



ENTEBBE MUNICIPAL COUNCIL
CLIENTS CHARTER
2021/22 – 2025/26

Foreword by His Worship The Mayor

I am pleased to introduce the Entebbe Municipal council client charter which expresses the commitments the Municipality has made to provide quality and timely services to clients. This Charter has been developed to enable us implement the decentralization policy. It provides information on our service, responsibilities and standard of service clients expect from us.

This charter is in conformity with the Public Service Strategic Framework aimed at increasing public accountability and performance in the delivery of our mandate in the decentralized services within the decentralized framework. The Municipality will ensure that policies, regulations and guidelines are disseminated to all our clients.

In the charter, we the elected leaders and staff of Entebbe Municipal council commit ourselves to our own set benchmarks, minimum service delivery standards and Norms. We are committed to offer quality services to our clients and stakeholders. In turn we expect our clients to continuously provide feedback on the standards of service we offer and avail us opportunity for self-check which will be the basis for timely intervention where minimum standards and norms are not met in order to improve our performance.

Fabrice Brad Rulinda

MAYOR

Preamble by the Town clerk

I am delighted to present to you the Entebbe Municipal Council client charter which is geared towards enhancing accountability and good governance.

This client charter is a social contract between Entebbe Municipal Council and its clients. It specifies the benchmarks for minimum standards and norms for delivery of service in Entebbe Municipality and sets out feedback and complaint handling mechanism.

Entebbe Municipal Council recognizes the potential benefits of using this charter as a tool to drive to change towards a more customer focused approach throughout the municipality public service. The charter will go a long way in increasing the municipality's efficient, effective and economic use of scarce resources.

This charter has been developed through consultations with staff, Clients and political leaders.

I am indebted to all key stakeholders that took part in the preparation of this charter. I would like to appeal to all clients and stakeholders to use this charter as a tool to improve service delivery.

We at Entebbe Municipal shall endeavor to be professional, accountable and responsive to our clients' needs and expectations.

Charles Magumba

TOWN CLERK

SECTION TWO

2.0 INTRODUCTION

Entebbe Municipal Council renders service to Residents and other stake holders following the Results Oriented Management (ROM).

In furtherance of Result Oriented Management, this client's charter presents the council's commitments and standards of service delivery.

The Clients Charter is a set of undertakings by the Council outlining service standards, clients' rights, feedback and accountability as well as performance improvement measures that shall guide service delivery.

By making undertakings the council is making a contract with the service users on which the council's performance can be measured.

2.1 VISION

Being A Model Self-Sustaining Municipality with A Prosperous People By 2040.

2.2 MISSION

To Ensure Sustainable Service Delivery To The Satisfaction of the People of Entebbe .

2.3 GOAL

To Support and Promote Active Community Participation In The Development of Infrastructure and Service Delivery Across All Sectors .

2.4 PRINCIPLES AND CORE VALUES

We Entebbe Municipal Council leadership and staff commit ourselves to provide services at the agreed levels and quality of service standards based on the values and principles below;

a) **Objectivity**

All our decisions will be professional, based on merit, and other codes of good practice.

b) **Integrity**

We shall not place ourselves under any financial or other obligations to individuals or organizations that might seek to compromise our professional behavior in performance of our duties.

c) **Selflessness**

We shall act solely in terms of public interest without consideration for any personal financial or material benefits and gains.

d) **Openness**

We shall be as open as possible about all our decisions and actions and restrict information only when the wider public interest clearly demands so.

e) **Honesty**

We shall conduct all our duties and provide services with truthfulness and sincerity.

f) **Client Focus**

The interests of our clients will always be our first priority. In this regard, we shall endeavor to meet our customers' needs and expectations within the set standards.

g) **Participation**

We shall involve our clients in designing our services and in monitoring/evaluating their delivery.

h) **Partnership**

We shall engage our partners (for example other MDAs, LGs, Civil Society and the Private Sector), in designing, implementing, monitoring and evaluating our programs.

