



## FOREWORD

**The Uganda Vision 2040** that aims to transform the Uganda society from a peasant to a modern and prosperous country is conceptualized around strengthening the fundamentals of the economy to harness the abundant opportunities around the country, including Socio – Economic transformation from a low income country to medium income earner

In conformity with the aspirations of Vision 2040, Jinja City is happy to present its reviewed Clients Charter for Financial Years 2024/2025 to 2027/2028.

This Client Charter is a social contract between the Jinja City, as a service provider and its clients/service users. It specifies standards for service delivery, which Jinja City believes its clients/service users have a right to expect, and sets out feedback and complaint handling mechanisms.

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

This charter comes at a unique time when we are aware of the numerous challenges being faced by the City residents and this creates a platform to address them. We are committed to ensuring that we offer quality services to our clients, and this is only possible if we maintain a good working relationship with our clients/service users and staff.

I therefore recommend this charter to all users /clients of the city and hope that they will use the mechanisms suggested to enter into constructive dialogue with Jinja City. This will help us to achieve our aim of continuous review and improvement in the quality of the services, which the city provides to the public.

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**KASOLO PETER OCKOCHA**  
**His Worship the Mayor Jinja City**

# PREAMBLE



The city is mandated to ensure that the residents of Jinja city live in a sustainable and prosperous city with excellence in tourism, commerce and industry.

In line with our mandate, I have the pleasure of presenting to you the Jinja City Clients' Charter. In the charter our commitments to our clients is to consolidate on these commitments, geared at ensuring quality service delivery in all the sectors of Health, Education, Roads, LED, Tourism and socio-economic transformation of the residents of Jinja City for Financial Years 2024/2025 to 2027/2028

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

We shall endeavor to render services to our clients in a transparent and accountable manner. We shall remain credible in our operations and exercise good stewardship and ensure value for money for the utilization of the financial resources availed to the City.

We commit ourselves to continuous improvement in the quality of service delivery in all sectors and strive to meet the expectations of our clients, who are the very reason of our existence as the City of Jinja.

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

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**Lwanga Edward**  
**City Town Clerk Jinja City**





# JINJACITY

## 1.0 INTRODUCTION

Jinja City is situated on the eastern bank of river Nile, at a point where the river flows out of Lake Victoria to start its 4,000 mile journey to the Mediterranean Sea, through Northern Uganda, Sudan and Egypt.

Lying just north of the Equator but at an altitude of 3,750 feet above sea level, it enjoys a very pleasant climate with temperatures ranging from 20 – 30 C.

The City covers an area of 215 square Kilometers with 32 as water. The charter sets out our commitments for the services we offer, and standards that clients should expect from us. We are committed to providing the best possible services in all sectors to the people of Jinja City. We intend to work with all stakeholders in a manner that promotes transparency and accountability and pledge to be an organization that listens and involves stakeholders in its decision making.

## 1.1. PURPOSE OF THE CITY CHARTER

The main purpose of this charter is to create awareness to the public of the availability, timelessness and quality of the services offered by Jinja City. This is done by assisting clients/service users to understand what the city commits to do and how we can be contacted.

Clients/Service Users are helped to understand what their roles are in ensuring high standards of service delivery, and how they can contribute to finding solutions where service delivery is not to their expectations. The charter will assist clients/service users in understanding their rights, and also provide a mechanism for feedback on accessibility and the standards of services offered.

## 1.2. MANDATE

Our mandate involves formulation of bye-Laws, City planning, regulation, coordination, inspection, monitoring and back-up technical support relating.

## 1.3 MOTTO

Kiyira Bwe Bugaga

## 1.4 OUR VISION

"Sustainable and prosperous city with excellence in Tourism, Commerce and Industry" \

## 1.6 OUR MISSION STATEMENT

"To promote quality life of all residents through tourism promotion, commercial rejuvenation and revitalized industrial economy with equitable access and enhanced service delivery in an attractive and sustainable environment".

