

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 handwritten signature in black ink, appearing to read 'A.D. Kibenge', written in a cursive style.

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.

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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

IEC - Information Education and Communication

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:

- 1) Reduce vulnerabilities and gender disparities through inclusive empowerment and strengthened social protection;
- 2) Promote decent employment, skills development, and equitable labour justice;
- 3) Mobilize communities, families and advance culture and creative industries for social cohesion and inclusive growth;
- 4) Strengthen early childhood development and juvenile justice; and
- 5) Improve institutional, policy, and coordination frameworks for effective service delivery.
- 6) Strengthening the family as a spring board for national development.

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.
- 6) Strengthening the family as a spring board for national development:

The Ministry is focused on contributing to the following outcomes:

- i) Enhanced Productivity and social wellbeing of the population.
- ii) Improved gender equality in participating and benefiting from all development opportunities at all levels;
- iii) Improved resilience to shocks across the lifecycle by vulnerable groups.
- iv) Decent employment
- v) Improved habitation of Ministry institutions
- vi) 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 is as shown below;

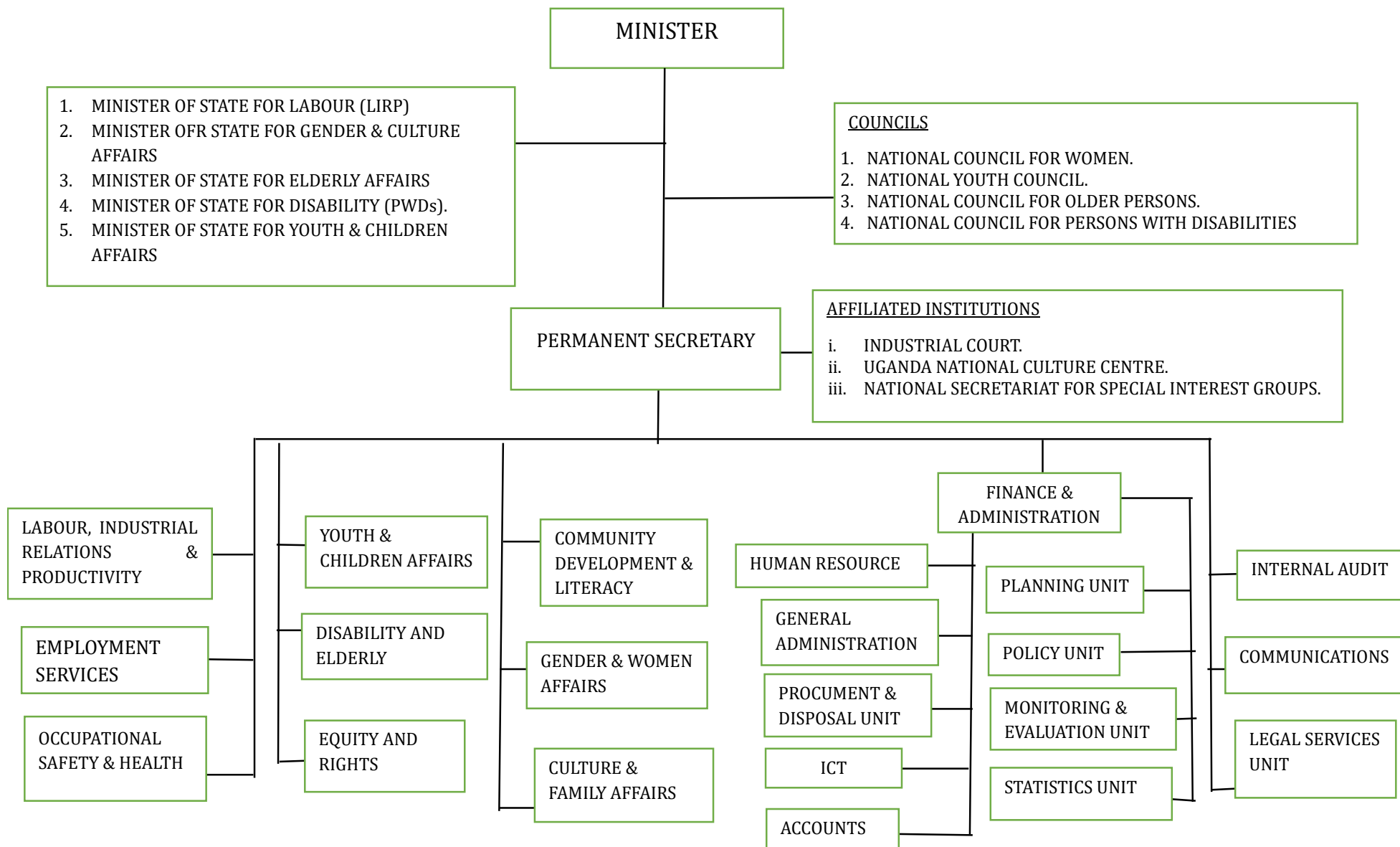


Figure 1: Ministry of Gender, Labour and Social Development approved structure

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	KEY SERVICE AREA	OUTPUT/SERVICE DESCRIPTION	KIPs (Quantity, quality, time, process, & 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
1. DEPARTMENT OF EQUITY AND RIGHTS										
Objective 1: Reduce vulnerabilities and gender disparities through inclusive empowerment and strengthened social protection systems										
Empowerment programs for youth, women, Older Persons, PWDs, indigenous ethnic minorities and refugee's livelihood implemented.	Policies, Regulations and Standards	Indigenous ethnic minorities in livelihood and empowerment programs conducted.	Proportion Coverage	All programs Regional	All ethnic minorities in the Country	Application through the District by forming beneficiary groups	Cash transfers	- Human resource - 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 by forming beneficiary groups	Cash transfers			
		National Symposium on business and human rights	- Coverage - Frequency	- National - Annual	All stake holders	Stakeholder invitation.	Staging a National Conference.	- Human resource - Funds	Nil	Commissioner Equity and Rights
Human Rights based Approach to programming in LGs, MDAs and other stakeholders strengthened.	Policies, Regulations and Standards	Human Rights Based Approach to programming trainings implemented.	- Proportion - Frequency	- All trainings - Annual	LGs, MDAs and Other stakeholders	Card/ email/ letter invitation.	Workshops			
Social Risk Management in projects and programs strengthened	Support to special interest groups	Social risk management monitoring inspections and mentorship conducted.	- Proportion - Frequency	- All inspections - 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 trainings - Quarterly	LGs, MDAs and Other stakeholders	Application through the District by forming beneficiary groups	Workshops			

STRATEGIC OBJECTIVE	KEY SERVICE AREA	OUTPU/SERVICE DESCRIPTION	KIPs (Quantity, quality, time, process, & 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
Social Justice Services access for vulnerable and marginalized groups improved.	Support to special interest groups.	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	-Quarterly	LGs	Interviews with district technical staff	- Monitoring and evaluation - Consultative and dissemination meetings.	- Resource persons - Funds	Nil	Commissioner Equity and Rights
	Policies, Regulations and Standards	Legal and Policy frameworks on human rights, equity and social inclusion developed.	- Frequency - Coverage	- Every 5 years - Nationally	All nationals	Open to the public	- 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 to the public				
		Legal and Policy frameworks on human rights, equity and social inclusion disseminated	- Coverage - Frequency	- National - Annually	All nationals	Open to the public				
	Support to special interest groups	Social Impact Assessment and Accountability Bill developed.	- Proportion - Frequency - Coverage	- All bills - Every 5 years - National	All nationals	Open to the public	- Consultative and dissemination meetings. - Following National Equity guidelines on the Natural resource dependent and surrounding communities	- Resource persons - Funds	Nil	Commissioner Equity and Rights
		Equity Promotion Strategy and Social Capital Growth Strategy Developed	- Proportion - Frequency - Coverage	- All strategies - Every 5 years - Nationally	All nationals	Open to the public		- Resource persons - Funds	Nil	Commissioner Equity and Rights
	Policies, Regulations and Standards	Human Rights Mainstreaming Strategy developed.	- Proportion - Frequency - Coverage	- All strategies and policies - Every 5 years - Nationally	All nationals	Open to the public		- Resource persons - Funds	Nil	Commissioner Equity and Rights

STRATEGIC OBJECTIVE	KEY SERVICE AREA	OUTPU/SERVICE DESCRIPTION	KIPs (Quantity, quality, time, process, & 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
		National Equal Opportunities Policy reviewed.	- Proportion - Frequency	- All policies - Every 5 years	All nationals	Open to the public		- Resource persons - Funds	Nil	Commissioner Equity and Rights
Gender and equity compliance assessments conducted	Policies, Regulations and Standards	- LGs & MDAs assessed in gender and equity responsive planning and budgeting compliance and commitments.	- Frequency - Coverage	- Quarterly - National	LGs and MDAs	Open	Interviews with district technical staff, Desk reviews	- Resource persons - Funds	Nil	Commissioner Equity and Rights
Strengthening coordination mechanism for gender equality, equity, disability and human rights	Support to special interest groups	Multi-stakeholder meetings for equity and social inclusion conducted.	- Frequency	- Annually	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	- Annually	LGs, MDAs and Other stakeholders	Open	Workshops	- Resource persons - Funds	Nil	Commissioner Equity and Rights
The National Action Plan on Business and Human Rights (NABHR) implemented	Policies, Regulations and Standards	LGs, MDAs and other stakeholders' capacity enhanced.	- Proportion - Frequency	- All stakeholders - Quarterly	LGs and MDAs	Open	LGs and MDAs supported with equipment.	- Resource persons - Funds	Nil	Commissioner Equity and Rights
	Support to special interest groups	LGs and MDAs trained in Business and Human Rights.	- Proportion - Frequency	- All stakeholders - Annually	LGs and MDAs	Open	Workshops			
		NABHR dissemination meetings conducted.	- Proportion - Coverage - Frequency	- All meetings - 176 LGs - Annually	LGs, MDAs and Other stakeholders	Open	Meetings, Tv and radio talk shows			

STRATEGIC OBJECTIVE	KEY SERVICE AREA	OUTPU/SERVICE DESCRIPTION	KIPs (Quantity, quality, time, process, & 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
2. DEPARTMENT OF GENDER AND WOMEN AFFAIRS										
Objective 1: Reduce vulnerabilities and gender disparities through inclusive empowerment and strengthened social protection systems										
Improved gender equality, equity and empowerment of girls and boys, men and women.	Policies, Regulations and Standards	Representatives of vulnerable Persons enrolled in leadership and decision-making positions tracked.	- Proportion - Frequency	- All representative - 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 - Welfare for members - Funds for transport.	Time by members	Commissioner Gender and Women Affairs
	Response to Gender Based Violence	16 Days of Activism Campaign against Gender Based Violence commemorated	- Proportion - Frequency	- All days - 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, ODPP, Courts of law, GBV shelters, DLGs,
		Support services extended to GBV survivors and victims of other forms of violence.	- Proportion - Frequency	- All victims - Annually	GBV survivors and victims	- Sensitizations - Trainings.				
Women led/ women-owned businesses increased.	Enhance women participation in development	Women led/ women owned business supported	- Proportion - Frequency - Time Taken	- All businesses - 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	Response to Gender Based Violence	GBV/VAC cases reported and effectively managed.	- Proportion - Frequency	- All cases - 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.	Policies, Regulations and Standards	Local Action Plans on WPS in MDAs and LGs developed	- Proportion - Frequency	- All plans - Annually.	MDAs, DLGs and partners	Technical support and training	Technical support and training Coordination.	- Personnel, - Computers - Stationery and - Funds	Time and resources	Commissioner Gender and Women Affairs.

