



THE REPUBLIC OF UGANDA

MINISTRY OF JUSTICE AND CONSTITUTIONAL AFFAIRS

CLIENT CHARTER

2025/2026 – 2029/2030



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FOREWORD

This Client Charter is a publication of the Ministry of Justice and Constitutional Affairs. It sets out the service standard and commitment to continuous service improvement which clients and stakeholders should expect of the Ministry. It has been developed after a series of consultations among the staff of the Ministry and between the staff and the external stakeholders of the Ministry. The Charter binds the staff of the Ministry, its clients and stakeholders.

The basis of this Charter lies in the Government Public Service Reform Programme (PSRP), which aims at improving public service delivery. The new public service order demands for partnership between the service providers and the citizens. The importance of partnership is to enable the public to participate in the design, monitoring, and evaluation of Government programmes and services which affect them. Relatedly, this partnership is supposed to lead to the creation of best practices, transparency, and accountability as pillars of good governance.



The purpose of this Client Charter, therefore, is to serve as a tool to enhance efficiency, transparency and accountability in the provision of the Ministry's services to the public. Most importantly it is to enable clients and stakeholders to access the Ministry services more easily with due regard to the best practices and systems of good governance.

I recognize with appreciation the contribution of the Ministry of Public Service in the provision of guidance and technical support throughout the process of developing this Charter. In the same vein, I wish to recognize the clients and stakeholders as well as the entire staff of the Ministry who participated in the formulation of the Client Charter.

It is our hope that this Charter will contribute immensely, in the long term, to the realization of the Ministry vision: *"A nation that upholds the rule of law, good governance and due process for all"*.

The Ministry will endeavor to ensure that this Client Charter is implemented and revised from



time to time in order to keep it abreast with new challenges and opportunities.

Norbert Mao
HON. MINISTER



PREAMBLE

I do present the Client Charter of the Ministry of Justice and Constitutional Affairs.

This Charter spells out our main clients, the services we provide and the performance standards of those services. It also spells out the clients' expectations and their obligations, mechanisms for handling complaints and the feedback process.

The services provided by the Ministry of Justice and Constitutional Affairs include: representation of Government in civil suits for and against the Government, legal advisory services, drafting of legislation, regulation of the legal profession and legal education, administering estates of deceased and missing persons, and the collection of non-tax revenue.

This Ministry is committed to implementing this Charter in order to deliver continuous high-quality services to all our clients, in the promotion of the rule of law, good governance, and due process for all.

Robert Kasande

PERMANENT SECRETARY



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LIST OF ACRONYMS

- BAF - Bank Assessment Forms
- BEB - Best Evaluated Bidder
- BFP - Budget Framework Paper
- CAC - Certificate of Approval of Chamber
- DCL - Directorate of Civil Litigation
- DLAS - Directorate of Legal Advisory Services
- FPC - First Parliamentary Counsel
- IFMS - Integrated Financial Management System
- JLOS - Justice, Law & Order Sector
- LPO - Local Purchase Order
- MDA - Ministries, Departments and Agencies
- MOU - Memorandum of Understanding
- MOJCA - Ministry of Justice & Constitutional Affairs
- NGO - Non-Governmental Organization
- NTR - Non-Tax Revenue
- PDE - Procurement and Disposal Entity
- PDEs - Procuring and Disposing Entities
- PDU - Procurement and Disposal Unit
- PPDA - Public Procurement and Disposal of Assets Authority
- MFPEd - Ministry of Finance, Planning and Economic Development



1.0 INTRODUCTION

This Client Charter presents service commitments and obligations of the Ministry of Justice and Constitutional Affairs. The Charter covers the Mandate, Vision and Mission of the Ministry, key result areas, medium term commitments, performance standards, the Ministry's clients and their rights and obligations.

The feedback, complaints and appeal mechanisms and monitoring and evaluation of performance against the Charter are also provided for.

1.1 MANDATE

Provide legal advice and legal services to Government, its allied institutions and the general public and to support the machinery that provides the legal framework for good governance.

