



SERVICE DELIVERY STANDARDS

FY 2025/26 - FY 2029/30

**MINISTRY OF WATER
AND ENVIRONMENT**

FOREWORD

Government Ministries departments and Agencies are service providers who have legal and moral responsibilities to provide excellent services to the public in respect to time quality, quality cost and coverage. Accordingly, it is a requirement that all MDAs should develop, document and disseminate and implement the service delivery standards

Delivery Standards (SDS) for the Ministry of Water and Environment are intended to improve the quality-of-service delivery by making citizens aware of the wide range of Public Services and the standards of delivery of these services in terms of accessibility, cost if any, time of delivery and coverage among others.

The development and application of Service Delivery Standards is critical for continuous performance improvement by the Ministry of Water and Environment in terms of equitable resource allocation and strengthening coordination, transparency and accountability to the public

The Service delivery Standards for the Ministry of water and Environment are will serve the following objectives:

- (i) Help Public Officers promote efficiency and effectiveness of programmes being implemented and ensure they are responsive to client needs.
- (ii) Define minimum levels of services that the Ministry should provide and service recipients should expect.
- (iii) Empower service recipients to demand for water and Environment services that are due to them at the appropriate standard
- (iv) Provide a basis for planning and setting targets over the NDPIV period.
- (v) Enforce quality and compliance mechanisms for water and environment service delivery excellence.

This MWE Service Delivery Standard was developed through consultative process, incorporating the inputs from the top policy leadership, heads of department, staff and all stakeholders within the Ministry.

I would like to extend my appreciation for the support accorded by all stakeholders to the Ministry of Water and Environment. I particularly acknowledge the contributions from the Ministry of Public Service, and National Planning Authority throughout the process of drafting the document.

I am very confident that all the staff and stakeholders will embrace Service Delivery Standard as the minimum levels of service that citizens should expect from the Ministry of Water and Environment across its key mandates.



Dr. Alfred Okot Okidi
PERMANENT SECRETARY

LIST OF ACRONYMS

AMCOW: African Ministers' Council on Water

APPR: Annual Programme Performance Report.

CBOs: Community Based Organizations

CCD: Climate Change Department

CDRS: Climate and Disaster Risk Screening

CMP: Catchment Management Plans

CMPs: Catchment Management Plans.

COPs: Conferences of the Parties

CSOs: Civil Society Organizations

CSOs: Civil Society Organizations.

DESS: Environment Sector Support Department

DMS: Department of Meteorological Services

DPs: Development Partners

DWD: Department of Water Development

DWQM: Department of Water Quality Management.

EAC: East African Community

ESIA: Environmental and Social Impact Assessment

ESS: Environmental and Social Safeguards

FMSE: Farm Mechanization and Sustainable Environment

FSM: Faecal Sludge Management

FSTPs: Faecal Sludge Treatment Plants

FY: Financial Year

GFS: Gravity Flow Schemes

GHG: Green House Gas

GIS: Geographic Information System

GIS: Geographical Information Systems

GKMA: Greater Kampala Metropolitan Area

GPS: Global Positioning System.

GRCs: Grievance Redress Committees

GVTC: Greater Virunga Trans-Boundary Collaboration

HCD: Human Capital Development

ICGLR: International Conference on the Great Lakes Region

ICT: Information Communication Technology

IEC: Information, Education and Communication

IEC: Information, Education, and Communication

IFMS: Integrated Financial Management System

IGAD: Intergovernmental Authority on Development

IPCC: Intergovernmental Panel on Climate Change

LGs: Local Government

LVBC: Lake Victoria Basin Commission

M&E: Monitoring and Evaluation

MAAIF: Ministry of Agriculture, Animal Industry and Fisheries

MDAs: Ministry Departments and Agencies

MEACA: Ministry of East African Community Affairs

MEMD: Ministry of Energy and Mineral Development

MoFA: Ministry of Foreign Affairs

MoFPED: Ministry of Finance Planning and Economic Development

MoH: Ministry of Health

MoJCA: Ministry of Justice and Constitutional Affairs

MoLG: Ministry of Local Government.

MoTIC: Ministry of Trade, Industry and Cooperatives

MoTWA: Ministry of Tourism, Wildlife and Antiquities

MP: Member of Parliament

MPS: Ministerial Policy Statement

MWE: Ministry of Water and Environment

NARO: National Agricultural Research Organization

NBI: Nile Basin Initiative

NDP: National Development Plan

NEMA: National Environment Management Authority

NFA: National Forestry Authority

NFMIS: National Forestry Management Information System

NGOs: Non-Governmental Organizations

NPA: National Planning Authority

NRECCLWM: Natural Resources, Environment, Climate Change, Land and

NRM: National Resistance Movement

NWSC: National Water and Sewerage Corporation

ODF: open defecation

OPM: Office of the Prime Minister

PAPs: Project Affected Persons

PBS: Programme-Based Budgeting system

PDM: Parish Development Model

PFMA: Public Finance Management Act

PIAPs: Programme Implementation Action Plans

PPEs: Personal Protective Equipment

PPPs: Public-Private Partnerships

RAPs: Resettlement Action Plans

RBOs: River Basin Organizations

REMIS: Regulation Management Information System

RMC: Risk Management Committee

RUWAS: Rural Water Management Information System

SDGs: Sustainable Development Goals

SDP: Strategic Development Plan

SDS: Service Delivery Standards.

UBOS: Uganda Bureau of Statistics

UCPC: Uganda Cleaner Production Centre.

UN: United Nations

UNFCCC: United Nations Framework Convention on Climate Change

UPMIS: Utility Performance Management Information System

USSIA: Uganda Sanitation Suppliers and Services Industry Association

UWA: Uganda Wildlife Authority

UWA: Uganda Wildlife Authority

UWASNET: Uganda Water and Sanitation NGOs Network

UWSSD: Urban Water and Sewerage Services Department

WASH: Water Sanitation and Hygiene Water Management

WEIS: Water and Environment Information System

WEMIS: Water and Environment Management Information System

WfP: Water for Production

WMO: World Meteorological Organization

WMZs: Water Management Zones

WSDFs Water and Sanitation Development Facilities

1.0 INTRODUCTION

1.1 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.

1.2 Vision Statement

Transformed Ugandan Society with environment and natural resources sustainably managed.

1.3 Mission Statement

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

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.

1.5 Mandates of departments

1.5.1 Urban Water Supply and Sewerage Department

Department Mandate: Water development

Department Functions

- a) Setting National policies and standards for Water and Sanitation in the Urban areas (Cities, Municipalities, town councils and town boards)
- b) Water Supply Systems development in Urban areas
- c) Development of Sewerage/Sanitation systems in Urban areas

- d) Management, operation and maintenance of Water Supply and Sewerage / Sanitation Systems in urban areas.

1.5.2 Rural Water Supply and Sanitation Department

Department Mandate: Providing overall technical oversight for the planning, implementation, and supervision of the delivery of urban, rural water and sanitation services, and water for production across the country; Regulation of provision of water supply and sanitation; and Provision of capacity development and other support services to Local Governments, Private Operators, and other service providers.

1.5.3 Water for Production Department

Department Mandate: Provision and effective utilization of water for multipurpose uses including storage, irrigation, livestock, and aquaculture; rural industries, wildlife and tourism and flood control.

1.5.4 Water Utility Regulation Department

Department Mandate: The Mandate of the Department is to provide a regulatory environment that facilitates efficiency, effectiveness, and equity in the provision of water supply and sanitation services. The legal framework for the operations of the Water Utilities Regulation Department is in the functions of the Minister (meaning a Minister responsible for water or natural resources) as specified in Section 48 (3) of the Water Act Cap 152 – where the Minister enters into performance contract with gazzetted water supply and sanitation authorities.

1.5.5 International and Transboundary Water Affairs Department

Department Mandate: To secure and safeguard Uganda's interests in the shared water resources of the Nile and its system thereby ensuring availability of water resources of adequate quantity and quality to meet Uganda's national development and ecosystem needs.

1.5.6 Water Quality Management Department

Department's Mandate: To monitor, assess and manage the quality of water resources in Uganda for all uses.

1.5.7 Water Resources Planning and Regulation Department

Department Mandate: Ensure that policies for sound water use planning, allocation and regulation, and water conservation are continuously developed and implemented.

1.5.8 Water Resources Monitoring & Assessment

Department Mandate: To assess, monitor groundwater and surface water resources to generate accurate information to guide sustainable development and use of water resources aimed at guarantying water security, food security, energy security and public safety, for both the present and future generation of Uganda.

1.5.9 Environment Sector Support Services Department

Department Mandate: To ensure effective Environmental protection for sustainable socio-economic transformation.

1.5.10 Wetlands Management Department

Department Mandate: To promote conservation and management of wetlands so as to sustain the ecological and socio-economic values of the wetlands in Uganda for present and future generations

1.5.11 Forestry Support Services Department

Department Mandate Forest Sector Support Department (FSSD) is the policy and technical arm of Ministry of Water and Environment on all forestry matters. Derives mandate from article 189 of the Constitution of Republic of Uganda (1995), sections 96-100 of the Local Government Act (1997) and sections 46, 47, 49-51 of the National Forestry and Tree Planting Act (2003).

1.5.12 Climate Change Department

Department Mandate:

- a) To ensure that Uganda effectively coordinates and implements her national and international obligations and realizes her benefits under the United Nations Framework Convention on Climate Change, and its implementation frameworks, the Kyoto Protocol and the Paris Agreement.
- b) To ensure that Government, non-state actors and private sector address climate change impacts and their causes through appropriate measures while promoting sustainable development and a green economy.

1.6 Policy and Planning Department

Department Mandate: To coordinate and support all Departments and Agencies under the Ministry to undertake strategic planning, budgeting, capacity development, policy regulation, monitoring, evaluation and reporting.

1.7 Finance and Administration

Mandate: Sound management and sustainable of water and environment services in the water and environment sector.

1.8 Water and Environment Sector Liaison Department

Department Mandate: Development of strategies and guidelines; and implementation of technical functions of cross-cutting nature including; Safeguards, Gender, HIV/AIDS mainstreaming and community mobilization.

1.9 Department of Meteorological services

Department Mandate: To promote, monitor weather and climate as well as provide weather predictions and advisories to government and other stakeholders for use in sustainable development of the country.