STRATEGIC OBJECTIVE	KEY SERVICE AREA	OUTPU/SERVICE DESCRIPTION	KIPs (Quantity, quality, time, process, & 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
3. DEPARTMENT OF DISABILITY AND ELDERLY AFFAIRS										
Objective 1: Reduce vulnerabilities and gender disparities through inclusive empowerment and strengthened social protection systems										
Youth, Women, Older Persons, PWDs, indigenous ethnic minorities and refugee's livelihood and empowerment programmes implemented	Empowerment and protection	Monitoring and support supervision conducted on SAGE Programmes in all Local Governments.	- Proportion - Frequency - Coverage	- All SAGE programmes - Quarterly - All local governments	Ugandan citizens (Older Persons) aged 80+ years	- National Identity Card or NIN - A physical address/ location.	- Disbursement of funds directly to beneficiary. - Disaggregation by nationality, refugee status & disability.	- Human Resource, - Fuel, - Stationery & - Funds.	Nil	- Commissioner Disability & Elderly - Head ESP
	Empowerment and protection	SEGOP monitoring and supervision conducted.	- Proportion - Frequency - Coverage	- All SEGOP programs - Quarterly - All local governments	Ugandan citizens (older persons) aged 60-79 years	- National ID or NIN. - Belong to a registered group. - Not benefiting from any other gov't programme.	- Disbursement of funds directly to beneficiary group or home account - Disaggregation by nationality, refugee status & disability. - Pensioners permanently residing in the area can be co-opted as group member beneficiaries.	- Human Resource, - Fuel, - Stationery & - Funds.	Nil	- Commissioner Disability & Elderly - Head ESP
Youth, Women, Older Persons, PWDs, indigenous ethnic minorities and refugee's livelihood and empowerment programmes implemented	Empowerment and protection	NCDAP (National Child Disability Assistance Program) on prevention and management of Disability in Uganda disseminated across the country	- Proportion - Frequency - Coverage	- All NCDAP programmes. - Every 5 years - All disability forms	Persons with Disabilities	- National ID or NIN. - Belong to a registered group be in close proximity - Group bank account.	- A Group application form, fully filed and stamped by the Chairperson LC 1. - Disbursement of funds directly to beneficiary group account.	- Human Resource, - Fuel, - Stationery & - Funds.	Nil	- Commissioner Disability & Elderly - Head ESP

STRATEGIC OBJECTIVE	KEY SERVICE AREA	OUTPU/SERVICE DESCRIPTION	KIPs (Quantity, quality, time, process, & 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
Youth, Women, Older Persons, PWDs, indigenous ethnic minorities and refugee's livelihood and empowerment programmes implemented	Empowerment and protection	PWDs supported in livelihood and empowerment programmes.	- Proportion - Frequency - Coverage	- All PWDs - Quarterly - Basic living needs	- Persons with Disabilities - Registered Care taker Homes of PWDs. - Learners in the Ministry Vocational Rehabilitation Centers.	- National ID or NIN. - Aged 15+ years - Belong to a registered group (5 to 15 members). - Be in close proximity - Group bank account. - Recommendation from LC-I and CDO of his/ her community	- Disbursement of funds directly to beneficiary group or home account. - Funds are accessed by Persons with Disabilities not as individuals but as groups	- Human Resource, - Fuel, - Stationery & - Funds.	Nil	Commissioner Disability & Elderly
	Policies, Regulations and Standards	Revised Disability Policies disseminated	- Proportion - Frequency	- All policies - Every 5 years	Persons With Disabilities	Open to the public	Online	- Human Resource, - Stationery & - Funds.	Nil	Commissioner Disability & Elderly
		Revised Policies on Older Persons disseminated	- Proportion - Frequency	- All policies - Every 5 years	Ugandan citizens (Older Persons) aged 60+ years	Open to the public	Online	- Human Resource, - Stationery & - Funds.	Nil	Commissioner Disability & Elderly
Youth, Women, Older Persons, PWDs, indigenous ethnic minorities and refugee's livelihood and empowerment programmes implemented	Livelihood support to Vulnerable Older Persons	Direct Income Support (DIS) Programmes designed and implemented.	- Proportion - Frequency	- All DIS programmes. - Quarterly	- Ugandan citizens (Older Persons) aged 60+ years - Displaced persons and refugees.	- National ID or NIN. - Resident in the area where the program is being implemented. - Belong to a registered group.	- Registration and enrollment of eligible older persons. - Biometric verification - Periodic payment through designated Payment Service Providers (PSP) - Monitoring complaints and grievance	- Human resources, - Equipment - Transport, - Funds for MIS users, - ICT systems, - M&E tools	None	- Commissioner Disability & Elderly - Head ESP

STRATEGIC OBJECTIVE	KEY SERVICE AREA	OUTPU/SERVICE DESCRIPTION	KIPs (Quantity, quality, time, process, & coverage)	STANDARD	TARGET BENEFICIARY OF SERVICE	ACCESS CRITERIA TO OBTAIN SERVICE	METHODOLGY FOR PROVIDING SERVICE	IN-PUTS	USER FEE/ CONTRIBUTION BY SERIVCE BENEFICIARY	RESPONSIBILITY CENTRE
Youth, Women, Older Persons, PWDs, indigenous ethnic minorities and refugee's livelihood and empowerment programmes implemented	Livelihood support to Vulnerable Older Persons	International Day of Older Persons commemorated	- Frequency - Coverage	- Annually - National	Ugandan citizens (Older Persons) aged 60+ years	Open to the public	- Planning with stakeholders. - Advertising - Physical and virtual events.	- Funds - Transport logistics. - Venue - Meals and refreshments	None	- Commissioner Disability & Elderly - Head ESP
		Special Enterprise Grant for Older Persons (SEGOP) National Steering Committee engagement conducted	- Frequency	- Quarterly	Ugandan citizens (Older Persons) aged 60-79 years	Members only invitation	- Planning with stakeholders. - Advertising - Physical and virtual events.	- Funds - Transport logistics. - Venue - Meals and refreshments	None	- Commissioner Disability & Elderly - Head ESP
Youth, Women, Older Persons, PWDs, indigenous ethnic minorities and refugee's livelihood and empowerment programmes implemented	Livelihood support to Persons with Disabilities	Monitoring and technical backstopping on compliance to grant implementation guidelines conducted across the country	- Proportion - Frequency	- All compliance measures - Quarterly	Persons With Disability	- National ID or NIN. - Belong to a registered group. - Not benefiting from any other gov't programme. - A physical address/ location. - Group bank account.	- Registration and enrollment of eligible older persons. - Biometric verification - Periodic payment through designated Payment Service Providers (PSP) - Monitoring complaints and grievance	- Human resources, - Equipment - Transport, - Funds for MIS users, - ICT systems, - M&E tools	None	- Commissioner Disability & Elderly - Head ESP
	Livelihood support to Persons with Disabilities.	Engagement for the National Steering Committee on National Special Grant for Persons with Disabilities conducted.	- Proportion - Frequency	- All engagements - Bi-annually	Persons With Disability	Member invitation	- Physical and virtual meetings. - Planning with stakeholders	- Funds - Stationery - Venue	None	- Commissioner Disability & Elderly - Head ESP

STRATEGIC OBJECTIVE	KEY SERVICE AREA	OUTPU/SERVICE DESCRIPTION	KIPs (Quantity, quality, time, process, & coverage)	STANDARD	TARGET BENEFICIARY OF SERVICE	ACCESS CRITERIA TO OBTAIN SERVICE	METHODOLGY FOR PROVIDING SERVICE	IN-PUTS	USER FEE/ CONTRIBUTION BY SERVICE BENEFICIARY	RESPONSIBILITY CENTRE
		International Day for Persons with Disabilities commemorated.	- Frequency - Coverage	- Annually - National	Persons With Disability	Open to general public	- Planning with stakeholders. - Advertising - Physical and virtual events.	- Issue of invitation cards - Offer of facilitation to participants. - Hosting radio and Tv talk shows	None	- Commissioner Disability & Elderly - Head ESP
Youth, Women, Older Persons, PWDs, indigenous ethnic minorities and refugee's livelihood and empowerment programmes implemented.	Livelihood support to Persons with Disabilities	National Child Disability Assistance Program (NCDAP) Grant to eligible children provided.	- Proportion - Frequency	- All Children with disabilities - Monthly	Children Severe and Multiple Disabilities aged between 2-5 years	- National Identity Card (NIN) and Birth Certificate of the Child presented by the caretaker. - Must be ready to undergo Beneficiary verification exercise - Mobile Money Number registered in the caretaker's names.	Mobile Money Transaction to Beneficiary Caretaker.	- Human Resource, - Fuel, - Stationery - Funds.	None	Commissioner Disability & Elderly.
	Livelihood support to Persons With Disabilities	Nutrition Child Sensitive Social Protection Programme support provided.	- Proportion - Frequency	- All child sensitive support. - Quarterly	Pregnant and breastfeeding women from refugee and host communities	- Pregnant or breastfeeding mother - Reside in a target district and household facing food insecurity or vulnerability - Registered in the community outreach and health facility list. - Enrolled through community structures or health units	- Monthly or periodic cash transfers disbursed via mobile money or agents. - Integration with health and nutrition services, e.g. referrals and group education - Community mobilization and registration through health facilities and local leaders - Formation and support of savings groups - Monitoring and follow-up by implementing partners.	- Unconditional cash assistance - Health and nutrition education materials - Trained community workers, health facility staff, and savings group facilitators	None	- Commissioner Disability & Elderly - Head ESP - OPM

STRATEGIC OBJECTIVE	KEY SERVICE AREA	OUTPU/SERVICE DESCRIPTION	KIPs (Quantity, quality, time, process, & 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
Direct Income Support Programmes designed and implemented.	Empowerment and Protection	Beneficiaries on the Urban cash program enrolled.	- Proportion - Frequency	- All beneficiaries - Quarterly	- Vulnerable urban households and individuals, including informal workers, - Persons with disabilities, - Youth-headed households, and - Low-income earners affected by shocks	- Poor households living in slums or informal settlements - Struggling women-headed households with 4+ dependents or children under 5 - Unemployed youth and NEETs (not in school, work, or training) - Pregnant and breastfeeding women - Refugees and vulnerable host community members in urban areas	- Identification and enrollment through community targeting - Registration and verification (including biometric capture) - Disbursement of cash by the designated PSP - Case management, Complaints and grievance handling, and monitoring - 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 ESP
Social Protection systems strengthened.	Livelihood Support to Persons With Disabilities	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 poor and vulnerable persons. - Quarterly	- Children Severe and Multiple Disabilities Aged 2-5 years	- National ID or NIN. - Beneficiary must be aged between 2-5 years living with Severe or Multiple Disabilities - Caretaker Must Provide National Identity Card (NIN) and Birth Certificate of the Child - Must be ready to undergo Beneficiary verification exercise	- Community outreach and case identification - Needs assessment by trained personal - Referral to appropriate support services - Continuous follow- up, monitoring, and case management	- Human Resource, - Fuel, - Printing, - Funds.	Nil	Commissioner Disability & Elderly.

