



MINISTRY OF GENDER, LABOUR AND SOCIAL DEVELOPMENT CLIENT CHARTER

2025/26 – 2029/2030



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FOREWORD



The mandate of the Ministry is to empower communities to harness their potential through cultural growth, skills development and labour productivity for sustainable and gender responsive development.

Ministry of Gender Labour and Social Development exists with a responsibility to empower communities in diverse areas. The Ministry promotes cultural growth, skills development and labour productivity while promoting gender equality, labour administration, social protection and transformation of communities.

This Client Charter has been reviewed with a clear desire to promote the essentials of good governance. It serves to enhance transparency, performance and accountability of the Sector to its Clients. It therefore spells out the Service Standards and the Commitments to continuous service delivery and improvement that Clients should expect.

The Client Charter is a social contract and commitment by the Ministry of Gender Labour and Social Development as a service provider to its stakeholders (clients) as recipients of its services. The clients are encouraged to use the Charter as a reference point for purposeful engagement with the Ministry.

My Ministry will strive to achieve the standards set, so as to deliver high quality customer focused services.

A handwritten signature in black ink, appearing to read 'B. Amongi Ongom'.

Amongi Betty Ongom (MP)

MINISTER

MINISTRY OF GENDER, LABOUR AND SOCIAL DEVELOPMENT

PREAMBLE



The Ministry of Gender, Labour and Social Development Client Charter is aimed at enhancing accountability and focus on our internal and external clients in the provision of services. The commitments in this Charter serve as a tool for continuous performance improvement.

In order to achieve this, a Five-year Client Charter has been developed by the Ministry through a consultative process. The process involved documentary reviews, consultations with internal and external clients and other stakeholders.

It outlines the values and principles upheld by its staff in fulfillment of the Mandate, Vision and Mission of the Ministry. It highlights the Key Result Areas of each Department of the Ministry in delivery of expected services to its clients. It articulates the rights and obligations of its clients and sets out feedback and complaints handling mechanisms.

The Ministry is committed to implementing the Client Charter in order to improve service delivery. The feedback received from Clients will help us to improve the systems and processes used in the delivery of our services.

A handwritten signature in black ink, appearing to read 'A. D. Kibenge', written over a light-colored background.

A. D Kibenge

Permanent Secretary

MINISTRY OF GENDER, LABOUR AND SOCIAL DEVELOPMENT.



Chapter One

Introduction

This Charter presents the service commitments of the Ministry of Gender, Labour and Social Development (MGLSD). Chapter one covers the Mandate, Vision, Mission Statement, Values and Principles. Chapter two covers the Principal Services, Key Result Areas, Commitments and targets, Chapter three covers General Standards. Chapter four describes who our clients are, their rights, Responsibilities and obligations. Chapter five handles feedback mechanisms and complaint handling systems accountability and Chapter six covers performance monitoring and dissemination.

1.1 Our Mandate

The mandate of the Ministry is to empower communities to harness their potential through cultural growth, skills development and labour productivity for sustainable and gender responsive development.

1.2 Vision Statement

“A better standard of living, gender equality and equity and social cohesion”.

1.3 Mission Statement

To promote gender equality and empower women, the vulnerable and marginalized, and ensure decent employment and protection of the rights of all for social economic development”.

1.4 Core Values

- a. Teamwork;
- b. Commitment;
- c. Accountability and Transparency;
- d. Integrity;
- e. Mutual Respect;
- f. Equity and Inclusiveness;
- g. Client Centeredness.

1.5 Strategic Objectives

- I.** To reduce vulnerabilities and gender disparities through inclusive empowerment and strengthened social protection systems;
- II.** To promote decent employment, skills development, and equitable labour justice;
- III.** To mobilize communities and advance the culture and creative industry to foster social cohesion and inclusive growth;
- IV.** To promote early childhood development and juvenile justice for improved child well-being
- V.** To improve institutional, policy, and coordination frameworks to ensure effective and efficient service delivery



Chapter Two

2.1 PRINCIPLE SERVICES, KEY RESULT AREAS, COMMITMENTS AND TARGETS

No.	SERVICE	CRITERIA FOR ACCESS	ACCESS POINT	TIME FRAME	COST
Youth and Children Affairs					
1.	Accommodate and Feed Remanded juvenile offenders and abandoned missing and separated children.	<ul style="list-style-type: none"> Children who have committed offences (Brought in either by Police or probation and welfare officer) Must present court orders from <p>Or;</p> <ul style="list-style-type: none"> Presentation of temporary rehabilitation order from Probation and welfare Officer <p>Or;</p> <ul style="list-style-type: none"> Committed children Abandoned, missing or separated children brought to Reception centre. 	<ul style="list-style-type: none"> Naguru Remand home Kabale Remand home Fort Portal Remand home Mbale Remand Home Masindi Remand home Arua Remand Home Gulu Remand Home Kampiringisa National Rehabilitation center Naguru Reception Centre 	<p>Petty offences 45 days</p> <p>Capital offences 3 months on remand</p> <p>Maximum 3 years for rehabilitation/incarceration on capital offences</p> <p>As soon as the family is traced and found or when the child reaches 18 years of age</p>	Free
2.	Rehabilitation of juveniles remanded and committed to remand homes and national children rehabilitation centre	<ul style="list-style-type: none"> Children who have committed offences (Brought in either by Police or probation and welfare officer) Must present court orders from <p>Or;</p> <ul style="list-style-type: none"> Presentation of temporary rehabilitation order from Probation and welfare Officer <p>Or;</p> <ul style="list-style-type: none"> Committed children 	<ul style="list-style-type: none"> Naguru Remand home Kabale Remand home Fort Portal Remand home Mbale Remand Home Masindi Remand Home Arua Remand Home Gulu Remand Home Kampiringisa National Rehabilitation center 	<p>Petty offences 45 days</p> <p>Capital offences 3 months on remand</p> <p>Maximum 3 years for committed capital offenders</p>	Free

No.	SERVICE	CRITERIA FOR ACCESS	ACCESS POINT	TIME FRAME	COST
Youth and Children Affairs					
3.	Provision of hands on training in Non-formal and employable skills for youth	<ul style="list-style-type: none"> Nomination by the Chief Administrative Officer Un employed out of school youths between 18 and 30 years of age residing within a selected district 	<ul style="list-style-type: none"> Naguru Remand home Kabale Remand home Fort Portal Remand home Mbale Remand Home Masindi Remand home Arua Remand Home Gulu Remand Home Kampringisa National Rehabilitation center Naguru Reception Centre 	Petty offences 45 days Capital offences 3 months on remand Maximum 3 years for rehabilitation/incarceration on capital offences As soon as the family is traced and found or when the child reaches 18 years of age	Free
4.	Case management on violation of childrens rights	Child abuse cases reported through sauti 116 child-helpline	Sauti 116 Child-helpline in kireka	Immediate	Free
5.	Registration of Guardianship orders	Guardianship order from court	MGLSD Dept. Youth and Children Affairs, Alternative Care Unit	Within 14 days after the grant of the order	Free
6.	Inspection of approved babies and children homes	Approved children homes	MGLSD – Dept. Youth and Children Affairs, Alternative Care Unit	Every after 06 months	Free
7.	Care and protection of orphans and vulnerable children.	Orphaned and abandoned children brought by Police or Probation and Welfare Officer	Naguru Reception Centre	Up to 18 years except for children with Special Needs	FREE
8.	Advocacy and networking on children and youth issues	Youth led and youth serviced organizations Child protection organizations	MGLSD and LGs	Annually. For international days every June, August and October	Cost by govern ment. Free to clients

