



THE CLIENT CHARTER FOR THE PARLIAMENT OF UGANDA

FY2025/26 - FY2029/30



MARCH, 2025

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FOREWORD

The Parliament of Uganda derives its mandate and functions from Article 77 (1) and Article 79 of the Constitution of the Republic of Uganda, 1995 (as amended).

It is an honour and privilege to present to you the Client Charter for the Parliament of Uganda for the period 2025/26 to 2029/30.

The Client Charter aligns our obligations and standards with the fourth National Development Plan (NDP IV) and the Strategic Plan for the Parliament of Uganda covering the Financial Years 2025/26 to 2029/30. This is aimed at enhancing service delivery standards through enhanced transparency and accountability.

The Client Charter will reinforce service standards that will guide Parliament in providing quality service to our clients, including the public and private sectors.

The Client Charter clearly specifies systems and standards that can adequately measure performance for results and access to timely and accurate public information, which Parliament believes its clients have a right to.

The Charter is not only a commitment to the citizens of Uganda and other stakeholders on what the Parliament of Uganda pledges to do, but also what they should expect and demand from the institution. This charter further provides for communication and feedback to facilitate Parliament's vision to be a 'transformed, independent and people-centred Parliament'.

I encourage our clients to utilise this Client Charter as a reference point for purposeful engagement with the Parliament of Uganda.

A handwritten signature in black ink, appearing to read 'Anita Annet Among'.

Anita Annet Among (MP)

SPEAKER OF THE PARLIAMENT OF UGANDA



PREAMBLE

The Parliament of Uganda has developed this Client Charter in line with the NDP IV and the Strategic Plan for the Parliament of Uganda covering the Financial Years 2025/26 to 2029/30. The Client Charter aims to enhance accountability and client focus, both internally and externally, in the provision of services. The Charter also serves as a tool for continuous performance improvement.

The objectives of the Charter are to:

- i) Communicate to clients and stakeholders the commitments that Parliament of Uganda will undertake to perform.
- ii) Help the Parliament of Uganda to manage clients and stakeholders' expectations regarding the delivery of services and standards of quality.
- iii) Enable the clients and stakeholders to hold Parliament accountable for its outputs, services, and commitments, hence promoting transparency, accountability and value for money through increased citizen participation.
- iv) Provide means by which services and service delivery standards can be monitored continuously and evaluated.
- v) Provide clients and stakeholders with information about key services of Parliament of Uganda.

The Charter outlines the values and principles upheld by the Parliament of Uganda in fulfilment of the mandate, vision, and mission of Parliament. It presents the NDPIV key result areas that Parliament aims to achieve and the interventions that have been prioritised to achieve them. I invite our clients, as well as our own staff, to make the best use of the Client Charter.

A handwritten signature in black ink, appearing to read 'Adolf Mwesige Kasaija'.

Adolf Mwesige Kasaija

CLERK TO PARLIAMENT

1.0 INTRODUCTION

The Parliament of Uganda Client Charter presents major services and commitments of the Parliament of Uganda in the delivery of services to its clients and the public. Parliament's mandate, vision, mission, core values, services, key result areas, interventions and commitments are presented in the Charter.

The Charter outlines the service standards, clients' rights and obligations, and the procedures to be followed in handling complaints and feedback mechanisms.

