



THE REPUBLIC OF UGANDA

MINISTRY OF GENDER, LABOUR AND SOCIAL DEVELOPMENT

GUIDELINES FOR THE SPECIAL ENTERPRISE GRANT FOR OLDER PERSONS (SEGOP)

FEBRUARY, 2023

GUIDELINES FOR THE SPECIAL ENTERPRISE GRANT FOR OLDER PERSONS (SEGOP)

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H.E. GEN. YOWERI KAGUTA MUSEVENI
PRESIDENT OF THE REPUBLIC OF UGANDA



“The Special Enterprise Grant for Older Persons is a milestone in ensuring that older persons have financial stability within their households”

FOREWORD



The Constitution of Uganda recognizes the rights of older persons and provides the basis for the enactment of laws and development of policies that address their concerns. The National Objectives and Directive Principles of State Policy of the Constitution stipulate that *“The State will make reasonable provision for the welfare and maintenance of the aged”*.

Article 32 of the Constitution states that: *“Notwithstanding anything in this Constitution, the State will take affirmative action in favour of groups marginalized on the basis of gender, age, disability or any other reason created by history, tradition or custom, for the purpose of redressing*

imbalances which exist against them.

To actualize these rights, Government implements welfare programmes that support special interest groups. Among these programmes is the Special Enterprise Grant for Older Persons (SEGOP). This programme is aimed at bridging the gap in the Social Assistance Grant for Empowerment (SAGE), Pension Scheme, Emyooga and Operation Wealth Creation (OWC) among others to support older persons with wealth creation funds to undertake income generating activities to increase their household income.

Due to the unique needs of older persons, Government has put in place affirmative wealth creation programmes to address these needs. Among these programmes is the introduction of SEGOP which is a response by H.E The President to a request by older persons to have specific funds that can support enterprise development for older persons.

The main purpose of this grant therefore, is to empower older persons and enhance access to financial support for improved wellbeing. The grant will support older persons' households to engage in enterprise development for income generation to support members of their households especially the vulnerable children under their care.

FOR GOD AND MY COUNTRY

A handwritten signature in black ink, appearing to read 'B Amongi', with a stylized flourish at the end.

Hon Betty Amongi Ongom (MP)

MINISTER OF GENDER, LABOUR AND SOCIAL DEVELOPMENT

PREFACE



I am delighted to associate with the Special Enterprise Grant for Older Persons (SEGOP). The programme is aimed at addressing the limited access of financial services for older persons to engage in enterprise development.

The number of older persons globally is increasing owing to improved welfare, improved health, technology, positive health seeking behaviours declining fertility, and general increase in life expectancy. The number of older persons in Uganda has increased over the years from 840,000 in 1991 to 1,431,000 in 2014. The UBOS population projections 2022 indicate that there are 1,661,100 (3.76%) persons aged 60 years and above.

Older persons most often rely on personal enterprises to support themselves due to limited social security schemes available especially after mandatory retirement. The Government introduced the Social Assistance Grants for Older Persons (SAGE) targeting older persons aged 80 years and above which is the main social protection programme available. However, SAGE leaves out majority of older persons who are still economically active and can engage in income generating ventures. As we plan to lower the eligibility age, older persons aged 60-79 years will benefit from the SEGOP as Government mobilizes resources to lower the eligibility age for SAGE.

The SEGOP therefore, will provide grants to older persons in groups to start enterprises to enhance household incomes. It is anticipated that the grants will support older persons to meet basic needs that are necessary to enable them live a decent life filled with dignity at the same time keeping them active in the money economy.

The implementation of the SEGOP has been incorporated in the structures of older persons especially the councils for older persons which are critical in the identification and mobilization of beneficiaries. I therefore call upon leaders and organizations of older persons to support the SEGOP Programme.

Hon. Dominic Mafwabi Gidudu (MP)

MINISTER OF STATE FOR ELDERLY AFFAIRS

ACKNOWLEDGEMENT



The Special Enterprise Grant for Older Persons (SEGOP) is an alternative Government programme that seeks to fill the gap created by the Social Assistance Grant for Empowerment (SAGE) to support older persons with funds to start income generating enterprises to increase household income.

Older persons between the ages of 60 and 79 years are excluded which has created a gap in their participation in national development. On 1st October 2021 while officiating the International Day for Older Persons, H.E The President directed that Shs10 billion be reserved for the SEGOP to support the older persons excluded by SAGE in enterprise development. In the Financial Year 2022/2023 Government provided Shs 5 billion for this programme.

For effective implementation of the Special Enterprise Grant for Older Persons (SEGOP), guidelines have been developed to provide a framework for the implementation of this Grant.

I want to commend the technical teams from Government Ministries, Departments and Agencies and Partners who supported the preparation of these guidelines. These guidelines will serve as a major reference for all implementers and beneficiaries of the programme.

Special appreciation goes to the Political Leadership at the Ministry, Members of Parliament for Older Persons, National Council for Older Persons, Local Governments, the Older Persons' Organizations and members of the Technical Working Group for the critical role played in the preparation of these guidelines.

Aggrey David Kibenge
PERMANENT SECRETARY

Acronyms

C&G	Complaints and Grievances
CAO	Chief Administrative Officer
CDO	Community Development Officer
CRPD	Convention on the Rights of Persons with Disabilities
CSOs	Civil Society Organisations
DCDO	District Community Development Officer
DCOP	District Council for Older Persons
DTPC	District Technical Planning Committee
ESPP	Expanding Social Protection Programme
ID	Identification/ Identity
KCCA	Kampala Capital City Authority
LC1	Local Council 1 (Village)
LG	Local Government
M&E	Monitoring and Evaluation
MDAs	Ministries, Departments and Agencies
MGLSD	Ministry Of Gender, Labour and Social Development
MIS	Management Information Systems
MoLG	Ministry of Local Government
MPs	Members of Parliament
NCOP	National Council for Older Persons
NDP III	The Third National Development Plan
NIN	National Identification Number
NIRA	National Identification Registration Authority
NSG PWDS	National Special Grant for Persons with Disabilities
NSSF	National Social Security Fund
OWC	Operation Wealth Creation
PS	Permanent Secretary
PSPS	Public Service Pension Scheme
PWDs	Persons with Disabilities
RCC	Resident City Commissioner
RDC	Resident District Commissioner
SAGE	Social Assistance Grant for Empowerment
SAS	Senior Assistant Secretary (Sub County Chief)
SC	Sub County
SDGS	Sustainable Development Goals
SEGOP	Special Enterprise Grant for Older Persons
STPC	Sub County Technical Planning Committee
TC	Town Council
TIN	Tax Identification Number
TPC	Technical Planning Committee
TSU	Technical Service Unit
VfM	Value for Money