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To increase the provision of bulk water for multipurpose uses.	Strategic dams for multi-purpose use developed & maintained	Quantity	All storage dams impounding at least 1,000,000m ³ of water ensuring water availability for irrigation of at least 100hectares & livestock watering for at least 10,000TLUs; Fully functional storage dams; Monthly construction supervisions conducted;	Communal users; MAAIF; UWA; MoTWA; MoTIC; DLGs; CBOs; Private Sector;	Demand expression; Technical, social and environmental viability of the site;	Community engagements; Engineering designs; ESIA+RAP implementation; Construction; Monitoring & Supervision	Human resources; Contractors; equipment; surveying equipment; earth moving equipment; Technical allowances; design & construction manuals	N/A	MWE/WFP
	Multi-purpose bulk water infrastructure for large scale irrigation schemes developed & maintained	Quantity Quality	All bulk water infrastructure irrigating at least 100 hectares; Awaiting at least 5m ³ /hectare/day Fully functional bulk water transfer system & irrigation infrastructure for medium and large schemes	Communal farmers; Commercial farmers; MAAIF; DLGs; Private Sector;	Demand expression; Technical, social and environmental viability;	Community engagements; Engineering designs; ESIA+RAP implementation; Construction; Monitoring & Supervision	Human resources; Contractors; equipment; surveying equipment; earth moving equipment; Technical allowances; design & construction manuals	N/A	MWE/WFP

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		Frequency	Monthly construction supervisions conducted						
	Communal valley tanks developed & maintained	Quantity	All valley tanks impounding about 30,000 - 50,000m ³ of water for at least 5,000TLUs;	Communal users; UWA; MoTWA; DLGs; CBOs	Demand expression; Technical, social and environmental viability;	Community engagements; Engineering designs; ESIA implementation; Construction; Monitoring & Supervision	Human resources; Contractors; equipment; survey equipment; earth moving equipment; allowances; Technical design & construction manuals	N/A	MWE/WFP
		Quality	Fully functional valley tanks;						
		Frequency	Monthly construction supervisions conducted						
	Solar powered irrigation systems developed & maintained	Quantity	All systems providing at least 5m ³ /hectare/day for irrigation;	Commercial farmers; Private Sector; CBOs	Demand expression; Technical, social and environmental viability;	Engineering designs; ESIA; Construction; Monitoring & Supervision	Human resources; Contractors; equipment; survey equipment; vehicles; irrigation equipment & kits; allowances; Technical design & construction manuals	N/A	MWE/WFP
		Quality	Fully functional solar powered small scale irrigation systems						
		Frequency	Monthly construction supervisions conducted						
	Deep production wells for multipurpose use developed & maintained	Quantity	All wells with a production yield of at least 10m ³ /hr of water for multipurpose use (including irrigation, livestock watering among others);	Communal water users; Private Sector; DLGs;	Demand expression; Technical, social and environmental viability;	Designs; ESIA; Construction; Monitoring & Supervision	Human resources; Contractors; Hydro-geological survey equipment; Drilling equipment; allowances	N/A	MWE/WFP

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		Quality	Fully functional production wells						
	Individual valley tanks to support model farmers create storage established	Coverage Quantity Quality	Country wide All valley tank impounding about 1,000m ³ - 5,000m ³ of water; Fully functional valley tanks;	Individual farmers; Private Sector; CBOs	Demand expression Technical, social and environmental viability; User fees paid	Designs; Construction; Monitoring & Supervision	Human resources; Contractors; equipment; earth moving equipment; allowances; design & construction manuals	User fees applicable (for hire of Ministry earth moving equipment set)	MWE/W/P
	Sustainable management mechanisms established for all infrastructure for provision of water for multipurpose use.	Coverage Quality	All infrastructure for provision of water for multipurpose uses country wide Functional water user committee per facility; At least 30% women representation per committee.	General Public	Existing infrastructure for provision of water for multipurpose uses	Community engagements	Human resources; vehicles; IEC materials; MWE Technical O&M manuals	N/A	MWE/W/P
To increase access to safe & clean water and sanitation & hygiene services in	Climate resilient water supply facilities constructed	Coverage:	100% of people within 1 km have access to safe and clean water. 100% villages with a source of safe water supply.	Population in Rural Areas. Population in Rural Growth Centres	People within a radius of 1 km have access to safe and clean water.	Stakeholder engagement, pre-feasibility studies and feasibility design	Water source, infrastructure, Treatment facilities, Pumping stations, Transmission mains, Storage reservoirs,	Cash Community Contributions for the commun	MWE/ RWSSD

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rural and urban areas.		<p>Frequency</p> <p>Time:</p> <p>Quantity</p> <p>Quality</p> <p>Frequency</p>	<p>Suitable cubic meters/hour to address Frequency the projected population water demand</p> <p>Population using an improved water source with a total collection time of no more than 30 minutes (distance no more than 1 km).</p> <p>Improved average daily water consumption per household.</p> <p>100% water sources are safe for drinking devoid of harmful organisms (E.coli & other bacteria and chemicals).</p> <p>Quarterly field visits</p>	Institutions in the Rural Areas	<p>Unserved and underserved rural areas and villages.</p> <p>Refugee communities</p>	<p>development, EISA and RAPs.</p> <p>Procurement of contractors and consultants;</p> <p>Ministry staff and provide technical guidance.</p> <p>Rehabilitation of all water supply facilities to be functional at all times.</p> <p>Establishment and revitalization of Water User Committees for point water sources to be functional at all times.</p> <p>Establishment and strengthening of Water User Committee to have 50% women representation for</p>	<p>Distribution network, and monitoring systems, Technical staff, ICT hardware, Vehicles</p>	<p>at point water sources and Water User Fees for the O&M.</p> <p>For the piped water systems- Individuals connect on fees and water use fees.</p>	

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						gender mainstreaming. Dissemination of Operations and Maintenance Plan (O&MP) to all Water User Committees.			
		Coverage Frequency Quantity Quality Time	100% of the population accessing safe water source within 0.2kms in urban areas Daily safe water supply 35 litres/person/day 100% samples of drinking water collected must meet the national standards. Monthly	Urban households, public institutions, commercial users and vulnerable communities	Must be within gazetted service areas or through formal application.	Design, ESIA, construction, supervision, operation & maintenance and stakeholder engagement.	Water source, Abstraction infrastructure, Treatment facilities, Pumping stations, Transmission mains, Storage reservoirs, Distribution network, Consumer connections, Control and monitoring systems, and staff of the gazetted utility.	Approved tariff	MWE/USSD
	Existing water supply facilities rehabilitated	Coverage: Frequency	100% of people within 1 km have access to safe and clean water. 100% villages with a source of safe water supply. Suitable cubic meters/hour to address	Population in Rural Areas. Population in Rural Growth Centres Institutions in the Rural Areas	People within a radius of 1 km have access to safe and clean water. Unreserved and underserved	Stakeholder engagement, pre-feasibility studies and feasibility design development, EISA and RAPs.	Water source, infrastructure, Treatment facilities, Pumping stations, Transmission mains, Storage reservoirs, Distribution network, and monitoring systems, Technical staff,	Cash Community Contributions for the communal point water	MWE/RWSSD

Strategic/specific Objective	Output/Service description	Indicator definition	Standard in terms of: Quantity, Quality, Cost, time and coverage	Target recipients of service	Access criteria to obtain service	Methodology for providing service	Basic infrastructure for providing service: including tools and equipment, personnel	User fee	Responsibility center
		Time: Quantity Quality Frequency	<p>Frequency the projected population water demand</p> <p>Population using an improved water source with a total collection time of no more than 30 minutes (distance no more than 1 km).</p> <p>Improved average daily water consumption per household.</p> <p>100% water sources are safe for drinking devoid of harmful organisms (E. coli & other bacteria and chemicals).</p> <p>Quarterly field visits</p>		<p>rural areas and villages.</p> <p>Refugee communities</p>	<p>Procurement of contractors and consultants;</p> <p>Ministry staff and supervise and provide technical guidance.</p> <p>Rehabilitation of all water supply facilities to be functional at all times.</p> <p>Establishment and revitalization of Water User Committees for point water sources to be functional at all times.</p> <p>Establishment and strengthening of Water User Committee to have 50% women representation for gender mainstreaming.</p> <p>Dissemination of Operations and</p>	<p>ICT hardware Vehicles</p>	<p>sources and Water User Fees for the O&M.</p> <p>For the piped water systems- Individual connection fees and water use fees.</p>	

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					Maintenance Plan (O&MP) to all Water User Committees.				
		Coverage	100% of the population accessing safe water source within 0.2kms in urban areas	Urban households, public institutions, commercial users and vulnerable communities	Must be within gazetted service areas or through formal application.	Asset condition assessments, design, construction, supervision, operation & maintenance and stakeholder engagement by gazetted water utility.	Water source, Abstraction infrastructure, Treatment facilities, Pumping stations, Transmission mains, Storage reservoirs, Distribution network, Consumer connections, Control and monitoring systems, and staff of the gazetted utility.	Approved tariff	MWE/USWSSD
		Frequency	Daily safe water supply						
		Quantity	35 litres/person/day						
		Quality	100% samples of drinking water collected must meet the national standards.						
		Time	Monthly						
	Existing water supply upgraded and expanded.	Coverage:	100% of people within 1 km have access to safe and clean water. 100% villages with a source of safe water supply. Suitable cubic meters/hour to address Frequency the projected population water demand	Population in Rural Areas. Population in Rural Growth Centres Institutions in the Rural Areas	People within a radius of 1 km have access to safe and clean water. Unreserved and underserved rural areas and villages.	Stakeholder engagement, pre-feasibility studies, and feasibility design development, EISA and RAPs. Procurement of contractors and consultants;	Water source, infrastructure, Treatment facilities, Pumping stations, Transmission mains, Storage reservoirs, Distribution network, and monitoring systems, Technical staff, ICT hardware Vehicles	Cash Community Contributions for the communal point water sources and Water User Fees for	MWE/RWSSD

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		<p>Time:</p> <p>Population using an improved water source with a total collection time of no more than 30 minutes (distance no more than 1 km).</p> <p>Quantity</p> <p>Improved average daily water consumption per household.</p> <p>Quality</p> <p>100% water sources are safe for drinking devoid of harmful organisms (E. coli & other bacteria and chemicals).</p> <p>Frequency</p> <p>Quarterly field visits</p>	<p>Population using an improved water source with a total collection time of no more than 30 minutes (distance no more than 1 km).</p> <p>Improved average daily water consumption per household.</p> <p>100% water sources are safe for drinking devoid of harmful organisms (E. coli & other bacteria and chemicals).</p> <p>Quarterly field visits</p>		Refugee communities	<p>Ministry staff and provide technical guidance.</p> <p>Rehabilitation of all water supply facilities to be functional at all times.</p> <p>Establishment and revitalization of Water User Committees for point water sources to be functional at all times.</p> <p>Establishment and strengthening of Water User Committee to have 50% women representation for gender mainstreaming.</p> <p>Dissemination of Operations and Maintenance Plan (O&MP) to all</p>		<p>the O&M.</p> <p>For the piped water systems- Individual connection fees and water use fees.</p>	

Strategic/sp ecific Objective	Output/Service description	Indicator definition	Standard in terms of: Quantity, Quality, Cost, time and coverage	Target recipients of service	Access criteria to obtain service	Methodology for providing service	Basic infrastructure for providing tools and equipment, personnel	User fee	Responsibility center
	Water Supply and Sewerage Areas gazetted	Coverage Process	100% towns with piped water supply systems gazetted in accordance with the strategy for regulation of water services in Uganda and the Water Act Statutory Notices developed, Published and disseminated in Accordance with Section 45 and 46 of Water Act	Water Utilities Local governments Public	Regulation database Documentation with Regulation Department Uganda Printing and Publishing Corporation	Water Committees. Inspection of sites and physical verification, Community engagement, Publication of Notices in Uganda Gazette, entering Performance Contracts	Stationery, Allowance, Human resource, fuel, Vehicles, Meetings, publication fees	UGX. 5,000	MWE/WU RD
	Performance assessment of water utilities conducted for service improvement	Coverage Frequency	100% of gazetted WASH providers assessed Quarterly and annual performance assessments conducted in accordance with the respective Performance Contracts	Water Utilities Civil Society Local governments Public	Regulation database Documentation with Regulation Department Community sensitization	Desk reviews, Field verifications, Regulator's reports, dissemination Workshops, Publication	Stationery, Allowance, Human resource, fuel, Vehicles, Meetings, publication costs	N/A	MWE/WU RD
	Accuracy and reliability of water meters monitored	Coverage	All water meter pre-tested before installation as stipulated in section 19 of the Water Supply Regulations, 1999.	Water Utilities Contractors Local governments	Meter testing and calibration center(s)	Testing of meter samples, Review of meter reports, pre-shipment inspections,	Stationery, Human resource, fuel, Vehicles, Meter test benches	To be determined	MWE/WU RD

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				Public		benchmarking with other regulators			
	Water and sanitation services tariffs regulated	Coverage Process Quality	100% tariffs for WASH services in gazetted towns reviewed and regulated in accordance with the Tariff Policy, 2009 Tariff modeling conducted to determine thresholds as per the tariff setting guidelines Implementation of approved tariffs monitored as per the Tariff policy, 2009	Water Utilities Local governments Public	MWE website Sector reports at MWE Documentation with Regulation Department	Review of tariff applications, Stakeholder engagement, conduct willingness and ability to pay studies, approval of tariff by minister, Publication	Stationery, field Allowance, Computers, Internet, Human resource, fuel, Vehicles, Inland travel, Workshop items, publication costs	N/A	MWE/WU RD
	Disputes arising from WASH service delivery effectively Arbitrated and resolved	Coverage Process Time	Arbitration of All escalated disputes arising from WASH service provision conducted Conflicts resolved by 3 members of sub-committee of the Water Policy Committee Resolution of escalated disputes within 30 days as per the Performance Contract.	Water Utilities WASH consumers	Documentation with Regulation Department Customer engagement platforms	Meetings, Investigations, document reviews, Community engagement	Stationery, field Allowance, Computers, Internet, Human resource, fuel, Vehicles, Inland travel, Meeting logistics	N/A	MWE/WU RD