No.	SERVICE	CRITERIA FOR ACCESS	ACCESS POINT	TIME FRAME	COST
Youth and Children Affairs					
9.	Assessment of suitability of applicants and eligibility of children for inter country fostering and adoption	Children in need of foster care Children in need of Adoption Parents who want to foster and adopt children	MGLSD Alternative Care Unit	Every 2 months	2,500,000 per panel meeting Free to the public
10.	Policies, laws,, guidelines, manual on children and youth issues	Policy gaps in relevant areas	MGLSD – headquarter and LGs	open	Free
11.	Provision of livelihood support to youth	Unemployed but willing youth to establish enterprises Employed youth entrepreneur requiring additional capital to grow business	MGLSD – YLP/UWEP Centenary Bank	Monthly quarterly	Free

No.	SERVICE	CRITERIA FOR ACCESS	ACCESS POINT	TIME FRAME	COST
Community Development and literacy					
1.	Issuance of letters of recommendations to the National NGO Bureau for registration/renewing registration of Non-Government Organizations (NGOs) Faith based Organizations	<ul style="list-style-type: none"> Complete application forms and submit to the PS via the Central Registr for processing and issuance of the recommendation letter to the NGO Bureau. 	Head Quarters Ministry of Gender, Labor and Social Development	Within ten working days upon receipt of applications	Free
2.	Guide Non State Actors on partnership development with the Ministry of Gender Labour and Social Development	Issue partnership requirements for compliance, provide Sample MOU template for customization and on behalf of PS submit to Solicitor General for legal guidance	Head Quarters Ministry of Gender, Labor and Social Development	Within 30 working days upon receipt of applications	Free
3.	Undertake Performance Review of the partnership between Ministry of Gender Labour and Social Development and Non State Actors in line with the Memorandum of Understanding	Receive annual performance reports from NGOs in partnership with the MGLSD for consolidation in the National Annual Performance report (NAPR)	Head Quarters Ministry of Gender, Labor and Social Development	Within ten working days upon receipt of the annual report	
4.	Technical support to recruitment of District Community Development Officers and Principal Community Development Officers	Local Governments make a request	At location in the Local Governments	Within 1 month of submission of request	Free

No.	SERVICE	CRITERIA FOR ACCESS	ACCESS POINT	TIME FRAME	COST
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Community Development and literacy

5.	Provide Technical guidance to community development actors on the Policies, Guidelines and Strategies of the community Development function	Dissemination of policy frameworks to Local Governments State and non-state actors on the Community Development Function	At national and Local Government Levels	Within 1 month policy development	Free
6.	Provide guidance on non-formal adult learning and community education to stakeholders	Dissemination of policy frameworks to Local Governments State and non-state actors on adult learning and community Education Programs	At national and Local Government Levels	Within 1 month of policy development	Free
7.	Issuance of workplace registration certificates	<ul style="list-style-type: none"> Application to Commissioner, OSH Department through the OSHMIS online system Assessment of payable fees by delegated inspector on URA portal Payment of Registration fees to URA through selected bank 	<p>Head Quarters Ministry of Gender, Labor and Social Development</p> <p>This function is not decentralized, but Labour officers can assist occupiers to comply with the process</p>	Within 3 days from presentation of proof payment	<p>Fees for Registration of Workplaces varies dependent on workplace category (ranging from 7.5 to 15,000 Currency Points) as stipulated in Schedule 3 of SI/87 THE OCCUPATIONAL SAFETY AND HEALTH (PLANT EXAMINATION AND WORKPLACE REGISTRATION FEES)</p>

No.	SERVICE	CRITERIA FOR ACCESS	ACCESS POINT	TIME FRAME	COST
Occupational Health and Safety					
1.	Examination and certification of statutory equipment	<ul style="list-style-type: none"> • Application to Commissioner, OSH Department • Assessment of payable fees by delegated inspector on URA portal • Payment of Examination and Certification fees to URA through selected bank 	<p>Head Quarters Ministry of Gender, Labor and Social Development</p> <p>This function is not decentralized, but Labour officers can assist occupiers to comply with the process</p>	within 14 days from receipt of application or request for certification	Fees for Plant examination and certification varies dependent on equipment size and category (ranging from 10 to 205 Currency Points) as stipulated in Schedule 2 of SI 87 THE OCCUPATIONAL SAFETY AND HEALTH (PLANT EXAMINATION AND WORKPLACE REGISTRATION FEES)
2.	Review and issue OSH approval of architectural plans / drawings of new workplaces, or alterations to existing workplaces for commercial and public structures to ensure incorporation of safety and health aspects prior to local government approval and subsequent construction	<ul style="list-style-type: none"> • Application and submission of plans to Commissioner, OSH Department • Assessment of payable fees by delegated inspector on URA portal • Payment of OSH plan approval fees to URA through selected bank • Assessment of payable fees by delegated inspector on URA portal • Payment of OSH plan approval fees to URA through selected bank 	<p>Head Quarters Ministry of Gender, Labor and Social Development</p> <p>This function is not decentralized, but the department works with the Building Control Committees and Officers to comply with this legal requirement</p>	within 14 days from date of evidence of payment of assessment fee	Fees for Plant examination and certification varies dependent on equipment size and category (ranging from 10 to 205 Currency Points) as stipulated in Schedule 2 of SI 87 THE OCCUPATIONAL SAFETY AND HEALTH (PLANT EXAMINATION AND WORKPLACE REGISTRATION FEES)
3.	Investigate violations of labour standards and occupational accidents/ diseases / illnesses or dangerous occurrences at workplaces. Incident investigation and reporting	<ul style="list-style-type: none"> • Submit complaint using any convenient communication means to Labour Officer or OSH inspector - can be done through the OSHMIS online system 	<p>Head Quarters Ministry of Gender, Labor and Social Development</p> <p>Reporting can be done from up country via telephone, using the online system or physically at the district or Ministry Head Office</p>	Within 7 days from receipt of the complaint	Free

No.	SERVICE	CRITERIA FOR ACCESS	ACCESS POINT	TIME FRAME	COST
Occupational Health and Safety					
4.	Issue certificates for scheduled chemicals under the chemical weapons convention	<ul style="list-style-type: none"> Application to Commissioner, OSH Department Review and certification of application by delegated inspector 	Head Quarters Ministry of Gender, Labor and Social Development This function is not decentralized, but Labour officers can assist occupiers to comply with the process	within 30 days from receipt of the application	Free
5.	Policy development and implementation. (Policies, laws, regulations, guidelines etc)	<ul style="list-style-type: none"> Policy gaps identified, discussed and necessary actions agreed upon. Policies, laws, regulations, guidelines drafted approved through official government structure set and monitor OSH standards throughout the country and in all sectors of the economy; 	MGLSD Headquarters at local government level with input from stakeholders at all levels	Duration varies depending on approving entity - minimum 1 financial year	Free to the client - cost borne by government
6.	OSH training, capacity building, advisory services and guidance	<ul style="list-style-type: none"> Training of staff is based on capacity gaps and training needs assessment. Training offered to clients is based on needs expressed 	MGLSD Headquarters or other identified training institutions within or outside the country - physical or online Similarly training offered by the department may be offered online or physical at the selected location of the private of public sector entity that's being trained	As and when need or opportunity arises on a quarterly basis	Depends on the specific engagement and budget for the event
7.	Advocacy, Collaboration and Networking	Engage in effective consultation, communication and promotion of work practices and behaviors that support positive safety culture, mental health and occupational health risk assessment, and actively manage psychosocial hazards		at least every 3 years;	Free

No.	SERVICE	CRITERIA FOR ACCESS	ACCESS POINT	TIME FRAME	COST
Occupational Health and Safety					
8.	Research and Development	undertake research, analysis and development in regard to the causes or prevention of industrial accidents and health hazards. Monitor, record, analyze and interpret statistical data for trends and gaps on industrial accidents, diseases, and health hazards, so as to assist in improving safety, minimizing risks and reducing injuries (on an annual basis).			