Glossary of Terms

Abuse	Actions and/or inactions that cause harm or distress. Abuse may include: physical and mental infliction of pain and this happens whether the persons abused are aware or not of the nature and magnitude of abuse.
Accessibility	The possibility to reach a place and manoeuvre within it; use a service, receive information; participate in activities provided in a public place; all these on an equal basis with others, with dignity, independence and safety. (<i>Accessibility Standards 2010</i>)
Accounting Officer	A Public Servant holding the office of: Permanent Secretary, Chief Administrative Officer, City Clerks, Town Clerks, Senior Assistant Secretaries (Sub County Chiefs).
Active Ageing	A process of optimizing opportunities for health, participation and security in order to enhance quality of life as people age.
Affirmative Action	All deliberate actions, and initiatives taken in favour of marginalised groups in order to redress imbalances caused by reason or attribute of ageing, health status, history, culture, gender, ethnicity, religion, disability, opinion, socio- economic or cultural standing in line with Art.32 of the Constitution.
Ageing	A process whereby people accumulate years and progressively experience changes to their biological, social and psychological functioning as they move through different phases of the life course. (<i>Refer to 'Older Person' herein below to complement this definition and its use in programming</i>)
Ageism	The practice of evaluating individuals or groups identified as old in a negative manner. It involves: having negative thoughts, attitudes and practices towards people considered to be old (Note that not all people who are considered to be old are older persons)
Direct Income Support	Non-contributory, regular, predictable cash and in-kind transfers that provide relief from deprivation to the most vulnerable individuals and households in society.

Discrimination	Any distinction, exclusion or restriction on the basis of age or ageing which has the purpose or effect of impairing or nullifying the recognition, enjoyment or exercise, on an equal basis with others, of all human rights and fundamental freedoms in the political, economic, social, cultural, civil or any other field. It includes all forms of discrimination, including denial of reasonable accommodation.
Empowerment	A process of enhancing people's capacity to participate and manage their own development. (<i>National Equal Opportunities Policy 2006</i>)
Enterprise	A business venture undertaken by a group of older persons for income generation
Equity	Fairness and justice in the distribution of resources, opportunities, responsibilities and benefits. (<i>National Equal Opportunities Policy 2006</i>)
Gender	The social and cultural construct of the roles, responsibilities, attributes, opportunities, privileges, status, access to and control over resources and benefits between men and women, boys and girls in a given society.
Gerontology	The biological, psychological and social study of ageing. A Gerontologist may also be involved in programming for ageing based on research and ageing patterns.
Grant	A non-refundable fund provided by Government for enterprise development for older persons.
Older Persons	Persons aged 60 years and above
Participation	Informed and willing involvement of all older persons, including the most marginalised and those of different impairment categories and abilities, in any matter concerning them directly or indirectly.
Pensions	A Financial resource received once people have reached a certain age or have fulfilled other criteria and which provides protection

	against life's contingencies by addressing the financial needs of people in old age.
Registered group	Is a group of older persons between 5-10 members registered at the sub county
Social Protection	Public and private interventions to address risks and vulnerabilities that expose individuals to income insecurity and social deprivation, leading to undignified lives. (<i>National Social Protection Policy 2015</i>)
Social Security	Protective and preventive interventions to mitigate factors that lead to income shocks and affect consumption such as retirement, ill-health, unemployment, old age, ageing, death of breadwinner or disasters. (<i>National Social Protection Policy 2015</i>)
Vulnerability	The state of powerlessness to withstand individual, household and community shocks. (<i>National Equal Opportunities Policy 2006</i>)

SECTION ONE: BACKGROUND TO THE SEGOP PROGRAMME

1.1 Introduction and Background

The United Nations defines an Older Person as a person who is aged 60 years and above. Uganda adopted this definition in its Legal and Policy frameworks including: The Constitution of the Republic of Uganda 1995, the National Policy for Older Persons 2009 and the National Council for Older Persons Act 2013.

The Constitution of the Republic of Uganda under the National Objectives and Principles of State Policy affirms that, “*The State shall make reasonable provision for the welfare and maintenance of the Aged.*” Through appropriate legislation, the Government recognizes older persons as a special interest group that requires special interventions to address their peculiar needs (health, psychosocial, livelihoods among others). Therefore, development of special programmes for older persons is one of the avenues to actualize this constitutional provision.

There is a global increase in the number of older persons that is expected to lead to population ageing¹. The number of older persons globally is increasing owing to: improved welfare, reduction in morbidity, declining fertility, and general increase in life expectancy. The number of older persons in Uganda has increased over the years from 840,000 in 1991 to 1,431,000 in 2014². The UBOS population projections 2022 indicate that there are 1,661,100 (3.76%) persons aged 60 years and above.

As people age, they are ‘pulled’ and ‘pushed’ to self-employment to meet the ever-growing needs. Older persons often find themselves out of work due to factors such as mandatory retirement, age discriminatory practices in employment as well as poverty and limited capacities to venture economically. Therefore, engaging in business ventures may be the only alternative for them to continue income generation.

Contrary to general perception, older persons can be economically engaged even at an advanced age. However, many are forced to engage in physically laborious work for low incomes even when frail, robbing them of their right to age with dignity. The majority of households headed by older persons (60%) rely on subsistence agriculture as their main source of income; followed by

¹ Changes to the age and sex structure of a population which result in increasingly higher numbers and proportions of older persons in relation to other age groups.

² Uganda Bureau of Statistics 2019, The National Population and Housing Census 2014 – Status of older persons, Thematic Report Series, Kampala, Uganda.

remittances (12%) and wage employment (11%), which is concentrated in Kampala³.

Those in the lowest consumption quintile are more likely to be reliant on subsistence agriculture. The other sources of supplementary income are livestock rearing, petty trade, daily wage labour and begging. Access to finance is an important means for economic independence and diversifying income sources. However, financial sector development has been concentrated in urban centres, and less than 50% of the general population have access to formal credit, which further drops with increasing age of a person.

Cognizant of the increasing number of older persons in the country and their contribution to economic development, we see many older persons with limited access to financial support, majorly attributed to limited social protection coverage programmes, loss of economic assets, limited financial services and limited access to technology.

The formal Social Security Systems under the Uganda National Pensions Scheme and the National Social Security Fund (NSSF) cover only a small percentage of the workforce in Uganda. Until 2018, only 7.1% of older persons had access to public service pension scheme, of which 60% were male.

The Special Enterprise Grant for Older Persons (SEGOP) therefore, is a Government of Uganda initiative aimed at improving older persons access to sustainable livelihoods. SEGOP is designed to address the existing gaps in interventions to manage shocks among older persons aged 60 - 79 years. The Programme will not only contribute to reduction of dependence but also increase older persons' participation in the money economy.