i) **Transparency and Accountability**

We shall be transparent and accountable for our decisions and actions to the public and submit ourselves to appropriate scrutiny.

j) **Continuous Improvement / Innovation**

Working in collaboration with our clients and partners, we shall seek to continuously improve the quality of services that we provide, for the ultimate benefit of our clients.

k) **Responsiveness**

We shall attend to all our clients' issues, suggestions, ideas, requests and criticisms in a timely manner.

l) **Decency**

We shall present ourselves in a respectable manner that generally conforms to morally acceptable standards and values of society.

m) **Diligence**

We shall be careful in carrying out our official duties.

n) **Discipline**

We shall behave in a manner as to conform with the rules, regulations and the code of conduct and ethics for the public service generally and codes of professional conduct for the specific professionals.

o) **Loyalty**

We shall be committed to the policies and programs of the Government at the National and Local levels.

P) **Effectiveness and Efficiency**

We commit that our services shall be delivered in an efficient and effective manner.

We commit ourselves to always abide by the above values and principles **“For God and Our Country.”**

SECTION THREE

PRINCIPAL SERVICES, KEY RESULT AREAS/OUTPUTS AND TARGETS

3.1 Management Support (Town Clerk's Office, Human Resources, Procurement and Records Management)

Main objective – To manage, coordinate and provide strategic leadership on the development, interpretation and implementation of National Policies, programs and Council bye – laws for the Municipality.

We shall;

- Co-ordinate, implement, supervise, monitor and evaluate Government programs for effective service delivery in the Municipality.
- Ensure effective budgeting and planning through trailing the budgetary cycle, collecting local revenue at 75% level and timely accountability of all resources.
- Network with Central Government and other development partners timely in pursuance of effective service delivery.
- Create public awareness on developmental issues in the Municipality.
- Initiate recruitment, retain and manage exit of staff in the Municipality.
- Popularize good governance best practices through emphasizing of the lead pillars of participation, transparency and accountability in all council programs and projects.
- Strengthen the human resource capacity for effective and efficient delivery of service in the Municipality through continuous capacity building and enhancement of staff and other stakeholders.
- Popularize the client's charter as a tool of public participation, transparency and accountability in service delivery.

- Process and update payroll, and ensure timely payment of salaries and emoluments to staff, pension and gratuity to retirees.
- Ensure proper staff welfare and motivation for effective service delivery.
- Undertake 100% of staff appraisals by 31st July for traditional staff and 31st January for teachers.
- Establish and maintain an efficient and effective records management system.
- Provide feedback to clients' communication within 7 working days from time of receipt.
- Undertake professional, timely and effective enforcement services to foster orderly development in the Municipality.
- Contribute to establishing a positive corporate image of Entebbe Municipal Council through adoption of corporate best practices.
- Provide and maintain office equipment, assets, facilities and premises in a transparent and accountable manner.

3.1.1 Procurement and Disposal Unit

Main Objective – To coordinate, monitor and provide technical support in the implementation of Procurement and Disposal of assets function for the Municipality to ensure value for money .

We shall;

- Offer competitive procurement services in line with procurement procedures set by the government such as the PPDA Act, Local Government Procurement regulations 2006, Local Content Act, for efficient and effective service delivery.
- Ensure the application of fair, competitive, transparent, non-discriminatory and value for money procurement and disposal standards and practices.
- Liaise with the user departments to timely pay suppliers for the goods, services and works done within 7 working days after the delivery of a service.

- Monitor compliance of user departments to the PPDA provisions.
- Ensure a functional, streamlined procurement and disposal practices for Lower Local Governments for improved service delivery.
- Ensure that there is general public access to the PPDA information to foster effective participation.

3.2 Finance and Planning Department.

Main Objective – To improve revenue performance and expenditure, management and accountability of the financial resources of the Municipality.