No.	SERVICE	CRITERIA FOR ACCESS	ACCESS POINT	TIME FRAME	COST
Culture and Family Affairs					
1.	Gazetting and Payment of Emoluments to Traditional or Cultural Leaders	<ul style="list-style-type: none"> Must be a Gazetted Traditional or Cultural Leader in accordance with The Institution of Traditional or Cultural Leaders Act 2011 	Head Quarters Ministry of Gender, Labor and Social Development	Once every Quarter	60 million per Cultural Leader Per Month
2.	Provision of Loans to Creatives through SACCOS	<ul style="list-style-type: none"> Must have viable creative projects Demonstrate willingness and capacity to repay the Loan 	Head Quarters Ministry of Gender, Labor and Social Development	Once every Quarter	28 Billion
3.	Partnerships with Religious & Faith Institutions	<ul style="list-style-type: none"> Must be Member of the Inter Religious Council of Uganda 	Head Quarters Ministry of Gender, Labor and Social Development	Once every Quarter	2.5 Billion

No.	SERVICE	CRITERIA FOR ACCESS	ACCESS POINT	TIME FRAME	COST
Culture and Family Affairs					
4.	Strengthen family systems, including parenting, values, and norms using public parenting tools released by the Ministry	<ul style="list-style-type: none"> Must be involved in Parenting and Family support work 	Head Quarters Ministry of Gender, Labor and Social Development	Throughout the FY	Free
5.	Issuance of International Standard Book Numbers (ISBN) and International Standard Numbers (ISSN)	<ul style="list-style-type: none"> Application to National Library of Uganda (NLU) Payment of application fees 	National Library of Uganda Head Quarters None	within a day after full payment of the application fees	Application fees of 30,000/= per publication.
6.	Access to research and library materials	<ul style="list-style-type: none"> At least 40 users per day 	National Library of Uganda		Free

No.	SERVICE	CRITERIA FOR ACCESS	ACCESS POINT	TIME FRAME	COST
Employment Services					
1.	Licensing private recruitment companies for labour externalization	<ul style="list-style-type: none"> • Application to the Permanent Secretary • Payment of fees 	Head Quarters Ministry of Gender, Labor and Social Development	Within forty five (45) days from the date of application	Within forty five (45) days from the date of application
2.	Issuance of license to internal private employment agencies	<ul style="list-style-type: none"> • Application to the Permanent Secretary • Payment of fees 	Head Quarters Ministry of Gender, Labor and Social Development	Within thirty (30) working days from the date of application.	Application fees – UGX200,000; License fees (skilled) – UGX 1,000,000; License fees (unskilled) – UGX200,000
3.	Accredit pre-departure orientation and training institutions;	<ul style="list-style-type: none"> • Application to the Permanent Secretary • Payment of fees 	Head Quarters Ministry of Gender, Labor and Social Development	Within thirty (30) days of receipt of the application	Accreditation fees UGX200,000
4.	Provision of psychosocial support services and reintegration of returnee migrant workers.	<ul style="list-style-type: none"> • Registration of returnee migrant workers through recruitment companies 	Head Quarters Ministry of Gender, Labor and Social Development	Within ten working days from the date of return	Free
5.	Complaint settlement	<ul style="list-style-type: none"> • Submit complaint in writing to the Permanent Secretary 	Head Quarters Ministry of Gender, Labor and Social Development	Within seven days of receipt	Free
6.	Job matching services	<ul style="list-style-type: none"> • Registration of job seekers and vacancies 	Head Quarters Ministry of Gender, Labor and Social Development	unlimited	Free

No.	SERVICE	CRITERIA FOR ACCESS	ACCESS POINT	TIME FRAME	COST
Disability and Elderly					
1.	Payment of Senior Citizens and Older Person's Grant	<ul style="list-style-type: none"> • Be Ugandan citizens aged 80 years and above • Must have a National Identity Card or NIN authenticated by NIRA. 	<p>Designated pay points communicated by the local governments from time to time</p> <p>The nearest pay point at least 10KM from where Grant received within 3 Months of Submission.they stay</p> <ul style="list-style-type: none"> • Group Application, Desk Appraisal, Physical verification Approval and Disbursement of funds directly to beneficiary group or Home account. • Grant received within 3 Months of Submission. 	Every after 3months	Each older person gets 25,000/- per months so that is 75,000/- for the 3months
2.	Provision of grants to groups of Older Persons	<ul style="list-style-type: none"> • Be Ugandan citizens aged 60 – 79 years. • All members of the group must have a National Identity Card or NIN authenticated by NIRA. • Belong to a registered group at Sub County of between 5 to 10 older persons (members). • A group should have a physical address/ location. • Priority given to groups which are not benefiting from any other government social protection programme (SAGE, and NSG-PWDs) • Maximum of 20% Pensioners who permanently reside in the area may be co-opted as group members for effective • Mentorship and record keeping of the Group. • 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. • A group should have a Bank account • A Group application form, fully filed and stamped by the Chairperson LC 1. 	<ul style="list-style-type: none"> • Group Application, Desk Appraisal, Physical verification Approval and Disbursement of funds directly to beneficiary group or Home account. • Grant received within 3 Months of Submission. 	Once every Quarter for different groups/beneficiaries	Each LG benefits as per IPFs allocated (5,00,000 for the registered group and 10,000,000 for the registered home for older persons

No.	SERVICE	CRITERIA FOR ACCESS	ACCESS POINT	TIME FRAME	COST
Disability and Elderly					
3.	Provision of grants to groups of Persons with Disabilities	<ul style="list-style-type: none"> • Be a person with disability or disabilities as stated in Schedule 3 of the Persons with Disabilities Act Cap115. • Be a Ugandan citizen as determined by the Constitution of the Republic of Uganda, 1995 • Be aged between 16 and 35 years old • Should not possess an accredited award from a formal education institution • Recommendation from the Local Council 1 and the Community Development Officer of his or her community • Must have duly filled, signed and stamped medical and application forms. 	<ul style="list-style-type: none"> • Group Application, Desk Appraisal, Physical verification Approval and Disbursement of funds directly to beneficiary group or Home account. • Grant received within 3 Months of Submission. 	<ul style="list-style-type: none"> • It's a one off grant due to the constraint of the budget <p>Once every Quarter for different groups/ beneficiaries</p>	<p>Each LG benefits as per IPFs allocated (5,00,000 for the registered group and 10,000,000 for the registered home for Persons with Disability</p>
4.	Providing employable skills to Persons with disabilities	<ul style="list-style-type: none"> • Persons with Disabilities between 16 to 35 years • Be A Uganda Citizen 	<p>Vocational Rehabilitation Centres in</p> <ul style="list-style-type: none"> • Lweza in Wakiso District • Mpumudde in Jinja District • Kireka in Wakiso District • Ruti in Mbarara District. • Ocoko in Arua District 	1 year training	<ul style="list-style-type: none"> • No charges for the beneficiaries • Costs on food, utilities, training materials and general upkeep met by government
5.	Advocacy and networking	<ul style="list-style-type: none"> • Organisation of Persons with disabilities, partners, relevant MDAs, Persons with Disabilities, National Council for Persons with Disabilities and other stakeholders in Disability • Age care organizations, Older Persons, National Council for Older Persons including relevant MDAs 	<p>MGLSD Headquarters or sometimes in an appropriate location</p>	<ul style="list-style-type: none"> • As and when need or opportunity arises <p>Quarterly</p>	<ul style="list-style-type: none"> • Depends on the specific engagement and budget for the event

