upon request by Client through Self-service platform using e-Citie on-line payment system accessible from https://www.kcca.go.ug	KCCA Headquarters at the City Hall KCCA Divisions	10 minutes	Free service
2	Issuance of Trading licenses	Upon request by client through Telephone calls, emails and different communication channels. Toll free number 0800299000 or through enforcement activities	KCCA Divisions Self-assessment online	20 minutes	As per the schedule to the trading license Act.Cap.101

SN	Services Offered	Access Criteria	Service Delivery Point	Access Time	Free/Paid for Service
3	Response to complaints-owner occupied properties	Upon initiation of a complaint by the Client through Telephone calls, emails and different communication channels. Toll free number 0800299000	KCCA Headquarter at City Hall Divisions, City Hall, Taxi Parks and Markets	1 month	Free service
4	Respond to remission or exceptional waiver request	Upon initiation of a request by the Client or property owner through Telephone calls, emails and different communication channels. Toll free number 0800299000	KCCA Headquarter at City Hall	Within 3 months	Free service
5	Respond to general complaints	Upon initiation of a request by the Client or property owner through Telephone calls, emails and different communication channels. Toll free number 0800299000	KCCA Headquarter at City Hall and KCCA Divisions	Within 2 weeks	Free service

SN	Services Offered	Access Criteria	Service Delivery Point	Access Time	Free/Paid for Service
Financial Management Services					
1	Monitor compliance to work plans and report on budget absorption.	Upon review of budget performance report and getting feedback from Directorates	KCCA Headquarter at City Hall	Within 12 hours	Free service
2	Effecting payment to employees, suppliers and co	Upon preparation of payrolls and obtaining necessary approvals	KCCA Headquarter at City Hall	By 28 th of every month upon approval	Free Service
		Upon submission of approved requests and documentation	KCCA Headquarter at City Hall	Within 7 days on receipt of approved upon receipt of approval payrolls	Free Service

SN	Services Offered	Access Criteria	Service Delivery Point	Access Time	Free/Paid for Service
3	Provision of Financial Reports	Reports shared with selected providers or published Audited financial reports or upon request	KCCA Headquarter at City Hall	<ul style="list-style-type: none"> •Semi-annual financial reports by 15th February •9months financial reports by 15th May •Annual financial reports by 31th August 	Free Service

Production and Commercial Service

1	Provision of agricultural extension and Advisory services to Farmers	On scheduled routine visits to Farm Households	KCCA Divisions	Within 5 working days	Free Service
		On call Walk ins Upon request by client through Telephone calls, emails and different communication channels. Toll free number 0800299000	KCCA Agricultural Resource Centre	On Wednesdays and Saturdays	Free service

SN	Services Offered	Access Criteria	Service Delivery Point	Access Time	Free/Paid for Service
2	Vaccination of dogs against rabies	Upon request of a service by client through Telephone calls, emails and different communication channels. Toll free number 0800299000	KCCA Divisions	Within 48 hours	Free Service
3	Propagation and availability of high-quality seed	Upon request by client through Telephone calls, emails and different communication channels. Toll free number 0800299000	Agricultural Resource Centre	Within 5 days subject to availability	Ugx.300 per seedling
					Ugx. 6000 per brooded chick at 4 weeks
					Ugx. 120,000 sows and Ugx. 200,000 boars at 2 months
4	Training of farmers on urban Agriculture	On scheduled training programmes Upon request by client through Telephone calls, emails and different communication channels. Toll free number 0800299000	KCCA Divisions Model farmer Households/ sites	As per training schedule Within 14 days after request	Free service

SN	Services Offered	Access Criteria	Service Delivery Point	Access Time	Free/Paid for Service
5	Sensitization, Registration and processing Fisher folk to MAAIF for licensing	On application, registration, assessment and submission to MAAIF for approval and issuance of license.	Fish landing sites (Gaba in Makindye, Port bell in Nakawa, Mugungu in Makindye), at fish markets and Fish input stores.	Within 12 hours	Free service
6	Allocation of workspaces in markets	On Application, for workspaces and meeting eligibility criteria and availability of space	KCCA markets	Within 30 days	Free service
7	Support Enterprise groups to form cooperatives	Upon application, assessment and recommendation to Registrar of Companies (MoTIC) for registration	KCCA Divisions KCCA headquarters	Within 5 days	Free service
8	Inspection of Cooperatives	On routine schedule Upon request by client through Telephone calls, emails and different communication channels. Toll free number 0800299000	KCCA Divisions KCCA Headquarters	Within 5 days	Free service