1.2 VISION

A nation that upholds the rule of law, good governance and due process for all.



1.3 MISSION

To promote effective and efficient machinery capable of providing a legal framework for good governance and delivery of legal advice and services to Government, its allied institutions and the general public.

1.4 PRINCIPLES AND VALUES

The principles and values which will guide the implementation of this Charter are: -

1. **Compliance with policies, legislation and standards**

The staff of the Ministry shall comply with Government policies, legislation and standards.

2. **Customer / Client Focus**

The staff of the Ministry shall put the interests of the customers/clients of the Ministry as first priority and shall endeavor to meet their needs and expectations.

3. **Integrity**

The staff of the Ministry shall exhibit integrity and shall not place themselves under any financial or other obligation to individuals or organisations that may



compromise their professional conduct in the performance of their duties.

4. Selflessness

The staff of the Ministry shall put public interest above personal interest (service above self).

5. Partnership

The staff of the Ministry shall engage the partners of the Ministry in designing, implementing, monitoring and evaluating the programs of the Ministry.

6. Optimal use of resources

The staff of the Ministry shall optimally use the available resources in the attainment of the objectives and targets of the Ministry.

7. Objectivity

The staff of the Ministry shall make decisions based on merit, professional codes and other codes of good practice.

8. Transparency and Accountability

The staff of the Ministry shall conduct their duties and provide services with truthfulness and sincerity.



9. Professionalism

The staff of the Ministry shall adhere to the respective professional codes of conduct while executing their duties.

10. Responsiveness

The staff of the Ministry shall respond to their clients effectively and efficiently whenever called upon.

11. Impartiality

The staff of the Ministry shall provide services to all the Ministry clients without discrimination on grounds of sex, race, colour, ethnic origin, birth, creed or religion, social or economic standing, political opinion or disability.

12. Teamwork

The staff of the Ministry shall promote the spirit of teamwork in executing their duties.



2.0 MINISTRY STRATEGIC OBJECTIVES

The Ministry's Objectives and adopted intermediate Outcomes from NDPiV are:

- i Strengthening Public Policy Management, Legal and Institutional Frameworks for Socio-economic Transformation
- ii. Enhancing efficiency in the delivery of justice, law and order services
- iii. Enhancing compliance with and implementation of the Uganda Bill of Right
- iv. Promoting Uganda's interests at the regional and international level
- v. Enhance the national response for coordinating refugee protection and management
- vi. Strengthening the administrative, legal, institutional, and coordination capacity



2.1 KEY RESULT AREAS

The key result areas of the Ministry are:-

- i. A culture of constitutionalism and good governance for national prosperity;
- ii. An efficient and effective legal framework for legal advice and legal services to Government and Ministries, Departments, Agencies (MDAs) and Local Governments;
- iii. Representation of Government, its Ministries, Departments and Agencies (MDAs) and Local Governments in courts of law and Tribunals;
- iv. Respect for the rule of law and due process;
- v. Legal protection through civil rights, business enterprises and intellectual property titles;
- vi. Judicious management of estates of deceased persons, properties of minors and persons of unsound mind in accordance with the relevant laws;
- vii. Fostering professional ethics in legal practice through regulation and control



- of advocates and supervision of legal aid service providers;
- viii. Creation of a professional human capital that is disciplined, loyal, impartial, dedicated, accountable and financially credible to the public;
 - ix. Collection and management of Government resources with integrity and transparency; and
 - x. Well drafted legislation capable of being read, implemented and enforced by all concerned.



3.0 COMMITMENTS TO CLIENTS

The Directorates and Departments of the Ministry commit themselves as follows: -

3.1 THE DEPARTMENT OF LAW COUNCIL

The mandate of the department is; *“To act as the overall Regulatory Authority for the entire legal profession and Legal Aid Service Providers in Uganda”.*

The Department of Law Council shall –

- i. Issue a Certificate of Approval of Chambers (CAC) for chambers that conform to the required standards prescribed by the Advocates (Inspection of Chambers) Regulations, 2005, within fourteen (14) days after inspection;
- ii. Inspect all Law Chambers by the end of the Month of March for those who have paid the required fees of UGX 62,000 by 31st January of each year.
- iii. Receive, process, and respond to requests for information relating to law chambers



and Advocates within fourteen (14) days from the date of receipt of the request.

