

# **THE REPUBLIC OF UGANDA**



**MINISTRY OF GENDER, LABOUR AND SOCIAL  
DEVELOPMENT**

**SERVICE DELIVERY STANDARDS**

**FY 2025/26 -2029/30**

**November , 2025**

## FORWARD



The Ministry of Gender, Labour and Social Development is proud to present its inaugural Service Delivery Document, a transformative milestone in our commitment to fostering inclusive, equitable, and responsive service delivery across Uganda. Guided by the constitutional mandate under Chapter 4, Article 31-40, and Chapter 16, Article 246, the Ministry is dedicated to protecting and promoting the rights of vulnerable populations, addressing gender inequalities, advancing cultural growth, and promoting decent employment. This document, aligned with the NDP IV, represents a bold step toward operationalizing our vision of a better standard of living, equity and social cohesion for all Ugandans.

The development of these SDS is a response to the Public Service Reform Programme, which emphasizes transparency, accountability, and excellence in public service delivery. By establishing clear benchmarks for quality, quantity, cost, and coverage, the SDS empowers our clients – citizens, communities, and special interest groups – to demand the services they deserve while holding the Ministry accountable for delivering measurable outcomes.

As we embark on the implementation of the 2025/26 – 2029/30 Strategic Plan, these Service Delivery Standards will serve as a cornerstone for enhancing productivity, promoting gender equality, and building resilience among vulnerable groups. We call upon all stake-holders – public officers, development partners, and citizens – to join us in embracing these standards as a shared commitment to transforming communities and creating a safe, inclusive, and prosperous environment for all. Together, we can achieve the Ministry’s goal of empowering every Ugandan to thrive in a society rooted in mutual respect and equity.

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

**HON. AMONGI BETTY ONGOM (MP)**

**Minister**

## ACKNOWLEDGEMENT.



The Service Delivery Standards clearly articulate the minimum benchmarks, technical specifications, coverage, turnaround times, applicable costs (where relevant), and accountability mechanisms for all key services provided by the Ministry in the areas of gender equality and women empowerment, labour administration and productivity, employment services, occupational safety and health, social protection, community mobilization and empowerment, youth and children affairs, disability and elderly services, and culture and family affairs. By adopting these standards, the Ministry commits to:

1. Delivering services in a consistent, predictable, transparent, and measurable manner to the people of Uganda.
2. Regularly monitoring performance against the set standards and publicly reporting progress and any deviations with clear explanations.
3. Continuously communicating these standards to the public, stakeholders, and staff to enhance trust, reduce misinformation, and improve service uptake.
4. Using the standards as a basis for resource allocation, staff motivation, performance management, and stakeholder engagement.

Special recognition goes to the dedicated SDS Technical Team, with active participation and valuable input from all Heads of Department, Directors, and technical staff across the ten (10) Departments and affiliated agencies of the Ministry.

This Ministry of Gender, Labour and Social Development Service Delivery Standards will therefore serve as the official framework guiding service delivery in the Ministry under National development Plan IV period.

I commend the work done by the Technical Team-within the Ministry headed by Policy and Planning, the support team from MoPS for the mentorship and professional guidance during the consultations while developing the SDS.

Let all accounting officers, Heads of Departments, and staff at Ministry headquarters, Local Governments and affiliated institutions take note and ensure full implementation of the Service Delivery Standards. For God and My Country.

**A.D KIBENGE**

**PERMANENT SECRETARY.**

## Preamble

The Service Delivery Standards (SDS) of the Ministry of Gender, Labour and Social Development mark a pivotal moment in Uganda's journey towards equitable and sustainable development. Anchored in the constitutional mandate to protect vulnerable populations, promote gender equality, and foster community empowerment, this document outlines the Ministry's commitment to delivering high-quality, accessible, and inclusive services. Aligned with the NDP-IV, these standards are designed to translate our vision of a better standard of living, equity and social cohesion into tangible outcomes that uplift every citizen, particularly the most marginalized.

In an era where public expectations for transparency and accountability are higher than ever, these Service Delivery Standards provide a robust framework to ensure that the Ministry's programs are efficient, effective, and responsive to the needs of our diverse population. By setting clear expectations for service quality and performance, the SDS empowers communities to actively participate in development processes, demand accountability, and provide feedback that drives continuous improvement. This document is not merely a set of guidelines but a promise to uphold the core values of accountability, diligence, integrity, and equity in all our endeavors.

As we implement the 2025/26 – 2029/30 Strategic Plan, the SDS will guide our efforts to reduce vulnerabilities, promote decent employment, and strengthen social protection systems. They reflect our unwavering commitment to fostering social cohesion, advancing cultural growth, and ensuring that every Ugandan has the opportunity to contribute to and benefit from national development. We therefore call upon all stakeholders to embrace these standards as a shared blueprint for building a more inclusive, resilient, and prosperous nation.

## Table of Contents

FORWARD.....	i
ACKNOWLEDGEMENT.....	ii
Preamble .....	iii
List of Acronyms.....	iv
EXECUTIVE SUMMARY.....	1
1.0 Introduction.....	3
<b>2.0 VISION, MANDATE, GOAL AND STRATEGIC OBJECTIVES</b> .....	3
<b>Vision:</b> .....	3
<b>Mandate</b> .....	3
<b>Mission:</b> .....	3
<b>Goal:</b> .....	3
2.1 Strategic Objectives.....	4
2.2 Context of the service delivery standards.....	4
2.3 Service Delivery Standards.....	5
2.4 The benefits of the SDS.....	5
2.5 Monitoring and Evaluation.....	5
Progress Reporting.....	5
Mid-term Evaluation.....	6
End of term Evaluation .....	6
THE MINISTRY OF GENDER, LABOUR AND SOCIAL DEVELOPMENT ORGANOGRAM .....	7
<b>3.0 Core values</b> .....	8
i. Accountability .....	8
ii. Diligence.....	8
iii. Discipline.....	8
iv. Integrity .....	8
v. Loyalty.....	8
vi. Professionalism.....	8
vii. Transparency .....	8
viii. Equity .....	8
4.0 DETAILED SERVICE DELIVERY STANDARDS MATRIX BY DEPARTMENT .....	9

## List of Acronyms.

**GOU** – Government of Uganda

**MGLSD** – Ministry of Gender Labour and Social Development  
**SDS** – Service Delivery Standards  
**MDA** – Ministry Department and Agency  
**MoFPED** – Ministry of Finance Planning and Economic Development  
**MPS** – Ministerial Policy Statement  
**EGP** – Electronic Government Procurement  
**MIS** – Management Information System  
**HCM** – Human Capital Development  
**IFMIS** – Integrated Financial Management System  
**OP** – Office of the President  
**OPM** – Office of the Prime Minister  
**ICT** – Information Communication and Technology  
**UNCC** – Uganda National Communications Commission.  
**KNRC** – Kampiringisa National Rehabilitation Center  
**OVC** – Orphans and Vulnerable Children  
**NDP** – National Development Plan  
**PSRP** – Public Service Reform Program  
**US/FA** – Under Secretary Finance and Administration  
**LIRP** – Labour Industrial Relations and Productivity.  
**OSH** – Occupational Safety and Health  
**OPM** – Office of the Prime Minister  
**PFMA** – Public Finance Management Act  
**NTR** – Non-Tax Revenue  
**w.r.t** – with respect to  
**CME** – Community Mobilization for Empowerment.  
**PDM** – Parish Development Model  
**NAPBHR** – National Action Plan on Business and Human Rights

## EXECUTIVE SUMMARY.

The Ministry of Gender, Labour and Social Development (MGLSD) presents its inaugural Service Delivery Standards (SDS) for the period 2025/26–2029/30. Anchored in the Constitution of Uganda (Chapter 4 Articles 31–40 and Chapter 16 Article 246), the National Development Plan IV (NDP-IV), the Ministry’s Strategic Plan 2025/26–2029/30, and the Public Service Reform Programme (PSRP), these standards mark a historic commitment to transparent, accountable, measurable, and client-centered service delivery.

### **Mandate and Vision**

The Ministry is mandated to promote gender equality, protect vulnerable populations, ensure decent employment, strengthen social protection, mobilize communities, and foster cultural growth. Its vision is “**a better standard of living, equity and social cohesion,**” achieved through a mission of promoting decent employment, protecting rights, and empowering the vulnerable and marginalized for equitable, gender-responsive development.

### **Strategic Objectives**

Over the medium term, the Ministry will:

- ⊙ Reduce vulnerabilities and gender disparities through inclusive empowerment and strengthened social protection;
- ⊙ Promote decent employment, skills development, and equitable labour justice;
- ⊙ Mobilize communities and advance culture and creative industries for social cohesion;
- ⊙ Strengthen early childhood development and juvenile justice; and
- ⊙ Improve institutional, policy, and coordination frameworks for effective service delivery.

### **Scope of Services**

The SDS cover all key services delivered through the Ministry’s ten (10) departments: Finance and Administration; Employment Services; Labour, Industrial Relations and Productivity; Equity and Rights; Culture and Family Affairs; Youth and Children Affairs; Gender and Women Affairs; Disability and Elderly; Community Development and Literacy; and Occupational Safety and Health.

## **Purpose and Benefits of the SDS**

These standards define the minimum acceptable levels of quality, quantity, cost, coverage, technical specifications, and turnaround times that citizens and stakeholders can expect. They:

- ⊙ Provide a clear yardstick for performance and client expectations;
- ⊙ Empower citizens to demand services and give feedback;
- ⊙ Enhance planning, resource allocation, staff motivation, and accountability;
- ⊙ Promote efficiency, transparency, and continuous improvement; and
- ⊙ Strengthen demand-side accountability and public trust.

## **Commitment to Implementation**

The Ministry commits to:

- ⊙ Delivering services in a consistent, predictable, transparent, and measurable manner;
- ⊙ Regularly monitoring and publicly reporting performance against the standards, with explanations for any deviations;
- ⊙ Continuously communicating the standards to staff, citizens, and stakeholders; and
- ⊙ Using the SDS as the foundation for resource allocation, performance management, and stakeholder engagement.

## **Monitoring and Evaluation**

Progress will be tracked through quarterly, semi-annual, and annual reports, a mid-term review after 2.5 years, and a comprehensive end-of-term evaluation in FY 2029/30 to document achievements, shortfalls, lessons learnt, and recommendations for the future.

This Service Delivery Standards document is therefore the official framework guiding all operations of the Ministry of Gender, Labour and Social Development from the 2025/26 financial year onwards, ensuring that every Ugandan, especially the most vulnerable, benefits from inclusive, equitable, and high-quality public services.

For God and My Country

## 1.0 Introduction

The Ministry of Gender Labour and Social Development (MGLSD) is mandated under Chapter 4 Articles 31 – 40 and Chapter 16 Article 246 of the Constitution of the Republic of Uganda to protect and promote the rights of vulnerable population, to address gender inequalities, to ensure cultural growth, Labour and employment as well as community mobilization and empowerment.

The MGLSD contributes to inclusive growth, increase in employment and productivity. This is achieved through supporting the special interest groups, vulnerable persons and the citizens, to participate in the development programmes, tackling gender inequality and creating opportunities for increased employment and decent work.

The Ministry majorly contributes to two NDP IV Programmes; Human Capital Development and Administration of Justice Programmes. In addition, the Ministry also contributes to all the other 16 programmes of NDP IV through community mobilization because of its cross-cutting nature.

## 2.0 VISION, MANDATE, GOAL AND STRATEGIC OBJECTIVES

### **Vision:**

Better standard of living, equity and social cohesion

### **Mandate**

“To mobilize and empower communities to harness their potential while, protecting the rights of vulnerable population groups”

### **Mission:**

“To promote decent employment, protection of the rights of, and empower the vulnerable and marginalized, for equitable gender-responsive development”

### **Goal:**

“To transform communities and enhance productivity in a safe and secure environment based on inclusiveness and mutual respect”

## 2.1 Strategic Objectives

In pursuance of the Ministry's mandate, vision and mission, the strategic objectives of the Ministry over the medium term are:

- 1) Reduce vulnerabilities and gender disparities through inclusive empowerment and strengthened social protection systems;
- 2) Promote decent employment, skills development, and equitable labour justice;
- 3) Mobilize communities and advancing culture and creative industry to foster social cohesion and inclusive growth;
- 4) Strengthen early childhood development and juvenile justice to enhance child well-being; and
- 5) Improve institutional, policy, and coordination frameworks to ensure effective and efficient service delivery.

