

ENTEBBE MUNICIPAL COUNCIL

SERVICE DELIVERY STANDARDS

OUR COMMITMENT TO YOU

Entebbe Municipal Council is committed to providing timely, accessible, efficient, transparent, accountable and equitable services to all residents, businesses, visitors and other stakeholders.

These Service Delivery Standards set out the level of service that the public should expect from Entebbe Municipal Council, including the services available, where to access them, expected turnaround times and channels for feedback and complaints.

The standards are intended to promote quality service delivery, accountability and continuous improvement across all Council departments and service points.

1. ABOUT ENTEBBE MUNICIPAL COUNCIL

Vision

Being a model self-sustaining municipality with prosperous people by 2040.

Mission

To ensure sustainable service delivery to the satisfaction of the people of Entebbe.

Goal

To support and promote active community participation in the development of infrastructure and service delivery across all sectors.

2. WHERE TO ACCESS OUR SERVICES

One Stop Centre

The **One Stop Centre located at the Entebbe Municipal Council Offices** shall serve as a key access point for municipal services and information.

Citizens may visit the One Stop Centre to:

- Make enquiries about Council services.
- Obtain information on service requirements and procedures.



- Submit applications and documents.
- Seek assistance in accessing municipal services.
- Follow up on submitted applications.
- Lodge complaints and provide feedback.
- Obtain guidance on the appropriate department or officer to handle their matter.

Where a service requires processing by a specialized department, the client shall be guided appropriately without unnecessary movement between offices.

Physical Address

Entebbe Municipal Council
Plot 2A, Circular Road
P.O. Box 34, Entebbe, Uganda

Working Hours

Monday – Friday
8:00 a.m. – 5:00 p.m.

3. OFFICIAL COMMUNICATION CHANNELS

Citizens and stakeholders may contact Entebbe Municipal Council through the following official channels:

General Enquiries:

info@entebbe.go.ug

Town Clerk:

townclerk@entebbe.go.ug

Office of the Mayor:

mayor@entebbe.go.ug

Website:

www.entebbe.go.ug

Twitter Handle

[@Entebbe_MC](https://twitter.com/Entebbe_MC)

The Council website provides information on municipal services, notices, programmes, tenders, contacts and other public information.

4. OUR SERVICE DELIVERY STANDARDS

No. Service	Responsible Department/Unit	Expected Standard
1 General enquiries	One Stop Centre / Administration	Client attended to immediately; enquiries requiring follow-up responded to within 2 working days
2 Receipt of correspondence	Registry / Administration	Documents received, registered and acknowledged on the day of submission
3 Trade License	Finance / Revenue	Application assessed within 1 working day where all requirements are met; license issued upon payment and fulfilment of requirements
4 Building Plan Approval	Physical Planning / Engineering	Application checked for completeness and processed in accordance with applicable laws and procedures
5 Development Permission	Physical Planning	Application assessed and processed in accordance with applicable statutory requirements
6 Building Inspection	Engineering / Physical Planning	Inspection scheduled within 5 working days of a complete request, subject to operational requirements
7 Property Rates Assessment	Finance / Revenue	Property rates information/assessment provided within 3 working days where records are available
8 Property Rates Payment	Finance / Revenue	Official receipt issued immediately upon successful payment
9 Market Stall Allocation	Markets / Administration	Application assessed within 5 working days, subject to availability and applicable requirements
10 Market complaints	Markets / Administration	Complaint acknowledged within 2 working days and action initiated within 5 working days

11	Solid Waste Collection	Health / Environment / Works	Waste collected according to the approved municipal collection schedule
12	Public Health Inspection	Public Health	Inspection initiated within 3 working days of a complete request or complaint
13	Food Premises Inspection	Public Health	Inspection conducted within 5 working days, subject to operational requirements
14	Public Health/Sanitation complaints	Public Health	Complaint acknowledged within 2 working days and action initiated within 3 working days
15	Road maintenance complaints	Engineering / Works	Complaint acknowledged within 2 working days and site assessment conducted within 5 working days
16	Drainage complaints	Engineering / Works	Complaint assessed within 3 working days; intervention prioritized according to urgency and available resources
17	Street lighting complaints	Engineering / Works	Complaint acknowledged within 2 working days and assessment undertaken within 5 working days
18	Community Development services	Community Based Services	Application/request acknowledged within 2 working days and assessed within 5 working days
19	Youth, women and vulnerable group programmes	Community Based Services	Applications assessed according to programme requirements and feedback provided within 5 working days where applicable
20	Procurement enquiries	Procurement and Disposal Unit	Enquiry acknowledged within 2 working days and responded to in accordance with procurement procedures
21	Access to information	Records / Administration	Requests handled in accordance with applicable laws and procedures

22	ICT/online service support	ICT Unit	Request acknowledged within 1 working day; resolution depends on the nature and complexity of the problem
23	Website information/update request	ICT / Communications	Approved routine updates processed within 2 working days
24	Complaints and feedback	Relevant Department / Town Clerk's Office	Complaint acknowledged within 2 working days and investigated/actioned within 10 working days where investigation is required

Note: Turnaround times may vary where a service requires statutory approvals, inspections, consultation with other institutions, additional documentation, Council/Committee decisions or other processes beyond the control of the responsible officer.

