



CLIENTS' CHARTER

**MINISTRY OF LANDS, HOUSING AND
URBAN DEVELOPMENT**

MARCH, 2012

MINISTRY OF LANDS, HOUSING AND URBAN DEVELOPMENT

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Foreword

One of the major goals of the NRM Government is to ensure efficient and effective service delivery to the citizens of Uganda. The development of Clients' Charters is one such strategy which is meant to inform the general public about the services and charges by Government Ministries and Agencies.

The purpose of this Clients' Charter is to inform the public of all services offered by the Ministry of Lands, Housing and Urban Development, and the time it takes to have the services rendered. It provides information on the necessary charges/fees, feedback mechanism, clarifications and lodging complaints on services rendered.

The development and publication of this Charter is a clear indication of the Ministry's overall commitment to providing reliable and quality services in a transparent manner; aimed at restoring public confidence and trust amongst the citizens.

The Ministry is committed to delivering standard services within the stipulated timelines. This Charter is therefore a step towards ensuring a better understanding and promoting a positive relationship between the Ministry, its clients and all stakeholders.

As the Ministry strives to contribute towards ensuring a positive and conducive environment for doing business in Uganda; we shall indeed count on the invaluable support of the public as we seek to enhance performance and improve service delivery arrangements aimed at ensuring prosperity for all.

For God and My Country.



Daudi Migereko (MP)

Minister for Lands, Housing & Urban Development

Preamble

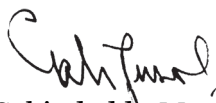
This Charter has been developed in line with the Public Service Reforms which aim at providing knowledge and information to citizens. It defines standards and quality of services to be delivered to the public by the Ministry of Lands, Housing & Urban Development. This is in keeping with existing laws, rules, regulations, norms, professional ethics and most importantly – client expectations.

The Charter identifies areas in which the Ministry operates; defines the responsibilities of management and staff; describes the rights and obligations of clients and identifies key actions that will enable the delivery of high quality services to all the Ministry stakeholders/clients and the general public at large.

This Charter has been developed through a consultative process with key stakeholders and staff; a process which was initiated in 2006. It was test run to ensure the timelines are realistic and in line with the Public Service Reform Programmes which focus on performance enhancement and achievement of outputs.

It is my hope that this Charter will increase the capacity and knowledge of our clients to demand for services and to ensure that the Ministry provides services that are relevant to the needs of the people, in a timely and efficient manner.

It is also my hope that engagement with our clients through this Charter shall be a dynamic two way process with the clients readily giving the Ministry feedback on how the Charter is being implemented.



Gabindadde-Musoke

PERMANENT SECRETARY

1.0 INTRODUCTION

The Ministry of Lands, Housing and Urban Development is responsible for providing policy direction, national standards and coordination inter alia, of all matters related to lands, housing and urban development in Uganda. The Ministry is also responsible for putting in place policies, laws and regulations to ensure sustainable land management, planned urban and rural development and decent housing for all.

1.1 The Ministry's Vision

The Ministry's **Vision** is "Sustainable Land Use, Land Tenure Security, Affordable, Decent Housing and Organized Urban Development".

1.2 The Ministry's Mission

The Ministry's **Mission** is "To ensure sustainable land management, planned urban and rural development and decent housing for all".

1.3 The Ministry's Mandate

The Ministry's **Mandate** is "To ensure rational and sustainable use, effective management of land and orderly development of urban and rural areas as well as safe, planned and adequate housing for socio-economic development".

1.4 Ministry's Structure

The Ministry is comprised of three Directorates namely: Land Management, Housing and Physical Planning and Urban Development. The Directorate of Land Management is comprised of the following Departments: Surveys and Mapping; Land Administration; and Land Registration. The Directorate of Housing is comprised of Departments of Human Settlement; and Housing Development and Estates

Management. While the Directorate of Physical Planning and Urban Development is comprised of the Departments of Physical Planning; Land Use Regulation and Compliance; and Urban Development.

The Ministry also has two support departments and four specialised units that provide support services to political leadership and technical directorates. The support departments are Finance and Administration, and Planning and Quality Assurance while the specialised units include: Resource Centre; Procurement and Disposal Unit; Policy Analysis Unit; and Internal Audit Unit.