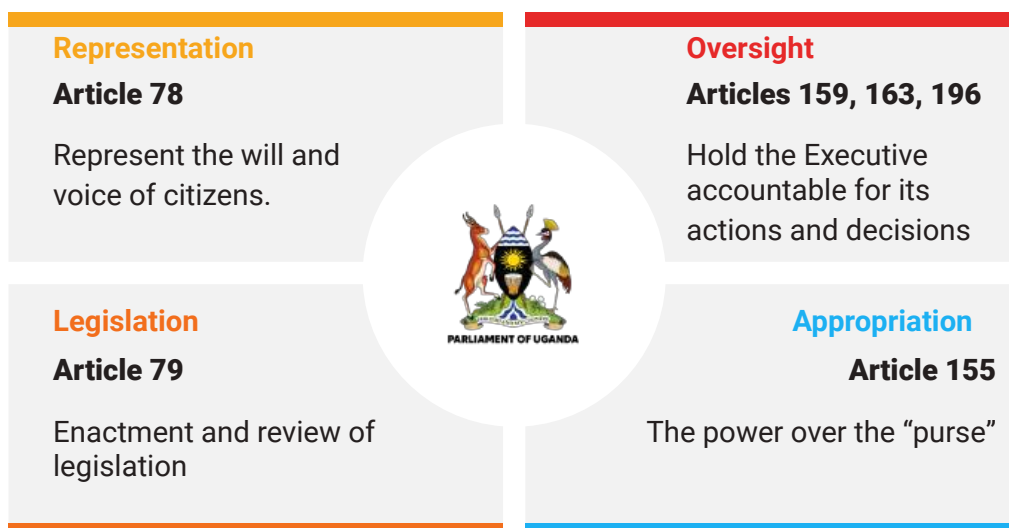
1.1 MANDATE AND FUNCTIONS OF PARLIAMENT

The Parliament of the Republic of Uganda derives its mandate and functions from Chapter six of the 1995 Constitution of the Republic of Uganda. The Parliament is composed of representatives of the people as provided for under Article 78.

Article 79 of the Constitution provides that Parliament shall have powers to make laws on any matter for the peace, order, development and good governance of Uganda. Parliament is further mandated to protect the Constitution and promote democratic governance in Uganda. It also has powers of oversight, to hold the executive accountable as prescribed by the Constitution. Article 164(3) of the Constitution provides that Parliament shall monitor all expenditure of public funds.

The constitutional mandate of the Parliament of Uganda is summarised in Figure 1.

Figure 1: Constitutional Mandate of the Parliament of Uganda



1.2 ASPIRATIONS OF THE PARLIAMENT OF UGANDA

1.2.1 Vision

To be a transformed, independent and people-centred Parliament.

1.2.2 Mission

To achieve improved accountability, representation, democracy and good governance for better quality of life of all Ugandans.

1.2.3 Core Values

Members and staff of Parliament are guided by the following institutional Corporate Values and Code of Conduct.

Parliament Corporate Values	Code of Conduct
<ul style="list-style-type: none">» Integrity» Professionalism» Transparency» Innovation» Independence	<ul style="list-style-type: none">» Sense of public duty» Decency» Prioritisation of public interest» Ensure public trust» Zero tolerance to corruption» Declaration of conflict of interest» Openness and honesty» Avoid acting as paid advocates» Avoid misuse of public funds» Observe a high level of confidentiality

1.3 THE ROLE OF PARLIAMENT IN UGANDA'S VISION 2040 AND THE FOURTH NATIONAL DEVELOPMENT PLAN (NDP IV)

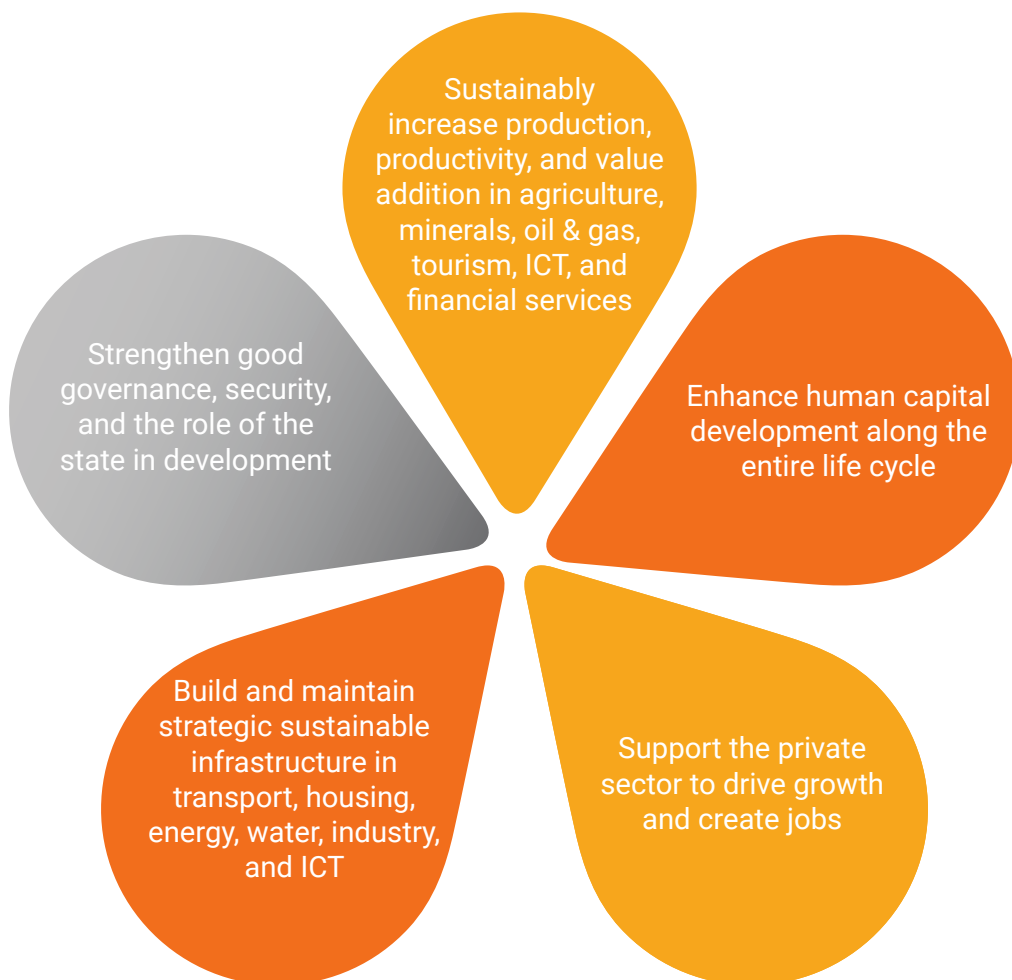
Uganda's Vision 2040 was designed in 2010, to provide development paths and strategies to operationalise the vision statement of: ***"A transformed Ugandan society from a peasant to a modern and prosperous country within 30 years"***. It aims at transforming Uganda from a predominantly peasant and low-income country to a competitive upper middle-income country.