## 2.0 OUR CORE VALUES AND PRINCIPLES

We shall be guided by the following principles and valves in the services to our clients.

### a) **Participation:**

We shall ensure the involvement of all the stakeholder's rights from planning, implementation, monitoring, and evaluation of the projects and services.

### b) **Confidentiality:**

We shall maintain confidentiality relating to our clients in accordance with the law.

### c) **Impartiality:**

We shall always give fair and unbiased treatment to all our clients irrespective of gender, race, religion and ability.

### d) **Efficiency and Effectiveness:**

We shall optimally use resources including time in the attainment of our council objectives and achieve the intended results in terms of quality and quantity in accordance with the set targets and performance standards.

### e) **Professionalism:**

We shall adhere to the public service code of conduct, degree of competence, best practices and ethical standards.

### f) **Costumer care:**

We shall serve all our clients equally without discrimination to meet their satisfaction.



**g)Transparency and Accountability:**

We shall be as open as possible about all our decisions and actions taken and will be fully responsible of all our actions.

**h)Affirmative action:**

We shall accord special care to the marginalized members of the society like the women, youth, vulnerable children, disabled persons.

**i)Innovations:**

We shall endeavor to be more creative during service delivery.

**j)Discipline:**

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

**k)Diligence to duty:**

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

**l)Selflessness:**

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

**m)Anti-corruption:**

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



**We shall;**

- Manage, coordinate, monitor and evaluate the implementation of national policies, programmes, Council lawful decisions and projects in the City.
  - Advise Council on technical, administrative and legal matters pertaining to the management of the City.
  - Develop and Coordinate plans and budgets for Council activities.
  - Manage the acquisition, utilization, maintenance and accountability for the human, financial and physical resources of the City.
  - Supervise and evaluate performance of staff in the City.
  - Enhance the collaboration linkages with other Local Councils and organization both within and outside city on matters pertaining to development.
  - Assess taxes and awarding licenses and for operating business in the City.
  - Mobilize urban community for development purposes.
  - Manage, maintain and update the city web site.
  - Promote and maintain a good working relationship with the clients.
  - Maintain a good working relationship with the media.
  - Support proper physical planning for the City and approval of building plans.
  - Develop and maintaining infrastructure in the City including roads and buildings.
  - Collect, analyzing and process data into useful information.
  - Identify, collect and store information and publications for easy access by decision makers.
  - Initiate, formulate and develop policies related to resource centre issues.
  - Manage and maintain data Bank in the resource centre.
  - Utilize the current Information communication technology in record keeping.
- Providing technical support relating to Resource Centre issues to the City

- Supervise the collection of revenue.
- Prepare books of accounts and accounting records.
- Manage, control and account for the financial resources of the City.
- Prepare and coordinate budgets and work plans for the City through reconciling bank statements to iron out discrepancies with cash books.
- Prepare financial statements and reports.
- Answer audit queries and mandatory inquiries whenever necessary.
- Provide technical support to Council on financial matters.
- Plan, supervise and assess the performance of staff in the Department of Finance.
- Review and identify alternative sources of revenue generation.
- Coordinate the procurement and payment for goods and services provided to the City administration.

- Enforce adherence to financial policy, regulations and professional practices in all financial transactions.
- Formulate, develop and coordinate the City development strategies, plans and budgets.
- Prepare and disseminate performance standards and indicators for the city to users.
- Provide Technical support to Departments in preparation and production of City Development Plans.
- Determine City investment priorities.
- Coordinate, monitor and evaluate performance of City Development Plans programmes and projects.
- Maintain City Management Information System.
- Develop and maintain an up-to-dated bank.
- Appraise National and City policy.
- Produce minutes of Technical Planning Committee

### 3.3

## WORKS AND TECHNICAL SERVICES

### We shall;

- Control developments in the City so that it is in line with the City Physical Development Plan.
- Supervise development projects in order to ensure that they meet the required building standards, and correspond with the approved drawings.
- Scrutinize building plans to ensure that they satisfy the Building Rules and to determine the plans submission fees as per the approved rates in the Council Budget.
- Prepare and issue temporary and permanent Occupation Permits.
- Store Council's copies of all approved Building Plans.
- Design, construct and maintain high-quality road infrastructure within the Municipality.
- Ensure and maintain well-lit streets throughout the City.
- Control and regulate public and private developments within the City
- Provide professional engineering advice in all aspects concerning engineering service to the City Council.