We shall;

- Build and enhance a system that will ensure fair, objective, transparent, timely and fair assessment of the Municipality's tax paying Clients.
- Timely pay service providers upon delivering of services and supplies.
- Timely produce mandatory financial reports and other reports that will promote an accountable Municipal Council.
- Timely issue receipts and all necessary documents to the Municipality clients upon payment.
- Produce a database of outstanding tax payers and service providers for recognition by Council annually.
- Timely and adequately respond to concerns/queries/objections raised by the Clients, Ministries, Departments and Agencies.
- Use the most professional means while enforcing tax compliance.
- Conduct tax education awareness programs to promote voluntary compliance.
- Provide timely advice to staff and other stakeholders on matters of financial management for effective service delivery.

- Conduct financial management awareness to staff and other stakeholders.
- Continuously improve our performance through training benchmarking, adoption of the best practices that can enable us serve the Municipality better.

3.2.1 Planning Unit

Main Objective – To coordinate and foster an integrated economic planning and implementation of development plans and programs in the Municipality.

We Shall;

- Annually compile the Municipal Council's plans and budgets through the participatory process that focuses on citizens' engagement at various various levels.
- Undertake routine monitoring of compliance to Municipal approved development plans and budgets for effective service delivery.
- Prepare and submit the Budget Frame Work Paper to Ministry of Finance, Planning and Economic Development and other Ministries, Departments Agencies by the 30th day of November of every financial year.
- Prepare and submit to Ministry of Finance, Planning and Economic Development the 1st, 2nd, 3rd, and 4th quarterly performance reports by end of October, January, April and July respectively.
- Provide technical support to departments and LLGs in preparation and production of their respective reports and plans annually and quarterly.
- Produce monthly minutes of Technical Planning Committee.
- Co-ordinate, monitor and evaluate the Municipality's Development Plans, programs and projects.
- Disseminate approved plans and budgets to the general public to promote transparency and accountability.

- Ensure readily and timely access to synthesized statistical data to the clients' and other stakeholders that guides development planning and management in the Municipality.

3.3 Internal Audit Department

Main Objective – To provide independent, objective assurance and consulting services designed to add value and improve the council's operations.

We shall;

- Report significant issues related to processes for controlling the activities of the council and its administrative units.
- Provide information periodically on the status and results of the annual audit plan and sufficiency of department resources.
- Coordinate with and provide independent oversight of other control and monitoring functions within the municipal council such as risk management, compliance, security, legal, ethics and environmental as well as external audit.
- Develop a reasonable budget sufficient to accomplish the approved audit plan.
- Maintain a professional audit staff with sufficient knowledge, skills, experience and professional certifications.
- Establish a quality assurance program that assures the operations of internal auditing activities.
- Perform consulting services beyond internal auditing's assurance services, to assisting management in meeting its objectives.
- Issue quarterly reports to the Municipal Council and management summarizing results of audit activities.
- Keep the Municipal Council informed of emerging trends and successful practices in internal auditing.

- Assist in the investigation of suspected fraud occurrences and notify management of the results.
- Act as a conduit to the Council for notice and information relating to all fraud within the Municipal Council.
- Ensure monitoring and surveillance of local government to enforce compliance with Accounting Regulation quarterly.
- Ensure that there is 100% value for money on all government funds.
- Ensure monthly accountability of government funds.
- Ensure 100% compliance with procurement procedures.

3.4 Production and Marketing Department

Main objective - To provide leadership, technical support and guidance for the delivery of quality Agricultural extension services in the Municipality for improved Agricultural production in support of improved household livelihoods.

We shall;

- Empower farmers and other value chain actors to effectively participate and benefit equitably from agriculture extension.
- Provide advisory services to all farmers on crops, livestock and fisheries and marketing on a quarterly basis.
- Promote sustainable and environmentally friendly food production and food security for households in the Municipality.
- Ensure a well – coordinated delivery of agriculture extension services to increase efficiency and effectiveness in production.
- Disseminate and expose farmers and other actors in the value chain to appropriate technologies.
- Facilitate enhancement of household incomes by improving agricultural production and value addition annually.
- Create employment opportunities both on farm and off farm.