1.5 The Ministry's Functions

- Formulating national policies, strategies and programmes on Lands, Housing and Urban Development;
- Providing policy guidance to land holding authorities for sustainable, orderly development and effective management of land, housing and urban development;
- Initiating and reviewing legislation on land, housing and urban development;
- Setting national standards for sustainable use and development of land and improved housing;
- Ensuring compliance to laws, policies, regulations and standards for the effective management and sustainable development of land, housing and urban centres;
- Monitoring and coordinating national lands, housing and urban development initiatives and policies as they apply to local Governments;
- Providing support supervision and technical back-stopping to Local Governments on matters regarding land, housing and urban development; and
- Maintaining international territorial boundary marks and updating maps.

2.0 MINISTRY'S SERVICE STANDARDS

This Charter provides a description of the Ministry's services and the necessary fees charged for the various services that it delivers. The development of the Clients' Charter is driven by the desire to provide transparent, administrative and technical services to the wider public.

All Departments in the Ministry are open to the public from 8:00am to 5:00pm on working days, with the exception of the Departments of Land Registration and Land Administration, which close to the public at 3:00pm, to allow for internal processing of transactions lodged by clients.

2.1 Department of Surveys and Mapping

The Department of Surveys & Mapping is responsible for the establishment of survey and geodetic controls, quality checks of cadastral jobs, survey of government land and international boundaries, production and printing of topographical maps. The Department is also responsible for producing a National Atlas.

The Department is located in Entebbe. All documents presented to the Department for processing, shall be received and stamped at the Department.

| No | Service | Standard time | Cost* |
|----|---|-----------------|---|
| 1. | Check and process a file for surveyed land/plot up to issuance of Deed plans/prints | 10 working days | 3,000/= per Job; 150/= per point measured. |
| 2. | Issuance of Deed plans on request | 5 working days | 7,500/= per set (Small size) 15,000/= to 30,000/= per set (Big size) |

| No | Service | Standard time | Cost* |
|-----|---|----------------|-------------------------|
| 3. | Provision of Survey data | 2 working days | 10,000/= |
| 4. | Issuance of Instruction to Survey (I/S) | 2 working days | 5,000/= |
| 5. | Provision of site plan/working print | 1 working day | 5,000/= |
| 6. | Provision of a hard copy Map/Chart | 1 working day | 10,000/= |
| 7. | Provision of an electronic version of a Map/Chart | 1 working day | 75,000/= |
| 8. | Provision of a copy of Map Cartridge | 1 working day | 10,000/= |
| 9. | Provision of Aerial Photographs | 2 working days | 15,000/= (per 5 copies) |
| 10. | Provision of a print out satellite image | 2 working days | 30,000/= |
| 11. | Provision of a Cadastral standard sheet on Film | 2 working days | 30,000/= |

| No | Service | Standard time | Cost* |
|-----|--|-----------------------|----------|
| 12. | Provision of Report on Boundary Opening for dispute resolution | 10 working days | No cost |
| 13. | Approval of a Land subdivision/mutation | 5 working days | 20,000/= |
| 14. | Respond to any mapping/surveying queries | within 5 working days | No cost |

* All Payments attract an additional Bank charge which currently is 2,500/=.

2.2 Department of Land Administration

The Department of Land Administration is responsible for supervision of land administration institutions and valuation of land and other properties.

All documents presented to the Department shall be received and stamped at the Departments Receiving /Dispatch room on the first floor, Room 19, at the Ministry Headquarters.

Land Inspectorate Division

| No | Service | Standard time | Cost* |
|----|---|-----------------|--|
| 1. | Processing upcountry instructions to prepare land title (both leasehold and freehold) | 10 working days | <ul style="list-style-type: none"> • Registration fee- 10,000/= • Issue of certificate of title-20,000/= • Assurance of title 5% of premium or 20,000/= in case of freehold • Preparation of lease- 20,000/= |