## 3.4

## PRODUCTION AND MARKETING

### We shall,

- Coordinate the collection and production of farmers registration and dissemination
- Promote crop disease control and pests surveillance
- Coordinate preparation of beneficiaries for Government inputs and monitoring of government programs.
- Promote livestock Health and Marketing.
- Promote animal and Fisheries regulations through issuing of movement permits.
- Coordinate advisory services on proper husbandry practices.
- Co-ordinate vermin control services
- Promote tsetse vector control and commercial insect farm.
- Promote construction of slaughter slabs
- Control livestock diseases and parasite surveillance
- Promote quality assurance of products.
- Hold farmers training and demonstrations on current technologies
- Enforce quarantines in case of a disease outbreak.

## 3.5

## COMMUNITY BASED SERVICE

### We shall,

- Provide youth with vocational skills
- Support and network with NGO,s that deal with the marginalized groups
- Empower women through training and sensitization and UWEP
- Empower the youth through YLP
- Monitor the operations of the NGOs in the City.
- Provide advice gender related issues such as, provision of different stances for girls and boys and providing ramp and stance with support facilities for the disabled.
- Mentor on gender mainstreaming to the community
- Monitor and Evaluate the process and impact of gender
- Create gender awareness through workshops and seminars
- Hold adult literacy review workshops and meetings
- Recruit adult learners and conduct adult literacy classes
- Advocacy through different national and international events like women day's day, the day of the African Child, PWDs day. etc.



**We shall,**

- Promote trade development and services
- Promote enterprise development and services
- Coordinate market linkage services
- Promote cooperatives Mobilization and outreach services
- Promote tourism services
- Promote industrial services
- Promote for construction and Rehabilitation of Markets
- Promote for construction and Rehabilitation of Bus stands lorry parks and other Economic infrastructures.
- Carry out monitoring of government programs. Promote quality assurance of products



**We shall,**

- ❑ Implement Education laws, policies and regulations.
- ❑ Implement approved education and sports development plans, strategies, and council.
- ❑ Provide technical and professional advice.
- ❑ Organize and Facilitate teachers' training programmes.
- ❑ Coordinate school inspection and sports programmes.
- ❑ Maintain an updated teachers' personnel data bank.
- ❑ Prepare work plans and budgets.
- ❑ Manage inspection programmes.
- ❑ Carry out inspection and preparing inspection reports.
- ❑ Evaluate Inspection reports.
- ❑ Monitor educational activities.
- ❑ Provide technical support and guidance.
- ❑ Prepare work plans and budgets.
- ❑ Draw up sports and games programmes/timetable.
- ❑ Supervise sports and games.
- ❑ Identify and promote sports talent.
- ❑ Organize sports courses.
- ❑ Mobilize and sensitize the community on sports and games policies.
- ❑ Purchase of sports equipment.

Preserve and rehabilitate existing sports facilities in the City





### We shall,

- ☐ Audit income and expenditure of all funds received by the council.
- ☐ Detect fraud
- ☐ Produce quarterly audit report.
- ☐ Manage and coordinate City Audit Function.
- ☐ Carry out Special Audit assignments.
- ☐ Facilitate and evaluate Risk management process.
- ☐ Produce and submit Internal Audit reports to relevant authorities.
- ☐ Evaluate and review Financial Internal Controls.
- ☐ Execute Financial Auditing.
- ☐ Carry out Audit inspection and Performance Audit.
- ☐ Carry out Implementation of Audit recommendations.
- ☐ Control receipt custody and utilization of financial resources Facilitate financial and operational procedures to ensure value for money.



