



THE REPUBLIC OF UGANDA

## MINISTRY OF WATER AND ENVIRONMENT



### CLIENTS CHARTER

FY 2025/26 – 2029/30



## FOREWORD

The Uganda Vision 2040 that aims to transform the Uganda society from a peasant to a modern and prosperous country is conceptualized around strengthening the fundamentals of the economy to harness the abundant opportunities around the country, including the water and environment resources for Socio – Economic development.

In conformity with the aspirations of Vision 2040, Ministry of Water and Environment is happy to present its reviewed Clients Charter for Financial Years 2025/26 to 2029/30.

This Client Service Charter is a social contract between the Ministry of Water and Environment (MWE), as a service provider and its clients/service users. It specifies standards for the delivery, which MWE believes its clients/service users have a right to expect, and sets out feedback and complaint handling mechanisms.

This charter has been reviewed through consultations with MWE clients/service users and staff. MWE commits itself to report annually to all her stakeholders including Parliament on its performance against this charter. The Ministry will continue to undertake monitoring and evaluation of its service delivery standards as a way of supporting the reporting process.

We are committed to ensuring that we offer quality services to our clients, and this is only possible if we maintain a good working relationship with our clients/service users and staff. I therefore commend this charter to all users of MWE services and hope that they will use the mechanisms suggested to enter into constructive dialogue with the Ministry. This will help us to achieve our aim of continuous review and improvement in the quality of the services, which MWE provides to the public.



**HON: SAM CHEPTORIS**

*Minister For Water And Environment*

# PREAMBLE

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The Ministry of Water and Environment is mandated to ensure the sound management and sustainable utilization of water and environment resources for the betterment of the people of Uganda.

In line with our mandate, I have the pleasure of presenting to you the Ministry of Water and Environment reviewed Clients' Charter. In the reviewed Clients' Charter, we revisited our commitments to our clients in order to consolidate on these commitments, and made fresh ones where applicable, geared at ensuring quality service delivery in the water and environment sector to the people of Uganda for Financial Years 2025/26 to 2029/30.

This charter therefore defines the Ministry key results areas, the commitments relating to each of the result area as well as the performance standards which our clients should expect. The Charter also lays down the core values to guide our staff in service delivery, key among which are quality client service, credibility, good stewardship, transparency and accountability.

We shall endeavor to render services to our clients in a transparent and accountable manner. We shall remain credible in our operations and exercise good stewardship and ensure value for money for the utilization of the financial resources availed to the sector. We commit ourselves to continuous improvement in the quality of service delivery in the sector and strive to meet the expectations of our clients, who are the very reason of our existence as a Ministry responsible for water and environment.

We continue to encourage our clients as well as our own staff to make the best use of the Charter as we all strive to contribute to the transformation of our country into a modern and prosperous one in which all of us shall take pride.



**DR. ALFRED OKOT OKIDI**

*Permanent Secretary*

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## LIST OF ACRONYMS

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1. **MWE** Ministry Of Water And Environment
2. **WEIS** Water And Environment Information System
3. **ESIA** Environmental And Social Impact Assessment
4. **PS** Permanent Secretary
5. **NEMA** National Environment Management Authority
6. **DLGs** District Local Governments
7. **MDAs** Ministries, Departments And Agencies
8. **LGs** Local Governments
9. **ELMIS** Environmental Licensing And Management Information System
10. **JAB** Joint Admission Board
11. **TVET** Technical Vocational Education And Training
12. **O &M** Operations And Mangement
13. **CCD** Department Of Climate Change And Carbon Trade
14. **NMTS** National Meteorological Trainnong School
15. **NWSC** National Water And Sewerage Corporation
16. **UWS** URBAN WATER SUPPLY
17. **WASH** Water, Sanitation And Hygiene
18. **GHG** Green House Gases
19. **CSOs** Civil Society Organizations
20. **CDRS** Climate Disaster Risk Screening
21. **IEC** Information Education And Communication
22. **ITWA** International And Transboundary Water Affairs
23. **MPS** Ministerial Policy Statements
24. **SPR** Sector Performance Reports
25. **UNFCCC** United Nations Framework Convention On Climate Change
26. **NRECLWM** Natural Resources Environment Climate Change Lands And Water Management

## OPERATIONAL DEFINITIONS

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1. **FACILITY** - The Regional offices under Ministry of Water and Environment
2. **INSTITUTION** - Refers to MDAs, LGs, DLGs, Schools, Hospitals and among others

# CHAPTER ONE

## 1.1 INTRODUCTION

### 1.1.1 BACKGROUND

The Ministry of Water and Environment (MWE) was established in 2007 following a Cabinet decision of 15<sup>th</sup> April 2007 to have the overall responsibility of developing, managing and regulating water and environment resources in Uganda. The Ministry is located on plot no. 3-7 Kabalega Crescent Luzira Kampala Capital City Authority.

#### **REGIONAL OFFICES;**

The Ministry has six regional offices in Lira City for Northern region, Mbale City for Eastern region, Mbarara City for Western region, Wakiso Town Council, next to Wakiso district headquarters, for Central region, Fort Portal City for South Western region and Moroto Municipality for Karamoja region, Nyabyeya Forestry College in Masindi District, Entebbe regional Offices, Appropriate Technology Center (ATC) in upper Kawuga in Mukono District.

The CLIENTS CHARTER presents our Mandate, Vision, Mission, Value principles, key results areas and commitments with a view to improving the standards of services, productivity and quality our staff.

### 1.1.2 THE PURPOSE OF MINISTRY OF WATER AND ENVIRONMENT(MWE) CHARTER

#### ■ **Mandate**

The Ministry derives its mandate from the Constitution of the republic of Uganda 1995 as amended, Water Act Cap.152 and the Local Government Act Cap.243 and is responsible for overall coordination, policy formulation, setting standards, inspections, monitoring, and technical backup and initiating legislation in relation to water and environment sub sectors.

#### ■ **Vision Statement**

Transformed Ugandan Society with environment and natural resources sustainably managed.

## ■ **Mission Statement**

To promote efficient and effective utilization of water and environment resources for a healthy, wealthy and climate resilient population.

### **1.1.3 OUR CORE VALUES**

The Ministry shall provide its services based on the following Core Values:

- (i) Integrity
- (ii) Sustainable Services
- (iii) Responsiveness
- (iv) Innovation
- (v) Inclusiveness
- (vi) Professionalism

### **1.1.4 STRATEGIC OBJECTIVES**

1. To increase the provision of bulk water for multipurpose uses.
2. To increase access to safe & clean water and sanitation & hygiene services in rural and urban areas.
3. To strengthen integrated and sustainable management of water, environment and natural resources
4. To coordinate climate change interventions and increase the accuracy and access to weather and climate information.
5. To strengthen policy, legal, regulatory and coordination frameworks for MWE.