- Co-ordinate functionality to government programs like the Parish Development Model the Municipality.
- Create plant clinics and demonstration gardens in each division in the Municipality.
- Train farmers on disease and pest management in crops quarterly.
- Establish vegetable nurseries at division level to enable farmers access good quality seedlings for planting.
- Closely monitor fishing activities on Lake Victoria and promote aquaculture.

Livestock

Main objective – To increase production of quality livestock and its by-products .

We shall;

- Effectively prevent and control diseases, pests and parasites through farmer sensitization, conducting proper disease diagnosis, routine disease surveillance, treatment and vaccinating animals routinely.
- Ensure that farmers quality farm input (agrochemicals, drugs, feeds, animals etc.) so that livestock-based enterprise continue to strive profitably under changing economic conditions quarterly.
- Plan, coordinate and supervise the delivery of advisory services to all livestock farmers in all parts of Entebbe Municipality daily.
- Improve quality, safety and value of livestock and their products through controlling zoonotic disease agents in all animals and their products quarterly.
- Train farmers on disease and pest management in livestock quarterly.

3.5 Trade, Industry and Local Economic Development Department

Main objective – To provide leadership, technical support and guidance for the delivery of quality commercial services in the Municipality .

We shall;

- Improve the doing-business-environment, through implementing measures to reduce the time and cost of starting a business and promoting public private partnerships in the Municipality.
- Promote business establishment, growth and development through enhancing capacity of the business community in the Municipality. This shall be done through;
 - Entrepreneurship training
 - Business management skills
 - Book keeping
 - Support to business formalization
 - Financial literacy
 - Preparation of business plans and strategy
- Facilitate the development and strengthening of cooperatives through formation, registration, supervision and auditing of their operations among others.
- Develop and implement training programs for the stakeholders in tourism, trade, industry, and LED.
- Provide stakeholders with technical advice on tourism, trade, industry, cooperatives and LED.
- Sensitize the communities on commercial laws, policies and regulations.
- Identify and recognize best practices in trade, tourism and LED at various levels.
- Organize trade fairs and exhibitions as platforms of trade promotion and networking.

- Compile and process and disseminate trade information, data and statistics to stakeholders.
- Promote Local Economic Development in the Municipality through development and implementation of LED initiatives, development and popularization of municipal investment profile among others.
- Develop a tourism development strategy for the potential of tourism sites and facilities in the Municipality.

3.6 Engineering Department

This department comprises of Engineering, Physical Planning unit and Environment unit.

Main objective – To have a well-planned and maintained Municipal infrastructure and guide private sector development.

We shall;

- Ensure proper planning and design of Municipal engineering projects.
- Ensure proper adherence to standards during project execution as set out in the design dossiers and documents up to 70%.
- Ensure that 65% of the municipal vehicles and plants are in good running condition.
- Ensure that timely technical guidance is offered to the public.
- Monitor and enforce physical planning compliance.
- Promote and increase to an average of 75% of safe, efficient and reliable transport means by maintaining all maintainable municipal roads.
- Increase the percentage of municipal roads in a fair-good condition to 25% by upgrading strategic roads to bituminous surfaces.
- Promote 60% labor-based road rehabilitation emphasizing affirmative action and job creation.

- Increase awareness amongst the populace to observe and protect road reserves by 75%.
- Enhance private, public partnership with community in road maintenance to 40%.
- Provide safe office accommodation, stores for the municipal staff.
- Maintain 80% municipal and division buildings in a habitable state.
- Ensure construction and maintenance of well-planned structurally safe and habitable human settlements.
- Ensure 70% of well-planned construction of public and private buildings.
- Ensure 93% compliance to building regulations and standards by private and governmental developers within the Municipality.