**We shall,**

- ▶ Plan and budget for health service delivery and infrastructure in the City.
- ▶ Mobilize resources for health service delivery and infrastructure in the City.
- ▶ Monitor and evaluating the delivery of health services in the City
- ▶ Procure medical supplies and equipment.
- ▶ Provide technical guidance and support supervision to Health Centers.
- ▶ Manage and account for financial, medical supplies and other resources allocated to the City.
- ▶ Coordinate the maintenance of Health equipment and facilities.
- ▶ Interpret National Health Policy and integrating it into City Health Plans.
- ▶ Managing the implementation of the Uganda National Minimum Health Care Package (UNMHCP).
- ▶ Tender advice on health related issues to the City Council and other stakeholders.
- ▶ Carry out monitoring and evaluation of health programs in the City.
- ▶ Coordinate sensitization programs about PHC in the Communities.
- ▶ Carry out Human Resource management functions like identifying manpower needs, training, mentoring, coaching, promotions, leave, deployment and periodic assessment of health staff managing health research.
- ▶ Support maintenance of the Health Management Information System in the City
- ▶ Liaise with Ministry of Health and other stakeholders in enforcing adherence to National Health Service Delivery Standards.
- ▶ Enforce the Professional and Service Codes of Conduct and Ethics.
- ▶ Prepare and submit Periodic Reports.
- ▶ Ensure high quality Health services in terms of technical and personnel aspects
- ▶ Empower the people to take control of their own health and well being
- ▶ Ensure proper Waste Management.
- ▶ Integrate health promotion, disease prevention, curative and rehabilitative services in a comprehensive urban health care package.
- ▶ Build management capacity for health development at all levels.



**We shall,**

- ▶ Enforce the implementation of National Policies, Rules, Regulations and Council byelaws on sustainable exploitation of natural resources.
- ▶ Manage the provision of extension services on natural resources;
- ▶ Appraise work plans and technical proposals in regard to environment impact assessment.
- ▶ Prepare and submit work plans and budgets for the Natural Resources subsector.
- ▶ Tender technical advice to the City Council and other stakeholders.
- ▶ Ensure availability and enforcement of byelaws relating to animals, felling trees, wetlands, lakeshores, riverbanks, pollution and other environmental issues.
- ▶ Control pollution.
- ▶ Ensure proper use of the compost plant.
- ▶ Sensitize the public on environmental policies, laws and programmes on conservation of the environment.
- ▶ Support community based initiatives on the renewal and sustainability of the natural environment.
- ▶ Train and sensitize local communities and city officials on matters pertaining to the proper management of the environment;
- ▶ Monitor and supervise environmental management programmes within the City.
- ▶ Disseminate information on the environmental degradation and renewal to the community.
- ▶ Enforce the implementation of the National and City environmental action plans;
- ▶ Prepare and submitting reports on the state of the environment in the City.
- ▶ Prepare and submitting work plans and budgeting for environment management programmes.
- ▶ Provide technical support to local environment committees on the implementation of environmental policies and programmes.

Our clients shall include: residents within the City, the business community, ministries, departments, NGOS, CBOS, Agencies, Civil Society Employees of Council and the political leadership.

**Our clients shall have a right to**

- a) Being handled with impartiality
- b) Access to services provided by Jinja City
- c) Access to public information in accordance with the law.
- d) Privacy and confidentiality
- e) Lodge complaints to responsible authority
- f) Access to quality health care and treatment.
- g) Access to a clean and healthier environment.
- h) Demand for accountability as per the charter.

**Jinja City expects its clients to fulfill the following obligations;**

- a) Participation in project identification and implementation
- b) Pay council dues and taxes where prescribed.
- c) Treat staff with respect and courtesy.
- d) Respect the rule of law.
- e) Submit complaints and supporting documents for any matter to be handled.
- f) Monitor the implementation of the clients' charter.
- g) Promote sustainability of projects by reporting misuse and/or poor quality work to authorities.
- h) Provide timely, correct, accurate, and complete information upon request.
- i) Attend meetings when called upon.
- j) Report corrupt staff and also desist from offering gifts for favors.
- k) Demands for accountability so as to ensure that resources received are effectively and efficiently used as per approved budget and work plans.