5. WHAT YOU SHOULD EXPECT FROM US

When you access our services, you have the right to expect:

Courtesy and Respect

You will be treated with courtesy, dignity, fairness and respect regardless of your status.

Timely Service

We shall endeavour to provide services within the published standards and communicate any unavoidable delays.

Clear Information

We shall provide clear information about service requirements, procedures, fees and expected timelines.

Transparency

Council services and payments shall be handled through authorized procedures and official channels.

Confidentiality

Personal and other confidential information provided to Council shall be handled responsibly and in accordance with applicable laws.

Accessibility

Council shall endeavour to make its services accessible to all members of the community, including older persons and persons with disabilities.

Accountability

You have the right to ask questions about a service and to provide feedback or lodge a complaint where the expected standard has not been met.

6. WHAT WE EXPECT FROM YOU

To enable us to serve you efficiently, we ask citizens and stakeholders to:

1. Provide complete and accurate information.
2. Submit all required documents.
3. Pay only prescribed fees through authorized payment channels.
4. Keep official receipts and acknowledgement documents.
5. Treat Council staff and other service users with respect.
6. Follow established procedures.
7. Respond promptly to requests for additional information.
8. Avoid offering gifts, money or favours to Council staff.
9. Report suspected corruption, fraud or misconduct.
10. Provide constructive feedback to help Council improve service delivery.

7. COMPLAINTS AND FEEDBACK

Entebbe Municipal Council welcomes feedback from citizens on the quality, accessibility and timeliness of its services.

A complaint may be submitted through:

- The **One Stop Centre at the Municipal Offices**;
- The Town Clerk's Office;
- The relevant department;
- Official Council email;
- The Council website;

- Official Council communication channels; or
- Other officially designated feedback mechanisms.

Official Contacts for Feedback

General enquiries and feedback:

info@entebbe.go.ug

Town Clerk:

townclerk@entebbe.go.ug

Office of the Mayor:

mayor@entebbe.go.ug

Website:

www.entebbe.go.ug

Complaint Handling Standards

Stage	Standard
Receipt of complaint	Acknowledge within 2 working days
Preliminary assessment	Within 3 working days
Investigation	Within 10 working days where required
Feedback	Complainant informed of the outcome/action taken
Escalation	Unresolved matters may be escalated to the relevant Head of Department or Town Clerk

Complaints concerning **public safety, health hazards, environmental risks or other urgent matters** shall be given priority.

8. ZERO TOLERANCE TO CORRUPTION

Entebbe Municipal Council is committed to promoting integrity, transparency and accountability in service delivery.

DO NOT PAY A COUNCIL OFFICER FOR A SERVICE THAT SHOULD BE PROVIDED THROUGH THE OFFICIAL PROCESS.

Citizens are encouraged to report:

- Demands for unauthorized payments;
- Solicitation of bribes;
- Fraudulent practices;
- Abuse of office;
- Unnecessary delays intended to solicit payment; and
- Any other unethical conduct.

Reports may be submitted through the official Council channels or to the appropriate authorities.

9. SERVICE DELIVERY MONITORING

Entebbe Municipal Council shall monitor compliance with these standards through:

- Customer satisfaction surveys;
- Complaints and feedback analysis;
- Departmental performance reports;
- Community Barazas and public consultations;
- Service delivery inspections;
- Management performance reviews;
- Council oversight mechanisms; and
- Periodic review of service turnaround times.

Where standards are not being met, responsible departments shall identify the causes and implement appropriate corrective measures.

10. CONTINUOUS IMPROVEMENT

The Council recognizes that service delivery is a continuous process.

We shall therefore continuously seek to:

- Improve access to services;
- Expand digital and online service channels;
- Reduce unnecessary delays and bureaucracy;

- Improve communication with citizens;
- Strengthen the One Stop Centre;
- Improve staff responsiveness and professionalism;
- Use citizen feedback to improve services; and
- Strengthen accountability across all departments.

11. OUR SERVICE DELIVERY PROMISE

“WE ARE COMMITTED TO SERVING YOU BETTER.”

Entebbe Municipal Council is committed to providing quality, timely, transparent, accountable and citizen-centred services to all residents and stakeholders.

Your feedback helps us improve.

CONTACT US

ENTEBBE MUNICIPAL COUNCIL

Plot 2A, Circular Road

P.O. Box 34, Entebbe, Uganda

One Stop Centre: Municipal Council Offices

General Enquiries: info@entebbe.go.ug

Town Clerk: townclerk@entebbe.go.ug

Mayor: mayor@entebbe.go.ug

Website: www.entebbe.go.ug

Working Hours: Monday – Friday, 8:00 a.m. – 5:00 p.m.

Approved by: _____

Town Clerk, Entebbe Municipal Council

Date: 1st July 2025

Effective Date: 1st July 2025

