



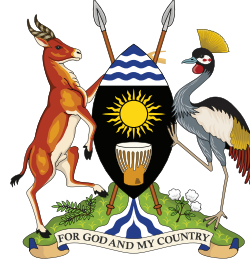
THE REPUBLIC OF UGANDA

**MINISTRY OF JUSTICE AND
CONSTITUTIONAL AFFAIRS**

**SERVICE DELIVERY
STANDARDS
FY 2025/26-2029/30**

MAY 2025





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FOREWORD

The Ministry is responsible for provision of legal advice and legal services to Government, its allied institutions and the general public as mandated by the constitution of the Republic of Uganda under Articles 119 and 250.

In order to ensure effective service delivery, the Ministry has developed Service Delivery Standards (SDS) to define the minimum levels of service delivery that Government (MOJCA) should provide and what the service delivery recipients should expect in terms of quantity, quality, time, cost and coverage.

It is also aimed at empowering service recipients and communities to demand for the services due to them and provide a basis upon which levels of client satisfaction with standards of service can be measured and provide a basis for the review of management systems and processes

The developed SDS are in line with the mandate, Vision and Mission, the Sixth Strategic Plan of the Ministry and therefore the Fourth National Development Plan.

With a vision of *“a nation that upholds the rule of law, good governance and due process for all”*, and the 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 and its allied institutions and the general public”*,

The Ministry plans to deliver services guided by the following strategic objectives to:

- (1) Strengthen compliance to regulatory best practice;
- (2) Enhance efficiency in the delivery of justice services;
- (3) Enhance compliance with the Uganda Bill of Rights;
- (4) Promote Uganda's interests in regional and international legal frameworks; and
- (5) Strengthen institutional coordination and capacity

I thank all stakeholders who participated in one way or another in the formulation of these SDSs and I call upon all of us to adhere to the standards in both demanding and delivering the services.



Norbert Mao

MINISTER

ACKNOWLEDGEMENT

The successful development of the MOJCA Service Delivery Standards (FY2025/2026–2029/2030) for the Ministry of Justice and Constitutional Affairs (MoJCA) is a result of the collective efforts, dedication, and invaluable contributions of various stakeholders.

On behalf of the Ministry, I wish to extend sincere gratitude to the Hon. Minister of Justice and Constitutional Affairs, the Hon. Attorney General, and the Hon. Deputy Attorney General for their strategic guidance and unwavering support throughout the process. Their leadership provided the much-needed policy direction for the formulation of these standards.

Special appreciation goes to the Solicitor General, Deputy Solicitor General, Directors, Commissioners, Heads of Departments and Regional Offices and all staff for their technical input, coordination, and active participation during the consultations and drafting process. Their efforts ensured that the standards are comprehensive, realistic, and aligned with the Ministry's mandate and national priorities.

We are equally indebted to Justice, Law and Order Services (JLOS) institutions, National Planning Authority (NPA) and Ministry of Public service for technical guidance. In a special way we recognize the contributions of other stakeholders that provide support to this Ministry at Programme level. These include the Parliament of Uganda, Ministry of Energy and Mineral Development and Ministry of Trade, Industry and Cooperatives and the United Nations Development Programme (UNDP). The UNDP supported the implementation of the EDRMS; a key factor in the delivery of this Ministry's services.

The Ministry remains committed to the effective implementation of the Service Delivery Standards to facilitate socio-economic transformation through the provision of efficient and effective legal services.

Together, we shall continue to uphold the rule of law, promote good governance, and ensure access to justice for all; while adhering to the set standards.



Robert Kasande
PERMANENT SECRETARY

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LIST OF ACRONYMS

AD. Gen	Administrator General
ADR	Alternative Dispute Resolution
AG	Attorney General
BFP	Budget Framework Paper
CAC	Certificate of Approval of Chambers
CADER	Centre for Arbitration and Dispute Resolution
CCMS	Civil Case Management System
CCTV	Closed Circuit Television
COMESA	Common Market for East and Southern Africa
DAG	Deputy Attorney General
D/CL	Director Civil Litigation
D/FPC	Director First Parliamentary Counsel
D/LAS	Director Legal Advisory Services
DADR	Department of Alternative Dispute Resolution
DCAHR	Department of Constitutional Affairs and Human Rights
DCLT	Department of Commercial Transactions and Taxation
DEM	Department of Estates Management
DF&A	Department of Finance and Administration
DNREL	Department of Natural Resources and Energy
DLGL	Department of Local Government Legislation
DLEM	Department of Land and Environment
DPIL	Department of Public International Law
DPL	Department of Principal Legislation
DPLR	Department of Public Law and Regulation
DPPL	Department of Public Procurement Law
DPTC	Department of Public Trustee and Children
DSG	Deputy Solicitor General
DSL	Department of Subsidiary Legislation
DSM	Department of Succession Matters
EAC	East African Community
EACJ	East African Court of Justice
EC	Electoral Commission
EDRMS	Electronic Documents and Records Management System
F&A	Finance and Administration
FY	Financial Year
H/PPD	Head, Policy and Planning Division

HR	Human Resource
ICT	Information and Communication Technology
IFMS	Integrated Financial Management Information System
JLO	Justice Law and Order
LC	Law Council
LDC	Law Development Centre
LG	Local Government
M&E	Monitoring and Evaluation
MALG	Ministries Agencies and Local Government
MDAs	Ministries, Departments and Agencies
MoFPED	Ministry of Finance Planning and Economic Development
MoJCA	Ministry of Justice and Constitutional Affairs
MPS	Ministerial Policy Statement
MTEF	Medium-Term Expenditure Framework
NCHE	National Council of Higher Education
NDP	National Development Plan
PS	Permanent Secretary
PS/ST	Permanent Secretary / Secretary to the Treasury
RIA	Regulatory Impact Assessment
SDG	Sustainable Development Goal
SEC/LC	Secretary Law Council
SG	Solicitor General
STA	Senior Technical Advisor
UGX	Uganda Shillings
UNDP	United Nations Development Programme
UPS	Uganda Prison Service

EXECUTIVE SUMMARY

The Ministry is responsible for provision of legal advisory and legal services to the Government, its allied institutions and the general public as mandated by the constitution of the Republic of Uganda under Articles 119 and 250.

MoJCA has developed its Service Delivery Standards in line with its five-year Strategic Plan to cover next five years of FY2025/2026–2029/2030; with a vision: **A Nation that Upholds the Rule of Law, Good Governance and Due Process for All.**

This will be implemented under the theme: **Facilitation of Socio-economic Transformation through provision of Efficient and Effective Legal Services.**

The overall aim of the Service Delivery Standards is to position the Ministry to re-engineer its business processes to meet the service standards expected by the stakeholders.

In a bid to provide services to Government and General Public, over the NDP III period, the Ministry has been able to achieve the following:

- i. Commenced the construction of the JLOS House which is envisaged to save Government UGX 30Bn in rent costs. The construction is in 4 phases at a total cost of UGX 256Bn. Phase I which will house 8 institutions is 85% complete, phase II (Police Headquarters) is at 40% complete; Phase III (High Court) and IV (Parking deck) delayed but expected to commence in the FY 2025/26 with some funds already secured in the budget.
- ii. Establishment and commencement of the construction of Soroti Regional Office; which is now at 52% completion.
- iii. Represented Government in Courts, tribunals and commissions in 16,419 cases of which UGX 4,022.9Bn was saved in form of cases won and UGX 655.5Bn was lost. This implies that for every UGX 1 lost, Government won cases worth UGX 6 (i.e. 600%). Or the chances of losing when you sue Gov't are 85%.
- iv. Developed the information management Systems: started the development of MoJCA system in Phases. So far the EDRMS, Administrator General System were developed and deployed. Other systems developed are the DCL and FPC system. These are later to be merged into one MoJCA system.

- v. Amendment of the succession laws to align it with the Constitution of the Republic of Uganda and thus remove the derogatory language of preferential treatment of men compared to women among others.
- vi. In fulfillment of the NRM Manifesto, UGX 158.3 billion was disbursed to 28,281 verified war debt claimants in Acholi, Lango, and Teso sub-regions, contributing to reconciliation and livelihood restoration.

The implementation of these Service Delivery Standards is expected to lead to the following Key Result Areas:

- i. Complete the construction of all the phases of the JLOS house;
- ii. Establishment of five (5) Regional Offices of Masaka, Iganga, Lira, Hoima and Kabale; to match the expansion of the Judiciary and make services nearer to the people.
- iii. Support the increment in the disposal rate of Human rights cases from 87% to 96%.
- iv. Ensure that all legislation on the legislative agenda are aligned with regulatory best practices;
- v. Government effectively represented court in all civil proceedings instituted by or against the Government, its allied institutions and Local Governments
- vi. Complete the formulation and implementation of the National Action on Human Rights including the Human Rights Department and activities related to prerogative of mercy recommendations;
- vii. Estates of deceased persons, missing persons and persons with mental disabilities administered in accordance with the succession laws;
- viii. A well regulated legal profession.
- ix. Increased number of districts with a one stop JLOS centre (Police station, correction/Prison facility, office of Director of Public Persecutions), from 94 to 100.

In delivering these results, there are bench marks that we are pledging to adhere to and are spelt out in theses service delivery standards.

CHAPTER 1: INTRODUCTION

1.1 Introduction

The Ministry of Justice and Constitutional Affairs (MOJCA) has developed its Service Delivery Standards in line with its five-year Strategic Plan to cover FY2025/2026–2029/2030; as the minimum expected quality, quantity, and timeliness of services provided to clients or citizens, establishing a benchmark for accountability and performance measurement.

1.2 Mandate

The Ministry of Justice and Constitutional Affairs has a mandate “To provide legal advice and legal services as well as supporting the machinery that provides the legal framework for good governance”.

1.3 Objectives

The Ministry of Justice and Constitutional Affairs Strategic Objectives are;

1. To strengthen compliance to regulatory best practice;
2. To enhance efficiency in the delivery of justice services;
3. To enhance compliance with the Uganda Bill of Rights;
4. To promote Uganda's interests in regional and international legal frameworks;
5. To strengthen institutional coordination and capacity

