



CLIENT CHARTER

FY2020/21-2024/25

**MINISTRY OF FINANCE, PLANNING AND ECONOMIC
DEVELOPMENT**

Ministry of Finance, Planning &
Economic Development
P.O. Box 8147
KAMPALA, UGANDA

FOREWORD

The Ministry of Finance, Planning and Economic Development (MoFPED) derives its mandate and functions from the 1995 Constitution of the Republic of Uganda and other related subordinate laws including, the Public Finance Management Act 2015 and the Acts establishing Agencies and Auxiliary organizations.

It is my pleasure to present the Client Charter for the Ministry of Finance Planning and economic Development for the period FY2020/21 to 2024/25. This Client Charter was developed in respect of the Circular Standing Instruction No. 2 of 2019 aimed at enhancing service delivery standards through enhanced transparency and accountability.

The Ministry's Client Charter has been reviewed to foster and reinforce service standards that will guide the Ministry's management and staff in providing quality services to our Clients, the Public and the Private Sector.

The Charter is intended to clearly define systems that can adequately measure performance for results and access to timely and accurate public information.

The Ministry's Clients are encouraged to use this Client Charter as a reference point for purposeful engagement with the Ministry.



Matia Kasaija (MP)

MINISTER OF FINANCE, PLANNING AND ECONOMIC DEVELOPMENT

PREAMBLE

The Ministry of Finance, Planning and Economic Development has developed this Client Charter in line with Circular Standing Instruction No. 2 of 2019 issued by the Ministry of Public Service. The Ministry of Public Service is mandated to inter-alia provide the guidelines for developing and implementing Client Charters. The Client Charter aims to enhance accountability and client focus both internally and externally in the provision of services. The Charter, in addition, serves as a tool for continuous Performance Improvement.

The objectives of the Charter are in a nutshell to: -

- i) Inform and remind clients and stakeholders of the services that the Ministry provides.
- ii) Provide a framework for the Ministry to account to its clients and stakeholders on a regular basis.
- iii) Enable the clients and stakeholders to hold the Ministry accountable for its outputs, services, and commitments, hence enhancing transparency, and
- iv) Act as a tool for continuous performance improvement by addressing service delivery issues and setting new standards of performance from time to time.

The Charter outlines the values and principles upheld by its staff in fulfilment of the mandate, Vision, and Mission of the Ministry. It presents the key result areas of each department of the Ministry in the delivery of expected services to its clients and the public in general. It articulates the rights and obligations of its clients and sets out feedback and complaint handling mechanisms.

The Ministry is committed to implementing the Client Charter to improve service delivery. The feedback received from the clients will be used to improve the systems and mechanisms used in the delivery of services.

I invite constructive feedback on the Client Charter to spur service delivery and scale up quality. The Ministry, without doubt, exists to serve and those it serves must have a say in how it serves them.



Ramathan Ggoobi

**PERMANENT SECRETARY/SECRETARY TO THE TREASURY
MINISTRY OF FINANCE, PLANNING AND ECONOMIC DEVELOPMENT**

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1.0 INTRODUCTION

This Client Charter presents the Principal Services and Commitments of the Ministry of Finance, Planning and Economic Development in the delivery of services to its clients and the public. It provides the Ministry's Mandate, Vision, Mission, Core Values, Services, Key Result Areas, and Commitments. The Charter outlines its clients, accountability framework, procedures to be followed in handling complaints and feedback mechanisms.

1.0 Vision

The Ministry's Vision is "*A competitive Economy for National Development*".

1.1 Mission

The Ministry's Mission is "To formulate sound economic policies, maximize revenue mobilization, ensure efficient allocation and accountability for public resources so as to foster sustainable economic growth and development".

1.2 Mandate

The Ministry's Mandate is to: -

- i) To formulate policies that enhance economic stability and development.
- ii) To mobilise local and external financial resources for public expenditure.
- iii) To regulate financial management and ensure efficiency in public expenditure, and
- iv) To oversee national planning and strategic development initiatives for economic growth.

1.3 Our Goal

To mobilize financial resources, regulate their management and formulate policies that enhance overall economic stability and development.

1.4 Strategic Areas of Intervention

- 1.4.1 Achieve rapid and inclusive economic growth, consistent with macro-economic stability.

- 1.4.2 Generate and sustain optimal employment of all factors of production (land, labour, capital & entrepreneurship).
- 1.4.3 Optimise domestic and external resource mobilization, including the promotion and use of public-private partnerships (PPPs) and other alternative financings to complement domestic revenues.
- 1.4.4 Expand market access and presence for Ugandan Exports.
- 1.4.5 Ensure transparency and accountability for public resources.

2.0 OUR CORE VALUES

2.1	Professionalism	We consistently demonstrate competence, knowledge, resourcefulness, quality, cooperation, and a positive attitude, related to how we provide our professional services.
2.2	Result oriented	We embrace a goal-oriented culture that focuses on outcomes and drives accountability and growth.
2.3	Efficiency and effectiveness	We continuously seek effective and efficient ways to solve problems, better our services, and to remain fiscally responsible. We constantly demonstrate a commitment to be good stewards of the resources allocated to us, discover, and apply safer, better, faster, and more cost-efficient ways to provide the services.
2.4	Teamwork	We create effective working relationships with team members by treating others fairly, maintaining an approachable atmosphere, sustaining open and honest two-way communication, and involving others in decision-making processes when appropriate.
2.5	Integrity and Transparency	We conduct business honestly and ethically, expect and exemplify trust, respect, fairness, and high character. We conduct ourselves with openness in all aspects of our work. We seek feedback from all stakeholders to achieve open communication and foster collaboration.