### **1.1.5 KEY RESULT AREAS**

The Ministry's key result areas include the following:

- (i) Increased access to water for agricultural production
- (ii) Increased access to safe water supply
- (iii) Increased functionality of existing water supply facilities
- (iv) Increased access to improved sanitation services.
- (v) Increased access to handwashing facilities
- (vi) Enhanced water quality management
- (vii) Increased compliance to all water permit conditions
- (viii) Increased accuracy and timeliness of meteorological information
- (ix) Accelerated low emissions development
- (x) Reduced area of degraded forests and landscapes
- (xi) Increased export value of wood products
- (xii) Reduced area of degraded wetlands
- (xiii) Increased environmentally sustainable technologies and practices for social economic transformation, improved planning and implementation capacity

## CHAPTER TWO

# PRINCIPLE SERVICES AND COMMITMENTS

## 2.1 PRINCIPLE SERVICES

Over the medium term Ministry of Water and Environment pledges to provide the following services to the citizens:-

| 2.1.1 DEPARTMENT OF WATER RESOURCES MANAGEMENT |  |  |   |  |   |
|--|--|--|---|--|---|
| S/N  | Service  | Access Criteria  | Service Delivery point(s)   | Time Frame                                 | Cost/Fees (if any)  |
|  | Issuance of water use permits                              | <ul style="list-style-type: none"> <li>Apply either in hard copy or online through WEIS with all requirements for a permit (abstraction, construction, and wastewater discharge</li> <li>Sign for a permit after receiving communication on permit approval</li> </ul> | MWE Head-quarters, Commissioner, Department of Water Resources Management, MWE Regional offices | Within 90 days from receipt of application | <p>The fees applied are:</p> <ul style="list-style-type: none"> <li>450,000= Abstraction</li> <li>650,000= Wastewater discharge</li> <li>500,000= Construction</li> </ul>                                     |
|  | Licencing of practicing hydrogeologists and drilling firms | <ul style="list-style-type: none"> <li>Apply (either in hard copy or online through WEIS) with all requirements for:</li> <li>Registration as an individual hydrogeologist or as a firm</li> <li>A Drilling Licence to drill for water supply</li> </ul>               | MWE head-quarters, Commissioner, Department of Water Resources Management, Port Bell Luzira     | Within 60 days from receipt of application | <ul style="list-style-type: none"> <li>No cost for Registration of Hydrogeologists.</li> <li>500,000= for a Drilling License as stipulated in 2nd schedule of the Water Resources Regulations 1998</li> </ul> |

| S/N | Service   | Access Criteria   | Service Delivery point(s)   | Time Frame   | Cost/Fees (if any)   |
|-----|---|---|---|--|--|
|     | Guidance on Environmental and Social Impact Assessment (ESIA) and Environmental Audits for Water Resources related projects | Submission of a formal request for consultative meeting   | MWE headquarters  | Within 5 days of receipt of request  | No cost  |
|     | Provide Compliance Assistance   | Formal request to the Permanent Secretary for compliance assistance by water users or waste water dischargers | MWE Headquarters, Commissioner, Department of Water Resources Management, MWE Regional offices                          | Within 30 days of receipt of request   | No cost  |
|     | Provide water quality assessment  | Formal Requests to PS or the Commissioner.  | <ul style="list-style-type: none"> <li>MWE Headquarters</li> <li>National Water Quality Reference Laboratory</li> </ul> | <ul style="list-style-type: none"> <li>14 days for private request</li> <li>90 days for normal operations</li> </ul> | <ul style="list-style-type: none"> <li>No cost for the public facilities</li> <li>Duty facilitation allowance</li> </ul> |
|     | Provide technical backstopping and support  | Formal request to PS  | <ul style="list-style-type: none"> <li>MWE Headquarters</li> <li>National Water Quality Reference Laboratory</li> </ul> | 1 Week   | Free service   |
|     | Provide data and information on water quality   | Formal Requests to PS.  | <ul style="list-style-type: none"> <li>MWE Headquarters</li> <li>National Water Quality Reference Laboratory</li> </ul> | Within 14 days   | <ul style="list-style-type: none"> <li>No cost for information</li> <li>Cost incurred for data</li> </ul>                |

| S/N | Service  | Access Criteria                                      | Service Delivery point(s)   | Time Frame             | Cost/Fees (if any)   |
|-----|--|--|---|------------------------|--|
|     | Provide laboratory services for water quality testing  | Formal Requests to PS/ Commissioner                  | <ul style="list-style-type: none"> <li>National Water Quality Reference Laboratory Entebbe</li> <li>Regional Water Quality Laboratories (Mbale, Lira, Mbarara and Fort Portal)</li> </ul> | Within 10 days         | Sample analysis Fees   |
|     | Provision of data and information on: groundwater levels, borehole records, lake and river water levels, river flows, rating curves, shapefiles and maps (groundwater and surface water) | Formal request to the PS or Online through the WEIS. | MWE headquarters  | Within 10 working days | Data is processed at the following rates:<br>groundwater monitoring well time series: Ushs. 50,000= per year;<br>borehole (well log) record: Ushs. 5,000= per record;<br>surface water time series - either water level or flow: Ushs. 50,000= per hydrological year;<br>(d) rating curve: Ushs. 100,000= per equation;<br>(e) Shape files: Ushs. 500,000= per shapefile<br>(f) Maps: free |

| S/N | Service  | Access Criteria          | Service Delivery point(s)             | Time Frame       | Cost/Fees (if any)  |
|-----|--|--------------------------|---------------------------------------|------------------|---|
|     | Provision of technical support for establishment of surface and groundwater stations.          | Formal request to the PS | MWE headquarters and regional offices | Within 90 days   | No cost charged for public facilities; private facilities provide duty facilitation fee |
|     | Provision of bathymetric and surface water surveys, geophysical assessments, and surveillance. | Formal request to the PS | MWE headquarters and regional offices | At least 30 days | No cost charged for public facilities; private facilities provide duty facilitation fee |
|     | Provision of hydrological and hydrogeological information.                                     | Formal request to the PS | MWE headquarters                      | Within 30 days.  | No cost   |
|     | Provision of technical support for water resources assessment                                  | Formal request to the PS | MWE headquarters                      | Within 30 days.  | Charges depend on extent of the assessment  |

**2.1.2 DEPARTMENT OF INTERNATIONAL & TRANSBOUNDARY WATER AFFAIRS (ITWA)**

| S/N | Service   | Access Criteria   | Service Delivery point(s) | Time Frame  | Cost/ Fees (if any) |
|-----|---|---|---------------------------|---|---------------------|
|     | Negotiation, review and implementation of agreements on transboundary water cooperation   | Formal requests by MDAs; ratification mandate   | MWE/ITWA Department       | New agreement: up to 12 months<br>Review cycle: every 5 years | No cost             |
|     | Policy advice and technical guidance on international and transboundary water affairs   | Formal requests by MDAs, Local Governments and other stakeholders                       | MWE/ITWA Department       | 14 working days from receipt of request                       | No cost             |
|     | Coordination of Uganda's representation in regional and international water cooperation frameworks (NBL, LVBC, AMCOW, IGAD, etc.) | Mandate from MoWE; formal invitation by MDAs, development partners, and regional bodies | MWE/ITWA Department       | Continuous / per schedule of regional engagements             | No cost             |

| S/N | Service  | Access Criteria  | Service Delivery point(s)                                    | Time Frame                           | Cost/ Fees (if any)                           |
|-----|--|--|--|--------------------------------------|---|
|     | Preparation and resource mobilization for implementation of shared water resources investment projects | Approved project proposals or MoUs; requests from Basin States, NBI/NEL-SAP, LVBC, or development partners | MWE/ITWA Department in collaboration with Basin institutions | Aligned to project cycle (3-7 years) | Cost shared with development partners and GoU |
|     | Joint water assessments, basin monitoring and data sharing on transboundary water resources            | Membership in data-sharing protocols.  | MWE/ITWA Department  | Annual                               | No cost                                       |
|     | Stakeholder engagement and capacity building on transboundary water management                         | Training nominations   | MWE, Regional Catchment Offices or venues                    | As per training calendar             | Free (sponsored by GoU/partners)              |