STRATEGIC OBJECTIVE	KEY SERVICE AREA	OUTPUT/SERVICE DESCRIPTION	KIPs (Quantity, quality, time, process, & 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
Social Protection systems strengthened.	Livelihood Support to Persons With Disabilities	PWDs provided with rehabilitative and assistive devices.	- Proportion - Time taken	- All PWDs - 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. (According to disability act Cap 115)	- Classified as poor/vulnerable through community or institutional referral - Verified as needing social care and support (e.g., through a vulnerability assessment or caseworker evaluation) - Not receiving adequate support from other formal systems	- Community outreach and case identification - Needs assessment by trained personal - Referral to appropriate support services - Continuous follow-up, monitoring, and case management	- Human Resource, - Case Management System (MIS), - Fuel, - Printing, - Funds.	Nil	- Commissioner Disability & Elderly. - Head -ESP
	Livelihood Support to Persons With Disabilities	Social care and support services provided to eligible poor	- Proportion - Time taken	- All eligible poor - Within one month of enrollment				- Human Resource, - Case Management System (MIS), - Fuel, - Printing, - Funds.	Nil	- Commissioner Disability & Elderly. - Head -ESP
Social Protection systems strengthened.	Policies, Regulations and Standards	Institutional and Regulatory arrangements strengthened.	- Frequency	- Annually	Community-level social service workforce (e.g., para-social workers, VHTs, teachers, social/medical workers, etc.) and the vulnerable populations they serve	- Individuals must be formally identified or appointed to serve in a social service role - Should be operating within national or local government structures - Must undergo orientation or training in line with national guidelines (Framework for provision of Social Care and Support services)	- Development and dissemination of policy, legal, and institutional frameworks - Capacity building and training of social service workforce - Establishment of coordination and supervisory structures at national and sub-national levels - Monitoring and evaluation of workforce deployment and performance	- Technical experts, - Policy analysts, - Relevant MDAs	None	- Commissioner Disability & Elderly. - Head -ESP - MOH, - MoES,
	Policies, Regulations and Standards	Policy and operational frameworks developed, validated, and implemented	- Proportion - Frequency	- All frameworks - Annually				- Technical experts, - Policy analysts, - Relevant MDAs	None	- Commissioner Disability & Elderly. - Head -ESP - MOH, - MoES,

STRATEGIC OBJECTIVE	KEY SERVICE AREA	OUTPU/SERVICE DESCRIPTION	KIPs (Quantity, quality, time, process, & coverage)	STANDARD	TARGET BENEFICIARY OF SERVICE	ACCESS CRITERIA TO OBTAIN SERVICE	METHODOLGY FOR PROVIDING SERVICE	IN-PUTS	USER FEE/ CONTRIBUTION BY SERVICE BENEFICIARY	RESPONSIBILITY CENTRE
Structures of the Council for Special Interest Groups strengthened (Special Interest Groups Secretariate)	Policies, Regulations and Standards	Older Persons mobilized to demand, uptake and participate in development processes	- Proportion - Frequency	- All older persons - Annually	- Older Persons, - Women - Youth, - Persons with Disabilities.	- National ID or NIN. - Belong to a registered group. - Not benefiting from any other gov't programme. - A physical address/ location. -	- Registration and enrollment of eligible older persons. - Biometric verification - Periodic payment through designated Payment Service Providers (PSP) - Monitoring complaints and grievance	- Human resources, - Equipment - Transport, - Funds for MIS users, - ICT systems, - M&E tools	None	- Commissioner Disability & Elderly - Head ESP

4. DEPARTMENT OF OCCUPATIONAL SAFETY AND HEALTH

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

a) Workplace Occupational Safety and Health arrangements

Ensure compliance to OSH standards and legal requirements	Policies, Regulations and Standards	Occupational Safety and Health (Private Practitioners) Regulations developed.	- Proportion - Frequency	- All regulations - 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 needs - 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	Free down-load from MGLSD website. Those from the bookshop will depend on bookshop rates.	Commissioner OSH
		National Tripartite Agreement for National Occupational Safety and Health Program developed.	- Proportion - Frequency	- All programs - Every 5 years	Workers, Employers and General Public				Free down-load from MGLSD website	Commissioner OSH

STRATEGIC OBJECTIVE	KEY SERVICE AREA	OUTPU/SERVICE DESCRIPTION	KIPs (Quantity, quality, time, process, & coverage)	STANDARD	TARGET BENEFICIARY OF SERVICE	ACCESS CRITERIA TO OBTAIN SERVICE	METHODOLGY FOR PROVIDING SERVICE	IN-PUTS	USER FEE/ CONTRIBUTION BY SERVICE BENEFICIARY	RESPONSIBILITY CENTRE
Ensure compliance to OSH standards and legal requirements	Policies, Regulations and Standards	OSH (Plant Examination and Workplace Registration Fees) Regulation, 2014 reviewed	- Proportion - Frequency	- All regulations - Every 5 years	Workers, Employers and General Public	- Written request to COSH for copies - Visit MGLSD website - Purchase from Uganda bookshop		stationery, etc.	Free down-load from MGLSD website.	Commissioner OSH
Reducing workplace injuries, accidents and occupational diseases	Inspection and Monitoring	Safety and Health inspections of work-places conducted	- Proportion - Frequency	- - 100% - Quarterly	All workplaces	Imitated by DOSH request by the employer/occupier of the premises.	Physical inspection and investigation Report writing	- Personnel - Facilitation / Inspectors' and drivers' allowances - Transport logistics (Vehicles, fuel, etc.)	NIL	- Commissioner OSH Department - Workplace management
		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	- Inspection checklist - Stationery - Office and technical equipment and services (photocopiers , computers and internet	NIL	- Commissioner OSH Department - Workplace management
Reducing workplace injuries, accidents and occupational diseases	Inspection and Monitoring	Preparing Inspection Reports	- Time taken - Quality	- Within 14 working days after inspection - Reports as per specific guidelines	All workplaces	Pick the Report from office of COSH. Hard copy Delivered to the workplace or soft copy sent through e-mail.	- Physical inspection and investigation - Report writing	- Personnel - Drivers' and Inspectors' Facilitation / Inspectors' and drivers' allowances - Transport logistics (Vehicles, fuel, etc.) - Inspection checklist	NIL	- Commissioner OSH Department - Workplace management
		Examining and certifying statutory equipment	- Time taken - Quality		All workplaces		- Physical inspection and investigation - Report writing		NIL	- Commissioner OSH Department - Workplace management
	Climate Change Mitigation	Environment and Climate issues integrated into the Ministry workplans, Budgets and performance.	- Frequency	- Quarterly	- All workplaces	- Written request to COSH -	- Stakeholder consultations - Presentation of the Draft to SMCM, and TPMM - Presentation to Cabinet. Parliament where necessary		NIL	- Commissioner OSH Department - Workplace management

STRATEGIC OBJECTIVE	KEY SERVICE AREA	OUTPU/SERVICE DESCRIPTION	KIPs (Quantity, quality, time, process, & 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
National productivity, labour, employment and OSH research and innovation promoted	Decent and productive employment	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	Commissioner OSH Department
Chemical Safety and security management strengthened	Chemical Safety and Health	Subscription paid to Organization for the Prohibition of Chemical Weapons (OPCW)	- Frequency	- Annually	Workers, Employers and General Public	Emailed to workplace on spot after inspection	Dispatch of report to workplace either physical delivery or by email.	- Stationery - Office and technical equipment and services like photocopiers, Computers, internet	Nil	Commissioner OSH Department
Chemical Safety and security management strengthened	Chemical Safety and Health	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.	- Stationery - Office and technical equipment and services like photocopiers, Computers, internet	Nil	Commissioner OSH
		- 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		Nil	Commissioner OSH
Compliance to OSH standards and legal requirements prior to commencement and periodically while in operation ensured.	Workplace registration	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.	- Deskwork - Online NTR assessment in URA system. - Stationery and welfare provisions - Drinking water and drivers' facilitation - Transport logistics (fuel, Vehicles, etc.) - Information online	Registration fees as per Statutory Instrument 87 of 2014	Commissioner OSH Department

STRATEGIC OBJECTIVE	KEY SERVICE AREA	OUTPU/SERVICE DESCRIPTION	KIPs (Quantity, quality, time, process, & 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
National productivity, labour, employment and OSH research and innovation promoted	Decent and productive employment	Violations of labour standards investigated (occupational accident/ injuries/ diseases and dangerous occurrence)	- Time taken to initiate an investigation - Number of cases referred for compensation investigate - Number of violations investigated and referred to labour officers	- Preliminary report to be ready within 14 working days from the time incident is reported - All cases - All violations	Workers, Employers and General Public	Request for the report from the office of COSH	- Recording and assigning officer to handle complaint - Inspection of the workplace where necessary - Interview of relevant persons - Report writing	- Personnel - Inspectors' and drivers' allowances - Transport logistics (Vehicles, fuel, etc.) - Field equipment's - Office equipment including internet - Stationery	Within operational budget of the Department	Commissioner OSH Department.
National productivity, labour, employment and OSH research and innovation promoted.	Decent and productive employment	World Day for Safety and Health commemorated on 28th April every year.	- Frequency	- Annually	Workers, Employers and General Public	Must be an employee of a recognized workplace	- Gathering in a specified open location to commemorate the function.	- Transport logistics (Vehicle, fuel, etc.) - Personnel - Inspectors and drivers' allowances	None	Commissioner OSH Department.
Compliance with OSH standards and legal requirements prior to workplace construction ensured.	Workplace registration	Review and approval of construction plans / designs	- Time taken	- 7 working days after assessment and payment of statutory fee	All developers, contractors, consultants for construct-ion projects	Submission of plans or 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