3.6.1 Environment Unit

Main objective – To implement the National and local Environment Management and National Wetland Management policies, plans and programs.

We shall;

- Create awareness about the Environment Act 2019 and other relevant legal frameworks.
- Enhance and improve natural resources knowledge and awareness at the Municipality for effective management and use.
- Strengthen the monitoring and evaluation of development activities to ensure compliance with environmental legislations.
- Ensure adherence to laws and ordinances governing the Natural Resource sector.
- Offer appropriate technical and expert advice on environment management at all levels.

- Mobilize and sensitize communities so as to improve community attitude and participation in environmental issues.
- Organize tree planting days in communities.
- Organize activities to mark the World Environment Day and Wetlands Day.
- Ensure proper waste disposal in the communities.
- Ensure community participation on wetland restoration, protection and management.
- Undertake resource mobilization for environmental activities.
- Promote beautification in the Municipality.
- Formulate and implement environmental by-laws.

3.6.2 Physical Planning Unit

Main Objective – To undertake physical planning of towns and trading centers within the Municipality and ensure that building plans conform to the master plan.

We shall;

- Sensitize the community by providing information and advice in plain language on the rules, laws and guidelines as stipulated in the approved Physical Development Plan.
- Engage the community as early as fully as possible to inform decisions and allow issues of contention and controversy to be identified and tackled quickly and smoothly.
- Ensure proper urban management of the urban centers and to guide the urbanization trends within the Municipality.
- Plan and monitor the surveying, valuation and administration of land in the municipality and manage resolution of land disputes.

- Promote proper and planned land management through provision of physical planning consents and approval of land subdivision plans.
- The Physical Planning Committee and Building Control Committee shall within 30 days notify the applicant on the decision of the committee about the approval of plans.

3.7 Health Department

Main Objective – To contribute to the improvement of the health care services for the people in the Municipality so as to lend a socially and economic productive life.

We shall;

- Increase community awareness about pandemics, common illnesses including non-communicable disease and injuries.
- Ensure that all Health Centre III in the Municipality are functional for efficient and effective service delivery.
- Increase the percentage of villages with trained village health teams.
- Strengthen routine community inspection on key hygiene and sanitation requirements.
- Have functional facility management committees.
- Strengthen community awareness campaigns on public health demands and enforcement of public health laws and regulations.
- Strengthen our donor partnerships and lobby for more support from donor agencies to improve health service delivery.

3.8 Education and Sports Department

Main Objective – To coordinate and provide technical and professional guidance in the management of Education and Sports policies, plans and programs in the Municipality.

We shall;

- Provide inclusive and sustainable education services to the people in the Municipality.
- Ensure that all schools have 70% functional School Management Committees /Board of Governors.
- Provide education to all school going children, equipping the with all basic knowledge, skills, values and attitudes for appropriate exploitation of the environment and sustainable development of oneself.
- Provide water harvesting in schools to enable children have access to safe drinking water by 90%.
- Provide equity, quality and accessibility to education to the people in the Municipality.
- Coordinate with other departments improving school environment and revival of school gardens.
- Intensify inspection, supervision and monitoring of all schools for improvement of academic standards and adherence to the basic requirements and minimum standards.
- Construct staff houses, classrooms, latrines, play facilities and provision of classroom furniture in schools.
- Build capacity in school administration and management for Head teachers, deputy head teachers and school management committees.

3.9 Community Based Services Department

Main Objective – To coordinate all gender, culture and Community – based services in the Municipality through community participation in development programs and projects.