**2.1.3 DEPARTMENT OF WETLAND & ENVIRONMENT**

| S/N | Service  | Access Criteria   | Service Delivery point(s)                       | Time Frame      | Cost/Fees (if any) |
|-----|--|---|---|-----------------|--------------------|
|     | Production of Wetland maps to the public   | Formal Requests to PS   | MWE Headquarters                                | 7 Days          | No cost            |
|     | Render compliance assistance to regulated communities/public.                                    | Formal request to PS  | MWE Headquarters and Regional offices           | Within 21 days  | No cost            |
|     | Review of Environment and social impact assessments reports for projects near or within wetlands | <ul style="list-style-type: none"> <li>Developers submit formal requests to the PS</li> <li>NEMA submit online requests through Environment Licensing and Information System</li> </ul>   | MWE Headquarters, online                        | Within 30 days  | No cost            |
|     | Wetland education and awareness  | <ul style="list-style-type: none"> <li>The public can pick booklets on wetland education and awareness from the Ministry and regional offices</li> <li>Access Ministry website for information</li> <li>Formal request to PS from MDAs and LGs</li> </ul> | DLGs, MWE regional offices and MWE head-quarter | Within 14 days  | No cost            |
|     | Wetland mapping and updating national wetland inventory  | Formal request to PS  | MWE Headquarters and regional offices           | Within 180 days | No cost            |

| S/N | Service  | Access Criteria  | Service Delivery point(s)             | Time Frame     | Cost/Fees (if any) |
|-----|--|--|---------------------------------------|----------------|--------------------|
|     | Provide data and information for optimal wetlands management   | Formal request to PS   | MWE Headquarters and regional offices | Within 14 days | No cost            |
|     | Issuance of wetland permits  | Formal application to PS   | MWE headquarters                      | Within 60 days | At a cost          |
|     | Review Environmental and Social Impact Assessment (ESIA) reports and Project Briefs  | Formal request to the PS or through the Environmental Licensing and Management Information System (ELMIS).       | MWE Headquarters and regional offices | Within 14 days |                    |
|     | Provide technical support MDAs, Local Governments, programmes, projects and Private Sector to mainstream environment issues into their Policies, Legislations, Standards and Guidelines. | Formal request to PS   | MWE Headquarters and regional offices | Within 21 days |                    |
|     | Render compliance assistance to MDAs, NGOs, private sector and communities   | <ul style="list-style-type: none"> <li>Formal request to the PS</li> <li>Direct phone calls or emails</li> </ul> | MWE Headquarters and regional offices | Within 21 days |                    |

| S/N | Service                            | Access Criteria   | Service Delivery point(s)             | Time Frame  | Cost/Fees (if any) |
|-----|------------------------------------|---|---------------------------------------|---|--------------------|
|     | Respond to environmental incidents | <ul style="list-style-type: none"> <li>Formal request to the PS</li> <li>Direct phone calls or emails</li> <li>Grievance redress registers</li> </ul> | MWE Headquarters and regional offices | <ul style="list-style-type: none"> <li>Within 24 hours for high risk incidents</li> <li>Within 5 days for medium risk incidents</li> <li>Within 14 days for low risk incidents</li> <li>Incidents acknowledged and forwarded to relevant lead agency-immediately</li> </ul> |                    |

**2.1.4 DEPARTMENT OF FORESTRY MANAGEMENT**

| S/N | Service                  | Access Criteria                                     | Service Delivery point(s)  | Time Frame           | Cost/Fees (if any)              |
|-----|--------------------------|---|--|----------------------|---------------------------------|
|     | Supply of tree seedlings | Formal request to PS through the WEIS or physically | National tree seed centre in Namanve<br>Designated tree nurseries in Local Governments | Within 6 - 36 months | At prevailing cost as published |

| S/N | Service  | Access Criteria   | Service Delivery point(s)   | Time Frame   | Cost/Fees (if any)  |
|-----|--|---|---|--|---|
|     | Technical assistance for the establishment and maintenance of commercial forest plantations. | Formal request to PS through the WEIS or physically   | MWE Headquarters, MWE Regional offices, District Local Government | Within 90 days   | Duty facilitation allowance from the client   |
|     | Issuance of licenses of forest products.   | Formal request to PS through the WEIS or physically   | MWE Headquarters, District Forest office                          | Within 14 days   | Different user fees charged   |
|     | Technical Support provided to private entities on request                                    | Formal request (written or verbal through telephone call)   | MWE Headquarters, MWE Regional offices.                           | Instant if on call and information readily available or 2 weeks if need for detail technical requirement | Free, if no need for travel, otherwise the client facilitates technical team selected |
|     | Technical Support provided to MDAs and Local governments                                     | Formal request (written or verbal through telephone call) tv and radio programmes, technical backstopping to farmers through routine monitoring in the District Local Governments | MWE Headquarters, MWE Regional offices.                           | Instant if on call and information readily available or 2 weeks if need for detail technical requirement | Free - it is cross cutting  |

**2.1.5 DEPARTMENT OF RURAL WATER AND SANITATION DEVELOPMENT**

| S/N | Service   | Access Criteria                                 | Service Delivery point(s)  | Time Frame  | Cost/Fees (if any)           |
|-----|---|---|--|---|------------------------------|
|     | Provision of clean and safe water for human consumption in rural areas                | Formal application to PS or the contractor      | <ul style="list-style-type: none"> <li>• MWE Headquarters</li> <li>• MWE Regional offices</li> <li>• Water offices at District Local Governments</li> <li>• Sub Counties</li> <li>• Water-user committees</li> </ul> | Within 8 - 36 Months  | At a prevailing user tariffs |
|     | Provision of Public sanitation and hygiene facilities in rural areas                  | Request from Local Governments and institution  | <ul style="list-style-type: none"> <li>• MWE Headquarters</li> <li>• MWE Regional offices</li> <li>• Water offices at District Local Governments</li> </ul>  | Within 8-12 Months  | At a prevailing user fees    |
|     | Provision of Operation and Maintenance (O&M) of rural water and sanitation facilities | Request from Local Governments and institutions | <ul style="list-style-type: none"> <li>• MWE Headquarters</li> <li>• MWE Regional offices</li> <li>• Water offices at District Local Governments</li> </ul>  | Within 30 days for repairs<br>Within 36 months for rehabilitation | At a prevailing user fees    |

## 2.1.6 DEPARTMENT OF MULTIPURPOSE & BULK WATER DEVELOPMENT

| S/N | Service   | Access Criteria   | Service Delivery point(s)                 | Time Frame      | Cost/Fees (if any)                  |
|-----|---|---|---|-----------------|-------------------------------------|
|     | Development of multipurpose storage & bulk water infrastructure for productive uses.                                      | Formal request to PS  | MWE headquarters,<br>MWE Regional offices | 12 - 36 months  | No cost                             |
|     | Technical support for the development of multipurpose strategic storage & bulk water infrastructure                       | <ul style="list-style-type: none"> <li>Formal request to PS</li> <li>Implementation agreement between MWE and the client</li> </ul> | MWE headquarters,<br>MWE Regional offices | Within 6 months | Duty facilitation fees for officers |
|     | Establish management systems and related training for O & M of multipurpose strategic storage & bulk water infrastructure | Formal request through emails, direct calls or a needs assessment   | MWE headquarters,<br>MWE Regional offices | Within 6 months | No cost                             |

## 2.1.7 DEPARTMENT OF URBAN WATER AND SEWAGE DEVELOPMENT

| S/N | Service                                  | Access Criteria                              | Service Delivery point(s)  | Time Frame  | Cost/Fees (if any)  |
|-----|--|--|--|-------------|---|
|     | Provision of Clean and safe Water Supply | Formal Application through Application forms | MWE Headquarters<br>Mwe Regional Offices (Water and Sanitation Development Facilities-WSDFs)<br>District Local Governments | 8-24 Months | Subsidized contribution of 50,000 -100,000 (for Household/Yard Tap/ Institutional Connection) |

| S/N | Service  | Access Criteria                             | Service Delivery point(s)   | Time Frame  | Cost/Fees (if any)   |
|-----|--|---|---|-------------|--|
|     | Provision of improved Sanitation and Hygiene   | Formal Application of institution/Community | MWE Headquarters<br>Mwe Regional Offices (Water and Sanitation Development Facilities-WSDFs)<br>District Local Governments                  | 8-12 Months | No Cost  |
|     | Provision of Operation and Maintenance (O&M) Service for piped Water Supply and Sanitation Service Delivery in Large Towns, Small Towns and RGCs | Formal Request                              | MWE Headquarters NWSC head office/Regional Office<br>Regional Umbrellas of Water and Sanitation (UWS) Offices<br>District Local Governments | 1 month     | NWSC: <6,000 UGX without tax<br><br>UWS: between 1,000-4,000 UGX |