STRATEGIC OBJECTIVE	KEY SERVICE AREA	OUTPU/SERVICE DESCRIPTION	KIPs (Quantity, quality, time, process, & 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
b) Staff Health and Welfare										
Strengthening Chemical Safety and Security management.	Chemical Safety and Health	Monitoring release of hazardous substances in workplaces,	- Frequency	- Quarterly	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
		-Reports of hygiene measurements prepared	- Time taken - Quality	- Within 2 weeks - Reports as per specific guidelines	All workplaces	Reports accessed from the office of COSH			Nil	Commissioner OSH Department
Track of occupational hygiene status, highlighting exposures above the Permissible Exposure Levels kept.	Chemical Safety and Health	Occupational hygiene reports and surveillance plans reviewed.	- Frequency	- Quarterly	All affected workplaces	Request for Occupational Hygienic measurement reports from COSH	Desk review	- Transport logistics (Vehicles, fuel, etc.)	NIL	Commissioner OSH Department
Track of all workplace occupational health surveillance plans kept.	Chemical Safety and Health	Guidelines on management of Hazardous Chemicals in artisanal and small-scale enterprises disseminated.	- Frequency	- Annually	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	None	- Commissioner OSH Department - Employer/owner /Occupier
Track of referred cases of suspected occupational disease kept.	HIV/ AIDS mainstreaming	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 - Workplace management

STRATEGIC OBJECTIVE	KEY SERVICE AREA	OUTPU/SERVICE DESCRIPTION	KIPs (Quantity, quality, time, process, & coverage)	STANDARD	TARGET BENEFICIARY OF SERVICE	ACCESS CRITERIA TO OBTAIN SERVICE	METHODOLGY FOR PROVIDING SERVICE	IN-PUTS	USER FEE/ CONTRIBUTION BY SERIVCE BENEFICIARY	RESPONSIBILITY CENTRE
Occupational health surveillance at work promoted.	HIV/ AIDS mainstreaming	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
Mechanisms for reducing workplace injuries, accidents and occupational diseases implemented	HIV/ AIDS mainstreaming	International World AIDS day commemorated at the Ministry	Frequency	Annually	All ministry staff	Has to be a ministry staff	Assign team of officers to conduct the activity	- Personnel - Specialized inspectors - Transport logistics (Vehicle, fuel, etc.) - Health equipment logistics (Condoms, gloves, etc.)	None	Commissioner OSH Department
	HIV/ AIDS mainstreaming	Health and sensitization Camps conducted	Frequency	Quarterly	All ministry staff	Has to be a ministry staff	Assign team of officers to conduct the activity		None	Commissioner OSH Department
	HIV/ AIDS mainstreaming	Information education communication materials and condoms distributed	Frequency	Quarterly	All ministry staff	Has to be a ministry staff	Assign team of officers to conduct the activity		None	Commissioner OSH Department
	HIV/ AIDS mainstreaming	Mental health engagements with Ministry staff and its affiliated institutions undertaken	Frequency	Quarterly	All ministry staff	Has to be a ministry staff	Assign team of officers to conduct the activity		None	Commissioner OSH Department
c) Statutory Equipment Safety										
Reducing workplace injuries, accidents and occupational diseases	Inspection and Monitoring	Statutory Plant and Equipment examined and certified.	- Proportion - Time taken	- All plants and equipment	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	- Transport logistics (Vehicles, fuel, etc.)	- Examination fee as Per Statutory Instrument SI 87 of 2014.	Commissioner OSH Department

STRATEGIC OBJECTIVE	KEY SERVICE AREA	OUTPU/SERVICE DESCRIPTION	KIPs (Quantity, quality, time, process, & coverage)	STANDARD	TARGET BENEFICIARY OF SERVICE	ACCESS CRITERIA TO OBTAIN SERVICE	METHODOLGY FOR PROVIDING SERVICE	IN-PUTS	USER FEE/ CONTRIBUTION BY SERVICE BENEFICIARY	RESPONSIBILITY CENTRE
			- Process	- Within 7 days after receipt of request. - Certificate to be processed with 7 days after receipt notice			inspection and examination statutory plants and equipment	Inspectors' and drivers' facilitation allowances - Testing equipment	- - proof of payment of statutory fee	
To ensure safe use / Management of Chemicals at all workplaces	Chemical Safety and Health.	-Inspection of workplaces handling hazardous chemicals - Issuing certificates to facilities handling scheduled chemicals under the chemical weapons convention	- Proportion - Time taken	- 100% (All workplaces) - 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
			-	-		-	-	-	-	
5. DEPARTMENT OF EMPLOYMENT SERVICES										
Objective 2: Promote decent employment, skills development, and equitable labour justice										
Enhance employability of Ugandans in working age, regulate the activities of private recruitment agencies, enhance compliance to labour standards	Internal Employment Services	Licensing of Private Recruitment Companies/Agencies conducted	- Proportion - Frequency - Time taken	- All private agencies - 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

STRATEGIC OBJECTIVE	KEY SERVICE AREA	OUTPUT/SERVICE DESCRIPTION	KIPs (Quantity, quality, time, process, & 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
Compliance with labour laws, Policies and standards	Policies, regulations and Standards	The National Employment Policy Operationalized	- Frequency	- Bi-annually	The General Public	Open	- Meetings - Consultative discussions	Funds	None	Commissioner Employment Services.
		Job seekers Handbook- (A guide to job search strategies) developed.	- Frequency	- Bi-annually	The General Public	Open	- Meetings - Consultative discussions	Funds	None	Commissioner Employment Services.
		Comprehensive Predeparture Curriculum for all job categories developed for migrant workers	- Frequency	- Bi-annually	The General Public	Open	- Meetings - Consultative discussions	Funds	None	Commissioner Employment Services.
Compliance with labour laws, Policies and standards	Internal Employment Services	Internal private recruitment agencies inspected	- Proportion - Frequency	- All private agencies - 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	Job seekers	Open to anyone	Consultative discussions	ESMIS	None	Commissioner Employment Services
Safe, Orderly and Regular labour migration promoted	External Employment services	Job orders for all private recruitment agencies approved	- Proportion - Time taken	- All orders - 3 days	Recruitment Companies	On line processing ESMIS	Review of the applications On ESMIS	Computers	200,000	Commissioner Employment Services
		Inspection of private external recruitment agencies	- Proportion - Frequency	- All external agencies - Quarterly	Private external recruitment companies	Site visits	Inspection of the site/ premises/ offices	- Funds - Vehicle and fuel for field visits	None	Commissioner Employment Services
		Pre-departure orientation and trainings by accredited institutions conducted	- Proportion - Time taken	- All trainings - 2 weeks	Pre-departure orientation and training centers	On line processing ESMIS	Review of the applications on ESMIS	Computers	None	Commissioner Employment Services.
		Pre-licensing seminars for emerging external recruitment agencies conducted	- Frequency - Proportion	- Quarterly - All seminars	All newly licensed external recruitment agencies	-On-line processing on EEMIS	- Workshop - Seminars	-Computers	2,000,000	Commissioner Employment Services

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Ensure compliance with labour laws, Policies and standards	Inspection and Monitoring	Inspection of accredited pre-departure orientation and training institutions conducted	- Proportion - Frequency	- All inspections - 2 weeks	Pre-departure orientation and training centers	Site Visits	Inspection of the Site	Transport	None	Commissioner Employment Services
Labour market inclusion of vulnerable/ Special groups such as migrant returnees, refugees, PWDs, etc.	Decent and productive employment	Psycho-social support services and re-integration of returnee migrant workers provided.	- Proportion - Frequency	- All migrant workers - 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, Stationery and funds	None	Commissioner Employment Services.
Safe, Orderly and Regular labour migration promoted	External 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.
A fully functional Labour Market Information System operationalized	Decent and productive employment	Sensitization of the public about the functional Labour Market Information System	Frequency	Quarterly	The General Public	Open	Meetings consultative discussions	Funds	None	Commissioner Employment Services.

STRATEGIC OBJECTIVE	KEY SERVICE AREA	OUTPUT/SERVICE DESCRIPTION	KIPs (Quantity, quality, time, process, & 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
		Technical backstopping for LMIS generating institutions conducted across the country	Frequency	Quarterly	The General Public	Open	Meetings consultative discussions	Funds	None	Commissioner Employment Services.
		Labour market bulletins developed	- Proportion - Frequency	- All bulletins - Annually	- MDAs - Stakeholders, Gender and development partners	Open to every one	Data collection, Meetings consultative discussions	- Funds, Computers, Stationary	None	Commissioner Employment Services.
A fully functional Employment Services Management Information System (ESMIS) operationalized	Internal Employment Services	Capacity building of stakeholders on the operationalization of the Employment Services Management Information System (ESMIS)	- Proportion - Frequency	- All stakeholders - Quarterly	MDAs Stakeholders, Gender and development partners	Open to every one	Data collection, Meetings consultative discussions	- Funds, Computers, Stationary	None	Commissioner Employment Services.
		Digital Job matching of recruitment staff companies trained	- Proportion - Frequency	- All recruitment staff - 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
			-	-				-		

STRATEGIC OBJECTIVE	KEY SERVICE AREA	OUTPUT/SERVICE DESCRIPTION	KIPs (Quantity, quality, time, process, & 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		
6. DEPARTMENT OF LABOUR, INDUSTRIAL RELATIONS & PRODUCTIVITY												
Objective 2: Promote decent employment, skills development, and equitable labour justice												
Enforcement of labour standards in workplaces to ensure decent working conditions for all categories of workers, including domestic workers.	Inspection and monitoring	Routine Labour inspections conducted in all key sectors of the economy	- Proportion	- All sectors	- Workers, - Employers, - Labour unions, - District Labour Officers, - labour activists (CSO's- NGO's, CBO's)	Open to the general public	- 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	- Frequency	- Bi-annually - Annually								
		Follow-up visits conducted.	- Time taken	- Within 5 working days								
	Inspection and monitoring	Labour productivity assessments conducted in all key sectors of the economy.	- Proportion	- All sectors	- Workers, - Employers, - Labour unions, - District Labour Officers, labour activists (CSO's- NGO's, CBO's)	Open to the general public		- Resource persons - Funds	Nil	Commissioner LIRP, LGs' (Labour Officers)		
		Develop and share productivity assessment reports	- Frequency - Proportion	- Bi-annually (half-year performance) - All workplaces								
		Organize follow-up visits	- Time taken	- Within 5 working days.								
	Inspection and monitoring	Violation of labour standards cases settled	- Time taken - Proportion	- Within 3 months - All	- Workers, - Employers, - Labour unions, - District Labour Officers, labour activists (CSO's- NGO's, CBO's)	Open to the general public		- Resource persons - Funds	Nil	Commissioner LIRP, LGs' (Labour Officers)		
		Corrective action taken on identified violations.	- Time taken	- Within 7 working days.								
		Issuance of notice to non-compliance	- Time taken	- Within 7 working days.								
	Workforce development and skilling programs implemented	Decent and productive employment	Enterprise productivity research conducted.	- Quantity	- At least 1 research paper written or a study conducted.	Workers, Employers and General Public.		Open to the general public	- Research documentation; - Consultative and dissemination meetings	- Resource persons - Funds	Nil	Commissioner LIRP, LGs' (Labour Officers)