The Ministry is focused on contributing to the following outcomes:

- Enhanced Productivity and social wellbeing of the population.
- Improved gender equality in participating and benefiting from all development opportunities at all levels;
- Improved resilience to shocks across the lifecycle by vulnerable groups.
- Decent employment
- Improved habitation of Ministry institutions
- Improved uptake of Government Programmes by residents, families and communities

## 2.2 Context of the service delivery standards

The Public Service Reform Programme (PSRP) Government introduced a series of reforms aimed at improving service delivery and making public service more transparent and accountable. Government institutions as service providers have a legal and moral responsibility to deliver excellent quality services to the public in terms of quality quantity cost and coverage. This therefore calls on the Ministry to develop, document disseminate and implement service delivery standards.

The formulation of NDP IV and the Ministry 5-year strategic plan has put a strong focus on SDS, Development, dissemination and application of service delivery standards is vital to continuous performance improvement by employees Ministry, resource allocation and demand side of accountability.

## 2.3 Service Delivery Standards.

The Ministry of Gender, Labour and Social development is one of the biggest ministries in the country and delivers its services along the ten (10) independent departments/function areas. These departments are in:

1. Finance and Administration (F&A),
2. Employment Services (E.S),
3. Labour Industrial Relations and Productivity (LIRP),
4. Equity and Rights (E&Rs),
5. Culture and Family Affairs (C&FA),
6. Youth and Children Affairs (Y&CA),
7. Gender and Women Affairs (G&WA),
8. Disability and Elderly (D&E),
9. Community Development and Literacy (CD&L) and finally,
10. Occupational Safety and Health (OSH). All of whom whose reporting structure is aligned to with the National Development Plan-IV

## 2.4 The benefits of the SDS

The Service Delivery Standards when implemented;

- Promote efficiency and effectiveness of programmes being implemented and ensure they are responsive to client's needs.
- Is a yardstick that define minimum level of service that the Ministry should provide and clients should expect in return.
- Empowers clients to demand for services which are due to them from the Ministry at an appropriate standard and provide a basis upon which feedback on client satisfaction is provided for evaluation purpose, and
- It is a basis for planning and setting targets of short medium and long term

It is upon these perceived benefits that the ministry has prepared the first ever Service Delivery Standard in line with the NDP IV to enable the implementation of the 5-year Strategic Plan 2025/26- 2029/30.

## 2.5 Monitoring and Evaluation

### Progress Reporting

For purposes of tracking progress on delivery of services and adherence to respective standards, process

indicators were developed. The Ministry will then prepare Quarterly, Semi Annual and Annual Reports to gauge progress made in its implementation.

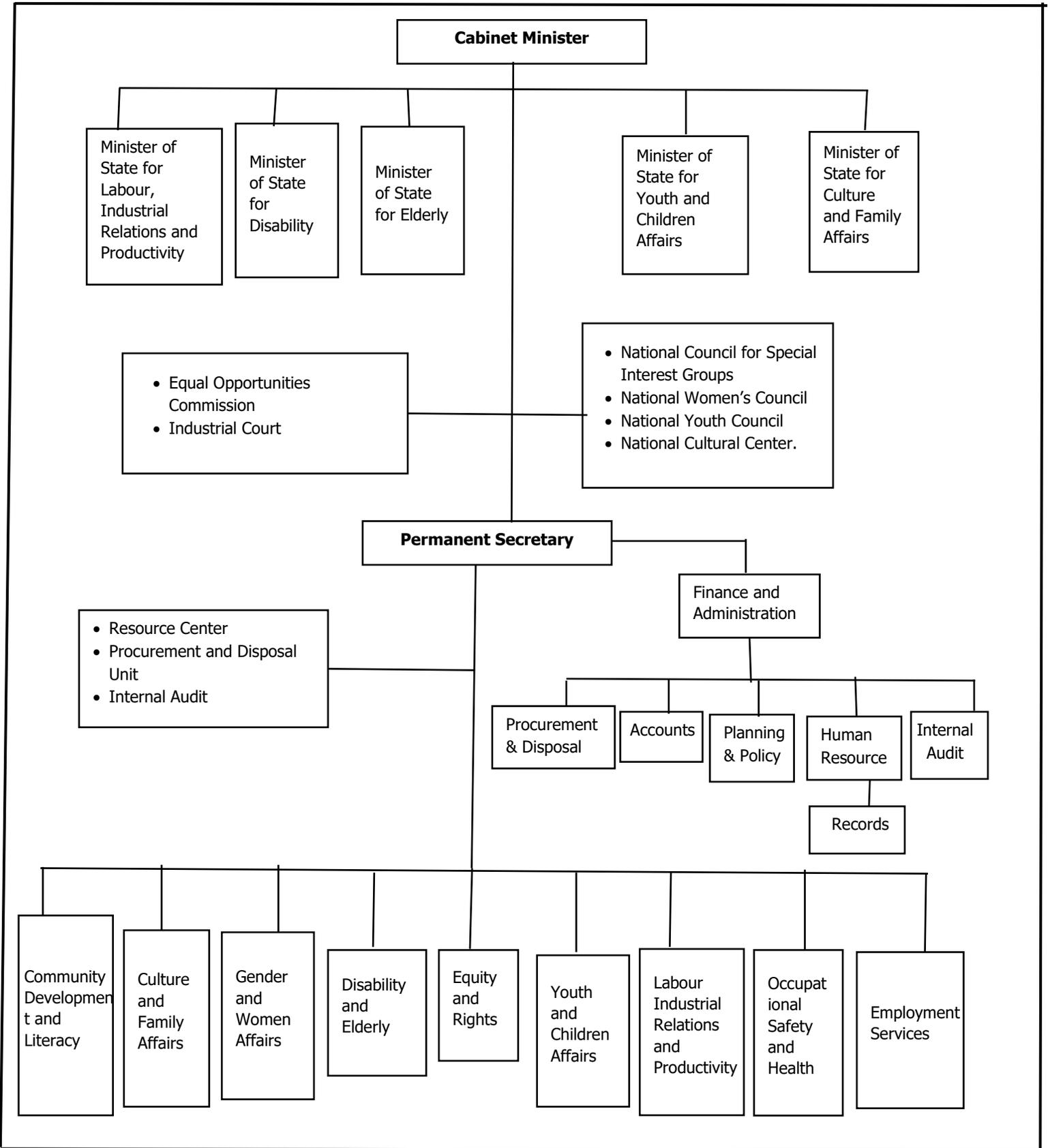
#### Mid-term Evaluation

A mid-term review will be carried out after two and a half (2.5) years of Service Delivery Standards implementation. This will be done to ensure that resources allocated towards the implementation of the service delivery standards are translated into a long-term impact within the standards

#### End of term Evaluation

The final evaluation shall be conducted at the end of the implementation period i.e., FY2029/2030. Key lessons learnt will be documented and these will form a basis for future improvement. The end of implementation period evaluation shall indicate what was achieved, shortfalls and explanations for the shortfalls. The Ministry will prepare comprehensive report indicating the best practices, time frame within which the achievements were made and the recommendations for future implementation.

# THE MINISTRY OF GENDER, LABOUR AND SOCIAL DEVELOPMENT ORGANOGRAM



### 3.0 Core values

The Ministry is committed to its vision mission by providing services based on the following core values for all Public Officers;

i. **Accountability**

Shall hold office in public trust and shall be personally responsible for our actions and or inactions.

ii. **Diligence**

Shall be careful and assiduous in carrying out official duties.

iii. **Discipline**

Shall behave in a manner that conform to the regulations and the Code of Conduct and Ethics for the Public Service, generally and codes of professional conduct for the specific professions.

iv. **Integrity**

Shall be honest and open in conducting public affairs.

v. **Loyalty**

Shall be committed to the policies and programmes of the Government both at national and local levels.

vi. **Professionalism**

Shall adhere to the professional codes of conduct, exhibit high degree of competence and best practices as prescribed for in a given profession in the Public Service.

vii. **Transparency**

Shall be as open as possible about all the decisions and actions taken and must always be prepared when called upon to give reasons for the decisions taken.

viii. **Equity**

Service standards will meet the needs of all citizens but with special focus to the needs of the special interest groups and vulnerable persons.

## 4.0 DETAILED SERVICE DELIVERY STANDARDS MATRIX BY DEPARTMENT

STRATEGIC OBJECTIVE	OUTPUT/ SERVICE DESCRIPTION	KPIs (Quantity, Quality, Cost, Time process, Accessibility and Coverage)	STANDARD	TARGET BENEFICIARY OF SERVICE	ACCESS CRITERIA TO OBTAIN SERVICE	METHODOLOGY FOR PROVIDING SERVICE	IN-PUTS	USER FEE/ CONTRIBUTION BY SERVICE BENEFICIARY	RESPONSIBILITY CENTRE/ SERVICE DELIVERY POINT
<b>1. DEPARTMENT: FINANCE AND ADMINISTRATION.</b>									
<b>Objective 5: Improve institutional, policy, and coordination frameworks to ensure effective and efficient service delivery</b>									
Policy and management meetings	Top Policy Management Meetings held	Frequency	Monthly	Ministers, PS, HoDs, Heads of institutions and Agencies	Members only invitation	Preparation of Invitation, agenda and discussion papers	Computers stationary time venue welfare for members	None	US/FA
	Senior Management Meetings conducted.	Frequency	Monthly.	PS, HoDs, ACs Heads of Section and Unit Heads and staff	Members invitation	Meeting Invitation Preparation of agenda and discussion papers and notes	Computers, venue, stationary, welfare for members	None	US/FA
	Permanent Secretary and Heads of Department management Meetings held	Frequency	Weekly	PS and HoDs	Members Invitation	Meeting Invitation Preparation of agenda and discussion papers and issues	Computers venue and welfare for members stationary	None	US/FA
Ministry inventory and asset management	Board of survey conducted and report produced	Frequency	Annually	PS, HoDs, ACs Heads of Section and Unit Heads and staff	Members Invitation	Meeting Invitation Preparation of agenda and discussion papers and issues	Computers venue and welfare for members stationary	None	
Planning Frameworks	Budget framework prepared and submitted to Parliament and MoFPED	- Frequency - Time taken	Annually - By 31 <sup>st</sup> March each year.	Internal and external Stakeholders, Gender development partners	Open to every one	Meetings consultative discussions within and stakeholders	PBS System Funds Computers Stationery	None	US/FA AC/P
Planning Frameworks.	Budget expenditures and estimates prepared and submitted to MoFPED	- Frequency - Time taken	Annually - By 31 <sup>st</sup> March each year.	Ministry and Partners	Open to every one	Meetings consultative discussions	PBS System Computers Stationery Funds	None	US/FA AC/P
	Ministerial Policy Statement (MPS) prepared and submitted to Parliament	- Frequency - Time taken	Annually - By 31 <sup>st</sup> March each year.	MDAs Stakeholders, Gender and development partners	Open	Meetings consultative discussions	PBS System Computers Stationery Funds	Time	US/FA AC/P