- iv. Review the curricular for the Bachelor of Laws Program and make recommendations to the National Council for Higher Education within five (5) days after a decision of the Law Council.
- v. Review the curriculum for the Post Graduate Bar Course Program within 60 days after receipt of application for review from the Law Development Centre.
- vi. Joint Inspection of Universities for accreditation and reaccreditation within 90 days after receiving the requests from the National Council of Higher Education.
- vii. Consideration of foreign legal qualifications within 30 days from the date of receipt of all documents.
- viii. Issuance of Continuing Legal Education compliance certificates within 30 days after receiving a compliance report from the Uganda Law Society on Continuing Legal Education.



- ix. Accreditation of Continuing Legal Education training programmes within 30 days from the date of receipt of all documents.
- x. Consider applications relating to eligibility for enrolment within 90 days after submission of the Advertised Gazette Notice.
- xi. Process and forward a list of successful applicants for Certificates of eligibility for enrolment to the Chief Registrar within 14 days from the issuance of the notices of enrolment.
- xii. Opening files for complaints against advocates or Law Firms within one day, after receipt of written complaint and payment of prescribed fees of UGX 2,000.
- xiii. Consider applications for registration of legal Aid service providers, within 60 days of receipt of applications.
- xiv. Carry out annual inspections for all legal aid service providers by end of June for annual inspection; and within two weeks



for other routine inspections. This is subject to submission of application for inspection, and payment of the inspection fees of UGX 62,000, and late inspection fee UGX 82,000.

- xv. Issue certificates of approval within 14 days after inspection, to approved premises of legal aid service providers.

The Law Council commits to:

1. Publish in the print media a list of both approved and non-approved law chambers by 31st August each year.
2. Publish in the print media a list of Universities accredited to teach the Bachelor of Laws Degree Program annually
3. Inspect Universities or Institutions accredited to teach Bachelor of Laws Program and Post Graduate Diploma in Law annually
4. Communicate the decision of the Law Council to inspected Universities and Institutions within 14 days after consideration of the Inspection Report



5. Communicate the decision of the Law Council Committee on Legal Education and Training to applicants within 14 days from the date of the decision.
6. Display on the Law Council notice board a list of both successful and unsuccessful applicants for Certificates of eligibility for enrolment within 14 days after the decision of the Law Council.
7. Effect service of the complaint to the respective Advocate or Law Firms not less than 7 days before the date fixed for hearing.
8. Deliver Disciplinary committee rulings within 60 days from the last hearing
9. Extract decrees within 14 days after delivery of the Disciplinary Committee ruling.
10. Publish in the print media a list of approved and non-approved legal aid service providers annually.



3.2 DIRECTORATE OF THE ADMINISTRATOR GENERAL AND PUBLIC TRUSTEE

The mission/mandate of the Directorate is;
“To ensure that estates of deceased persons, missing persons and persons with mental disability, are administered in accordance with the Succession Laws in Uganda.”

The Directorate shall-

- i. On receipt of a report and death certificate, open a file within one day upon payment of UGX 2,000/ for a file and form.
- ii. Offer legal advisory services on succession related matters, whenever required.
- iii. Conduct mediations and resolve family wrangles and disputes related to Estates expeditiously.
- iv. Administer estates of deceased persons, missing persons, minor persons and persons of mental illness, within two (2) years.
- v. Conduct mediations and resolve family wrangles and disputes related to Estates within two months of reporting the disputes.