1.2 Justification for the Special Enterprise Grant for Older Persons

The SEGOP programme is premised on the fact that:

- a) The Sustainable Development Goals implore countries to develop initiatives and take action to improve on the welfare of vulnerable persons. This is in line with the SDGs principle of leaving no one behind;
- b) The Third National Development Plan (NDP III) under the Human Capital Development Programme implores Government to design and implement an enterprise fund to enhance the livelihoods of older persons.

The Grant therefore supports Government efforts in realising its development agenda. To this end, the Grant will contribute in bridging the gap not addressed by existing Government programmes.

³ MGLSD (2019) Situational Analysis Study on Older Persons in Uganda. Development Pathways Ltd, London.

1.3 The Legal and Policy Framework

SEGOP is informed and premised on a number of relevant International and National legal and policy frameworks as follows: the Sustainable Development Goals commit Member States to end poverty in all its forms everywhere. Therefore, the programme trekking the SDGs slogan of “*Leaving No One Behind*”, will meaningfully contribute to old-age poverty reduction which currently stands at 44.6%.

Article 32 of the Constitution of the Republic of Uganda states that, “*The state shall take affirmative action in favour of groups marginalised on the basis of age and any other reason created for purposes of redressing imbalances which exist against them*”. The National Objectives and Principles of State Policy VII, affirm that, “*the State will make reasonable provision for the welfare and maintenance of the aged*” The programme design is therefore in fulfilment of the requirements of the constitution.

SEGOP is also guided by the NDP III Programme on Human Capital Development under the objective, “*to reduce vulnerability and gender inequality along the lifecycle*”. This commits Government to design and implement an Enterprise Grant for older persons as well as expanding social protection especially provision of grants and benefits for older persons.

1.4 Programme Description

SEGOP will be implemented by the Ministry of Gender, Labour and Social Development, (through the Department of Disability and Elderly), financed by the Government of Uganda with an estimated initial budget of 50 billion Shillings for five years (FY2022/2023 – 2027/2028).

1.4.1 Goal

To improve the quality of life and dignity of older persons.

1.4.2 Objectives

1. To provide financial support to older persons for income generation.
2. To enhance entrepreneurial and life skills of older persons.
3. To promote participation of older persons in development programmes.

1.4.3 Guiding Principles of Implementing the SEGOP

The operations of the SEGOP will be guided by the following principles;

Demand Driven: Older persons will be responsible for initiating the requests for the Grants support in accordance with their priority choice of the enterprise.

Diversity: Considerations will be made for gender, regional/ spatial and, religious and cultural differences of and for all.

Evidence-Based Transfers: SEGOP will rely on field verification reports as well as performance feedback.

Transparency and Accountability: SEGOP will promote fairness and honesty while protecting the Grant from any form of abuse, through the existing legal framework.

Utilizing Existing Institutions: The Programme shall use relevant existing institutions such Council for Older Persons while building on ongoing programmes.

Value for Money (VfM): The programme will not only look at the transfer of grants but rather generating the desired value for money while improving the welfare of older persons. The Ministry shall therefore encourage the beneficiaries to demonstrate this over the years.

Sustainability This will be fostered through engaging in projects that are: economically, environmentally and socially sustainable. The programme will put emphasis on environmental safeguards.

Ownership The grants shall be disbursed from the Ministry directly to the Bank Accounts of older persons' groups, in the Commercial Banks of their choice. The Bank accounts will be managed by older persons themselves.

Community Procurement Older persons will be responsible for procurement of their productive assets and tools by themselves. The older persons' groups will put in place convenient and simple mechanism to acquire items/inputs, for the enterprises.

1.4.4 Target Beneficiaries

The target beneficiaries of the Programme are older persons aged 60 to 79 years.

1.4.5 Targeting Criteria and Eligibility

The targeting criteria will involve a combination of approaches. The beneficiaries should:

1. Be Ugandan citizens aged 60 – 79 years;
2. All members of the group Must have a National Identity Card or NIN authenticated by NIRA;
3. Belong to a registered group at sub county of between 5 to 10 older persons (members);
4. A group should have a physical address/ location;
5. a) Priority will be given to groups which are not benefiting from any other government social protection programme (SAGE, and NSG-PWDs);

b) Not withstanding 5(a) above, a maximum of 20% Pensioners who permanently reside in the area can be co-opted as group members for effective mentorship and record keeping of the Group.
6. Members of a group should be in close proximity (homestead, village, parish and maximum at sub-County) and the membership to a group is voluntary;
7. A group should have a Bank account;
8. A Group application form, fully filed and stamped by the Chairperson LC 1;
9. Must have filled the provided template on identification, planning for the Enterprise and group formulation and;
10. Evidence that the Enterprise selected has undergone all the required stages for enterprise generation as provided for in the guidelines issued by the Ministry. The stages include appraisal and approval by the Sub-County and Local Governments respectively.

1.5 Programme Components

SEGOP has two (2) Components namely:

1. Direct transfers to Older Persons' Groups and;
2. Institutional Support.

1.5.1 Direct Transfers to Older Persons' Groups

1. This will constitute 80% of the total allocation of the grant and will finance older persons' business ventures;
2. Disbursement to older persons' groups will be on first come first serve basis and /or use of indicative planning figures which will be developed every Financial Year by the Planning Division of the Ministry.
3. Despite these parameters, the grant is demand driven and older persons will be equitably encouraged to express interest to participate in the programme.
4. Prior to receipt of the grants under this component, potential beneficiaries will receive basic training in financial literacy, enterprise selection and management training;
5. A group shall be eligible to re-apply for a grant in a group after three years upon receipt of the last grant and assessment by the CDOs and;

1.5.2 Institutional Support

1. This will constitute 20% of the total allocation of the grant and will finance institutional arrangements of the SEGOP. These include: technical, administrative and managerial activities of key implementers of the Programme at national and local government level;
2. As part of institutional support, the following activities will be undertaken: beneficiary identification, verification, support supervision, Monitoring and evaluation and;
3. To enhance innovation and life-long learning for older persons, the Ministry will set up the training and learning centre to establish an innovation and training hub for enterprise development in an established Ministry Institution for Older Persons.

1.6 Project Grants

This refers to the funds that will be used to finance approved older persons' groups under the Grants Component. Funds provided will cover the cost of inputs and other project specific activities.

- Each older persons' group project will be financed to a maximum of UGX 5million.
- Homes for older persons are eligible for financing of up-to Ugx 10 million.

1.7 Feasible Projects to be Funded Under the Grant

Enterprises recommended for funding fall under two main categories, Agriculture production and off- farm activities. These include but not limited to the following as in Table 1.