**In executing our work as council the clients expect the following:**

- a) Their complaints and grievances be handled timely
- b) Equal opportunities in all aspects of service delivery be accorded to all stakeholders irrespective of their status in the City.
- c) Improved avenues and channels of raising complaints
- d) High level of openness and transparency in all activities of Council.
- e) Improved performances at National level examinations in the schools
- f) More sensitization concerning revenue activities through radio talk shows, barazas.
- g) Massive mobilization and community awareness of the various activities in Council.
- h) Approved plans for constructions are in line with the structural plan.
- i) Safe guarded all the resources in the City like roads streetlights, green areas and open spaces.

We shall endeavor to serve the expectations of our clients within the powers and resources available. We commit ourselves to taking constructive criticism, suggestions, and complaints to enable us exercise our functions for performance improvement.

**Feedback will be provided in the various ways mentioned below.**

- a) We shall provide feedback through telephone calls, letters and circulars or physical appearance at office, in meetings such as Village meetings, budget conferences and workshops and the digital platforms.
- b) We shall also provide feedback through the use of our website at [www.jinjacitycouncil.go.ug](http://www.jinjacitycouncil.go.ug) and social Media
- c) Clients can make inquires at all City offices both head quarter and divisions offices and shall be entitled to expeditious and timely responses.
- d) Feedback will be provided through the quarterly City Urban Forum.(CDF)
- e) Information will be placed at all notice boards at head quarter and division offices as well as all public places like mosques, Churches, Schools, Hospitals, Markets and also using the various digital platforms.

**Clients' complaints and grievances shall be handled and managed through an established complaints and grievances handling committee**

- a) Sensitize and encourage the community to use the established complaints and grievance system put in place.
- b) Ensure efficient and effective, rigorous and consistent management approach to Clients complaints
- c) Respond to client's complaint received in standardized form within a timely manner.
- d) Maintain and publicize complaints handling procedures to clients.
- e) Acknowledge and promptly deal with clients complaints in accordance with the procedures.
- f) Track status of the investigations and measures taken and disclose information on quarterly basis.
- g) Promptly inform the complaint of the final resolution and options for redress as appropriate.
- h) Provide independent review process for investigating serious complaints and together with redress options.
- i) Refer any complaint to the appropriate agency or department or committee.
- j) Keep the complainants informed of the decision in a timely manner regarding the status of his/her complaint

**In case a client is dissatisfied with any of the responses to his/ her complaints he or she is entitled to appeal through the following ways.**

- a) In case the complaints and grievance handling committee fails to meet the satisfaction of the complainant, the client will then proceed to the Town Clerk or Mayor depending on the nature of the complaint for a redress within 10 working days.
- b) Petition Council through the Speaker, which shall provide feedback within 2 months.

- a) We shall publish all services rendered and activities undertaken in a given FY to all villages' parishes, public places, division office and municipal notice boards.
- b) Update clients on Council activities through Council website, public media and notice boards.
- c) Offer ourselves for constructive criticism through regular meetings like Council, budget conferences and client round tables, accounting for activities, time and resources at least twice a year.
- d) Undertake the reviewing of performance reports and commitments with regard to feed back obtained.

**We undertake to review performance of the charter through the production of reports for TPC meetings, Council and also discuss with the stakeholders at least once at the end of every FY.**

We commit ourselves to:-

- a) Monitor and evaluate the implementation of the client charter.
- b) Publish performance against the Charter's commitments in all wards.
- c) Report on performance to clients during the annual review meeting.
- d) Publish summary complaint data and our general purpose in our annual reports.
- e) Quarterly exhibition of departmental activities, achievements and challenges.