SN	Services Offered	Access Criteria	Service Delivery Point	Access Time	Free/Paid for Service
9	Support SMEs to formalise by registration with URSB	On receipt of request, assessment and recommendation to URSB for registration	KCCA Divisions	Within 14 days from the date of request	Free service
10	Linkage of SMEs to low cost credit facilities	On receipt of request for support to access low cost credit facilities institutions.	KCCA Divisions	10 days	Loan application fees: 1% of loan amount

Gender and Community Services

1	Registration of CBOs	<ul style="list-style-type: none"> • A client obtains a form from CDO Completes the form and submits to the Completed form to the CDO with all the requirements for assessment • Upon assessment, the CDO submits a report to Town Clerk for approval • upon approval by the Town Clerk the Director Gender and Community Services issues a certificate of Registration 	KCCA Divisions KCCA Headquarters	Within 14 days	Ugx. 40,000 for CBO registration
---	----------------------	----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	-----------------------------------------	----------------	----------------------------------

SN	Services Offered	Access Criteria	Service Delivery Point	Access Time	Free/Paid for Service
2	Recommendation of NGOs for Registration with Ministry of Internal Affairs	<p>NGOs Operating in more than one Division</p> <ul style="list-style-type: none"> • Client picks a form on-line from the Ministry of Internal Affairs website • Client completes the form submits to Director together with relevant application requirements for assessment and offer of recommendation to the Minister of Internal Affairs, offer of MoU between KCCA and the NGO and submission to the Ministry of Internal Affairs • DGCS provides the recommendation and MoU 	KCCA Headquarters	Within 14 days	Free Service

SN	Services Offered	Access Criteria	Service Delivery Point	Access Time	Free/Paid for Service
3	Recommendation of NGOs from Registration with Ministry of Internal Affairs	<p><u>NGOs Operating in one Division</u></p> <ul style="list-style-type: none"> • Client picks a form on-line from the Ministry of Internal Affairs website • Client completes the form submits to the Town Clerk together with relevant application requirements for assessment and offer of recommendation to the Minister of Internal Affairs, offer of MoU between KCCA and the NGO and submission to the Ministry of Internal Affairs. • Town Clerk provides the recommendation and MoU 	KCCA Divisions	Within 14 days	Free Service
4	Registration of births and deaths	On request at the Divisions	KCCA Divisions	Within 7 working days	Free Service

SN	Services Offered	Access Criteria	Service Delivery Point	Access Time	Free/Paid for Service
5	Provision of support to foster care services	On request by the foster family	KCCA Divisions	Within 30 workings days	Free Service
6	Inspection of workspaces for compliance to labour laws	On notice by KCCA	KCCA Headquarter at City Hall KCCA Divisions	Within 7 working days from issuance of notice	Free Service
7	Dispute resolution services	On receipt of complaint	KCCA Headquarter at City Hall KCCA Divisions	Within 21 working days	Free Service
8	Workman's compensation services	On receipt of a complaint	KCCA Headquarter at City Hall	Within 21 working days	Free Service
	Employment or Skills development services	On request from	KCCA Headquarter at City Hall	Within 30 days	Free Service
9	Human settlement services	On request or occurrence of disaster and as per KCCA projects requirement	KCCA Headquarter at City Hall KCCA Divisions	Within 90 days	Free Service

SN	Services Offered	Access Criteria	Service Delivery Point	Access Time	Free/Paid for Service
Procurement and Disposal					
1	Publishing KCCA Annual procurement and disposal plan	Submissions from user Directorates and Departments	PPDA website EGP system KCCA website PPDA notice Board	By 1 st July of every financial year	Free Service
2	Preparing Standard Bidding Documents	Adverts through Newspapers or information posted on EGP system and KCCA website	KCCA Headquarter at City Hall	Within 1-2 days for request for quotation Within 1-5 days for works procurement	Free Service
3	Advertising Procurement and Disposal Opportunities	Advert made through Newspapers, PDU Notice Board or EGP or KCCA and PPDA websites	KCCA Headquarter at City Hall	Within 3 working days for Micro procurements Within 5 working days for request for quotation method. Within 10 working days restricted	Yes, and No Bids under open bidding a fee is charged other methods no fee charged varies depending on complexity and value of the bid

SN	Services Offered	Access Criteria	Service Delivery Point	Access Time	Free/Paid for Service
				<p>Within 15 working days for open domestic bidding</p> <p>Within 20 working days for open international</p>	
4	Bidding process	<p>By issuing a bid/ proposal documents through EGP system, by email or physically done through PDU Offices</p> <p>Pre-bid meetings conduct</p> <p>Clarifications provided</p> <p>Bids/proposal received</p> <p>Bids/proposal are evaluated and awarded</p> <p>Feedback is provided through best evaluated notice</p> <p>Debriefs are conducted for non-success bidders/ consultants</p>	KCCA Headquarter at City Hall	<p>Within statutory timelines as per the procurement methods</p> <p>Micro 1 day</p> <p>Proposal and quotation 5,</p> <p>Restricted bidding 10</p> <p>Open bidding 15</p> <p>Open internal 20 day</p>	<p>Free, but for complaints one pays an administrative fee depending of the value of procurement as indicated below:</p> <p>Up to 100M, Ugx. 500,000 is paid</p> <p>>100m-500m, Ugx.1.5m is paid</p> <p>>500m-1Bn, Ugx 2.5m is paid.</p> <p>> 1 Bn- 50Bn, Ugx 5m is paid.</p> <p>> 50 Bn- 100 Bn, Ugx. 10m is paid</p> <p>>100 Bn, Ugx. 15m is paid</p>