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	Equitable WASH approaches for vulnerable communities promoted	Coverage Frequency	100% of vulnerable communities provided WASH services in accordance with SDG 6.1. Review and update of the pro-poor strategy conducted every 3 years	Vulnerable communities Water utilities Public	-Policies and strategies -MWE website -Documentation with Regulation Department Sector reports	Stakeholder engagements Information, Education and Communication (IEC) materials.	Stationery, Allowance, Internet, fuel, Vehicles, Inland travel Workshop items Computers, Human resource, Inland travel items	N/A	MWE/WURD)
To increase access to safe water and sanitation & hygiene services in rural and urban areas.	Public sanitation facilities constructed	Coverage Quality Quantity	100% All facilities must have a handwashing facility with soap Adequate, functional and improved separated sanitation facilities (female and male). average pupil to latrine/toilet stance ration should be 40:1 (separated for each gender).	Institutions in Rural Areas. Population in Rural Growth Centres	Unserviced and underserved schools in rural areas.	Stakeholder engagement, pre-feasibility studies, and design development, EISA and RAPs. Procurement of contractors and consultants; Ministry staff and Supervise and provide technical guidance.	Water infrastructure (Latrines/toilets/sewers, incinerators and washrooms). technical staff, vehicles.	N/A	MWE/RWSSD
		Coverage	100% urban areas with public sanitation facilities.	Urban households, public institutions, commercial users and	Must be within gazetted service areas or through	Design, construction, supervision, operation & maintenance and	Water borne toilets, handwashing facilities, incinerators, urinal, shower staff of the gazetted water utility.	User fees apply	MWE/UWSSD

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		Quality Access Frequency	Each public toilet should have a handwashing facility 40 pupils: 1 stance 1 urinal of 4 meters on each public toilet Quarterly	vulnerable communities	formal application.	stakeholder engagement.			
	Faecal Sludge Management Facilities constructed	Coverage Access Quality Frequency	100% of faecal sludge safely collected and treated in towns with piped sewer systems Less than 30kms from the sludge source Must be compliant with effluent discharge parameters Monthly	Urban households, public institutions, commercial users and vulnerable communities	Must be within gazetted service areas or through formal application.	Design, construction, supervision, operation & maintenance and stakeholder engagement.	FSTPs, drying beds; operated by gazetted water utility.	Approved dumping fee	MWE/USSD
	Handwashing facilities in institutions and public places installed.	Coverage Quality	100% in public places and institutions All handwashing facilities must have soap	Population in Rural Growth Centers and Institutions	Unreserved schools in rural areas.	Stakeholder engagement, pre-feasibility studies, and feasibility design development, EISA and	Water source, infrastructure (Latrines/toilets/sewers, incinerators and technical staff, vehicles).	Public Market, highway, sanitation facilities user fees	MWE/RUSSD

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	Sanitation awareness creation campaigns conducted	Coverage Frequency	All areas where piped water supply systems are being constructed/rehabilitated Quarterly sanitation awareness creation and promotion campaigns held World Toilet Day on 19th November every year Sanitation Week Activities in March World water day on 22nd march every year	Population in Rural Areas. Population in Rural Growth Centres Institutions in the Rural Areas	Unserviced and underserved communities in rural areas.	Community sensitization, stakeholder engagement, baseline assessment, public awareness through celebration of Global Hand washing day on 15th October every year. Sanitation Week Activities in March World Toilet Day on 19th November every year World water day on 22nd march every year. Behaviour change communication, practical demonstrations, school-based activities, gender inclusion,	Water infrastructure (Latrines/toilets/sewers, incinerators and washrooms). technical staff, vehicles	applicable N/A	MWE/R WSSD

Strategic/specific Objective	Output/Service description	Indicator definition	Standard in terms of: Quantity, Quality, Cost, time and coverage	Target recipients of service	Access criteria to obtain service	Methodology for providing service	Basic infrastructure for providing service: including tools and equipment, personnel	User fee	Responsibility center
						community-led total sanitation approaches, market based sanitation.			
		Coverage Frequency	100% urban areas where Sanitation awareness creation campaigns are conducted Quarterly sanitation awareness creation and promotion campaigns held	Urban households, public institutions, commercial users and vulnerable communities	Must be within gazetted service areas or through formal application.	Community sensitization, stakeholder engagement, baseline assessment, public awareness meetings, behavior change communication, practical demonstrations, school-based activities, gender inclusion, community-led sanitation approaches, and ongoing monitoring	Trained personnel, IEC materials, transport and logistics, demonstration tools, monitoring forms	N/A	MWE/U WSSD
	Awareness creation campaigns on handwashing conducted.	Coverage Frequency	All areas where piped water supply systems are being constructed/rehabilitated Quarterly sanitation awareness creation and	Population in Rural Areas. Population in Rural Growth Centres	Unserviced and underserved communities in rural areas.	Stakeholder engagement, baseline assessment, Community sensitization & public awareness	Water infrastructure (Latrines/toilets/sewers, incinerators and washrooms). ttechnical staff, vehicles.	N/A	

Strategic/specific Objective	Output/Service description	Indicator definition	Standard in terms of: Quantity, Quality, Cost, time and coverage	Target recipients of service	Access criteria to obtain service	Methodology for providing service	Basic infrastructure for providing service: including tools and equipment, personnel	User fee	Responsible center
			<p>promotion campaigns held</p> <p>Global Hand washing day on 15th October every year.</p> <p>World water day on 22nd March every year</p>	Institutions in the Rural Areas		<p>through celebration of Global Hand washing day on 15th October every year, Sanitation Week Activities in March, World Toilet Day on 19th November every year and World water day on 22nd March every year.</p> <p>Behavior change communication, practical demonstrations, school-based activities, gender inclusion, community-led total sanitation approaches, market based sanitation.</p>			
		Coverage	100% urban areas where awareness creation campaigns on handwashing have been conducted	Urban households, public institutions, commercial users and	Must be within gazetted service areas	Community sensitization, stakeholder engagement, baseline assessment, public	Trained personnel, IEC materials, transport and logistics, demonstration tools, monitoring forms	N/A	MWE/U WSSD

Strategic/specific Objective	Output/Service description	Indicator definition	Standard in terms of Quantity, Quality, Cost, time and coverage	Target recipients of service	Access criteria to obtain service	Methodology for providing service	Basic infrastructure for providing service: including tools and equipment, personnel	User fee	Responsibility center
		Frequency	Quarterly awareness promotion and sanitation creation campaigns held	vulnerable communities		awareness meetings, behaviour change communication, practical demonstrations, school-based activities, gender inclusion, community-led sanitation approaches, and ongoing monitoring			
	Handwashing facilities in institutions and public places installed.	Coverage Quality Frequency	100% urban areas with handwashing facilities in institutions and public places installed. Each public toilet should have a handwashing facility Quarterly	Institutions, public places, community members	Must be within gazetted service areas	Design, construction, supervision, operation & maintenance and stakeholder engagement.	Water container or tap, soap dispenser, wastewater drainage system, a stand or support structure hygiene messages or visual instructions.	User fees apply	MWE/U WSSD

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To strengthen integrated and sustainable management of water, environment and natural resources	Institutional capacity and governance of transboundary institutions strengthened.	Quantity	100% of transboundary basin area under operational arrangements for water cooperation (SDG 6.5.2).	Riparian countries; regional institutions (e.g., NBI, LVBC, IGAD); other MDAs (MoFA, MEACA, MoJCA)	Active participation in transboundary water governance; Membership in regional institutions and compliance with cooperation frameworks.	Support and reform of River Basin Organizations (RBOs); Promote multi-level, cross-sectoral governance; Deliver hydro-diplomacy and international water law training; Facilitate Uganda's financial and technical contributions; Monitor and report on SDG 6.5.2 progress.	Contributions to RBOs (NBI, LVBC); Staff from relevant MDAs; Technical experts in hydro-diplomacy and water law; Training institutions and logistical support (vehicles, ICT, travel).	Annual contributions to RBOs as per treaty obligations and MoUs.	MWE/IT WA
		Quality	All transboundary institutions meet international standards for effectiveness, inclusivity, and resilience, with focus on the transition to the Nile River Basin Commission.						
		Cost	UGX 1.52 billion/year in contributions to River Basin Organizations (e.g., NBI, LVBC, AMCOW); UGX 5.10 billion/year for training, institutional support, and hydro-diplomacy.						
		Time	Continuous technical support with minimum of						

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			2 joint governance meetings annually.						
		Coverage	All stakeholders within the Nile, Lake Victoria, and other shared basins.						
	Transboundary agreements and joint projects that ensure equitable allocation and benefit sharing developed and implemented.	Quantity	At least 5 new or updated transboundary agreements; At least 5 joint projects with measurable outcomes.	Riparian countries; Local communities; Private sector; Affected populations.	Participation in bilateral/multilateral agreements or cooperative frameworks.	Negotiation and drafting of agreements with benefit-sharing clauses; Implementation of joint projects; Application of equitable and reasonable use principles; Use of basin-wide planning and nexus-based approaches.	Institutional frameworks for joint governance; Technical expertise and tools for project design and monitoring; Financial resources for investment and implementation.	Water abstraction on permit fees (bulk/commercial use); Benefit-sharing mechanisms defined in agreements.	MWE/IT WA
		Quality	Agreements are equitable, inclusive, and climate resilient; Projects deliver tangible, multi-sectoral benefits to all riparian states.						
		Time	Agreement valid for 10–30 years, with 5-year review cycles; Projects implemented within 3–7 years depending on scope.						
		Coverage	Basin-wide, multi-sectoral planning using the Water-Food-Energy-Ecosystem Nexus approach.						

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	Joint monitoring programs and assessments for shared water bodies to support evidence-based decision-making implemented.	Quantity	100% of transboundary water bodies covered by joint monitoring plans; 10+ joint monitoring stations operational.	Riparian states; Regional bodies (e.g., NBI, LVBC); Water resource planners and decision-makers.	Participation in joint monitoring agreements or regional frameworks.	Establishment of joint monitoring programs; Harmonized data collection and analysis; Joint publication of assessment reports and early warning bulletins.	Monitoring stations and equipment; Technical personnel and analytical tools; Data-sharing platforms and reporting systems.	N/A	MWE/IT WA	
		Quality	All assessments meet international standards; Data used in joint decision-making.							
		Time	2 major joint assessments published per year; Real-time data sharing for critical parameters (e.g., flow, quality, flood risk).							
		Coverage	Full geographic and thematic coverage across all shared basins and aquifers.							
	Transboundary data information to support joint planning, monitoring, and decision-making generated and exchanged.	Quantity	3 data platforms (e.g., WEIS, LVBC and NBI Knowledge Portal); 5+ knowledge products per year (e.g., basin reports, dashboards, early warning bulletins).	Riparian states; Government agencies; Regional bodies (e.g., NBI, LVBC); NGOs, researchers, local	Participation in formal data-sharing protocols; Agreement on frequency, formats, and responsible contact points.	Use of joint platforms (e.g., WEIS, NBI Knowledge Hub); Standardized data formats and metadata; Protocols for data validation, sharing, and use.	Digital platforms and databases; Monitoring stations and sensors; Skilled personnel in hydrology, GIS, data science, and IT.	N/A	MWE/IT WA	
		Quality	All data shared in standardized							