2.6	Innovativeness	We are driven by continuous improvement and unique cutting-edge concepts that optimize results by working better and smarter.
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3.0 CLIENTS, CLIENT RIGHTS AND OBLIGATIONS

3.1 Our Clients

Our clients, in order of priority, are: -

- i) H.E. the President
- ii) Cabinet
- iii) Parliament
- iv) Judiciary
- v) Development Partners
- vi) Government Institutions (Ministries, Departments, Agencies and Local Governments, Authorities, Parastatal and State Enterprises).
- vii) Financial Institutions
- viii) Investors and Private Sector Partners
- ix) Professional Bodies
- x) Institutions of Learning
- xi) Suppliers and Contractors
- xii) The Media
- xiii) Non-Governmental Organizations and Civil Society Organizations
- xiv) Ministry Staff and Pensioners
- xv) The Public

3.2 Client Rights

Our clients have a right to: -

- i) Timely services in accordance with the existing laws, regulations, and guidelines.
- ii) Receive appropriate technical guidance and advice.
- iii) Access to information and facilities within the prescribed laws.
- iv) Confidentiality of information in accordance with the law.
- v) Appeal in case of poor service delivery.
- vi) To be treated with respect and courtesy.

3.3 Client Obligations

Our clients will have the following obligations: -

- i) Identify themselves using appropriate Identity Cards, state reasons for accessing the Ministry's premises at the gate and the office/officer to see to avoid uninvited clients.
- ii) Comply with the Laws, Regulations, Policies and Guidelines.
- iii) Provide correct and timely information as may be required by the Ministry.
- iv) Mutual respect for staff and orderliness in offices.
- v) Participate in the formulation, implementation, evaluation and sustainability of policies and programs.
- vi) Provide goods and services that conform to set standards.
- vii) Not to induce our staff with bribes and gifts – zero tolerance to corruption!

4.0 KEY RESULT AREAS

The Ministry's key result areas are: -

- i) Macroeconomic Policy and Management
- ii) Development Policy and Investment Promotion.
- iii) Financial Sector Development, promotion of Savings and Social Protection.
- iv) Budget Preparation, Execution and Monitoring.
- v) Promoting PPPs as an alternative source of Capital for developing Infrastructure.
- vi) Deficit Financing and Cash Management.
- vii) Public Financial Management,
- viii) Internal Oversight and Advisory Services, and
- ix) Policy, Planning and Support Services.

5.0 SERVICE COMMITMENTS

5.1 Macroeconomic Policy and Management

Through the Macroeconomic Policy Department, the Ministry commits to the under listed services. The principal services and timelines for delivery are in Annex 1: -

- i) Produce and provide accurate, reliable, and timely macroeconomic forecasts.
- ii) Ensure strict compliance with fiscal rules to enable achievement of macro-economic stability.
- iii) Maintain the nominal value of debt to GDP within the thresholds as set out in the Charter for Fiscal Responsibility.

- iv) Maintain a sustainable fiscal deficit as set in the Charter of Fiscal Responsibility.
- v) Improve productivity within the economy to attain a GDP growth rate between 6% and 7% annually.
- vi) Allocate resources to key strategic sectors.
- vii) Take advantage of regional integration through the EAC, COMESA, and AfCFTA.
- viii) Maintain single-digit inflation.
- ix) Maintain adequate foreign exchange reserve cover.
- x) Improve tax policies to create a sound and buoyant tax system that ensures that revenues are raised in a fairer and more balanced way and generated as growth occurs.
- xi) Lift the capacities of the revenue administration entities and ensure that revenue is raised in an economically efficient way and reduce the compliance burden for individuals and businesses.
- xii) Improve citizen perceptions of taxation, by demonstrating value for money in Government expenditures.
- xiii) Amend the Income Tax Act to improve the progressiveness and fairness of the tax system.
- xiv) Refocus the Excise Duty regime towards addressing negative externalities associated with the decision of economic agents.

5.2 Development policy and Investment promotion

Through the Economic Development Policy and Research Department, the Ministry commits to the under listed services. The principal services and timelines for delivery are in Annex 1: -

- i) Operationalization of the National Business Development Services (BDS) Strategy.
- ii) Improve District Investment and Enterprise (DINE) profiles to promote structured demand for Parish Development Model (PDM) commodities annually.
- iii) Establish a collaboration framework between the Ministry and the Informal Sector Umbrella Associations for the second National Strategy for Private Sector Development (NSPSD II).
- iv) Fast-track the full automation and operationalization of the One-Stop-Centre (OSC).
- v) Implement the Area-Based Commodity Development (ABCD) approach under the NSPSDII.
- vi) Review the Public Enterprise Reform and Divestiture (PERD) Policy (1991) and repeal the PERD Act (1993).
- vii) Support Small and Medium Enterprises (SMEs) and local content implementation.