Table 1: Recommended enterprises for funding under SEGOP

Agricultural production	Off-farm ventures
<ul style="list-style-type: none">• Dairy production• High value enterprises (<i>12 agricultural enterprises in the NDP III: Cotton, Coffee, Tea, Maize, Rice, Cassava, Beans, Fish, Beef, Milk, Citrus and Bananas</i>)• Horticultural Production• Poultry/ egg production• Piggery• Goat raring• Aquaculture/integrate farming• Labour-saving technologies e.g. animal traction• Tree nursery management.• Apiary – honey production• Agro- forestry/ tree propagation• Post-harvest handling e.g. milling and packaging• Value addition & marketing	<ul style="list-style-type: none">• Produce buying and selling• Trading• Craft making• Water supply• Carpentry and joinery• Hair dressing and cosmetology• Tailoring/ fashion and design• Metal fabrication• Bicycle repair• Food production, catering & restaurant management• Shoe making/ repair• Agro- processing• Bakery/cookery• Herbal medicine• Electrical repairs• Borehole making and repair• Weaving and embroidery& handicrafts• Transport Services• Clay moulding/pottery/energy saving technology• Tourism or Cultural heritage (theatre, art and craft, and music)• Home support and cleaning services;• Laundry services;• Small scale businesses, cottage industries, financial activities, transport among others.

1.8 Setting up Model Projects for Older Persons

As part of implementation of the SEGOP, a model learning and demonstration centre will be set up and financed to skill older persons in modern and profitable ventures. Older persons in groups will be able to learn and replicate the innovations in their communities. The Ministry will utilize the available Government Centre for older persons to establish this training centre to reduce on costs.

SECTION TWO: GRANT ACCESS CRITERIA

2.1 Steps for Accessing the Grant

Groups that meet the eligibility criteria (*in 1.4.5 above*) and intend to benefit from the SEGOP shall follow the following steps:

2.1.1 Step One: Expression of Interest

Eligible beneficiaries will:

- 1 Contact the sub-county/ Division CDO/Focal Person in charge older persons and express interest to participate in the programme.
- 2 Groups expressing interest will submit minutes of their meeting where an enterprise selection was done using the template provided.
- 3 Based on the information provided, the CDO/ Focal Person in charge older persons will then meet the interested group and start the process of application.

2.1.2 Step two: Group Beneficiary Selection and Preparation

- 1 The CDO will provide an application form to the group, support enterprise selection, completion of the form and registration.
- 2 The Sector experts will conduct appraisal of the group and prepare a report for submission to the Sub County Technical Planning Committee (STPC).
- 3 The Sub-County Technical Planning Committee (STPC) on-which the Chairperson of the Sub County Council for Older Persons is co-opted shall form the selection committee.
- 4 The STPC shall make decision on the groups to submit to the Municipality, District or City for final approval and submission to the MGLSD for funding; Signed by Sub County Chief/CDO and counter signed by Chairperson –Older Person Councils.
- 5 After the beneficiary selection has been concluded, potential beneficiary groups will be given training by the CDO on group dynamics including –leadership, conflict resolution, sustenance, enterprise management, savings and, responsibilities of the group, technical advice on the enterprise selected.

2.1.3 Step Three: Approval and endorsement of Grant Application

- 1 Upon receipt of the application documents of recommended groups from the Sub County, Town Council and/ or Division, the District/City/Municipal TPCs shall convene a TPC where the Chairperson of the District/City/Municipal Council/ Division for older persons shall be co-opted.
- 2 The District/City/Municipal TPC shall: review, approve and submit successful applications to the MGLSD.
- 3 The Accounting Officer at Municipality/City/District shall submit the approved groups to the Ministry for funding.
- 4 Upon submitting the selected groups by the Municipality/ City/ District to MGLSD, the CDO/ Focal Person for older persons shall advise the successful groups to open and submit bank account details including the bank statement.
- 5 The submission should have endorsement by the Accounting Officer, Chairpersons Older Persons Council and Focal Point persons for older persons in the Local Government.

2.1.4 Step Four: Submission of Older Person's Projects to MGLSD

Upon receipt of the approved groups from the local governments, the Ministry shall conduct the following:

- 1 **Desk review** to ensure completeness of the submitted documents within each application form;
- 2 **Verification:** verification of groups will be conducted in submitted local government on a sample basis.
- 3 **Generating TINs:** The Ministry in collaboration with the Uganda Revenue Authority will support generation of TINs for approved groups.
- 4 **Disbursement of funds:** The Ministry will disburse funds directly to the group Bank accounts and;
- 5 **Disbursement notification:** The Ministry will notify each Accounting Officer about the groups that have been funded, indicating the amount disbursed.

2.2 Kampala Capital City Authority (KCCA)

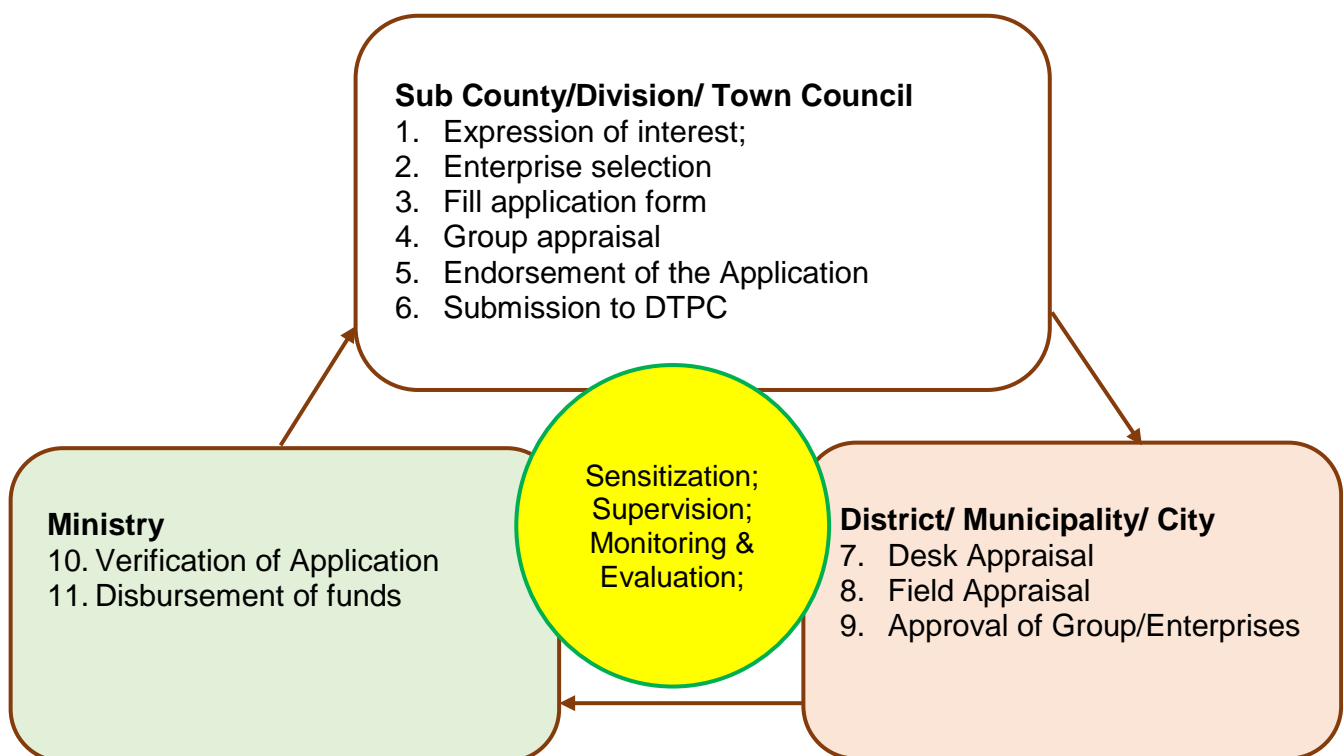
Arising from the unique metropolitan nature of the Authority, submission of SEGOP for funding will be done by Town Clerks at Division levels directly to the Permanent Secretary and copies sent to the Executive Directors.