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			formats with $\geq 85\%$ Data Quality Index across platforms.	communities, and the public.					
		Time	Annual comprehensive data exchange; Quarterly updates for hydrological and climate-sensitive data.						
		Coverage	Full geographic across all shared basins and aquifers.						
	Formal mechanisms (e.g., joint technical committees, arbitration panels) to prevent and resolve disputes over shared water resources established and utilized.	Quantity Quality Time Coverage	1 formal mechanism established and utilized; 10+ diplomatic engagements conducted. All mechanisms aligned with international legal standards (e.g., UN Watercourses Convention). Disputes resolved within 18 months; At least 2 high-level engagements per year. Full inclusion of all riparian states and	Riparian states; Regional bodies (e.g., NBI, LVBC); Affected communities and stakeholders.	Commitment to peaceful resolution; Engagement through regional or bilateral frameworks; Use of formalized mechanisms.	Preventive diplomacy and dialogue; Use of regional platforms (e.g., Nile Basin Initiative); Impartial fact-finding, mediation, arbitration, or judicial recourse.	Regional institutions (NBI, LVBC), diplomatic channels, legal frameworks (UN Water Convention, Watercourses Convention), Skilled personnel in hydro-diplomacy and international law.	N/A	MWE/IT WA

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			relevant regional institutions.						
	Feedback and complaint redress mechanism aligned with the MWE Client Service Charter operational.	Quantity Quality Time Coverage	Number of feedback/complaint cases received and resolved annually. Transparent, fair, and responsive handling of all feedback (≥80% user satisfaction rate). Average resolution time of within 60 days. All service users and stakeholders: local communities, riparian states, NGOs, and the public.	Clients of MWE; Riparian communities; Regional stakeholders and the general public.	Use of defined channels (email, hotline, website, physical offices) as outlined in the MWE Client Service Charter.	Implementation of procedures in the Client Service Charter; Designated personnel and systems for receiving, tracking, and resolving complaints; Feedback used to improve service delivery.	MWE Charter; Designated redress office/unit; Digital and physical feedback channels; Trained personnel in customer care and grievance handling.	N/A	MWE/IT WA
	Water resources equitably allocated and regulated through issuance and enforcement of water use permits	Coverage Process time Frequency	All water users abstracting water through motorised means diverting/impounding water above 400m ³ day ⁻¹ or discharging wastewater. Water use Permit applications processed within 90days Quarterly Compliance monitoring of each of the permit holders to water permit conditions. Assessment reports for water permits application	All water users with motorised abstraction for both surface and groundwater. Diversion or impoundment of water above 400m ³ /day Wastewater dischargers All constructions on or across water bodies or	Use of relevant schedules for application for the relevant water permits. Digital platforms like the WEIS; Through gazettes; brochures; media; physical engagements	Field assessments of permit applications; Compliance monitoring, assistance and enforcement to Permit conditions and Dam safety Licencing of practicing hydrogeologists and drilling firms	Water Allocation Tools, Permits databases, water level and water discharge measuring devices, GPSs, motor vehicles, technical personnel, allowances and fuel, computers, cameras and drones; Information-Education and Communication materials	Relevant fees as stipulated in 2nd schedule of the Water Resources Regulations 1998 and the 4 th schedule of the	MWE/WR PRD

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		Time	and compliance monitoring reports produced within 5working days	one that impedes water All Practicing hydrogeologists and drilling contractors				Water (Wastewater) Regulations 1998 ¹	
	Major Natural water bodies and Reservoirs maintained	Coverage Quality Frequency Time	All natural water bodies (lakes and rivers) and reservoirs (dams) in the country managed Health and integrity of water bodies and reservoirs ensured Quarterly inspection and monitoring of water bodies and reservoirs. Inspection and monitoring reports produced within 5working days	The public; hydropower; oil and gas, All other Water resources users for the different uses including Domestic/municipal, Industrial, Agriculture, Navigation.	open	Undertake assessments, Control and Manage water weeds; Dredging and desilting of water bodies; Protection of lake and river shores; Construct Large flood and drought management structures (check dams, dikes, embankments, cyclopean concrete, gabions)	Dredging and earth moving equipment, water weed harvesting equipment, demarcation pillars, Institutional frameworks for joint management water bodies; Technical expertise for project design and implementation, allowances, fuel, vehicles, dam inspection and monitoring equipment	N/A	MWE/WR PRD
	National and Transboundary Catchment Management Plans prepared to inform proper	coverage	100%of the country covered with catchment management plans (CMP).	The public; MDAs that use and or regulate water and natural	National and Transboundary where catchment	Technical delineation of the catchments, description and elaboration of the	Water resources models and softwares, water and related resources data, technical water and environmental specialists,	N/A.	MWE/WR PRD

¹ Annex 1; schedules for water use fees

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	management and utilisation of water and related resources	Process time	Each CMP prepared within a period of 12months	resources, private sector, NGOs.	management plans have not been developed	water and related resources base, stakeholders' engagement and consultation, formulation of scenarios and options and joint formulation of the plans	catchment stakeholders, vehicles, computers, allowances and fuel		
	National and Transboundary Catchment Management Plans implemented for sustainable social economic development and environmental management	Coverage Frequency Time	100% of interventions identified in CMPs fully implemented Quarterly implementation reports CMP implementation reports prepared within 15days of the subsequent quarter	The public where catchment management interventions are required to be undertaken.	Severity of degradation and level of vulnerability of the people and property.	Implement Priority water management measures in CMPs; Construct Water Management infrastructure in form of small water harvesting check dams, soil and water conservation structures, percolation pits, gully plugs; Demarcation and restoration of buffer zones for natural water bodies and strategic wetlands; Setting up and operationalisation of Demonstration centres;	Stakeholders catchment governance structures, restoration tools (Pangas, slashers, demarcation pillars) Natural inputs like tree seedlings, Demonstration centres, Water and Environment cooperatives, vehicles, allowances, technical personnel, fuel	N/A	MWE/WR PRD

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						Establishment of water and environment cooperatives; Improved livelihood and employment opportunities			
	Water resources knowledge and information products generated to inform the Agriculture, Tourism, and Mineral development	Quality Frequency Time	Informative products to guide decision making and planning for Water Resources Annual Water Resources knowledge and information products Knowledge and information products developed by end of the 3 rd month of the subsequent year	Policy and decision makers, planners, academia, researchers, technical officers, private sector	Publications, gazettes, websites, conferences, open days, Uganda water and environment week, mentorship, institutions of learning	Data collection, modelling, information generation, dissemination of products	Computers, training centres, softwares and licences, allowances, fuel, stationery, conference facilities,	N/A	MWE/WR PRD
	Surface and Groundwater Stations Established	Coverage Quality Time	All water bodies in the country WMO Standards Annually	Within the Ministry, Private Organizations, MDA's, Local Governments, International organizations, NGO's	Request made to the Ministry, on acceptance work is done	Station siting studies Land acquisitions for groundwater stations EIA conducted Hydraulic works Drilling (in case of a groundwater station) Procurement and installation of	Technical staff, vehicles, fuel, technicians, drivers - Workstation computers, specialized software - Stationery specialized and assorted - Workshops and meeting rooms - Contractors - Specialized Equipment	N/A	MWE/WR M&A

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					measuring equipment Training and deployment of gauge readers				
	Hydrological stations operated & maintained, and data disseminated for use in designing hydropower dams, bridges, culverts, water supply schemes	Coverage Quantity Frequency	Across the country All Surface water and Groundwater monitoring stations Every Quarter Borehole flushing every 2 years	Within the Ministry, Private Organizations, MDA's, Local Governments, International organizations, NGO's	Request made to the Ministry, on acceptance work is done	Inspection of monitoring stations Discharge Measurements at river stations Flushing of monitoring boreholes and stilling wells Hydrological data collected Management and maintenance of the hydrological information system	Technical staff, vehicles, fuel, technicians, drivers - Workstation computers, specialized software - Stationery specialized and assorted - Workshops and meeting rooms - Specialized equipment	N/A	MWE/WR M&A
	Information on hydrological flood and drought for use by the Disaster Risk Management	Coverage Quality Frequency	100% WMO Standards Seasonal	Academic & Research institutions, Private companies, MDA's, Local Governments, International organizations, NGO's, Within the Ministry	-Public events WEIS - Official visits -Online portals (Website)	Mapping of flood-prone areas Establishment of early warning systems Acquisition of real-time data and flood and drought modeling Dissemination	Flood monitoring stations Hardware Technical staff, Procure Consultant specialized software - Stationery specialized and assorted -virtual data room -Workshops and meeting rooms	N/A	MWE/WR M&A

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	Information on products water resources to interested parties provided	Coverage Time Frequency	Across the country 14 days from date of request Quarterly Seasonal forecasts and tailored products	Academic & Research institutions, Private companies, MDA's, Local Governments, International organizations, NGO's, Within the Ministry	-Public events - Official visits - Online portals (Website)	-Data processing, quality control and analysis -Preparation & printing of reports - Procurement of Graphic designers - Public	Technical staff, Procure Consultant for data compilation and production -Workstation computers, specialized software -Stationery specialized and assorted -virtual data room -Workshops and meeting rooms	N/A	MWE/WR M&A
	Water bodies and ground water resources protected against pollution and degradation	Coverage Quality Frequency	All water bodies have good water quality. All water samples analyzed and comply with UNEP water quality guidelines, water use objectives and SDG targets All water bodies samples analyzed quarterly	General Public, NEMA, MWE, MoH, MAAIF, UWA, MEMD, NBI, NWSC, EAC, AMCOW, UBOS, MoLG, NPA, MPS, Donors.	APPR, SDG Reports, Cabinet Information Papers; State of Environment Reports	Water quality Monitoring and assessment; water sample analysis; Data analysis and Modelling	Water vessels and mobile lab vans; Field, equipment and consumables, Water Analysts, Technicians and Support staff; Laboratory environment and facilities; Laboratory Information Systems; ISO Standards; Water quality standards and guidelines; Computers & software, staff allowance and stationery	N/A	MWE/DW QM
	Drinking water sources protected from pathogenic contamination and pollution from priority chemicals that	Coverage Quality	All drinking water sources provide clean and safe water All samples tested and comply with potable water standard (DEAS 12: 2018)	General Public, NEMA, MWE, MoH, NWSC, UBOS, MoLG, NPA, MPS, Umbrellas, Donors, NGOs.	APPR, SDG Reports, Cabinet Information Papers; State of	Water quality Monitoring and assessment; water sample analysis; Data analysis and Modelling	Water vessels and mobile lab vans; Field, equipment and consumables, Water Analysts, Technicians and Support staff; Laboratory environment and facilities; Laboratory Information Systems; ISO Standards; Water quality standards	N/A	MWE/DW QM

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	are harmful to human health in the short and long term	Frequency	Water sources sampled and tested on quarterly		Environment Reports		and guidelines; Computers & software, staff allowance and stationery		
	Effluent into water or land monitored and assessed	Coverage Quality Frequency	All effluent discharges into water or land are free from pollutants All effluent samples analysed comply with waste discharge regulations and permit conditions. Inspections and spot checks conducted quarterly	General Public, NEMA, MWE, MoH, NWSC, UBOS, MoLG, NPA, MPS, Umbrellas, MoTIC, Donors	APPR, SDG Reports, Cabinet Information Papers; State of Environment Reports	Water quality Monitoring and assessment; water sample analysis; Data analysis and Modelling	Laboratory Mobile Vans; Field sampling and measurement equipment, accessories, Reagents and consumables; Water Analysts; Technicians; Water testing Laboratories & facilities; Laboratory Information Systems; ISO/IEC 17025; Wastewater Standard; ISO 14000	N/A	MWE/DW QM
	Industries supported to establish and implement measures to control water pollution and degradation	coverage Quality	All Industries adopting application of Resource Efficiency & Cleaner Production approaches in their processes, products and services;_ All industries assessed and trained to comply to ISO 14000 standards and	UMA, NEMA, MWE, MoH, UCPC, NWSC, UBOS, MoLG, NPA, MPS, MoTIC, Donors, NGOs	APPR, Quarterly Assessment Reports Compliance monitoring reports	Stakeholder engagement workshops; Training workshops; Board room meetings; Water quality and sampling analysis	Laboratory Mobile Vans; Field sampling and measurement equipment, accessories, Reagents and consumables; Water Analysts; Technicians; Water testing Laboratories & facilities; Laboratory Information Systems; ISO/IEC 17025; Wastewater Standard; ISO 14000	N/A	DWQM, DESS, DWM, DWRRP, NWSC, UWSSD, UNBS, URA