- vi. Issuance of certificates of no objection to intending administrators, Institute legal proceedings against intermeddlers and fraudulent administrators of deceased persons' estates. This service is provided within 14 days upon submission of all the requirements and payment of a fee of UGX 2,000.
- vii. Upon request from beneficiaries, institute civil and criminal proceedings against intermeddlers and fraudulent administrators of deceased persons' estates managed by the Administrator General.
- viii. Effect payments to beneficiaries within one week of receipt of the request; and
- ix. Issue land transfers to the appropriate beneficiaries within five days, upon payment of the Administrator General's fees being 1% of the first 100,000 of the value of the property plus 0.5% of the remaining value of the property after deducting the first 100,000.



3.3 DEPARTMENT OF FINANCE AND ADMINISTRATION

The Mandate of the Department of Finance and Administration is; *“provide support services to the Political Leadership and the Directorates and Departments of the Ministry for efficient and effective service delivery”*.

The support services rendered include; financial management, human resource management, information and records management and facilities and logistical support.

The Department provides leadership, planning, organization, coordination, implementation, supervision, monitoring and evaluation support or services.

The department shall provide optimal delivery of support services and logistics to facilitate the work of the entire Ministry and ensure value for money.

3.4 DIRECTORATE OF LEGAL ADVISORY SERVICES (DLAS)

Directorate of Legal Advisory Services is charged with the mandate; *“to provide professional legal advisory support services to the Minister,*



Attorney General and Solicitor General in execution of the constitutional mandate to give advice to Government, Local Governments and MDAs”.

The Directorate of Legal Advisory Services shall –

- i. Upon receipt of a submission with sufficient and relevant information from a Government entity, render legal advice on the subject matter within 14 days.
- ii. Draft contracts, treaties, conventions, protocols, Memoranda of Understanding (MOUs) or other types of agreements to which the Government is a party or in which Government has an interest within 14 days from the date of receipt of instructions from concerned Government entity.
- iii. Promptly avail, assign or deploy attorneys to support and facilitate the negotiation, drafting and perusal of agreements, treaties, protocols and MoU's to which the Government is a party or in which the Government has an interest, from initiation



to conclusion, and to other Government processes.

- iv. Review and advise on contracts, treaties, protocols, agreements and MoUs to which the Government is a party or in which the Government has an interest and provide feedback within 14 days.
- v. Provide legal services including legal support to the different Government bodies and committees at the national, regional and international levels as and when scheduled.

3.5 DIRECTORATE OF FIRST PARLIAMENTARY COUNSEL (FPC)

The Directorate of First Parliamentary Counsel is charged with the mandate; *“to draft all Government legislation; i.e. Bills for debate and passing into legislation by Parliament, Statutory Instruments; including Rules, Regulations and Bye-laws and to advise on the legislative process and other legal issues. The Directorate also verifies Ordinances passed by District Councils and Bye-laws passed by Municipal Councils”.*



The Directorate of First Parliamentary Counsel shall;

- i. Draft Bills, in accordance with the principles approved by Cabinet in consultation with the instructing Ministry, Department or Agency (MDA) within 30 days of receipt of the request;
- ii. Upon receipt of a written request from Parliament/member moving the bill, provide professional assistance in the drafting of private members Bills, within 30 days.
- iii. Draft Statutory Instruments, Legal Notices and Parliamentary Resolutions within 14 days of receipt of instructions from MDAs;
- iv. Vet Ordinances and bylaws for Local Governments and re-draft them as necessary within 30 days of receipt of the written request and the Bill.
- vi. Authorise publication of Acts of Parliament, Bills, Statutory Instruments, and Legal Notices within 2 days of receipt of signed copies.



- v. Advise on the interpretation of existing and proposed laws within 14 days after receipt of the request.

3.6 DIRECTORATE OF CIVIL LITIGATION (DCL)

The Directorate of Civil Litigation is charged with *“legal representation of Government, its agencies and allied bodies in national, regional and international Courts of Law and Tribunals and Commissions”*.