## 2.1.8 DEPARTMENT OF CLIMATE CHANGE AND CARBON TRADE

| S/N | Service   | Access Criteria   | Service Delivery point(s)          | Time Frame                             | Cost/Fees (if any) |
|-----|---|---|------------------------------------|--|--------------------|
|     | Provision of Climate change and Disaster Risk Screening tools (CDRS)                                      | Download CDRS tool from the website; ( <a href="https://cdrs.finance.go.ug/">https://cdrs.finance.go.ug/</a> )  | Online portal                      | Continuous                             | No cost            |
|     | Issuance of certificate of compliance of climate change   | Mandatory under the National Climate Change Act Cap. 182 and Public Finance Management Act 2015 (Amended)   | MWE Headquarters                   | 2 months to assess (Annual assessment) | No cost            |
|     | Dissemination of Knowledge products and sharing of Climate Change information between and amongst actors. | Request to the Permanent Secretary<br>Access via MWE/CCD website<br>Climate Change knowledge portal; ( <a href="http://ccakh.mak.ac.ug/welcome">http://ccakh.mak.ac.ug/welcome</a> )<br>Visit Innovation Centers and MWE/CCD resource center<br>Capacity building Workshops, exhibitions, publications, media, IEC materials, brochures | MWE Headquarters,<br>Online portal | Continuous                             | No cost            |
|     | Provide technical guidance and support to the various stakeholders on Climate Change issues               | Request to the Permanent Secretary  | MWE Headquarters                   | 5 working days                         | No cost            |

| S/N | Service   | Access Criteria   | Service Delivery point(s)  | Time Frame                                | Cost/Fees (if any) |
|-----|---|---|----------------------------|---|--------------------|
|     | Provide Technical Assistance and guidance on carbon markets under Article 6 and the National Climate Change Mechanisms) Regulations 2025. | Submit request to Minister in <b>Form 3</b> with project details + <b>Form 4 (project idea note)</b> + proof of registration in Uganda. Additional info within 7 days if requested. (obtained from the regulations) | Online<br>MWE Headquarters | 21 working days                           | No cost            |
|     | Registration of Verifiers   | Apply to Commissioner using <b>Form 1</b> of the regulations  | Online<br>MWE Headquarters | 21 working days                           | Ugx6,000,000       |
|     | Renewal of certificate of verifiers.  | Apply to Commissioner using <b>Form 1</b> of the regulations  | Online<br>MWE Headquarters | 3 months before expiry date               | No cost            |
|     | Approval of Climate Change Mechanism Project  | Apply in <b>Form 7</b> with <b>Form 8 (project design document)</b> , feasibility study/business plan, and letter of recommendation from lead agency.   | Online<br>MWE Headquarters | Within validity of letter of no objection | Ugx 2,000,000      |
|     | Provide Access to carbon markets Register   | Request to the Minister Commissioner  | MWE Headquarters           | 5 working days                            | Ugx 3,000,000      |

## 2.1.9 DEPARTMENT OF METEOROLOGICAL SERVICES

| S/N | Service   | Access Criteria  | Service Delivery point(s)  | Time Frame                 | Cost/Fees (if any)  |
|-----|---|--|--|----------------------------|---|
|     | Installation and maintenance of weather equipment                                 | Formal request to PS                                   | MWE Headquarters, airports and aerodromes                        | Within 21 days             | <ul style="list-style-type: none"> <li>Facilitation as per the duty facilitation allowance for public facilities Private clients to meet the cost of the equipment</li> </ul>   |
|     | Issuance of certificates/ permits to operate weather stations                     | Formal request to the PS                               | MWE Headquarters, airports and aerodromes                        | Within 21 days             | Certificate / permit at a cost sh.250,000/=   |
|     | Provision of weather, historical climate data and special Meteorological reports. | Formal request to PS                                   | MWE Head office, client premises, National Meteorological center | One hour to 5 working days | Costs of data:<br>Daily data (Per Station per Year per Parameter) 50,000= monthly mean (Per Station per Year per Parameter) sh.30,000=<br>annual mean (Per Station per Year per Parameter) sh.20,000=<br>special report sh.1,500,000= |
|     | Provision of weather and climate early warning information                        | Open access for internet users, phone calls, USSD code | Customer preferred channel/ platform                             | One hour to 3weeks         | No cost to the public<br>Transport facilitation if privately requested  |

| S/N | Service                                  | Access Criteria  | Service Delivery point(s)   | Time Frame     | Cost/Fees (if any)   |
|-----|--|--|---|----------------|--|
|     | Provision of customized weather services | Formal request to the PS<br>And request at Aerodrome offices | MWE Headquarters, National Meteorological Centre, airports and aerodromes | Within 21 days | Hourly forecast (per 12hours) 100,000/=<br>Forecasts: - 24hour issued 50,000/=<br>Severe Weather Alerts/Warnings/day 100,000/=<br>Forecasts (5 day, Weekly) 120,000/=<br>Monthly forecast (30 days) 150,000/=<br>Hourly Data (METAR report) per month per station 1,500,000/=)<br>(All above indicated in the Statutory instrument supplement number 7)<br>City, severe weather alerts, Marine forecasts, 10 day, monthly and season to public - No cost<br>Down scaled forecasts (clients to meet the cost) |

| S/N | Service   | Access Criteria  | Service Delivery point(s)                                 | Time Frame      | Cost/Fees (if any)  |
|-----|---|--|---|-----------------|---|
|     | Capacity building in the fields of meteorology and climate science. | Applications through Joint Admission Board (JAB), Tertiary and Vocational Education and Training (TVET) and formal request to NMTS                                 | MWE headquarters, National Meteorological Training School | Within 14 days  | As determined by MWE capacity building policy   |
|     | Capacity building in the fields of meteorology and climate science. | <ul style="list-style-type: none"> <li>• Formal applications to the Joint Admission Board (JAB) or TVET selections</li> <li>• Formal requests to the PS</li> </ul> | National Meteorological Training School                   | Within 180 days | <ul style="list-style-type: none"> <li>• Costs reflected in the school fees' structure.</li> <li>• Duty facilitation for private clients</li> </ul> |

**2.1.10 DEPARTMENT OF FINANCE AND ADMINISTRATION**

| S/N | Service  | Access Criteria   | Service Delivery point(s) | Time Frame   | Cost/Fees (if any) |
|-----|--|---|---------------------------|--------------|--------------------|
|     | Attend to and guide clients to their offices of destination          | <ul style="list-style-type: none"> <li>Book an appointment through a call</li> <li>Formally write the PS</li> <li>Walk-in to MWE</li> </ul> | MWE reception             | Immediately  | No cost            |
|     | Provide Ministry data to researchers                                 | Formal request to the PS  | MWE headquarters          | With 14 days | No cost            |
|     | Provide internship and training opportunities to university students | Formal request to the PS  | MWE headquarters          |              | No cost            |