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			waste discharge regulations. Inspections and spot checks conducted quarterly						
	Water Testing Laboratories operated and maintained	Frequency coverage Quality <u>Turn</u> <u>Around</u> <u>Time:</u>	All Water Testing Laboratories are accredited. Comply with requirement ISO/IEC 17025 for testing and calibration laboratories All samples submitted to the Laboratory tested within 10 working days from date of receipt	General Public, NEMA, MWE, MoH, NWSC, UBOS, MoLG, NPA, MPS, Umbrellas, MoTIC	Telephone; e-mails; Letters;	Service Level Agreements; Memorandum of Understanding	PPEs, Water Analysts; Laboratory environment and facilities, Equipment, standards, Certified Reference Materials, and reagents; Proficient Testing Schemes; Accreditation Service; Testing Protocols and Standard operating procedures; Calibration services; Lab Information systems; Computers; stationery	Testing Fees as per approved annual price schedule	MWE/WQM
	Land area covered by forests	Frequency Coverage	Forest cover report produced after 2 years 24% of land area covered by forests Countrywide	MDAs, investors, public, Academia, researchers, media, international organizations.	NFA website, letter written to NFA, National Forestry Management Information System (NFMIS)	-Literature review and desk studies -field surveys -Remote sensing -Data analysis and interpretation -Field surveys	GIS and remote sensing equipment and Tools, spatial data, technical staff, Field allowances, Vehicles, internet, stationery, software licensing, forestry inventory	N/A	MWE/FSS D/NFA

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	Seedlings made available and accessible	Quantity Frequency Frequency of monitoring planted tree seedlings Quality of seedlings	40 million tree seedlings planted annually Seedlings supplied twice a year (2 planting seasons in a year) Quarterly monitoring Height of the seedlings (15-25cm, Root collar diameter (4mm), Root to shoot ratio:2 dry weight etc.	Communities	Formal request to PS, MWE requesting for supply of seedlings, give-aways at events, strategic locations, flyers and brochures, sensitization and awareness campaigns	-Seedlings assessment. -Analysis request and apportion based on information provided, ceremonial planting -certification of tree nursery operators - mobilisation of other partners - 4 National tree Planting days	Seedlings, technical staff, Field allowances, Vehicles, fuel, internet, stationery, Tree Nursery management guidelines	N/A	MWE/FSS D/NFA/D LGs/Partners
	Degraded landscapes restored	Quantity Process Frequency of monitoring restored areas Time	-34,000 hectares restored annually -506 Forest Management Plans developed and implemented Protection of forests, assisted regeneration, enrichment planting Quarterly monitoring Quarterly and Annual Reports	Communities, institutions, NGOS, District Local Government	MWE website, Quarterly and Annual Reports, WEIS database	-field surveys -Remote sensing -Data analysis and interpretation, -Collaboration and partnerships -Extension services	technical staff, Field allowances, Vehicles, GIS and remote sensing equipment and Tools, Fuel, stationery,	N/A	MWE/FSS D

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		Quality	85% Survival rate of the planted seedlings						
	Forest reserves restored and protected	Quantity Process Frequency of monitoring restored areas	506 Central and 121 Local Forest Reserves restored and protected. 506 collaborative Forest groups established and supported Survey and marking of forest boundaries with permanent markers Quarterly monitoring	Communities, institutions, NGOs, District Local Government, MDAs, investors, public, Academia, researchers, media and other stakeholders.	MWE website, Reports, National Forestry Management Information System (NFMIS), WEIS database	-field surveys and patrols -Remote sensing and interpretation - staff trainings	Live boundary markers, Legal teams, Enforcement officers	N/A	MWE/FSSD/NFA/DLGS
	Support establishment and maintenance of commercial forest plantations including bamboo within central forest reserves and private land.	Process Frequency of monitoring	Commercial forestry promoted through incentives and value chain development enhancement Quarterly	Private tree farmers, District Local Government, Communities,	MWE website, WEIS database, Quarterly and Annual reports, Bamboo guidelines	Assessments of wood farmers, processors and traders, technical backstopping and training, Provision of grants, seedlings and forest Tools and equipment, stakeholders' engagement Monitoring and inspection (Field visits, consultative meetings,	Technical staff, Field allowances, Vehicles, fuel, internet, Standards for soft and hard wood	N/A	MWE/FSSD

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	Monitor National Forest Authority Performance and Management Contract and ensure compliance	Process	A 3-year Performance contract appraised every year against set target	National Forest Authority	Performance Contract	-Review of annual performance reports. -Monitoring and inspection -Feedback performance -Meetings on	NFA Business plan, Field Allowances, fuel, Vehicles, Stationery, internet, meeting consumables	N/A	MWE/FSS D
	Regulation of trade in wood and non-wood forest products	Process Time taken to prepare and submit inspection report	-Issue harvesting licenses and provide recommendations for export and import of forest products -Track chain of custody of timber on the market Within 14 days	MDAs, DLGs, Traders/ investors, public, Academia, researchers, media	-Online Application (Uganda Electronic single window) for harvesting licence, movement permits and external trade,	Monitoring and inspection, technical backstopping, formulation of standards and regulation, policy and law reviews	Field Allowances fuel, Vehicles, travel, Stationery, internet, soft and hard wood standards	Different user fees charged ²	MWE/FSS D/MoTIC/ DLG
	Fragile and threatened ecosystems restored and protected (Rangelands, river banks, lake	Coverage	-All river banks/lakeshores demarcated and protected.	General public, LGs, CSOs/CBOs, NGOs, Development	MWE website, Brochures, policy briefs, stakeholder sensitisation and awareness campaigns,	Field visits, assessments, stakeholder engagements, procurements and actual restoration (planting of trees i.e.	Policies, Regulations, Guidelines, pillars, earth moving equipment e.g. excavators, tractors, assorted	N/A	MWE/DE SS

² The Forests (Produce Fees and Licences) Rules

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	shores Hilly and mountainously areas)		<p>-All rangelands/hilly & mountainous areas protected.</p> <p>-Ecosystems Management plans developed.</p> <p>-Inventories developed</p> <p>-All river banks/lakeshores demarcated and protected as per the National Environment (Wetlands, Reiver banks and Lakeshores) Regulations 2000.</p> <p>-All hilly & mountainous areas protected as per the National Environment (Hilly & Mountainous Areas Management) 2000.</p> <p>-Assessments conducted at least twice a Quarter</p> <p>-Stakeholder engagement meetings conducted at least once a Quarter.</p>	partners, private sector	policies, laws, guidelines and regulations	<p>afforestation and reforestation), back filling of borrow pits, gulleys & channels), land use mapping, implementation of soil and water conservation technologies, construction of flood management structures like gabions and embankments, data collection, processing & analysis, establishment of resource user management committees.</p>	<p>Environment Monitoring Equipment (GPS, cameras, measuring devises e.g. measuring tapes etc.), Technical personnel, fuel, vehicles, motorcycles, assorted stationary allowances, conference facilities, ICT hardware and software, personal protective gears e.g. gum boots, overalls, gloves, planting materials e.g. seedlings, garden & construction tools e.g. pangas, hoes, spades, wheel barrows, jerricans etc.</p>		
		Quality							
		Frequency							

Strategic/specific Objective	Output/Service description	Indicator definition	Standard in terms of: Quantity, Quality, Cost, time and coverage	Target recipients of service	Access criteria to obtain service	Methodology for providing service	Basic infrastructure for providing service: including tools and equipment, personnel	User fee	Responsibility center
			-Inventories developed at least once a Quarter						
	Regulations and Enforcement against environmental degradation strengthened	Coverage	-All MDAs and LGs trained in mainstreaming environment issues in policies, plans, programs, projects, budgets and work plans, - All environmental policies & laws reviewed/formulated.	MDAs and LGs, cabinet, parliament, general public,	MWE website, stakeholder sensitisation and awareness campaigns, policies, Laws, Regulations & Guidelines and budget Framework Consultative Workshops, plans, program & project documents, budgets and workplans.	Field visits, review of Policies, Laws, Regulations and Guidelines, plans, programs, projects, budgets and work plans. Formulation of environmental policies and laws. Meetings and training workshops,	Environment mainstreaming tools like the environmental mainstreaming, environment management plans, stakeholder engagement tools etc, policy and planning tools, capacity building and training tools etc. Environment Monitoring equipment (GPS, cameras, measuring devises e.g. tapes, soil testing kits etc.), Technical personnel, fuel, vehicles, allowances, stationery, Policies, Laws, Regulations and Guidelines, ICT hardware and software, conference facilities.	N/A	MWE/DESS
		Frequency	-Environment mainstreaming activities conducted at least once a Quarter.						
		Quality	-Environmental policies and laws reviewed at least every 10 years. Environment issues mainstreamed in Policies, plans, programs, projects, budgets and work plans of MDAs and LGs.						

Strategic/specific Objective	Output/Service description	Indicator definition	Standard in terms of: Quantity, Quality, Cost, time and coverage	Target recipients of service	Access criteria to obtain service	Methodology for providing service	Basic infrastructure for providing service: including tools and equipment, personnel	User fee	Responsibility center
		<p>Coverage</p> <p>Environmental compliance monitoring visits conducted for all high impact sub programme developments.</p> <p>Frequency</p> <p>Compliance monitoring visits conducted at least twice a quarter.</p> <p>Time</p> <p>Monitoring report to be submitted within 2 weeks after monitoring.</p>	<p>Environmental compliance monitoring visits conducted for all high impact sub programme developments.</p> <p>Compliance monitoring visits conducted at least twice a quarter.</p> <p>Monitoring report to be submitted within 2 weeks after monitoring.</p>	MDAs, Private sector, individual developers	MWE website, stakeholder sensitisation and awareness campaigns, policies, plans, laws, Regulations & Guidelines.	Field visits, review of Policies, Laws, Regulations and Guidelines, programs, plans, projects budgets and work meetings and workshops, data collection, & processing analysis.	Environment Monitoring equipment (GPS, cameras, measuring devices e.g. tapes, soil & water testing kits etc.), Technical personnel, fuel, vehicles, allowances, assorted stationery, Policies, Laws, Regulations and Guidelines, Personal protective gears e.g. gum boots, overalls, gloves,	N/A	MWE/DESS
		<p>Coverage</p> <p>All LGs technically and monitored for environmental compliance</p> <p>Frequency</p> <p>-Technical backstopping and monitoring conducted at least twice a Quarter.</p> <p>Time</p> <p>-Technical backstopping & monitoring report to be submitted within 2 weeks after the field exercise.</p>	<p>All LGs technically and monitored for environmental compliance</p> <p>-Technical backstopping and monitoring conducted at least twice a Quarter.</p> <p>-Technical backstopping & monitoring report to be submitted within 2 weeks after the field exercise.</p>	LGs	MWE website, stakeholder sensitisation and awareness campaigns, laws, Regulations, Guidelines and Budget Framework Consultative Workshops.	Field visits, review of Policies, Laws, Regulations, Guidelines, programs, plans, projects, budgets and work meetings workshops, data collection, & processing analysis.	Technical personnel, fuel, vehicles, assorted stationery, allowances, Policies, laws, Regulations and Guidelines, Personal protective gears e.g. gum boots, overalls, gloves, etc.	N/A	MWE/DESS