STRATEGIC OBJECTIVE	KEY SERVICE AREA	OUTPU/SERVICE DESCRIPTION	KIPs (Quantity, quality, time, process, & coverage)	STANDARD	TARGET BENEFICIARY OF SERVICE	ACCESS CRITERIA TO OBTAIN SERVICE	METHODOLGY FOR PROVIDING SERVICE	IN-PUTS	USER FEE/ CONTRIBUTION BY SERVICE BENEFICIARY	RESPONSIBILITY CENTRE
Establish/ maintain and operationalize minimum wages Advisory Boards and Wages Councils	Industrial Peace and harmony	Hold consultative meetings per wages council	- Frequency	- Quarterly	- Workers, - Employers, - Labour Unions	Open to the general public	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.	Decent and productive employment	Government /private sector workers compensated for their workers' compensation claims.	- Proportion - Time taken	- All workers - Within 5 working days of acknowledging receipt	Claimants of workers compensation related claims	Open to the general public	- Computation, mediation and awarding of claims - Field visits to ensure compliance of employers	- Resource persons - Funds	Nil	Commissioner LIRP, LGs (Labour Officers)
		Complete assessment and computation	- Time taken	- Within 30 working days after receiving all required documentation.	Claimants of workers compensation related claims	Open to the general public	- Quarterly Medical Arbitration Board meeting conducted to dispose Medical related	- Resource persons - Funds	Nil	Commissioner LIRP, LGs (Labour Officers)
Compliance with Labour laws, policies, guidelines and standards	Labour Arbitration	Labour complaints and disputes settled	- Proportion	- All complaints	- Aggrieved parties - Workers, - Employers,	Open to the general public	Arbitration and Mediation	- Resource persons - Funds.	Nil	Commissioner LIRP, LGs (Labour Officers)
		File eligible cases at the Industrial Court	- Time taken	- Within 15 working days of determining non- resolution.	- Labour unions - Industrial court and Police	Open to the general public	Arbitration and Mediation	- Resource persons Funds.	Nil	Commissioner LIRP, LGs (Labour Officers)
		Industrial cases prosecuted	- Proportion	- All cases	- Aggrieved parties - Workers, - Employers,	Open to the general public	- Investigations, filling of cases and attending court	- Resource persons - Funds	Nil	Commissioner LIRP, LGs (Labour Officers)
		Court representation by qualified labour officers/legal staff.	- Proportion	- All victims	- Labour unions - Industrial court and Police	Open to the general public	- Prepare case files with legal briefs and supporting documents	- Resource persons - Funds	Nil	Commissioner LIRP, LGs (Labour Officers)
		-Follow up of court cases	- Time taken	- Monthly.						
	Inspection and Monitoring	Preliminary investigation initiated	- Time taken	- Within 10 working days						
Compliance with Labour laws, policies, guidelines and standards	Labour Arbitration	Medical Arbitration Board Meeting conducted	- Frequency	- Quarterly	- Aggrieved parties - Workers, - Employers, - Labour unions	Open to the general public	- Investigations, filling of cases and attending court	- Resource persons - Funds	Nil	Commissioner LIRP, LGs (Labour Officers)

STRATEGIC OBJECTIVE	KEY SERVICE AREA	OUTPU/SERVICE DESCRIPTION	KIPs (Quantity, quality, time, process, & coverage)	STANDARD	TARGET BENEFICIARY OF SERVICE	ACCESS CRITERIA TO OBTAIN SERVICE	METHODOLGY FOR PROVIDING SERVICE	IN-PUTS	USER FEE/ CONTRIBUTION BY SERVICE BENEFICIARY	RESPONSIBILITY CENTRE
		Eligible cases referred to Medical Arbitration Board (MAB)	- Time taken	- Within 10 working days of assessment.	- Industrial court and Police	Open to the general public	- Prepare case files with legal briefs and supporting documents	- Resource persons - Funds	Nil	Commissioner LIRP, LGs (Labour Officers)
		Disputes to MAB concluded	- Time taken	- Within 30 working days of referral		Open to the general public		- Resource persons - Funds	Nil	Commissioner LIRP, LGs (Labour Officers)
Promote workers' right to freedom of association.	Industrial Peace and harmony	Labour Unions and Collective Bargaining Agreements (CBAs) registered and managed	- Proportion	- All CBAs	Workers, employers, Labour unions	Open to the general public	- Field visits and investigation conducted - Awareness creation on the importance of Labour Unions	- Resource persons - Funds	Nil	Commissioner LIRP, LGs (Labour Officers)
		Labour union records and offices inspected	- Frequency	- Quarterly		Open to the general public				
		Workers mobilized to participate in non-unionized workers' elections	- Frequency	- Every five (5) years	Workers, employers, Labour unions	- Open to the general public - Use of open registration forms.	- Workshops and seminars conducted to train Labour Officers that are registering - Campaigns - Radio announcements - Community and work- place meetings - On-site staff support.	- Resource persons - Funds	Nil	Commissioner LIRP, LGs (Labour Officers)
Informal sector (Jua-Kalis) enterprises supported	Decent and productive employment	Jua-Kali enterprises/ SMEs provided with Business tool-kits and equipment	- Proportion - Frequency	- All Jua-kali enterprises - 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 - Monitoring and outreach support visits conducted	- Resource persons - Funds	Nil	Commissioner LIRP, LGs (Labour Officers)

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Skills upgrading of Youth	Policies, regulations and Standards	Youth skilled through apprenticeship	- Proportion	- All youth	Youth, Employers and TVET institutions	Online applications	- Applications are received and reviewed against the selection criteria, short and long listing conducted - Orientation of both apprentices and Off-job and on-job training institutions - Apprentices are assessed by a recognized assessment body, later awarded qualification certificate body and completion 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 and later placed on the job institutions.	- Resource persons - Funds	Nil	Commissioner LIRP, LGs (Labour Officers)
		Successful Off-the- job and on-the-job host institutions trained	- Time taken	- Within 2 weeks	Youth, Employers and TVET institutions	Online applications		- Resource persons - Funds	Nil	Commissioner LIRP, LGs (Labour Officers)
		Placement on the apprentices in off-training institution	- Time taken	- Within 2 weeks	Youth, Employers and TVET institutions	Online applications		- Resource persons - Funds	Nil	Commissioner LIRP, LGs (Labour Officers)
Skills upgrading of Youth	Policies, regulations and Standards	Youth skilled through Graduate volunteerism	- Proportion	- All youth	Youth, Employers and TVET institutions	Beneficiaries should have graduated within the last four (4) years	- Graduates are provided with off-job training in their different workplaces.	- Resource persons - Funds	Nil	Commissioner LIRP, LGs (Labour Officers)
		Response to applicants	- Time taken	- Within 3 weeks						
		Assessment of off- the-job and on-the-job	- Time taken	- Within 1 week		Beneficiaries should have graduated		- Resource persons	Nil	

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		host institutions conducted.			Youth, Employers and TVET institutions	within the last four (4) years	- Acknowledgement of receipt of online application for both the Off-job and on-job training institutions is instant.	- Funds		Commissioner LIRP, LGs (Labour Officers)
		Successful Off-the- job and on-the-job host institutions trained.	- Time taken	- Within two weeks						
		Placement on the apprentices	- Time taken	- Within 2 weeks	Youth, Employers and TVET institutions	Beneficiaries should have graduated within the last four (4) years		- Resource persons - Funds	Nil	Commissioner LIRP, LGs (Labour Officers)
Withdrawing, rehabilitating and reintegrating children from child labour into schooling system & providing practical and life skills for out of school adolescents	Inspection and Monitoring	Children withdrawn from Child labour	- Proportion	- All children	Children	Open to general public	- Conducting field visits and investigation in key sectors conducted	- Resource persons - Funds	Nil	Commissioner LIRP, LGs (Labour Officers)
		Labour inspections in all key sectors conducted	- Frequency - Proportion	- Annually. - All key sectors	Children	Open to general public		- Resource persons - Funds	Nil	Commissioner LIRP, LGs (Labour Officers)
Women Entrepreneurship and training centers constructed and equipped.	Decent and productive employment	Training center constructed per region	- Frequency. - Time taken	- Annually - Completed within contract period.	All women	Open to general public	- Conducting field visits and investigation in key sectors conducted	- Resource persons - Funds	Nil	Commissioner LIRP, LGs (Labour Officers)
		Facility use monitored	- Frequency	- Annually	All women	Open to general public				
Gender inclusive Workplace infrastructure structures constructed	Decent and productive employment	Gender-inclusive workplace infrastructure projects per district constructed.	- Frequency - Proportion	- Annually - All women	Women	Designs aligned with national building codes and inclusion standards.	Completed structures inspected and approved by LGs within 1 month of completion.	- Resource persons Funds	Nil	Commissioner LIRP, LGs (Labour Officers)
Promote environmentally sustainable employment opportunities through green skills development,	Decent and productive employment	SMEs provided with grants for Green Technology and Equipment.	- Proportion	- All SMEs	S.M. Enterprises	Open to all SM enterprises	- Orientation workshops - Training manuals and package - Training curriculum	- Resource persons - Funds	Nil	Commissioner LIRP, LGs (Labour Officers)
		Research studies or policy briefs on green economy conducted.	- Frequency	- Annually	S.M. Enterprises	Open to all SM enterprises	aligned to labour market and green economy needs	- Resource persons - Funds	Nil	Commissioner LIRP, LGs (Labour Officers)

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Sustainable innovation, and the adoption of energy- and resource-efficient practices	Decent and productive employment.	PHD and Master's students provided with Green Research Fund,	- Proportion	- All students	- Labour Officers, - Social partners - Labour union activists - Employers - Other key stakeholders	- Both substantive and those in acting capacity - Registered members of registered Labour Unions - Labour union activists.	- Printed documentation - Orientation workshops - Capacity Building and Training in Labour Standards, Productivity, and Green Practices"	- Resource persons - Funds	Nil	Commissioner LIRP, LGs (Labour Officers)
		SMEs trained in green and resource-efficient practices	- Proportion - Frequency	- All SMEs - Annually	S.M. Enterprises			- Resource persons - Funds	Nil	Commissioner LIRP, LGs (Labour Officers)
Sustainable innovation, and the adoption of energy- and resource-efficient practices	Decent and productive employment	Individuals (youth, women, PWDs) trained in green skills.	- Proportion - Frequency	- All persons - Quarterly	- Labour Officers, - Social partners - Labour union activists - Employers - Other key stakeholders	- Both substantive and those in acting capacity - Registered members of Registered Labour Unions - Labour union activists - Have the pre-requisites. - Qualification, registered LU	- Printed documentation - Orientation workshops - Trainings manuals and packages - Feedback & follow up reports - Capacity Building and Training in Labour Standards, Productivity, and Green Practices"	- Resource persons - Funds	Nil	Commissioner LIRP, LGs (Labour Officers)
		Labour Officers trained in decent and productive employment	- Proportion - Frequency	- All labour officers - Quarterly	-			- Resource persons - Funds	Nil	Commissioner LIRP, LGs (Labour Officers)
		Workers and employers trained in decent and productive employment	- Proportion - Frequency	- All workers and employers - Quarterly				- Resource persons - Funds	Nil	Commissioner LIRP, LGs (Labour Officers)
		Labour related compendiums procured and distributed.	- Frequency	- Bi-annually				- Resource persons - Funds	Nil	Commissioner LIRP, LGs (Labour Officers)