**2.1.11 DIVISION OF LIAISON AND MANAGEMENT INFORMATION SYSTEMS**

| S/N | Service   | Access Criteria   | Service Delivery point(s)  | Time Frame  | Cost/Fees (if any) |
|-----|---|---|--|-------------|--------------------|
|     | Provision of Water and Environment data to ministry departments, districts, private sector, Non-Government Organizations and other clients. | <ul style="list-style-type: none"> <li>MWE website</li> <li>Water Supply Atlas</li> <li>Annual Programme Performance Report.</li> </ul> | <ul style="list-style-type: none"> <li>MWE website</li> <li>MWE Headquarters</li> <li>MWE regional offices.</li> </ul> | Immediately | No cost            |

| S/N | Service  | Access Criteria   | Service Delivery point(s)   | Time Frame  | Cost/Fees (if any) |
|-----|--|---|---|-------------|--------------------|
|     | Provision of technical Support to the development of social safeguard guidelines, strategies, procedures, frameworks, instruments (Environment and Social Impact Assessments, Environment and Social Audits and Resettlement Action Plans) tools for Social Safeguards | <ul style="list-style-type: none"> <li>• MWE website</li> <li>• Formal request through PS or regional offices.</li> <li>• The contractors at site.</li> </ul> | <ul style="list-style-type: none"> <li>• MWE website</li> <li>• MWE Headquarters</li> <li>• Construction sites</li> </ul> | 30- 90 Days | No Cost            |
|     | Attend to Grievances from projects through the Grievance Redress Management system   | <ul style="list-style-type: none"> <li>• MWE website</li> <li>• Formal request through PS or regional offices.</li> <li>• The contractors at site.</li> </ul> | <ul style="list-style-type: none"> <li>• MWE website</li> <li>• MWE Headquarters</li> <li>• Construction sites</li> </ul> | 10- 90 Days | No Cost            |
|     | Provision of Technical support services for Stakeholder Engagement, Gender and HIV/ AIDS mainstreaming in the sector.  | <ul style="list-style-type: none"> <li>• MWE website</li> <li>• Formal request through PS or regional offices.</li> </ul>                                     | <ul style="list-style-type: none"> <li>• MWE website</li> <li>• MWE Headquarters</li> </ul>                               | 30- 90 Days | No cost            |

| S/N | Service  | Access Criteria                            | Service Delivery point(s)   | Time Frame         | Cost/Fees (if any)                           |
|-----|--|--|---|--------------------|--|
|     | Coordinate Developing Partners including Donors, Private Sector and Approximately 180 Water and Environment sector NGOs initiatives in the Sector. | Formal request to the PS                   | <ul style="list-style-type: none"> <li>MWE Headquarters</li> </ul>                                | Within 14 days     | No Cost                                      |
|     | Provision of applied/action research with special focus on the broader water and environment sector  | Formal request to the PS<br>Direct contact | <ul style="list-style-type: none"> <li>ATC offices in Mukono</li> <li>MWE Headquarters</li> </ul> | Within 3-12 months | No Cost                                      |
|     | Provision of capacity building to respective stakeholders with focus on approved technology  | Formal request to the PS<br>Direct contact | <ul style="list-style-type: none"> <li>ATC offices in Mukono</li> <li>MWE Headquarters</li> </ul> | Within 30 days     | No Cost                                      |
|     | Technology Development profiling and transfer  | Formal request to the PS<br>Direct contact | <ul style="list-style-type: none"> <li>ATC offices in Mukono</li> <li>MWE Headquarters</li> </ul> | Within 3-12 months | No cost for communities<br>Duty facilitation |

| S/N | Service  | Access Criteria                            | Service Delivery point(s)   | Time Frame        | Cost/Fees (if any) |
|-----|--|--|---|-------------------|--------------------|
|     | Technology promotion and innovation popularization through majorly demonstrations and annual exhibitions | Formal request to the PS<br>Direct contact | <ul style="list-style-type: none"> <li>• ATC offices in Mukono</li> <li>• MWE Headquarters</li> </ul> | Within 1-6 months | No cost            |

### 2.1.12 DIVISION OF WATER UTILITY REGULATION

| S/N | Service   | Access Criteria           | Service Delivery point(s)  | Time Frame     | Cost/Fees (if any)           |
|-----|---|---------------------------|--|----------------|------------------------------|
|     | Provide technical assessment for gazetting water supply and sewerage areas. | Formal request to the PS  | <ul style="list-style-type: none"> <li>• MWE headquarters</li> </ul> | Within 21 days | No cost                      |
|     | Testing and calibration of water meters                                     | Formal request to the PS. | <ul style="list-style-type: none"> <li>• MWE headquarters</li> </ul> | Within 7 days  | Cost to be met by the client |

## 2.2 PRINCIPLE COMMITMENTS

Over the medium term, MWE commits itself to delivering the following outputs to the population of Uganda:

### 2.2.1 DEPARTMENT OF WATER RESOURCES MANAGEMENT

1. 1550 permits issued to ensure equitable allocation of water resources for all uses
2. Ensure at least 80% compliance inspection of water permit conditions
3. 13 Major natural water bodies and reservoirs maintained
4. 10 National and Transboundary Catchment Management Plans to inform proper management and utilisation of water and related resources prepared.
5. 3000ha of degraded water catchments protected and restored for sustainable social economic development and environmental management.
6. 29 water resources knowledge and information products to inform the Agriculture, Tourism, and Mineral development generated.
7. 200 Industries implementing Resource Efficiency & Cleaner Production approaches complying to wastewater standards
8. Two (2) water quality laboratories completed to at least 75%.
9. 200 water quality monitoring stations operated and maintained.
10. Provide real-time surface and groundwater status through flow and water level data collected from 237 hydrological monitoring stations by 2040.
11. Deliver timely hydrological flood and drought alerts through a fully operational early warning system and supporting infrastructure, with 5 systems established across major flood- and drought-prone catchments.
12. Undertake feasibility studies, designs, and construction of flood management structures such as dams, weirs, gabions, cyclopean concrete walls, and rainwater harvesting systems.
13. Establish and operationalize the National Flood and Drought Monitoring Centre as a hub for continuous monitoring and response by 2040.
14. Advance research and innovation in water management and development to strengthen resilience and sustainability.
15. Maintain, upgrade, and operate hydrological information systems for improved decision-making.
16. Conduct hydraulic surveys and studies, and providing updated hydrogeological and hydrological data analysis and modelling.

## **2.2.2 DEPARTMENT OF INTERNATIONAL & TRANSBOUNDARY WATER AFFAIRS**

1. **Transboundary Agreements:** Negotiate, finalize, and operationalize 3 new or updated bilateral/multilateral water treaties by 2030, with 5-year review schedules.
2. **Timely Policy Support:** Deliver 100% of requested policy briefs and technical notes within 14 working days, achieving at least 95% user satisfaction.
3. **Regional Engagement:** Maintain active Uganda representation in 4 regional/transboundary forums, attending or chairing at least 8 high-level meetings annually.
4. **Joint Investments:** Facilitate the preparation, financing, and launch of 2 joint transboundary water infrastructure projects every 5 years, mobilizing at least USD 50 million in co-financing.
5. **Data & Capacity:** Publish quarterly transboundary water assessment bulletins and conduct 2 capacity-building workshops per year, training ≥ 60 water managers and community leaders.

## **2.2.3 DEPARTMENT OF WETLAND & ENVIRONMENT**

1. Restore 60,000 ha of degraded wetlands+
2. Survey and demarcate 3,250 km of Wetland boundaries
3. Gender responsive wetland management plans covering 1,400,000 ha and district action plans developed and implemented
4. Wetlands laws and regulations formulated
5. Demarcate 100km of River banks and Lakeshores annually.
6. Restore and protect 100Ha of riverbanks, lakeshores, Hilly and mountainous areas annually.
7. Develop and implement 3 management plans annually.
8. Technically backstop 80 MDAs, Local Governments and private sector annually.
9. Support 145 Local Governments annually in environmental planning.