| No | Service | Standard time | Cost* |
|----|---|------------------------|--|
| 2. | Provide technical advice in writing | Within 10 working days | No cost |
| 3. | Give consents to transfer | 3 working days | <ul style="list-style-type: none"> • Consent fee- 20,000/= • For each additional plot- 5,000/= |
| 4. | Processing extensions on expired initial leases and renewal of expired leases | 20 working days | <ul style="list-style-type: none"> • Registration fee- 10,000/= • Preparation of lease- 20,000/= • Issue of certificate of title-20,000/= • Assurance of title- 20,000/= • Extension/ application fee- 20,000/= |
| 5. | Processing of extensions of running leases | 10 working days | <ul style="list-style-type: none"> • Registration fee- 10,000/= • Extension/ application fee- 20,000/= |
| 6. | Processing Variation of terms lease / Change of User after approval from the Controlling Authority and National Physical Planning Board | 7 working days | <ul style="list-style-type: none"> • Registration fee- 10,000/= • Variation fee- 20,000/= (Premium and Ground Rent must have been assessed and paid by the client) |

| No | Service | Standard time | Cost* |
|-----|--|-----------------|---|
| 7. | Processing conversions from customary tenure to freehold | 10 working days | <ul style="list-style-type: none"> • Registration- 10,000/= • Assurance of title- 20,000/= • Issue of certificate- 20,000/= • Application fee- 50,000/= |
| 8. | Processing sub divisions | 15 working days | <ul style="list-style-type: none"> • Registration- 10,000/= • Assurance of title- 20,000/= per title • Issue of certificate- 20,000/= per title • Application fee- 20,000/= |
| 9. | Conversions from leasehold to freehold | 10 working days | <ul style="list-style-type: none"> • 100,000/= for urban areas • 40,000= for rural areas • Registration fee- 10,000/= • Issue of certificate- 20,000/= • Assurance of title- 20,000/= • Application fee- 20,000/= |
| 10. | Process grant of leasehold & freehold | 15 working days | <ul style="list-style-type: none"> • Preparation of lease- 20,000/= • Registration- 10,000/= • Issue of certificate of title-20,000/= • Assurance of title- 20,000/= • Application fee- 20,000/= |

| No | Service | Standard time | Cost* |
|-----|--|-----------------------|---|
| 11. | Issuance of search report on information from the Land Administration Registry on ownership, status of land, plot number | Within 3 working days | <ul style="list-style-type: none"> • Search fee-10,000/= • Perusal fees – 5,000/= |
| 12. | Processing of certified documents after receiving the relevant land file | 1 working day | <ul style="list-style-type: none"> • Search fee-10,000/= • Perusal fees – 5,000/= • Certification per page – 2,000/= |
| 13. | Issuance of search report for information in the map records office to establish status of the land | 10 working days | Search fee-10,000/= |
| 14. | Processing building plans | 10 working days | Search fee-10,000/= |

** All Payments attract an additional Bank charge which currently is 2,500/=.*

Valuation Division

All documents presented to the Division shall be received and stamped at the Department's Receiving /Dispatch room on the first floor, Room 19, at the Ministry Headquarters.

| No | Service | Standard time | Cost |
|----|--------------------------|---|---------|
| 1. | Valuation for stamp duty | Within 5 working days (within Greater Kampala Metropolitan Area); 10 working days (up country) | No Cost |
| 2. | Valuation for Probate | 10 working days | No Cost |

| No | Service | Standard time | Cost |
|----|---|---|--------------------------------------|
| 3. | Valuation for rental purposes | 10 working days after field inspection Visit (within Greater Kampala Metropolitan Area); 15 working days(up country) after field inspection visit | Costs vary and are met by the client |
| 4. | Valuation for General Compensation | 30 working days | Costs vary and are met by the client |
| 5. | Valuation for boarding off | 15 working days after inspection | Costs vary and are met by the client |
| 6. | Determination of Premium and Ground Rent | 5 working days | No Cost |
| 7. | Advice on compensation Rates | Within 15 working days | No Cost |
| 8. | Valuation for sale and/or purchase by Government. | 15 working days (within Greater Kampala Metropolitan Area); 20 working days (up country) | Costs vary and are met by the client |
| 9. | Supervision and approval of valuation reports by Consultants on land acquisition for roads, way leaves, etc | 30 working days after initial submission of reports to final submission for approval. | Costs vary and are met by the client |

2.3 Department of Land Registration / Office of Titles

The Department is responsible for issuance of Certificates of Title, general conveyance, keeping custody of the national land register, coordination, inspection, monitoring and back-up technical support relating to land registration and acquisition processes to Local Governments.