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Advocacy & Networking initiatives conducted on in Labour Standards, Productivity, and Green Practices"	Decent and productive employment	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	- Workers - Employers; - Labour unions - District Labour Officers; - Labour activists (CSO's- NGO's, CBO's), - Government.					
		World Day Against Child Labour commemorated	- Frequency	- Annually	- Labour activists (CSO's- NGO's, CBO's), - Government.					
		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						

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7. DEPARTMENT OF CULTURE AND FAMILY AFFAIRS										
Objective 3: Mobilizing communities, families and advancing culture and creative industry to foster social cohesion and inclusive growth.										
CULTURE UNIT:										
Access to and participation in cultural life for all citizens enhanced	Policies, regulations and Standards	National and regional cultural festivals and events organized	- Proportion - Frequency	- All festivals - Annually	Cultural Institutions	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.	- Commissioner Culture and Family Affairs. - Executive Director Uganda National Cultural Centre (UNCC) - Local Cultural Leaders
		Attendance rates to festivals/national events elevated for quality and inclusivity	- Proportion - Frequency	- All festivals - Annually	Cultural Institutions	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.	
Professionalization and capacity building of cultural practitioners supported	Policies, regulations and Standards	Capacity building workshops for artists and cultural professionals on intellectual property rights conducted.	- Proportion - Frequency	- All artists and cultural professionals - Annually	Cultural Institutions	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.	- C/ C&FA - Local Cultural leaders - ED_UNCC
		Music monitoring system developed	- Frequency	- Annually	Cultural Institutions	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.	- C/ C&FA - Local Cultural leaders - ED_UNCC
		Participants (practitioners) trained and skills enhanced	- Proportion - Frequency - Quality	- All practitioners - Annually - Score ≥ 80%.	Cultural Institutions	Registered cultural organizations and individuals in the sector.				
Cultural heritage preserved and promoted	Support to Cultural Institutions	Cultural leaders supported with emoluments to mobilize and sensitize communities about gov't programs	- Frequency	- Monthly	Cultural Institutions	Registered cultural organizations and individuals in the sector.	- Needs assessment - Wireless cash transfer to registered accounts.	Funds	None	- C/ C&FA - Local Cultural leaders - ED_UNCC

STRATEGIC OBJECTIVE	KEY SERVICE AREA	OUTPU/SERVICE DESCRIPTION	KIPs (Quantity, quality, time, process, & 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
Uganda's diverse cultural heritage preserved, promoted and developed.	Policies, regulations and Standards	Documentation and digitization of cultural heritage materials.	- Proportion - Frequency	- All cultural heritages. - 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.	- C/ C&FA - Local Cultural leaders - ED_UNCC
Uganda's diverse cultural heritage preserved, promoted and developed.	Policies, regulations and Standards	Cultural materials digitized and archived.	- Accessibility - Frequency	- Online within 3 months. - 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.	- C/ C&FA - Local Cultural leaders - ED_UNCC
Cultural heritage preserved and promoted.	Advocacy and networking	Inter-Religious Council of Uganda Retreat organized	- Frequency	- Bi – Annually	- Religious leaders - Administrative heads of religious institutions	Upon invitation	- Planning with stakeholders; - Advertising; - Physical and virtual events.	- Funds - Transport logistics. - Venue - Meals and refreshments	None	- C/ C&FA - Local Cultural leaders ED_UNCC
		End of year National Prayer event organized	- Frequency	- Bi – Annually	- All citizens - Presidential executives - Civil servants	Open to everyone			None	- C/ C&FA - Local Cultural leaders ED_UNCC
Cultural heritage preserved and promoted.	Advocacy and networking	Capacity building for Interfaith women to enhance response to Gender Equality and women empowerment	- Frequency	- Bi – Annually	All interfaith women	Open to all faith-based women	- Workshops - Trainings manuals and packages - Feedback & follow up reports	- Qualified trainers. - Funds Venue	None	- C/ C&FA - Local Cultural leaders - ED_UNCC
An enabling environment for small and medium CCI enterprises created	Promotion of Arts and Craft	Arts and Cultural events and festivals organized	- Frequency	- Bi – annually	- Artisans - Cultural institutions - Tourists Traditional performers	Open to everyone	- Planning with stakeholders; - Advertising; Physical and virtual events.	- Funds - Venue Transport logistics	None	- C/ C&FA - Local Cultural leaders - ED_UNCC
		CCI conferences between Gov't, international corporations' partners and private stakeholders organized.	- Frequency	- Annually	- Artisans - Cultural institutions - Tourists Traditional performers	Upon invitation	- Planning with stakeholders; - Advertising; Physical and virtual events.	- Funds - Venue Transport logistics	None	- C/ C&FA - Local Cultural leaders - ED_UNCC
An enabling environment for small and medium	Promotion of Arts and Craft	Dedicated government revolving fund to	- Frequency	- Quarterly	Musician associations	Registered musician SACCOs	Needs assessment	Funds	Registration fees	-

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CCI enterprises created		support SACCOs provided					Wireless cash transfer to registered accounts.			
National and Regional Art and Cultural centers established	Promotion of Arts and Craft	Mapping of existing Culture and Creative Infrastructure and facilities across the country	- Frequency	- Bi – annually	- Cultural Leaders - Cultural institutions Tourists	Registered cultural institutions	Infrastructure development and management	- Funds Technical supervisors	Registration fees	C/ C&FA Local Cultural leaders - ED_UNCC
Practitioners and entrepreneurs' capacity under CCIs enhanced	Promotion of Arts and Craft	Creative economy curriculum popularized in schools, technical and vocational centers and institutions of higher learning.	- Frequency	- Quarterly	Primary and secondary schools Technical and vocational centers Institutions of higher learning. Learners Heads of institutions and schools	Registered education institutions/ organizations and individuals in the sector.	Planning with stakeholders; advertising; Physical and virtual events.	- Training centers, - ICT tools, - qualified trainers. Funds	Minimal participation fees	C/ C&FA Local Cultural leaders - ED_UNCC

Objective 6: Strengthening the family as a spring board for national development.

FAMILY UNIT:

Family institutions strengthened to care and protect (children, youth, PWDs and older persons) against abuse and exploitation	Family and economic empowerment	National Family Policy and Action Plan finalized and disseminated	- Frequency - Coverage	- Quarterly - All districts	MDAs Development Partners Family Support Institutions General Public	Open	Meetings consultative discussions	- Funds	None	Commissioner Culture and Family Affairs
	Family and economic empowerment	National Family vulnerability assessment conducted	- Frequency - Coverage	- Every 5 years - All districts	Vulnerable families	Physical/ hard copy application	Data collection and analysis and use	- Funds - Vehicle for travel - Human resource - Data collection tools	None	Commissioner Culture and Family Affairs
Family institutions strengthened to care and protect (children, youth, PWDs and older persons) against	Family and economic empowerment	National Family Strengthening program developed and implemented	- Frequency - Coverage	- Every 5 years - Selected districts at regional levels	All families	Physical/ hard copy application	-Technical support - Financial support (Direct Cash Transfer to vulnerable families)	- Funds - Vehicle for travel - Human resource	None	Commissioner Culture and Family Affairs

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abuse and exploitation								- Data collection tools		
	Family and economic empowerment	International Day of the Family commemorated	- Frequency - Coverage	- Annually on 15th of May - National	- Family stake holders	Open to the general public	Community dialogues with targeted groups of people	- Funds - Vehicle for travel - Human resource	None	Commissioner Culture and Family Affairs
	Family and economic empowerment	Comprehensive sycho-social support manual developed and disseminated	- Frequency - Coverage	- Every 5 years - All districts	- Children - Youth - PWDs - Older persons - Parents - People in emergency situations (e.g. refugees)	One must confirm vulnerability status.	Capacity of key stakeholders (CDOs).	- Funds - Vehicle for travel - Human resource	None	Commissioner Culture and Family Affairs
Family institutions strengthened to care and protect (children, youth, PWDs and older persons) against abuse and exploitation	Family and economic empowerment	Alternative dispute resolution mechanisms guidelines for families developed and disseminated.	- Frequency - Coverage	- Quarterly - All districts	Parents Children Community members	- Must be a GBV survivor. - Must confirm vulnerability status.	- Dialogue with community members - Outreach to community	- Funds - Vehicle for travel - Human resource	None	Commissioner Culture and Family Affairs
	Family and economic empowerment	Technical support supervision on the family functions conducted.	- Frequency	- Quarterly	District Local Governments. Development Partners.	Open to all district focal persons	- Administering a checklist for compliance. - Assessing the District Development plans. (DDPs) and reports.	- Funds - Human resource - Check list. - Logistics (Fuel and stationery)	None	Commissioner Culture and Family Affairs
Family institutions strengthened to care and protect (children, youth, PWDs and older persons) against abuse and exploitation	Family and economic empowerment	Succession planning and will writing/ making strengthened.	- Frequency	- Quarterly	- Parents.	- Open to general public.	- Conducting Radio and TV shows on succession planning and will making - Community dialogue.	- Official Will writing form (from Uganda Law Reform Commission).	None	Commissioner Culture and Family Affairs
	Family and economic empowerment	Strengthening family and parenting programs through	- Frequency	- Quarterly	- Parents.	Registered family institutions and individuals in the sector.	Planning with stake holders Needs assessment	- Training centers, - ICT tools,	None	- Commissioner Culture and Family Affairs

STRATEGIC OBJECTIVE	KEY SERVICE AREA	OUTPU/SERVICE DESCRIPTION	KIPs (Quantity, quality, time, process, & 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
		Media Advocacy conducted						- Qualified trainers. - Funds		
	Family and economic empowerment	Family Vulnerability Assessment conducted	- Coverage - Frequency	- National - Quarterly	- Parents.	Registered family institutions and individuals in the sector.	Planning with stakeholders Needs assessment	- Training centers, - ICT tools, - Qualified trainers. - Funds	None	Commissioner Culture and Family Affairs
Family institutions strengthened to care and protect (children, youth, PWDs and older persons) against abuse and exploitation	Positive parenting	Parenting framework developed and disseminated	- Frequency - Coverage	- Every 5 years - All districts	- MDAs - Key stakeholders - Development partners.	Open to general public.	Meetings consultative discussions	- Funds	None	Commissioner Culture and Family Affairs
	Positive parenting	Evidence based parenting programs rolled out	- Frequency - Coverage	- Quarterly - Selected districts	- Parents - Children - Guardians and caregivers	Proof of vulnerability status	Identification of targeted beneficiary groups. Technical support (capacity building)	- Funds - Human resource - Logistics.	None	Commissioner Culture and Family Affairs
Family institutions strengthened to care and protect (children, youth, PWDs and older persons) against abuse and exploitation	Positive parenting	National Parenting guidelines, National Standards for parenting program, and National Parenting training manual and facilitators guide disseminated	- Frequency - Coverage	- Quarterly - All districts	- Parents - Children - MDAs - Key stakeholders - Development partners	Open to general public	-Capacity building of community members -Dialogue meetings with community -Advocacy	- Funds - Human resource - Logistics. (fuel, stationery)	None	Commissioner Culture and Family Affairs
Family institutions strengthened to care and protect (children, youth, PWDs and older persons) against abuse and exploitation	Positive parenting	Male engagement strategy on parenting developed and disseminated.	- Frequency - Coverage	- Every 5 years - All districts	- Male parents - Youth boys.	Open to all males	Identification of targeted men and boys' categories	- Funds - Human resource - Logistics (fuel, stationery)	None	Commissioner Culture and Family Affairs
	Positive parenting	IEC (information, education and communication) materials developed and translated into major local languages	- Frequency - Coverage	- Every 5years - All Districts	- Parents. - Parenting stakeholders	Open access to general public	-Designing info-graphic materials. - Translating of the IEC materials in key local languages.	- Funds - Human resource.	None	Commissioner Culture and Family Affairs