In developing this Charter, Parliament takes cognizance of its key role as a key driver of Vision 2040 in providing an enabling environment for all other sectors to thrive.

The sections of the Vision 2040 document relevant to the functions of Parliament are highlighted in the following illustration.

Page 115, Paragraph 343	<i>"The Presidency, Parliament, Judiciary, Ministries, Departments and Agencies, Local Governments, Private Sector, Media, Civil Society and Political Organizations will align their plans and strategies to achieve this Vision."</i>
Page 106, paragraph 318	<i>"Uganda is a constitutional democracy and all the legislative Acts of Government will be enacted in conformity with the Constitution which is both the supreme law at the domestic level and the foundation on which the exercise of all powers within the state is based."</i>
Page 106, paragraph 318	<i>"Measures shall be undertaken to ensure separation of powers of the three arms of Government that is, Parliament, the Judiciary and the Executive".</i>
Page 84, paragraph 240	<i>"The country will foster good governance through democracy, equal representation, equity, tolerance, constructive dialogue and openness towards others at local, national and international levels."</i>
Page 110, paragraph 331,	<i>"During the Vision period, the country will focus on enacting and operationalizing the necessary legal and institutional frameworks to support issue-based political processes."</i>
Page 111, paragraph 335	<i>"Government will review, pass and operationalize necessary policy, legal and institutional frameworks to strengthen public transparency. The strategies will involve; E-Government which will ensure all workflow processes are computerized and improve responsiveness and reduce corruption, computerization of information systems to increase administrative efficiency; strengthening the legal framework for ethics and integrity; promoting result-based management within the public service; strengthening Parliament's legislative and oversight capacity; and encouraging public access to information and data..."</i>

The NDP IV is the fourth plan Uganda has in an effort towards achieving Vision 2040. The goal of the NDP IV is to “achieve higher household incomes, full monetisation of the economy, and employment for sustainable socio-economic transformation”. The five objectives of NDP IV are illustrated below.



Source: NDP IV 2025/26-2029/30

According to the NDP IV Programme Structure, Parliament leads the legislation, oversight and representation programme. Effective legislation, oversight, and representation promotes and protects good governance through establishing the necessary checks and balances, ensuring alignment with the development aspirations. These entail:

Effective legislation provides the legal framework which provides a conducive environment for economic, social, and political activities.

Oversight ensures that laws and policies are effectively implemented and public resources are used efficiently and transparently.

Representation allows diverse voices, including marginalised communities, to influence policy-making, ensuring that development strategies are inclusive and responsive to the needs of the entire population.

These elements help create a governance structure that supports sustainable economic development, reduces poverty, and improves living standards. To ensure efficient legislation, representation and accountability for results, Parliament of Uganda will focus on the following strategic interventions as highlighted the NDP IV.