5.3 Financial Sector Development, promotion of Savings and Social Protection

Through the Financial Services Department, the Ministry commits to the under listed services. The principal services and timelines for delivery are in Annex 1: -

- i) Lower the high cost of credit charged by financial institutions to increase access to affordable finance for Micro, Small and Medium enterprises (MSMEs).
- ii) Increase access to insurance.
- iii) Strengthen the Development of Financial Institutions.
- iv) Deepen capital markets.
- v) Promote digital financial products/services.
- vi) Strengthen Business Development Service Centers.
- vii) Support financial innovations.
- viii) Increase national savings to 45% in the medium-term.
- ix) Increase financial literacy in the communities.
- x) Provide affordable housing finance.
- xi) Increase coverage of the retirement benefits through legal regulatory reforms and creating awareness.

5.4 Budget Preparation, Execution and Monitoring

Through the four (4) departments of Budget Policy, Infrastructure and Social Service, Public Administration and Project Analysis, the Ministry commits to the under listed services. The principal services and timelines for delivery are in Annex 1: -

- i) Coordinate the annual national planning and budgeting process.
- ii) Ensure consistency of the Medium-Term Expenditure Framework (MTEF) projections with the strategic direction and the NDP.
- iii) Increase constructive engagement with Ministries, Departments and Agencies (MDAs) in planning and budgeting.
- iv) Promote transparency in the budget process.
- v) Analyze and advise on annual budget policy options and medium to long-term forecasts.
- vi) Institute mechanisms for ring-fencing funding for special programs such as PDM and Emyooga
- vii) Ensure comprehensiveness of the budget.
- viii) Ensure timely budget release, tracking and reporting on utilization and budget performance by MDAs and Local Governments.

- ix) Ensure that expenditures are in line with approved work plans and Government cash flow plans.
- x) Develop and implement effective budget control mechanisms including the commitment control system.
- xi) Undertake regular national budget monitoring to ensure effective utilization of public finances.
- xii) Strengthen monitoring of externally funded projects.
- xiii) Automate the process for approval of financial implications of legislative and policy proposals.
- xiv) Fully operationalise the Public Investment Management System (PIMS) Center of excellence at Makerere University to train and certify relevant public officers in the identification, preparation, appraisal, monitoring, and evaluation of Public Investment Projects.

5.5 Public-Private Partnerships (PPPs) and other alternative financing options

Through Project Analysis and Public Investment Management Department and the PPP Unit, the Ministry commits to the under listed services. The principal services and timelines for delivery are in Annex 1: -

- i) Develop a pipeline of PPP projects.
- ii) Use competitive procurement processes to select private sector partners that offer the best value and most efficient solutions for public infrastructure and services.
- iii) Build the capacity of government officials to implement PPP projects.
- iv) Identify and collaborate with development partners and other non-state actors to access emerging and innovative project financing solutions.
- v) Integrate climate resilience into PPP infrastructure projects.

5.6 Debt Financing and Cash Management

Through the three (3) departments of Debt Policy Issuance, Cash Policy, and Development Assistance and Regional Cooperation, the Ministry commits to the under listed services. The principal services and timelines for delivery are in Annex 1: -

- i) Prepare and Publish an Annual Borrowing Plan (ABP) to meet Government's budget financing requirements.
- ii) Prepare and publish a borrowing/issuance calendar for wholesale securities to ensure transparency and predictability.

- iii) Introduce the use of Mobile Money as an alternative platform for investing in government securities (Project *Okusevinga*) by 2024.
- iv) Publish an annual report on Public Debt, Grants and Quarantees and other Financial Liabilities.
- v) Produce debt statistical bulletins and portfolio analyses every quarter.
- vi) Prepare regular updates on Cashflow Performance.
- vii) Produce updates on financial market (costs of money) developments monthly.
- viii) Formulate and implement the country's Development Cooperation Policy.
- ix) Strengthen relationships with financing Partners (multilateral, bilateral and new partners)
- x) Explore avenues for new financing modalities through implementation of the Public Investment Financing Strategy (PIFS).
- xi) Ensure availability and a high degree of involvement of legal advisors before signing any loan contract.
- xii) Select advisors and banks to execute international capital market transactions.
- xiii) Review and update the Negotiation Guidelines and strengthen negotiation capacity.

5.7 Public Financial Management

Through Accountant General's Office, the Ministry commits to the under listed services. The principal services and timelines for delivery are in Annex 1: -

- i) Prepare accurate and timely financial reports and statements.
- ii) Implement and maintain robust, secure, and efficient computerized financial management systems for Government.
- iii) Enforce compliance with the Public Financial Management Act (PFMA) 2015 as amended and the PPDA Act 2003 as amended.
- iv) Maintain a relevant and up-to-date Chart of Accounts that is aligned with international standards of classification.
- v) Transition from modified cash basis of accounting to accrual-based accounting.
- vi) Undertake regular review, inspections, monitoring and assessment of the PFM practices and systems performance.
- vii) Preparation of the annual Treasury Memorandum.
- viii) Implement the PFM systems security enhancement strategy.
- ix) Ensure seamless exchange of information across PFM Systems.
- x) Align PFM systems to international standards' certification.
- xi) Streamline financial reporting for Public Corporations and State Enterprises.
- xii) Automate the fixed assets management with an up-to-date register of Government assets and investments.
- xiii) Maintain up to date Public Debt Database.