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	Positive parenting	Parenting data hub finalized, pre-tested and updated.	- Frequency - Coverage	- Quarterly - National	- Parenting consortium partners - Selected organizations.	-Through a shared online link.	Online verification	- Computers - Stationery. - Data collection tools	None	Commissioner Culture and Family Affairs
Family institutions strengthened to care and protect (children, youth, PWDs and older persons) against abuse and exploitation	Positive parenting	World Mother Tongue Day commemorated on 21st February	- Frequency	- Annually	- Linguistic minorities - Youth - General Public	- Upon invitation	- Planning with stakeholders; - Advertising; - Physical and virtual events.	- Funds - Transport logistics. - Venue - Meals and refreshments	None	Commissioner Culture and Family Affairs
	Positive parenting	World Cultural Day commemorated on 21st May	- Frequency	- Annually	- Artisans - Traditional performers - Tourists	- Open to everyone	- Planning with stakeholders; - Advertising; - Physical and virtual events.	- IEC materials	None	Commissioner Culture and Family Affairs
	Positive parenting	International Day of the Family commemorated	- Frequency - Coverage	- Annually on 15th of May - National	- Artisans - Traditional performers - Tourists	- Open to everyone			None	Commissioner Culture and Family Affairs
Family institutions strengthened to care and protect (children, youth, PWDs and older persons) against abuse and exploitation	Positive parenting	National Family value system (Integrity, respect, social responsibility) promoted	- Frequency	- Quarterly	- Youth - Children.	- Open to everyone	- Conducting Radio and TV shows on national family value systems. - Community dialogue with children and youth	- Funds - Transport logistics. - Venue - Meals and refreshments	None	Commissioner Culture and Family Affairs
	Positive parenting	International Family Day commemorated on 15th May	- Frequency	- Annually	- Family Institutions - Vulnerable children - The Elderly	- Open to everyone		- IEC materials	None	Commissioner Culture and Family Affairs

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8. DEPARTMENT OF COMMUNITY DEVELOPMENT AND LITERACY										
Objective 3: Mobilizing communities, families and advancing culture & creative industry to foster social cohesion and inclusive growth.										
Strengthen enabling environment for CME	Policies, Regulations and standards	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 & 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.				Time by members.	Commissioner Community Development and Literacy.
		Technical Working Group meetings for policy drafting, review, development and approval Organized	- Proportion - Frequency	- All policies - Quarterly	- HCD and CMMC members. - MDAs Development Partners.	Attendance of members;	- Technical Working Group Meetings; - Consultations, Desk review workshops and conferences	- Stationary - Venue, meals & welfare for members - Funds for transport.	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;			Time by members.	Commissioner Community Development and Literacy.
		TWG meetings to disseminate programme guidelines conducted	- Proportion	- All programme guidelines	- HCD and CMMC members MDAs Development Partners	- Attendance of members;			Time by members.	Commissioner Community Development and Literacy.
Strengthening delivery of Community Development Initiatives (CDI)	Community mobilization and empowerment	TWG meetings on information, education Communication materials on dissemination of Key development messages on CMEs conducted.	- Proportion - Frequency	- All ICE materials - Quarterly	- HCD and CMMC members MDAs Development Partners	Training Coordination arrangements	- Technical Working Group Meetings; - Consultations, Desk review workshops and conferences	- Stationary - Venue, meals & welfare for members - Funds for transport.	- Attendance of members; Reporting on Processes - RIA and Policy Approval processes	Commissioner Community Development and Literacy
Strengthening delivery of Community Development Initiatives (CDIs)	Community mobilization and empowerment	Community awareness and sensitization campaigns to popularize government including PDM interventions conducted	- Proportion - Frequency - Coverage	- All campaigns - Quarterly - National	- Households - Communities and - Citizens	Community entry CDO support services	- Community Engagement meetings	- Stationary - fuel , - meals - allowances of CDWs	Time by members.	Commissioner Community Development and Literacy

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	Community mobilization and empowerment	MGLSD Nutrition Coordination framework established and operationalized	- Frequency	- Bi – annually	- Households - Communities and - Citizens	Community entry CDO support services	Community Engagement meetings	- Stationary - fuel , - meals - allowances of CDWs	Time by members.	Commissioner Community Development and Literacy
Robust non formal Adult Learning and community education system implemented	Integrated Community Learning for Wealth Creation	LGs Capacity building on Household mentorship and Visioning and application for scaling up PDM conducted.	- Proportion - Frequency	- All LGs - 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
		International Literacy Day commemorate on 8th September	- Frequency	- Annually	- Community Development Officers, PDCs, FAL groups	-Open to everyone	Stake holder consultations	- Venue - Funds - Transport logistics	Time by members.	Commissioner Community Development and Literacy
Awareness and capacity of community members to participate in National Dev't Process increased.	Community mobilization and empowerment	Mentorship of households to participate in government development initiative conducted	- Proportion - Frequency	- All households - 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 community dev't programs - 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
Expand and roll out Integrated Community Learning.	Community mobilization and empowerment	Community Learning Centers rehabilitated/ renovated.	- Proportion - Frequency - Coverage	- -All centers - 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

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Expand and roll out Integrated Community Learning.	Community mobilization and empowerment	Community Learning Centers equipped and operationalized.	- Proportion - Frequency - Coverage	- All centers - 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
Literacy and numeracy skills enhanced	Policies, Regulations and standards	Adult Learners (male, female) enrolled and graduated in adult learning programmes.	- Proportion	- All adult learners	- 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 & Translated to all local languages	- Proportion - Frequency	- All learning materials - 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
Awareness and capacity of community members to participate in National Dev't Process increased	Community mobilization and empowerment	Technical support supervision field visits to LGs implemented	- Proportion - Frequency	- All LGs - Quarterly.	- Development partners, technical staff	Technical support and training	- Assessing quality assurance exercise on adherence to MGLSD NGO registration guidelines, and	- Stationary - fuel , - meals - allowances of CDWs	Attendance Time by members	Commissioner Community Development and Literacy
		Mapping, coordination and recommendation of NGOs conducted.	- Proportion - Frequency	- All NGOs - Bi-annually.	- Development partners, technical staff	Technical support and training	- Field visits.		Attendance Time by members	Commissioner Community Development and Literacy
Robust non formal Adult Learning and community Education System implemented	Projects Management	Support to Integrated Community Learning for Wealth Creation (SUICOLEW)	- Frequency	- Quarterly	- Community Learning centers - General Public	Registered community learning centers and individuals.	- Infrastructure development and management - Monitoring and supervision	- Technical Supervisors - Funds - Transport logistics (vehicle, fuel)	Registration fee	Commissioner Community Development and Literacy

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9. DEPARTMENT OF YOUTH AND CHILDREN AFFAIRS.										
Objective 4: Strengthen early childhood development and juvenile justice to enhance child well-being.										
Children, Youth, Women, Older Persons, PWDs, indigenous ethnic minorities and refugee's livelihood and empowerment programmes implemented.	Policies, regulations and Standards	Holistic Social care and support for the poor and vulnerable persons across the life style	- Proportion	- All poor & vulnerable persons	- Children, Youth, Women, Older Persons, PWDs, indigenous ethnic minorities and refugees.	National Identity Card Mandatory	Disaggregated by nationality, refugee status and disability.	- Meals, Stationery, Utilities, Transport refund.	Free	Commissioner YCA
	Livelihood support to youth	Youth provided with non-formal vocational, entrepreneurial and life skills training	- Proportion. - Frequency	- All youth - Annually	Youth below 30 years of age	- Individual enrolment at the Youth Skills Centers - National Identity Card Mandatory	Disaggregated by nationality, refugee status and disability.	- Meals, Stationery, Utilities, Transport refund.	Free	- Commissioner YCA - Principals of Youth Skilling Centers,
Children, Youth, Women, Older Persons, PWDs, indigenous ethnic minorities and refugee's livelihood and empowerment programmes implemented	Support to special interest groups	Refugee households empowered through livelihood and empowerment programmes	- Proportion	- All refuge households	- Refugees	- Refugee Identification documents	Disaggregated by nationality and refugee status	- Meals, Stationery, Utilities, Transport refund.	Free	Commissioner YCA
		OVCs receiving a holistic intervention package supported	- Proportion - Frequency	- All vulnerable children - Annually	- Orphans and other vulnerable children	Individual and household Vulnerability assessment report.	services provided directly	- Airtime, Data, Fuel Stationery	Free	- Commissioner YCA. - Household health facility,
	Support to special interest groups	Violence Against Children (VAC)/ Gender Based Violence (GBV) cases handled	- Proportion Frequency	- All cases - Quarterly	- Women, Orphans and Children	- Valid case report. Sauti-116 calls.	- Walk-ins, Referrals, Direct call	- Airtime, Data, Fuel Stationery	Free	- Commissioner YCA - Sauti 116, - PSWO office,
		Support given to juveniles while on remand	- Proportion	- All juveniles	- Abandoned children, - Juveniles in conflict with the law	- Remand order, Care order, Court sentence	- Walk-ins, Referrals, Direct call	- Meals, Stationery, Utilities	Free	- Commissioner YCA. - Remand homes, - NRC and - KNRC,

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Children, Youth, Women, Older Persons, PWDs, indigenous ethnic minorities and refugee's livelihood and empowerment programmes implemented	Transfer to statutory councils	Children from Remand Homes and KNRC integrated with their families	- Proportion - Time taken	- All children - Remand 3 to 6 months and KNRC- maximum 3 years	- Juvenile offenders	Knowledge/ information on date of release from Remand Home	Upon completion of sentence or remand period	- Airtime, - Data, - Fuel - Stationery	Free	- Commissioner YCA. - Household and community
	Transfer to statutory councils	Juvenile offenders rehabilitated	- Proportion	- All juveniles	- All juveniles at KNRC	- Court sentence, - Admission report	Upon admission	- meals, stationery, utilities	free	- Commissioner YCA. - Kampiringisa national rehabilitation center,
	Transfer to statutory councils	Approval and renewal of children's homes licenses	- Proportion - Time taken	- All children's homes - 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
Children, Youth, Women, Older Persons, PWDs, indigenous ethnic minorities and refugee's livelihood and empowerment programmes implemented	Support to special interest groups	Inspection of children homes	- Proportion - Frequency	- All children's homes - Bi-annually	- All approved children's homes	Approved children's homes	Inspection manual	- Airtime, - Data, - Fuel - Stationery	Free	Commissioner YCA
	Transfer to statutory councils	Adoption applications received and responded to.	- Proportion - Time taken	- All applications. - Within 3 months after applying	- Prospective adoptive parents	- The applicant must be not less than 25 years and 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
Children, Youth, Women, Older Persons, PWDs, indigenous ethnic minorities and refugee's livelihood and empowerment programmes implemented	Support to special interest groups	Para-social workers trained and deployed	- Proportion - Frequency	- All para-socials - Quarterly	- Recruited Parasocial workers	Recommendation letter from LC1	Para-social workers training manual -one per village	- Airtime, - Meals - Data, - Fuel - Stationery	Free	Commissioner YCA