SN	Services Offered	Access Criteria	Service Delivery Point	Access Time	Free/Paid for Service
		Standstill period of 10 days is observed before contract signing.			
5	Contract Management	Upon request for variation/change orders from the client	KCCA Headquarter at City Hall	Within 5 working days	Free Service Penalty may paid in case of default from client
6	Stakeholder engagements with the Public about procurement and disposal standards organized	By invitation to the organized forum.	KCCA Headquarter at City Hall	Within 1 day	Free Service
Legal Services					
1	Drafting and reviewing Memoranda	Instructions to Draft or review proposed MOU's sent by prospective donors/partners to the ED	KCCA Headquarter at City Hall	Within 2 weeks from the receipt of the request	Free Service
2	Resolving Criminal cases through Plea Bargaining.	Request by the Offender or Court direction.	KCCA Headquarter at City Hall	Within one month from the receipt of the request	Free Service

SN	Services Offered	Access Criteria	Service Delivery Point	Access Time	Free/Paid for Service
3	Resolving cases through mediation	Mediation notices Summons Court Directions	KCCA Headquarter at City Hall	Within 60 days from the date of the Management decision to mediate.	Free Service
4	Civil Cases involving KCCA handled	Through service of appropriate pleadings in accordance with the Law.	KCCA Headquarter at City Hall	Within the timelines set by the Civil Procedure Rule and the court.	Court Fees
5	Preparation and Perusal of Criminal case files and making prosecutorial decision	After complaint from the relevant Directorate and arrest of the offender	KCCA Headquarter at City Hall	Within 5 Working days from the receipt of all necessary documentation	Free Service
6	Consequential orders extracted and communicated upon completion of the Prosecution Process	Upon request to Court	KCCA Headquarter at City Hall	Within 2 weeks from the time from the date of Judgement	Court fees

SN	Services Offered	Access Criteria	Service Delivery Point	Access Time	Free/Paid for Service
7	Management of Exhibits(re-release/auction)	Court order and/or release notes from DLA where there is insufficient evidence	KCCA Headquarter at City Hall	Within 24 hours from the date of request	Free Service
8	Disposing of Unclaimed Exhibit	Upon submission of inventory from KCCA exhibit stores	KCCA Headquarter at City Hall	After Expiry of 6 months without claim	Highest bidder subject to the reserve price (proceeds go to the Judiciary)
9	Generating responses to External correspondences	Upon receipt of correspondence	KCCA Headquarter at City Hall	Within 5 working days from the receipt of the correspondence	Free Service

Human Resource and Organizational Development

1	Processing Internship applications for students	Upon making application	KCCA Headquarter at City Hall	One month before the start of internship	Free Service
2	Access to pension payroll	Notification of retirement 6 months before requirement	KCCA Headquarter at City Hall	Within 30 days after retirement	Free Service
3	Pension payment	pensioners accessing pension payroll	KCCA Headquarter at City Hall	By 28 th of the month	Free Service

SN	Services Offered	Access Criteria	Service Delivery Point	Access Time	Free/Paid for Service
4	Access to active payroll	Upon recruitment and fulfilment of the requirements for being an employee	KCCA Headquarter at City Hall	Within 45 days upon reporting to work	Free Service
5	Handling of Complaint against staff	Upon reporting to Director Human Resource and OD, investigation of the matter reported, establishing facts and making decision on the necessary action.	KCCA Headquarter at City Hall	Within 30 days after reporting the matter	Free Service
6	Payment of contract Gratuity	Upon retirement and clearance with KCCA	KCCA Headquarter at City Hall	Within 30 days after clearance	Free Service
7	Payment of death benefits	Upon death and obtaining letters of administration of the Estate	KCCA Headquarter at City Hall	Within 60 days submission of letters of administration	Free Service

Information Technology

1	Response to reported e-services outage	Online and Call Centre	KCCA Headquarter at City Hall	Within 12 hours	Free Service
2	Respond to queries on KCCA Platform	Online and Call Centre	KCCA Headquarter at City Hall	Within 5 days	Free Service