Leasehold and Freehold documents presented to the Department/ Office of Titles shall be received and stamped at the Receiving /Dispatch room on the first floor, Room 19 at the Ministry Headquarters. While Kampala Mailo documents shall be received at the Kampala Mailo Reception. Documents for the various up country branches of the Office of Titles shall be received at their respective branch receptions.

| No | Service | Standard Time | Cost* | Statutory Period for Notice |
|----|--|----------------|--|-----------------------------|
| 1. | Conduct a physical/personal search on the registered piece of land | 1 working day | 10,000/= per search | Not Applicable |
| 2 | Issue a search letter | 2 working days | 10,000/= per letter issued | Not Applicable |
| 3 | Register Transfers on Certificate of Title | 5 working days | <ul style="list-style-type: none"> • Stamp duty: 1% of the value of the land • Registration fees: 10,000/= | Not Applicable |

| No | Service | Standard Time | Cost* | Statutory Period for Notice |
|----|--|-----------------|--|-----------------------------|
| 4. | Register a Mortgage | 3 working days | <ul style="list-style-type: none"> Stamp duty, 0.05% of the mortgage sum; Registration fees 10,000/=; Perusal 5,000/= and 2,000 for any extra copy. | Not Applicable |
| 5 | Release a Mortgage | 5 working days | <ul style="list-style-type: none"> Stamp duty : 5,000/= Registration fees: 10,000/= | Not Applicable |
| 6 | Remove an expired Mortgage | 40 working days | <ul style="list-style-type: none"> Registration fees: 10,000/= | 30 days |
| 7 | Lodgement of a caveat | 1 working day | No cost | Not Applicable |
| 8. | Register a caveat | 2 working Days | <ul style="list-style-type: none"> Stamp duty : 10,000/= Registration fees: 10,000/= | Not Applicable |
| 9. | Remove a Caveat (based on requests by another party other than the person who placed it) | 70 working days | <ul style="list-style-type: none"> Stamp duty: 5,000/= Registration fees: 10,000/= | 60 days |

| No | Service | Standard Time | Cost* | Statutory Period for Notice |
|-----|--|--------------------|---|-----------------------------|
| 10. | Withdraw a Caveat (based on requests by the person who placed it) | 5 working days | <ul style="list-style-type: none"> • Stamp duty : 5,000/= • Registration fees : 10,000/= | Not Applicable |
| 11. | Lodgement of a court order | 1 working day | No cost | Not Applicable |
| 12. | Register Court Orders / Decrees | 1 working day | 10,000/= | Not Applicable |
| 13. | Rectify the Register (with notice) | 40 working days | No cost | 21 days |
| 14. | Rectify the land Register (without notice) | 5 working days | No cost | Not Applicable |
| 15. | Register Administrators or executors of a will on Certificate of Title | 5 working days | Registration fees :10,000/= | Not Applicable |
| 16. | Issue of certificate of Title upon subdivision | 10-20 working days | <ul style="list-style-type: none"> • Registration fees 10,000/=; • Title charge per new certificate • 10,000/= | Not Applicable |

| No | Service | Standard Time | Cost* | Statutory Period for Notice |
|-----|---|-----------------|--|-----------------------------|
| 17 | Issue Condominium Certificates of title | 10 working days | <ul style="list-style-type: none"> • Registration fee 10,000/=; • Title charge Ug shs 10,000/= per each condominium certificate of title | Not Applicable |
| 18. | Issue Special Certificate of Title (to replace owner's copy) | 45 working days | <ul style="list-style-type: none"> • Stamp duty: 10,000/= • Registration fees: 15,000/= • Gazettement fees: 120,000/= (paid to Uganda Printing & Publishing Corporation). | 30 days |
| 19. | Issue Substitute Certificate of Title (to replace registry copy) | 10 working days | No cost | Not Applicable |
| 20. | Issue new leasehold & Freehold Certificates of Title. | 10 working days | Registration fee: 10,000/= | Not Applicable |

| No | Service | Standard Time | Cost* | Statutory Period for Notice |
|-----|---|-----------------|--|-----------------------------|
| 21. | Extend a lease on certificate of title (For running lease) | 5 working days | Registration fees: 10,000/= | Not Applicable |
| 22. | Renew a lease on certificate of title (For expired Leases) | 10 working days | Stamp duty is paid as to 1% of the revised rent. | Not Applicable |
| 23. | Preparation of a variation | 5 working days | Preparation fee: 10,000/= | Not Applicable |
| 24. | Register Variation of a Lease | 5 working days | <ul style="list-style-type: none"> • Stamp Duty:10,000/= for 2 copies of variation lease documents • Registration fees: 10,000/= | Not Applicable |
| 25. | Preparation of surrender of a lease | 5 working days | Preparation fee: 10,000/= | Not Applicable |
| 26. | Surrender of a Lease | 10 working days | <ul style="list-style-type: none"> • Stamp Duty 5,000/= • Registration fees: 10,000/= | Not Applicable |