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10. DEPARTMENT OF FINANCE AND ADMINISTRATION.										
Objective 5: Improve institutional, policy, and coordination frameworks to ensure effective and efficient service delivery										
Policy and management meetings	Leadership and management	Top Policy Management Meetings and Senior Management Meetings conducted.	- 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
		Political monitoring and supervision reports prepared	- Frequency	- Quarterly.	- PS, HoDs, - A/Commissioners. - Heads of Section and - Unit Heads and - Staff	Members invitation	- Meeting Invitation - Preparation of agenda and discussion papers and notes	- Computers - Stationary - Time - Venue - Welfare for members	None	US/FA
Policy and management meetings	Administrative and Support services	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 - Stationary - Time - Venue - Welfare for members	None	US/FA
Ministry inventory and asset management	Records management	Board of survey conducted and report produced	- Frequency	- Annually	- PS, HoDs, - A/Commissioners. - Heads of Section and - Unit Heads and - Staff	Members Invitation	- Meeting Invitation - Preparation of agenda and discussion papers and issues	- Computers - Stationary - Time - Venue - Welfare for members	None	US/FA
		Support supervision reports on records prepared and submitted to management	- Frequency	- Quarterly		Members Invitation			None	US/FA
Planning Frameworks	Budgeting and Planning services	Budget framework prepared and submitted to Parliament and MoFPED	- Frequency - Time taken	- Annually - By 31st March each year.	- Internal and external stakeholders, - Gender development partners	Open to every one	- Meetings and consultative discussions within and stakeholders	PBS System Funds Computers Stationery	None	- US/FA - AC/Planning

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		Budget expenditures and estimates prepared and submitted to MoFPED	- Frequency - Time taken	- Annually - By 31st March each year.	- Ministry and Partners	Open to every one	- Meetings consultative discussions	- PBS System Computers Stationery Funds	None	- US/FA - AC/Planning
Planning Frameworks	Budgeting and Planning services	Ministerial Policy Statement (MPS) prepared and submitted to Parliament	- Frequency - Time taken	- Annually - By 31st March each year.	- MDAs - Stakeholders, - Gender and development partners	Open	- Meetings and - Consultative discussions	- PBS System Computers Stationery Funds	Time	- US/FA - AC/Planning
Effective and efficient contracts management	Procurement and disposal services	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 - Stable internet	Nil	- US/FA - Head PDU
		Consolidated Departmental Procurement plan developed and published	- Frequency - Time taken	- Annually - By August 15th of each year	- All potential service provider	EGP - MIS	- Online EGP-MIS	- Computers trainers - EGP Manuals - Funds	Nil	- US/FA - Head PDU
Effective and efficient contracts management	Audit and Risk management	Audit reports prepared and disseminated	- Frequency	- Quarterly	- All potential service provider	EGP MIS	- Online EGP-MIS as per bid notice.	- EGP Funds	Nil	- US/FA - Head PDU
		Audit queries raised responded to.	- Time taken	- Within 10 working days of receiving management letter	- MDA	Written submission	- Meetings and report	- Reports - Stationery	None	- PS - US/FA - AC/ Accounts.
		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	- US/FA - AC/Internal Audit
Effective and efficient contracts management	Finance and accounting	Financial Statements reviewed and verified	- Frequency	- Quarterly	All potential service provider	Through written submission	Letters written on EGP Meeting	- Computers - Stationery	As per threshold	- US/FA

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		Final accounts produced and submitted	- Frequency - Time taken	- Annually - By 30th September every year.	- Ministry accounts	Physical	Meetings audits	- Computers - Staff - Funds - Stationery	None	- US/FA - AC/ Accounts
Effective and efficient contracts management	Finance and accounting	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	- US/FA - AC/Internal Audit
Effective Human resource management	Human resource management	Staff statutory payments and emoluments paid (i.e., staff salaries, gratuity and pension)	- Proportion - Frequency - Time taken to process payroll	- All staff and pensioners - Monthly - By 28th of every month	Ministry Staff and pensioners	Inquiry and verification through payroll records	Staff and pensioners payroll prepared verified and submitted on time through HCM and IFMS systems	- Functional HCM - IFMS - E- payments - Computer - HR - Finance - Payroll records	None	- US/FA - AC/Accounts
Effective Human resource management	Employee Welfare and Industrial Relations	Staff welfare programs implemented and employee relations effectively managed to promote productivity and well-being	- Proportion - Frequency	- All welfare initiatives. - Quarterly conducted.	- Ministry staff	- Employment status, - Staff requests, - Welfare policy guidelines	- Staff wellness programs, - Counseling, - Grievance handling, - Occupational Health and safety compliance measures, - Employee engagement meetings. - Tracking employee absenteeism. - Rating staff satisfaction	- Funds, - Medical support, - Counseling services, - Transport, - HR staff, - Welfare committees	None	US/FA
		Grievances amongst employees resolved.	- Proportion	- All grievances	- Ministry staff	- Employment status, - Staff requests, - Welfare policy guidelines			None	US/FA
Effective Human resource management	Records Management and Staff Performance Monitoring	Up-to-date personnel records maintained and staff performance effectively monitored and evaluated	- Proportion - Frequency	- All personnels' records - Quarterly	Ministry staff	- Staff records, - Management requests	- Personnel file management, - Digitization, - Supervision & reporting - Retrieving records on time.	- MIS systems, - Personnel files, - Computers, - HR staff, - Stationery	None	US/FA

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							- Standardizing records compliance management.			
Effective Human resource management	Records Management and Staff Performance Monitoring	Staff performance appraisals completed on time.	- Proportion - Frequency	- All appraisals - Annually	Ministry staff	- Staff records, - Appraisal schedules,	- Personal file management. - Performance appraisals, records - Supervision & reporting. - Rating staff performance improvement.	- Personnel files, - Computers, - HR staff, - Appraisal tools, - Stationery	None	US/FA
	Communication and Public Relations	Ministry Communication Strategy developed and implemented.	- Frequency - Coverage	- Every 5-year period - All stake-holders.	- GoU and gender partners	Open to all sectors.	- Communication manual developed matching and aligned with NDP-IV. - Tracking the % implementation of the communication plan. - Producing communication materials.	- MIS systems - Computers - HR stationary	None	USFA
Effective Human resource management	Human resource management	Ministry staff trained and equipped with relevant working skills.	- Proportion - Frequency	- All staff - Quarterly	MGLSD staff	Staff request	- 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
Effective Human resource management.	Human resource management	Staff performance appraisals and training conducted	- Frequency - Coverage	- Annually - 100% staff coverage	Ministry staff	Staffs needs identification.	- Conducting Staff performance appraisals,	- Facilitation allowances - Venue and	Nil	US /FA

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							- Rating employee performance improvement.	- Welfare for members - Stationery - Transport and fuel		
	Human resource management	Staff training needs identified and addressed	- Proportion - Frequency	- All training needs - Quarterly	Ministry staff	Staff request.	- Ranking staffs' training satisfaction levels.	- Resource personnel - Funds - MIS systems.	Nil	US /FA
Ministry human resources capacity Strengthened	Recruitment, Selection and Placement	Qualified staff recruited, selected, and deployed to approved positions in a timely manner	- Proportion - Frequency	- All vacancies - Annually	- Under staffed Departments and job applicants	- Approved vacancies, - Applications, - Qualification requirements	- Job-advertisement, - Shortlisting, - Interviews, - Selection, - Appointment, - Deployment	- Recruitment budget, - Interview panels, - HR staff, - Office equipment,	None	- US/FA - AC/HR, - AC/P
	Recruitment, Selection and Placement	Diversity and fairness in recruitment ensured.	- Proportion - Frequency	- All applications - Annually	- Under staffed departments and job applicants	- 100% compliance with Public Service recruitment guidelines	- Job-advertisement, - Shortlisting, - Interviews, - Selection, - Appointment, - Deployment	- Transport, - Stationery, - MIS systems	None	- US/FA - AC/HR, AC/P
	Recruitment, Selection and Placement	Recruitment turn-around time monitored.	- Frequency - Coverage	- Annually - All vacant positions	- Under staffed departments and job applicants	- 100% compliance with Public Service recruitment guidelines.			None	- US/FA - AC/HR, AC/P
Ministry human resources capacity Strengthened	Wage, Salary and Pension Harmonization	Government wages, salaries, and pensions reviewed, harmonized, and implemented in accordance with approved policies and budget provisions	- Proportion - Frequency.	- All wages, salaries & pensions - Annually/ per FY.	- Ministry Staff - Pensioners - MoPS.	- Government policy directives, - Payroll records, - Pension records, - Staff/pensioner eligibility verification	- Policy review, - Salary and pension analysis, - Stakeholder consultations, - Payroll adjustments, & schedule revisions	- HCM, IFMS, - Payroll database, - Pension database, - HR officers, - Finance officers,	None	- US/FA - AC/HR, AC/P
	Wage, Salary and Pension Harmonization	Timeliness of salary structure adjustments conducted.	- Proportion - Frequency	- All salary structures - Annually	- Ministry Staff - Pensioners - MoPS.	- Government policy directives, - Payroll records - Staff eligibility verification.	- Submission for approval, implementation through HCM and IFMS.	- Policy guidelines, - Budget provisions, - MIS systems	None	- US/FA - AC/HR, - AC/P

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Ministry human resources capacity Strengthened	Wage, Salary and Pension Harmonization	Beneficiary complaints resolved.	- Proportion - Frequency	- All complaints - Quarterly	- Ministry Staff - Pensioners - MoPS.	Compliance with government compensation policies.	- Policy review, Salary and pension analysis, Stakeholder consultations,	- HCM, IFMS, Payroll database, Pension database, HR officers, Finance officers, Policy guidelines, Budget provisions, MIS systems	None	- US/FA - AC/HR, AC/P
	Wage, Salary and Pension Harmonization	Payroll and pension consistency rate maintained	- Proportion - Frequency	- All salaries and pensions - Annually	- Ministry Staff - Pensioners - MoPS.	100% compliance with Government policy directives and budget cycle	- Payroll adjustments, & schedule revisions Submission for approval, implementation through HCM and IFMS.		None	- US/FA - AC/HR, AC/P



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