- i) Increase effectiveness and efficiency in legislative processes.
- ii) Strengthen oversight and budget alignment to the NDP.
- iii) Enhance the effectiveness of representation at all levels.
- iv) Strengthen institutional capacity for legislation, oversight and representation.

This Charter has been developed to demonstrate accountability and client focus in provision of services in Parliament of Uganda, in line with the NDP IV.

2.0 CLIENTS, CLIENTS RIGHTS AND OBLIGATIONS

2.1 OUR CLIENTS

Table 1 lists our valued and esteemed clients and the expectations from us.

Table 1: Client Matrix and Expectations

Client	Client expectation
The public	<ul style="list-style-type: none">» Effective oversight» Effective representation» Good governance» Improved legislation» Efficient utilisation of resources
Members of Parliament	<ul style="list-style-type: none">» Efficient services i.e. legislative and administrative services» Conducive work environment» Capacity building» Strong constituency services, offices and staff

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Client	Client expectation
Executive	<ul style="list-style-type: none"> » Debate and scrutiny of policies, legislation and budgets on a timely basis » Effective communication on all development issues » Strategic partnership and collaboration
Judiciary	<ul style="list-style-type: none"> » Adherence to the rule of law » Increased demonstration of separation of powers
Ministries and other public institutions including local governments	<ul style="list-style-type: none"> » Debate and scrutiny of policies and budgets on a timely basis » Effective communication on all issues » Partnership and collaboration
The media	<ul style="list-style-type: none"> » Timely access to information and Parliamentary proceedings
The civil society	<ul style="list-style-type: none"> » Inclusiveness in the legislative process » Continuous engagement
Development partners	<ul style="list-style-type: none"> » Growth in democracy and good governance » Appropriate utilisation of resources
Private sector	<ul style="list-style-type: none"> » Good laws » Effective Parliamentary oversight in the use of public resources » Responsive Legislature
Staff of Parliament	<ul style="list-style-type: none"> » Adequate remuneration » Improved staff welfare » Enhanced training and career development » Safety and security while at work » Conducive work environment » Career growth, development, retention and exit management strategy
Global partners	<ul style="list-style-type: none"> » Active participation in international fora » Implementation of resolutions/ domestication of relevant statutes

2.2 CLIENTS' RIGHTS

Our clients have a right to:-

- 1) timely services in accordance with the existing laws, regulations, and guidelines;
- 2) access to information and facilities within the prescribed laws;
- 3) appeal in case of poor service delivery;
- 4) be treated with respect and courtesy;
- 5) receive appropriate technical guidance, advice and feedback.

2.3 CLIENTS OBLIGATIONS

Our clients will have the following obligations.

- 1) Treat Members of Parliament and staff with courtesy and respect.
- 2) Comply with laws, regulations, policies and guidelines in order to be eligible for services sought from Parliament.
- 3) Access the precincts of Parliament in accordance with established rules and protocols in place.
- 4) Provide correct and timely information as may be required by Parliament.
- 5) Have mutual respect for staff and orderliness in offices.
- 6) Provide goods and services that conform to set standards.
- 7) Refrain from inducing members and staff of Parliament with bribes and gifts. Parliament has zero tolerance to corruption.

3.0 KEY RESULT AREAS

The key result areas for Parliament as highlighted in the NDP IV are as follows:

- 1) Improved legislative processes as measured by the proportion of laws enacted against Bills presented.
- 2) Improved alignment of the national budget to the National Development Plan (NDP) as measured by the Certificate of Compliance (COC).
- 3) Strengthened accountability of all government institutions as measured by the proportion of unqualified audit opinions.
- 4) Improved responsiveness of Parliament to the needs of the people as measured by the citizen scorecard.