No.	SERVICE	CRITERIA FOR ACCESS	ACCESS POINT	TIME FRAME	COST
Disability and Elderly					
6.	Training and skills development	<ul style="list-style-type: none"> Instructors of Vocational Rehabilitation Centers Learner at vocational Rehabilitation Centres Disability and Elderly Focal Point Officers in LGs. Organizations of and for Persons with Disabilities Age care Organizations Persons with Disabilities and their care givers Older Persons and care givers Community Based Service department staff at LGs MGLSD staff on inclusion of PWDs and Older in development programs Leaders of Persons with Disabilities and Older Persons 	<ul style="list-style-type: none"> Vocational Rehabilitation Centres MGLSD headquarters Local Government headquarters Other appropriate locations that suit the event 	As and when need or opportunity arises	Depends on the specific engagement and budget for the event
7.	Monitoring and Support supervision Desk and Physical verification of beneficiary groups for both SEGOP and NSG	<ul style="list-style-type: none"> Must have passed desk appraisal All groups must be on the system All Local Governments and LLGs All Local Governments and LLGs 	<ul style="list-style-type: none"> At each LG and LLG <p>The groups that benefited the the special grant</p>	Quarterly	Depends on the LGs that submitted the groups on the system

No.	SERVICE	CRITERIA FOR ACCESS	ACCESS POINT	TIME FRAME	COST
1.	Settling complaints related to labour standards	<ul style="list-style-type: none"> The complainant must be a worker, employer, their representative, or concerned citizen The complaint must relate to a breach of labour standards such as non-payment of wages, unfair termination, unsafe working conditions, discrimination, or other employment rights violations. The complaint should be made in writing or verbally (to be recorded by a Labour Officer). Supporting documents such as employment contracts, pay slips, or evidence of employment relationship should be provided. The complaint must be lodged within a reasonable period from the occurrence of the grievance. 	<ul style="list-style-type: none"> District/City/ municipality Labour Offices Department of Labour, Industrial Relations and Productivity (Headquarters, MGLSD) 	Within 10 days from the date of receipt of the complaint	Free of charge

No.	SERVICE	CRITERIA FOR ACCESS	ACCESS POINT	TIME FRAME	COST
2.	Payment of workman compensation	<ul style="list-style-type: none"> The claimant must be an employee (or a dependent of a deceased employee) who has suffered injury, disability, or death arising out of and in the course of employment. The employer must report the accident to the Labour Officer within 7 days as required under the Workers Compensation Act, Cap 233. The claimant must submit a formal claim supported by a medical assessment report, accident report, and proof of employment. Employers are required to provide accident particulars, percentage of permanent incapacity and wage details using the LD form 31 to facilitate computation of compensation. 	<ul style="list-style-type: none"> District/City/ municipality Labour Offices Department of Labour, Industrial Relations and Productivity (Headquarters, MGLSD) (for receipt, verification, and assessment of claims and computation for workers compensation for payment) 	Within 10 days from the date of receipt of the complaint	Free of charge

Labour, Industrial Relations and Productivity

No.	SERVICE	CRITERIA FOR ACCESS	ACCESS POINT	TIME FRAME	COST
3.	Assessment of disability where there is dispute	<ul style="list-style-type: none"> The disputing party, whether the employer or the injured worker, may apply to the Labour Office requesting that the dispute be referred to the Medical Arbitration Board (MAB) for reassessment The application for referral must be made within a reasonable time from the date of receipt of the notice of final medical assessment The decision of the Medical Arbitration Board (MAB) shall be final, unless a party aggrieved by the decision chooses to appeal to court 	<ul style="list-style-type: none"> District/City/ municipality Labour Offices Department of Labour, Industrial Relations and Productivity (Headquarters, MGLSD) (for receipt and referral to the MAB secretariat) 	Within 21 days from the date of receipt of the complaint	Free of charge

Labour, Industrial Relations and Productivity

No.	SERVICE	CRITERIA FOR ACCESS	ACCESS POINT	TIME FRAME	COST
4.	Registration of labour unions	<p>The application for registration of a Labour Union shall be made to the Registrar of Labour Unions using Form LU-1 as prescribed in the First Schedule of the Labour Unions (Registration) Regulations, 2011. And Labour Unions Act, Cap 228</p> <ul style="list-style-type: none"> Application forms (Form LU-1) can be obtained from the Office of the Registrar of Labour Unions at the Ministry of Gender, Labour and Social Development Headquarters, Kampala. An application for registration shall be accompanied by: - <ul style="list-style-type: none"> i. three certified copies of the constitution of the labour union; the rules of the labour union seeking registration, if any; ii. the name of the labour union reserved by the Registrar of companies; iii. a certificate of inspection prescribed in Form LU-3 in the Third Schedule issued by the Registrar; and iv. a statement of the following particulars— <ul style="list-style-type: none"> the physical and postal address, telephone contact, e-mail and fax number of the head office; the number of members; the title, name, age, address and occupation of each officer; the name and address of each officer's employer; and evidence of payment of the amount of fees prescribed by the Minister. 	<ul style="list-style-type: none"> Registrar of Labour Unions Ministry of Gender, Labour and Social Development 	30 working days from the date of receipt of a complete application	Fees charged under Labour Unions (Fees) Regulations 2025

No.	SERVICE	CRITERIA FOR ACCESS	ACCESS POINT	TIME FRAME	COST
Labour, Industrial Relations and Productivity					
5.	Registration of recognition agreements	<ul style="list-style-type: none"> The Recognition Agreement must comply with all existing labour and employment legislation and be duly signed by both parties – the employer (or employers' organization) and the Labour Union. Copies of the Agreement must be submitted in writing, accompanied by a formal cover letter requesting registration addressed to the Commissioner, Labour, Industrial Relations and Productivity. The Agreement should clearly specify the scope of coverage, duration, and conditions of employment agreed upon by the parties. 	<ul style="list-style-type: none"> Registrar of Labour Unions Ministry of Gender, Labour and Social Development 	10 working days from the date of receipt of a complete application.	Fees charged under Labour Unions (Fees) Regulations 2025 Regulations 2025
6.	Registration of collective bargaining agreements	<ul style="list-style-type: none"> The Collective Bargaining Agreement (CBA) must comply with all existing labour and employment legislation and be duly signed by both parties – the employer (or employers' organization) and the Labour Union. Copies of the Agreement must be submitted in writing, accompanied by a formal cover letter requesting registration addressed to the Commissioner, Labour, Industrial Relations and Productivity. The Agreement should clearly specify the scope of coverage, duration, and conditions of employment agreed upon by the parties. 	<ul style="list-style-type: none"> Registrar of Labour Unions Ministry of Gender, Labour and Social Development 	10 working days from the date of receipt of a complete application.	Free of charge