SN	Services Offered	Access Criteria	Service Delivery Point	Access Time	Free/Paid for Service
Governance					
1	Provision of access to Authority and Division Council Resolutions and Laws	Online or written request from the clients	KCCA Headquarter at City Hall	Within 14 days	As determined by the Council
2	Handle property rates objections and appeal	On receipt of appeals	Valuation Court at KCCA Headquarters at City	Within 180 days	Free Service
Risk Management					
1	Coordinate Response to Disaster	On receipt of alert from the Public	KCCA Headquarter at City Hall	Within 1 hour	Free Service
2	Share Emergency re-sponse plan	Through the Division Disaster Risk Committee Members	At KCCA Divisions	Within 1 hour	Free Service

SN	Services Offered	Access Criteria	Service Delivery Point	Access Time	Free/Paid for Service
Administration					
1	Provide access to information	On request to the ED in line with the law	KCCA Headquarter at City Hall	Within 5 working days	Free Service
Land Management					
1	Process lease application for KCCA owned land	Upon receipt of lease application and payment of statutory fees	Land Management Unit	Within 6 months	Free Service

2.4 Commitments:

2.4.1 Medical Services and Disease prevention

We commit to:

- i) Carryout community outreaches across all Divisions against preventable diseases
- ii) Provide 24-hour medical services across all KCCA facilities
- iii) Undertake nutrition promotion and malnutrition sensitization in 800 pre-primary and primary schools and in KCCA health facilities
- iv) Create sanitation awareness campaigns using door to door in informal settlements and using radio, TV, flyers, etc.
- v) Undertake daily surveillance and response to disease outbreaks
- vi) Conduct prevention and control awareness campaigns and community on non-communicable diseases on a weekly and daily basis respectively

2.4.2 Waste and Sanitation Management

We commit to:

- i) Conduct door-to-door community sensitization in informal settlements on waste management and involve the community on sanitation management process.
- ii) Mobilize the communities in the different divisions for weekly clean-ups
- iii) Keep dump sites, open for 24 hours and ensure that waste is safely treated and disposed off.

2.4.3 Physical Planning

We Commit to:

- i) Implement the Kampala Physical Development Plan (KPDP)
- ii) Improve City navigation and street addressing
- iii) Reduce environmental degradation

- iv) Visit Development Permission and planning consent application sites within 7 working days
- v) Increase green cover in the city by four acres annually to improve air quality and city aesthetics.
- vi) Maintain green cover in the City
- vii) Communicate the PPC decision within 10 working days
- viii) Sensitize regularly and create awareness of physical planning mandate to the public

2.4.4 Education Services

We commit to:

- i) Secure safety of learners by installing lightening conductors/arrestors and firefighting equipment
- ii) Secure all public schools land by fencing, surveying and titling them.
- iii) Create learning environment suitable for special needs learners in all schools.
- iv) Inspect every school at least once a term
- v) Ensure WASH in schools is enhanced including Toilet stance ratio of 40:1, all schools should have changing rooms and incinerators, sanitation facilities in all schools and institutions should be waterborne and inclusive (SNE), all schools providing separate toilets for male and female learners and all schools should maintain urinals for boys.
- vi) Provide textbooks and other instructional materials including Pupil: textbook ratio of 2:1, reference book for teachers at a ratio of 1:1, relevant curriculum books and instructional materials available in schools and institutions and learners with visual impairments, pupil: textbook ratio of 1:1.
- vii) Provide of conducive teaching learning environment i.e. having not more than 53 learners per classroom and not more than three (3) learners per desk
- viii) Provide effective Teaching and Learning including not more than 53 learners per teaching/learning session, 100% teacher duty attendance, every school must have a mechanism of tracking attendance of teachers and learners and 100% learner's daily attendance in public schools

2.4.5 Procurement and Disposal

We commit to:

- i) Involve local firms in the procurement process and consider special interest groups in procurement for services.
- ii) Advertise assets due for disposal to enlist participation of the wider public

2.4.6 Financial Management

We commit to:

- i) Reconcile financial accounts and produce annual financial statements
- ii) Provide accountability report for every grant received

2.4.7 Internal Audit

We commit to:

- i) Annually review at least one process in each Directorate.
- ii) Statutory Reports prepared within one month
- iii) Reports prepared and submitted within 10 working days after audit exit meeting
- iv) Conclude an audit of a process and produce a report within 45 working days from the date of the entry meeting
- v) Undertake audit reviews for Grants and donations on a regular basis in line with donor requirements
- vi) Report produced within 15 days after receipt of request

2.4.8 Revenue Administration

We commit to:

- i) Conduct tax education at least once every week to enhance tax compliance
- ii) Address tax objections with a period of 5 working days

2.4.9 Production and Commercial Services

We commit to:

- i) Conduct community sensitizations to create awareness on support to urban farming and its benefits in 12 months
- ii) Disseminate climate smart, customized and tested technologies to 1,000 farmers in 12 months
- iii) Support farmers with value addition technologies in 12 months
- iv) Sensitize market vendors on rules and regulations at least once each quarter
- v) Dispose of market disputes registered within 2 days
- vi) Review and update the registers in all KCCA markets vendors annually
- vii) Host primary school's tourism galas in each Division annually.
- viii) Secure and develop cultural and heritage sites
- ix) Maintain all monuments in Kampala in a good condition.
- x) Update Kampala digital marketing information on a monthly basis
- xi) Hold the Kampala City Festival every year.
- xii) Ensure that all tourism attractions and facilities inspected once every quarter.
- xiii) Provide information to tourists at the Kampala Tourism information Centre at Sheraton Hotel on every working day

2.4.10 Information and Communication Technology

We Commit to:

- i) Monitoring all KCCA on-line platforms to ensure systems availability for clients to access KCCA services all the time.

2.4.11 City Governance

We commit to:

- i) Develop, publish and monitor implementation of City Laws, bye laws, at Divisions and Ward levels.

2.4.12 Risk Management

We commit to:

- i) Carry out quarterly risk management awareness and sensitization to the Community in divisions

2.4.13 Engineering Services

We commit to:

- i) Maintain all roads, drainages, bridges, public terminals/parks, street lighting & traffic signals infrastructure in fair to good conditions annually.
- ii) Conduct road safety audits for new roads to be constructed and carryout quarterly road safety inspections on accident black spots for existing roads.
- iii) Properly maintain on-street parking markings and installed signage.
- iv) Issue Stop Notices and take legal actions to non-compliant building developers

2.4.14 Planning and Business Development

We commit to:

- i) Prepare Annual Institution performance report for the previous Financial Year by 30th September
- ii) Prepare Annual Ministerial Policy statement by 30th March
- iii) Prepare an Annual statistical Abstracts for the previous calendar year by 30th September
- iv) Develop a five-year Strategic Plan and review it after two and a half years of its implementation
- v) Prepare and submit Quarterly performance reports to Ministry of Finance, Planning and Economic Development (MoFPED) by 30th of the month after the quarter

2.4.15 Communication and Public Relations

We commit to:

- i) Develop a communication strategy and review it every after 5 years.
- ii) Develop a communication plan and review it annually.
- iii) Produce and share audio, visual and text content about the Institution.
- iv) Operationalize Client Care Online Platforms

2.4.16 Human Resource

We commit to;

- i) Recruit openly and fairly
- ii) Provide continuous and development opportunities to enhance staff knowledge, skills and competencies
- iii) Review business processes regularly to improve efficiency and effectiveness
- iv) Maintain a fair and transparent rewards and sanctions system
- v) Provide timely feedback on staff performance
- vi) Submit annual performance reports to the Ministry of Public Service
- vii) Enforce a culture of professionalism, integrity and respect in all transactions to our clients

2.4.17 Mainstreaming Cross-Cutting Issues

Kampala Capital City Authority is committed to mainstreaming cross-cutting issues below:

a) HIV/AIDS:

Invite counsellors to talk to staff and encourage them to undergo voluntary testing, provide psycho-social support to staff, organize medical camps and initiate the processing of implementation of HIV workplace policy.

b) Gender and Equity:

KCCA is committed to take into consideration gender balance, people with special needs, minority groups and religious considerations in the planning, development and implementation of the Authority programmes.

c) Environment and Climate Issues

KCCA will promote the use of ICT resources to communicate and share information and enhance use of Electronic Document Management System (EDMS) and develop other systems to avoid printing hence save the environment. Use of ICT resources will also be adopted to undertake stakeholder engagements.

d) Pandemics and Emerging Health Hazards

KCCA will provide protective gear and other hand washing facilities to staff and other stakeholders at workplace, minimize face-to-face interactions to ensure that staff and clients follow standard operational procedures set by the Ministry of Health.

Chapter Three: General Service Standards

3.1 General Service Standards

We shall always adhere to the set standards and continually improve our standards for service provision as indicated hereunder: -

a) Working Hours

- i) Our offices will be open five days a week: Monday to Friday 8:00 a.m. to 12:45 pm and 2:00 p.m. to 5:00 p.m. except on public and designated Public holidays
- ii) Our staff shall be available at all times during working hours and will commit working hours to official duties.
- iii) Our Emergency Call Centre will be available 24 hours every day of the week and our Emergency Response Team will be available to attend to medical emergency issues.
- iv) The rest of our staff will be on stand-by and on call to attend to critical and emergency issues when called upon.
- v) KCCA will endeavor to notify clients whenever we close business for any Legal reasons.