1.4 Governance and organizational structure

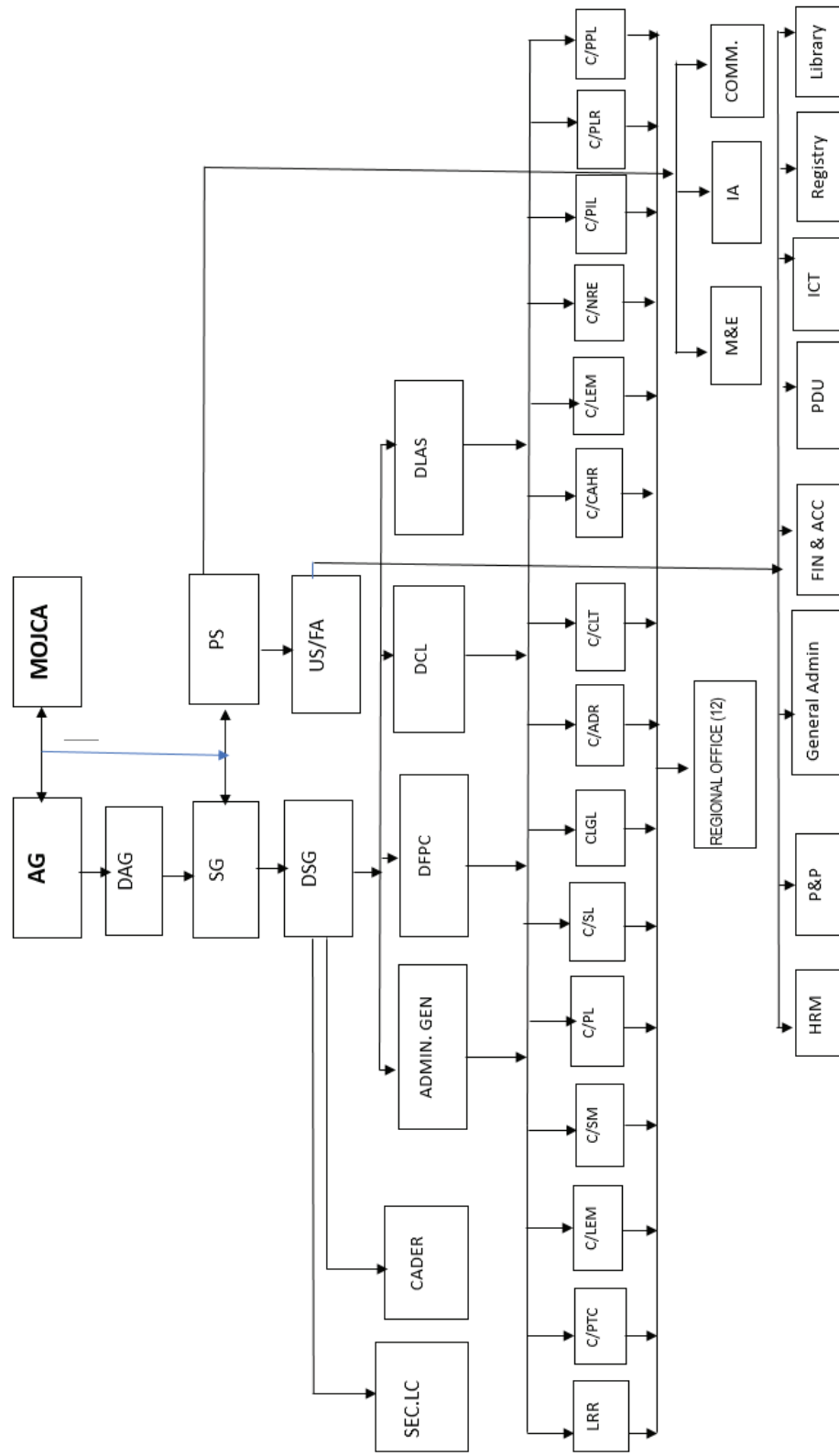
The political head of the Ministry of Justice and Constitutional Affairs is a Minister, and the Attorney General who is the Principal Legal Adviser of Government deputized by the Deputy Attorney General.

The Solicitor General is the most Senior Public Officer in the Attorney General’s Chambers and takes charge of the technical legal aspects of the Ministry, deputized by the Deputy Solicitor General, and assisted by Directors, Commissioners and Heads of Regional Offices.

The Permanent Secretary is the head of Administration and Accounting Officer of the Ministry assisted by the Under Secretary.

The Ministry's organizational structure is as indicated in the figure below.

Figure 1: Organizational Structure of Ministry of Justice and Constitutional Affairs (MoJCA)



1.5 Implementation of Service Delivery Standards

The Hon. Minister, Attorney General and the Deputy Attorney General provide political and policy leadership for the Ministry, its allied institutions. This entails provision of leadership in the articulation of the overall direction of the Ministry. The Solicitor General and the Deputy Solicitor General shall also provide technical guidance during implementation of this Plan.

The Ministry's Service Delivery Standards will be implemented through four Directorates and eighteen Departments. The cornerstone of implementation of the Plan is the Senior Management Team of the Ministry chaired by the Permanent Secretary on the management side and chaired by the Solicitor General on the legal/ Technical side.

The Ministry Departments will be directly responsible in the implementation of the Service Delivery Standards these include:

1. The Directorate of Civil Litigation;
2. The Directorate of Legal Advisory Services
3. The Directorate of First Parliamentary Counsel (D/FPC);
4. The Office of the Administrator General / public trustee (Admn. Gen.)
5. The Law Council;
6. Centre of Arbitration and Dispute Resolution;
7. Department of Public Trustee and Children (DPTC);
8. Department of Estates Management (DEM);
9. Department of Succession Matters (DSM);
10. Department of Principal Legislation (DPL);
11. Department of Subsidiary Legislation (DSL);
12. Department of Local Government Legislation (DLGL);
13. Department of Alternative Dispute Resolution (DADR);
14. Department of Land and Environment (DLEM);
15. Department of Constitutional Affairs and Human Rights (DCAHR);
16. Department of Commercial Transactions and Taxation (DCLT);
17. Department of Natural Resources and Energy (DNREL);
18. Department of Public International Law (DPIL);
19. Department of Public Law and Regulation (DPLR);
20. Department of Public Procurement Law DPPL);
21. The Department of Finance and Administration (DF&A);

1.6 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.

CHAPTER 2: STANDARDS

Ministry of Justice and Constitutional Affairs (MoJCA) Service Delivery Standards

Specific Objective (Why the need for the standard)	Key Output/Result Product/Service	Key Performance Indicator for the Output/Product/Service	Standard in terms of: Quantity, Quality, Cost, time, process, accessibility and coverage	Target beneficiaries/recipients of the service	Access criteria to obtain service	Methodology for providing service	Basic infrastructure for providing service: including tools, equipment, and personnel (Input)	User fee/Contribution by service recipient	Responsibility Centre/Service delivery point
<i>Objective 1: To Strengthen compliance with regulatory best practice</i>	<i>2.1.1.1.1: Policies developed for national socio-economic transformation</i>	Inventory of Government Policies, Laws and Regulations	Inventory of Government Policies, Laws and Regulations prepared and submitted to Cabinet Secretariat at 30 th June and 30 th December.	Ministries, Departments, Agencies and the General Public	Formal request to the Solicitor General	Written reply to the Deputy Head of Public Service/Deputy Secretary to Cabinet	State Attorneys and Policy Analyst	Not applicable	Head Policy and Planning Division
	Inventory of Government Policies, Laws and Regulations prepared								

Specific Objective (Why the need for the standard)	Key Output/Result	Key Performance Indicator for the Output/Product/Service	Standard in terms of: Quantity, Quality, Cost, time, process, accessibility and coverage	Target beneficiaries/recipients of the service	Access criteria to obtain service	Methodology for providing service	Basic infrastructure for providing service: including tools, equipment, and personnel (Input)	User fee/Contribution by service recipient	Responsibility Centre/Service delivery point
	2.1.1.1.1: Policies developed for national socio-economic transformation	Cabinet Forward Agenda Plan prepared and submitted to Cabinet Secretariat	Cabinet Forward Agenda Plan prepared and submitted to Cabinet Secretariat by 30 th April	Office of the President/ Cabinet Secretariat	Formal request to the Solicitor General	Written reply to the Deputy Head of Public Service/Deputy Secretary to Cabinet	State Attorneys and Policy Analyst	Not applicable	Head Policy and Planning Division
	2.1.1.1.1: Policies developed for national socio-economic transformation	Matters arising from Cabinet Decisions/Directives prepared and submitted to Cabinet Secretariat	Matters arising from Cabinet Decisions/Directives for the previous calendar year prepared and submitted to Cabinet Secretariat by 30 th December	Office of the President/ Cabinet Secretariat	Formal request to the Solicitor General	Written reply to the Deputy Head of Public Service/Deputy Secretary to Cabinet	State Attorneys and Policy Analyst	Not applicable	Head Policy and Planning Division
	Matters arising from Cabinet Decisions/Directives prepared								

Specific Objective (Why the need for the standard)	Key Output/Result	Key Performance Indicator for the Output/Product/Service	Standard in terms of: Quantity, Quality, Cost, time, process, accessibility and coverage	Target beneficiaries/recipients of the service	Access criteria to obtain service	Methodology for providing service	Basic infrastructure for providing service: including tools, equipment, and personnel (Input)	User fee/Contribution by service recipient	Responsibility Centre/Service delivery point
	2.1.1.1.2: Legislation developed for effective governance Bills, Ordinances, bylaws drafted	Percent of bills, Statutory Instruments, Ordinances and Bylaws drafted.	Draft bills, and verify bye-laws within 30 days of receipt of the request upon submission of all required documents	Cabinet, MDAs and LGs	Formal request to the Ministry	Written response, draft bills, Statutory Instruments, Ordinances and Bylaws drafted	Human Resources, office equipment and tools	Not Applicable	Director, First Parliamentary Counsel
	2.1.1.1.2: Legislation developed for effective governance Professional assistance in drafting of the private member's bill provided	Percent of private member's Bills on which professional assistance is rendered	Assistance rendered within 30 days upon submission of all required documents	Members of Parliament or Committee of Parliament	Formal request	Written response, Draft Bill	Human Resources, office equipment and tools	Not Applicable	Director, First Parliamentary Counsel

Specific Objective (Why the need for the standard)	Key Output/Result	Key Performance Indicator for the Output/Product/Service	Standard in terms of: Quantity, Quality, Cost, time, process, accessibility and coverage	Target beneficiaries/ recipients of the service	Access criteria to obtain service	Methodology for providing service	Basic infrastructure for providing service: including tools, equipment, and personnel (Input)	User fee/Contribution by service recipient	Responsibility Centre/Service delivery point
	2.1.1.1.2: <i>Legislation developed for effective governance</i> Resolutions drafted	Percentage of Resolutions drafted	Draft prepared within 14 days of receipt of instructions from MDAs	Parliament	Formal request and draft instrument	Written response, copy of resolution	Human Resources, office equipment and tools	Not Applicable	Director, First Parliamentary Counsel

Specific Objective (Why the need for the standard)	Key Output/Result	Key Performance Indicator for the Output/Product/Service	Standard in terms of: Quantity, Quality, Cost, time, process, accessibility and coverage	Target beneficiaries/ recipients of the service	Access criteria to obtain service	Methodology for providing service	Basic infrastructure for providing service: including tools, equipment, and personnel (Input)	User fee/Contribution by service recipient	Responsibility Centre/Service delivery point
	2.1.1.1.2: <i>Legislation developed for effective governance</i> Acts of Parliament, Bills, Statutory Instruments and other legislative instruments authorized for publication	Proportion of Acts of Parliament, Bills, Statutory Instruments and other legislative instruments authorized for publication	Authorize publication of Acts of Parliament, Bills, Statutory Instruments and other legislative instruments within two (2) days of receipt of approval	MDAs	Formal request	Authorization slip to Uganda Printing and Publishing corporation	Human Resources, office equipment and tools	Not Applicable	Director, First Parliamentary Counsel

Specific Objective (Why the need for the standard)	Key Output/Result	Key Performance Indicator for the Output/Product/Service	Standard in terms of: Quantity, Quality, Cost, time, process, accessibility and coverage	Target beneficiaries/recipients of the service	Access criteria to obtain service	Methodology for providing service	Basic infrastructure for providing service: including tools, equipment, and personnel (Input)	User fee/Contribution by service recipient	Responsibility Centre/Service delivery point
	2.1.1.1.2: Legislation developed for effective governance Advice on legislation	Proportion of Requests for legal advice responded to	Give advice within 14 days of receipt of the request upon submission of all required documents	Public	Formal request	Written response	Human Resources, office equipment and tools	Not Applicable	Director, First Parliamentary Counsel
	2.1.1.1.2: Legislation developed for effective governance Advice on law reform provided	Proportion of Requests for legal advice responded to	Requests for advice on legal reform responded to within 14 days	Parliament/Government	Formal request	Written response	Human Resources, office equipment and tools	Not Applicable	Director, First Parliamentary Counsel

Specific Objective (Why the need for the standard)	Key Output/Result	Key Performance Indicator for the Output/Product/Service	Standard in terms of: Quantity, Quality, Cost, time, process, accessibility and coverage	Target beneficiaries/recipients of the service	Access criteria to obtain service	Methodology for providing service	Basic infrastructure for providing service: including tools, equipment, and personnel (Input)	User fee/Contribution by service recipient	Responsibility Centre/Service delivery point
<i>Objective 2. To enhance efficiency in the delivery of justice services</i>	<i>3.1.1.1.2: legal and procedural safeguards to ensure equity and rule of law/ due process enforced.</i> Estate File opened	Proportion of files opened	Upon receipt of a death report, open a file within one day upon payment of the required fees	Beneficiaries of estates deceased person	Formal written request to Administrator General.	Interface with records staff and state attorney.	Human Resources, office equipment and tools	UGX 2000 for a file and a form	Administrator General (Admin Gen.)