STRATEGIC OBJECTIVE	OUTPUT/SERVICE DESCRIPTION	KPIs (Quantity, Quality, Cost, Time process, Accessibility and Coverage)	STANDARD	TARGET BENEFICIARY OF SERVICE	ACCESS CRITERIA TO OBTAIN SERVICE	METHODOLOGY FOR PROVIDING SERVICE	IN-PUTS	USER FEE/ CONTRIBUTION BY SERVICE BENEFICIARY	RESPONSIBILITY CENTRE/ SERVICE DELIVERY POINT
Effective and efficient contracts management	Regular contracts committee meetings minutes prepared.	Time taken	Within two months of receiving bids.	Bidders and staff	EGP Submissions meetings	Advertise Bids Open bids evaluate and select the most successful bidder Instruction to bidders, Award contracts	Functional EGP MIS Computers stationary internet	Nil	US/FA HPDU
	Consolidated Departmental Procurement plan and published	- Frequency - Time taken	- Annually - By August 15 <sup>th</sup> of each year	All potential service provider	EGP - MIS	Online EGP-MIS	Computers trainers EGP Manuals Funds	Nil	USFA HPDU
	Successful Bids issued	Time taken	Within One month of receiving bids.	All potential service provider	EGP MIS	Online EGP-MIS as per bid notice.	EGP Funds	Nil	USFA HPDU
	Administrative reviews conducted	Time taken	- Within 10 working days	All potential service provider	Through written submission	Letters written on EGP Meeting	Computers stationery	As per threshold	USFA
Effective Human resource management	Staff statutory payments and emoluments paid	- Frequency - Time taken	-Monthly - Salaries paid by 28 <sup>th</sup> of every month	Ministry Staff and pensioners	Inquiry	Staff and pensioners Payroll prepared verified and submitted in time	Functional HCM IFMS E-payments	None	USFA AC/A
	Ministry Communication Strategy developed and implemented.	Frequency	Every 5-year period	GoU and gender partners	All sectors are eligible	Communication manual developed matching with NDP 4	MIS systems Computers HR stationary	None	USFA
Ministry human resources capacity Strengthened	Ministry staff trained and equipped with relevant working skills.	Frequency	Quarterly	MGLSD staff	Staff request	- Conducting Staff performance appraisals, - Training Needs assessment, - In-house workshops and institutional training - Preparation of invitation letters, - Discussion papers - Convening meetings.	- Facilitation allowances - Venue and welfare for members - Stationery - Transport and fuel - Resource personnel - Funds - MIS systems.	Nil	US /FA

STRATEGIC OBJECTIVE	OUTPUT/ SERVICE DESCRIPTION	KPIs (Quantity, Quality, Cost, Time process, Accessibility and Coverage)	STANDARD	TARGET BENEFICIARY OF SERVICE	ACCESS CRITERIA TO OBTAIN SERVICE	METHODOLOGY FOR PROVIDING SERVICE	IN-PUTS	USER FEE/ CONTRIBUTION BY SERVICE BENEFICIARY	RESPONSIBILITY CENTRE/ SERVICE DELIVERY POINT
Effective systems for data collection management and reporting for policy implementation and management	Ministry Strategic Plan for Statistics developed and published.	- Frequency - Time taken	- Annually -By 30 <sup>th</sup> June of every FY	GOU	All sectors are eligible (wording is not right)	Convening Meetings	MIS systems Computers HR – staff Stationary	Nil	US/FA P/STAT
	Consolidated Ministry Annual Performance Report Produced and reviewed.	- Frequency - Time taken	- Annual by the end of FY - July end of every FY	- All Stakeholders - GOU - OPM OP DPs - MoFPED	All sectors are eligible.	Monitoring visits, M&E reports Report writing On spot advice during inspection review meeting - Review consultative Meeting.	- Computers - Staff funds - stationery - Transport fuel	Nil	US/FA
	Cabinet Memos and Briefs prepared and submitted	- Frequency - Time taken	- Weekly - Within 5 working days	Cabinet secretariat	All sectors are eligible	Meetings	Computers staff funds stationery	None	US/FA
Effective utilization of Financial and Physical resources	Inventory of assets acquired by the Ministry engraved and recorded in Assets register	- Frequency - Time taken	- Annually - Within 6 months of acquisition	Users of the Asset	On request in physical writing.	- Holding boards of survey. - Physical view of assets.	- Computers - Staff funds - stationery - Transport fuel - Reports - Engraving machines	None	US/FA
	Final accounts produced and submitted	- Frequency - Time taken	- Annually - By 30 <sup>th</sup> September every year.	Ministry	Physical	Meetings audits	Computers staff funds stationery	None	USFA/ ACC
	Audit queries raised responded to.	- Time taken	- Within 10 working days of receiving management letter	MDA	Written submission	Meetings and report	Reports stationery	None	USFA/ ACC/ PS
Effective utilization of Financial and Physical resources	All personal official advances and financial resources accounted for.	- Time taken	-Within 90 days of advance	All staff within the Ministry	Written submission records	Official verification	Computers staff funds stationery	None	USFA /IA
	Audits conducted and reports prepared	Frequency Time taken	Quarterly. Within two weeks	Ministry agency and Departments	Written submission records	Official verification	Computers staff funds stationery	None	USFA /IA
	Boards of survey conducted and report produced.	- Frequency - Time taken	- Annually - By 31st August every FY.	Ministry, institutions And agencies	Physical field visits	Verification of documents and physical view of assets	Engraving machines Stationery Funds	None	USFA /IA

STRATEGIC OBJECTIVE	OUTPUT/SERVICE DESCRIPTION	KPIs (Quantity, Quality, Cost, Time process, Accessibility and Coverage)	STANDARD	TARGET BENEFICIARY OF SERVICE	ACCESS CRITERIA TO OBTAIN SERVICE	METHODOLOGY FOR PROVIDING SERVICE	IN-PUTS	USER FEE/ CONTRIBUTION BY SERVICE BENEFICIARY	RESPONSIBILITY CENTRE/ SERVICE DELIVERY POINT
Infrastructure and network support	Help-desk Support provided.	Time taken Frequency	Within and 1 hour Daily	All staff within the Ministry	- Upon staff request - Official verifications. - Inquiry	Responding to user queries and resolve incidents. - Communication manual developed.	- Resource personnel - Funds	Free	Head IT unit.
Software development and maintenance	Critical systems update	Frequency	Monthly	All staff within the Ministry	Official verification	- Document verification	- Resource personnel - Funds	Free	Head IT unit.
	Interoperability across Ministry systems and external platforms for system integration facilitated	Frequency	Monthly	All staff within the Ministry	All sectors are eligible	- Consultative discussions. - Convening meetings	- Resource personnel - Funds - MIS systems	Free	Head IT unit.
Data management and security	Security patches and feature updates applied.	Frequency	Weekly	All staff within the Ministry	- Upon staff request	- Communication manual developed - Official verification - Document verification.	- Resource personnel - Funds - MIS systems.	Free	Head IT unit.
	Detecting, reporting, and mitigating cybersecurity threats implemented.	Frequency	Daily	All staff within the Ministry		- Security Incident Response. - Communication manual developed.	- Reports - Resource personnel - Funds		
User support and help-desk services	Accounts, access rights, and devices configured	Frequency	Daily	All staff within the Ministry		- Official verification - Document verification. - Setting up new users			
System integration and interoperability.	Regular backups of mission-critical systems performed.	Frequency	- Daily for critical data - Weekly for general updates	All sectors are eligible.	Official verification	- Official verification - Document verification.	- Resource personnel - Funds MIS systems.	Free	Head IT unit.
ICT procurement and asset-management	Technical specifications and evaluation support provided.	Frequency	Monthly	All staff within the Ministry	All sectors are eligible	- Letters written to EGP (Electronic Gov't Procurement). Advertisement of open bids.	- Computers - Reports - Engraving machines - Funds.	Free	Head IT unit.

### DETAILED SERVICE DELIVERY STANDARDS BY DEPARTMENT

STRATEGIC OBJECTIVE	OUTPUT/SERVICE DESCRIPTION	KPIs (Quantity, Quality, Cost, Time process, Accessibility and Coverage)	STANDARD	TARGET BENEFICIARY OF SERVICE	ACCESS CRITERIA TO OBTAIN SERVICE	METHODOLOGY FOR PROVIDING SERVICE	IN-PUTS	USER FEE/ CONTRIBUTION BY SERVICE BENEFICIARY	RESPONSIBILITY CENTRE/ SERVICE DELIVERY POINT
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**2. DEPARTMENT: OCCUPATIONAL SAFETY AND HEALTH**

**Objective 2: Promote decent employment, skills development, and equitable labour justice;**

**i) Workplace Occupational Safety and Health Arrangements**

To ensure compliance to OSH standards and legal requirements	OSH-related policies, laws, regulations, and guidelines developed or regularly updated.	- Proportion - Frequency	-All - Every 5 years	Workers, Employers and General Public	- Written request to COSH for copies - Visit MGLSD website - Purchase from Uganda bookshop	- Identification and documentation of need  - Stakeholder consultations  - Presentation of the Draft to SMCM, and TPMM  - Presentation to Cabinet. Parliament where necessary	Facilitation / Allowances Transport logistics (Vehicles, fuel, etc.) Checklists, Reference material and data sources Office furniture and supplies like stationery, etc.	Free down-load from MGLSD Website Those from the bookshop will depend on bookshop rates.	OSH Department
	OSH research, data collection and analysis undertaken in every sector	Frequency	Annually	Workers, Employers and General Public	- Written request to COSH - MGLSD Website	Topic selection Literature review Data collection and analysis Results and Publication	Office Equipment and services like photocopiers, Computers, internet.	Nil	OSH Department

STRATEGIC OBJECTIVE	OUTPUT/SERVICE DESCRIPTION	KPIs (Quantity, Quality, Cost, Time process, Accessibility and Coverage)	STANDARD	TARGET BENEFICIARY OF SERVICE	ACCESS CRITERIA TO OBTAIN SERVICE	METHODOLOGY FOR PROVIDING SERVICE	IN-PUTS	USER FEE/ CONTRIBUTION BY SERVICE BENEFICIARY	RESPONSIBILITY CENTRE/ SERVICE DELIVERY POINT
Ensure compliance to OSH standards and legal requirements	Safety and Health <b>inspections</b> of workplaces conducted	- Proportion Frequency	- 100% - Quarterly	All workplaces	- Initiated by DOSH request by the employer/occupier of the premises.	Physical inspection and investigation Report writing	Personnel - drivers' and Inspectors' Facilitation / Inspectors' and drivers' Allowances Transport logistics (Vehicles, fuel, etc.) Inspection checklist	NIL	OSH Department Workplace management
	Preparing Inspection Reports	- Time taken - Quality	- Within 14 working days after inspection - Reports as per specific guidelines		- Pick the Report from office of COSH. - Hard copy Delivered to the workplace or soft copy sent through e-mail.				
	OSH (On-spot Inspection conducted	- Frequency - Time taken	- Quarterly - Within 24 hours upon completion of inspection.	All workplaces inspected	Issued at the workplace immediately after inspection.	Key non-compliance identified are summarized and entered in OSH form 601	Stationery Office and technical Equipment and services like photocopiers, Computers, internet	Nil	OSH Department
	- Issue of inspection letters	- Time taken	14 working days after inspection	All workplaces inspected	- Delivered to workplace	On spot advice during inspection Report writing Quality assurance	Stationery Office and technical Equipment and services like photocopiers, Computers, internet	Nil	OSH Department
	- prohibition orders issued.	- time taken	Within 24 hours	All workplaces found with imminent danger	Emailed to workplace on spot after inspection	Dispatch of report to workplace either physical delivery or by email.		Nil	OSH Department

STRATEGIC OBJECTIVE	OUTPUT/ SERVICE DESCRIPTION	KPIs (Quantity, Quality, Cost, Time process, Accessibility and Coverage)	STANDARD	TARGET BENEFICIARY OF SERVICE	ACCESS CRITERIA TO OBTAIN SERVICE	METHODOLOGY FOR PROVIDING SERVICE	IN-PUTS	USER FEE/ CONTRIBUTION BY SERVICE BENEFICIARY	RESPONSIBILITY CENTRE/ SERVICE DELIVERY POINT
To ensure compliance to OSH standards and legal requirements prior to commencement and periodically while in operation	Issue certificate of the workplace registration	Time taken	5 working days from receipt of payment proof for registration fees	All employers that apply directly or through LOs, agents or representatives Labour officers and the Public	- OSHMIS www.oshmis.org.	Receipt and assignment of the application form to an inspector Inspection or assessment of workplace to be registered Process the certificate after the occupier has paid	<ul style="list-style-type: none"> <li>· Deskwork</li> <li>- Online NTR assessment in URA system.</li> <li>- Office furniture and supplies e.g. stationery and welfare provisions</li> <li>- Drinking water and drivers' facilitation allowances.</li> <li>- Transport logistics (fuel, Vehicles, etc.)</li> <li>· Information online</li> </ul>	Registration fees as per Statutory Instrument 87 of 2014	Commissioner OSH Department
To ensure compliance to OSH standards and legal requirements periodically while in operation	Violations of labour standards investigated (occupational accident/ injuries/, diseases and dangerous occurrence)	<p>Time taken to initiate an investigation of</p> <p>Number of cases referred for compensation investigate</p> <p>Number of violations investigated and referred to labour officers</p>	<p>Preliminary report to be ready within 14 working days from the time incident is reported</p> <p>- All</p> <p>- All</p>	Workers, Employers and General Public	Request for the report from the office of COSH	<ul style="list-style-type: none"> <li>-Recording and assigning officer to handle complaint</li> <li>-Inspection of the workplace where necessary</li> <li>-Interview of relevant persons</li> <li>Report writing</li> </ul>	<ul style="list-style-type: none"> <li>- Personnel - - Inspectors' and drivers' Allowances</li> <li>· Transport logistics (Vehicles, fuel, etc.)</li> <li>-Field equipment's</li> <li>· Office equipment including internet Stationery</li> </ul>	Within operational budget of the Department	Commissioner OSH Department.
STRATEGIC OBJECTIVE	OUTPUT/ SERVICE DESCRIPTION	KPIs (Quantity, Quality, Cost, Time process, Accessibility and Coverage)	STANDARD	TARGET BENEFICIARY OF SERVICE	ACCESS CRITERIA TO OBTAIN SERVICE	METHODOLOGY FOR PROVIDING SERVICE	IN-PUTS	USER FEE/ CONTRIBUTION BY SERVICE BENEFICIARY	RESPONSIBILITY CENTRE/ SERVICE DELIVERY POINT