Strategic/sp ecific Objective	Output/Service description	Indicator definition	Standard in terms of: Quantity, Quality, Cost, time and coverage	Target recipients of service	Access criteria to obtain service	Methodology for providing service	Basic infrastructure for providing service: including tools and equipment, personnel	User fee	Responsibility center
	Environment and Social Impact Assessment (ESIA) reports reviewed	Coverage Frequency Time	ESIA conducted for all major development projects. ESIA reports reviewed at least twice a quarter. ESIA review reports submitted within 14 days upon receipt of ESIA reports.	NEMA, Targeted Project Developments.	MWE & NEMA websites, stakeholder sensitisation and awareness campaigns, policies, laws, Regulations, Guidelines.	Review of ESIA reports, submission of ESIA review reports, undertake environment compliance, field inspections, conduct consultative meetings & workshops, preparation & submission of field reports.	Policies, laws, guidelines and regulations, assorted Environment Monitoring equipment (GPS, cameras, measuring devises e.g. tapes, soil & water testing kits etc.), technical personnel, fuel, vehicles, allowances, assorted stationary.	N/A	MWE/DE SS
	Waste Reduction and Management (Solid Waste) promoted	Coverage Quantity Quality Frequency	-All Cities and municipal councils. -All e-waste collected. e-waste collection centers established. All e-waste collected and managed as per Part V of the National Environment (Waste Management) Regulations, 2020. Sensitisation on waste management conducted at least twice a Quarter	Cities and municipal councils, general public & development partners.	MWE & NEMA websites, publications, stakeholder sensitisation and awareness campaigns, policies, laws, Regulations, Guidelines.	Assessments, inspections, community trainings and sensitization on e-waste management, meetings, workshops, Procurement of consultants, equipment and tools, establishment of e-waste collection centres, preparation of e-waste management plans.	Policies, laws, guidelines and regulations, Technical personnel, fuel, vehicles including e-waste collection vehicles, allowances, assorted stationary, consultants, e-waste bins/ skips/stores, Personal protective gears e.g. gum boots, overalls, gloves, etc.	N/A	MWE/DE SS

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	Biodiversity Conservation promoted	Coverage	-Countrywide -All special conservation areas gazetted. -Nature hubs for promotion of medicinal and aromatic plants established per region. -All institutions supported in greening programs.	General public, Cabinet, Parliament, Development partners, Academia & research institutions e.g. Schools, FBOs, CSOs, CBOs, NGOs.	Gazettes, MWE, website, publications, International Environment Day(s) Celebrations, stakeholder sensitisation and awareness campaigns, Policies, Laws, Regulations, Guidelines,	Site assessment & evaluation e.g. EIAs, proposal submission, review & approval, consultative meetings, workshops, conduct feasibility studies, preparation of assessment reports, advertisements, attainment of gazettement instrument, procurements of seedlings, support establishment of medicinal & aromatic gardens, support establishment of the nature hubs, preparation of management plans, establish and implement management, monitoring and enforcement structures for the gazetted special conservation areas	Policies, laws, guidelines and regulations, technical personnel, fuel, vehicles, allowances, assorted stationary, conference facilities, assorted planting materials e.g. seedlings for medicinal and aromatic plants, pest & herbicides.	N/A	MWE/DESS

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	Environment education and awareness programs promoted	Coverage Frequency	Country wide -All Multilateral Environmental Agreements (MEAs) Coordinated. -Environment education and awareness programs conducted at least once a Quarter. -MEAs coordination meetings conducted at least once a quarter. -MEAs implementation status reports prepared at least once a quarter.	General public, Institutions, development partners, MDAs.	Publications, MWE & NEMA websites, WEIS, International Environment Day(s) Celebrations, stakeholder sensitisation and awareness campaigns, mentorship, Uganda Water and Environment week, conferences, gazettes, policies, laws, Regulations, Guidelines, social media platforms	and nature hubs, establish and implement greening programs. Sensitization and awareness campaigns, trainings workshops, meetings, benchmarking on best practices, exchange visits, hold television and radio talk shows, use of music, dance and drama especially in schools, establishment of eco clubs.	Policies, laws, guidelines and regulations, Multilateral Environmental Agreements and Protocols, facilitators, training materials e.g. IEC materials, technical personnel, fuel, vehicles, allowances, assorted stationary, facilities, assorted planting materials e.g. seedlings,	N/A	MWE/DE SS

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	Percentage of wetland area per Uganda total land surface area increased	Coverage Process time to produce a state of wetlands report Frequency of detailed wetland assessment	Increase the wetland cover from current 13% to 15.6% Every after 3 years Every after 2 years	Private developer, MWE, NEMA, Public, MLHUD, MAAIF, wetland riparian communities, Developers, Planners, wetland users	Wetland maps, wetland atlas, Brochures, NWIS, MWE Website, sensitization meetings, IEC materials, World wetlands day celebrations, TV & Radio talk shows, media, Formal request to WMD, District LGs, & RTSUs.	Rapid and ecological assessments according to national wetland assessment Manuel of Uganda Process map generation and ground truthing in using latest GIS Software's Production of final maps	Technical staff, skilled GIS and wetland ecologists, GPS, GIS Software, equipment's, allowances,	N/A	WMD
	Wetland boundaries surveyed and demarcated	Length (Km) of wetlands boundaries demarcated. Frequency of wetland boundary post demarcation monitoring visits	100% (All wetland boundary) Quarterly	MWE, NEMA, Public, MLHUD, MAAIF, wetland riparian communities, Developers, Planners,	Wetlands Maps, Brochures, sensitization meetings, IEC materials, World wetlands day celebrations, media Formal request to WMD, District LGs, RTSUs.	Rapid assessments of wetland boundary according to established manual Generating and ground truthing wetland process maps Boundary opening, mark and survey in line systematic wetland	Technical staff, wetland ecologists, surveyors, GPS, RTK Machines, Concrete branded pillars, stationaries, cameras, vehicles, staff allowances, staff refreshments, concrete for casting, etc	N/A	WMD

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		Process time taken to address wetland demarcation complain	2 weeks' time			demarcation protocols			
	Degraded wetlands restored	Area (Ha) of wetlands restored	100% (All degraded wetland section restored)	Riparian communities, local DLGs, local communities, private sector, affected populations.	Formal requests and Multidisciplinary engagement	restore, protect and monitor degraded wetland systems, develop and implement grievance redress mechanisms	Institutional frameworks for joint project management; Technical expertise for project design and implementation; Financial resources for joint investments.	N/A	WMD
	Gender responsive wetlands management plans and district/city wetland action plans developed and implemented.	Quantity	All gazetted wetlands	Riparian communities, local DLGs, communities, MWE/DWRM, other government agencies, e.	NWIS formal requests.				WMD

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	Wetlands mapped across the country and the National wetland Inventory updated	Quality Frequency of updating the NWIS	Functional wetland system Annually All district wetland inventories conducted and updated. All district action plans prepared and updated	Riparian communities, other government agencies, international organizations, NGOs, local communities, public, stakeholders.	Upon exchange protocols defining frequency, contact points, shapefiles, data	Joint information systems (NWIS knowledge systems, Shapefiles, maps); Standardized formats; Clear protocols.	Joint information systems, digital platforms (WEIS), monitoring stations, technical staff (wetland ecologists, GIS, data analysis).	N/A	WMD
	Compliance assistance, feedback and complaint redress mechanism as outlined in the MWE Client Service Charter operational.	Quality Time taken to provide compliance assistance Average time taken to	Facilities near or within wetlands comply to section 54 of NEA OR CAP 181 National wetlands riverbanks and lakeshore regulations of 2000 2 weeks	Service users, clients of MWE, public, stakeholders.	Clearly defined channels for submitting feedback and complaints as per the Client Service Charter.	Implementation of procedures outlined in the MWE Client Service Charter; Designated office/personnel for receiving, processing, and responding to feedback complaints.	EPPU Officers, Technical staff, wetland ecologists, surveyors, GPS, RTK Machines, Concrete pillars, stationaries, cameras, vehicles, staff allowances, staff refreshments, concrete for casting, etc.	Fines	WMD

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		resolve complaints.	1 week						
To coordinate climate change interventions and increase the accuracy and access to weather and climate information.	Functional GHG Inventory and digital registry developed and updated	Quality of GHG reduction. Frequency of GHG surveys conducted Coverage	Conform to the Paris agreement to reduce GHG emissions to net zero (0.5) CO2 Quarterly 100 % of major sectors (energy, agriculture, forestry, waste) & all region	MAAIF, MEMD, MoWT, OPM, MoGLSD, MoLHUD, NEMA, NFA, UWA, public, private sector, academia, CSOs	Digital carbon register MWE/CCD offices for printed reports	Field visits, Questionnaires, Focused discussions, checks group spot	ICT infrastructure, GPS, GHG Monitoring multi gas analyzer, technical personnel	3M UGX (inspection fees)	MWE/CCD
	Climate Change mainstreamed into plans and budgets across government.	Quality	Budget Framework Papers comply with Climate Proofing Guidelines and checklist items 100 % of MDAs Budget Framework Papers	MDAs	Submission of the Budget Framework paper	Trainings, desk reviews, analysis	IT equipment, internet, training venues specialists	N/A	MWE/CCD

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		Frequency of assessments	assessed annually						
		Coverage	100% Government entities mainstreaming climate change into plans and budgets						
	Climate change and Disaster Risk Screening tools (CDRS) developed, operationalized and rolled out.	Coverage Frequency of reporting on the CDRS tool Usage	100 % of MDAs & district LGs equipped with CDRS tool Tool usage reports produced quarterly	MDAs, Private sector, LGs, CSOs	-Download CDRS tool MWE/CCD website -Register for “Training –Of –Trainer“	Trainings, Desk Reviews, Analysis	IT infrastructure: servers, laptops, internet CDRS tool development team; trainers workshops,	N/A	MWE/CCD
		Quality of Climate Resilient key development policies, programs, and projects	Conforms to the Climate Disaster Risk Screening tool criteria						

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	National Climate Information system, tools and innovation centers established.	Coverage Frequency of Online portal providing up-to-date climate	Regional Innovation Centres operationalized. Online portal updated quarterly	Policy makers, MDAs, CSOs, Academia, Youth and children, private sector	-Access via MWE/CCD website -Visit Innovation Centres and MWE/CCD resource center Workshops, exhibitions, publication, media, IEC materials, brochures	Infrastructure Setup Portal Development Content Curation	Technical personnel, ICT infrastructure, internet services	N/A	MWE/CCD
	Bilateral and Multilateral agreements in Favor of Uganda's Interests concluded	Quality of climate change information knowledge products. Frequency of attending Subsidiary bodies (SBs) and Conference of the Parties (COPs) by GoU officials	Climate change knowledge products meet Climate Change Department document review score SBs and COPs attended annually.	MDAs, CSOs, Private sector, general public Development Partners, Policy Forums	Uganda Position papers, UNFCCC COP Agendas and decisions	Negotiations, Reviews, meetings, trainings	Conference facilities, video-conferencing equipment, internet connectivity technical CC officials, legal drafters; technical negotiators	N/A	MWE/CCD

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		Quality of signed agreements	All agreements should reflect National priorities negotiation points.		Submit Expression of Interest to MWE/CCD				
		Coverage of Position papers Prepared before each SB/COP	100% Climate Change negotiation tracks covered (mitigation, adaptation, finance, technology transfer, capacity building, gender)		Direct diplomatic channel requests to MWE/CCD				
To increase the accuracy and access to weather and climate information.	Density of weather stations increased in districts (No. of Weather Stations installed, operated and maintained) Field inspection visits for the weather stations done	Quantity. Quality Frequency Coverage	100% of stations installed Weather stations installed according to World Meteorological Organisation (WMO) guidelines/standards Quarterly Across the country	General Public/Community (Districts, Commercial Farmers, NARO, Health Centres, Academic Institutions etc.)	Application for installation of weather stations	Site identification for the weather station in accordance with World Meteorological Organisation (WMO) Standards Undertake Licensing of private operators and firms	Weather Instruments, land, databases (for private operators), GPSs. Meteorological Technicians, Motor Vehicles, Fuel, Internet	Relevant fees as stipulated in the gazetted rates in the UNMA (Fees) Instrument 2018	MWE/DMS
	Data collected, and managed	Quantity Quality Time:	100% Data controlled in accordance with WMO guidelines on Data management	General Public/Community (Sectors that use weather and climate data for the different	Application/request for climate data	Assess the availability of data format required Assess the processing time	High Processing ICT equipment such as Servers, Computers and software such as Climate Data Management System (CDMS);	Relevant fees as stipulated in the gazetted rates in	MWE/DM S