Specific Objective (Why the need for the standard)	Key Output/Result	Key Performance Indicator for the Output/Product/Service	Standard in terms of: Quantity, Quality, Cost, time, process, accessibility and coverage	Target beneficiaries/recipients of the service	Access criteria to obtain service	Methodology for providing service	Basic infrastructure for providing service: including tools, equipment, and personnel (Input)	User fee/Contribution by service recipient	Responsibility Centre/Service delivery point
	3.1.1.1.2: legal and procedural safeguards to ensure equity and rule of law/due process enforced. Family wrangles and disputes resolved	Proportion of cases settled	Conclude family wrangles and Disputes within two months.	Beneficiaries of estates of deceased person, General public.	Formal request to Admin Gen.	Family mediation meetings and negotiations	Human Resources, office equipment and tools	Not applicable	Administrator General (Admin Gen.)
	3.1.1.1.2: legal and procedural safeguards to ensure equity and rule of law/due process enforced. Estates administered	Number of estates administered	Administer estates within two years in accordance with the succession laws	Beneficiaries of deceased person	Formal request, or notice where it is by will or ordered by court.	Vetting the beneficiaries, establishing the estate and reporting to court	Human Resources, office equipment and tools	Not applicable	Administrator General (Admin Gen.)

Specific Objective (Why the need for the standard)	Key Output/Result	Key Performance Indicator for the Output/Product/Service	Standard in terms of: Quantity, Quality, Cost, time, process, accessibility and coverage	Target beneficiaries/recipients of the service	Access criteria to obtain service	Methodology for providing service	Basic infrastructure for providing service: including tools, equipment, and personnel (Input)	User fee/Contribution by service recipient	Responsibility Centre/Service delivery point
	3.1.1.1.2: legal and procedural safeguards to ensure equity and rule of law/due process enforced. Administrator General represented	Representation in the courts of law	Honor summons and attend all courts as scheduled.	The Administrator General as well as the public.	Formal request to Admin Gen.	Formal receipt of Court process	Human Resources, office equipment and tools	Filing fees,	Administrator General (Admin Gen.)
	3.1.1.1.2: legal and procedural safeguards to ensure equity and rule of law/due process enforced. Certificates of No Objection issued	Number of Certificates of No Objection issued	Issue Certificates of No Objection within 14 days after final family resolution.	Beneficiaries of deceased persons, missing persons and persons with mental disabilities.	Formal request to Admin Gen.	Family meetings and information verification.	Human Resources, office equipment and tools	2,000 shillings.	Administrator General (Admin Gen.)

Specific Objective (Why the need for the standard)	Key Output/Result	Key Performance Indicator for the Output/Product/Service	Standard in terms of: Quantity, Quality, Cost, time, process, accessibility and coverage	Target beneficiaries/recipients of the service	Access criteria to obtain service	Methodology for providing service	Basic infrastructure for providing service: including tools, equipment, and personnel (Input)	User fee/Contribution by service recipient	Responsibility Centre/Service delivery point
	3.1.1.1.2: legal and procedural safeguards to ensure equity and rule of law/due process enforced. Complaints referred	Number of Complaints referred	Refer legal proceeding within 30 days from the time the case was reported	Family members	Formal request to Admin Gen. Internal assessment report	Formal letter to DPP	Human Resources, office equipment and tools	Not applicable	Administrator General (Admin Gen.)
	3.1.1.1.2: legal and procedural safeguards to ensure equity and rule of law/due process enforced. Estates and properties managed	Number of estates and properties managed	Manage estates and properties in accordance with the Law	Widows, widowers and minors	Formal request to Admin Gen.	Verification of beneficiaries against claims made	Human Resources, office equipment and tools	Not applicable	Administrator General (Admin Gen.)

Specific Objective (Why the need for the standard)	Key Output/Result	Key Performance Indicator for the Output/Product/Service	Standard in terms of: Quantity, Quality, Cost, time, process, accessibility and coverage	Target beneficiaries/recipients of the service	Access criteria to obtain service	Methodology for providing service	Basic infrastructure for providing service: including tools, equipment, and personnel (Input)	User fee/Contribution by service recipient	Responsibility Centre/Service delivery point
	<i>3.1.1.1.2: legal and procedural safeguards to ensure equity and rule of law/due process enforced.</i> Payments effected	Proportion of qualifying beneficiaries promptly paid	Process payments to beneficiaries within 7 days of receipt of the request	Beneficiaries	Formal request to Admin Gen.	Verification of beneficiaries against the claims made/requested.	Human Resources, office equipment and tools	Not applicable	Administrator General (Admin Gen.)
	<i>3.1.1.1.2: legal and procedural safeguards to ensure equity and rule of law/due process enforced.</i> Land transferred	Number of transfers issued.	Issue land transfer within two days of payment of Administrator General's fees and upon receipt of all required documents.	Beneficiaries	Formal request to effect transfer.	Formal search, verification of claimant, valuation and a resolution to transfer.	Human Resources, office equipment and tools	Upon payment of the necessary fees	Administrator General (Admin Gen.)

Specific Objective (Why the need for the standard)	Key Output/Result	Key Performance Indicator for the Output/Product/Service	Standard in terms of: Quantity, Quality, Cost, time, process, accessibility and coverage	Target beneficiaries/recipients of the service	Access criteria to obtain service	Methodology for providing service	Basic infrastructure for providing service: including tools, equipment, and personnel (Input)	User fee/Contribution by service recipient	Responsibility Centre/Service delivery point
	3.1.1.2.6: Quality Assurance enhanced. Law Chambers inspected and approved	Number and proportion of Law Chambers Inspected and approved	Inspect all Law Chambers by 31 st March of each year; provided payment has been made by 31 st January	All Law Chambers, Legal Departments	Application and payment for inspection	Physical visits to Inspect	Law Council Members, Human Resources, office equipment and tools	Inspection and approval of chambers fees of UGX62,000 before 31 st December and a penalty fee of UGX 20,000 after 31 st December each year)	Law Council Secretariat
	3.1.1.2.6: Quality Assurance enhanced. Certificate of Approval of Chambers (CAC) issued	Number of certificates of approval of chambers issued in time	Certificate of Approval of Chambers (CAC) issued within 14 days upon fulfilment of requirements	Legal Departments, Law Chambers	Physical collection	Assessment, printing of document and sealing	Law Council members Human Resources, office equipment and tools	Not applicable	Law Council Secretariat

Specific Objective (Why the need for the standard)	Key Output/Result	Key Performance Indicator for the Output/Product/Service	Standard in terms of: Quantity, Quality, Cost, time, process, accessibility and coverage	Target beneficiaries/recipients of the service	Access criteria to obtain service	Methodology for providing service	Basic infrastructure for providing service: including tools, equipment, and personnel (Input)	User fee/Contribution by service recipient	Responsibility Centre/Service delivery point
	3.1.1.2.6: Quality Assurance enhanced. Curricula of Universities and institutions teaching law recommended	Number of law curricula recommended	Recommend to National Council of Higher Education (NCHE) within five (5) days after a decision of the Law Council	NCHE	Formal request from NCHE	Review meetings, inspections and report preparation	Law Council members Human Resources, office equipment and tools	Not Applicable	Law Council Secretariat
	3.1.1.2.6: Quality Assurance enhanced. Institutions and Universities accredited to teach Law inspected annually.	Number of Institutions and Universities accredited to teach Law inspected annually.	Inspect all Institutions and Universities accredited to teach Law by June of each year. Publication of accredited Universities by June of each year	Universities, institutions and general public	Statutory obligation	Physical inspection, report preparation, mass media publication	Law Council members Human Resources, office equipment and tools	Not Applicable	Law Council Secretariat

Specific Objective (Why the need for the standard)	Key Output/Result	Key Performance Indicator for the Output/Product/Service	Standard in terms of: Quantity, Quality, Cost, time, process, accessibility and coverage	Target beneficiaries/ recipients of the service	Access criteria to obtain service	Methodology for providing service	Basic infrastructure for providing service: including tools, equipment, and personnel (Input)	User fee/Contribution by service recipient	Responsibility Centre/Service delivery point
	3.1.1.2.6: Quality Assurance enhanced. Foreign legal qualifications processed	Number of applications for recognition of foreign legal qualifications processed	Process the applications within thirty (30) days from the date of receipt of all documents	Applicants (foreign trained Lawyers)	Formal request	Review of applications by the Committee on Legal Education and Training (CLET)	Law Council members Human Resources, office equipment and tools	Not Applicable	Law Council Secretariat
	3.1.1.2.6: Quality Assurance enhanced. Continuing Legal education service providers accredited.	Number of legal education service providers accredited	Accreditation issued within thirty (30) days on receipt of all required documents.	Continuing Legal Education Service providers, general public	Formal request	Review of applications by CLET	Law Council members Human Resources, office equipment and tools	Not Applicable	Law Council Secretariat

Specific Objective (Why the need for the standard)	Key Output/Result	Key Performance Indicator for the Output/Product/Service	Standard in terms of: Quantity, Quality, Cost, time, process, accessibility and coverage	Target beneficiaries/recipients of the service	Access criteria to obtain service	Methodology for providing service	Basic infrastructure for providing service: including tools, equipment, and personnel (Input)	User fee/Contribution by service recipient	Responsibility Centre/Service delivery point
	3.1.1.2.6: Quality Assurance enhanced. Applications for Continuing Legal Education Training programmes accredited	Number and proportion of applications for training programmes accredited	Approval or disapproval of the applications within thirty (30) days from the date of receipt of all documents	Accredited Continuing Legal Education Service Providers	Formal request to Law Council	Review of applications by CLET	Law Council members Human Resources, office equipment and tools	Not Applicable	Law Council Secretariat
	3.1.1.2.6: Quality Assurance enhanced. List of successful applications for certificates of eligibility to enroll as advocates compiled	Number of successful applicants for eligibility to enroll as advocates compiled and published	Successful applicants submitted to the Chief Registrar within fourteen (14) days after issuance of a notice of enrolment	Chief Registrar Judiciary	Statutory obligation	Compilation of list, preparation of notices, Formal letter	Law Council members Human Resources, office equipment and tools	Application fees	Law Council Secretariat

Specific Objective (Why the need for the standard)	Key Output/Result	Key Performance Indicator for the Output/Product/Service	Standard in terms of: Quantity, Quality, Cost, time, process, accessibility and coverage	Target beneficiaries/recipients of the service	Access criteria to obtain service	Methodology for providing service	Basic infrastructure for providing service: including tools, equipment, and personnel (Input)	User fee/Contribution by service recipient	Responsibility Centre/Service delivery point
	3.1.1.2.6: Quality Assurance enhanced. Disciplinary cases against lawyers handled	Proportion disciplinary cases handled, Number of disciplinary cases disposed of	Deliver Disciplinary Committee rulings within sixty (60) days from the date of last hearing	General public	Filing of complaints to Law Council	Hearings of the disciplinary committee	Law Council members Human Resources, office equipment and tools	Filing fees of UGX 2,000	Law Council Secretariat
	3.1.1.2.6: Quality Assurance enhanced. Legal Aid Service Providers approved	Proportion of legal aid service providers approved	Legal Aid Service Providers approved within thirty (30) days upon receipt of all required documents	Legal Aid Service Providers	Formal application to law council	Review of application by the Law Council	Law Council members Human Resources, office equipment and tools	Not Applicable	Law Council Secretariat