To ensure compliance with OSH standards and legal requirements prior to workplace construction	Review and approval of construction plans / designs	Time taken	7 working days after assessment and payment of statutory fee	All developers, contractors, consultants for construction projects	Submission of plans / Designs to COSH	Physical review of plans/designs	· Transport logistics (Vehicles, fuel, etc.) - Inspectors' and drivers' Facilitation allowances.	Fees charged as per statutory Instrument and OSH Act requirements	Commissioner OSH Department
To ensure safe use / management of Chemicals at all workplaces	-Inspection of workplaces handling hazardous chemicals  - Issuing certificates to facilities handling scheduled chemicals under the chemical weapons convention	-Proportion  Time taken	100% (All)  -Within 30 days after inspection.	Workers, Employers Chemicals dealers, URA and General Public  Workers, Employers Chemical dealers, URA and General Public	Initiated by DOSH or employer submits request for inspection to office of COSH  Certificate picked from office of the	Physical inspection of chemical facility  Submit application to office of COSH  Physical Inspection where necessary Processing the certificate	Transport logistics (Vehicles, fuel, etc.)  Inspectors' and drivers' allowances	Inspections and sensitizations conducted within department resources.  Certificate fees to be charged as per Toxic Chemical Regulations	Commissioner OSH Department
<b>ii) Staff Health and Welfare</b>									
To ensure compliance to OSH standards and legal requirements periodically while in operation	Monitoring release of hazardous substances in workplaces,  -Reports of hygiene measurements prepared	Frequency  -Time taken  - Quality	-Quarterly  - Within 2 weeks	All workplaces	Reports accessed from the office of COSH	Literature Review  - Conduct inspection and hygiene measures - Collect samples for lab analysis where necessary. Analyze the results and write the report	Calibrated industrial hygiene equipment Transport logistics (Vehicles, fuel, etc.) Inspectors' and drivers' Allowances	Nil	Commissioner OSH Department
To keep track of occupational hygiene status, highlighting exposures above the Permissible Exposure Levels.	Occupational hygiene reports reviewed.	Time taken	Within 14 working days	All affected workplaces	Request for Occupational Hygienic measurement reports from COSH	Desk review,	· Transport logistics (Vehicles, fuel, etc.)	NIL	Commissioner OSH Department
To keep track of all workplace occupational health surveillance plans	Occupational health surveillance plans reviewed.	-Time taken	-Within 14 working days	All workplaces	Request by employer or worker	Desk review, inspection of workplace, investigations, consultations	· Transport logistics (Vehicles, fuel, etc.) · Inspectors' and drivers' facilitation allowances  Literature review Allowances	on	Commissioner OSH Department - Employer/owner /Occupier

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To keep track of referred cases of suspected occupational disease	Referred Cases to DOSH reviewed	-Proportion Time taken	- 100% - Within 7 working days	All referred cases	Request by employer or worker	examination,	· Specialized inspectors	NIL	Commissioner OSH Department Within workplaces
To promote occupational health surveillance at work	Occupational Health surveillance activities conducted	-Frequency	- Quarterly	All workplaces	Initiated by DOSH or the owner of workplace submits request to office of the COSH	Assign team of officers to conduct the activity Formulate Guidelines available, Execute the monitoring visit Report preparations	Transport logistics (Vehicles, fuel, etc.) Inspectors' and drivers' facilitation allowances Calibrated Monitoring equipment	NIL	Commissioner OSH Department
<b>iii) Statutory Equipment Safety</b>									
To ensure use of safe equipment in workplaces	Statutory Plant and Equipment examined and certified.	- Proportion - Time taken	-All -Within 7 days after receipt of request. - Certificate to be processed with 7 days after receipt of	All Workplaces Contractors Service providers	Submission of OSH Form 107 (Plant examination request form) to office of COSH	Assign the inspector to handle the request Visit the workplace for physical inspection and examination statutory plants and equipment	· Transport logistics (Vehicles, fuel, etc.) Inspectors' and drivers' facilitation allowances Testing equipment	Examination fee as Per Statutory Instrument SI 87 of 2014. - proof of payment of statutory fee	Commissioner OSH Department

## DETAILED SERVICE DELIVERY STANDARDS BY DEPARTMENT

STRATEGIC OBJECTIVE	OUTPUT/ SERVICE DESCRIPTION	KPIs (Quantity, Quality, Cost, Time process, Accessibility and Coverage)	STANDARD	TARGET BENEFICIARY OF SERVICE	ACCESS CRITERIA TO OBTAIN SERVICE	METHODOLOGY FOR PROVIDING SERVICE	IN-PUTS	USER FEE/ CONTRIBUTION BY SERVICE BENEFICIARY	RESPONSIBILITY CENTRE/ SERVICE DELIVERY POINT
<b>3. DEPARTMENT: LABOUR INDUSTRIAL RELATIONS AND PRODUCTIVITY</b>									
<b>Objective 2: Promote decent employment, skills development, and equitable labour justice</b>									
Enforcement of labour standards in workplaces to ensure decent working conditions for all categories of workers, including domestic workers.	Labour inspections conducted in all key sectors of the economy	- Proportion - Frequency	* All *Bi-annually *Annually	*Workers, employers, labour unions, District Labour Officers, labour activists (CSO's- NGO's, CBO's	Workers, employers, MDAs and the general public are eligible	Physical inspection and investigation conducted * Policies, laws, regulations on Labour standards are reviewed /developed * Dissemination of laws, policies and regulations (both hard & online copies) to stakeholders * Workers and employers trained in labour standards and productivity	* Resource persons * Funds	Nil	Commissioner LIRP, LGs (Labour Officers)
	-Labour inspection report prepared  -Follow-up visits conducted.	- Time taken  - Time taken	* Within 5 working days.  * Within 3 months						
	-Labour productivity assessments conducted  - Develop and share assessment reports  - Organize follow-up visits  -Violation of labour standards cases settled  - Corrective action taken on identified violations.  - Issuance of notice to non-compliance	- Proportion - Time taken - Time taken  - Proportion - Time taken - Time taken	* All workplaces  *Within 5 working days.  * Within 3 months  * All  *Within 7 working days.  *Within 7 working days.						
	Enterprise productivity research conducted.	Quantity	At least 1 research paper written or a study conducted.	* Workers, Employers and General Public.	* All sectors are eligible	* Research documentation; * Consultative and dissemination meetings	* Resource persons * Funds	Nil	Commissioner LIRP, LGs (Labour Officers)

STRATEGIC OBJECTIVE	OUTPUT/ SERVICE DESCRIPTION	KPIs (Quantity, Quality, Cost, Time process, Accessibility and Coverage)	STANDARD	TARGET BENEFICIARY OF SERVICE	ACCESS CRITERIA TO OBTAIN SERVICE	METHODOLOGY FOR PROVIDING SERVICE	IN-PUTS	USER FEE/ CONTRIBUTION BY SERVICE BENEFICIARY	RESPONSIBILITY CENTRE/ SERVICE DELIVERY POINT
Establish/maintain and Operationalize minimum wages Advisory Boards and Wages Councils	Hold consultative meetings per wages council	Frequency.	* Quarterly	* Workers, employers, Labour unions	* All sectors are eligible	Policies development and implementation	* Resource persons * Funds	Nil	Commissioner LIRP, LGs (Labour Officers)
Assess and compute compensation for work-related injuries or diseases and facilitate payment for government workers.	Government /private sector workers compensated for their workers' compensation claims.  - Complete assessment and computation  - Medical Arbitration Board Meeting conducted.	- Proportion  - Time taken  - Time taken  -Frequency	* All  *within 5 working days of acknowledging receipt.  * within 30 working days after receiving all required documentation.  *Annually	* Claimants of workers compensation related claims	All workers are eligible	* Computation, mediation and awarding of claims * Field visits to ensure compliance of employers * Quarterly Medical Arbitration Board meeting conducted to dispose Medical related	* Resource persons * Funds	Nil	Commissioner LIRP, LGs (Labour Officers)
	Labour complaints and disputes settled  - preliminary investigation initiated  - File eligible cases at the Industrial Court	- Proportion  - Time taken  - Time taken	*All  *Within 10 working days  * Within 15 working days of determining non-resolution.	Aggrieved parties * Workers, employers, Labour unions, Industrial court and Police	All workers are eligible	Arbitration and Mediation	* Resource persons * Funds	Nil	Commissioner LIRP, LGs (Labour Officers)
	- Industrial cases prosecuted  - Court representation by qualified labour officers/legal staff.  -Follow up of court cases	-Proportion  -Proportion  - Time taken	* All  *All  *Monthly.	Aggrieved parties * Workers, employers, Labour unions, Industrial court and Police.	All workers are eligible	Investigations, filling of cases and attending court Prepare case files with legal briefs and supporting documents.	* Resource persons * Funds	Nil	Commissioner LIRP, LGs (Labour Officers)

	-Eligible cases referred to MAB  -Disputes to MAB concluded	- Time taken  -Time taken	*within 10 working days of assessment. *Within 30 working days of referral						
<b>STRATEGIC OBJECTIVE</b>	<b>OUTPUT/ SERVICE DESCRIPTION</b>	<b>KPIs (Quantity, Quality, Cost, Time process, Accessibility and Coverage)</b>	<b>STANDARD</b>	<b>TARGET BENEFICIARY OF SERVICE</b>	<b>ACCESS CRITERIA TO OBTAIN SERVICE</b>	<b>METHODOLOGY FOR PROVIDING SERVICE</b>	<b>IN-PUTS</b>	<b>USER FEE/ CONTRIBUTION BY SERVICE BENEFICIARY</b>	<b>RESPONSIBILITY CENTRE/ SERVICE DELIVERY POINT</b>
Promote workers' right to freedom of association.	- Labour Unions and Collective Bargaining Agreements (CBAs) registered and managed.  - Labour union records and offices inspected	-Proportion  - Frequency	*All  *Quarterly	*Workers, employers, Labour unions	All workers are eligible	* Field visits and investigation conducted * Awareness creation on the importance of Labour Unions	*Resource persons * Funds	Nil	Commissioner LIRP, LGs (Labour Officers)
	Workers mobilized to participate in non-unionized workers' elections	-Frequency	* Every five (5) years	*Workers, employers, Labour unions	All workers are eligible * Use of open registration forms.	* Field visits and investigation conducted for mobilization of workers * Workshops and seminars conducted to train Labour Officers that are registering * Campaigns *Radio announcements *Community and workplace meetings * On-site staff support.	* Resource persons * Funds	Nil	Commissioner LIRP, LGs (Labour Officers)
Informal sector (Jua-Kalis) enterprises supported	- A needs assessment exercise carried out  - Jua-Kali enterprises/ SMEs provided with Business tool-kits and equipment  - Monitoring and outreach support visits conducted	-Time taken  - Proportion - Frequency  -Frequency	* Within two months.  *All *Quarterly  * Quarterly	* Youth, women and PWDs	* A Minimum of 5 members per group are required to fill and submit an application * The Businesses must be registered minimum at the sub-county  * SMEs that generate high yield jobs.	* Beneficiaries are provided with business toolkits and equipment during an official handover ceremony	* Resource persons  * Funds	Nil	Commissioner LIRP, LGs (Labour Officers)
<b>STRATEGIC OBJECTIVE</b>	<b>OUTPUT/ SERVICE DESCRIPTION</b>	<b>KPIs (Quantity, Quality, Cost, Time process,</b>	<b>STANDARD</b>	<b>TARGET BENEFICIARY OF SERVICE</b>	<b>ACCESS CRITERIA TO OBTAIN SERVICE</b>	<b>METHODOLOGY FOR PROVIDING SERVICE</b>	<b>IN-PUTS</b>	<b>USER FEE/ CONTRIBUTION BY</b>	<b>RESPONSIBILITY CENTRE/ SERVICE DELIVERY POINT</b>