## **2.2.4 DEPARTMENT OF METEOROLOGICAL SERVICES**

1. Expand the district coverage of weather observation network from 71% to 80%
2. Increase the average accuracy of weather information from 81% to 85%
3. Increase the average accuracy of March to May seasonal forecast from 70% to 75% and September to December seasonal forecast from 80% to 85%
4. Increase the scope of ISO 9001 2015 Certification from 1 aerodrome to 3 aerodromes
5. Increase the enrolment of students at NMTS from 110 to 400

### **2.2.5 DEPARTMENT OF RURAL WATER AND SANITATION DEVELOPMENT**

1. 80.5% of the rural population with access to safe water by 2030.
2. 95.4% of population with access to sanitation facilities (sanitation coverage) by 2030.
3. 95% of villages with access to at least one safe water source by 2030.
4. 43.2% of people with access to hand washing facilities with soap hygiene (Hand washing) by 2030.
5. 85% of the refugee and host community population with access to safe water by 2030.
6. 90% of rural water supply facilities that are functional at the time of spot check by 2030.

### **2.2.6 DEPARTMENT OF FORESTRY MANAGEMENT**

1. Plant 40 million tree seedlings annually.
2. Restore 34,000 hectares of degraded land scape annually.
3. Increase land area covered by forest from 12.6% to 18% by 2030
4. Produce the State of Forest Report after every 2 years
5. Restore and protect 506 Central and 121 Local Forest reserves, open and demarcate forest boundaries with permanent markers
6. Develop and implement Forest Management Plans

### **2.2.7 DEPARTMENT OF URBAN WATER & SEWAGE DEVELOPMENT**

1. Construct 100 piped water supply and sanitation systems in Large Towns, Small Towns and Rural Growth Centers.
2. Rehabilitate/Upgrade 137 piped water supply and Sanitation Systems in STs/ RGCs.
3. Develop 100 Detailed Engineering Designs for Piped Water Supply and Sanitation Systems.
4. Develop and Construction Water Supply and Sanitation improvement for industrial and commercial use in 32 industrial parks.
5. Develop, Design and Construct 25 Faecal Sludge Management Facilities and arrange for sustainability and management methods.
6. Develop and Construct 137 Improved Sanitation Facilities for institutions and Communities.

7. Streamlining Utility Management (NWSC, UWS & other Utilities) Secretariates for effective O&M of piped water supply and Sanitation Systems in Large Towns, Small Towns and Rural Growth Centers.
8. Develop, Operationalize and annually maintain the management information system on Key Performance Indicators.
9. Conduct Quarterly participatory monitoring, supervision and inspection of all urban water supply and sanitation facilities for effective service delivery.
10. Conduct hygiene and sanitation campaigns in all piped water supply systems locations in both implementation and management locations.
11. Update the sanitation database for public and institutional toilets/ facilities constructed by the UWSS.

## **2.2.8 DEPARTMENT OF MULTIPURPOSE & BULK WATER DEVELOPMENT**

1. Develop and maintain 21 strategic water storage reservoirs
2. Develop and maintain 28 multipurpose bulk water infrastructure for large scale irrigation
3. Develop and maintain 150 communal valley tanks
4. Establish 150 farmer level valley tanks in partnership with individual farmers
5. Develop and maintain 10 deep production wells
6. Develop 96 solar powered irrigation systems
7. Establish and maintain 200 sustainable management mechanisms for all developed infrastructure for provision water for multipurpose use

## **2.2.9 DIVISION OF WATER UTILITY REGULATION**

1. Water supply and sanitation service tariffs regulated to maintain equitable access to these services
2. Testing of Accuracy, monitoring of performance and calibration of water meters used by water service providers
3. Effectively arbitrating and resolving disputes arising from Water, Sanitation and Hygiene (WASH) service delivery
4. Promoting equitable WASH approaches for vulnerable communities

## **2.2.10 DEPARTMENT OF CLIMATE CHANGE AND CARBON TRADE**

1. Functional Green House Gas (GHG) Inventory and digital GHG registry developed and updated
2. Coordination of climate change actions across all programs
3. Monitor and provide strategic advice on the implementation of the National Climate Change Policy, Act, attendant regulations and its costed Implementation Strategy
4. Conduct sensitization training and awareness creation campaigns to all Ministries, Departments, Agencies, Local Governments and key CSOs
5. Provide Policy Briefs on Climate Change related issues of public interest to Government and stakeholders;
6. Continue to serve as the National Focal Point for the United Nations Framework Convention on Climate Change (UNFCCC)
7. Conduct capacity building for MDAs, LGs and Private sector on the use Climate Disaster Risk Screening(CDRS) tools and integration of climate change matters into budgets and plans
8. Prepare country vulnerability index
9. Conduct annual assessment of budget framework papers for climate change responsiveness.

## **2.2.11 FINANCE AND ADMINISTRATION DEPARTMENT**

1. Process funds and Prepare Statutory Financial Statements
2. Audit procuments and Prepare Audit Plans and reports
3. Prepare and submit programme and Ministry budgets for approval
4. Guide Preparation of Strategic Planning Documents
5. Provide support in the development and review of Water and Environment policies
6. Guide and supervise project formulation and implementation of programme and Ministry projects.
7. Coordinate NRECCLWM programme activities
8. Monitor, supervise, and evaluate programme and Ministry, projects and activities
9. Evaluate Bids and prepare procurement plans and reports
10. Monitor and Supervise Implementation of Audit
11. Recommendations to MWE
12. Maintain Ministry assets and update asset register
13. Provide technical services and guidance to clients on human resource issues

## **2.2.12 DIVISION OF LIAISON AND MANAGEMENT INFORMATION SYSTEMS**

1. Provision of data on water and environmental performance
2. Capacity development and coordination Support to approximately 180 program NGOs through their Umbrella Organisation UWASNET and Environment Alert
3. Production of the national water supply and sanitation atlas and other management reports generated at the programme level.
4. Coordinate the development of Social Safeguards (stakeholder engagement, gender, HIV/AIDS, Grievance Management) guidelines, tools, and manuals for the water and Environment sector.
5. Coordinate the development and review of Social Risk Management instruments, including Social Management Frameworks, Social Impact Assessments, Social Management Plans, Contractors' Social Management Plans, Social Audits, Resettlement Action Plans, Gender and Inclusion Analysis Studies, Beneficiary/Client Satisfaction Surveys, etc.
6. Coordinate the implementation of Gender Mainstreaming, including but not limited to gender and equity compliance for the annual budgets and work plans, management measures for gender based violence, sexual harassment, sexual exploitation and abuse, and the various water, sanitation and environment projects.
7. Coordinate the implementation of HIV/AIDS mainstreaming measures.
8. Support Economic Empowerment and Skills Development initiatives for Women, Youths and other Vulnerable and Marginalized groups in the sector.
9. Institutional Strengthening, Capacity Building and Infrastructure Development Support at the central and regional level.
10. Technical Support to districts and urban councils in Geographical Information System (GIS) use, data collection and analysis to feed into the Management Information System (MIS) at the Centre.