Specific Objective (Why the need for the standard)	Key Output/Result	Key Performance Indicator for the Output/Product/Service	Standard in terms of: Quantity, Quality, Cost, time, process, accessibility and coverage	Target beneficiaries/recipients of the service	Access criteria to obtain service	Methodology for providing service	Basic infrastructure for providing service: including tools, equipment, and personnel (Input)	User fee/Contribution by service recipient	Responsibility Centre/Service delivery point
	3.1.1.2.6: Quality Assurance enhanced. Legal Aid Service Providers inspected	Proportion of Legal Aid Service Providers inspected	Inspect all Legal Aid Service Providers by 31 st May of each year	Legal Aid Service Providers and the General public	Formal request	Physical visit	Law Council members Human Resources, office equipment and tools	Inspection fees (UGX 62,000), late inspection UGX 82,000	Law Council Secretariat
	3.1.1.2.6: Quality Assurance enhanced. Certificate of Approval of Legal aid service providers issued	Number of certificates of approval issued	Certificate of Approval of Legal Aid Service Providers chambers issued within 14 days upon receipt of all required documents	LASPs	Physical collection	Assessment, printing of document and sealing	Law Council members Human Resources, office equipment and tools	Not applicable	Law Council Secretariat

Specific Objective (Why the need for the standard)	Key Output/Result	Key Performance Indicator for the Output/Product/Service	Standard in terms of: Quantity, Quality, Cost, time, process, accessibility and coverage	Target beneficiaries/ recipients of the service	Access criteria to obtain service	Methodology for providing service	Basic infrastructure for providing service: including tools, equipment, and personnel (Input)	User fee/Contribution by service recipient	Responsibility Centre/Service delivery point
	3.1.1.2.9: Legal services rendered to government Instructions sought from MDAs and responses to statutory notices prepared	Number of notices received and acted upon	Upon receipt, act upon Statutory Notices of intention to sue Government and its allied institutions and local governments, within forty-five (45) days	MDAs, law firms, individuals /complainants	Receipt of Statutory Notices	Letters requesting for Instructions from MDAs	Human Resources, office equipment and tools	Not Applicable	Director Civil Litigation
	3.1.1.2.9: Legal services rendered to government Pleadings and Responses prepared, filed and served	Number of pleadings and Responses prepared, filed and served	Pleadings and responses prepared and filed within the time stipulated by law	MDAs and LGs	Formal request	Interviewing clients, research, drafting, filing and serving	Human Resources, office equipment and tools	Not Applicable	Director Civil Litigation

Specific Objective (Why the need for the standard)	Key Output/Result Product/Service	Key Performance Indicator for the Output/Product/Service	Standard in terms of: Quantity, Quality, Cost, time, process, accessibility and coverage	Target beneficiaries/ recipients of the service	Access criteria to obtain service	Methodology for providing service	Basic infrastructure for providing service: including tools, equipment, and personnel (Input)	User fee/Contribution by service recipient	Responsibility Centre/Service delivery point
	3.1.1.2.9: Legal services rendered to government Government, allied institutions and LGs Represented	Proportion of cases handled in Court	Represent the Government Ministries, Institutions and Local Governments within the time stipulated by law	MDAs and local governments	Formal request for representation	Physical and Virtual appearance and representation in all courts	Human Resources, office equipment and tools	Not Applicable	Director Civil Litigation
	3.1.1.2.9: Legal services rendered to government Cases before Commissions and Tribunals defended and handled	Proportion of cases before Tribunals and Commissions handled	Represent the Government and all its allied institutions in in Tribunals and Commissions	MDAs	Formal request	Physical and Virtual appearance and representation in all Tribunals and Commissions	Human Resources, office equipment and tools	Not Applicable	Director Civil Litigation

Specific Objective (Why the need for the standard)	Key Output/Result Product/Service	Key Performance Indicator for the Output/Product/Service	Standard in terms of: Quantity, Quality, Cost, time, process, accessibility and coverage	Target beneficiaries/ recipients of the service	Access criteria to obtain service	Methodology for providing service	Basic infrastructure for providing service: including tools, equipment, and personnel (Input)	User fee/Contribution by service recipient	Responsibility Centre/Service delivery point
	3.1.1.2.9: Legal services rendered to government Mediation and arbitration cases handled	Proportion of arbitration and mediation cases handled	Government effectively represented in all mediation and arbitration matters according to applicable rules or laws	MDAs and LGs	Formal request	Interviewing clients, research, drafting, filing and serving	Human Resources, office equipment and tools	Not Applicable	Director Civil Litigation
	3.1.1.2.9: Legal services rendered to government Legal advisories rendered on court awards and compensations	Proportion of Legal advisories rendered on court awards and compensations	Render advice within 14 days from date of submission of all relevant documents	Decree holders, Advocates	Receipt of Decrees, orders Judgments and awards	Review and verification of claims	Human Resources, office equipment and tools	Not Applicable	Director Civil Litigation

Specific Objective (Why the need for the standard)	Key Output/Result	Key Performance Indicator for the Output/Product/Service	Standard in terms of: Quantity, Quality, Cost, time, process, accessibility and coverage	Target beneficiaries/recipients of the service	Access criteria to obtain service	Methodology for providing service	Basic infrastructure for providing service: including tools, equipment, and personnel (Input)	User fee/Contribution by service recipient	Responsibility Centre/Service delivery point
	3.1.1.2.9: Legal services rendered to government Cases settled out of court	Proportion of cases settled out of court	Conclude out of court Negotiations within 60 days	MDAs & LGs, Complainants and Advocates	Formal request/proposals for out of court settlement	Mediation and Negotiations meetings	Human Resources, office equipment and tools	Not Applicable	Director Civil Litigation
	3.1.1.2.9: Legal services rendered to government Legal advice provided to Government	Proportion of legal opinions prepared	Legal advice given within 14 days upon submission of all relevant documents	All Ministries, Department Agencies and Local Governments (MDA&LGs)	Formal requests for legal advice	Written reply/Clearance	Human Resources, office equipment and tools	Not Applicable	Director, Legal Advisory Services

Specific Objective (Why the need for the standard)	Key Output/Result	Key Performance Indicator for the Output/Product/Service	Standard in terms of: Quantity, Quality, Cost, time, process, accessibility and coverage	Target beneficiaries/ recipients of the service	Access criteria to obtain service	Methodology for providing service	Basic infrastructure for providing service: including tools, equipment, and personnel (Input)	User fee/Contribution by service recipient	Responsibility Centre/Service delivery point
	3.1.1.2.9: Legal services rendered to government Legal advice provided to Government	Proportion of Contracts and Agreements cleared	Contracts and Agreements cleared within 14 days upon submission of all required documents	All MDA&LGs	Formal requests for approval	Written reply/Clearance	Human Resources, office equipment and tools	Not Applicable	Director, Legal Advisory Services
	3.1.1.2.9: Legal services rendered to government Legal advice provided to Government	Proportion of International Contracts and treaties negotiated and ratified	Legal representation of government in all negotiations in which government has interests	MDA	Formal requests	Legal Representation of government in negotiation	Human resources, draft agreements and ICT equipment	As specified in the agreements	Director, Legal Advisory Services

Specific Objective (Why the need for the standard)	Key Output/Result	Key Performance Indicator for the Output/Product/Service	Standard in terms of: Quantity, Quality, Cost, time, process, accessibility and coverage	Target beneficiaries/recipients of the service	Access criteria to obtain service	Methodology for providing service	Basic infrastructure for providing service: including tools, equipment, and personnel (Input)	User fee/Contribution by service recipient	Responsibility Centre/Service delivery point
	3.1.1.2.9: Legal services rendered to government Legal advice provided to Government	Proportion of protocols, treaties and MoUs cleared	Protocols, Treaties and MoUs cleared within 14 days upon submission of all required documents	All Ministries, Department Agencies (MDAs & LGs)	Formal requests for legal advice	Written reply/Clearance	Human Resources, office equipment and tools	Not Applicable	Director, Legal Advisory Services
	3.1.1.2.9: Legal services rendered to government Legal advice provided to Government	Cabinet Memoranda	Prepare Cabinet Memoranda, within 14 days of receipt of instructions	Cabinet	Written Request	Written reply	Human Resources, office equipment and tools	Not Applicable	Director, Legal Advisory Services and the Director, First Parliamentary Counsel

Specific Objective (Why the need for the standard)	Key Output/Result	Key Performance Indicator for the Output/Product/Service	Standard in terms of: Quantity, Quality, Cost, time, process, accessibility and coverage	Target beneficiaries/recipients of the service	Access criteria to obtain service	Methodology for providing service	Basic infrastructure for providing service: including tools, equipment, and personnel (Input)	User fee/Contribution by service recipient	Responsibility Centre/Service delivery point
Objective 3. To enhance compliance with the Uganda Bill of Rights;	6.1.1.1.2: The National Action Plan on Human Rights developed and implemented Number of Convicts recommended for Presidential pardon	Proceedings for the Committee of Prerogative of Mercy	Meetings are held quarterly	Convicts & UPS	Written Request and submission by UPS	Recommendation for pardon	Committee of Prerogative of Mercy, State Attorneys, support staff, Office equipment and tools	Not Applicable	Director, Legal Advisory Services
	6.1.1.1.2: The National Action Plan on Human Rights developed and implemented Improved observance of human rights	Number of Human Rights reports submitted to National and International Fora	Human Rights Performance Reports Submitted to the treaty bodies (twice a year) and National Action Plan on Human Rights prepared	Government and the public	Written Request	Written reply /Periodic Reports	Committee on Human Rights, Human Resources, office equipment and tools	Not Applicable	Director, Legal Advisory Services

Specific Objective (Why the need for the standard)	Key Output/Result	Key Performance Indicator for the Output/Product/Service	Standard in terms of: Quantity, Quality, Cost, time, process, accessibility and coverage	Target beneficiaries/recipients of the service	Access criteria to obtain service	Methodology for providing service	Basic infrastructure for providing service: including tools, equipment, and personnel (Input)	User fee/Contribution by service recipient	Responsibility Centre/Service delivery point
<i>Objective 4: To strengthen institutional coordination and capacity</i>	<i>9.1.1.3: Management and Administrative Services coordinated</i> Performance reports on progress of implementation prepared	Quarterly, Semi-annual and Annual Reports	Reports produced by the 30 th day of the month after the close of the Quarter	MoFPED, OPM, Development Partners and the General Public	Website of the Ministry	Reports	Website and Performance Budgeting System	Not applicable	Head Policy and Planning Division
	<i>9.1.1.3: Management and Administrative Services coordinated</i> Budget Framework paper prepared	Budget Framework Paper in place	BFP prepared and submitted by 15 th November	MoFPED Parliament	Website of Ministry and hard copies	Accessible online	Website and Performance Budgeting System	Not applicable	Head Policy and Planning Division

Specific Objective (Why the need for the standard)	Key Output/Result	Key Performance Indicator for the Output/Product/Service	Standard in terms of: Quantity, Quality, Cost, time, process, accessibility and coverage	Target beneficiaries/recipients of the service	Access criteria to obtain service	Methodology for providing service	Basic infrastructure for providing service: including tools, equipment, and personnel (Input)	User fee/Contribution by service recipient	Responsibility Centre/Service delivery point
	9.1.1.3: Management and Administrative Services coordinated Ministerial Policy Statement (MPS) prepared	MPS in place	MPS prepared and submitted to Parliament by 15 th of March	MoFPED Parliament	Website of Ministry and hard copies	Accessible online	Website and Performance Budgeting System	Not applicable	Policy and Planning Unit
	9.1.1.3: Management and Administrative Services coordinated Ministry Procurement Plan prepared	Procurement Plan published	Procurement Plan published on EGP by 31 st July	PPDA & Public	Accessible on the EGP Portal	Uploading and Publishing on the EGP Portal	EGP System, Internet Services, ICT Equipment, Staff	Not applicable	Head PDU