- xiv) Ensure prompt processing of invoices and payment requests, subject to availability of resources.
- xv) Ensure compliance with payment guidelines.
- xvi) Ensure accountable, responsible and transparent procurement systems.
- xvii) Ensure training and capacity building for PFM cadre.
- xviii) Ensure continuous engagements with partners and other stakeholders.
- xix) Operationalize the PSD/DPI program management committees.
- xx) Facilitating the PSD/DPI programmes planning, budgeting Monitoring and reporting.
- xxi) Enhancing public awareness of the PSD/DPI programmes.
- xxii) Collaborate with professional bodies like ICPAU, CIPS, ACCA, and IIA, among others, on emerging issues in various professions.
- xxiii) Develop client satisfaction feedback mechanisms.

5.8 Internal Oversight and Advisory Services

Through the Internal Auditor General’s Office, the Ministry commits to the under listed services. The principal services and timelines for delivery are in Annex 1: -

- i) Effective Internal Oversight against Corruption and Fraud.
- ii) Conduct audit of both GoU and donor-funded projects annually.
- iii) Strengthen functionality of the Audit Committees.
- iv) Enhanced supervision of the Internal Audit units in the various MDALGs.
- v) Collaborate with professional bodies like ICPAU, ACCA, and IIA, among other on emerging issues in various professions.
- vi) Develop client satisfaction feedback mechanisms.
- vii) Promote and champion risk management across government.
- viii) Enhance environmental, social and governance practices in MDAs and Local Governments.
- ix) Strengthen Performance Audits in MDAs and Local Governments.
- x) Timely validation of responses by the Accounting Officers.

5.9 Policy, Planning and Administration Support Services

Through the Finance and Administration Department, the Ministry commits to the under listed services. The principal services and timelines for delivery are in Annex 1: -

- i) Provide a healthy, safe, and adequate and conducive work environment for both clients, staff and the political leadership of the Ministry.

- ii) Provide technical and administrative support towards Cabinet and Parliamentary business.
- iii) Timely implementation and reporting of Cabinet Decisions.
- iv) Coordinate the implementation of the Manifesto of the Ruling Party.
- v) Coordinate the preparation of policy briefs to the Hon.Minister of Finance and the State Ministers of Finance, Planning and Economic Development.
- vi) Prequalify Service Providers every three (3) years under Framework Contracts Agreements.
- vii) Process payments for completed works and services to suppliers within a month from completion.
- viii) Induct newly appointed staff within two weeks from date of assumption of duty.
- ix) Access pensioners and newly appointed staff on payroll within one month after retirement or appointment.
- x) Conduct pre- retirement trainings for staff due for retirement in 2 years.
- xi) Process and pay salaries, pension, and gratuity by 28th of every month.
- xii) Promote cadre development and capacity of staff to perform their duties and serve clients effectively.
- xiii) Deploy, manage, and maintain Infrastructure at the Ministry.
- xiv) Update the Ministry's website with current information monthly and communicate all Ministry information.
- xv) Open Restricted bidding (RDM) within 25 working days.
- xvi) Open Domestic Bidding (ODBM) within 40 working days.
- xvii) Dispose obsolete items every 2 years.
- xviii) Submit procurement monthly reports to PPDA by 15th day of the following months.
- xix) Guide user departments, contracts committee and providers on procurement processes from whenever required.
- xx) Process requisitions for funds within 2 days from receipt.
- xxi) Prepare expenditure projections within 1 week of receiving cash limits.
- xxii) Initiate, formulate, coordinate and review policies in the program Implementation Action Plans (PIAPS).
- xxiii) Plan monitor, update, and coordinate implementation of the PIAPs.
- xxiv) Coordinate the preparation of the Ministry's Budget Framework Paper and preliminary Budget Estimates.

6.0 GENERAL STANDARDS

6.1 Working Hours

The Ministry of Finance Planning and Economic Development Offices are open five days a week – Monday to Friday 8:00am to 12:45pm and 2:00pm to 5:00pm, in line with the Public Service Standing Orders: -

- i) We shall be closed to the Public during Public Holidays.
- ii) Our staff shall be always available during working hours and will commit working hours to official duties.
- iii) We shall ensure that attendance to duty is monitored for all staff, including using the biometric system.

6.2 Management of our Clients

All Officers at the Ministry of Finance Planning and Economic Development shall: -

- i) Attend to all clients irrespective of status, sex, age, colour, ethnic origin, tribe, birth, creed or religion, health status, social or economic standing, political opinion, or disability, and take affirmative action in favour of groups marginalized based on gender, age, disability.
- ii) Attend to clients within 5 minutes from the time of arrival.
- iii) Refer clients to the responsible offices within 2 minutes.
- iv) Present themselves to our clients in a respectable, smart and decent manner in line with the Public Service dress code.
- v) Respond to client's requests with promptness and clarity.
- vi) Shall always wear an Official Identity Card during official hours.
- vii) Provide timely and accurate information to our clients.
- viii) Respect confidentiality of personal information of our clients.

6.3 Communication Standards

The Ministry shall: -

- i) Answer all telephone calls that come through our general line and attend to phone calls on the third ring.
- ii) Use English for official communication.
- iii) Communicate using the Ministry's letter head for all written communication.
- iv) Provide information and publications through the Ministry's website and official media.
- v) Attend to all in-coming correspondences within a period of 24 hours.
- vi) Ensure that our offices have clear signage, with current and relevant information.
- vii) Respond to emails and other online communications within 30 minutes.
- viii) Respond to oral inquiries immediately.