## 2.3 CROSS-CUTTING COMMITMENTS

### 2.3.1 DEPARTMENT OF WATER RESOURCES MANAGEMENT

| S/N | Issue            | Commitment  |
|-----|------------------|---|
| 1.  | Youth and Gender | The department function is in line with Gender Mainstreaming Strategy for inclusion and Equal Opportunities Policy and Act  |
| 2.  | Climate Change   | The departments includes issues of climate change in its project design and implementation in line with the National Climate Change Policy, 2015 and the National Climate Chang Act, 2021 |
| 3.  | HIV/ AIDs        | <ul style="list-style-type: none"> <li>• HIV/AIDs awareness mainstreamed in all MWE projects</li> <li>• IEC Materials on HIV&amp;AIDs are produced</li> </ul>                             |

### 2.3.2 INTERNATIONAL AND TRANSBOUNDARY WATER AFFAIRS DEPARTMENT

| S/N | Issue          | Commitment  |
|-----|----------------|---|
| 1.  | HIV/ AIDS      | <ul style="list-style-type: none"> <li>• HIV/AIDs awareness mainstreaming in all ITWA Projects.</li> <li>• Design, production and dissemination of Information Education and Communication (IEC) Materials on HIV/AIDs</li> </ul> |
| 2.  | Gender         | Gender Mainstreaming in all ITWA Projects and activities  |
| 3.  | Climate Change | Climate Change mainstreaming in all ITWA Projects' implementation in line with the National Climate Change Policy, 2015 and the National Climate Change Act, 2021.  |

### 2.3.3 DEPARTMENT OF WETLAND & ENVIRONMENT

| S/N | Issue  | Commitment  |
|-----|--|---|
|     | Gender Diversity and Social Inclusion (GESI) | Plans, programs and activities comply with GESI concept     |
|     | HIV/ AIDS                                    | Provide equal opportunity with people living with HIV/ AIDS |
|     | Public health threats                        | Institutionalize the One Health Approach in MWE structures  |

### **2.3.4 DEPARTMENT OF METEOROLOGICAL SERVICES**

| <b>S/N</b> | <b>Issue</b>                                     | <b>Commitment</b>  |
|------------|--|--|
| 1          | HIV  | HIV/AIDS awareness mainstreamed in all the 39 MWE projects<br>IEC Materials on HIV/AIDS Produced |
| 2          | Dissemination of weather and climate information | Ensure to reach the last mileage person  |
| 3          | Gender in weather and climate                    | To ensure early warning information reaches the last mile  |
| 4          | Quality assurance                                | Ensure all products and services meet the minimum standards and requirements                     |
| 5          | Participation in conference of parties (COPs)    | Provision of climate science information   |

### **2.3.5 DEPARTMENT OF RURAL WATER AND SANITATION DEVELOPMENT**

| <b>S/N</b> | <b>Issue</b>             | <b>Commitment</b>   |
|------------|--------------------------|---|
| 1          | Water Governance/ Gender | Ensure that gender sensitive Water and Sanitation Committees are formed, trained, and re-activated where necessary. |
| 2          | Climate Change           | Ensure development of water and sanitation systems that are climate smart, environmentally friendly and sustainable |
| 3          | HIV/AIDS                 | Ensure that HIV/AIDS are mainstreamed in water supply and sanitation interventions.                                 |

### **2.3.6 DEPARTMENT OF FORESTRY MANAGEMENT**

| <b>S/N</b> | <b>Issue</b>     | <b>Commitment</b>   |
|------------|------------------|---|
| 1          | Gender and Youth | Department Obligation fulfilled in line with the ENR Gender Mainstreaming Strategy for inclusion and the Equal Opportunities Policy & Act |

| S/N | Issue          | Commitment   |
|-----|----------------|--|
| 2   | HIV & AIDS     | Department obligation fulfilled in line with the HIV AIDS Workplace Policy for Public Service  |
| 3   | Climate Change | Department obligation fulfilled in line with the Forest Investment Plan, 2017, National Climate Change Policy, 2015, and National Climate Change Act, 2021, the Green Growth Strategy and Costed Implementation Plan and the National REDD+ Strategy & Action Plan |

**2.3.7 DEPARTMENT OF URBAN WATER AND SEWAGE DEVELOPMENT**

| S/N | Issue              | Commitment   |
|-----|--------------------|--|
| 1   | HIV/AIDS           | <ul style="list-style-type: none"> <li>• HIV/AIDS awareness mainstreamed in all the 39 MWE projects</li> <li>• IEC Materials on HIV/AIDS Produced</li> </ul> |
| 2   | Climate Change     | Climate Smart Designs developed for all the piped water supply and sanitation systems.   |
| 3   | Gender             | Establish gender sensitive Piped Water Supply Systems Management Structures.   |
| 4   | Job Creation       | Establish Job Creation opportunities at all levels implementation: Public Private Partnership (Implementation) and O&M                                       |
| 5   | Food and Nutrition | Awareness creation of Food and Nutrition at all levels of projects implementation.   |

**2.3.8 DEPARTMENT OF MULTIPURPOSE & BULK WATER DEVELOPMENT**

| S/N | Issue                             | Commitment   |
|-----|-----------------------------------|--|
| 1   | HIV                               | HIV/AIDS awareness mainstreamed in all the 39 MWE projects<br>IEC Materials on HIV/AIDS Produced |
|     | Gender and youth mainstreaming    | Gender and youth aspects mainstreamed in all MWE projects  |
|     | Environment and Social Safeguards | E&S aspects mainstreamed in all MWE projects   |

### **2.3.9 DEPARTMENT OF CLIMATE CHANGE AND CARBON TRADE**

| <b>S/N</b> | <b>Issue</b>                      | <b>Commitment</b>  |
|------------|-----------------------------------|--|
| 1          | HIV                               | HIV/AIDS awareness mainstreamed in all the 39 MWE projects<br>IEC Materials on HIV/AIDS Produced |
| 2          | Gender considerations             | Gender equity and equally mainstreamed in all operations of the department                       |
| 3          | Environment and Social Safeguards | ESS considered in all projects of the department   |

### **2.3.10 DEPARTMENT OF FINANCE AND ADMINISTRATION**

| <b>S/N</b> | <b>Issue</b> | <b>Commitment</b>   |
|------------|--------------|---|
| 1          | HIV          | Mainstream HIV/AIDS awareness in all the MWE projects       |
|            |              | Disseminate IEC Materials on HIV/AIDS to staff              |
|            |              | Build capacity of Ministry staff in HIV/AIDS mainstreaming; |
|            |              | Conduct voluntary counselling and testing                   |
| 2          | Gender       | Gender mainstreamed across all MWE projects                 |
|            |              | Monitor gender mainstreaming activities.                    |

### 2.3.11 DIVISION OF LIAISON AND MANAGEMENT INFORMATION SYSTEMS

| S/N | Issue  | Commitment   |
|-----|--|--|
| 1   | HIV/ AIDS main-streaming and lifestyle diseases.                                 | Develop and review HIV/ AIDS Water and Environment Strategy, Participants Manual, Trainer of Trainers Manual, and Implementation guidelines.                                   |
|     |  | Disseminate IEC Materials on HIV/ AIDS and lifestyle diseases to staff   |
|     |  | Build capacity of Ministry staff in HIV/ AIDS mainstreaming, positive living and lifestyle diseases.   |
|     |  | Conduct voluntary counselling and testing  |
|     |  | Mainstream HIV/ AIDS awareness in all the MWE projects   |
| 2   | Gender   | Development and review of the Water and Environment Gender Strategy, Gender Based Violence prevention and response guidelines and gender mainstreaming implementation manuals. |
|     |  | Gender mainstreamed across all MWE projects  |
|     |  | Monitor gender mainstreaming activities.   |
| 3   | Data Management and use  | Provision of real time, consistent and accurate data.  |
|     |  | Provision of gender disaggregated data.  |
| 4   | Environment and Social Safeguards  | Environment and Social Safeguards considered and implemented in all MWE infrastructure projects.   |
| 5   | Establish income generation opportunities for women and youth at community level | Train water supply and sanitation infrastructure beneficiary communities especially women, youth and other vulnerable groups in income generation activities.                  |

# CHAPTER THREE

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## 3.1 MINISTRY GENERAL STANDARDS

Our general standards to clients shall be as follows;

### **Accountability**

Holding office in public trust and being personally responsible for our actions or inactions.

### **Decency**

Presenting ourselves in a respectable manner that generally conforms to morally accepted standards and values of society.

### **Diligence**

Being careful and attentive in carrying out our official duties.

### **Discipline**

behaving in a manner that conforms with the rules, regulations and the code of conduct and ethics for the Public Service generally and codes of professional conduct for the specific professions.