The Directorate of Civil Litigation shall -

- i. Upon receipt, act on notices of intention to sue the Government and its allied institutions and local governments, within fourteen (14) days;
- ii. Drafting and filing defenses, affidavits, witness statements, written submissions, answers to the petitions, and record of appeals within the time stipulated by law;
- iii. File responses to constitutional petitions and applications instituted against the Government and its allied institutions within 7 to 14 days respectively;



- iv. In accordance with the respective directives, appear in National, Regional and International courts, tribunals and Commissions.
- v. As specified in the agreements/ procedural rules, represent Government in negotiations, mediation, adjudication, conciliation and arbitration.
- vi. Initiate process for payment of court awards and compensation claims brought against Government; within 14 days, after approval by the Attorney General.
- vii. Conduct periodic workshops and seminars to engage and sensitize the MDAs and other stakeholders on legal processes and developments.



4.0 GENERAL STANDARDS

The Ministry shall contribute to improving the general service standards through the following:

- i. Providing Legal advice within 14 days upon submission of all relevant documents
- ii. Clearing Contracts and Agreements within 14 days upon submission of all required documents
- iii. Providing Legal representation of the government in all negotiations in which the government has an interest
- iv. Clearing Protocols, Treaties, and MoUs within 14 days upon submission of all required documents
- v. Preparing Cabinet Memoranda, within 14 days of receipt of instructions
- vi. Holding Meetings of the Committee of Prerogative of Mercy quarterly
- vii. Submitting Human Rights Performance Reports to the treaty bodies (twice a year)



and the National Action Plan on Human Rights prepared

- viii. Drafting bills and verifying bylaws within 30 days of receipt of the request upon submission of all required documents
- ix. Drafting motions for Resolutions of Parliament within 14 days of receipt of instructions from MDAs
- x. Provide professional assistance in the drafting of private members' Bills, within 30 days upon submission of all required documents
- xi. Authorizing publication of Acts of Parliament, Bills, Statutory Instruments and other legislative instruments within two (2) days of receipt of approval
- xii. Providing on advice on legal reform within 14 days from the date of request
- xiii. Acting upon Statutory Notices of intention to sue Government and its allied institutions and local governments, within forty-five (45) days Upon receipt,



- xiv. Preparing and filing Pleadings and responses within the time stipulated by law
- xv. Representing the Government Ministries, Institutions and Local Governments within the time stipulated by law
- xvi. Representing the Government and all its allied institutions in in Tribunals and Commissions
- xvii. Representing the Government in all mediation and arbitration matters according to applicable rules or laws
- xviii. Rendering advice within 14 days from the date of submission of all relevant documents
- xix. Handling out-of-court Negotiations within 60 days
- xx. Opening estate file of deceased person upon receipt of a death report within one day, upon payment of the required fees of UGX 2000 for a file and a form
- xxi. Resolving family wrangles and Disputes within two months and administering



- estates of deceased persons, missing persons and persons with mental disabilities in accordance with the succession laws
- xxii. Representing the Administrator General in courts of law in suits by or against the Administrator General, Honouring summons and attend all courts as scheduled.
 - xxiii. Issuing Certificates of No Objection to prospective Estate administrators within 14 days after final family resolution.
 - xxiv. Refer complaints of intermeddling and Fraudulent administrators of deceased persons' estates to DPP within 30 days from the time the case was reported
 - xxv. Managing estates and properties of Widows, widowers and minors in accordance with the Law
 - xxvi. Processing payments to beneficiaries within 7 days of receipt of the request
 - xxvii. Issuing land transfer within two days of payment of the Administrator General's



fees and upon receipt of all required documents.

- xxviii. Inspecting all Law Chambers by 31st March of each year; provided payment has been made by 31st January
- xxix. Issuing Certificate of Approval of Chambers (CAC) within 14 days upon fulfilment of requirements
- xxx. Recommending to the National Council of Higher Education (NCHE) within five (5) days after a decision of the Law Council
- xxxi. Inspecting all Institutions and Universities accredited to teach Law by June of each year and issuing a Publication of accredited Universities by June of each year
- xxxii. Processing the applications for recognition of foreign legal qualifications within thirty (30) days from the date of receipt of all documents
- xxxiii. Issuing Accreditation for Continuing Legal Education service providers within thirty (30) days on receipt of all required documents.