7.0 COMMUNICATION, FEEDBACK, COMPLAINTS HANDLING

7.1 Communication

The Ministry shall use the following strategies to communicate and disseminate our commitments to our clients: -

- i) Programme Working Groups (PWGs) Meetings.
- ii) Media engagement (Radio, Television and print media).
- iii) Developing, producing, and disseminating materials for the public about the Client Charter commitments.
- iv) Corporate branding and Corporate Social Responsibility, including the Budget Month Activities.
- v) Stakeholder dialogue and engagements, including quarterly press briefings.
- vi) Displaying sections of the Client Charter at prominent places within the premises of the entity.
- vii) Uploading relevant information on the Ministry's website www.finance.go.ug, the budget website www.budget.go.ug.
- viii) Use social media platforms to disseminate to wider audience.
- ix) Organizing Annual Barazas to continuously communicate progress on commitments and obtain feedback.
- x) Including articles of the Client Charter in the relevant bulletins and other publications of Ministries, Departments, Agencies and Local Governments, and
- xi) Incorporating Client Charters in the induction of new employees.

7.2 Feedback Mechanisms and Complaints Handling

Clients shall provide feedback on our services through the following mechanisms: -

- i) Stakeholder meetings and conferences.
- ii) Supervision and monitoring visits.
- iii) Periodic Performance Reports.
- iv) Feedback forms upon receipt of a service.
- v) Client satisfaction surveys.
- vi) Suggestion boxes (put where it can be accessed).
- vii) Help desks, including the budget call center, PBS and IFMS support team.
- viii) Utilizing the support Officers attached to each Institution.
- ix) Telephone, e-mail, social media, and the Ministry Website www.finance.go.ug.
- x) The Ministry Communications Office, and
- xi) Writing to the Permanent Secretary/ Secretary to the Treasury, through the following address: -

Ministry of Finance, Planning and Economic Development
Plot 2/8 Apollo Kaggwa Road
P.O. Box 8147
KAMPALA
Email: (finance@finance.go.ug)

7.3 Client Complaints and Handling Mechanisms

The Ministry of Finance, Planning and Economic Development is accountable to the Public for the services it offers and has put in place the following procedure for handling complaints from the clients: -

- i) By writing and dropping it in the suggestion box.
- ii) Calling on 041 4707 000.
- iii) Via email to complaints@finance.go.ug
- iv) Via the Ministry website www.finance.go.ug

7.4 Appeal Mechanism

If the client is not satisfied with the response from the action officer attending to him/her, or with the way the complaint is handled, he/she may refer the matter to the Permanent Secretary/ Secretary to the Treasury.

In case the client is not satisfied with the appeal process at the Ministry of Finance, Planning and Economic Development, he/she may seek redress from the Head of Public Service and Secretary to Cabinet, Office of the President.

8.0 Annex 1 PRINCIPAL SERVICES & ACCESS CRITERIA

#	Service	Criteria for Access	Service Delivery Point	Time Frame	Cost
Finance & Administration Department					
1.	Budget Framework Paper, Ministerial Policy Statements, and Detailed Budget Estimates for MoFPED	Dissemination both in hard copies and electronically	Parliament, MoFPED Staff, and MoFPED affiliated institutions (subventions)	Annually, as per timelines specified in the PFM Act 2015	Free
2.	Policy Briefs for the Hon. Ministers of Finance	Prepared and submitted in hard copies to the Hon. Ministers	MoFPED Headquarters	As and when required	Free
3.	Clearance of Ministry obligations to suppliers and employees	Completion of deliverable Submission of requisitions	MOFPED Headquarters – Finance & Administration	Within one week	Free
4.	Placement/On-boarding	Successful candidates appear in person to obtain appointment letters	MOFPED Headquarters - Registry	Within one week upon receipt of instructions from the	Free

#	Service	Criteria for Access	Service Delivery Point	Time Frame	Cost
				appointing Authority	
5.	Payment of salaries	<p>Acceptance of appointment letter within 30 days from the date of dispatch</p> <p>Submit Bank Account Details</p> <p>Appear in person for E-Registration with required documentation.</p> <p>Submission of notification of assumption of duty</p> <p>For existing staff, there should be attendance and performance of duties</p>	MOFPED Headquarters – Finance & Administration	Within 30 days from assumption of duty	Free
6.	Payment of Pension	Notification of retirement and submission of retirement forms six months before the due date	MOFPED Headquarters – Finance & Administration	Within 30 days from date of retirement	Free
7.	Internship Placement	Submission of application and a recommendation from the training institution.	MOFPED Headquarters – Finance & Administration	Within one week from the	Free

#	Service	Criteria for Access	Service Delivery Point	Time Frame	Cost
				date of submission	
8.	Prequalification of service providers	Should be registered on EGP	MOFPED Headquarters – Finance & Administration	One day	Free
9.	Issuance of bid documents	When a service provider is shortlisted by the entity	MOFPED Headquarters – Finance & Administration	One month	Ushs. 100,000/= per bid
10.	Communication and Public Relations	Attendance of press briefings and information relayed electronically off the ministry’s website and social media handles	The public	Continuous	Free
Directorate of Budget (Public Administration, Budget Policy and Evaluation, Infrastructure & Social Services, Project Analysis & Public Investment, BMAU)					
1.	Appointment of Accounting Officers	Persons that have fully accounted for the public resources or assets of the vote for a financial year according to the report of an Internal Auditor General or the Auditor-General	Ministry of Finance, Planning and Economic Development Head Office, Kampala.	1 st July every year	Free
2.	Release of funds to MDAs and LGs	<ul style="list-style-type: none"> Accounting Officers who have committed the budget of their votes, 	Ministry of Finance, Planning and Economic	By the 10 th day of the first	Free