| No | Service | Standard Time | Cost* | Statutory Period for Notice |
|-----|--|-----------------|-----------------------------|-----------------------------|
| 27. | Register certificates of re-possession & Purchase of certificates of title | 5 working days | Registration fee: 10,000/= | Not Applicable |
| 28. | Register correction of errors on certificates of Titles brought by the Client | 5 working days | Registration fees 10,000/= | Not Applicable |
| 29 | Amendment to the Register | 30 working days | No Cost | 21 days |
| 30. | Register change of names & address | 5 working days | Registration fees; 10,000/= | Not Applicable |
| 31. | Acknowledgement of receipt of communication to office of Titles/ Department of Land Registration | 2 working days | No cost | Not Applicable |

Note that

- a) *All Payments attract an additional Bank charge which currently is 2,500/=;
- b) Fees charged by the Department are provided for under the Law in the Twenty- Second Schedule of the Registration of Titles Act CAP 230;
- c) Where an Instrument of Lease, Sublease or Mortgage is lodged in triplicate, an additional fee of Ug Shs 2,000/= is charged;
- d) On Lodgement of any instrument or other document whose purpose is to deal with or effect more than one Certificate of Title, Mortgage or Lease, for each entry after the first one, Ug Shs 5,000/= is charged;
- e) For perusal of Power of Attorney, a Memorandum and Articles of a limited liability company, rules or byelaws of a charter or other written constitution of a corporate body, an additional Ug Shs 5,000/= is charged; and
- f) For the issuance of certificate of title upon subdivision, the number of working days increase if the subdivisions are many.

2.4 Department of Physical Planning

The Department of Physical Planning is responsible for policy making, standard setting, national planning, regulation, coordination, inspection, monitoring and back-up technical support relating to urban and regional planning.

All documents presented to the Departments shall be received and stamped at the Ministry's Security Registry.

| No | Service | Standard Time | Cost* |
|----|--|---|---|
| 1. | Prepare Physical Development Plans | 9 months | The determined costs vary and are met by clients. |
| 2. | Prepare Detailed Layouts | 6 months | Costs vary and are met by clients. |
| 3. | Consider and approve plans by the National Physical Planning Board | 60 working days | <ul style="list-style-type: none"> • 1,000,000/= for District Physical development Plans; • 2,000,000/= for City Physical Dev't Plans • 1,000,000/= for Municipal Physical development Plans & • 500,000/= for Town Council Physical development Plans. |
| 4. | Communication of Board's decisions to Local Governments | 5 working days after the Board's decision | No Cost |
| 5. | Respond to requests for Change of user | 60 working days | No Cost |
| 6. | Provide Feedback to LGs on Planning clearance/guidance | 5 working days | No Cost |
| 7. | Inspection of gazetted urban centres | At least once a year | No Cost |

| No | Service | Standard Time | Cost* |
|-----|--|--|--|
| 8. | Gazettement of approved Physical Development Plans | 6 months after approval by National Physical Planning Board. | No Cost |
| 9. | Availing land use information &/or plans to users | 2 working days | Reproduction costs are met by clients. |
| 10. | Induction of new LG Physical Planning staff | Within the first three months of their appointment | No Cost |

** All Payments attract an additional Bank charge which currently is 2,500/=.*

2.5 Department of Land Use Regulation and Compliance

The Department of Land Use Regulation and Compliance is responsible for formulation of land use related policies, plans and regulations. It also provides technical support and guidance to Local Governments in the field of land use regulation, monitoring and evaluation, and systematization of the land use compliance monitoring function and practice.