The above is intended to ease the funds disbursement as well as management of the processes.

2.3 Enterprise Implementation

Upon disbursement of grants to groups, the Accounting Officer (at District/City/Municipality level) will convene a meeting to remind all beneficiaries of the purpose of the grant to ensure that implementation is in line with their approved enterprises.

Figure 1: Grant processing cycle



SECTION THREE: IMPLEMENTATION ARRANGEMENTS

3.1 General Rule

The Programme will be integrated within the existing Government structures at the Central and Local Government levels.

3.1.1 Ministry Of Gender, Labour and Social Development

MGLSD will be the lead implementing agency of SEGOP with the following roles:

- a. Develop, disseminate and review guidelines for programme implementation;
- b. Establish a National Steering Committee to oversee the implementation of the programme;
- c. Review and appraise Projects submitted by the Local Governments;
- d. Verification of older persons' groups in collaboration with the NCOP;
- e. Disburse grants to approved older persons' groups;
- f. Provide technical and operational guidance to local governments in implementation of the Programme;
- g. Monitoring and Evaluation of the SEGOP;
- h. Resource mobilization;
- i. Set up and oversee a Complaints and Grievance (C&G) resolution mechanism;
- j. Prepare periodic programme implementation and financial reports;
- k. Document achievements, best practices, lessons and challenges to inform local government and national planning processes; and
- l. Make other administrative communications to improve programme implementation.

3.1.2 The National Council for Older Persons (NCOP)

NCOP will play the following roles

- 1 Mobilization and sensitization of older persons on the SEGOP
- 2 Participating in verification of beneficiary groups
- 3 Monitoring and evaluation of performance of the SEGOP
- 4 Participate in the development, dissemination and review of the programme implementation guidelines
- 5 Resource mobilization for SEGOP
- 6 Participate in grievance handling

3.1.3 Other Councils for Older Persons (District/ City/ Municipality/ Sub county/Division, Parish /Village)

Other Councils for Older persons will have the following roles:

1. Sensitisation of the different stakeholders on the SEGOP programme
2. Endorse Older Persons' groups
3. Monitor implementation of the programme and provide technical support to older persons' groups.
4. Identify and address complaints and grievances
5. Participate in the review of the guidelines and programme implementation.
6. Participate in identifying, addressing and forwarding of complaints and grievance.

3.1.4 Parliament

Parliament will be responsible for making appropriate and relevant laws for social protection, mobilization and appropriation of funds for the program and oversight.

3.1.5 Ministry of Finance, Planning and Economic Development.

- 1 Allocate funds for the programme as per the approved budget;
- 2 Conduct budget monitoring; and technical support.

3.1.6 Higher Local Governments (Cities/Municipalities/Districts)

The Higher local governments will have the following roles.

Table 2: Roles of Higher LGs (Cities, Districts and Municipalities)

Technical Staff/ teams	Political Leadership
a. Sensitisation of the different stakeholders on the SEGOP programme; b. Receive, review and approve older persons' groups. c. Submit to the Ministry the older persons' groups. d. Monitor implementation of the programme and provide technical support to older persons' groups. e. Identify and address complaints and grievances f. Report and provide accountability to various concerned stakeholders. g. Participate in the review of the guidelines and programme implementation. h. Provide technical support and supervision through-out the implementation of the programme	a. Mobilisation and sensitization b. Monitoring c. Approval and endorsements d. Grievance handling

3.1.7 Lower Local Governments (Town Councils, Divisions and Sub Counties)

The lower local governments will have the following roles.

Table 3: Roles of Lower LGs (Town Councils, Divisions and Sub Counties)

Technical Staff/ teams	Political Leadership
<ul style="list-style-type: none">a. Sensitisation of the different stakeholders on the SEGOP programme;b. Selection of older persons' beneficiary groups.c. Receive, review and recommend older persons' groups.d. Submit to the District/ Municipality the older persons' groups.e. Training of successful beneficiary groupsf. Monitor implementation of the programme and provide technical support to older persons' groups.g. Identify and address complaints and grievancesh. Report and provide accountability to various concerned stakeholders.i. Participate in the review of the guidelines and programme implementation.j. Provide technical support and supervision throughout the implementation of the programme	<ul style="list-style-type: none">a. Sensitisation of the different stakeholders on the SEGOP programmeb. Participate in the selection of older persons' beneficiary groups.c. Endorse older persons' groupsd. Monitor implementation of the programme and provide technical support to older persons' groups.e. Identify and address complaints and grievances;f. Participate in the review of the guidelines and programme implementation.

3.1.8 Parish and Village Councils

1. Sensitisation of the different stakeholders on the SEGOP programme
2. Participate in the appraisal of older persons' groups
3. Monitor implementation of the programme and provide technical support to older persons' groups.
4. Identify, collect and address / forward complaints and grievances to the Sub - County
5. Participate in the review of the guidelines and programme implementation.

3.1.9 Non State Actors including Age Care Organisations

1. Report complaints and grievances

2. Monitoring implementation of the programme
3. Sensitization of older persons on the programme
4. Capacity building of older persons in partnership with MGLSD
5. Linkage of the older persons' groups to other programmes and stakeholders.
6. Advocacy and lobbying.