No.	SERVICE	CRITERIA FOR ACCESS	ACCESS POINT	TIME FRAME	COST
7.	<p>Prosecution of the provisions of the employment Act and its attendant regulations</p>	<ul style="list-style-type: none"> Any aggrieved party (employee, employer, or their representative) may lodge a written or verbal complaint to the Labour Officer or the Commissioner, Department of Labour, Industrial Relations and Productivity (DLIRP) concerning an alleged violation of the Employment Act or its attendant regulations. Upon receipt, the Labour Officer shall document and assess the complaint to determine whether it constitutes a prosecutable offence under the Act. The Labour Officer shall file the complaint with the Police to facilitate formal investigations. File is transmitted to Prosecutor for purposes of prosecution The Labour Officer or Commissioner may provide technical evidence or expert testimony during court proceedings 	<ul style="list-style-type: none"> District/City/ municipality Labour Offices Department of Labour, Industrial Relations and Productivity (Headquarters, MGLSD) 	<p>10 working days from the date of receipt of a complete application.</p>	<p>Free of charge</p>

Labour, Industrial Relations and Productivity

No.	SERVICE	CRITERIA FOR ACCESS	ACCESS POINT	TIME FRAME	COST
8.	<p>Notification of collective termination</p>	<p>Labour, Industrial Relations and Productivity</p> <ul style="list-style-type: none"> The employer shall provide representatives of the Labour Union, if any, that represent employees in the undertaking with all relevant information in good time, which shall be at least four (4) weeks before the first termination takes effect, except where the employer demonstrates that it was not reasonably practicable to comply with this time limit given the reasons for the contemplated terminations. The employer shall indicate the number and categories of employees likely to be affected, the period over which the terminations will be carried out, and the names of representatives of the Labour Union, if any, representing the employees in the undertaking. A written notification of the intended collective terminations shall be submitted to the Commissioner, Labour, Industrial Relations and Productivity using the prescribed form provided under Parts A and B of the Sixteenth Schedule to the Employment Regulations, 2011. The notification shall include details on: <ul style="list-style-type: none"> Reasons for the termination; Number, age, sex, occupation, wages, duration of employment, and expected date of termination; and A report detailing the terminal benefits and plan for payment to affected employees. Upon satisfaction that the employer has met all requirements, the Commissioner shall issue a letter authorizing commencement of the collective terminations. The Commissioner may refuse to issue an authorization letter if the notification made is in contravention of the above provisions or does not comply with applicable labour laws. 	<ul style="list-style-type: none"> District/City/ municipality Labour Offices Department of Labour, Industrial Relations and Productivity (Headquarters, MGLSD) 	<p>10 working days from the date of receipt of a complete application.</p>	<p>Free of charge</p>

No.	SERVICE	CRITERIA FOR ACCESS	ACCESS POINT	TIME FRAME	COST
9.	Investigation of violation of standards in workplaces	<ul style="list-style-type: none"> Any employee, employer, or third party may lodge a written or verbal complaint to the Labour Officer or the Commissioner Department of Labour, Industrial Relations and Productivity regarding a suspected violation of labour standards. The complaint should include relevant details such as the name of the workplace, nature of the violation, and persons involved. The Labour Officer shall conduct an investigation in accordance with the existing labour laws. The parties involved are required to cooperate and provide necessary information or access to premises during the investigation. 	<ul style="list-style-type: none"> District/City/ municipality Labour Offices Department of Labour, Industrial Relations and Productivity (Headquarters, MGLSD) 	10 working days from the date of receipt of a complete application.	Free of charge

Labour, Industrial Relations and Productivity

No.	SERVICE	CRITERIA FOR ACCESS	ACCESS POINT	TIME FRAME	COST
10.	Labour Inspection in Workplaces	<ul style="list-style-type: none"> Labour inspections are conducted as part of the Department's statutory mandate to promote decent work, fair labour practices, and safe working environments in accordance with national labour laws and international conventions. Inspections may be carried out routinely, upon request by employers or employees, or in response to reported violations or workplace accidents. During inspections, Labour Officers provide guidance and technical advice to help employers and workers understand and comply with labour standards relating to employment contracts, occupational safety and health, wages, and working conditions. Employers are required to grant inspectors access to workplaces, employment records, and other relevant information to facilitate effective assessment and advisory support. Where areas of non-compliance are identified, the Department issues improvement notices and provides recommendations for corrective action to help enterprises align with legal requirements. Persistent non-compliance may result in prosecution in accordance with the law. 	<ul style="list-style-type: none"> District/City/ municipality Labour Offices Department of Labour, Industrial Relations and Productivity (Headquarters, MGLSD) 	Within 30 working days after receipt of a complaint or as per annual inspection plan	Free of charge

Labour, Industrial Relations and Productivity

Labour, Industrial Relations and Productivity

11.	Labour Productivity Assessment	<ul style="list-style-type: none"> Labour productivity assessments are conducted as part of the Department's statutory mandate to promote productivity, decent work, and competitiveness in workplaces in accordance with the Employment Act, 2006. Assessments are carried out routinely, upon request by enterprises, or as part of targeted productivity improvement initiatives. During these assessments, Labour Officers assess key aspects such as work organization, employee performance, production processes, and resource utilization to identify efficiency gaps. The inspection process is developmental in nature — providing advisory support and technical guidance to enterprises to help them improve efficiency, innovation, and competitiveness. At the end of the exercise, the Department issues a Productivity Assessment Report outlining findings, recommendations, and a practical improvement plan for implementation by the enterprise. Priority is given to enterprises in manufacturing, services, agriculture, and the informal sector (including Jua-Kali enterprises). 	<ul style="list-style-type: none"> Department of Labour, Industrial Relations and Productivity, MGLSD Headquarters, Kampala. District Labour Offices for mobilisation and coordination. 	Within 30 working days after receipt	Free of charge
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No.	SERVICE	CRITERIA FOR ACCESS	ACCESS POINT	TIME FRAME	COST
12.	Withdraw, rehabilitation and integration, of Children engaged in Child Labour	<ul style="list-style-type: none"> Concerned citizens, community members, or institutions may report cases of child labour to the Labour Officer, Probation and Social Welfare Officer, or the Commissioner, Labour, Industrial Relations and Productivity. Reported cases must include details of the child, location, and nature of work or exploitation. The Labour Officer, working jointly with the District Probation and Social Welfare Office, shall assess and verify the reported case. Identified children shall be withdrawn from hazardous or exploitative work, provided with rehabilitation and psychosocial support, and where possible reintegrated with their families or placed in safe care. The process shall follow the National Action Plan on the Elimination of Child Labour and the Children (Amendment) Act, 2016. 	<ul style="list-style-type: none"> District/City/ municipality Labour Offices Department of Labour, Industrial Relations and Productivity (Headquarters, MGLSD) 	10 working days from the date of receipt of a complete application.	Free of charge
13.	Support the Informal sector (Jua-kalis) enterprises to transition into the formal economy	<ul style="list-style-type: none"> Applicants must form a group of not less than five (5) members. Applicants are required to fill and submit an application online through Online Application Portal at greenjobs.mglsd.go.ug The business or enterprise must be registered at least at the Sub-County level in accordance with local government registration requirements. Enterprises across all constituencies in Uganda are eligible to apply for support under the Programme. 	<p>Online Application Portal: greenjobs.mglsd.go.ug</p> <p>Department of Labour, Industrial Relations and Productivity (DLIRP), MGLSD Headquarters, Kampala</p> <p>District Labour Offices for guidance and verification.</p>	Within 30 working days after closing date of submission of a complete application.	Free of charge