#	Service	Criteria for Access	Service Delivery Point	Time Frame	Cost
		<ul style="list-style-type: none"> MDA/ LG must have approved procurement plans, work plans and recruitment plans. 	Development Head Office, Kampala.	month of the quarter	
3.	Review of Release Warrants	<p>Approved budgets</p> <p>Quarterly work plan /projection in line with the expenditure limits</p> <p>Approval by the respective Accounting Officers</p>	IFMS Website	Within 48 Hours	Free
4.	Project Analysis and Appraisal	All new projects assessed for conformity with Public Investment Management System (PIMS), before admission to the Public Investment Plan	Online and physical meetings and consultations	Within one month from submission	Free
5.	Functionality and upgrade of Budgeting Systems (IBP and PBS)	<ul style="list-style-type: none"> Requests from users Issues identified from the monitoring visits. Use of the direct line 	Online	<p>Depending on the request.</p> <p>Immediately to 24 hours</p>	Free

#	Service	Criteria for Access	Service Delivery Point	Time Frame	Cost
6.	Approval of certificates of financial implication	Analysis of the financial implication	MFPED Headquarters	As and when a request is made	Free
Directorate of Economic Affairs (Tax policy, Economic Development Policy and Research Development, Financial Services, Macro Economic Policy)					
1	Tax advisory services to the public and private sector	<ul style="list-style-type: none"> • Queries raised to person. • Clarify whether online, letter or physical 	MFPED Headquarters	Within one week from receipt of the query	Free
Financial Services Department (FSD) and its Subventions					
1.	Emyooga – Presidential Initiative on Job and Wealth Creation	<ul style="list-style-type: none"> • Must be a youth between 18 to 35 years of age engaged in the 18 targeted enterprises. • Should seek the LC1 leader to connect you to the constituency. • Pay membership and subscription fees not exceeding US\$20,000/= to any Emyooga SACCO 	Microfinance Support Centre Head Office Kampala with branches in: <ul style="list-style-type: none"> • Arua • Hoima • Lira • Jinja • Masaka • Kabale • Mbale • Kabarole 	SACCOs are member owned and member governed therefore Loans from Association to individual vary	20,000

#	Service	Criteria for Access	Service Delivery Point	Time Frame	Cost
		<ul style="list-style-type: none"> The SACCO should have the documents required for grant application available at https://www.msc.co.ug/ Association should have documents required for a loan from the SACCO. Members/ clients/ individuals should have documents required for a loan. A Member applies to their respective SACCO for a loan. 	<ul style="list-style-type: none"> Mbarara Soroti Moroto Ngoma satellite office 	depending on the SACCO.	
2.	Parish Development Model Financial Inclusion Pillar	<ul style="list-style-type: none"> Be identified as a subsistence household. Must belong to an Enterprise Group. Be profiled as a PDM Enterprise Group member. Apply to the PDM SACCO for loan through the laid down procedure and appraisals processes. 	At the 10,594 gazette Parishes	SACCOs are member owned and member governed.	Free

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		<ul style="list-style-type: none"> Funds disbursed from the PDM SACCO bank account to the beneficiary. 			
3.	Licensing, Public Offering, Rights and Bonus Issue, and Cross listing for capital markets	<ul style="list-style-type: none"> Written application and complete application for New License, renewals, and replacements. Complete application for issue and approval of public offerings, rights and bonus Issue, Cross listing 	Capital Market Authority	<p>Process New and renewal of a License in 45 days.</p> <p>License replacement within 14 days</p> <p>Debt public offerings in 28 days</p> <p>Equity Public offerings in 35 days</p> <p>Rights issue in 21 days</p>	Free

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				Bonus Issue in 14 days, cross listing in 21 days.	
4.	Agricultural Credit Facility (ACF)	<ul style="list-style-type: none"> The client forwards loan application to any Participating Financial Institution advises on the terms under the ACF. Detailed bankable project proposal. may be required. The Bank of Uganda approves the loan disbursement. 	Participating Financial Institutions (PFI) <ul style="list-style-type: none"> Stanbic Bank DFCU UDBL Bank of Baroda Post Bank Centenary Bank Equity Bank Tropical bank Housing Finance Opportunity Bank Bank of Africa ABSA bank KCB Standard Chartered Orient Bank/ I&M Diamond Trust Bank Finance Trust Bank 	14 working days	Fees and charges Vary with PFI

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			<ul style="list-style-type: none"> • Crane Bank/DFCU • Top Finance Bank • Pride Micro Finance • GTB Bank 		
ACCOUNTANT GENERAL'S OFFICE					
Treasury Inspectorate & Policy					
1.	Inspection of MDAs, Local Governments and missions abroad undertaken to Assess level of compliance and areas requiring policy review or capacity building to improve public financial management.	<ul style="list-style-type: none"> - Printed copies of the inspection report distributed to entities. - Issue circulars on findings to the Accounting Officers. - Reports of management, Internal Audit, Auditor General, or Parliament submitted to AGO from the basis of the inspection 	<ul style="list-style-type: none"> - AGO - Online - MDLGs offices 	Quarterly and a report issued within 30 days after end of the quarter	Free
2.	Preparation of Treasury Memoranda	<ul style="list-style-type: none"> - PS/ST disseminates extracts of Parliament report to the respective entities. - Entities submit status of implementation of Parliament recommendations. - Treasury Memoranda submitted to Parliament 	<ul style="list-style-type: none"> - Parliament. - MoFPED - Online 	6 months after Parliament adopts report of the Auditor General	Free