- xxxiv. Regulating the legal profession through approving or disapproving of the applications, Continuing Legal Education Training programs within thirty (30) days from the date of receipt of all documents

- xxxv. Compiling and publishing successful applicants for eligibility to enroll as advocates and Successful applicants submitted to the Chief Registrar within fourteen (14) days after issuance of a notice of enrolment

- xxxvi. Handling Disciplinary cases against lawyers, handling and delivering Disciplinary Committee rulings within sixty (60) days from the date of the last hearing

- xxxvii. Approving legal aid service providers, within thirty (30) days upon receipt of all required documents



- xxxviii. Inspecting all Legal Aid Service Providers by 31st May of each year and issuing a certificate of Approval of Legal Aid Service Providers' chambers within 14 days upon receipt of all required documents
- xxxix. Preparing Quarterly, Semi-annual and Annual Reports, performance reports by the 30th day of the month after the close of the Quarter
- xl. Preparing and submitting Budget Framework Paper (BFP) by 15th November
- xli. Preparing Ministerial Policy Statement (MPS) and submitting to Parliament by 15th of March
- xlii. Preparing and submitting an Inventory of Government Policies, Laws and Regulations to the Cabinet Secretariat at 30th June and 30th December.
- xliv. Preparing and submitting the Cabinet Forward Agenda Plan to the Cabinet Secretariat by 30th April



- xliv. Preparing and submitting the Matters arising from Cabinet Decisions/Directives for the previous calendar year to the Cabinet Secretariat by 30th December
- xlvi. Publishing Procurement Plan on EGP by 31st July
- xlvii. Publishing Bid Notices within 3 days after contract Committee Approval
- xlviii. Holding pre-bid meetings in the stipulated time in the bid notice and conducting evaluation applicable (10 days for supplies and services, 15 working days for works, 20 working days for technical consultancy and 3 days for financial evaluation consultancy)
- xliv. Publishing the Best Evaluated Bidder (BEB) Notice on the EGP Portal within 10 days and BEB Notice published within 5 days of the contracts committee award,
- I. Forwarding Approved Invoices to MOFPED and Payment processed in 5 days



- li. Preparing Periodic Financial Statements
-Half year: by end of 15th Feb, Annual: by 31st August
- lii. Preparing Responses to Audit matters and treasury memoranda within 14 days after receipt of the Audit report
- liii. Preparing Annual Internal Audit Workplan by 1st April of the preceding year
- liv. Submitting the Final Internal Audit Report within 30 days after the close of the quarter
- lv. Registering and Scanning All Incoming Mail Acknowledged, within one working day upon receipt of mail
- lvi. Dispatching Outgoing Mails Within one working day
- lvii. Verifying Supplies and Goods Within one working day
- lviii. Receipting Goods on IFMS and Goods received note system number generated within one working day
- lvix. Maintaining office Cleanliness daily



- ix. Availing Reference Materials within one hour upon request
- lxi. Replying to General Correspondences from MDAs & LG, and the Public within 5 working days
- lxii. Updating and maintaining the Ministry website regularly
- lxiii. Maintaining Functional ICT systems and services
- lxiv. Providing technical specifications & certification reports for ICT procurements within 2 working days
- lxv. Processing Salaries and Pension by the 28th of the month
- lxvi. The staff of the Ministry shall report for duty on working days at 8:00 a.m. break for lunch at 12:45 p.m. resume work at 2:00 p.m., and leave at 5:00 p.m. They will be neatly and decently dressed and shall always respect clients.
- lxvii. All services provided by the Ministry shall be available at the Headquarters and Regional Offices.



5.0 CLIENTS' RIGHTS AND OBLIGATIONS

The Ministry clients are: Government, its allied institutions, the business community, international organizations, development partners, local governments and the general public.