We shall;

- Mobilize, sensitize and train the community to participate in socio-economic and political development programs/projects for social transformation.
- Build capacity of communities to harness their potential through skills development, labor productivity and cultural growth for sustainable and gender responsive development.
- Promote community involvement and participation in development programs including Youth Livelihood Program (YLP), Uganda Women Entrepreneurship Program (UWEP), EMYOOGA and Parish Development Model.
- Mobilize communities to participate in the planning process.
- Advocate, lobby, support and collaborate with NGOs, CBOs, and other development partners on issues regarding vulnerable and marginalized groups.
- Contribute to the reduction of illiteracy in the municipality through the FAL programs.
- Disseminate information to the community on socio-economic development issues and policies.
- Promote decent employment opportunities and labor productivity by ensuring good working relationships between employers and employees.
- Facilitate formation of functional groups such as farmers', youths, women, PWDs and elderly.
- Uplift the socio-economic well-being and raise the capacity of the women, men, youth and PWDs through engaging in income generating activities.
- Inspect and monitor workplaces to ensure that they conform to National Policies and standards on occupational health and safety.
- Protect and promote rights and freedoms of children and vulnerable groups/individuals.

- Support and promote the implementation of National and Municipal bye-laws, policies and programs/projects in the community.

Probation and Social Welfare

Main objective - To improve on the care and protection of children especially the most vulnerable and disadvantaged such as orphans, abandoned children and children with disabilities .

We shall;

- Promote community awareness on the rights of children, freedoms and responsibility, child abuse and related laws.
- Enhance community-based mechanisms to protect and support children living in difficult circumstances.
- Promote legal protection of children from abuse, exploitation and hazardous situations.
- Ensure that children issues are integrated into and sustained in the lower local government's development plans and programs annually.
- Strengthen community capacity to protect and support children living in difficult circumstances.
- Network and liaise with government/NGOs/other private sector players in implementing children programs.

Gender and Culture

Main objective - To promote the involvement of both men and women in developmental activities .

We shall;

- Promote and preserve acceptable cultural practices in development.
- Ensure that gender issues are mainstreamed, integrated into and sustained in development plans and programs annually at all levels.

- Provide support supervision, monitor and evaluate activities of men and women groups.
- Preserve and promote cultural sites in the Municipality for continuity and tourism development.
- Promote public awareness of the Municipal Gender Policy to the community.
- Enhance the role of culture and theatre for development in the Municipality.

Youth

Main objective - To empower the youth to realize and harness their potential for sustainable and meaningful socio-economic development .

We shall;

- Build the capacity of the staff to enable them to effectively mentor and support youth initiatives.
- Undertake activities that promote social and economic empowerment of the youth.
- Support, supervise, monitor and evaluate youth development activities.
- Promote capacity building initiatives to enable the youth undertake economic strengthening projects.
- Organize annual youth convention for dissemination of youth development policies, programs and networking.
- Initiate sustainable fund raising initiatives for funding youth projects in lower local governments.
- Promote youth participation and involvement in community based programs and other development initiatives undertaken by the department and other sector players.

Persons with Disabilities and Elderly

Main objective - To socially and economically empower PWDs and the elderly in order to improve their welfare through participation in development programs to sustainably support themselves .

We shall;

- Promote enrollment of children with disabilities in formal education and development programs.
- Initiate and support socio-economic development initiatives towards enhancement of capacity of PWDs and elderly.
- Participate in initiatives towards detection, intervention and prevention of disabilities.
- Promote improved quality of life of the elderly people through protection and care with their families and community.
- Establish and update data bank for networking with other stake holders on issues of disabilities.
- Promote welfare of the elderly through involvement and participation in development activities.
- Promote participation and involvement of PWDs in community programs.

3.10 Municipal Statutory Bodies

The Council

Main Objective – To ensure policy formulation and implementation of council resolutions .

We shall;

- Hold executive committee meetings every month.
- Hold full council meetings once in two months.
- Hold standing committee committees once in two months.
- Undertake training of new councilors every five years.
- Evaluate council performance annually.
- Oversee and monitor council activities and projects in the Municipality.

Municipal Contracts Committee

The Municipal Contracts Committee shall continue to confirm the standards for procurement and disposal of goods, services and works.