No.	SERVICE	CRITERIA FOR ACCESS	ACCESS POINT	TIME FRAME	COST
Labour, Industrial Relations and Productivity					
14.	Skills upgrading, re-skilling and skilling of Youth	<ul style="list-style-type: none"> Applicants should apply through the Ministry's online Apprenticeship Management Information System (Apprenticeship-MIS). For Graduate Volunteers (GVs): Applicants must be graduates who completed their studies not less than four (4) years prior to the date of application. For Apprentices: Applicants must have attained a minimum qualification of Uganda Certificate of Education (S.4) or its equivalent. Applicants should provide supporting academic documents and proof of Ugandan citizenship. 	<p>Online via the Apprenticeship-MIS portal</p> <p>District Labour Offices for guidance and verification</p>	Within 30 working days after closing date of submission of a complete application.	Free of charge

No.	SERVICE	CRITERIA FOR ACCESS	ACCESS POINT	TIME FRAME	COST
Gender and Women Affairs					
1.	Provision of credit facilities to women entrepreneurship groups	<ul style="list-style-type: none"> Applications for credit facilities to Women Enterprise Groups Opening up group bank account for Funds disbursement to Women Enterprise Groups Formation and registration of Group Enterprises by Women 	All districts	Every quarter	Free to the client - cost borne by government
2.	GBV Case Management System is functional at National and LG level	<ul style="list-style-type: none"> Toll free access to sauti 116 to GBV cases , Free access to GBV Shelters by GBV survivors Application for licenses to operate GBV Shelters LGs and key MDAs staff trained on GBV Case management 	<p>Sauti 116 helpline in kireka; 24 GBV Shelters (Kumi, Pallisa, Tororo, Bwaise , Ntinda, Gulu, Lira, Amuru, Nebbi, Moroto, Arudat, Kasese, Terego, Namutumba, Kamuli, Mubende, Mbarara, Masaka, Kalangala, Kibuli, Kween, Jinja, Katakwi</p>	Immediate	Free to clients; Co-financed by GoU and Partners

No.	SERVICE	CRITERIA FOR ACCESS	ACCESS POINT	TIME FRAME	COST
Labour, Industrial Relations and Productivity					
3.	Policy development and guidance (Policies, laws, regulations, guidelines etc)	<ul style="list-style-type: none"> Dissemination of laws Policies, regulations, guidelines drafted approved through official government structure, media 	MGLSD Headquarters at local government level with input from stakeholders at all levels	Duration varies depending on approving entity - minimum 1 financial year	Free to the client - cost borne by government
4.	Advocacy and networking	<ul style="list-style-type: none"> Sponsorship of position/issue papers, Membership of any advocacy group or women network coalition 	International i.e. UN, AU, EAC (CSW) etc International womens day, 16 days of activism against GBV, rural women`s day,	Annual basis	Depends on the specific engagement and budget for the event
5.	Training and skills development for gender mainstreaming	<ul style="list-style-type: none"> Capacity gaps and training needs assessment reports for MDAs and LGs. Expressions of interest from MDAs, DLG and Partners. 	Capacity building trainings in Gender mainstreaming	Quarterly	Co-financed by GoU and Partners
6.	Capacity strengthening for women in leadership	<ul style="list-style-type: none"> Capacity gaps and training needs assessment reports for MDAs and LGs. Expressions of interest from Women Leaders, organizations, DLG and Partners. 	<ul style="list-style-type: none"> Training and engaging women leaders in decision-making Platforms for women leaders to participate 	Quarterly	Co-financed by GoU and Partners

No.	SERVICE	CRITERIA FOR ACCESS	ACCESS POINT	TIME FRAME	COST
Equity and Rights					
1.	Policy development and guidance (Policies, laws , regulations , guidelines etc)	<ul style="list-style-type: none"> • Policy gaps identified, discussed and necessary actions agreed upon. • Policies, laws, regulations, guidelines drafted approved through official government structure. 	MGLSD Headquarters at local government level with input from stakeholders at all levels	Duration varies depending on approving entity – minimum 1 financial year	Free to the client – cost borne by government
2.	Social risk management monitoring inspections and mentorship conducted	<ul style="list-style-type: none"> • All Local Governments and LLLGs 	At each LG and LLLG	Quarterly	Depends on the number of LLLGs planned for in a quarter.
3.	Advocacy and networking	<ul style="list-style-type: none"> • UHRC, EOC, Civil Society Organizations in the human rights field, partners, relevant MDAs, ethnic minorities, Councils for special interest groups, special interest group leaders, other stakeholders in Human rights 	MGLSD Headquarters or sometimes in an appropriate location	As and when need or opportunity arises Quarterly	Depends on the specific engagement and budget for the event
4.	Training and skills development for Human Rights Based Approach to Programming and gender and equity and budgeting	<ul style="list-style-type: none"> • MDA staff • Community Based Service department staff at LGs • MGLSD staff on HRBA and Business and Human Rights • Political leaders Leaders. 	<ul style="list-style-type: none"> • MGLSD headquarters • Government headquarters • Other appropriate locations that suit the event 	As and when need or opportunity arises	Depends on the specific engagement and budget for the event

No.	SERVICE	CRITERIA FOR ACCESS	ACCESS POINT	TIME FRAME	COST
Equity and Rights					
5.	Monitoring and Support supervision	<ul style="list-style-type: none"> All Local Governments and LLGs 	<ul style="list-style-type: none"> At each LG and LLG 	Quarterly	Depends on the number of LGs planned for in a quarter

No.	SERVICE	CRITERIA FOR ACCESS	ACCESS POINT	TIME FRAME	COST
Finance and administration					
1.	Prequalification of service providers	<ul style="list-style-type: none"> Response to the advert 	MGLSD Headquarters	2 months	Ugx. 100,000/= per bid
2.	Issuance of bid documents	<ul style="list-style-type: none"> When service provider is shortlisted by the entity 	MGLSD Headquarters	Any time	Free
3.	Payment of invoices	<ul style="list-style-type: none"> Liaison between the User Department and Accounts assisted by PDU 	MGLSD Headquarters	30-40 working days	Ugx. 100,000/= per bid
4.	Administrative reviews in procurement	<ul style="list-style-type: none"> Any qualifying bidder in the procurement process 	MGLSD Headquarters	10 working days	Insert cost for relevant fees
5.	Internship Placement	<ul style="list-style-type: none"> Applications to Permanent Secretary with recommendation Letters from Institutions 	MGLSD Headquarters	1 week	

2.2 OUR COMMITMENTS

2.2.1 Objective 1:

To reduce vulnerabilities and gender disparities through inclusive empowerment and strengthened social protection systems

We commit to:

- 1.** To reduce vulnerabilities, address gender disparities, and promote equity across all stages of the lifecycle.
- 2.** Reduce cases of Gender based violence from 41.5% to 37.8% by 2030
- 3.** Reduce child marriage (children married by age 18) from 32.8% to 24.0%
- 4.** Reduce Teenage pregnancies from 24.0% to 14.0%
- 5.** Reduce Percentage of children aged 13-17 who experienced sexual abuse from 36.6% to 28%
- 6.** Rehabilitate one GBV shelters annually
- 7.** Reduce the Number of children living under residential care from 50,000 to 18,000
- 8.** The National Action Plan on Business and Human Rights (NABHR) implemented in 11 local governments.
- 9.** International and regional commitments reported on.
- 10.** 80 LGS and MDAs trained in Business and Human Rights.
- 11.** Increase the number of elderly persons accessing SAGE from 315,550 to 325,000
- 12.** Pay monthly allowance of 25,000/- to every elderly person above 80 years and registered under the SAGE at the end of each quarter
- 13.** Annually grow the Number of youth benefitting from livelihood and empowerment programmes by 8,640, Women by 12,960, Older persons by 9,600, PWD by 31,872 and indigenous ethnic minorities by 50.
- 14.** Increase number of women benefitting from empowerment Programmes from 10,874 to 14,500
- 15.** Support 4,607G Micro, Small, and Medium Enterprises (MSMEs) ed with access to finance, capacity building, and market access interventions under the GROW-project
- 16.** Increase the Number of eligible children accessing the Severe Child Disability Grant from 0 to 510,000
- 17.** Reduce the Number of children accessing social care and support services in the Institutions (Rehabilitation Centre, Remand homes and Children's homes) from 2,303 to 1,500
- 18.** Increase number of eligible persons benefitting from social security schemes

- 19.** Reduce the No. of eligible children provided alternative care services from 50,000 to 20,000
- 20.** Increase the No of PWDs provided rehabilitative and assistive devices from 180 to 400
- 21.** Establish and equip 2 safe spaces and care shelters, especially for children, persons with disabilities, and survivors of GBV

2.2.2 Objective 2:

To promote decent employment, skills development, and equitable labour justice;

We commit to:

- 1.** Monitor and support implementation of ECD policies
- 2.** Identify and manage all reported juvenile cases
- 3.** Represent all vulnerable children in conflict with the law
- 4.** Ensure safety and protection of children in remand homes
- 5.** Provide safe custody to children experiencing domestic violence
- 6.** Inspect a total of 6,971 workplaces by 2030 including safe handling of chemicals. submit the workplace inspection reports to our clients within 21 working days.
- 7.** Empower women enterprises through provision of financial support under GROW, YLP and UWEP.
- 8.** Increase the Number of people employed through labour externalisation program from 11,291 to 24,000
- 9.** Reduce Percentage of children aged 5-17 years engaged in child Labour excluding household chores from 40% to 35%
- 10.** Reduce Percentage of youth neither in employment nor in education (NEETS) from 41% to 3.6%
- 11.** Register and settle 4,305 labour complaints and disputes by 2030
- 12.** Conduct accident investigate and issue preliminary report within fourteen (14) working days.
- 13.** Have a functional Labour Market Information System (LMIS) by 2026
- 14.** Investigate cases related to violation of labour standards within 21 working days of notification, or reporting from various sources.
- 15.** Increase Number of workplaces reporting OSH injuries and diseases to MGLSD to 3,000
- 16.** Commemorate the International Labour every 1st of May.
- 17.** Publish an annual report of labour inspection by July Every Year

- 18.** Train 120 members of labour unions & employers' organizations in collective bargaining and negotiations
- 19.** Register 49 Labour Unions by 2030
- 20.** Increase the number of eligible workers accessing timely compensation from 91 to 300 by 2030
- 21.** License 100 private recruitment agencies and labour training centers annually
- 22.** Increase number of people employed through labour externalisation program from 11,291 to 24,000
- 23.** Sign and implement 1 bilateral labour agreements and MoUs annually
- 24.** Support 4,607 Micro, Small, and Medium Enterprises (MSMEs) with access to finance, capacity building, and market access interventions in 2025/26 and 2026/27

2.2.3 Objective 3:

To mobilize communities and advance the culture and creative industry to foster social cohesion and inclusive growth

We commit to:

- 1.** Establish 20 Arts and culture facilities by 2030
- 2.** Facilitate the 17 gazette cultural Institutions with monthly emoluments (Busoga Kingdom, Alur Kingdom, Tooro Kingdom, Acholi Kingdom, Lango chiefdom, Bunyoro-Kitara Kingdom, Obwa Kamuswaga bwa Kooki, Buruli Chiefdom, Teso chiefdom, Obusinga bwa Rwenzururu, Tieng Adhola Chiefdom, Inzu ya Masaba and Obundiya Bwa Bwamba).
- 3.** Promote cultural galas and events within and outside Uganda
- 4.** Establish 1 National and 4 Regional Art and cultural centers
- 5.** Mainstream culture in community mobilization and empowerment efforts.
- 6.** Build and sustain data systems for culture (through the statistics framework).
- 7.** Strengthen the regulatory frameworks for culture and Creative Industries and promote the economic value of culture by
- 8.** Strengthen family systems, including parenting, values, and norms. supported by public parenting tools released by the Ministry.
- 9.** Partner with religious and cultural institutions to further culture and family development.
- 10.** Implement family-specific programs in 80 Local Governments.
- 11.** Offer Psychosocial support offered to 200 affected families on quarterly basis.
- 12.** Establish 4 regional talent centres in 4 regions of Uganda by 2026.

- 13.** Support cultural research and documentation quarterly
- 14.** Train 2000 Culture and Creative practitioners in Entrepreneurship and Business skills every year.
- 15.** Sensitize traditional/cultural institutions and the general public on positive cultural values, norms and practices through seminars and workshops quarterly.
- 16.** Mentoring of DCDOs, CDOs, and key Officials of 146 District Local Governments on family and cultural function
- 17.** Give monthly emoluments to 17 recognized traditional/cultural institutions of Busoga Kingdom, Alur Kingdom, Tooro Kingdom, Acholi Kingdom, Lango chiefdom, Bunyoro-Kitara Kingdom, Obwa Kamuswaga bwa Kooki, Buruli Chiefdom, Teso chiefdom, Obusinga bwa Rwenzururu, Tieng Adhola Chiefdom, Inzu ya Masaba and Obundiya Bwa Bwamba by the 3rd week of 1st Month of the every quarter.
- 18.** Provide technical support supervision to District Local Government on culture and family function.
- 19.** Promote culture in 250 schools, Institutions of high learning, and the community through music, dance, and drama annually.
- 20.** Promote the Preservation of culture through recordings, documentation, and publication of books on culture annually.

2.2.4 Objective 4:

To promote early childhood development and juvenile justice for improved child well-being

We commit to:

- 1.** Monitor and support implementation of ECD policies
- 2.** Advocate and promote and support child learning and adult literacy
- 3.** Keep the Sauti program running 24 hrs (program where cases of child abuse from the community are reported).
- 4.** Increase Number of ECD centres providing access to two additional collaborative ECD services ((i.e nutrition, health, early stimulation and protection services) from 1 to 5
- 5.** Train 500 D/CDOs trained on effective parenting of children annually
- 6.** Train 1,030,00 caregivers/parents trained on effective parenting of children by 2030.

7. Commemorate World Day Against Child Labour every 12th of June.
8. Roll out 50 BDS courses for TVET assessments annually
9. Trained 3800 Apprentices.

2.2.5 Objective 5:

To improve institutional, policy, and coordination frameworks to ensure effective and efficient service delivery

We commit to:

1. Develop/ revise 20 labour, employment and OSH policies, Laws, regulations, guidelines and standards.
2. Sign and implement 5 of bilateral labour agreements and MoUs.



Chapter Three

GENERAL SERVICE STANDARDS

In implementation of the commitments under this charter, the ministry shall observe the following standard:

3.1 Attendance to duty

1. Our offices will be open five days a week, i.e Monday to Friday
8:00 a.m to 5:00p.m
2. Our offices will be closed to the Public after 5:00p.m, on weekends and on Public holidays.
3. Our staff shall be available at all times during working hours and will commit working hours to official duties.