5.1 CLIENTS' RIGHTS

The clients of the Ministry have a right to -

- i. Access legal services;
- ii. Receive impartial treatment;
- iii. Access public information in accordance with the law;
- iv. Prompt receipt of payments in respect of court awards and compensation;
- v. Prompt receipt of payments for goods and services delivered to the Ministry upon execution of contracts;
- vi. Lodge complaints against actions or decisions by the Ministry; and



- vii. Have their information handled with confidentiality.

5.2 CLIENTS OBLIGATIONS

The clients of the Ministry have obligations to -

- i. Comply with the established laws and procedures;
- ii. Provide timely and correct information to the Ministry for the services required; and
- iii. Provide feedback in terms of complaints, suggestions or compliments on the services offered.



6.0 ACCOUNTABILITY

The Ministry shall -

- i. Account for all the Resources (Government/ Donor) granted to deliver services, in accordance with the established laws, rules, and regulations established;
- ii. Monitor and evaluate the implementation of this Client Charter;
- iii. Report on the performance of the Client Charter in the Ministerial Policy Statement;
- iv. Conduct client surveys and produce reports and discuss them during the annual review workshops; and
- v. Publish all complaints received and responses given in respect of the Client Charter in the Annual Report of the Ministry.



7.0 PERFORMANCE IMPROVEMENT

The staff of the Ministry commit to -

- i. Continuous improvement of the quality of services by working with the clients of the Ministry.
- ii. Implement the Client Charter and report on the implementation at annual review meetings with stakeholders.
- iii. Take appropriate action against staff who may jeopardize the successful implementation of the Client Charter; and
- iv. Reward staff who excel in performance.



8.0 FEEDBACK AND COMPLAINTS MANAGEMENT MECHANISM

The Ministry welcomes and appreciates compliments, complaints and comments from its clients as these help in identifying the critical issues to be addressed. The Ministry is committed to quality service delivery based on its core values and principles. In this regard, the Ministry has instituted the following mechanism for addressing compliments, complaints and comments: -

In case of complaints, the clients of the Ministry may -

1. Talk to the officer responsible for the service with which the client is dissatisfied;
2. Talk to the supervisor of the officer responsible for the service with which the client is dissatisfied;
3. Talk to the Head of Department or Directorate of the Officer responsible for the service which the client is dissatisfied with; or



4. Talk to the Permanent Secretary, Solicitor General, Attorney General, or Minister.

Written Complaints may be forwarded to;

The Permanent Secretary,

Ministry of Justice and Constitutional Affairs,

P. O. Box 7183, Kampala.

E-mail: info@justice.go.ug

Website: www.justice.go.ug

5. Deposit a complaint, comment or compliment in the suggestion box.
6. Notify the Information Officer about the complaint.



9.0 APPEAL AND RESPONSE MECHANISM

If you are not satisfied with the response or action taken regarding the above mechanisms, you may route an appeal to the Permanent Secretary, the Solicitor General, the Attorney General, or the Minister of the Ministry of Justice and Constitutional Affairs.

On receipt of the complaints or appeals, the Ministry will:

- i. Verbal complaints will be responded to instantly by the concerned officer.
- ii. Written complaints will be responded to formally within five (5) working days from the date of receipt.
- iii. All website and email inquiries shall be responded to within five (5) working days from the date of receipt.

The entire staff of the Ministry of Justice and Constitutional Affairs commit themselves to the successful implementation of this Client Charter



and highly cherish the values and principles of transparency, accountability and good governance that the Charter stands for.

FOR GOD AND MY COUNTRY



PHYSICAL ADDRESS:-

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ARUA REGIONAL OFFICE
Plot 42-44, PACKWACH ROAD
P. O. Box 826 ARUA
Tel: 0476 420121 | **Fax:** 0476 420119
e-mail: arua@justice.go.ug

MINISTRY OF JUSTICE AND CONSTITUTIONAL AFFAIRS
FORT PORTAL REGIONAL OFFICE
Plot 1, ELIZABETH ROAD
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NOTE: The Ministry has opened additional Regional Offices in following Districts;

1. Iganga
2. Lira
3. Masaka
4. Kabale
5. Hoima



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