We shall;

- Ensure compliance to PPDA Act 2003, PPDA Regulations 2003, Local Governments Regulation, 2006.
- Ensure proper documentation and contracts management.
- Ensure proper procurement and utilization of public funds.

SECTION FOUR

OUR CLIENTS, THEIR RIGHTS/ EXPECTATIONS AND RESPONSIBILITIES

Our clients include Entebbe Municipality residents and visitors, business people, religious leaders, civic leaders, Institutions, Political leaders, Development partners, Cultural leaders, Employees, Investors, Producers, Traders, Researchers, Farmers, Suppliers, Consumers and the General public.

Clients rights

Our clients shall have the following rights:

- Access to timely and quality services.

- Access to public information in accordance to the Access and Information Act 2005.
- Transparency in service delivery.
- Timely response and feedback.
- Be treated with respect.
- Equity and impartiality in access to municipality resources.
- Active participation in council programs.

Our clients should expect to be served during the following specified times.

DAYS: Monday-Friday (Except on public holidays)

TIME: 8:00am – 12:45pm

2:00pm – 5:00pm

The following services shall be offered at all times. These include;

- Building control monitoring
- Environment and noise pollution
- Medical services
- Waste management
- Enforcement services
- Emergency responses

Client obligations

To realize this social contract, the Municipal Council shall expect clients to fulfill the following obligations;

- Embrace and participate in the implementation of the charter
- Respond to requests for information thoroughly and timely.
- Demand for service provision.
- Appropriately identify their needs.
- Support the development of their communities. (Morally, materially, financially)
- Deal with our staff with respect, courtesy and dignity.

- Protect facilities provided by government from vandalism, abuse and theft.

SECTION FIVE

FEEDBACK

Entebbe Municipal Council has set channels for clients to provide feedback on services rendered or any other issue of interest. Our feedback mechanisms shall include;

- Direct feedback to the person serving you.
- Feedback through a supervisor that is readily available.
- Writing to the Town Clerk.
- Program reviews, monitoring and evaluation.
- Workshops and seminars.
- Community engagement meetings.
- Surveys.
- Suggestion boxes.
- Email: townclerk@entebbe.go.ug
- Website: www.entebbe.go.ug

SECTION SIX

MANAGING COMPLAINTS AND OTHER EMERGING CONCERNS

In case of dissatisfaction, our clients are encouraged to file their complaints and suggestions through the following channels;

- The person serving them.
- The supervisor or Head of Department.
- The person designated as the client services officer.
- The Town Clerk.

They shall do the following;

- Record the complaint/ suggestion.
- Provide instant feedback to the client and inform the aggrieved client of the remedial action within 14 working days.

SECTION SEVEN

APPEAL PROCESSES

In case our client is not satisfied with the way his/her complaints have been handled by the above channels, they may appeal through the following process.

- His Worship the Mayor.
- The Deputy Resident District Commissioner.
- The Permanent Secretary Ministry of Local Government.
- The Permanent Secretary, Ministry of Public Service.

Each of the appeal offices must provide a feedback and action taken within 14 working days.

SECTION EIGHT

ACCOUNTABILITY

We undertake to remain accountable to our clients and stakeholders through the following mechanisms;

- Annually publicize our performance against the commitments made in this charter through newsletters , bulletins, brochures, calendars and others.
- Hold participatory review and dissemination meetings with our clients and stakeholders to present our performance results and engage them to obtain further feedback.
- Participate in media events that provide our clients and stakeholders opportunities to hold us accountable. Such events will include but not be limited to radio and television talk shows and public interviews (Barrazas).

SECTION NINE

PERFORMANCE IMPROVEMENT

We remain committed to continuously addressing areas that are negatively impacting our performance. In this regard we shall;

- Undertake annual reviews and surveys of this charter in a participatory manner to obtain issues that our clients and stakeholders would like us to focus on.
- Rely on clients support as we endeavor to implement these commitments.

OUR CONTACTS;

Entebbe Municipal Council Local Government

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TOWN CLERK

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