#	Service	Criteria for Access	Service Delivery Point	Time Frame	Cost
3.	Resolution of issues in respect to interpretation of PFM policies, laws, and practices	<ul style="list-style-type: none"> - Entities with PFM concerns write to PS/ST or Accountant General. - The PS/ST or Accountant General initiates an inspection on any matter. - Formal guidance issued. 	Accountant General's Office	1-3 months from the date concern is lodged	Free
4.	Technical support to Oversight Committees of Parliament on matters of PFM	TIPD staff attached to the 4 Accountability Committees of Parliament.	PAC meetings Entities visited by PAC	1-3 Hrs. of the Scheduled day	Free
5.	Professional development and Capacity building for Accounts and Procurement cadre under AGO	Nominations from Accounting officers for staff eligible for sponsorship in particular professional courses i.e CPA, ACCA, and CIPS	Accountant General's Office	January - June July - December	Free
6.	Training on PFM reforms in the areas of Accounts and procurement for PFM	Nominations from Accounting officers for staff eligible to acquire knowledge on any PFM reforms introduced	<ul style="list-style-type: none"> - Online Training facilities at Ministry of Finance and at the Regional Centres 	Quarterly	Free

#	Service	Criteria for Access	Service Delivery Point	Time Frame	Cost
	cadres in all Government entities				
Procurement Policy & Management Department					
1.	Appointment of members on Contracts Committee for Central Governments (CGs) & Local Governments (LGs)	Receipt and review of nominations from Accounting Officers Names for new appointments, submitted to Internal Security Organization ISO) for vetting	MoFPED HQs	Renewals – 5 working days minimum. New appointments – between 1-2 months	Free Free
Assets Management					
1.	Processing payments from Accounting Officers on the IFMS	On-line requests from Accounting Officers	IFMS	Within 24 hours.	Free
2.	Participating in ad hoc boards of surveys instituted by Accounting Officers	Written requests from Accountant General to the Responsible Officers	Location of the disposal items	Once every Financial year	The vote to facilitate the nominated officer(s)

#	Service	Criteria for Access	Service Delivery Point	Time Frame	Cost
3.	Receive and Emboss Documents from different Votes	<ul style="list-style-type: none"> • Receive and Emboss reports. • Generate Reports 	<ul style="list-style-type: none"> • AGO • Phone call 	As and when Documents come in	Free
4.	Voiding of unapplied payments and exceptions	<ul style="list-style-type: none"> • Complaints via phone calls • Email exchange. • Meetings with management • Office desk requests by votes. 	<ul style="list-style-type: none"> • Accountant Generals Office 	Daily	Free
Public Sector Accounts					
1.	Bank Accounts Management in terms of authorizing for accounts Opening, Re-activation, Closure, offering specimen signature cards & introducing new signatories to respective banks.	<ul style="list-style-type: none"> • Entities submit request letters to Accountant General's Office. • The requests are reviewed for completeness and relevance. • If there is any missing information, either the entity is called and advised on what to do or a formal response letter is written to the vote. • Where the request is relevant and complete, depending on the subject matter, authority to open a bank account is 	Accountant General's Office-Treasury Building	48 Hours	Free

#	Service	Criteria for Access	Service Delivery Point	Time Frame	Cost
		granted, Specimen signature cards are issued, authority to close is granted or accounts are re-activated.			
2.	Technical Navision Financial Management system support to missions	<ul style="list-style-type: none"> The Mission sends a support ticket on the online help desk. The Mission is requested for remote access to either the client computer or the server through Team Viewer 	Accountant General's Office-Treasury Building site visits to Missions	24 Hours	Free
Financial Management Services Department					
1.	Rollout of PFM systems across government. The PFM systems include: <ul style="list-style-type: none"> IFMS E-cash HCM PBS PDMIS EGP E-registration 	<ul style="list-style-type: none"> Site Surveys by MoFPED Change management sessions. Pre-commissioning of the system at the sites Commissioning of the System at the sites 	MoFPED – Accountant Generals Office. Site/Vote Premises Regional Treasury Service centres MOFPED Internal Training Facility	Onsite Support on rollout - 1 month Offsite Support- Continuous support	Free

#	Service	Criteria for Access	Service Delivery Point	Time Frame	Cost
	<ul style="list-style-type: none"> IRAS Service Desk Tool 	<ul style="list-style-type: none"> Development of User Manuals and Video based guides. 		<p>On line 2hours per session (Max)</p> <p>User Manual and Video bases guides- Disseminated once.</p>	
3.	Maintenance and servicing of Public Financial Management Systems (PFM) systems	<ul style="list-style-type: none"> Programmed maintenance for all systems installed by MoFPED. On request by the business owner 	<p>Data Centres (Primary and Secondary)</p> <p>Site Server Rooms</p>	<p>Once every quarter for all MDAs/LG</p> <p>Within a month upon request</p>	Free
4.	Activation of Self-service applications on PFM systems to complete business processes e.g. application password reset.	<ul style="list-style-type: none"> Requests from users 	Online to all users via web-based applications	Immediately	Free