4.0 SERVICE COMMITMENTS

Parliament commits to deliver the following services within the stated timelines for delivery:

No	Description	Timeline
1	Production and Dissemination of the Order Paper (Rule 28)	At least three hours before a sitting.
2	Unfinished business on the Order Paper to be placed in the next sitting's Order Paper [Rule 26 (5)]	Within 24 hours.
3	Weekly Order Paper [Rule 30(1)]	Every Friday.
4	Statement by the Leader of Government Business to the House regarding government business of the succeeding week [Rule 29(1)]	Every last sitting day of the week.
5	Production of the Official Report of the proceeding of Parliament (Hansard)	Within 48 hours after any sitting.
6	Tabling of Committee Reports	Within 15 days after conclusion of the committee proceedings.
7	Papers laid in the Plenary made available in the Parliament Library	Within 48 hours after being tabled.
8	Disposal of a petition referred to a committee [Rule 31(11)]	Within 45 working days.
9	Laying of reports by Parliamentary delegations abroad after return (Rule 34)	Within 14 working days of sitting after return.
10	Production of Committee minutes	Within 24 hours after the meeting
11	Laying of Committee field reports upon return [Rule 35(1)]	Within 21 working days.
12	Laying of debates, Bills and Acts of the East African Legislative Assembly after the end of every session [Rule 37(1)]	Within 21 working days.
13	Laying of Resolutions of the Pan-African Parliament upon conclusion of every Pan-African Parliament session (Rule 38)	Within 14 working days after conclusion of the session.
14	Laying of decisions and resolutions of the African Union [Rule 39 (1)]	Bi-Annual

No	Description	Timeline
15	Government laying before Parliament a treaty, protocol or international agreement after conclusion or signing [Rule 41(1)]	Within 90 working days after conclusion or signing.
16	Reporting to the House by the Committee of Foreign Affairs after examination of a treaty, protocol or international agreement laid before Parliament [Rule 41(2)]	Within 45 working days.
17	Report to Parliament on the implementation of any treaty, protocol and agreement entered into by government [Rule 41(3)]	At least twice a year.
18	Submission to Parliament of draft periodic international compliance reports which are obligatory [Rule 41(4)]	Before submission to relevant body.
19	Submission of a response by a minister to a question asked [Rule 47(4)]	Within five working days.
20	Maximum duration for response by a minister to a question from a member [Rule 47(5)]	Within two weeks.
21	Response to questions directed to chairpersons and the Commission [Rule 45(1)]	Within two weeks.
22	Report by committee on Rules, Privileges and Discipline to the House in relation to a defamatory statement from the time of referral (Rule 97 (1))	Within 21 working days.
23	Reporting to the House on a Bill by a Committee from the date referred [Rule 135 (2)]	Within 45 working days.
24	Delay with Bills [Rule 147(1)]	Bills to be considered within 45 working days.
25	Consideration of the Budget Framework Paper (BFP) & proposed annual budget [Rule 152(3)]	By 1 st February.
26	Report from sectoral committees to the Budget Committee on discussions and review of BFP [Rule 152(2)]	By 20 th January.

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No	Description	Timeline
27	Submission of alternative policy statements to Parliament [Rule 147 (1)]	By 29 th March
28	Consideration of the proposed annual budget [Rule 155(1)]	By 1 st April
29	Consideration of the policy statements and proposed annual budget by sectoral committees [Rule 156(1)]	Not later than 20 th April
30	Reconciliation, harmonisation and consolidation of sectoral committee reports by Budget Committee [Rule 156(2)]	Not later than 30 th April
31	Report of the Budget Committee after harmonisation and consolidation of sectoral committee reports to the House [Rule 156 (3)]	Not later than 15 th May
32	Approval of estimates by the Committee of Supply [Rule 156 (4)]	Not later than 20 th May
33	Presentation of the Report of the Committee of Supply [Rule 159(2)]	Not later than 30 th May
34	Committee on Equal Opportunities reports to the House [189(4)]	At least twice a year
35	Committee on HIV/AIDS reports to the House [Rule 190(2)]	At least twice a year
36	Committee on Human Rights reports to the House [Rule 191(2)]	At least twice a year
37	Committee on Climate Change reports to the House [Rule 192(2)]	At least twice every session
38	Committee on Science, Technology and Innovation reports to the House [Rule 193(2)]	At least twice a year
39	Committees report to plenary on matters referred to them [Rule 227(1)]	Within 45 working days

No	Description	Timeline
40	Consideration of the Action-Taken Report (Rule 229)	Within 60 working days after a resolution is passed or recommendation made.
41	Invitations/summons by Committees of Parliament	Sent/served at least seven days before scheduled date of appearance.
42	Completion of a research paper	Within two weeks
43	Production of Private Member's Bill	Six months
44	Drafting of a Motion moved by Member through notice [Rule 59(2)]	Three days
45	Bill analysis and Bill digest	Two weeks after Bill is presented in the House
46	Response to Committee legal requests	One day after request is received
47	Production of legal briefs	Five days after request is received
48	Pre-legislative study report	Two weeks after end of pre-legislative study
49	Post legislative scrutiny report	Three months
50	Completion of a comprehensive research study	Within three months
51	Prompt, polite and courteous staff	Continuous
52	Acknowledging receipt of incoming written correspondence	Within two working days.