		Accessibility and Coverage)						SERVICE BENEFICIARY	
Skills upgrading of Youth	<ul style="list-style-type: none"> <li>- Youth skilled through apprenticeship</li> <li>- Off and on-job assessment of host institutions conducted.</li> <li>- Successful Off-the-job and on-the-job host institutions trained</li> <li>-Placement on the apprentices in off-training institution</li> </ul>	<ul style="list-style-type: none"> <li>Proportion</li> <li>-Time taken</li> <li>- Time taken</li> <li>- Time taken</li> </ul>	<ul style="list-style-type: none"> <li>* 100%</li> <li>*Within 1 week</li> <li>* Within 2 weeks.</li> <li>*Within 2 weeks</li> </ul>	Youth, Employers and TVET institutions	<ul style="list-style-type: none"> <li>* Online applications</li> <li>* Hard copy applications</li> </ul>	<ul style="list-style-type: none"> <li>*Applications are received and reviewed against the selection criteria, short and long listing conducted</li> <li>* Orientation of both apprentices and Off-job and on-job training institutions</li> <li>* Apprentices are placed in the off-the-job training institutions and later placed on the job institutions.</li> <li>*Apprentices are assessed by a recognized assessment body, later awarded qualification certificate by MGLSD. Apprentices are provided with both on-job and off-job training to enable them to develop practical skills and theoretical knowledge necessary for effective performance in their chosen sectors</li> </ul>	<ul style="list-style-type: none"> <li>* Resource persons</li> <li>* Funds</li> </ul>	Nil	Commissioner LIRP, LGs (Labour Officers)
	<ul style="list-style-type: none"> <li>- Youth skilled through Graduate volunteerism</li> <li>- Response to applicants</li> <li>- Assessment of off-the-job and on-the-job host institutions conducted</li> </ul>	<ul style="list-style-type: none"> <li>-Proportion</li> <li>- Time taken</li> <li>-Time taken</li> <li>Time taken</li> </ul>	<ul style="list-style-type: none"> <li>* 100%</li> <li>* Within 3 weeks.</li> <li>* Within 1 week</li> </ul>		<ul style="list-style-type: none"> <li>Beneficiaries should have graduated within the last four (4) years</li> </ul>	<ul style="list-style-type: none"> <li>*Graduates are provided with off-job training in their different workplaces.</li> <li>* Acknowledgement of receipt of online application for both the Off-job and on-job training institutions is instant.</li> </ul>			

	- Successful Off-the-job and on-the-job host institutions trained.  - Placement on the apprentices	-Time taken	*Within two weeks.  * Within 2 weeks						
<b>STRATEGIC OBJECTIVE</b>	<b>OUTPUT/ SERVICE DESCRIPTION</b>	<b>KPIs (Quantity, Quality, Cost, Time process, Accessibility and Coverage)</b>	<b>STANDARD</b>	<b>TARGET BENEFICIARY OF SERVICE</b>	<b>ACCESS CRITERIA TO OBTAIN SERVICE</b>	<b>METHODOLOGY FOR PROVIDING SERVICE</b>	<b>IN-PUTS</b>	<b>USER FEE/ CONTRIBUTION BY SERVICE BENEFICIARY</b>	<b>RESPONSIBILITY CENTRE/ SERVICE DELIVERY POINT</b>
Withdrawing, rehabilitating and reintegrating children from child labour into schooling system & providing practical and life skills for out of school adolescents	- Children withdrawn from Child labour  - Labour inspections in all key sectors conducted	-Proportion  - Frequency	*All  *Annually.	* All children	All stakeholders are eligible	* Field visits and investigation in key sectors conducted	* Resource persons  * Funds	Nil	Commissioner LIRP, LGs (Labour Officers)
Women Entrepreneurship and training centers constructed and equipped.	Training center constructed per region  -Facility use monitored	- Frequency. - Time taken  Frequency	*Annually * Completed within contract period. * Annually	All women	All stakeholders are eligible				Commissioner LIRP, LGs (Labour Officers)
Gender inclusive Workplace infrastructure structures constructed	Gender-inclusive workplace infrastructure projects per district.	Frequency	* Annually		Designs aligned with national building codes and inclusion standards.	Completed structures inspected and approved by LGs within 1 month of completion.			
<b>STRATEGIC OBJECTIVE</b>	<b>OUTPUT/ SERVICE DESCRIPTION</b>	<b>KPIs (Quantity, Quality, Cost, Time process, Accessibility and Coverage)</b>	<b>STANDARD</b>	<b>TARGET BENEFICIARY OF SERVICE</b>	<b>ACCESS CRITERIA TO OBTAIN SERVICE</b>	<b>METHODOLOGY FOR PROVIDING SERVICE</b>	<b>IN-PUTS</b>	<b>USER FEE/ CONTRIBUTION BY SERVICE BENEFICIARY</b>	<b>RESPONSIBILITY CENTRE/ SERVICE DELIVERY POINT</b>
Promote environmentally sustainable employment opportunities through green skills development,	SMEs provided with grants for Green Technology and Equipment.	Proportion	All	All enterprises	All enterprises	* Orientation workshops * Training manuals and package * Training curriculum aligned to labour market and green economy needs	* Resource persons  * Funds	Nil	Commissioner LIRP, LGs (Labour Officers)
	Research studies or policy briefs on green economy conducted.	Frequency	Annually						

sustainable innovation, and the adoption of energy- and resource-efficient practices	PHD and Master's students provided with Green Research Fund,	Proportion	All						
	SMEs trained in green and resource-efficient practices	Proportion Frequency	All Annually						
	Individuals (youth, women, PWDs) trained in green skills.	Proportion Frequency	* All *Per quarter						
	Labour Officers trained	Proportion Frequency	* All *Per quarter	* Labour Officers, social partners  * Labour union activists	* Both substantive and those in acting capacity  * Registered members of Registered Labour Unions	* Printed documentation  * Orientation workshops  * Trainings manuals and packages	* Resource persons  * Funds	Nil	Commissioner LIRP, LGs (Labour Officers)
	Workers and employers trained	Proportion Frequency	* All *Per quarter	* Other key stakeholders Employers	* Labour union activists  * Have the pre-requisites:  * Qualification, registered LU	* Feedback & follow up reports  *Capacity Building and Training in Labour Standards, Productivity, and Green Practices"			
Labour related compendiums procured and distributed.	Frequency	Bi-annually		* All stake-holders are eligible					
<b>STRATEGIC OBJECTIVE</b>	<b>OUTPUT/ SERVICE DESCRIPTION</b>	<b>KPIs (Quantity, Quality, Cost, Time process, Accessibility and Coverage)</b>	<b>STANDARD</b>	<b>TARGET BENEFICIARY OF SERVICE</b>	<b>ACCESS CRITERIA TO OBTAIN SERVICE</b>	<b>METHODOLOGY FOR PROVIDING SERVICE</b>	<b>IN-PUTS</b>	<b>USER FEE/ CONTRIBUTION BY SERVICE BENEFICIARY</b>	<b>RESPONSIBILITY CENTRE/ SERVICE DELIVERY POINT</b>
Advocacy & Networking initiatives conducted on in Labour Standards, Productivity, and Green Practices"	Labour report prepared & published	Frequency	Annually	* Workers; Employers; Labour unions, District Labour Officers; Labour activists (CSO's- NGO's, CBO's), Government.	* Social Dialogue with Key stakeholders in the labour fraternity	* Printed documentation * Orientation workshops * Feedback & follow up reports * IEC materials	* Resource persons  * Funds	Nil	Commissioner LIRP, LGs (Labour Officers)
	International Labour Day commemorated	Frequency	Annually						
	World Day Against Child Labour commemorated	Frequency	Annually						

	International Labour Conference (ILC) attended.	Frequency	Annually						
	National Labour Convention and Expo held.	Frequency	Annually						
	Talk shows and radio campaigns on processes of labour laws, complaints and knowledge held.	Frequency	Quarterly						

**4. DEPARTMENT: DISABILITY AND ELDERLY AFFAIRS**

**Objective 1: Reduce vulnerabilities and gender disparities through inclusive empowerment and strengthened social protection systems;**

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Youth, Women, Older Persons, PWDs, indigenous ethnic minorities and refugee's livelihood and empowerment programmes implemented	Older Persons Supported in livelihood and empowerment programmes.	Proportion  Time taken	- All  -Not More than 3 Months	Ugandan citizens (Older Persons) aged 60-79 years	<ul style="list-style-type: none"> <li>• National Identity Card or NIN</li> <li>• Belong to a registered group</li> <li>• A physical address/ location.</li> <li>- not benefiting from any other government programme</li> <li>• Members of a group should be in close proximity</li> </ul>	Disbursement of funds directly to beneficiary group or home account.  -aggregated by nationality, refugee status and disability.  - maximum of 20% Pensioners who permanently reside in the area may be co-opted as group members for effective  - A group should have a Bank account - A Group application form, fully filed and stamped by the Chairperson LC 1.	Human Resource, Fuel, Printing, Funds.	N/A	Commissioner Disability & Elderly
	PWDs supported in livelihood and empowerment programmes.	-Proportion  -Time taken	- All  -Within 3 Months	Persons with Disabilities	<ul style="list-style-type: none"> <li>• Ugandan Citizens.</li> <li>• Aged 15 years and above</li> <li>• Caretakers of children with disabilities and persons with multiple or severe disabilities,</li> <li>• Registered Homes taking care of PWDs.</li> <li>• Learners in the Ministry Vocational Rehabilitation Centers.</li> </ul>	Disbursement of funds directly to beneficiary group or home account.  - Funds are accessed by Persons with Disabilities not as individuals but as groups of 5 to 15 members.  • Group members should be in close proximity.	Human Resource, Fuel, Printing, Funds.	N/A	Commissioner Disability & Elderly

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	Youths provided with non-formal vocational, entrepreneurial and life skills	Proportion  Time taken	- All  -within 6 months	Youth With Disabilities aged 16-35 years	<p>i. Be a Ugandan citizen as determined by the Constitution of the Republic of Uganda, 1995</p> <p>iii. Be aged between 16 and 35 years old</p> <p>iv. Should not possess an accredited award from a formal education institution.</p> <p>v. Recommendation from the Local Council 1 and Community Development Officer of his or her community</p> <p>vi. Must have a dully filled, signed and stamped medical and application forms.</p>	<p>i. Be a person with disability or disabilities as stated in Schedule 3 of the Persons with Disabilities Act Cap115.</p> <p>ii. Directorate of Industrial Training (DIT) Examination exercise conducted.</p>	Human Resource,	N/A	Commissioner Disability & Elderly.