All documents presented to the Departments shall be received and stamped at the Ministry's Security Registry.

| No | Service | Standard Time | Cost |
|----|---|--|---------|
| 1 | Monitor, Inspect and Supervise Local Governments and Urban Councils for Land Use Compliance | <ul style="list-style-type: none"> • Once a year for districts & Town Councils. • Twice a year for Municipalities. • Quarterly for KCCA Divisions | No Cost |
| 2 | Provide feedback to inspected LGs on corrective actions required of them | 2 weeks after inspection | No Cost |
| 3 | Publish a 'State of Land use Compliance Report' | Once every two years starting 2012 | No Cost |
| 4 | Respond to requests by LGs & other MDAs for Technical Support in the area of land use regulation & compliance | Within 1 month of receipt of request | No Cost |
| 5 | Respond to Requests for Change of User | Within five(5) working days | No Cost |

2.6 Department of Urban Development

The Department of Urban Development is responsible for formulation of urban policies, regulations, development and review of relevant laws, standard setting to enhance orderly urban development.

All documents presented to the Departments shall be received and stamped at the Ministry's Security Registry.

| No. | Service | Standard Time | Cost |
|------------|---|---|-------------|
| 1 | Provide quarterly updates on the National Urban Policy and Strategic Urban Development Plan for Uganda. | Every first week on the following Quarter | No Cost |
| 2. | Hold four National Urban Forum Workshops/Public Debates every year. | Second week of August, November, February and April | No Cost |
| 3. | Provide technical support to the Municipal-wide Development Forums once at least every quarter. | March, June, September & December every year | No Cost |
| 4. | Carry out publicity campaign activities under the National Urban Campaign programme targeting schools, universities, civil society, religious groups, Government Departments, Local Governments and the general public. | Continuous | No Cost |
| 5. | Carry out quarterly monitoring and inspection of urban sector to assess performance and produce a report and disseminate the findings for appropriate action. | March, June, September & December every year | No Cost |
| 6. | Publish and disseminate information on the urban citizenship rights and responsibilities of the urban poor once a quarter. | March, June, September & December every year | No Cost |

| | | | |
|----|---|--------------------------|---------|
| 7. | Compile and update a national urban indicators database on an annual basis | By June 30th every year. | No Cost |
| 8. | Publish the State of the National Urban Sector Report annually and disseminate it to stakeholders | October every year. | No Cost |

2.7 Departments of Human Settlements and Housing Development & Estates Management

All documents presented to the Departments shall be received and stamped at the Ministry's Security Registry. The Ministry commits itself to deliver the following service standards:

| No | Service | Standard Time | Cost |
|----|--|--|---|
| 1. | Provide strategic information on Government's Housing policies, plans, programs and strategies | 5 working days | No cost |
| 2. | Respond to queries on sale of pool housing properties | 3 working days | No cost |
| 3. | Approve the sale of pool housing properties after valuation. | 20 working days | No cost |
| 4. | Provide house type plan from the Ministry database | <ul style="list-style-type: none"> • 5 working days for individuals; • 10 working days for communities | 50,000/= (per rural based plan) 100,000/= (per urban based plan) |

| | | | |
|-----|--|-----------------------|--|
| 5. | Provide Architectural assistance/ support on building designs and plans | 10 working days | Facilitation to undertake assignment to be met by the client |
| 6. | Provide structural/ civil engineering assistance/ support on design and integrity of buildings | 10 working days | Facilitation to undertake assignment to be met by the client |
| 7. | Provide electrical engineering assistance/ support on buildings | 10 working days | Facilitation to undertake assignment to be met by the client |
| 8. | Provide quantity surveying assistance/ support on buildings | 10 working days | Facilitation to undertake assignment to be met by the client |
| 9. | Provide comprehensive multi-disciplinary technical support on housing development matters | 15 to 30 working days | Facilitation to undertake assignment to be met by the client |
| 10. | Evaluation of bids submitted by Contractors / Consultants | 5 to 10 working days | Facilitation to undertake assignment to be met by the client |
| 11. | Prepare solicitation/ contract documents | 5 working days | Facilitation to undertake assignment to be met by the client |

| | | | |
|-----|---|----------------------|---------|
| 12. | Evaluation of claims for a contractor | 5 to 10 working days | |
| 13. | Evaluation of fee note for a consultant | 5 working days | No cost |
| 14. | Vetting of condominium plan | 10 working days | No cost |