3.1.10 Older Persons

1. Mobilisation of peers to participate in the programme
2. Express interest
3. Forming groups and election of leaders
4. Opening group bank accounts
5. Enterprise identification and selection
6. Submit registration requirements to the Sub – county
7. Implement the approved enterprises;
8. Conduct periodic group meetings
9. Record keeping;
10. Monitor and evaluate the progress of the enterprises;
11. Submit complaints and grievances;
12. Participate in programme reviews;
13. Submit progress reports to sub county CDO
14. Provide accountability for resources received.

3.2 Project cycle and timelines

The following timelines and cycle will be followed.

Table 4: Project cycle and timelines

Stage	Key tasks	Responsible entity	Expected Turn-around time
Sensitization and Mobilization	a. Clarifying objectives, investment options, target population, access criteria and implementation modalities, b. Encouraging stakeholder participation,	1. MPs 2. Local Government Political Leaders 3. Local Government Technical staff 4. NCOP Council of Older Persons 5. RDC/RCC	Throughout the project

Stage	Key tasks	Responsible entity	Expected Turn-around time
	<ul style="list-style-type: none"> c. Inspiring & creating determination among the target population. d. Issuing and Receipt of Application Forms by the Sub-County CDO. 		
Identification & Preparation	<ul style="list-style-type: none"> a. Identifying & prioritizing investments areas that create self-employment and income generation opportunities, b. Selecting beneficiaries, c. Preparing project proposals and business plans. 	<ul style="list-style-type: none"> 1. CDOs. 2. Sub county Sector Experts. 3. Sub-county /Division/ Town Council /Older persons Council Councils 	Within 14 days from the date of submission of interest.
Desk Appraisal	<ul style="list-style-type: none"> a. Checking completeness of documentation. b. Reviewing Project generation process. c. Checking conformity with sector standards & norms. d. Checking conformity with SEGOP Guidelines. e. Checking appropriates of 	<ul style="list-style-type: none"> 1. Sector Experts 2. Focal Persons 	14 days from the date of submission of SEGOP application

Stage	Key tasks	Responsible entity	Expected Turn-around time
	budgets and proposals		
District Field Appraisal and Approval	a. Reviewing older persons Group Projects documentation b. Reviewing Project generation and appraisal process c. Ascertaining conformity with sector norms & standards d. Ascertaining compliance with SEGOP guidelines. e. Approving older persons' Projects for funding f. Communicating approvals to the beneficiaries	1. Sector experts 2. Focal point persons 3. District Councils for Older Persons	14 days from the date of submission of SEGOP application
Approval and Disbursement	a. Desk Review b. Verification (field) c. Disbursement	1. Technical Support Unit 2. Commissioner 3. Permanent Secretary /MGLSD	Within 14 days
Project Implementation	a. Project launch in respective community sites by Political/Technical leadership at District/ City/Municipality .	1. Older persons Groups	Continuous

Stage	Key tasks	Responsible entity	Expected Turn-around time
	b. Start of physical implementation of Project activities c. Provision of technical support to older persons by Sector Experts. d. Annual reporting on progress in implementation		
Monitoring & Evaluation	a. Field visits to Project sites. b. Providing technical support & guidance to implementers c. Tracking progress towards meeting the Project objectives (KPI)	1. Local Government Political Leaders 2. Local Government Technical staff	Continuous

3.3 Monitoring and Evaluation

Monitoring and Evaluation (M&E) under the SEGOP will be carried out at various levels to provide timely and quality information to Programme management and other stakeholders on the progress towards meeting the Programme objectives. The M&E will also document the challenges faced, make recommendations to address them and document lessons learnt as well as good practices from implementation.

At the community level, the key actors will include: Councils for Older Persons, organisations/ associations of older persons and the other stakeholders. Monitoring and evaluation at the Sub- County and District levels will be undertaken by the CDO and Chairperson District Council for older persons, while at the District/Municipality or city M&E will be undertaken by the Focal Point Person with support from the DTPC. The councils for Older Persons, RDCs, RCCs and political leaders at the various levels will play the oversight role as prescribed in the laws establishing their respective offices.

A Monitoring and Evaluation Strategy shall be developed for the Programme which will provide the framework for implementing M&E function. The Strategy will outline the procedures to manage the various M&E processes. SEGOP performance reviews will be undertaken on an annual basis to assess and document the progress in implementation, processes, outputs, intermediate outcomes, challenges and lessons learnt. Impact evaluation using an appropriate evaluation design will be undertaken periodically to measure impact. Other specific studies such as Beneficiary Assessment, Tracer study and Community Score Card or Citizen Report Card will be conducted.

3.4 Complaints and Grievances Handling Mechanisms

Complaints: Refer to concerns or expressions of dissatisfaction raised by the beneficiaries about the programme implementation.

Grievances: Are concerns or expressions of dissatisfaction raised by any member of the community or potential beneficiaries about the programme.

3.4.1 Complaints and Grievance Channels

The following are some of the Complaints & Grievance (C&G) channels:

- 1 At Parish level a complainant informs Parish Chief about their complaint. The Parish Chief answers questions and corrects misinformation about the process. If there is still a genuine complaint s/he records the complaint. If the problem is the Parish Chief, alternatives such as parish councillors or chair persons LC 2 are used.
- 2 At the parish or sub county/division or municipal or City/district, Parish chief or CDO or DCDO or Town Clerk or CAO's Office, a complainant may register a complaint before or after receiving the grant.
- 3 At Ministry Level, a beneficiary group, or their representative or concerned stakeholder reports a complaint to the Permanent Secretary through the Commissioner in charge of Disability and Elderly or to an alternative Official- depending on who the suspect.
- 4 Through political leaders, a complainant reports to the office of either a Councillor, Older Person's Council' executive, Local Council chairperson, District/Municipal/City chairperson, Resident District Commissioner (RDC) or member of Parliament (MP).
- 5 Through the various media channels.

3.4.2 Type of Complaints

The programme has categorized complaints into two that is; programme complaints, payment complaints

Table 5: Categorisation of Complaints

Programme C&G	Payment C&G
<p>A programme C&G is a dissatisfaction arising from the action, inaction or omission by the SEGOP stakeholders that affects access, timeliness and the quality of programme services. These include:</p> <ul style="list-style-type: none"> • Noncompliance with Guidelines in accessing to the grant. • Lack of cohesion in the group members of the group are not those describe in the constitution of the Republic of Uganda. • The group was not submitted by the district to the Ministry, • The group does not have STPC and DTPC meeting minutes and forwarding letter recommending them for approval. • Older Persons' Group unfairly left out during application submission or verification or desk appraisal 	<p>Payment related (C&G) are dissatisfactions arising from the action or inaction by the Ministry that prevents a beneficiary from receiving their expected entitlements.</p> <p>The categories among others include:</p> <ul style="list-style-type: none"> • No Money credited on beneficiary group account yet payroll indicates credited • The group name is different from the Name registered on the bank account • Misuse of funds by the group leaders • Soliciting for commissions by unscrupulous people.