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Direct Income Support Programmes designed and implemented.	Eligible Older Persons accessing the Senior Citizens Grants	- Proportion - Frequency	-All - Quarterly	Ugandan citizens including displaced persons and refugees meeting the eligibility	i) Must be a Ugandan citizen or a legally recognized refugee  ii) Must have a National ID  iii) Aged 80 years and above or a PWD aged 75 years and above  iv) Resident in the area where the program is being implemented v) Must be registered, verified and enrolled in the beneficiary register	i) Registration and enrollment of eligible older persons  ii) Biometric verification  iii) Periodic payment through designated Payment Service Providers (PSP)  vi) Monitoring, Complaints' and grievance  v) Must be enrolled with the payment service provider (PSP)	Human resources, equipment Transport, funds for MIS users, ICT systems, M&E tools	None	Commissioner Disability & Elderly.  Head -Expanding Social Protection programme,
	Severe Child Disability Grant to eligible children provided.	- Proportion -Frequency	-All - Monthly	Children Severe and Multiple Disabilities aged between 2-5 years	• Must be a Ugandan citizen • Caretaker Must Provide National Identity Card (NIN) and Birth Certificate of the Child • Must be ready to undergo Beneficiary verification exercise • Caretaker must possess Mobile Money Number registered in his/her Names	Mobile Money Transaction to Beneficiary Caretaker.	Human Resource, Fuel, Printing, Funds.	None	Commissioner Disability & Elderly.
	Nutrition Child Sensitive Social Protection Programme support provided.	- Proportion - Frequency	-All - Quarterly	Pregnant and breastfeeding women from refugee and host communities	i) Be a pregnant or breastfeeding mother  ii) Reside in a target district and household facing food insecurity or vulnerability  iii) Registered in the	i) Community mobilization and registration through health facilities and local leaders ii) Monthly or periodic cash transfers disbursed via mobile money or agents iii) Integration with	i) Unconditional cash assistance  ii) Health and nutrition education materials iii) Trained community workers, health facility staff, and	None	Commissioner Disability & Elderly.  Head -Expanding Social Protection programme.  OPM

					community outreach and health facility list.  iv) Enrolled through community structures or health units	health and nutrition services, including referrals and group education iv) Formation and support of savings groups v) Monitoring and follow-up by OPM, MGLSD, DLG, district teams, and implementing partners	savings group facilitators		
<b>STRATEGIC OBJECTIVE</b>	<b>OUTPUT/ SERVICE DESCRIPTION</b>	<b>KPIs (Quantity, Quality, Cost, Time process, Accessibility and Coverage)</b>	<b>STANDARD</b>	<b>TARGET BENEFICIARY OF SERVICE</b>	<b>ACCESS CRITERIA TO OBTAIN SERVICE</b>	<b>METHODOLOGY FOR PROVIDING SERVICE</b>	<b>IN-PUTS</b>	<b>USER FEE/ CONTRIBUTION BY SERVICE BENEFICIARY</b>	<b>RESPONSIBILITY CENTRE/ SERVICE DELIVERY POINT</b>
Direct Income Support Programmes designed and implemented.	Beneficiaries on the Urban cash program enrolled.	- Proportion  - Frequency	-All  - Quarterly	Vulnerable urban households and individuals, including informal workers, persons with disabilities, youth-headed households, and low-income earners affected by shocks	i) Urban poor households in slums or informal settlements ii) Women-headed households with 4+ dependents or children under 5 iii) Unemployed youth and NEETs (not in school, work, or training) iv) Pregnant and breastfeeding women v) Refugees and vulnerable host community members in urban areas	i) Identification and enrollment through community targeting ii) Registration and verification (including biometric capture) iii) Disbursement of cash by the designated PSP iv) Case management, Complaints and grievance handling, and monitoring v) Must live in the target area, be verified, and not receive similar government support	Targeting tools, MIS system, payment platforms, enumerators, funds for transfer, M&E system, Complaints and Grievance mechanisms	None	Commissioner Disability & Elderly.  Head -Expanding Social Protection programme.  DLGs

STRATEGIC OBJECTIVE	OUTPUT/ SERVICE DESCRIPTION	KPIs (Quantity, Quality, Cost, Time process, Accessibility and Coverage)	STANDARD	TARGET BENEFICIARY OF SERVICE	ACCESS CRITERIA TO OBTAIN SERVICE	METHODOLOGY FOR PROVIDING SERVICE	IN-PUTS	USER FEE/ CONTRIBUTION BY SERVICE BENEFICIARY	RESPONSIBILITY CENTRE/ SERVICE DELIVERY POINT
Direct Income Support Programmes designed and implemented.	Holistic Social Care and Support Services for the Poor and Vulnerable persons provided in the Institutions (Rehabilitation Centre, Remand homes and Children's homes)	- Proportion - Frequency	-All - Quarterly	Children Severe and Multiple Disabilities Aged 2-5 years	<ul style="list-style-type: none"> <li>• Must be a Ugandan as defined by the Constitution of the republic of Uganda</li> <li>• Beneficiary must be aged between 2-5 years living with Severe or Multiple Disabilities</li> <li>• Caretaker Must Provide National Identity Card (NIN) and Birth Certificate of the Child</li> <li>• Must be ready to undergo Beneficiary verification exercise</li> </ul>	<ul style="list-style-type: none"> <li>• Community outreach and case identification</li> <li>• Needs assessment by trained personal</li> <li>• Referral to appropriate support services</li> <li>• Continuous follow-up, monitoring, and case management</li> </ul>	Human Resource, Fuel, Printing, Funds.	Nil	Commissioner Disability & Elderly.
	- PWDs provided with rehabilitative and assistive devices. - Social care and support services provided to eligible poor	- Proportion - Time taken	- All - within One (1) month of enrollment	Poor and vulnerable individuals and households, including older persons, persons with disabilities, child-headed households, single mothers, and other marginalized groups	<ul style="list-style-type: none"> <li>• Classified as poor/vulnerable through community or institutional referral</li> <li>• Verified as needing social care and support (e.g., through a vulnerability assessment or caseworker evaluation)</li> <li>• Not receiving adequate support from other formal systems</li> </ul>		Human Resource, Case Management System (MIS), Fuel, Printing, Funds.	Nil	Commissioner Disability & Elderly. Head -Expanding Social Protection programme.
STRATEGIC OBJECTIVE	OUTPUT/ SERVICE DESCRIPTION	KPIs (Quantity, Quality, Cost, Time process, Accessibility and Coverage)	STANDARD	TARGET BENEFICIARY OF SERVICE	ACCESS CRITERIA TO OBTAIN SERVICE	METHODOLOGY FOR PROVIDING SERVICE	IN-PUTS	USER FEE/ CONTRIBUTION BY SERVICE BENEFICIARY	RESPONSIBILITY CENTRE/ SERVICE DELIVERY POINT

	<ul style="list-style-type: none"> <li>- Institutional and Regulatory arrangements strengthened.</li> <li>- Policy and operational frameworks developed, validated, and implemented</li> </ul>	Frequency	Annually	Community-level social service workforce (e.g., para-social workers, VHTs, teachers, social/medical workers, etc.) and the vulnerable populations they serve	<ul style="list-style-type: none"> <li>• Individuals must be formally identified or appointed to serve in a social service role</li> <li>• Should be operating within national or local government structures</li> <li>• Must undergo orientation or training in line with national guidelines (Framework for provision of Social Care and Support services)</li> </ul>	<ul style="list-style-type: none"> <li>• Development and dissemination of policy, legal, and institutional frameworks</li> <li>• Capacity building and training of social service workforce</li> <li>• Establishment of coordination and supervisory structures at national and sub-national levels</li> <li>• Monitoring and evaluation of workforce deployment and performance</li> </ul>	Technical experts, Policy analysts, relevant MDAs	None	<p>Commissioner Disability &amp; Elderly.</p> <p>Head -Expanding Social Protection programme.</p> <p>MOH, MoES,</p>
Structures of the Council for Special Interest Groups strengthened	Older Persons mobilized to demand, uptake and participate in development processes	<ul style="list-style-type: none"> <li>- Proportion</li> <li>- Frequency</li> </ul>	<ul style="list-style-type: none"> <li>-All</li> <li>- Annually</li> </ul>	Older Persons, Women, Youth, Persons with Disabilities.	<ul style="list-style-type: none"> <li>i) Must be a Ugandan with a National ID</li> <li>iii) Aged 80 years and above or a PWD aged 75 years and above</li> <li>iv) Resident in the area where the program is being implemented</li> <li>v) Must be registered, verified and enrolled in the beneficiary register</li> </ul>	<ul style="list-style-type: none"> <li>i) Registration and enrollment of eligible older persons</li> <li>ii) Biometric verification</li> <li>iii) Periodic payment through designated Payment Service Providers (PSP)</li> <li>vi) Monitoring, Complaints' and grievance</li> <li>v) Must be enrolled with the payment service provider (PSP)</li> </ul>	Human resources, equipment Transport, funds for MIS users, ICT systems, M&E tools		

STRATEGIC OBJECTIVE	OUTPUT/SERVICE DESCRIPTION	KPIs (Quantity, Quality, Cost, Time process, Accessibility and Coverage)	STANDARD	TARGET BENEFICIARY OF SERVICE	ACCESS CRITERIA TO OBTAIN SERVICE	METHODOLOGY FOR PROVIDING SERVICE	IN-PUTS	USER FEE/ CONTRIBUTION BY SERVICE BENEFICIARY	RESPONSIBILITY CENTRE/ SERVICE DELIVERY POINT
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**5. DEPARTMENT: CULTURE AND FAMILY AFFAIRS.**

**Objective 3: Mobilize communities and advancing culture and creative industry to foster social cohesion and inclusive growth;**

Uganda's diverse cultural heritage preserved, promoted and developed.	Documentation and digitization of cultural heritage materials.	Proportion Frequency	-All - Annually	Cultural Institutions	All cultural institutions and interested public.	Field research, scanning, and uploading to national cultural portal.	Digitization lab, cultural archives, online portal.	Free access for public institutions; minimal charge for private use.	Commissioner Culture and Family Affairs.  Executive Director Uganda National Cultural Centre (UNCC)  Local Cultural Leaders
	Cultural materials digitized and archived.	Accessibility Frequency	-Online within 3 months. -Annually						
Access to and participation in cultural life for all citizens enhanced	National and regional cultural festivals and events organized	- Proportion - Frequency	-All - Annually		General public, with emphasis on inclusion of marginalized groups.	Planning with stakeholders; advertising; physical and virtual events.	Event venues, exhibition equipment, sound systems.	Free public attendance; exhibitors may pay subsidized fees.	
	Attendance rates to festivals/national events elevated for quality and inclusivity	- Proportion - Frequency	-All - Annually						
Professionalization and capacity building of cultural practitioners supported	Capacity building workshops for artists and cultural professionals conducted.	- Proportion - Frequency	-All - Annually		Registered cultural organizations and individuals in the sector.	Needs assessment; curriculum development; participatory training.	Training centers, ICT tools, qualified trainers.	Free or subsidized based on donor/public sponsorship.	
	Participants (practitioners) trained and skills enhanced	- Proportion - Frequency - Quality	-All - Annually - Score $\geq$ 80%.						

STRATEGIC OBJECTIVE	OUTPUT/SERVICE DESCRIPTION	KPIs (Quantity, Quality, Cost, Time process, Accessibility and Coverage)	STANDARD	TARGET BENEFICIARY OF SERVICE	ACCESS CRITERIA TO OBTAIN SERVICE	METHODOLOGY FOR PROVIDING SERVICE	IN-PUTS	USER FEE/ CONTRIBUTION BY SERVICE BENEFICIARY	RESPONSIBILITY CENTRE/ SERVICE DELIVERY POINT
<b>6. DEPARTMENT: EQUITY AND RIGHTS</b>									
<b>Objective 1: Reduce vulnerabilities and gender disparities through inclusive empowerment and strengthened social protection systems</b>									
Youth, Women, Older Persons, PWDs, indigenous ethnic minorities and refugee's livelihood and empowerment programmes implemented.	Indigenous ethnic minorities in livelihood and empowerment programmes conducted	Proportion -Coverage	All -Regional	All ethnic minorities in the Country	Application through the District by forming beneficiary groups	Cash transfers	* Resource persons * Funds	Nil	Commissioner Equity and Rights
	National Enterprise Program for indigenous ethnic minorities developed and implemented	-Coverage Frequency	-National Every 5 years	Ethnic minorities	Application through the district	Cash transfers	* Resource persons * Funds	Nil	Commissioner Equity and Rights
Human Rights based Approach to programming in LGs, MDAs and other stakeholders strengthened.	Human Rights Based Approach to programming trainings implemented.	Proportion Frequency	All Annually	LGs, MDAs and Other stakeholders	Workshops	Workshops	* Resource persons * Funds	Nil	Commissioner Equity and Rights
Social Risk Management in projects and programmes strengthened	Social risk management monitoring inspections and mentorship conducted.	-Proportion - Frequency	-All -Quarterly	LGs	Application through the District by forming beneficiary groups	Interviews with the district technical staff	* Resource persons * Funds	Nil	Commissioner Equity and Rights
	Social Risk Management trainings implemented.	-Proportion - Frequency	-All -Quarterly	LGs, MDAs and Other stakeholders	Application through the District by forming beneficiary groups	Workshops	* Resource persons * Funds	Nil	Commissioner Equity and Rights