2.8 Policy, Planning, Information and Administrative Support Services

All documents presented to the Departments shall be received and stamped at the Ministry's Security Registry. The Ministry commits itself to deliver the following service standard, under the Support Departments (Finance & Administration; Planning & Quality Assurance) and Units (Resource Centre; Policy Analysis Unit; Procurement & Disposal Unit):

| No | Service | Standard Time | Cost* |
|----|--|---|---------|
| 1. | Acknowledge receipt of communication to the Ministry | 2 working days | No Cost |
| 2. | Compile and distribute Ministerial Policy Statement | By 30th June of each year | No Cost |
| 3. | Produce and circulate an Annual Performance Plan and Report | by 30 th November of each year | No Cost |
| 4. | Respond to Clients financial related queries (e.g. payments, procurement, compensation claims etc) | 2 working days | No Cost |

| | | | |
|----|--|------------------------|--|
| 5. | Respond to complaints received via the Ministry's Complaints line (0414-373511) | 5 working days | No Cost |
| 6. | Provide information responses and clarifications to the electronic and Print Media | 2 working days | No Cost |
| 7. | Update the MLHUD website with current information | Continuous | No Cost |
| 8. | Provide responses to Access to Information requests | Within 21 working days | <ul style="list-style-type: none"> • Access fee; 20,000/=; • Photocopying (Each A4 size) – 100/=; • Photocopying (Each A3 size) – 1,500/=; • Photocopying (Each A2 size) – 5,000/=; • Photocopying (Each A1 size) – 10,000/=. |

** All Payments attract an additional Bank charge which currently is 2,500/=.*

3.0 CLIENTS RESPONSIBILITIES

The Ministry reasonably expects clients to:

- i) Follow the official procedures while transacting business with the Ministry;
- ii) Deal only with Ministry staff clearly identifiable by Ministry Identity Cards worn prominently on their chests;
- iii) To treat our staff with courtesy, politeness, non-abusive language and not threatening;
- iv) Effect payments where required and issued with an official receipt;
- v) Report an official of the Ministry that asks for the payment of more money than has been advised as the official prescribed charges;
- vi) Respond to any requests for information by the Ministry;
- vii) Provide a Mobile phone contact and email address in addition to a Post Office Box Number, as may be required of you;
- viii) Desist from offering bribes, gifts, or any other inducements to staff, or to solicit the same;
- ix) Desist from accepting unofficial 'back door' services; and
- x) Submit all the required information/documentations as may be required to resolve an issue.

4.0 FEED BACK AND COMPLAINTS MECHANISM

Complaints on service delivery can be made by using the following communication channels:

- ▶ Seek audience with the Spokesperson of the Ministry on telephone no: 0414 373 511, 256 772 463 240, or Drop your complaint in one of the Ministry Suggestion Boxes;
- ▶ Use email to send a complaint to: dennisfo@mlhu.go.ug and copied to ps@mlhud.go.ug, or via the Ministry website: www.mlhud.go.ug

- ▶ Walk into our offices located at Century Building, Plot 13/15, Parliament Avenue and ask for the office of the Ministry Spokesperson located in the basement.

5.0 APPEALS MECHANISM

- ▶ Where a client is not satisfied with the response given by the Ministry's spokesperson, an appeal can be made to the respective head of the Directorate as follows:

Director Land Management; Director Housing; Director Physical Planning & Urban Development P.O Box 7096, Kampala. Clients are advised to always give a copy to the Permanent Secretary.

- ▶ As a final resort, clients may appeal directly to: The Permanent Secretary, or the Minister, P. O. Box 7096, Kampala; Tel/Fax No: 0414 230891; email:ps@mlhud.go.ug

6.0 ACCOUNTABILITY

The Ministry commits to:

- ▶ Report on the performance of the Ministry against this Charter and produce annual reports on the implementation of the Client Charter each financial year;
- ▶ Regularly arrange meetings with clients for feed back.

7.0 COMMITMENT TO PERFORMANCE IMPROVEMENT

In order to address service gaps that negatively impact our commitments in this charter, we shall:

- ▶ Strengthen sensitization of all our stakeholders on the Charter;
- ▶ Regularly monitor implementation of commitments against this Charter;

- ▶ Periodically evaluate the quality of the services provided;
- ▶ Review and appropriately redesign our service delivery mechanisms.

We commit ourselves to the implementation of this Clients' Charter with a focus on attaining sustainable land use; Land tenure security; affordable, decent housing and organized urban development.

FOR GOD AND MY COUNTRY