b) Client Care

- i) We shall always seek to satisfy the expectations of our clients by being transparent, fair, courteous and customer oriented.
- ii) We will acknowledge client requests within a period of three (3) days upon receipt.
- iii) We shall respond to the written requests within a period of 5 working days upon receipt.

c) Telephone Call responses

- i) All telephone calls will be received by the 3rd ring
- ii) In situations when any staff is not able for various reason (s), the call shall be diverted to the Call Centre for them to find an alternative office to address the issues raised by our service recipients.

d) Communication with KCCA

- i) All our official communication from KCCA will follow the standards specified in Section 8 of the Human Resource Management Manual.
- ii) We will use KCCA established platforms to share KCCA official communication.

e) Services

- i) All services offered by KCCA are accessible through the defined service points using the defined requirements and our

clients that meet such requirements are entitled to access the services.

- ii) Services are into two categories i.e. paid for services and free services.
- iii) Our clients are not expected to pay additional fees from what is defined or pay for what is defined as free services.
- iv) KCCA has zero tolerance to corruption and our staff shall not solicit for bribes and inducement for services offered by the Authority.

f) Image

- i) Our staff shall maintain professionalism, dress appropriately and appear descent at all times.
- ii) Our staff shall wear official identification tags at all times in office premises.
- iii) KCCA will maintain a clean and green City.

g) Cost of Services

- i) Services offered by KCCA, some are free while others are paid for and the rates indicated have been determined by the Council.
- ii) The cost of services is subject to change from time to time

h) Client Management

- i) Our clients shall be subjected to security checks to access the premises.
- ii) Idlers and hawkers/vendors shall not be allowed in the premises
- iii) Clients shall be expected to wait at designated waiting areas
- iv) Our staff shall attend to all clients without discrimination within 30 minutes.
- v) Our staff shall maintain professional distance with our clients and keep their discussion to business they are handling with clients.
- vi) Our staff shall be courteous and provide information to any client that appears before them.

Chapter Four: Our Clients

4.1 Our Clients

a) External Clients

Clients	Roles
The President	<ul style="list-style-type: none">• Appoints Senior Management on the advice of the relevant Commission• Supervises and directs on policy of Government
Ministry of Public Service	<ul style="list-style-type: none">• Approves KCCA Staff structure, JDs, Policies and wage clearance• Provides wage and pension allocation for KCCA• Approves rates for KCCA Staff
Service Commissions (PSC, ESC, HSC)	<ul style="list-style-type: none">• Recruit staff for the Authority• Address disciplinary matters of KCCA Staff
Development Partners	<ul style="list-style-type: none">• Support KCCA in development activities and in provision of services
Office of the Prime Minister	<ul style="list-style-type: none">• Enforce the declaration of a National Disaster• Provide guidance on Disaster Risk Management• Offer support on relief, disaster preparedness and management• Supervise government programmes under KCCA
The General Public	<ul style="list-style-type: none">• Work with KCCA in fulfilment of its mandate, meet obligations like payment of tax, reporting illegal activities and reporting any service breaches.

Clients	Roles
The Cabinet	<ul style="list-style-type: none"> • Approval of policies, decisions and initiation relevant laws to Parliament
Ministry of Kampala and Metropolitan Affairs	<ul style="list-style-type: none"> • Provides support to the Authority • Supervises the Authority
Ministry of Finance, Planning and Economic Development	<ul style="list-style-type: none"> • Supports the preparation, allocation and approval of KCCA budget • Supports payment systems • Supports approval of development projects
The Judiciary	<ul style="list-style-type: none"> • Handles KCCA litigation and prosecution matters
Suppliers of goods and services	<ul style="list-style-type: none"> • Provide goods and services in line with PPDA Act Cap.205
Parliament of Uganda	<ul style="list-style-type: none"> • Provides oversight to KCCA • Allocates and approves KCCA Budget • Enacts the necessary laws
The Auditor General's Office	<ul style="list-style-type: none"> • Audits and reviews the Risks of KCCA Operations • Audits KCCA Projects • Carries out special investigations as and when necessary
Inspector General of Government	<ul style="list-style-type: none"> • Enforces the declaration of assets by KCCA Staff and political leaders • Investigation of policy breaches
International Organizations	<ul style="list-style-type: none"> • Provides development support • Aligns KCCA programmes to set standards