STRATEGIC OBJECTIVE	OUTPUT/ SERVICE DESCRIPTION	KPIs (Quantity, Quality, Cost, Time process, Accessibility and Coverage)	STANDARD	TARGET BENEFICIARY OF SERVICE	ACCESS CRITERIA TO OBTAIN SERVICE	METHODOLOGY FOR PROVIDING SERVICE	IN-PUTS	USER FEE/ CONTRIBUTION BY SERVICE BENEFICIARY	RESPONSIBILITY CENTRE/ SERVICE DELIVERY POINT	
Social Justice Services access for vulnerable and marginalized groups improved.	Social Equity and Rights inspections conducted	Frequency	-Quarterly	LGs	Interviews with district technical staff	- Monitoring and evaluation - Consultative and dissemination meetings.	*Resource persons * Funds	Nil	Commissioner Equity and Rights	
	Equity and social inclusion in development plans Integrated	Frequency								
	- Legal and Policy frameworks on human rights, equity and social inclusion developed.	- Frequency - Coverage	- Every 5 years - Nationally	All nationals	Open	- Consultative and dissemination meetings.  - Following National Equity guidelines on the Natural resource dependent and surrounding communities	* Resource persons * Funds	Nil	Commissioner Equity and Rights	
	- Legal and Policy frameworks on human rights, equity and social inclusion reviewed	-Frequency	- Every 2 years	All nationals	Open		* Resource persons * Funds	Nil	Commissioner Equity and Rights	
	- Legal and Policy frameworks on human rights, equity and social inclusion disseminated	-Frequency	-Once in 5 years	All nationals	Open		* Resource persons * Funds	Nil	Commissioner Equity and Rights	
	- Social Impact Assessment and Accountability Bill developed.	- Proportion - Frequency - Coverage	- All - Every 5 years - National	All nationals	Open		* Resource persons * Funds	Nil	Commissioner Equity and Rights	
	- Equity Promotion Strategy and Social Capital Growth Strategy Developed	- Proportion - Frequency - Coverage	- All - Every 5 years - Nationally	All nationals	Open		* Resource persons * Funds	Nil	Commissioner Equity and Rights	
	- Human Rights Mainstreaming Strategy developed. - National Equal Opportunities Policy reviewed.	- Proportion - Frequency - Coverage	- All - Every 5 years - Nationally	All nationals	Open		* Resource persons * Funds	Nil	Commissioner Equity and Rights	
Gender and equity compliance assessments conducted	- LGs & MDAs assessed in gender and equity responsive planning and budgeting compliance and commitments.	Frequency	-Quarterly	LGs and MDAs	Open		Interviews with district technical staff, Desk reviews	* Resource persons * Funds	Nil	Commissioner Equity and Rights

STRATEGIC OBJECTIVE	OUTPUT/ SERVICE DESCRIPTION	KPIs (Quantity, Quality, Cost, Time process, Accessibility and Coverage)	STANDARD	TARGET BENEFICIARY OF SERVICE	ACCESS CRITERIA TO OBTAIN SERVICE	METHODOLOGY FOR PROVIDING SERVICE	IN-PUTS	USER FEE/ CONTRIBUTION BY SERVICE BENEFICIARY	RESPONSIBILITY CENTRE/ SERVICE DELIVERY POINT
Strengthening coordination mechanism for gender equality, equity, disability and human rights implementation.	Multi-stakeholder meetings for equity and social inclusion conducted.	- Frequency	-Quarterly	LGs, MDAs and Other stakeholders	Open	Workshops	*Resource persons * Funds	Nil	Commissioner Equity and Rights
	International and regional commitments on gender equality, equity and women empowerment tracked and reported.	- Frequency	-Quarterly		Open	Workshops	*Resource persons * Funds	Nil	Commissioner Equity and Rights
The National Action Plan on Business and Human Rights (NABHR) implemented	LGs, MDAs and other stakeholders' capacity enhanced.	Proportion Frequency	All Quarterly	LGs and MDAs	Open	LGs and MDAs supported with equipment.	* Resource persons * Funds	Nil	Commissioner Equity and Rights
	LGs and MDAs trained in Business and Human Rights.	Proportion Frequency	All -Annually	LGs and MDAs	Open	Workshops	* Resource persons * Funds	Nil	Commissioner Equity and Rights
	NAPBHR dissemination meetings in conducted.	- Proportion - Coverage - Frequency	All - 146 districts. - Annually	LGs, MDAs and Other stakeholders	Open	Meetings, Tv and radio talk shows	* Resource persons * Funds	Nil	Commissioner Equity and Rights

STRATEGIC OBJECTIVE	OUTPUT/SERVICE DESCRIPTION	KPIs (Quantity, Quality, Cost, Time process, Accessibility and Coverage)	STANDARD	TARGET BENEFICIARY OF SERVICE	ACCESS CRITERIA TO OBTAIN SERVICE	METHODOLOGY FOR PROVIDING SERVICE	IN-PUTS	USER FEE/ CONTRIBUTION BY SERVICE BENEFICIARY	RESPONSIBILITY CENTRE/ SERVICE DELIVERY POINT
<b>7. DEPARTMENT: GENDER AND WOMEN AFFAIRS</b>									
<b>Objective 1: Reduce vulnerabilities and gender disparities through inclusive empowerment and strengthened social protection systems</b>									
Improved gender equality, equity and empowerment of girls and boys, men and women.	Representatives of vulnerable Persons enrolled in leadership and decision-making positions tracked.	Proportion -Frequency	All -Every 5 years	- Youth, Older Persons, Women, PWDs and ethnic minorities. MPs, councilors and other leaders.	Training workshops and conferences	Leaders at all levels oriented on leadership and decision making.	- stationary - venue and welfare for members - Funds for transport.	Time by members	Commissioner Gender and Women Affairs
	Pysco-social support provided to the Survivors and victims of GBV.	Proportion Frequency	All -Annually	GBV survivors and victims	- Sensitizations - Trainings.	Support reporting of cases and referral pathways Courts of law, GBV shelters,	GBV Database, SAUTI, GBV Shelter home, funds and personnel	Time and reporting GBV survivors and victims	Commissioner Gender and Women Affairs  MoH, Uganda Police, MoES, Judiciary, ODP, Courts of law, GBV shelters, DLGs,
	Support services extended to GBV survivors and victims of other forms of violence.	Proportion Frequency	All -Annually						
Women led/ women owned businesses increased.	Women led/ women owned business Supported	Proportion -Frequency -Time Taken	All -Annually -Within 90 days of application	Women in micro and small-scale businesses (SMEs)	Women apply for support services	- Conducting trainings,  - Capitalization of women owned businesses.	Phones, Computers Stationery Funds	Applications, Time by members	Commissioner Gender and Women Affairs.
Strengthening Gender Based Violence/VAC prevention and response systems and services	GBV/VAC cases reported and effectively managed.	- Proportion - Frequency	- All - Quarterly	GBV survivors	Referred by social workers	Psychosocial care and support Acting on reported cases	-Sauti 116 helpline. - GBV data base.	Time by survivors	Commissioner Gender and Women Affairs.
Increased participation of women in peace building and Conflict resolution.	Local Action Plans on WPS in MDAs and LGs developed	- Proportion - Frequency	- All - Annually.	MDAs, DLGs and partners	Technical support and training	Technical support and training Coordination.	- Personnel, - Computers - Stationery and - Funds	Time and resources	

STRATEGIC OBJECTIVE	OUTPUT/SERVICE DESCRIPTION	KPIs (Quantity, Quality, Cost, Time process, Accessibility and Coverage)	STANDARD	TARGET BENEFICIARY OF SERVICE	ACCESS CRITERIA TO OBTAIN SERVICE	METHODOLOGY FOR PROVIDING SERVICE	IN-PUTS	USER FEE/ CONTRIBUTION BY SERVICE BENEFICIARY	RESPONSIBILITY CENTRE/ SERVICE DELIVERY POINT	
<b>8. DEPARTMENT: COMMUNITY DEVELOPMENT AND LITERACY</b>										
<b>Objective 3: Enhance effective mobilization of families, communities and citizens for national development</b>										
Strengthen enabling environment for CME	- Regulatory framework for community mobilization reviewed.	Frequency	Every 5 years	HCD and CMMC members. - MDAs Development Partners.	- Attendance of members; - Reporting RIA and Policy Approval Processes.	- Technical Working Group Meetings; Consultations, - Desk review workshops and conferences	- stationary - venue, meals - and welfare for members - Funds for transport.	Time by members.	Commissioner Community Development and Literacy	
	- The Uganda National Adult Literacy Policy / National Qualification Framework for Adult Literacy Reviewed.	Frequency	Every 5 years	HCD and CMMC members. - MDAs Development Partners.	- Attendance of members; - Reporting RIA and Policy Approval Processes.				Time by members.	Commissioner Community Development and Literacy
	Technical Working Group meetings for policy drafting, review, development and approval Organized	- Proportion - Frequency	- All - Quarterly	HCD and CMMC members. - MDAs Development Partners.	Attendance of members; - Reporting RIA and Policy Approval Processes.				Time by members.	Commissioner Community Development and Literacy.
	TWG meetings to develop programme guidelines held.	- Frequency	-Quarterly	HCD and CMMC members MDAs Development Partners	- Attendance of members;	Technical Working Group Meetings; Consultations, Desk review workshops and conferences	- stationary - venue, meals - and welfare for members - Funds for transport.	Time by members.	Commissioner Community Development and Literacy.	
	TWG meetings to disseminate programme guidelines conducted	- Proportion	- All		- Attendance of members;				Time by members.	Commissioner Community Development and Literacy.
	Strengthening delivery of Community Development Initiatives (CDI)	TWG meetings on information, education Communication materials on dissemination of Key development messages on CMEs conducted.	- Proportion - Frequency	- All - Quarterly	HCD and CMMC members MDAs Development Partners	Training Coordination arrangements	Technical Working Group Meetings; Consultations, Desk review workshops and conferences	- stationary - venue, meals - and welfare for members - Funds for transport.	Attendance of members; Reporting on Processes RIA and Policy Approval Processes	Commissioner Community Development and Literacy

STRATEGIC OBJECTIVE	OUTPUT/ SERVICE DESCRIPTION	KPIs (Quantity, Quality, Cost, Time process, Accessibility and Coverage)	STANDARD	TARGET BENEFICIARY OF SERVICE	ACCESS CRITERIA TO OBTAIN SERVICE	METHODOLOGY FOR PROVIDING SERVICE	IN-PUTS	USER FEE/ CONTRIBUTION BY SERVICE BENEFICIARY	RESPONSIBILITY CENTRE/ SERVICE DELIVERY POINT
Strengthening delivery of Community Development Initiatives (CDI)	Community awareness and sensitization campaigns to popularize government including PDM interventions conducted	- Proportion - Frequency - Coverage	- All - Quarterly - National	Households Communities and citizens	Community entry CDO support services	Community Engagement meetings	- Stationary - fuel , - meals - allowances of CDWs	Attendance Time by members	Commissioner Community Development and Literacy
	LGs Capacity building on Household mentorship and Visioning and application for scaling up PDM conducted.	- Proportion - Frequency	- All - Quarterly	Community Development Officers, PDCs, FAL groups	Technical support and training	workshops and conferences	- Stationary - fuel , - meals - allowances of CDWs	Attendance Time by members	Commissioner Community Development and Literacy
	Mentorship of households to participate in government development initiative conducted	- Proportion - Frequency	- All - Quarterly.	- Households - Women - Youth - PWDs - Older Persons	Technical support and training	Household visits community meetings	- Stationary - fuel , - meals - allowances of CDWs	Attendance Time by members	Commissioner Community Development and Literacy
	Coordination, monitoring and evaluation accountability Community Development Programmes conducted.	- Proportion - Frequency	- All - Quarterly.	- LG officials, - Programmes coordinators - households	Technical support and training	- Field visits - Mentorship and - Training	- Stationary - fuel , - meals - allowances of CDWs	Attendance Time by members	Commissioner Community Development and Literacy
	Technical support supervision field visits to LGs implemented	- Proportion - Frequency	- All - Quarterly.						
	Mapping, coordination and recommendation of NGOs conducted.	- Proportion - Frequency	- All - Bi-annually.	Development partners, technical staff	Technical support and training	- Assessing quality assurance exercise on adherence to MGLSD NGO registration guidelines, and - Field visits.	- Stationary - fuel , - meals - allowances of CDWs	Attendance Time by members	Commissioner Community Development and Literacy
STRATEGIC OBJECTIVE	OUTPUT/ SERVICE DESCRIPTION	KPIs (Quantity, Quality, Cost, Time process, Accessibility and Coverage)	STANDARD	TARGET BENEFICIARY OF SERVICE	ACCESS CRITERIA TO OBTAIN SERVICE	METHODOLOGY FOR PROVIDING SERVICE	IN-PUTS	USER FEE/ CONTRIBUTION BY SERVICE BENEFICIARY	RESPONSIBILITY CENTRE/ SERVICE DELIVERY POINT