3.2 Client management

Our officers shall:

1. Attend to all clients irrespective of status, sex, age, colour, ethnic origin, tribe, birth, creed or religion, health status, social or economic standing, political opinion or disability, and take affirmative action in favour of groups marginalized on the basis of gender, age, disability.
2. Attend to clients within 15 minutes from the time of arrival.
3. Present themselves to our clients in a respectable and descent manner
4. Respond to client's requests with promptness and clarity
5. Provide timely and accurate information to our clients.

3.3 Conduct and appearance of our officers

Our officer shall:

1. Present themselves to our clients in a respectable and descent manner
2. Maintain client confidentiality
3. Respond to our clients with promptness and clarity
4. Provide timely and accurate information to our clients.
5. Shall wear staff identity cards all times while at work
6. Be personally responsible for their actions or inactions
7. Strive to achieve the commitments in the Charter and promote a positive image of MGLSD
8. Not put their personal interests before public interests.
9. Guide visitors to the respective office whenever required

3.4 Office outlook and working environment

Our offices shall:

1. Be clearly labelled and accessible for clients to navigate
2. Be clean and tidy at all times
3. Be safe and secure to avoid work place accidents and loss of client property

3.5 Communication

We shall:

1. Answer all telephone calls that come through the Ministry's general line by the third ring.
2. Communicate using the Ministry's letterhead for all written communication which bear our physical addresses and telephone line.
3. Attend to all incoming written correspondences within a period of 3 days.



Chapter Four

OUR CLIENTS, CLIENTS RIGHTS AND OBLIGATIONS

4.1 Our clients include;

- I.** Central Government Ministries / Departments, Local Governments and Agencies;
- II.** Districts/ City Service Commissions
- III.** Civil Society Organisations (Non-Governmental; Organisations, Community based Organisations (CBOs), Development Partners and Faith-Based Organisations; Disabled Persons Organizations.
- IV.** Institutions of traditional or cultural leaders;
- V.** Inter Religious Council of Uganda
- VI.** private recruitment companies
- VII.** Employment agencies
- VIII.** Culture and Creative Practitioners
- IX.** Interns
- X.** Graduate Trainees
- XI.** Injured workers
- XII.** Job Seekers
- XIII.** Service Providers
- XIV.** Returnee migrant workers
- XV.** Community Development Officers in Local Governments
- XVI.** Private Sector;
- XVII.** Employers and Workers;
- XVIII.** Pre-departure orientation and training institutions
- XIX.** Women and men
- XX.** People with Disabilities (PWDs)
- XXI.** Youths (Boys and Girls)
- XXII.** Orphans, Vulnerable Children, and children in conflict with the law.
- XXIII.** Older Persons
- XXIV.** Victims of Gender Based Violence
- XXV.** Adult Learners
- XXVI.** Grants beneficiary groups
- XXVII.** Artistic/ Cultural Organizations and Associations
- XXVIII.** Trade Unions and Labour Unions
- XXIX.** Local and International Development Partners
- XXX.** MGLSD staff

4.2 CLIENTS' RIGHTS AND OBLIGATIONS

Our Clients will have the following right and obligations:

4.2.1 Client Rights

Our Clients have a right to:

- I.** Access free services, with the exception of those against which fees are prescribed.
- II.** Access to public information in accordance with the law.
- III.** Be treated with respect and courtesy.
- IV.** Privacy and confidentiality.
- V.** Lodge complaints against us.
- VI.** Appeal in accordance with the established procedures laid down in this Charter.
- VII.** Prompt and efficient response to requests.

4.2.2 Clients Obligations

Our clients will have the following obligations:

- I.** Provide timely comprehensive and accurate information to us when requested.
- II.** Attend scheduled appointments punctually.
- III.** Abide by all legal and administrative requirements as provided for in the constitution of the Republic of Uganda, the various Acts and regulations that make one eligible for services sought.
- IV.** Treat our staff with courtesy and respect.
- V.** Not to act in a manner that might be considered unethical.
- VI.** Not to offer business gifts, hospitality that may be viewed by others as having
- VII.** an influence in making a government business decision in his/her favour.
- VIII.** Observe safety procedures required in accessing our services.



Chapter Five

DISSEMINATION, FEEDBACK AND COMPLAINTS HANDLING.

5.1 Dissemination

The Ministry will disseminate the contents of the client's charters through the following channels;

1. Print Media
2. Radio talk Shows
3. Support supervision visits
4. Sensitisation drives (Community dialogues-baraza)
5. Information, Education and Communication (IEC) Materials, brochures,
6. T-shirts and flyers as display mechanisms for publicity for the charters
7. Ministry website
8. Social Media
9. Meetings
10. workshops and conferences

5.2 Feedback, compliments and Complaints management mechanisms

1. We welcome constructive criticism and feedback about our services.
2. We also welcome suggestions on how we can improve service delivery.
3. We commit ourselves to taking our clients complaints and suggestions seriously and dealing with them as quickly as possible.
4. If you have a suggestion or complaint, you can use the following Communication channels.
 - I. Speak to the person who has attended to you.
 - II. Speak to that persons' Supervisor.
 - III. Speak to our information Scientist or Public Relations Officer.
 - IV. Make use of the suggestion box placed at the basement.
 - V. Telephone, e-mail, social media and the Ministry Website provided at the end of this charter.
 - VI. Write to us using the addresses provided at the end of this charter.
 - VII. Call us on telephone numbers provided.
 - VIII. Fill an evaluation form at the end of a training or sensitization
 - IX. to help our clients to improve outcome of the future training and sensitizations
 - X. Raise the matter with the Customer Care Desk Telephone Number:
 - XI. +256772 576473.
 - XII. Raise complaints and concerns during community Barrazas.

5.3 Appeal mechanisms

1. If you are not satisfied with the response from the Action officer attending to you or with the way your complaint is handled, you may refer to Permanent Secretary
2. Your complaints will be acknowledged within two working days of receipt including information on the action being taken. All complaints will be investigated and a response given within ten working days.
3. In case a Client is aggrieved with a prohibition order by Occupational Safety and Health Department on use of any machinery, plant and equipment, he/ she may complain to a magistrate's court and apply for the order to be set aside or varied.
4. Any person dissatisfied with the decision of a Labour Officer, may Appeal to the Industrial Court.
5. Report on all dissatisfaction arising from the different areas e.g externalization, OSH, Women groups

5.4 Accountability mechanism

We shall monitor performance of this Charter by:

1. Reporting to Senior Management on implementation of the Charter on a Quarterly basis.
2. Conducting annual Customer Service surveys to establish client satisfaction levels.
3. Conducting Quarterly meetings with clients on the commitments in the Charter.
4. Holding annual public forums with stakeholders on implementation of the charter.
5. Recognizing our staff for customer service excellence.
6. Reviewing our Charter on an annual basis to incorporate emerging issues as and when they arise.
7. Conducting a midterm review of the Charter to track progress.
8. Report on performance to clients and stakeholders during the annual review events.

5.5 The performance improvement

Ministry of Gender, Labour & Social Development shall put in place a framework for continuous monitoring of performance against our Service Commitments. We the staff of MGLSD commit ourselves to the above principles, values, commitments and service standards. We encourage our clients to comment on our performance and to suggest way to improve our service.



CONTACTS:

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

The Permanent Secretary

Ministry of Gender Labour and Social Development

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