Clients	Roles
Academia and Researchers	<ul style="list-style-type: none"> • Provide human resources • Conducts research to support policy development and service improvements
CSO and NGOs	<ul style="list-style-type: none"> • Support to community initiatives
Ministries, Departments and Agencies	<ul style="list-style-type: none"> • Support services under KCCA • Initiate policy direction to support services under KCCA relating to line ministries or agencies
Business Community/Traders.	<ul style="list-style-type: none"> • Meet their obligations for taxes and rates • Provide feedback for policy and service improvements • Support KCCA local initiatives

b)Internal Clients

Clients	Roles
Staff	<ul style="list-style-type: none">• Perform their job functions• Serve clients within the set service standards
Council	<ul style="list-style-type: none">• Determine taxation levels within the Capital City;• Enact subsidiary legislation for the proper management of the Capital City;• Review and approve budget proposals made by the executive director;• Monitor the delivery of services within the Capital City;• Mobilize the residents of the Capital City to undertake income generating activities and self-help community projects;• Assist the City Divisions in mobilizing the residents to pay local taxes.
Central Executive Committee	<ul style="list-style-type: none">• Supervises implementation of Council programmes and decisions;• Monitors sector performance and reports to Council;• Presents the annual budget of the Authority to the Council; and• Assist the Lord Mayor in the performance of his or her functions under the Act.
City Public Accounts Committee (CPAC)	<ul style="list-style-type: none">• Examine the reports of the Auditor General, Internal Audit and any reports of commissions of inquiry.• Review and conduct inquiries into the reports of Auditor General, Internal Audit and any reports of commissions of inquiry to seek explanations on matters arising from the reports.• Submit reports arising from the review of audit reports to the Authority and to the Minister.

4.1 Client Expectations

Our clients should expect high quality services as specified in our commitment as follows:

- i) Good customer care and courtesy
- ii) Zero tolerance to corruption
- iii) Adherence to values and standards stated in the Client Charter
- iv) Endeavor to handle client requests within the set standards
- v) Timely delivery of services
- vi) Both free and paid services as specified in the charter

4.2 Clients Obligations

The Obligations of our clients includes: -

- i) Compliance to established rules, regulations of KCCA and Government of Uganda
- ii) Report corruption tendencies and not to offer favours, inducements and gifts to the KCCA staff.
- iii) Take note of services provided by KCCA for free and those that are paid for your clarity
- iv) Treat our staff with courtesy and respect
- v) Provide feedback on services rendered by KCCA
- vi) Attend schedules of appointment
- vii) Provide accurate and timely information requested by KCCA staff

4.3 Clients Rights

Our Clients will have the following rights:

- i) Access to public information (where applicable) in accordance with the Access to information Act Cap.95 and other relevant laws and regulations.
- ii) Be treated with respect and courtesy

- iii) Appeal when aggrieved by the decisions taken by KCCA in accordance with established procedures, rules and laws.
- iv) Demand and access quality services.
- v) Be served in a clean, safe and healthy environment.
- vi) Fair access to KCCA services.
- vii) Prompt and efficient response to requests and complaints received by KCCA.
- viii) Fair hearing in accordance with rules and principles of natural justice

4.4 Accountability to our Clients

KCCA shall provide accountability through:

- i) Responses to Auditor General's Reports and appear before Parliamentary oversight Committees to provide defense to audit responses.
- ii) Statutory reports in line with Public Financial Management Act Cap171
- iii) Submission of service delivery standards to National Planning Authority
- iv) Preparation of annual report on the performance of service delivery standards to the Ministry of Public Service
- v) Establishing a Reward and Sanction Committee to handle reward and sanction of staff in line with the Ministry of Public Service Reward and Sanction Framework.
- vi) Submitting consolidated performance report for KCCA staff to the Ministry of Public Service
- vii) Seeking approval from the Ministry of Public Service for change of structure of KCCA
- viii) Seeking clearance for recruitment of staff from the Ministry of Public Service before any recruitment is initiated
- ix) Policy framework to the relevant Ministries and Parliament
- x) Participation in Public events organized by Government and Private Sector
- xi) Holding at least one annual Suppliers conference to get feedback and provide information to KCCA service providers
- xii) Periodic communication and reports
- xiii) Regular updates on KCCA website and all official information and communication channels
- xiv) Publication of successful bidders on notice boards for every procurement by KCCA arising from Contracts Committee decisions.

Chapter Five: Feedback and Complaints Management Mechanisms

5.1 Feedback Channels

We commit to taking our clients' feedback, both negative and positive, seriously and to address them as quickly as possible.

In order to improve Service Delivery, we welcome feedback from our clients and the following channels shall be used: -

- i) Stakeholder/Barazas meetings
- ii) During supervision and monitoring visits
- iii) Commendation and suggestion boxes placed in all our service centres
- iv) Telephone, email messages or KCCA website or social media platforms
- v) Written messages to the Lord Mayor
- vi) Written messages to the Executive Director
- vii) Written messages to the Urban Division Mayors
- viii) Written messages to the Urban Division Town Clerks
- ix) Written messages to the different KCCA respective Directors

5.2 Grievance Handling Channels

In case a client is aggrieved about any service by the Authority, the following procedure shall apply:

- i) Write to us using the addresses given above in this chapter.
- ii) Or call us on telephone numbers provided.
- iii) Speak to the Supervisor of the Person you are aggrieved with.
- iv) Reach out to the Executive Director
- v) Reach out to the Directors
- vi) Reach out to the Clients Charter Focal Point Officer on the address given in the Charter.