### **Effectiveness**

striving to achieve the intended results in terms of quality and quantity in accordance with set targets and performance standards set for service delivery.

### **Efficiency**

Being optimal in using resources in attainment of organizational objectives, targets or tasks.

### **Impartiality**

Giving fair and unbiased treatment to all customers irrespective of gender, race, religion, disability or ethnic background.

### **Integrity**

Being honest and open in conducting public affairs.

### **Loyalty**

commitment to the policies and programmes of the Government both at national and local levels.

### **Professionalism**

Adhering to the professional codes of conduct, exhibit high degree of competence and best practices as prescribed for in a given profession in the Public Service.

### **Transparency**

Promoting openness in carrying out official duties

## CHAPTER FOUR

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### 4.1 MINISTRY CLIENTS RIGHTS, EXPECTATIONS AND RESPONSIBILITIES

Our clients include Citizens, Ministries, Departments, Agencies and Local Governments, Urban Authorities, Service Commissions, Development Partners, Non-Governmental Organizations, Inter Governmental Organizations, Community Based Organizations, CSOs, Institutions both public and private, Communities, individuals and the Ministry staff.

### 4.2 CLIENTS RIGHTS AND EXPECTATIONS

We shall readily avail information for your rights on services to be provided. The Ministry has put in place mechanisms to ensure availability of such information. In addition, you have the right to:

- a) Timely access to quality services at all levels;
- b) Fairness and transparency;
- c) Gender sensitiveness in provision of services;
- d) Equitable distribution of financial and material resources;
- e) Good governance;
- f) Non-discriminatory service provision;
- g) Courtesy and responsiveness in service delivery;
- h) Access to information in accordance with the law;
- i) Review and appeal in accordance with established procedures;
- j) Lodge complaints;
- k) Privacy and confidentiality;

### 4.3 CLIENTS RESPONSIBILITIES.

Our clients will have the following responsibilities:

- a) Treat our staff with courtesy, politeness while guarding against abusive, threatening or violent behavior.
- b) Not to offer gifts, favor's or inducements to Ministry staff, or to solicit for the same;
- c) Attend scheduled meetings and appointments punctually;
- d) Respond to requests for information by us thoroughly and timely;
- e) Abide with the legal requirement for access to services.
- f) Contribute to our service provision in accordance with laid down policies and regulations;

- g) Make sure that necessary documents and other information are at hand to simplify work;
- h) Comply with all reasonable requests made by staff in an effort to attend to your request;
- i) Ensure resources disbursed from us are efficiently and effectively used in accordance with the approved work plans and budgets;
- j) Participate in our meetings to which you're invited.

## CHAPTER FIVE

### 5.1 FEEDBACK MECHANISM AND COMPLAINT HANDLING

We are committed to providing the best service to our clients in a friendly and courteous manner. We are aware that feedback on our performance and suggestions for improvement can help us do better, and these will be taken seriously and dealt with as quickly as possible by an officer of appropriate seniority.

To this end, we advise that feedback may be provided to us through the following ways:

**a) Written communication to:**

The Permanent Secretary,  
Ministry of Water and Environment  
Plot No. 3-7 Kabalega Crescent Luzira  
P.O. Box 20026  
Kampala -Uganda  
Telephone. +256 414 505942  
Fax.+256 414 505961  
E-mail: ps@mwe.go.ug

**OR**

**Hand delivery of feedback to our offices at Plot No. 3-7 Kabalega Crescent Luzira**

P.O. Box 20026 Kampala -Uganda. Our offices shall be open from 8.00 a.m. to 5.00 p.m., Monday to Friday, except during public holidays.

**b) Use of our suggestion box which is conveniently located at the Ministry entrance/reception.**

**c) Interaction with our officers through meetings, seminars and workshops conducted from time to time.**

The regional Offices include;  
MWE Regional Office Lira  
Water and Sanitation Development Facility North  
P. O. Box 381  
Plot 14/16, Maruzi Road  
Lira City  
Lira District

Ministry of Water and Environment,  
Karamoja Region,  
P.O. Box 123, Moroto,  
Plot 21-23 Lorika Ring Road  
Moroto Municipal Council

Appropriate Technology Centre  
Upper Kauga Prison Road, with a P.O Box 748 Mukono  
Water and Sanitation Development Facility South West  
P. O. Box 575, Mbarara  
Plot 1, Mbarara - Kabale road.  
Water and Sanitation Development Facility East  
Plot 14-24, Works Road, Mbale City

## **5.2 MANAGING COMPLAINTS AND APPEALS**

Complaints for our clients shall be treated seriously and the following management procedures are guaranteed:

- a) Raising the complaint with the person rendering the service. Through this, our clients shall receive responses to the issues raised.
- b) Where the client will not be satisfied with the response provided, the client shall raise the issue with the relevant supervisor.
- c) On failure to have a response from the supervisor, an appeal will then be raised to the respective Head of Department who shall be able to resolve the complaint within five days.
- d) In case the client is not satisfied with the response for the Head of Department, he or she shall refer the matter to the Permanent Secretary who shall act on it within seven working days from the date of receipt of a written communication on the matter.

## **5.3 CONDUCT OF OUR STAFF WHILE SERVING CLIENTS**

### **(i) Talking to our CLIENTS**

While talking to clients, our staff will:

- (a) Be polite, helpful and will treat clients with respect;
- (b) Listen carefully in order to understand and to respond to clients' needs;
- (c) Give their names and wear a name tag/badge where appropriate;
- (d) Give clients an explanation of their actions and inactions;
- (e) Tell clients what will happen next, and or direct them to the next destination.

**(ii) Visiting our offices**

8:00am to 5:00pm on week days other than Public Holidays

When visiting our offices:

- (a) Offices will be clean and neat;
- (b) Offices will be easily accessible;
- (c) Receptionists will be smart, welcoming and will provide a range of information about our services;
- (d) Receptionists will attend to clients promptly and will make sure they direct our clients to those who can appropriately deal with their enquiries or arrange appointment where necessary;
- (e) When on an appointment we will provide explanation on any delay of over ten minutes in attending to you;
- (f) Persons dealing with your enquiries will give their names and wear a name tag/badge;
- (g) If one cannot visit our offices, we will try to make other arrangements to provide audience.

# CHAPTER SIX

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## 6.1. DISSEMINATION AND IMPLEMENTATION OF THE CLIENT CHARTER

We will continue to make ourselves accountable for our performance and operations.

Specifically, we will:

- (a) Publish performance against the Charter commitment in the annual Ministerial Policy Statements (MPS) and Sector Performance Reports (SPR);
- (b) Provide Charter performance information to the Permanent Secretaries' meetings;
- (c) Provide Charter performance information twice a year to the cabinet Secretariat and Head of Public Service; and Auditor General for purposes of performance auditing and value for money surveys;
- (a) Publish a summary of the complaints received indicating our response in the ministry's annual report;
- (b) Submit annual reports on performance against our Clients' Charter to the Office of the Prime Minister as contribution to the Government Report on Clients Charters.

## 6.2 PERFORMANCE REVIEW

We intend to make this charter a living document that evolves in line with the changes that occur in the water and environment sector that affect our clients. We will ensure regular consultations with appropriate clients and stakeholders during the review process.

This Charter will be reviewed when the need arises. Delivery of services offered will be monitored and evaluated against this charter by independent surveys and through consultation with clients/service users or their representatives.

We commit ourselves to implementing this charter to the best of our ability within the laws and regulations of the Republic of Uganda in force.

**For God and My Country**





THE REPUBLIC OF UGANDA

**MINISTRY OF WATER AND ENVIRONMENT**  
Plot 3 -7 A, Kabalega Crescent - Luzira  
P.O Box 20026, Kampala(U)  
[www.mwe.go.ug](http://www.mwe.go.ug).