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			Weather stations transmitting data to the centre after every Ten days Daily data rescue for historical datasets undertaken Across the country	uses including Agriculture, Aviation, Construction, energy and health)		required to produce the data	Data Managers, Quality Control Officers and Data Entry Clerks, GIS	the UNMA (Fees) Instrument 2018	
	Early Warning products on weather and climate generated at different time scales that include; 6hourly, 24hour, 10day, monthly, seasonal and specialized products requested by clients from time to time)	Quantity Frequency Quality Coverage	100% Variable and regular (6 hourly, Daily, Ten-day, monthly forecasts to Seasonal Outlooks) Weather and climate products generated in accordance with WMO guidelines and standards Across the country	General Public/Community (Early Warning products for the different uses including Agriculture, Aviation, Construction, Energy, Disaster Risk Reduction and Health at national and sub-national levels.)	Free access because it is a public good	Data preparation, modelling, product and information generation	High Processing ICT equipment such as Servers, Computers and software such as Climate Data Management System (CDMS) and Climate analysis tools, GIS	Fees can be applicable for tailored products outside EWI	MWE/DM S
	Last mile access to climate Information undertaken	Quantity Time	100% Variable (6 hourly, Daily forecasts to Seasonal Outlooks)	General Public/Community (Sectors that use weather and climate	Free access because it is a public good.	Early Warning Information disseminated through Government structures, electronic and print media,	Government, structures, Airtime for electronic media (radios and TV), publishing in print media e.g. Newspapers, bulletins,	N/A	MWE/DM S

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	(All people should have access to climate information)	Frequency	6 hourly Daily, dekadal, monthly and seasonal forecasts	information including Agriculture and food security, Aviation, Water resources, Construction, energy and health)		Website, media, Walk-in community engagements	Websites, Internet, Barazas, National Farmers Federation, Translation of the forecasts into local languages, etc.		
	Capacity of meteorological personnel in meteorological observation, instrumentation, data transmission, management and analysis, product and climate information generation and dissemination enhanced	Quantity Quality Time	100% All meteorological personnel trained/skilled Training conducted according to WMO guidelines. Every after 2 years	All meteorological staff and Intermediaries in climate value chain process	Application for admission/request for training support	Training Assessment Training Committee	Training materials, Resource persons, High Processing ICT equipment, Servers, Computers and software, Meteorological experts to train,	N/A	MWE/DMS
To strengthen policy, legal, regulatory and coordination frameworks for MWE	Statutory Financial Statements prepared and submitted	Frequency	Quarterly On the fourteenth day of the subsequent month after end of quarter	Management -Accountant General -PSST -Internal Auditors	-On submission as mandated -On request from the intended users	PFMA requirement for submission	Staff, Allowance, Vehicles, Fuel, Internet, Air time, PPEs and Consumables	N/A	MWE-F/A

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	Funds warranted and payments processed	Time	-Funds warranted one week on receipt of the cash limits -Payments processed within three days from request	-User Departments -Staff	-Completion of warrants -submission of requests	-IFMS	Staff, Internet, Computers and Consumables i.e. stationery	N/A	MWE- F/A
	Audit Plan Prepared	Time	At-least once a Year	MWE Auditor General MDAs Audit Committee Development Partners	MWE Ministerial Policy Statement MWE Website	Literature Review Risk Assessment of the MDA risk Management Framework Special Audits by Management	Human Resource, Assorted stationery, allowance, Vehicles, Fuel ICT, Air time, PPEs	N/A	MWE- F/A
	Audit reports prepared	Frequency of preparation of Audit Reports Time Taken	Quarterly Within 30 Days after a Quarter	MWE Auditor General MDAs Audit Committee Development Partners	MWE Ministerial Policy Statement MWE Website	Literature Review Risk Assessment of the MDA risk Management Framework Special Audits by Management	Human Resource, Assorted stationery, allowance, Vehicles, Fuel Internet, Air time	N/A	MWE- F/A

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	BFP prepared	Frequency of preparation of Ministerial Policy statements prepared	BFP submitted by 15 th November to MoFPED and by 31 st December to Parliament of Uganda	MWE Parliament of Uganda MoFPED	MWE website MoFPED website (Uganda Budget Information) MWE Resource center	Departmental and stakeholder engagements	Human resource, laptops, allowances, stationary and data	N/A	MWE- F/A
	Ministerial Policy statements prepared	Ministerial Policy Statement (MPS) produced in time	MPS submitted to MoFPED by 15 th March						
		Quality of the Ministerial Policy Statement	Conform to the PFMA Act 2015 and the Budget Call Circular						
	Strategic Planning documents prepared	Frequency of preparation of NDPs and PIAPS Quality	Every 5 years Strategic plan conforms to NDP	MWE Parliament of Uganda MoFPED	MWE website MoFPED website (Uganda Budget Information) MWE Resource center	Departmental and stakeholder engagements	Human resource, laptops, allowances, stationary, data	N/A	MWE- F/A
	Applicable policies in places	Comprehensiveness and	Policies drafted, RIA done, approved by cabinet and implemented	MWE, MoFPED, Private Sector	MWE Website, MWE MPS	Stakeholder engagements,	Human resource, laptops, allowances, stationary, vehicles	N/A	MWE- F/A

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		applicability of the policy				Regulatory Impact Assessments			
	Policies reviewed	Frequency of reviews	Once in 5 years	MWE, MoFPED, Private Sector	MWE Website, MWE MPS	Stakeholder engagements, Regulatory Impact Assessments	Human resource, laptops, allowances, stationary, vehicles	N/A	MWE- F/A
	Cabinet decisions implemented	Process time	Quarterly	MWE, cabinet, Private Sector, General Public	MWE Top Policy Minutes, MWE Website	Stakeholder engagements	Human resource, laptops, allowances, stationary, fuel, vehicles, Internet	N/A	MWE- F/A
	Ministry programmes, and projects activities monitored, supervised and evaluated	Quantity Quality	Minimum of 4 quarterly monitoring reports and 1 annual evaluation report per project/program - At least 1 impact assessment per project lifecycle. Reports meet agreed-upon M&E frameworks - Reports are validated and verified with relevant stakeholders - Minimum 90% data accuracy M&E activities not to exceed 10% of total project budget - Cost breakdown transparently reported	Program managers, project implementers, donors, policymakers External Stakeholders: OPM, OP, MoFPED, NPA	Internal stakeholders: automatically eligible - External stakeholders: through formal request and approval, ensuring data privacy and security compliance	Desk reviews of project and programme reports Stakeholder engagements for data gathering and report validation On spot checks (verification exercise) Surveys	Use of mixed methods (quantitative and qualitative) - Standardized tools (e.g., surveys, focus group guides) - Data triangulation - Independent verification where applicable - Capacity building for data collectors and enumerators	N/A	MWE- F/A

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		Time process Accessibility and coverage	with each evaluation report - Quarterly reports submitted within 15 working days after quarter end - Annual evaluation reports completed within 30 working days of project year-end Monitoring reports prepared and submitted within 2 weeks after the field trip. Relevant MDAs All projects/programs within the ministry - Geographic and demographic representation of target beneficiaries in data collection						
	Procurement plan prepared	Time	At least once a year	MWE Public PPDA External/internal auditors	MWE Ministerial Policy statement e-Gp portal MWE Website	Participation of user departments in procurement planning Consolidation of procurement plan for approval	internet connectivity, office space, reliable power supply, computers & laptops, printers, email system, video conferencing	N/A	MWE- F/A

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						Publication of the procurement plan Procurements done according to plan			
	Procurement reports prepared	frequency	Monthly by 15 th of the following month	PPDA External/internal auditors	e-Gp Portal MWE PDU	Procurement implementation by Approvals evaluation Contracts Committee/Solicitor General	internet connectivity, office space, reliable power supply, computers & laptops, printers, email system, video conferencing	N/A	MWE- F/A
	Tender documents prepared and submitted	Time	Within 2 weeks from receipt of User complete requisition	Suppliers	Response to Bids through electronic and print media and MWE website and notice boards	-Review statement of requirements, -propose the procurement method and the correct bidding document.	Human Resource, assorted stationery, Internet	Tender fees where applicable	MWE- F/A
	Bids evaluated	Time	All evaluation Reports completed within the PPDA mandatory time	Contracts Committee and Development Partners where applicable	Electronic Government Procurement Portal Procurement and Disposal Unit	Hold Bid evaluation meetings	Human Resource, assorted stationery, Internet	N/A	MWE- F/A

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	Contract Agreements prepared	Time	Contract Documents prepared within 5days of expiry of Best Evaluated Bidder Notice	Successful Bidders	Invitation by Procurement Division	-Population of the Contract forms -Contracts signed by the Accounting Officer and Best Evaluated Bidder	Human Resource, assorted stationery, Internet	N/A	MWE- F/A
	Implementation of Audit Recommendations to MWE Monitored and Supervised	Frequency of preparation	Continuous process throughout the financial year	MWE Auditor General MDAs Audit Committee Development Partners	MWE Ministerial Policy Statement MWE Website	Literature Review Risk Assessment of the MDA risk Management Framework Special Audits by Management	Human Resource, Assorted stationery, allowance, Vehicles, Fuel ICT, Air time, PPEs	N/A	MWE- F/A
	Annual Board of Survey report produced	Time	1 Annual Board of Survey Report produced within one month after the end of financial year	-Management -Accountant General	-PFMA Statutory requirement for submission	PFMA requirement for submission	Staff nominated by the Accountant General, Allowances, Vehicles, Fuel, Internet, Air time, PPEs and Consumables	N/A	MWE- F/A
	Asset Register Updated	Time	Asset Register Updated Two weeks after the end of quarter	Office of the Permanent Secretary Departments	Submission of information	Budget, Plan, Acquire and Register Asset Physical inspection of assets	Human Resource, Computers, Internet, Assorted Stationery	N/A	MWE- F/A

Strategic/specific Objective	Output/Service description	Indicator definition	Standard in terms of: Quantity, Quality, Cost, time and coverage	Target recipients of service	Access criteria to obtain service	Methodology for providing service	Basic infrastructure for providing service: including tools and equipment, personnel	User fee	Responsibility center
	MWE assets maintained	Time	Assets maintenance undertaken in accordance with the PPDA/MoWT guidelines on the asset classifications	MWE staff MDAs The Public	Reports By raising requisitions to the PS/AO	Examining disposal reports Budget and Plan, Through procurement process Scheduling maintenance programmes	Human Resource, Computers, Assorted Stationery Service providers	N/A	MWE- F/A
	Communication strategy for the MWE developed Monthly Newsletters	Time Frequency of publication	Communication strategy developed once every five years Monthly	MWE staff MDAs General public	Communications Office website	Website, Quarterly newsletter/magazine, social media engagement, Audio-visual materials, Assorted IEC materials, Media adverts and supplements, Radio and television talk shows, Community outreach engagements, Leadership engagement, Media briefings/press conferences	Computer/laptop with Publishing applications Heavy duty printers/copier Internet connectivity and access Digital camera Resources to pay for graphic designing services	N/A	MWE- F/A

Strategic/specific Objective	Output/Service description	Indicator definition	Standard in terms of: Quantity, Quality, Cost, time and coverage	Target recipients of service	Access criteria to obtain service	Methodology for providing service	Basic infrastructure for providing service: including tools and equipment, personnel	User fee	Responsibility center
	IEC materials produced and printed	Frequency	IEC materials produced every 3 months Update social media handles at least three times a week Respond to public inquiries through social media and emails within a day of their communication	General Public	Ministry Events Community engagements Communication Division Website	Update website Ministry events Weekly Internal Newsletter MWE WhatsApp groups (official communication and social forum) Social media	Computers Content from technical departments Graphic design or Journalist Social media influencers	N/A	MWE- F/A
	Stakeholder engagements coordinated	Frequency of stakeholder meetings and dialogue sessions conducted	Quarterly	MDAs Parliament Funders Beneficiary communities Service providers, Contractors and consultants Media	Stakeholder events/ Engagements Meetings Website Workshops	Stakeholder Meetings and Workshops Press conferences Press releases Print media publications e.g. Supplements and announcements Radio and television appearances Community Outreach Online webinars	Content from technical departments Availability of senior and top management teams laptops Internet access Field van	N/A	MWE- F/A