Specific Objective (Why the need for the standard)	Key Output/Result	Key Performance Indicator for the Output/Product/Service	Standard in terms of: Quantity, Quality, Cost, time, process, accessibility and coverage	Target beneficiaries/recipients of the service	Access criteria to obtain service	Methodology for providing service	Basic infrastructure for providing service: including tools, equipment, and personnel (Input)	User fee/Contribution by service recipient	Responsibility Centre/Service delivery point
	9.1.1.3: Management and Administrative Services coordinated Bid Notices Published	Bid Notices on EGP	Bid Notices Published 3 days after contract Committee Approval	Shortlisted bidders & General Public as applicable	Accessible on the EGP Portal	Publishing on the EGP Portal	EGP System, Internet Services, ICT Equipment, Staff	Not applicable	Head PDU
	9.1.1.3: Management and Administrative Services coordinated Pre bid meeting held	Attendance list and minutes	Hold pre bid meetings in Stipulated time in the bid notice	Shortlisted bidders & General Public as applicable	Accessible on the EGP Portal in the bid notice	Publishing on the EGP Portal	EGP System, Internet Services, ICT Equipment, Staff	Not applicable	Head PDU

Specific Objective (Why the need for the standard)	Key Output/Result	Key Performance Indicator for the Output/Product/Service	Standard in terms of: Quantity, Quality, Cost, time, process, accessibility and coverage	Target beneficiaries/recipients of the service	Access criteria to obtain service	Methodology for providing service	Basic infrastructure for providing service: including tools, equipment, and personnel (Input)	User fee/Contribution by service recipient	Responsibility Centre/Service delivery point
	9.1.1.3: Management and Administrative Services coordinated Bids Evaluated	Evaluation report prepared	Evaluation-As applicable (10 days for supplies and services. 15 working days for works 20 working days for technical consultancy 3 days financial evaluation consultancy)	Contracts Committee	Best Evaluated Bidder Notice Published	Accessible on EGP and bidders respective emails	EGP System, Internet Services, ICT Equipment, Staff	Not applicable	Head PDU
	9.1.1.3: Management and Administrative Services coordinated Best Evaluated Bidder Published	BEB Notice published on the EGP Portal for 10 days	BEB Notice published within 5 days of contracts committee award	All Bidders who participated in the specific procurement	Accessible on EGP and bidders respective emails	Accessible on EGP and bidders respective emails	EGP System, Internet Services, ICT Equipment, Staff	Not applicable	Head PDU

Specific Objective (Why the need for the standard)	Key Output/Result	Key Performance Indicator for the Output/Product/Service	Standard in terms of: Quantity, Quality, Cost, time, process, accessibility and coverage	Target beneficiaries/recipients of the service	Access criteria to obtain service	Methodology for providing service	Basic infrastructure for providing service: including tools, equipment, and personnel (Input)	User fee/Contribution by service recipient	Responsibility Centre/Service delivery point
	9.1.1.3: Management and Administrative Services coordinated Payments Processed	Approved Invoices forwarded to MOFPED	Payment processed in 5 days	MOFPED	N/A	Invoices on IFMS	IFMS System, BBS Connect, E-Cash, Internet Services, ICT Equipment, Staff	Not applicable	Head Finance & Accounts
	9.1.1.3: Management and Administrative Services coordinated Periodic Financial Statements Prepared	Half & Annual year reports submitted	Half year: by end of 15 th Feb Annual: by 31 st August	MOFPED & Auditor General	Hardcopies acknowledged	Hardcopy report submitted	IFMS System, Staff	Not applicable	Under Secretary

Specific Objective (Why the need for the standard)	Key Output/Result	Key Performance Indicator for the Output/Product/Service	Standard in terms of: Quantity, Quality, Cost, time, process, accessibility and coverage	Target beneficiaries/recipients of the service	Access criteria to obtain service	Methodology for providing service	Basic infrastructure for providing service: including tools, equipment, and personnel (Input)	User fee/Contribution by service recipient	Responsibility Centre/Service delivery point
	9.1.1.3: Management and Administrative Services coordinated Responses to Audit matters and treasury memoranda Prepared	Responses submitted to respective oversight institutions	14 days after receipt of the Audit report	Auditor General, Internal Auditor, General, PAC, MOFPED	Hardcopy reports submitted	Hardcopy responses	Accounting Officer & Auditees	Not applicable	Under Secretary
	9.1.1.3: Management and Administrative Services coordinated Annual Internal Audit Workplan prepared	Approved Annual Internal Audit Workplan	1 st April of the preceding year	Accounting Officer, Audit Committee, Internal Auditor General	Soft & Hardcopy workplan submitted	Soft & Hard copies submitted	ICT Equipment, Stationery, Staff	Not applicable	Head of Internal Audit

Specific Objective (Why the need for the standard)	Key Output/Result Product/Service	Key Performance Indicator for the Output/Product/Service	Standard in terms of: Quantity, Quality, Cost, time, process, accessibility and coverage	Target beneficiaries/recipients of the service	Access criteria to obtain service	Methodology for providing service	Basic infrastructure for providing service: including tools, equipment, and personnel (Input)	User fee/Contribution by service recipient	Responsibility Centre/Service delivery point
	9.1.1.3: Management and Administrative Services coordinated Quarterly Internal Audit Reports Prepared	Final Internal Audit Report Submitted	Within 30 days after the close of the quarter	Accounting Officer, Audit Committee, Internal Auditor General, Auditees	Soft & Hardcopy of Final Internal Audit Report submitted	Soft & Hardcopy of Final Internal Audit Report submitted	ICT Equipment, Stationery, Staff	Not applicable	Head of Internal Audit
	9.1.1.3: Management and Administrative Services coordinated Verification Report prepared	Verified report submitted	As applicable / as and when required by the PS/ST	Accounting Officer, Audit Committee, Internal Auditor General, Auditees	Hardcopy of verified Report submitted	Hardcopy of verified Report submitted	ICT Equipment, Stationery, Staff	Not applicable	Head of Internal Audit

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	9.1.1.3: Management and Administrative Services coordinated Incoming Mail Acknowledged, Registered and Scanned	Stamped and registered mail	One working day upon receipt of mail	Action Officers	Softcopy through EDOCS and hardcopy as and when required	Accessible online	EDRMS (Edocs) system	Not applicable	Head Registry
	9.1.1.3: Management and Administrative Services coordinated Requested Documents Retrieved	Retrieved Documents acknowledged by the action officers	Within one working day	Action Officers	Hardcopies	Hardcopies conveyed to the action officers	Trolley, Protective gear	Not applicable	Head Registry

Specific Objective (Why the need for the standard)	Key Output/Result Product/Service	Key Performance Indicator for the Output/Product/Service	Standard in terms of: Quantity, Quality, Cost, time, process, accessibility and coverage	Target beneficiaries/recipients of the service	Access criteria to obtain service	Methodology for providing service	Basic infrastructure for providing service: including tools, equipment, and personnel (Input)	User fee/Contribution by service recipient	Responsibility Centre/Service delivery point
	9.1.1.3: Management and Administrative Services coordinated Outgoing Mails Dispatched	Acknowledgment of receipt filed, scanned and uploaded	Within one working day	MDA & LG	Hardcopy delivery	Physical Delivery	Motor Cycle, and Public Means	Not applicable	Head Registry
	9.1.1.3: Management and Administrative Services coordinated Inventory acknowledged	Supplies verified and Goods received note issued	Within one working day	Supplier	Physical	Physical delivery	Store Infrastructure, ICT Equipment, Internal Audit, User Department	Not applicable	Head Inventory

Specific Objective (Why the need for the standard)	Key Output/Result	Key Performance Indicator for the Output/Product/Service	Standard in terms of: Quantity, Quality, Cost, time, process, accessibility and coverage	Target beneficiaries/recipients of the service	Access criteria to obtain service	Methodology for providing service	Basic infrastructure for providing service: including tools, equipment, and personnel (Input)	User fee/Contribution by service recipient	Responsibility Centre/Service delivery point
	9.1.1.3: Management and Administrative Services coordinated Goods received on IFMS	Goods received note system number generated	Within one working day	Head Accounts	Online using IFMS	Online using IFMS	IFMS, ICT Equipment	Not applicable	Head Inventory
	9.1.1.3: Management and Administrative Services coordinated Office Cleanliness maintained	Number of complaints registered	Within one working day	Staff & General Public	Physical	Physical	Service Provider, Head Office Supervision	Not applicable	Office Supervisor

Specific Objective (Why the need for the standard)	Key Output/Result Product/Service	Key Performance Indicator for the Output/Product/Service	Standard in terms of: Quantity, Quality, Cost, time, process, accessibility and coverage	Target beneficiaries/ recipients of the service	Access criteria to obtain service	Methodology for providing service	Basic infrastructure for providing service: including tools, equipment, and personnel (Input)	User fee/Contribution by service recipient	Responsibility Centre/Service delivery point
	9.1.1.3: Management and Administrative Services coordinated Reference Materials Availed	Reference Materials availed	One hour upon request	Staff and authorized persons	Hardcopy on request	Hardcopy	Books, Periodicals, Serials, Journals and staff	Not applicable	Head Library
	9.1.1.3: Management and Administrative Services coordinated General Correspondence from MDAs & LG and the Public responded to	General MDAS & LG correspondences replied	Within 5 working days	MDAs & LG and the Public	Soft & Hardcopies	Soft & Hardcopies	Action Officer, ICT Equipment	Not applicable	Accounting Officer

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	9.1.1.3: Management and Administrative Services coordinated MOJCA Website Maintained	% uptime, update turn around time, page load speed	99% uptime, monthly update done within 3 working days	General Public & Staff	Portal accessible online	Accessible online on the MOJCA portal	ICT Infrastructure including equipment, internet, Staff	Not applicable	Head ICT
	9.1.1.3: Management and Administrative Services coordinated Functional ICT systems and services Maintained	Operational systems and support	uptime; Timely issue resolution	Internal Staff & General Public	Accessible Online	Accessible Online	ICT Infrastructure including equipment, internet, Staff	Not applicable	Head ICT

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	9.1.1.3: Management and Administrative Services coordinated Specifications and certification of ICT procurements provided	Technical specifications & certification reports for ICT procurements provided	All requests handled within 2 working days	Internal Staff & General Public	Hard & Soft Copies (EGP)	Hard & Soft	ICT Infrastructure including equipment, internet, Staff	Not applicable	Head ICT
	9.1.1.3: Management and Administrative Services coordinated Development of customized systems and staff trained	Operational customized systems and trained staff	System uptime; new users trained within 5 days	Internal Staff & General Public	Upon Request for support or training	Training sessions, manuals	System developers, training team, software	Not applicable	Head ICT

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	9.1.1.3: Management and Administrative Services coordinated Salaries, Pension & Gratuity Processed	All eligible Pensioners Processed for payment Gratuity Accessed and processed within a FY of retirement	Salaries, Pension processed by 28 th of the month	Pensioners	IFMS	IFMS	ICT Equipment, HR Staff, Internal Audit, Accounts	Not applicable	Head HR Accounting Officer
Objective 2: To Strengthen Public Policy analysis and Management	2.1.1.1.1: Policies developed for national socio-economic transformation Inventory of Government Policies, Laws and Regulations prepared	Inventory of Government Policies, Laws and Regulations	Inventory of Government Policies, Laws and Regulations prepared and submitted to Cabinet Secretariat at 30 th June and 30 th December.	Ministries, Departments, Agencies and the General Public	Formal request to the Solicitor General	Written reply to the Deputy Head of Public Service/Deputy Secretary to Cabinet	State Attorneys and Policy Analyst	Not applicable	Head Policy and Planning Division

Specific Objective (Why the need for the standard)	Key Output/Result Product/Service	Key Performance Indicator for the Output/Product/Service	Standard in terms of: Quantity, Quality, Cost, time, process, accessibility and coverage	Target beneficiaries/recipients of the service	Access criteria to obtain service	Methodology for providing service	Basic infrastructure for providing service: including tools, equipment, and personnel (Input)	User fee/Contribution by service recipient	Responsibility Centre/Service delivery point
	2.1.1.1.1: Policies developed for national socio-economic transformation Cabinet Forward Agenda Plan prepared	Cabinet Forward Agenda Plan prepared and submitted to Cabinet Secretariat	Cabinet Forward Agenda Plan prepared and submitted to Cabinet Secretariat by 30 th April	Office of the President/Cabinet Secretariat	Formal request to the Solicitor General	Written reply to the Deputy Head of Public Service/Deputy Secretary to Cabinet	State Attorneys and Policy Analyst	Not applicable	Head Policy and Planning Division
	2.1.1.1.1: Policies developed for national socio-economic transformation Matters arising from Cabinet Decisions/Directives prepared and submitted to Cabinet Secretariat	Matters arising from Cabinet Decisions/Directives prepared and submitted to Cabinet Secretariat	Matters arising from Cabinet Decisions/Directives for the previous calendar year prepared and submitted to Cabinet Secretariat by 30 th December	Office of the President/Cabinet Secretariat	Formal request to the Solicitor General	Written reply to the Deputy Head of Public Service/Deputy Secretary to Cabinet	State Attorneys and Policy Analyst	Not applicable	Head Policy and Planning Division