3.4.3 Contact details for handling Complaints and Grievances

Table 6: C&G responsible duty bearers

<i>Sub County Level</i>	<i>District / City level</i>	<i>National Level</i>
<i>Any LC leader</i>	District Community Development Officer, RDC, DISO, DPC	Commissioner Disability and Elderly Affairs, National Programme Coordinator
<i>Sub County CDOs/ Focal Person.</i>	District CDO in charge of older persons, District Chairperson for Older Persons Councils	Permanent Secretary - MGLSD

<i>Police</i>	CAO/Town clerk	Minister for Elderly Affairs, or MPs for older persons
<i>Sub County Chief</i>	Chairman /Mayor	NCOP

3.4.4 Complaints and Grievances Management Process

The Fund C&G management process comprises three stages through which a complaint is processed. The process includes collection and verification, and resolution/action feedback and closure.

Table 7: Stages, roles and responsibilities of stakeholders in C&G

Stage	Description	Responsibility
Complaints Collection & Verification	<p>The group Level: Senior CDO reviews the complaint and answers questions and corrects misinformation to verify genuine complaints. (<i>Note: Another person will be assigned to take charge if the Senior CDO in charge of older persons is a party</i>)</p> <p>The CDO or Senior CDO supports the beneficiary to fill the details of the complaint into the complaint form</p> <p>CDO enters the details of the complaint form into the Programme MIS for reporting, analysis, investigation, resolution and feedback on pay day.</p> <p>TSU team will provide back up support to specific districts as and when required to enter and upload case management forms into the programme MIS the first week of every month.</p>	Parish Chief or Sub-County CDO or Senior CDO.
Complaint Resolution/ Action	<p>The National Coordinator reviews, analyses, and resolves complaints.</p> <p>The Ministry reviews analyses and resolves payment related complaints.</p>	National Coordinator
Feedback & closure	The National Coordinator updates the programme MIS with complaint resolutions.	National Coordinator

	<p>The National Coordinator closes the complaint in the programme MIS.</p> <p>The Senior CDO should check for complaints resolution status in the programme MIS every week and update the S/CDOs on the 28th day of every month.</p> <p>The Sub County CDOs will provide feedback on the complaint's status to the Parish chiefs and beneficiaries</p> <p>Complainants whose phone contacts were recorded in the complaints form will receive the status of their complaints through SMS 30 days from the date of entry to the programme MIS.</p> <p>The National Coordinator shares complaints resolutions and feedback with the TSU, LG, beneficiary's groups</p>	<p>or, M&E, SCDO, CDO, Parish Chief.</p>
Tracking usage of complaint forms at the district.	Depending on the suspect, CDO in charge older Persons or another Officer will record the physical number of complaint forms and update it into the programme MIS.	S/CDO or CDO

3.5 Accountability

The MGLSD will work in collaboration with the Inspectorate of Government and other Anti-Corruption and Accountability Agencies to ensure transparency and accountability in the implementation of the Program.

Specifically, the Ministry will seek to ensure there is transparency in the selection, project approval, disbursement, implementation/ procurements and accountability processes of SEGOP at community, local government and national levels. Rewards and sanctions will be instituted to staff at national and local government levels as well as beneficiary groups for any breach of the Programme guidelines and other actions which may be illegal or affects Programme implementation

3.6 Sanctions and Rewards

Sanctions will be instituted for any violation of guidelines in the implementation of the program. These will include the following:

Invoking Government Civil Service Standing Orders for Civil Servants

1. Subjecting individuals, communities and/or LGs to nationally acceptable practices of charges and committing in cases of proven corrupt practices.
2. Suspension of disbursements to LGs and communities whose overall compliance is questionable;
3. Naming and shaming of individuals, communities and LGs on public media;
4. For beneficiary groups that misuse the funds, sanctions may include blacklisting the group involved and no additional funds can be allocated to the group.

On the other hand, rewards for good performance at Local Government and community levels shall include but not limited to:

1. Issuing certificates of recognition on good performance
2. Re-financing at beneficiary group level
3. Increased resource allocation to Local Governments
4. Public recognition on media (Newspapers, FM-Radios, TV)
5. Reference or recommendation to other service providers for further funding.

Annex 1: SEGOP Application forms



PROJECT ID #

MINISTRY OF GENDER, LABOUR AND SOCIAL DEVELOPMENT

SPECIAL ENTERPRISE GRANT FOR OLDER PERSONS (SEGOP) GRANT APPLICATION FORM (NOT FOR SALE)

INSTRUCTIONS FOR FILLING THE SEGOP APPLICATION FORM

1. The application form is filled after older persons' group has completed planning for their Enterprise;
2. The filling of the form shall be facilitated by the Sub-County/Division/ Town Council CDO or a person designated by the Sub-County Chief or Town Clerk;
3. Four copies of this form should be filled. One copy for the Project file at the Sub-County/Division/ Town Council; the second copy should be retained at the District/ Municipality/ City; (upon approval) a third copy submitted to the Ministry and; a fourth copy retained by the applicant group leadership;
4. Groups are strongly advised to start the application process upon writing their enterprise selection minutes. The Application Form should be signed and stamped by the Chairperson LC 1 where the project is to be located or where majority/ all applicant group members reside
5. All members of the Group should be in possession of a valid National Identity Card. (*Attach a photocopy of the IDs on the application form*);
6. Applicant Group members should each attach a recent coloured passport size photograph. In addition, a group photograph of all the members **MUST** be attached to this application Form
7. Submit the completed and signed copies to the Sub- County/Division;

SECTION A: GROUP IDENTIFICATION AND LOCATION (FILL IN CAPITAL LETTERS)

1. Group Name:
2. Number of persons in the Group: Male: Female: Total:
3. Has the group been inexistence? Yes ☐ No ☐
If yes, since when? DD/MM/YYYY.....
4. **LOCATION:** District/Municipality/ City:.....
Sub County/ Division/TC:
Parish/Ward: Village/ Cell:
5. Project Contact Persons (*Group leadership*):

Description	Chair Person	Secretary	Treasurer
Name			
Sex			
Telephone			
Village			
Signature/ Thumb Print			

SECTION B: PROJECT DETAILS

1. What is the nature (type)of project you want to undertake?
.....
2. Location of the project:
3. Budget Summary and Source of Financing

Description	Response
What is the total cost of the Project?	
What is the contribution (financial and non- financial) of the group to the Project?	
How much money do you wish to request from SEGOP?	