5.3 Complaint Handling

Where a client is not satisfied with the decision of KCCA, an appeal shall be communicated to the Executive Director using the contact addresses provided in the charter in line with established laws, policies, regulations, procedures and rules. Clients may physically approach our compliant service desks at Client Centre, KCCA main reception, Divisions Client Desks to raise their complaint and it will be channel to the appropriate office to handle them.

5.4 Contact

For more information or clarifications, please contact the address below:

Kampala Capital City Authority, City Hall

Location Plot 1-3, Apollo Kaggwa Road (Next to Parliament Building)

P. O Box 7010 Kampala

Website: www.kcca.go.ug

Instagram: [instagram.com/kccaug](https://www.instagram.com/kccaug)

Twitter: www.x.com/kccaug

SMS: 7010

WhatsApp: <https://whatsapp.com/channel/0029Vb2EG1eADTOBGxnnFI0g>

YouTube: www.youtube.com/kccaug

Toll free line: 0800 199 000

ecitie Service Contact: 0417 900 100

Service Points	Contacts	Physical Addresses
Headquarters	Head Office Toll free line: 0800 199 000 General Line: 0417 900 100 Email: info@kcca.go.ug	Plot 1-3 Apollo Kaggwa Road P.O. Box 7010
ED's Office	0417900102	
DED's Office	0417900105	
ED's Reception	0417900108	
Lord Mayor's Office	0417900136	
Deputy Lord Mayor's Office	0417900137	
Authority Speaker's Office	0417900142	
Department Communication and PR	0417900109	
Department of Planning and Project Development	0417900118	
ICT Help Desk	0417900128	
Directorate of Revenue Administration	0417900177	
Directorate of Finance	0417900201	
Directorate of Legal Affairs	0417900212	

Service Points	Contacts	Physical Addresses
Directorate of Physical Planning	0417900221	
Directorate of Human Resource and Organization Development	0417900229	
Pension Registry	0417900230	
Central Registry	0417900232	
KCCA Reception	0417900240	
Directorate of Engineering and Technical Services	0417900242	
Directorate of Gender and Community Services	0417900255	
Directorate of Production and Commercial Services	0417900291	
Directorate of Public Health	0417900266	
Directorate of Education and Sports	0417900283	
Department of Procurement and Disposal	0417900114	
Department Legislative and Political Affairs	0417900292	
Client Care	0417900116	
Department of Risk Management	0417900293	
Directorate of Internal Audit	0417900294	
KCCA Library	0417900290	

Service Points	Contacts	Physical Addresses
Kawempe Division Mayor's Office	0417900148	Plot 317 Portal Avenue
Kawempe Division Town Clerk's Office	0417900163	
Lubaga Mayor's Office	0417900151	Albert Cook Road, Kampala
Lubaga Division Town Clerk's Office	0417900165	
Central Division Mayor's Office	0417900154	William Street
Central Division Town Clerk's Office	0417900162	
Nakawa Division Mayor's Office	0417900159	Estate Road, Kampala
Nakawa Division Town Clerk's Office	0417900166	
Makindye Division Mayor's Office	0417900146	Mubutu Road, Makin- dye
Makindye Town Clerk's Office	0417900168	
Mabua Stores	0417900210	Mabua Road, Kololo

Chapter Six: Dissemination of the Charter

6.0 Dissemination

The charter shall be disseminated through the following means;

- a) Publication and distribution of Printed charter to stakeholders.
- b) Uganda Media Centre (UMC).
- c) KCCA website and official communication and information channels.
- d) Radio and Television Programmes.
- e) Dissemination workshops, seminars and meetings with stakeholders
- f) Client meetings and events.
- g) Internal Communications to staff.
- h) Client Service Centres.
- i) Print and electronic media.
- j) Barazas
- k) Brochures, Posters and flyers.
- l) Posters.
- m) Regular reviews and updates.
- n) Integration of client charter in staff capacity building programmes.

6.1 Client Charter Focal Person

George Okello Opio is the Client Charter Focal Officer designated by the Executive Director.

6.2 Monitoring Compliance to the Provisions of this Client Charter

Compliance to the provision of this Charter shall be monitored through the following mechanisms;

- i) Regular feedback from the clients
- ii) Periodic client satisfaction studies and surveys
- iii) Quarterly, Half-year and Annual meetings by Senior Management and stakeholders
- iv) Mid-term review of the charter

“For God and My Country”