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	2.1.1.1.2: Legislation developed for effective governance Bills, Ordinances, bylaws drafted	Percentage of bills, Statutory Instruments, Ordinances and Bylaws drafted.	Draft bills, and verify bye-laws within 30 days of receipt of the request upon submission of all required documents	Cabinet, MDAs and LGs	Formal request to the Ministry	Written response, draft bills, Statutory Instruments, Ordinances and Bylaws drafted	Human Resources, office equipment and tools	Not Applicable	Director, First Parliamentary Counsel
	2.1.1.1.2: Legislation developed for effective governance Professional assistance in drafting of the private member's bill provided	Percentage of private member's Bills on which professional assistance is rendered	Assistance rendered within 30 days upon submission of all required documents	Members of Parliament or Committee of Parliament	Formal request	Written response, Draft Bill	Human Resources, office equipment and tools	Not Applicable	Director, First Parliamentary Counsel

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	2.1.1.1.2: Legislation developed for effective governance Resolutions drafted	Percentage of Resolutions drafted	Draft prepared within 14 days of receipt of instructions from MDAs	Parliament	Formal request and draft instrument	Written response, copy of resolution	Human Resources, office equipment and tools	Not Applicable	Director, First Parliamentary Counsel
	2.1.1.1.2: Legislation developed for effective governance Acts of Parliament, Bills, Statutory Instruments and other legislative instruments published	Proportion of Acts of Parliament, Bills, Statutory Instruments and other legislative instruments authorized for publication	Authorize publication of Acts of Parliament, Bills, Statutory Instruments and other legislative instruments within two (2) days of receipt of approval	MDAs	Formal request	Authorisation slip to Uganda Printing and Publishing corporation	Human Resources, office equipment and tools	Not Applicable	Director, First Parliamentary Counsel

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	2.1.1.1.2: Legislation developed for effective governance Advice on legislation	Proportion of Requests for legal advice responded to	Give advice within 14 days of receipt of the request upon submission of all required documents	Public	Formal request	Written response	Human Resources, office equipment and tools	Not Applicable	Director, First Parliamentary Counsel
	2.1.1.1.2: Legislation developed for effective governance Advice on law reform provided	Proportion of Requests for legal advice responded to	Requests for advice on legal reform responded to within 14 days	Parliament/ Government	Formal request	Written response	Human Resources, office equipment and tools	Not Applicable	Director, First Parliamentary Counsel

Specific Objective (Why the need for the standard)	Key Output/Result	Key Performance Indicator for the Output/Product/Service	Standard in terms of: Quantity, Quality, Cost, time, process, accessibility and coverage	Target beneficiaries/recipients of the service	Access criteria to obtain service	Methodology for providing service	Basic infrastructure for providing service: including tools, equipment, and personnel (Input)	User fee/Contribution by service recipient	Responsibility Centre/Service delivery point
<i>Objective 3: To enhance efficiency in the delivery of justice, law and order services</i>	<i>3.1.1.1.2: legal and procedural safeguards to ensure equity and rule of law/due process enforced.</i> Estate File opened	Proportion of files opened	Upon receipt of a death report, open a file within one day upon payment of the required fees	Beneficiaries of estates deceased person	Formal written request to Administrator General.	Interface with records staff and state attorney.	Human Resources, office equipment and tools	UGX 2000 for a file and a form	Administrator General (Admin Gen.)
	<i>3.1.1.1.2: legal and procedural safeguards to ensure equity and rule of law/due process enforced.</i> Family wrangles and disputes resolved	Proportion of cases settled	Conclude family wrangles and Disputes within two months.	Beneficiaries of estates of deceased person, General public.	Formal request to Admin Gen.	Family mediation meetings and negotiations	Human Resources, office equipment and tools	Not applicable	Administrator General (Admin Gen.)

Specific Objective (Why the need for the standard)	Key Output/Result Product/Service	Key Performance Indicator for the Output/Product/Service	Standard in terms of: Quantity, Quality, Cost, time, process, accessibility and coverage	Target beneficiaries/recipients of the service	Access criteria to obtain service	Methodology for providing service	Basic infrastructure for providing service: including tools, equipment, and personnel (Input)	User fee/Contribution by service recipient	Responsibility Centre/Service delivery point
	3.1.1.1.2: legal and procedural safeguards to ensure equity and rule of law/ due process enforced. Estates administered	Number of estates administered	Administer estates within two years in accordance with the succession laws	Beneficiaries of estates of deceased person	Formal request, or notice where it is by will or ordered by court.	Vetting the beneficiaries, establishing the estate and reporting to court	Human Resources, office equipment and tools	Not applicable	Administrator General (Admin Gen.)
	3.1.1.1.2: legal and procedural safeguards to ensure equity and rule of law/ due process enforced. Administrator General represented	Representation in the courts of law	Honor summons and attend all courts as scheduled.	The Administrator General as well as the public.	Formal request to Admin Gen.	Formal receipt of Court process	Human Resources, office equipment and tools	Filing fees,	Administrator General (Admin Gen.)

Specific Objective (Why the need for the standard)	Key Output/Result	Key Performance Indicator for the Output/Product/Service	Standard in terms of: Quantity, Quality, Cost, time, process, accessibility and coverage	Target beneficiaries/recipients of the service	Access criteria to obtain service	Methodology for providing service	Basic infrastructure for providing service: including tools, equipment, and personnel (Input)	User fee/Contribution by service recipient	Responsibility Centre/Service delivery point
	3.1.1.1.2: legal and procedural safeguards to ensure equity and rule of law/ due process enforced. Certificates of No Objection issued out	Number of Certificates of No Objection issued out	Issue Certificates of No Objection within 14 days after final family resolution.	Beneficiaries of estates of deceased persons, missing persons and persons with mental disabilities.	Formal request to Admin Gen.	Family meetings and information verification.	Human Resources, office equipment and tools	2,000 shillings.	Administrator General (Admin Gen.)
	3.1.1.1.2: legal and procedural safeguards to ensure equity and rule of law/ due process enforced. Complaints referred	Number of Complaints referred	Refer legal proceeding within 30 days from the time the case was reported	Family members	Formal request to Admin Gen. Internal assessment report	Formal letter to DPP	Human Resources, office equipment and tools	Not applicable	Administrator General (Admin Gen.)

Specific Objective (Why the need for the standard)	Key Output/Result	Key Performance Indicator for the Output/Product/Service	Standard in terms of: Quantity, Quality, Cost, time, process, accessibility and coverage	Target beneficiaries/recipients of the service	Access criteria to obtain service	Methodology for providing service	Basic infrastructure for providing service: including tools, equipment, and personnel (Input)	User fee/Contribution by service recipient	Responsibility Centre/Service delivery point
	3.1.1.1.2: legal and procedural safeguards to ensure equity and rule of law/ due process enforced. Estates and properties managed	Number of estates and properties managed	Manage estates and properties in accordance with the Law	Widows, widowers and minors	Formal request to Admin Gen.	Verification of beneficiaries against claims made	Human Resources, office equipment and tools	Not applicable	Administrator General (Admin Gen.)
	3.1.1.1.2: legal and procedural safeguards to ensure equity and rule of law/ due process enforced. Payments effected	Proportion of qualifying beneficiaries promptly paid	Process payments to beneficiaries within 7 days of receipt of the request	Beneficiaries	Formal request to Admin Gen.	Verification of beneficiaries against the claims made/requested.	Human Resources, office equipment and tools	Not applicable	Administrator General (Admin Gen.)

Specific Objective (Why the need for the standard)	Key Output/Result	Key Performance Indicator for the Output/Product/Service	Standard in terms of: Quantity, Quality, Cost, time, process, accessibility and coverage	Target beneficiaries/recipients of the service	Access criteria to obtain service	Methodology for providing service	Basic infrastructure for providing service: including tools, equipment, and personnel (Input)	User fee/Contribution by service recipient	Responsibility Centre/Service delivery point
	<i>3.1.1.1.2: legal and procedural safeguards to ensure equity and rule of law/ due process enforced.</i> Land transferred	Number of transfers issued.	Issue land transfer within two days of payment of Administrator General's fees and upon receipt of all required documents.	Beneficiaries	Formal request to effect transfer.	Formal search, verification of claimant, valuation and a resolution to transfer.	Human Resources, office equipment and tools	Upon payment of the necessary fees	Administrator General (Admin)
	<i>3.1.1.2.6: Quality Assurance enhanced.</i> Law Chambers inspected and approved	Number and proportion of Law Chambers Inspected and approved	Inspect all Law Chambers by 31 st March of each year; provided payment has been made by 31 st January	All Law Chambers, Legal Departments	Application and payment for inspection	Physical visits to Inspect	Law Council Members, Human Resources, office equipment and tools	Inspection and approval of chambers fees of UGX62,000 before 31 st December and a penalty fee of UGX 20,000 after 31 st December each year)	Law Council Secretariat

Specific Objective (Why the need for the standard)	Key Output/Result	Key Performance Indicator for the Output/Product/Service	Standard in terms of: Quantity, Quality, Cost, time, process, accessibility and coverage	Target beneficiaries/ recipients of the service	Access criteria to obtain service	Methodology for providing service	Basic infrastructure for providing service: including tools, equipment, and personnel (Input)	User fee/Contribution by service recipient	Responsibility Centre/Service delivery point
	3.1.1.2.6: Quality Assurance enhanced. Certificate of Approval of Chambers (CAC) issued	Number of certificates of approval of chambers issued in time	Certificate of Approval of Chambers (CAC) issued within 14 days upon fulfilment of requirements	Legal Departments, Law Chambers	Physical collection	Assessment, printing of document and sealing	Law Council members Human Resources, office equipment and tools	Not applicable	Law Council Secretariat
	3.1.1.2.6: Quality Assurance enhanced. Curricula of Universities and institutions teaching law recommended	Number of law curricula recommended	Recommend to National Council of Higher Education (NCHE) within five (5) days after a decision of the Law Council	NCHE	Formal request from NCHE	Review meetings, inspections and report preparation	Law Council members Human Resources, office equipment and tools	Not Applicable	Law Council Secretariat

Specific Objective (Why the need for the standard)	Key Output/Result	Key Performance Indicator for the Output/Product/Service	Standard in terms of: Quantity, Quality, Cost, time, process, accessibility and coverage	Target beneficiaries/recipients of the service	Access criteria to obtain service	Methodology for providing service	Basic infrastructure for providing service: including tools, equipment, and personnel (Input)	User fee/Contribution by service recipient	Responsibility Centre/Service delivery point
	3.1.1.2.6: Quality Assurance enhanced. Institutions and Universities accredited to teach Law inspected for compliance	Number of Institutions and Universities accredited to teach Law inspected annually.	Inspect all Institutions and Universities accredited to teach Law by June of each year. Publication of accredited Universities by June of each year	Universities, institutions and general public	Statutory obligation	Physical inspection, report preparation, mass media publication	Law Council members Human Resources, office equipment and tools	Not Applicable	Law Council Secretariat
	3.1.1.2.6: Quality Assurance enhanced. Foreign legal qualifications processed	Number of applications for recognition of foreign legal qualifications processed	Process the applications within thirty (30) days from the date of receipt of all documents	Applicants (foreign trained Lawyers)	Formal request	Review of applications by the Committee on Legal Education and Training (CLEET)	Law Council members Human Resources, office equipment and tools	Not Applicable	Law Council Secretariat