		Accessibility and Coverage)						BENEFICIARY	
Expand and roll out Integrated Community Learning.	Community Learning Centers established and rehabilitated.	- Proportion - Frequency - Coverage	-All - Every 5 years - Per parish.	- Households - Community Empowerment Groups and - Adult learners	Consultancy Technical support and training	- Rehabilitation and equipping - Stakeholder engagement - Community Mobilization	Contract works and engineering services	Procurement of Contract services	Commissioner Community Development and Literacy
	Community Learning Centers equipped and functional.	- Proportion - Frequency - Coverage	-All - Every 5 years - Per parish.	- Households - Community Empowerment Groups and - Adult learners	Consultancy Technical support and training				
Literacy and numeracy skills enhanced	Adult Learners (male, female) enrolled and graduated in adult learning programmes.	-Proportion	-All	- Youth and - Adults	Technical support and training	- Literacy needs Assessment, - Community Sensitization	Stationary fuel, meals allowances for CDWs	Attendance Time by members	Commissioner Community Development and Literacy
	Adult Learning materials and modules developed	-Proportion -Coverage -Frequency	-All - Translated to all local languages. - Once every 5 years	Youth and Adult learners participating in Literacy Programmes	Technical support and training	Literacy needs Assessment, participatory material development Training	Stationary fuel, meals allowances for CDWs	Attendance Time by members	Commissioner Community Development and Literacy

**9. DEPARTMENT: YOUTH AND CHILDREN AFFAIRS.**

**Objective 4: Strengthen early childhood development and juvenile justice to enhance child well-being.**

STRATEGIC OBJECTIVE	OUTPUT/ SERVICE DESCRIPTION	KPIs (Quantity, Quality, Cost, Time process, Accessibility and Coverage)	STANDARD	TARGET BENEFICIARY OF SERVICE	ACCESS CRITERIA TO OBTAIN SERVICE	METHODOLOGY FOR PROVIDING SERVICE	IN-PUTS	USER FEE/ CONTRIBUTION BY SERVICE BENEFICIARY	RESPONSIBILITY CENTRE/ SERVICE DELIVERY POINT
Children, Youth, Women, Older Persons, PWDs, indigenous ethnic minorities and refugee's livelihood and empowerment programmes implemented.	Youth benefiting from livelihood and empowerment programmes supported.	Proportion	All	Children, Youth, Women, Older Persons, PWDs, indigenous ethnic minorities and refugees.	National Identity Card Mandatory	Aggregated by nationality, refugee status and disability.	- meals, - stationery, - utilities, - transport refund.	free	Commissioner YCA
	Youth provided with non-formal vocational, entrepreneurial and life skills training	-Proportion. -Frequency	All -Annually	below 30 years	individual enrolment -at the Youth Skills Centers - National Identity Card Mandatory		- meals, - stationery, - utilities, - transport refund.	free	Principals of Youth Skilling Centers, Commissioner YCA
	Refugee households in livelihood and empowerment programmes	Proportion	All	refugees	Refugee Identification Documents	Aggregated by nationality and refugee status		free	Commissioner YCA
	OVCs receiving a holistic intervention packages supported	Proportion Frequency	All -Annually	Orphans and other vulnerable children	Individual and household Vulnerability assessment report.	services provided directly	airtime, data, fuel , stationery	Free	household health facility, Commissioner YCA.
	Violence Against Children (VAC)/ Gender Based Violence (GBV) cases handled	Proportion Frequency	All -Quarterly	Women, Orphans and Children	valid case report. Sauti-116 calls.	walk-in, referrals, direct call	airtime, data, fuel , stationery	Free	Sauti 116, PSWO office, Commissioner YCA
	Support given to juveniles while on remand	Proportion	All	abandoned children, juveniles in conflict with the law	Remand order, care order, court sentence		meals, stationery, utilities	Free	Remand homes, NRC and KNRC, Commissioner YCA.
STRATEGIC OBJECTIVE	OUTPUT/ SERVICE DESCRIPTION	KPIs (Quantity, Quality, Cost, Time process, Accessibility and Coverage)	STANDARD	TARGET BENEFICIARY OF SERVICE	ACCESS CRITERIA TO OBTAIN SERVICE	METHODOLOGY FOR PROVIDING SERVICE	IN-PUTS	USER FEE/ CONTRIBUTION BY SERVICE BENEFICIARY	RESPONSIBILITY CENTRE/ SERVICE DELIVERY POINT

Children, Youth, Women, Older Persons, PWDs, indigenous ethnic minorities and refugee's livelihood and empowerment programmes implemented	Children from Remand Homes and KNRC integrated with their families	-Proportion - Time taken	-All -Remand 3 to 6 months and KNRC- maximum 3 years	juvenile offenders	Knowledge/ information on date of release from Remand Home	on completion of sentence or remand period	- airtime, - data, - fuel - stationery	Free	household and community Commissioner YCA.
	Juvenile offenders rehabilitated	Proportion	- All	all juveniles at KNRC	court sentence, admission report	on admission	meals, stationery, utilities	free	Kampiringisa national rehabilitation center, Commissioner YCA.
	Approval and renewal of children's homes licenses	Proportion Time taken	- All - Every 5 years	all approved children's homes, and new applicants.	Certificate to operate a Children Home	inspection manual	- airtime, - data, - fuel - stationery	free	Commissioner YCA
	Inspection of children homes	Proportion Frequency	- All - Bi-annually	all approved children's homes	Approved children's homes	inspection manual	- airtime, - data, - fuel - stationery	Free	Commissioner YCA
	Adoption applications received and responded to]	Proportion Time taken	-All - Within 3 months after applying	Prospective adoptive parents	The applicant must have reached the age of 25 years and be at least 21 years older than the child Application forms, PSWO report, District AC Panel report.	Review applications by the National Alternative care panel.	- airtime, - data, - fuel - stationery	Free	Commissioner YCA
	Para-social workers trained and deployed	Proportion Frequency	All Quarterly	Recruited Parasocial workers	recommendation letter from LC1	Para-social workers training manual -one per village	airtime, data, meals, fuel, stationery	Free	Commissioner YCA

## 10. DEPARTMENT: EMPLOYMENT SERVICES

### Objective 2: Promote decent employment, skills development, and equitable labour justice

STRATEGIC OBJECTIVE	OUTPUT/ SERVICE DESCRIPTION	KPIs (Quantity, Quality, Cost, Time process, Accessibility and Coverage)	STANDARD	TARGET BENEFICIARY OF SERVICE	ACCESS CRITERIA TO OBTAIN SERVICE	METHODOLOGY FOR PROVIDING SERVICE	IN-PUTS	USER FEE/ CONTRIBUTION BY SERVICE BENEFICIARY	RESPONSIBILITY CENTRE/ SERVICE DELIVERY POINT
Enhance employability of Ugandans in working age, regulate the activities of private recruitment agencies, enhance compliance to labour standards	Licensing of Private Recruitment Companies/Agencies conducted	- Proportion - Frequency -Time taken	-All - Bi-annual -45 days	Recruitment Companies	-Application - On line processing ESMIS	Review of documents, Inspection of company offices	Computers stationary Internet for staff, transport equipment	2,000,000	Commissioner Employment Services
	Digital Job matching of recruitment staff companies trained	-Proportion -Frequency	-All - Quarterly/every 3 months	Staff of recruitment Companies	Meeting (on-line and physical meetings)	Invitation notification to members Preparation of agenda and discussion issues Hold meeting	Computers stationary venue and welfare for members	Time by the invited participants	Commissioner Employment Services
	Internal private recruitment agencies inspected	-Proportion -Frequency	-All -Quarterly	Recruitment Companies	Visits to the Company Premises	Impromptu visits	Means of transport	None	Commissioner Employment Services
	Record of job seekers maintained in the Internal employment database	-Proportion	-All	Job seekers	Open to anyone	Consultative discussions	ESMIS	None	Commissioner Employment Services
	Job orders for all private recruitment agencies approved	-Proportion - Time taken	-All -3 days	Recruitment Companies	On line processing ESMIS	Review of the applications On ESMIS	Computers	200,000	Commissioner Employment Services
	Pre-departure orientation and trainings by accredited institutions conducted	-Proportion - Time taken	-All -2 weeks	Pre-departure orientation and training centers	On line processing ESMIS	Review of the applications On ESMIS	Computers	None	Commissioner Employment Services.
	STRATEGIC OBJECTIVE	OUTPUT/ SERVICE DESCRIPTION	KPIs (Quantity, Quality, Cost, Time process,	STANDARD	TARGET BENEFICIARY OF SERVICE	ACCESS CRITERIA TO OBTAIN SERVICE	METHODOLOGY FOR PROVIDING SERVICE	IN-PUTS	USER FEE/ CONTRIBUTION BY SERVICE

		Accessibility and Coverage)						BENEFICIARY	
Enhance employability of Ugandans in working age, regulate the activities of private recruitment agencies, enhance compliance to labour standards	Inspection of accredited pre-departure orientation and training institutions conducted	-Proportion - Frequency	-All -2 weeks	Pre-departure orientation and training centers	Site Visits	Inspection of the Site	Transport	None	Commissioner Employment Services
	Psycho-social support services and re-integration of returnee migrant workers provided.	-Proportion - Frequency	-All - Quarterly	Returnee migrant workers	- Receipt of returnee migrant workers from Entebbe Airport.  -Mapping out returnee migrant workers in the community,  -linking returnee migrant workers to service providers as need may require.	Counselling sessions, Meetings, Discussions	Counsellors	None	Commissioner Employment Services
	Mentorship sessions on marketable skills for the youth organized	-Frequency	-Quarterly	Youths	Open to everyone	Counselling sessions, Meetings, Discussions	Meeting Rooms, Computers, Stationary and funds	None	Commissioner Employment Services.
	Sensitization of the general public on the fight against trafficking in persons conducted	-Frequency	-Quarterly	General public	open	Meetings consultative discussions	Radio air time, Funds	None	Commissioner Employment Services.
	Monitoring visits on working conditions of migrant workers conducted in the destination countries	-Frequency.	-Annually.	Migrant workers	Meetings	Monitoring visits , M&E reports Report writing  On spot advice during inspection review meeting.	Funds	None	Commissioner Employment Services.
<b>STRATEGIC OBJECTIVE</b>	<b>OUTPUT/ SERVICE DESCRIPTION</b>	<b>KPIs (Quantity, Quality, Cost, Time process, Accessibility and Coverage)</b>	<b>STANDARD</b>	<b>TARGET BENEFICIARY OF SERVICE</b>	<b>ACCESS CRITERIA TO OBTAIN SERVICE</b>	<b>METHODOLOGY FOR PROVIDING SERVICE</b>	<b>IN-PUTS</b>	<b>USER FEE/ CONTRIBUTION BY SERVICE BENEFICIARY</b>	<b>RESPONSIBILITY CENTRE/ SERVICE DELIVERY POINT</b>

A fully functional Labour Market Information System operationalized	Sensitization of the public about the functional Labour Market Information	-Frequency	-Bi-annually	The General Public	Open	Meetings consultative discussions	Funds	None	Commissioner Employment Services.
	Labour market bulletins developed	-Proportion -Frequency	-All -Quarterly	MDAs Stakeholders, Gender and development partners	Open to every one	Data collection, Meetings consultative discussions	Funds, Computers, Stationary	None	Commissioner Employment Services.



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