5.0 SERVICE STANDARDS

5.1 WORKING HOURS

Parliament offices are open on Monday to Friday from 8:00 a.m. to 12:45 p.m. and 2:00 p.m. to 5:00 p.m., in line with the Public Service Standing Orders.

- 1) Parliament is closed to the public during public holidays.
- 2) Staff are always available during working hours and commit working hours to official duties.
- 3) Attendance to duty is monitored for all staff, including the use of a biometric clock in and out system.

5.2 MANAGEMENT OF CLIENTS

All Parliament staff shall:-

- 1) attend to all clients irrespective of status, sex, age, colour, ethnic origin, tribe, birth, creed or religion, health status, social or economic standing, political opinion, or disability, and take affirmative action in favour of groups marginalised based on gender, age or disability;
- 2) refer clients to the responsible offices;
- 3) present themselves to clients in a respectable, smart and decent manner in line with the Public Service dress code;
- 4) respond to clients' requests with promptness and clarity;
- 5) always wear an official identity card during official hours;
- 6) provide timely and accurate information to our clients;
- 7) handle with confidentiality clients' personal information.

5.3 COMMUNICATION STANDARDS





Parliament shall maintain the following communication standards.

- 1) Use English for official communication;
- 2) Use Parliament's letterhead for all written communication;
- 3) Provide information and publications through Parliament's website and official media. Download the apps using the links below:
<https://apps.apple.com/ug/app/parliament-of-uganda/id6502588988> **or**
https://play.google.com/store/apps/details?id=parliament.go.ug&pcampaignid=web_share
- 4) Ensure that our offices have clear signage, with current and relevant information.

6.0 COMMUNICATION, FEEDBACK, COMPLAINTS HANDLING

6.1 COMMUNICATION

Parliament shall use the following approaches to communicate and disseminate commitments to clients:

- 1) Programme Working Group meetings;
- 2) Corporate branding and Corporate Social Responsibility activities;
- 3) Upload relevant information on Parliament's website (<https://www.parliament.go.ug>);
- 4) Use social media platforms to disseminate information to wider audiences;
 -  @Parliament of Uganda
 -  @Parliament of Uganda
 -  @Parliament of Uganda
 -  @Parliament_Ug
- 5) Display sections of the Client Charter at prominent places within the precincts of Parliament;
- 6) Incorporate the Client Charter in the induction of new employees;
- 7) Meetings and workshops;
- 8) Formal written communication;
- 9) Telephone communication;
- 10) Direct feedback to contact persons;
- 11) Noticeboards;
- 12) Suggestion boxes in prominent places within the premises of Parliament.

6.2 FEEDBACK MECHANISMS AND COMPLAINTS HANDLING

6.2.1 Feedback mechanisms

Clients can provide feedback on about Parliament's services through the following mechanisms:

- 1) Stakeholder meetings and conferences.
- 2) Parliament oversight visits.
- 3) Suggestion boxes, placed where clients can access them.
- 4) Telephone, e-mail, social media, and Parliament of Uganda website: (<https://www.parliament.go.ug>.)
- 5) Parliament's Department of Communication and Public Affairs, and
- 6) Writing to the Clerk to Parliament through the following address:

The Clerk to Parliament,
Parliament House
Plot 16 - 18, Parliament Avenue
P.O. Box 7178,
Kampala, Uganda.

6.2.2 Clients' complaints and handling

Parliament is accountable to the public for the services it offers and has put in place the following procedures through which clients can share complaints:

- 1) Suggestion box where clients can write and drop messages;
- 2) Telephone contacts:-
+256 414 707000; +256 414 377320; +256 414 377150
- 3) E-mail to the Clerk to Parliament:- **clerk@parliament.go.ug**
- 4) The Parliament website:- **<https://www.parliament.go.ug>**

6.2.3 Appeal mechanism

If a client is not satisfied with a response from an action officer attending to him/her, or with the way a complaint has been handled, he/she may refer the matter to the Clerk to Parliament.



ISSUED BY:

THE CLERK TO PARLIAMENT

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www.parliament.go.ug

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