Specific Objective (Why the need for the standard)	Key Output/Result	Key Performance Indicator for the Output/Product/Service	Standard in terms of: Quantity, Quality, Cost, time, process, accessibility and coverage	Target beneficiaries/ recipients of the service	Access criteria to obtain service	Methodology for providing service	Basic infrastructure for providing service: including tools, equipment, and personnel (Input)	User fee/Contribution by service recipient	Responsibility Centre/Service delivery point
	3.1.1.2.6: Quality Assurance enhanced. Continuing Legal education service providers accredited.	Number of legal education service providers accredited	Accreditation issued within thirty (30) days on receipt of all required documents.	Continuing Legal Education Service providers, general public	Formal request	Review of applications by CLET	Law Council members Human Resources, office equipment and tools	Not Applicable	Law Council Secretariat
	3.1.1.2.6: Quality Assurance enhanced. Applications for Continuing Legal Education Training programmes accredited	Number and proportion of applications for training programmes accredited	Approval or disapproval of the applications within thirty (30) days from the date of receipt of all documents	Accredited Continuing Legal Education Service Providers	Formal request to Law Council	Review of applications by CLET	Law Council members Human Resources, office equipment and tools	Not Applicable	Law Council Secretariat

Specific Objective (Why the need for the standard)	Key Output/Result Product/Service	Key Performance Indicator for the Output/Product/Service	Standard in terms of: Quantity, Quality, Cost, time, process, accessibility and coverage	Target beneficiaries/recipients of the service	Access criteria to obtain service	Methodology for providing service	Basic infrastructure for providing service: including tools, equipment, and personnel (Input)	User fee/Contribution by service recipient	Responsibility Centre/Service delivery point
	3.1.1.2.6: Quality Assurance enhanced. List of successful applications for certificates of eligibility to enroll as advocates compiled	Number of successful applicants for eligibility to enroll as advocates compiled and published	Successful applicants submitted to the Chief Registrar within fourteen (14) days after issuance of a notice of enrolment	Chief Registrar Judiciary	Statutory obligation	Compilation of list, preparation of notices, Formal letter	Law Council members Human Resources, office equipment and tools	Application fees	Law Council Secretariat
	3.1.1.2.6: Quality Assurance enhanced. Disciplinary cases against lawyers handled	Proportion of disciplinary cases handled, Number of disciplinary cases disposed of	Deliver Disciplinary Committee rulings within sixty (60) days from the date of last hearing	General public	Filing of complaints to Law Council	Hearings of the disciplinary committee	Law Council members Human Resources, office equipment and tools	Filing fees of UGX 2,000	Law Council Secretariat

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	3.1.1.2.6: Quality Assurance enhanced. Legal Aid Service Providers approved	Proportion of legal aid service providers approved	Legal Aid Service Providers approved within thirty (30) days upon receipt of all required documents	Legal Service Providers	Formal application to law council	Review of application by the Law Council	Law Council members Human Resources, office equipment and tools	Not Applicable	Law Council Secretariat
	3.1.1.2.6: Quality Assurance enhanced. Legal Aid Service Providers inspected	Proportion of Legal Aid Service Providers inspected	Inspect all Legal Aid Service Providers by 31 st May of each year	Legal Service Providers and the General public	Formal request	Physical visit	Law Council members Human Resources, office equipment and tools	Inspection fees (UGX 62,000), late inspection UGX 82,000	Law Council Secretariat

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	3.1.1.2.6: Quality Assurance enhanced. Certificate of Approval of Legal aid service providers issued	Number of certificates approval issued	Certificate of Approval of Legal Aid Service Providers chambers issued within 14 days upon receipt of all required documents	LASPs	Physical collection	Assessment, printing of document and sealing	Law Council members Human Resources, office equipment and tools	Not applicable	Law Council Secretariat
	3.1.1.2.9: Legal services rendered to government Instructions sought from MDAs and responses to statutory notices prepared	Number of notices received and acted upon	Upon receipt, act upon Statutory Notices of intention to sue Government and its allied institutions and local governments, within forty-five (45) days	MDAs, law firms, individuals/complainants	Receipt of Statutory Notices	Letters requesting for Instructions from MDAs	Human Resources, office equipment and tools	Not Applicable	Director Civil Litigation

Specific Objective (Why the need for the standard)	Key Output/Result Product/Service	Key Performance Indicator for the Output/Product/Service	Standard in terms of: Quantity, Quality, Cost, time, process, accessibility and coverage	Target beneficiaries/recipients of the service	Access criteria to obtain service	Methodology for providing service	Basic infrastructure for providing service: including tools, equipment, and personnel (Input)	User fee/Contribution by service recipient	Responsibility Centre/Service delivery point
	3.1.1.2.9: Legal services rendered to government Pleadings and Responses prepared, filed and served	Number of pleadings and Responses prepared, filed and served	Pleadings and responses prepared and filed within the time stipulated by law	MDAs and LGs	Formal request	Interviewing clients, research, drafting, filing and serving	Human Resources, office equipment and tools	Not Applicable	Director Civil Litigation
	3.1.1.2.9: Legal services rendered to Government, allied institutions and LGs Represented	Proportion of cases handled in Court	Represent the Government Ministries, Institutions and Local Governments within the time stipulated by law	MDAs and local governments	Formal request for representation	Physical and Virtual appearance and representation in all courts	Human Resources, office equipment and tools	Not Applicable	Director Civil Litigation

Specific Objective (Why the need for the standard)	Key Output/Result Product/Service	Key Performance Indicator for the Output/Product/Service	Standard in terms of: Quantity, Quality, Cost, time, process, accessibility and coverage	Target beneficiaries/recipients of the service	Access criteria to obtain service	Methodology for providing service	Basic infrastructure for providing service: including tools, equipment, and personnel (Input)	User fee/Contribution by service recipient	Responsibility Centre/Service delivery point
	3.1.1.2.9: Legal services rendered to government Cases before Commissions and Tribunals defended and handled	Proportion of cases before Tribunals and Commissions handled	Represent the Government and all its allied institutions in in Tribunals and Commissions	MDAs	Formal request	Physical and Virtual appearance and representation in all Tribunals and Commissions	Human Resources, office equipment and tools	Not Applicable	Director Civil Litigation
	3.1.1.2.9: Legal services rendered to government Mediation and arbitration cases handled	Proportion of arbitration and mediation cases handled	Government effectively represented in all mediation and arbitration matters according to applicable rules or laws	MDAs and LGs	Formal request	Interviewing clients, research, drafting, filing and serving	Human Resources, office equipment and tools	Not Applicable	Director Civil Litigation

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	3.1.1.2.9: Legal services rendered to government Legal advisories rendered on court awards and compensations	Proportion of Legal advisories rendered on court awards and compensations	Render advice within 14 days from date of submission of all relevant documents	Decree holders, Advocates	Receipt of I	Review and verification of claims	Human Resources, office equipment and tools	Not Applicable	Director Civil Litigation
	3.1.1.2.9: Legal services rendered to government Cases settled out of court	Proportion of cases settled out of court	Conclude out of court Negotiations within 60 days	MDAs & LGs, Complainants and Advocates	Formal request/proposals for out of court settlement	Mediation and Negotiations meetings	Human Resources, office equipment and tools	Not Applicable	Director Civil Litigation

Specific Objective (Why the need for the standard)	Key Output/Result Product/Service	Key Performance Indicator for the Output/Product/Service	Standard in terms of: Quantity, Quality, Cost, time, process, accessibility and coverage	Target beneficiaries/recipients of the service	Access criteria to obtain service	Methodology for providing service	Basic infrastructure for providing service: including tools, equipment, and personnel (Input)	User fee/Contribution by service recipient	Responsibility Centre/Service delivery point
	3.1.1.2.9: Legal services rendered to government Legal advice provided to Government	Proportion of legal opinions prepared	Legal advice given within 14 days upon submission of all relevant documents	All Ministries, Department Agencies and Local Governments (MDA&LGs)	Formal requests for legal advice	Written reply/Clearance	Human Resources, office equipment and tools	Not Applicable	Director, Legal Advisory Services
	3.1.1.2.9: Legal services rendered to government Legal advice provided to Government	Proportion of Contracts and Agreements cleared	Contracts and Agreements cleared within 14 days upon submission of all required documents	All MDA&LGs	Formal requests for approval	Written reply/Clearance	Human Resources, office equipment and tools	Not Applicable	Director, Legal Advisory Services

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	3.1.1.2.9: Legal services rendered to government Legal advice provided to Government	Proportion of International Contracts and treaties negotiated and ratified	Legal representation of government in all negotiations in which government has interests	MDA	Formal requests	Legal Representation of government in negotiation	Human resources, draft agreements and ICT equipment	As specified in the agreements	Director, Legal Advisory Services
	3.1.1.2.9: Legal services rendered to government Legal advice provided to Government	Proportion of protocols, treaties and MoUs cleared	Protocols, Treaties and MoUs cleared within 14 days upon submission of all required documents	All Ministries, Department Agencies (MDAs & LGs)	Formal requests for legal advice	Written reply/Clearance	Human Resources, office equipment and tools	Not Applicable	Director, Legal Advisory Services

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	3.1.1.2.9: Legal services rendered to government Legal advice provided to Government	Cabinet Memoranda	Prepare Cabinet Memoranda, within 14 days of receipt of instructions	Cabinet	Written Request	Written reply	Human Resources, office equipment and tools	Not Applicable	Director, Legal Advisory Services and the Director, First Parliamentary Counsel
Objective 6: To enhance compliance and implementation of the Uganda Bill of Rights	6.1.1.1.2: The National Action Plan on Human Rights developed and implemented Number of Convicts recommended for Presidential pardon	Proceedings for the Committee of Prerogative of Mercy	Meetings are held quarterly	Convicts & UPS	Written Request and submission by UPS	Recommendation for pardon	Committee of Prerogative of Mercy, State Attorneys, support staff, Office equipment and tools	Not Applicable	Director, Legal Advisory Services

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	6.1.1.1.2: The National Action Plan on Human Rights developed and implemented Improved observance of human rights	Number of Human Rights reports submitted to National and International Fora	Human Rights Performance Reports Submitted to the treaty bodies (twice a year) and National Action Plan on Human Rights prepared	Government and the public	Written Request	Written reply /Periodic Reports	Committee on Human Rights, Human Resources, office equipment and tools	Not Applicable	Director, Legal Advisory Services
Objective 9: Strengthen the administrative, legal, institutional and coordination capacity for Governance and Security	9.1.1.3: Management and Administrative Services coordinated Performance reports on progress of implementation prepared	Quarterly, Semi-annual and Annual Reports	Reports produced by the 30 th day of the month after the close of the Quarter	MoFPED, OPM, Development Partners and the General Public	Website of the Ministry	Reports	Website and Performance Budgeting System	Not applicable	Head Policy and Planning Division

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	9.1.1.3: Management and Administrative Services coordinated Budget Framework paper prepared	Budget Framework Paper in place	BFP prepared and submitted by 15 th November	MoFPED Parliament	Website of Ministry and hard copies	Accessible online	Website and Performance Budgeting System	Not applicable	Head Policy and Planning Division
	9.1.1.3: Management and Administrative Services coordinated Ministerial Policy Statement (MPS) prepared	MPS in place	MPS prepared and submitted to Parliament by 15 th of March	MoFPED Parliament	Website of Ministry and hard copies	Accessible online	Website and Performance Budgeting System	Not applicable	Policy and Planning Unit