4. Project Beneficiaries' Information and Members Co-Guarantee

We the undersigned members of the Group undertake to stand for each other for purposes of implementation of the project and to ensure that we individually and collectively meet all the obligations spelt out for beneficiaries under the SEGOP.

No	Name	NIN	Sex	Age	Village	Level of Education	Number of dependants	Telephone	Signature or Thumb print
1									
2									
3									
4									
5									
6									
7									
8									
9									
10									

6. Bank and Banking details *(Please attach the bank statement when submitting files to the Ministry)*

a. Account Name:

b. Account No. Bank:

c. Branch: Treasurers' Signature:

5. PROJECT DETAILED BUDGET (*Indicate the breakdown of the project costs for all in-puts in the table below*)

SN	Item to be procured	Unit of measure (e.g. kgs, pieces, Boxes)	Quantity (<i>How much, how many</i>)	Unit Price (UGX.) cost for each	Total Cost	Comments
1						
2						
3						
4						
5						
6						
7						
8						
9						
10						
Total Cost						

SALES AND PROFIT PROJECTION (*Expected sales*)

SN	Product(s) or Service(s)	Quantity to be sold	Unit price	Expected sales
	Total of expected sales			

7. Group Chairperson's attestation

*I..... Chairperson/representative of
group here by pledge and commit that we shall utilize the funds that is given by the Government of
Uganda Appropriately to meet the intended objective. And we shall be able to provide the necessary
information on the progress of the fund whenever needed at any appropriate time.*

Signature..... Date.....

8. Confirmation of the group by LC 1

Name..... Contact:

Signature: Stamp and Date:

TEMPLATE FOR MINUTES FOR EXPRESSION OF INTEREST TO PARTICIPATE IN SPECIAL ENTERPRISE GRANT FOR OLDER PERSONS (SEGOP)

Group name.....

Date of meeting.....Time.....

Meeting venue.....

Location District/Municipality/ City:

Sub County/ Division/TC:

Parish/Ward: Village/ Cell:

Agenda

1. Opening prayer
2. Self-Introduction
3. Communication from the chair
4. Election of office bearers
5. Enterprise selection
6. Way forward

Minute 1: The opening prayer was said by.....

Minute 2: Members present for the meeting male andfemale

(Attach signed attendance list)

NO.	NAME	CONTACT	SIGNATURE
1.			
2.			
3.			
4.			
5.			
6.			
7.			
8.			
9.			
10.			

Minute 3: Communication from the chair

.....

.....

.....

.....

.....

.....

.....

Minute 4: Election of Office bearers

The group agreed that the Office bearers are;

NO.	Designation	Name	Contact	Signature
1.	Chairperson			
2.	Treasurer			
3.	Secretary			

Minute 5: Enterprise selection

The group proposed the following enterprises

- i.
- ii.
- iii.

The group later unanimously agreed to
implement..... using the funds that
are expected from the Special Enterprise Grant for Older Persons (SEGOP).

Amount required for the project.....

Group contribution (Monetary or Non-monetary), if any

.....

Minute 6: Way forward

.....
.....
.....
.....
.....
.....
.....

Approval of minutes

Group Chairperson

Group Secretary

Name.....

Name.....

Contact.....

Contact.....

Signature.....

Signature.....

Date.....

.Date.....

Annex 2: Application Form for Homes Taking Care of Older Persons



PROJECT ID #

MINISTRY OF GENDER, LABOUR AND SOCIAL DEVELOPMENT

SPECIAL ENTERPRISE GRANT FOR OLDER PERSONS (SEGOP) GRANT APPLICATION FORM – AGE CARE HOMES

INSTRUCTIONS FOR FILLING THE SEGOP APPLICATION FORM

1. The application form is filled by the administration of a fully registered home that takes care of older persons;
2. The filling of the form shall be facilitated by the Sub-County/Division/ Town Council CDO or a person designated by the Sub-County Chief or Town Clerk;
3. Homes should each attach a register of the older persons indicating their ages and NIN. In addition, one coloured photograph of all the older persons in the home **MUST** be attached to this application Form
4. Submit the completed and signed copies to the Sub- County through the Sub-County Focal Point Person (CDO);
5. The **Project ID #** is generated from: the three-letter abbreviation of the District/Municipality/City, the Sub County/Division/ Town Council code (generated by the DCDO); Group assigned number by focal person upon approval and; current calendar year. For Example: BUGIRI, Kapyanga Sub-County would be entered as: **BGR/002/001/2023**
6. The older persons' Grant Application Form is **NOT FOR SALE**

SECTION A: GROUP IDENTIFICATION AND LOCATION (FILL IN CAPITAL LETTERS)

1. Name of Home:
2. Number of persons in the home: Male: Female: ... Total:
3. Has the home been inexistence? Yes ☐ No ☐ If yes, since when?
4. **LOCATION:** District/Municipality/ City:
Sub County/ Division/TC:
Parish/Ward: Village/ Cell:
5. Project Contact Persons (*Group leadership*):

Description	Chair Person	Secretary/ Director	Patron
Name			
Sex			
Telephone			
Village			
Signature/ Thumb Print			

SECTION B: PROJECT DETAILS

9. What is the nature (type) of project you want to undertake?
.....
10. Location of the project: Duration:.....
11. Budget Summary and Source of Financing

Description	Response
What is the total cost of the Project?	
What is the contribution (financial and non- financial) of the group to the Project?	
How much money do you wish to request from SEGOP?	

12. SALES AND PROFIT PROJECTION (*Expected sales in One year*)

SN	Product(s) or Service(s)	Quantity to be sold	Unit price	Expected sales
	Total of expected sales			

13. Bank and Banking details

Please attach the bank statement when submitting files to the Ministry

- a. Account Name:
- b. Account No. Bank:
- c. Branch: Treasurers' Signature:

14. Chairperson's attestation

*I.....Chairperson/representative of.....
Age Care home here by pledge and commit that we shall utilize the funds that is given
by the Government of Uganda Appropriately to meet the intended objective. I shall be
able to provide the necessary information on the progress of the fund whenever needed
at any appropriate time.*

Signature..... Date (with Stamp)

15. **PROJECT DETAILED BUDGET** (*Indicate the breakdown of the project costs for all in-puts in the table below*)

SN	Item to be procured	Unit of measure (e.g. kgs, pieces, Boxes)	Quantity (<i>How much, how many</i>)	Unit Price (UGX.) cost for each	Total Cost	Comments
1						
2						
3						
4						
5						
6						
7						
8						
9						
10						
Total Cost						

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