#	Service	Criteria for Access	Service Delivery Point	Time Frame	Cost
6.	Training Users	<ul style="list-style-type: none"> • Users with identified gaps • Planned trainings at the MoFPED 		1-14 days trainings	Free
7.	Advisory services on a) New features on applications b) PFM system outages c) IT Security best practices through IT policies	Service Desk sends the advisory through bulletins, e-mail, and social media platform	MoFPED site and other sites	Instant	Free
Management Information Systems Department					
1.	Deploy, manage and maintain ICT Infrastructure at MOFPED and its data centres.	Programmed maintenance and service from service providers	IFMS Data Centres (Primary and Secondary) Site Server Rooms	Quarterly	Free
2.	Maintenance and service of Public Financial Management Systems (PFM) systems Examples of PFM systems include the	Programmed maintenance and service from service providers	Data Centres (Primary and Secondary) Site Server Rooms	Quarterly	Free

#	Service	Criteria for Access	Service Delivery Point	Time Frame	Cost
	IFMS, PBS, E-Reg, eGP etc				
3.	Secure and reliable the PFM systems as and when the users require these systems. This is done through deploying, managing, and maintaining connectivity to sites that access PFMS systems through the Wide Area Network in addition to provisioning Infrastructure to run Enterprise Systems	ICT infrastructure (DC's, ISP's, National Backbone Infrastructure [NBI], site server rooms and computers/laptops)	On-line to all users via web-based applications	24/7	Free
4.	Enabled self-service applications on PFM systems to complete business processes e.g. application password reset	Enabled on the PFM applications	On-line to all users via web-based applications	Daily	Free

#	Service	Criteria for Access	Service Delivery Point	Time Frame	Cost
	without human intervention.				
5.	Advisory services on <ul style="list-style-type: none"> a. New features on applications b. PFM system outages c. IT Security best practices through IT policies 	Service Desk sends the advisory through bulletins, e-mail, and social media platform such as WhatsApp	MoFPED site and other sites	Instant	Free
6.	System Audits/Assessments of various PFM systems e.g. Conducting vulnerability assessment tests of systems.	Stakeholder engagement (Key players) Comprehensive Evaluation of critical areas that affect system performance including applications and hardware. Conduct vulnerability assessment tests	MoFPED site Sites	annual	Free
7.	Train users on usage of the applications and any new features	On request by the User	MoFPED training facilities Treasury service centres Sites/votes	Maximum two (2) weeks	Free

#	Service	Criteria for Access	Service Delivery Point	Time Frame	Cost
8.	Setup user roles and Responsibilities on the PFM systems	Users send formal requests/letters to the Accountant General's Office (AGO)	These are created by System Administrators of the different PFM systems	Immediately the request reaches the AGO it is processed.	Free
9.	Systems development and maintenance including: <ul style="list-style-type: none"> ○ Integrations ○ Business applications ○ Support utilities 	On request by the business owner On request by clients to have new features	MoFPED site	Ranges from weeks to months for development cycle Usage is daily.	Assorted development costs
10.	Technical support to PFM systems across government for example resolving users' transactions related issues	Users report issues through the IT Help Desks at MoFPED	MoFPED Site/Vote Premises Regional Treasury service centres	2 weeks Offsite Technical Support- Continuous support Online- approximately 30 minutes	Free
11.	E-mail services to the PFM users	Enabled on the PFM applications	On-line to all users via web-based applications	Daily	Free

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INTERNAL AUDITOR GENERAL'S OFFICE					
1.	Coordination and Supervision of Internal Audit Units across the government.	Generate programme for the year specifying the times of the visit	Different MDAs	Quarterly	Free
2.	Annual Consolidated Internal Audit Report submitted to PS/ST within the legally prescribed time frame	Generate a work plan for two months to ensure report is ready by 30 th September of every year	Office of IAG	Once every Financial Year	Free
3.	Quarterly Consolidated Internal Audit Report	Work plan generated to ensure report is ready one month after the end of quarter	Office of IAG	Once every quarter	Free
4.	Producing a List of eligible Accounting Officers and submitting it to PS/ST for approval.	<ul style="list-style-type: none"> Receive responses of OAG report by end of February. 	Office of IAG	Once every Financial year, by end March	Free
Resource Enhancement and Accountability Programme					
1.	Finance Payments	<ul style="list-style-type: none"> Request Invoice Contracts Committee approval Bank details. 	REAPs Offices	14 days	Free

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		<ul style="list-style-type: none"> • Contact details. • Attendance lists • Budget codes • Progress Reports • CC approval • RC approval • DST approval 			
2.	Administration Recruitments Training plans Foreign training Local training Leave Motor Vehicle repairs	Justification of need /vacancy <ul style="list-style-type: none"> • Interview Committee • Wage Budget • Approved training plan • Filled leave form. • Component Manager • RC approval • DST approval 	REAP Offices	Within one month	Free
3.	Monitoring and evaluation.	<ul style="list-style-type: none"> • Request for information. • Data collection tools, request for funds • Component plans • Stakeholder interest • Submissions from the Component • Submissions from the Component • Component Manager • PC approval • DST approval 	REAP Offices	Quarterly	Free