Specific Objective (Why the need for the standard)	Key Output/Result	Key Performance Indicator for the Output/Product/Service	Standard in terms of: Quantity, Quality, Cost, time, process, accessibility and coverage	Target beneficiaries/recipients of the service	Access criteria to obtain service	Methodology for providing service	Basic infrastructure for providing service: including tools, equipment, and personnel (Input)	User fee/Contribution by service recipient	Responsibility Centre/Service delivery point
	9.1.1.3: Management and Administrative Services coordinated Ministry Procurement Plan prepared	Procurement Plan published	Procurement Plan published on EGP by 31 st July	PPDA & Public	Accessible on the EGP Portal	Uploading and Publishing on the EGP Portal	EGP System, Internet Services, ICT Equipment, Staff	Not applicable	Head PDU
	9.1.1.3: Management and Administrative Services coordinated Bid Notices Published	Bid Notices on EGP	Bid Notices Published 3 days after contract Committee Approval	Shortlisted bidders & General Public as applicable	Accessible on the EGP Portal	Publishing on the EGP Portal	EGP System, Internet Services, ICT Equipment, Staff	Not applicable	Head PDU

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	9.1.1.3: Management and Administrative Services coordinated Pre bid meeting held	Attendance list and minutes	Hold pre bid meetings in Stipulated time in the bid notice	Shortlisted bidders & General Public as applicable	Accessible on the EGP Portal in the bid notice	Publishing on the EGP Portal	EGP System, Internet Services, ICT Equipment, Staff	Not applicable	Head PDU
	9.1.1.3: Management and Administrative Services coordinated Bids Evaluated	Evaluation report prepared	Evaluation-As applicable (10 days for supplies and services. 15 working days for works 20 working days for technical consultancy 3 days financial evaluation consultancy)	Contracts Committee	Best Evaluated Bidder Notice Published	Accessible on EGP and bidders respective emails	EGP System, Internet Services, ICT Equipment, Staff	Not applicable	Head PDU

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	9.1.1.3: Management and Administrative Services coordinated Best Evaluated Bidder Published	BEB Notice published on the EGP Portal for 10 days	BEB Notice published within 5 days of contracts committee award	All Bidders who participated in the specific procurement	Accessible on EGP and bidders respective emails	Accessible on EGP and bidders respective emails	EGP System, Internet Services, ICT Equipment, Staff	Not applicable	Head PDU
	9.1.1.3: Management and Administrative Services coordinated Payments Processed	Approved Invoices forwarded to MOFPED	Payment processed in 5 days	MOFPED	N/A	Invoices on IFMS	IFMS System, BBS Connect, E-Cash, Internet Services, ICT Equipment, Staff	Not applicable	Head Finance & Accounts

Specific Objective (Why the need for the standard)	Key Output/Result Product/Service	Key Performance Indicator for the Output/Product/Service	Standard in terms of: Quantity, Quality, Cost, time, process, accessibility and coverage	Target beneficiaries/ recipients of the service	Access criteria to obtain service	Methodology for providing service	Basic infrastructure for providing service: including tools, equipment, and personnel (Input)	User fee/Contribution by service recipient	Responsibility Centre/Service delivery point
	9.1.1.3: Management and Administrative Services coordinated Periodic Financial Statements Prepared	Half & Annual year reports submitted	Half year: by end of 15 th Feb Annual: by 31 st August	MOFPED & Auditor General	Hardcopies acknowledged	Hardcopy report submitted	IFMS System, Staff	Not applicable	Under Secretary
	9.1.1.3: Management and Administrative Services coordinated Responses to Audit matters and treasury memoranda Prepared	Responses submitted to respective oversight institutions	14 days after receipt of the Audit report	Auditor General, Internal Auditor, General, PAC, MOFPED	Hardcopy reports submitted	Hardcopy responses	Accounting Officer & Auditees	Not applicable	Under Secretary

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	9.1.1.3: Management and Administrative Services coordinated Annual Internal Audit Workplan prepared	Approved Annual Internal Audit Workplan	1 st April of the preceding year	Accounting Officer, Audit Committee, Internal Auditor General	Soft & Hardcopy workplan submitted	Soft & Hard copies submitted	ICT Equipment, Stationery, Staff	Not applicable	Head of Internal Audit
	9.1.1.3: Management and Administrative Services coordinated Quarterly Internal Audit Reports Prepared	Final Internal Audit Report Submitted	Within 30 days after the close of the quarter	Accounting Officer, Audit Committee, Internal Auditor General, Auditees	Soft & Hardcopy of Final Internal Audit Report submitted	Soft & Hardcopy of Final Internal Audit Report submitted	ICT Equipment, Stationery, Staff	Not applicable	Head of Internal Audit

Specific Objective (Why the need for the standard)	Key Output/Result Product/Service	Key Performance Indicator for the Output/Product/Service	Standard in terms of: Quantity, Quality, Cost, time, process, accessibility and coverage	Target beneficiaries/recipients of the service	Access criteria to obtain service	Methodology for providing service	Basic infrastructure for providing service: including tools, equipment, and personnel (Input)	User fee/Contribution by service recipient	Responsibility Centre/Service delivery point
	9.1.1.3: Management and Administrative Services coordinated Verification Report prepared	Verified report submitted	As applicable / as and when required by the PS/ST	Accounting Officer, Audit Committee, Internal Auditor General, Auditees	Hardcopy of verified Report submitted	Hardcopy of verified Report submitted	ICT Equipment, Stationery, Staff	Not applicable	Head of Internal Audit
	9.1.1.3: Management and Administrative Services coordinated Incoming Mail Acknowledged, Registered and Scanned	Stamped and registered mail	One working day upon receipt of mail	Action Officers	Softcopy through EDOCS and hardcopy as and when required	Accessible online	EDRMS (Edocs) system	Not applicable	Head Registry

Specific Objective (Why the need for the standard)	Key Output/Result	Key Performance Indicator for the Output/Product/Service	Standard in terms of: Quantity, Quality, Cost, time, process, accessibility and coverage	Target beneficiaries/ recipients of the service	Access criteria to obtain service	Methodology for providing service	Basic infrastructure for providing service: including tools, equipment, and personnel (Input)	User fee/Contribution by service recipient	Responsibility Centre/Service delivery point
	9.1.1.3: Management and Administrative Services coordinated Requested Documents Retrieved	Retrieved Documents acknowledged by the action officers	Within one working day	Action Officers	Hardcopies	Hardcopies conveyed to the action officers	Trolley, Protective gear	Not applicable	Head Registry
	9.1.1.3: Management and Administrative Services coordinated Outgoing Mails Dispatched	Acknowledgment of receipt filed, scanned and uploaded	Within one working day	MDA & LG	Hardcopy delivery	Physical Delivery	Motor Cycle, and Public Means	Not applicable	Head Registry

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	9.1.1.3: Management and Administrative Services coordinated Inventory acknowledged	Supplies verified and Goods received note issued	Within one working day	Supplier	Physical	Physical delivery	Store Infrastructure, ICT, Equipment, Internal Audit, User Department	Not applicable	Head Inventory
	9.1.1.3: Management and Administrative Services coordinated Goods received on IFMS	Goods received note system number generated	Within one working day	Head Accounts	Online using IFMS	Online using IFMS	IFMS, ICT Equipment	Not applicable	Head Inventory

Specific Objective (Why the need for the standard)	Key Output/Result	Key Performance Indicator for the Output/Product/Service	Standard in terms of: Quantity, Quality, Cost, time, process, accessibility and coverage	Target beneficiaries/ recipients of the service	Access criteria to obtain service	Methodology for providing service	Basic infrastructure for providing service: including tools, equipment, and personnel (Input)	User fee/Contribution by service recipient	Responsibility Centre/Service delivery point
	9.1.1.3: Management and Administrative Services coordinated Office Cleanliness maintained	Number of complaints registered	Within one working day	Staff & General Public	Physical	Physical	Service Provider, Head Office Supervision	Not applicable	Office Supervisor
	9.1.1.3: Management and Administrative Services coordinated Reference Materials Availed	Reference Materials availed	One hour upon request	Staff and authorized persons	Hardcopy on request	Hardcopy	Books, Periodicals, Serials, Journals and staff	Not applicable	Head Library

Specific Objective (Why the need for the standard)	Key Output/Result Product/Service	Key Performance Indicator for the Output/Product/Service	Standard in terms of: Quantity, Quality, Cost, time, process, accessibility and coverage	Target beneficiaries/recipients of the service	Access criteria to obtain service	Methodology for providing service	Basic infrastructure for providing service: including tools, equipment, and personnel (Input)	User fee/Contribution by service recipient	Responsibility Centre/Service delivery point
	9.1.1.3: Management and Administrative Services coordinated General Correspondences from MDAs & LG and the Public responded to	General MDAS & LG correspondences replied	Within 5 working days	MDAs & LG and the Public	Soft & Hardcopies	Soft & Hardcopies	Action Officer, ICT Equipment	Not applicable	Accounting Officer
	9.1.1.3: Management and Administrative Services coordinated MOJCA Website Maintained	% uptime, update turn around time, page load speed	99% uptime, monthly update done within 3 working days	General Public & Staff	Portal accessible online	Accessible online on the MOJCA portal	ICT Infrastructure including equipment, internet, Staff	Not applicable	Head ICT

Specific Objective (Why the need for the standard)	Key Output/Result	Key Performance Indicator for the Output/Product/Service	Standard in terms of: Quantity, Quality, Cost, time, process, accessibility and coverage	Target beneficiaries/ recipients of the service	Access criteria to obtain service	Methodology for providing service	Basic infrastructure for providing service: including tools, equipment, and personnel (Input)	User fee/Contribution by service recipient	Responsibility Centre/Service delivery point
	9.1.1.3: Management and Administrative Services coordinated Functional ICT systems and services Maintained	Operational systems and support	uptime; Timely issue resolution	Internal Staff & General Public	Accessible Online	Accessible Online	ICT Infrastructure including equipment, internet, Staff	Not applicable	Head ICT

Specific Objective (Why the need for the standard)	Key Output/Result	Key Performance Indicator for the Output/Product/Service	Standard in terms of: Quantity, Quality, Cost, time, process, accessibility and coverage	Target beneficiaries/recipients of the service	Access criteria to obtain service	Methodology for providing service	Basic infrastructure for providing service: including tools, equipment, and personnel (Input)	User fee/Contribution by service recipient	Responsibility Centre/Service delivery point
	9.1.1.3: Management and Administrative Services coordinated Specifications and certification of ICT procurements provided	Technical specifications & certification reports for ICT procurements provided	All requests handled within 2 working days	Internal Staff & General Public	Hard & Soft Copies (EGP)	Hard & Soft	ICT Infrastructure including equipment, internet, Staff	Not applicable	Head ICT
	9.1.1.3: Management and Administrative Services coordinated Development of customized systems and staff trained	Operational customized systems and trained staff	System uptime; new users trained within 5 days	Internal Staff & General Public	Upon Request for support or training	Training sessions, manuals	System developers, training team, software	Not applicable	Head ICT

Specific Objective (Why the need for the standard)	Key Output/Result	Key Performance Indicator for the Output/Product/Service	Standard in terms of: Quantity, Quality, Cost, time, process, accessibility and coverage	Target beneficiaries/recipients of the service	Access criteria to obtain service	Methodology for providing service	Basic infrastructure for providing service: including tools, equipment, and personnel (Input)	User fee/Contribution by service recipient	Responsibility Centre/Service delivery point
	9.1.1.3: Management and Administrative Services coordinated Salaries, Pension & Gratuity Processed	All eligible Pensioners Processed for payment Gratuity Accessed and processed within a FY of retirement	Salaries, Pension processed by 28 th of the month	Pensioners	IFMS	IFMS	ICT Equipment, HR Staff, Internal Audit, Accounts	Not applicable	Head HR Accounting Officer



CERTIFICATE OF APPROVAL FOR THE SERVICE DELIVERY STANDARDS

The Authority has reviewed the Ministry of Justice and Constitutional Affairs Service Delivery Standards and is satisfied that it is aligned to the MDA's Development Plan 2025/26 - 2029/30 and complies with the National Planning Authority (Amendment) Act, 2024, the National Planning Authority (Development Plans) Regulations 2018, the National Development

Plan and guideline 2018 issued by the Authority.

Dated this 23rd day 19 of 2025


Joseph Muvawala PhD
EXECUTIVE DIRECTOR





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