Strategic/specific Objective	Output/Service description	Indicator definition	Standard in terms of: Quantity, Quality, Cost, time and coverage	Target recipients of service	Access criteria to obtain service	Methodology for providing service	Basic infrastructure for providing service: including tools and equipment, personnel	User fee	Responsibility center
	Mails received and routed to action officers	Time	48 hours	-Government	MWE	Physical delivery	Human resources (Staff	N/A	MWE- F/A
	Updating files with required documents	Quality	30 Minutes	Stakeholders (Public & clients	Registry	Emails	Equipment computers, scanners, printers, tonner, stationery), allowances		
	Procurement of file covers	Time	Quarterly	-Staff		Filing on relevant files			
	Support supervision to ministry offices	Frequency	Quarterly			Written request to stores			
		Frequency				Staff sensitization and training			
						Reviewing records management procedures			
	Appraisal of records	Frequency	Annual	MWE	MWE Offices	Procurement of archival boxes	Human resources (Staff	N/A	MWE- F/A
	Reorganizing records center	Frequency	Quarterly			Procurement of archival boxes	Equipment (computers, scanners, printers, toner, stationery, mobile shelves)		
	Semi current records accessed	Time	Every after two weeks			Reorganizing records center	Allowances		
	Gender mainstreamed across all MWE projects	Frequency of the sensitization	Sensitization campaigns held for communities within MWE project areas every quarter	Equal Opportunities Commission	Local Government Offices	Stakeholder engagements	Human Resource Equipment (laptops, printers)	N/A	MWE/ WESLD

Strategic/specific Objective	Output/Service description	Indicator definition	Standard in terms of: Quantity, Quality, Cost, time and coverage	Target recipients of service	Access criteria to obtain service	Methodology for providing service	Basic infrastructure for providing service: including tools and equipment, personnel	User fee	Responsibility center
				PAPs, project affected communities, Local Governments, CSOs, Contractors and consultants	MWE website	Information, Education and Communication (IEC) materials Media campaigns and dialogues with project affected the community Conducting a gender analysis.	Allowances Fuel Stationary Field Vehicle		
	HIV/AIDS awareness mainstreamed in all MWE projects	Frequency of HIV/AIDS sensitization	Quarterly	The project affected communities and individuals. All project workers Local Health Centres within the project areas Local Governments, CSOs TASO	Local radios Community radios Local health centres Village Local Councils	Awareness/sensitization campaigns Free distribution of female and male condoms Free professional counselling and HIV testing for project affected communities. HIV Sensitization and training of contractors' staff during toolbox meetings	Human Resource HIV/AIDS related materials and IEC Condoms Equipment (laptops, printers) Allowances Fuel Stationary Field Vehicle	N/A	MWE/WE SLD

Strategic/specific Objective	Output/Service description	Indicator definition	Standard in terms of: Quantity, Quality, Cost, time and coverage	Target recipients of service	Access criteria to obtain service	Methodology for providing service	Basic infrastructure for providing service: including tools and equipment, personnel	User fee	Responsibility center
	Grievance Redress Mechanism Developed for all MWE projects	Coverage of the GRM No of GRC formed and no of grievances resolved	A Grievance Redress Mechanism developed and implemented for all MWE projects Grievance Redress Committees constituted at the beginning of a project.	Government PAPs & Project affected communities GRCs Supervision consultants Works contractor Local Governments	District Officials Local Council chairpersons Grievance Redress Committees at district and village levels Police	Routine meetings with GRCs and PAPs to resolve minor complaints Ad hoc meetings with GRCs, PAPs, police and district leaders Training of GRC members Community sensitization	Human Resource Equipment (laptops, printers) Allowances Fuel Stationary Field Vehicle	N/A	MWE- F/A
	Recruitment planning done	Frequency/time	Annual recruitment plan done and submitted to MOPS by 30 th September	MWE MOPS MOPPED	Registry, Letters, Ministry approved structure, wage analysis reports	Review departmental meetings Uganda Service Orders, personal files and Circular Standing Instructions	Staff, assorted stationery, ICT equipment and software	Free service	MWE- F/A
	Clearance to fill vacant positions done	Frequency/time	Annual request for Clearance to fill vacant positions from MOPS by 31 st December	MWE MOPS MOPPED	Registry, Letters, Ministry approved structure, wage analysis reports	Review departmental meetings, Uganda Service Orders, personal files and Circular Standing Instructions	Staff, assorted stationery, ICT equipment and software	Free service	MWE- F/A

Strategic/specific Objective	Output/Service description	Indicator definition	Standard in terms of Quantity, Quality, Cost, time and coverage	Target recipients of service	Access criteria to obtain service	Methodology for providing service	Basic infrastructure for providing service: including tools and equipment, personnel	User fee	Responsibility center
	Vacant positions to the appointing authority declared	Frequency	Annual submissions in line with the Ministry Structure and PSC guidelines	MWE staff, interested applicants, PSC	Registry, websites and relevant portals	Review policies, Uganda Public Service Orders, personal files and Circular Standing Instructions	Staff, assorted stationery, ICT equipment	N/A	MWE- F/A
		Time	Implement decisions of the appointing authority: within 2 weeks from the date of receipt of the decision	MWE staff, interested applicants, PSC	Registry, websites and relevant portals	Review relevant policies and personal guidelines and Circular Standing Instructions	Staff, assorted stationery, ICT equipment and software	N/A	MWE- F/A
	Induction of appointed staff	Time	Receive appointments and access members on the respective portals within 2 weeks	MWE staff, interested applicants, PSC	Registry, websites and relevant portals	Review Minutes, relevant policies and personal guidelines and Circular Standing Instructions	Staff, assorted stationery, ICT equipment	N/A	MWE- F/A
		Frequency	Administer the Official Oath and Oath of Secrecy upon completion of the induction /orientation	MWE staff, interested applicants, PSC	Registry, websites and relevant portals	Review relevant policies and personal files, and Circular Standing Instructions	Staff, assorted stationery, ICT equipment	N/A	MWE- F/A
		Coverage	Issue schedule of duties to 100% of the staff to guide their performance	All staff	memos, letters, meetings	Write memos, print and circulate copies of the forms	Staff, assorted stationery, ICT equipment	Free service	MWE- F/A

Strategic/specific Objective	Output/Service description	Indicator definition	Standard in terms of: Quantity, Quality, Cost, time and coverage	Target recipients service	Access criteria to obtain service	Methodology for providing service	Basic infrastructure for providing service: including tools and equipment, personnel	User fee	Responsibility center
	Payroll and other staff benefits managed	Frequency/Process Time	Accurate monthly salary, pension and gratuity processed by the 28 th day of each month	All staff and pensioners	HCM, IFMS, PBS and Individual bank accounts	Review the computerized payroll, staff list, structure	Approved establishment and salary structure, assorted stationery, ICT equipment	N/A	MWE- F/A
		Frequency/time	Annual performance plans/agreements done by 15 th July of a financial year	All staff	Notice board, social media, memos, letters, meetings	Write memos, print and circulate copies of the forms	Assorted stationery, ICT equipment	Free service	MWE- F/A
	Frequency/Number	Quarterly performance reviews done by 15 th of the first month of the following quarter	All staff	Notice board, social media, memos, letters, meetings	Write memos, print and circulate copies of the forms	Assorted stationery, ICT equipment	Assorted stationery, ICT equipment	Free service	MWE- F/A
	Time	Quarterly technical support for appraisal filling	All staff	Notice board, social media, memos, letters, meetings	Training sessions with departments	Assorted stationery, ICT equipment	Assorted stationery, ICT equipment	Free service	MWE- F/A
			Annual Performance reports for all done by 30 th June and submitted to MOPS by 15 th September	All staff	Notice board, social media, memos, letters, meetings	Stakeholder engagements with departments	Assorted stationery, ICT equipment	Free service	MWE- F/A

Strategic/sp ecific Objective	Output/Service description	Indicator definition	Standard in terms of: Quantity, Quality, Cost, time and coverage	Target recipients of service	Access criteria to obtain service	Methodology for providing service	Basic infrastructure for providing service: including tools and equipment, personnel	User fee	Responsibility center	
	Rewards and Sanctions decisions implemented	Coverage	Composition of the Rewards and Sanctions Committee (5 members), For a 3-year tenure	All staff	The Uganda Public Service Rewards and Sanctions Framework 2019	Stakeholder engagements with departments	Assorted stationery, ICT	Free service	MWE- F/A	
		Frequency	Monthly sitting of rewards and sanctions committee	All staff	Notice board, social media, memos, letters, meetings	Stakeholder engagements with departments	Assorted stationery, ICT equipment	N/A	MWE- F/A	
			Annually reward good performance in line with the reward and sanction framework	All staff	Notice board, social media, memos, letters, meetings	Stakeholder engagements with departments	Assorted stationery, ICT equipment	N/A	MWE- F/A	
	Capacity building initiatives Implemented			Annually sanction poor performance in line with the reward and sanction framework	All staff	Notice board, social media, memos, letters, meetings	Stakeholder engagements with departments	Assorted stationery, ICT equipment	N/A	MWE- F/A
			coverage	100% Conduct training needs assessment for all MWE staff as per the Uganda Public Service Training Policy 2006	Public, academic institutions and MWE staff	Notice board, social media, MWE website, memos, letters	Short and long-term training through accredited institutions and online universities	Assorted stationery, ICT equipment	Free service	MWE- F/A

Strategic/specific Objective	Output/Service description	Indicator definition	Standard in terms of: Quantity, Quality, Cost, time and coverage	Target recipients of service	Access criteria to obtain service	Methodology for providing service	Basic infrastructure for providing service: including tools and equipment, personnel	User fee	Responsibility center
		Frequency/Time	Consolidate capacity development plans for all stakeholders once every five years within two months.	MWE, Public and academic institutions	Notice board, social media, memos, meetings	Short and long-term training through accredited institutions and online universities	Assorted stationery, ICT equipment	Free service	MWE- F/A
		Quality	Coordinate training activities in MWE in liaison with user departments as per the MWE Training Plan 2018 and as per Public Service Training Policy 2006	All staff	Notice board, social media, memos, meetings	Consultants, accredited training institutions, online universities	Assorted stationery, ICT equipment	Free service	MWE- F/A
		Quality/Frequency	Identify select and onboard Graduate Trainees once every year in quarter one as per the Public Service Training Policy 2006	All MWE staff. Academic Institutions and Public	Notice board, Social media, MWE website memos, letters and community sensitization	Engagement of academic institution, assessment of applications	Assorted Stationery, ICT Equipment	Free service	MWE- F/A
	Time and attendance to duty managed	Frequency/Time	Coordinate attendance to duty by maintaining an attendance register and biometric machine on a monthly basis	All staff	Notice board, social media, memos, meetings	Biometric machines, attendance registers	Assorted stationery, ICT equipment	N/A	MWE- F/A
			Prepare, analyze and submit reports on attendance to duty on a quarterly basis	All staff	Notice board, social media, memos, meetings	Biometric machines, attendance registers	Assorted stationery, ICT equipment	N/A	MWE- F/A

Strategic/specific Objective	Output/Service description	Indicator definition	Standard in terms of: Quantity, Quality, Cost, time and coverage	Target recipients of service	Access criteria to obtain service	Methodology for providing service	Basic infrastructure for providing tools and equipment, personnel	User fee	Responsibility center
	Employee Relations and Welfare managed	Time	Respond to grievances within 10 working days	All staff	Notice board, social media, memos, meetings	Review complaints, personal files, reports	Assorted stationery, ICT equipment	N/A	MWE- F/A
			Initiate disciplinary procedures within 5 working days of incident report	All staff	Notice board, social media, memos, meetings	Review complaints, personal files, reports	Assorted stationery, ICT equipment	N/A	MWE- F/A
		Frequency	Initiate and organize staff welfare activities on a quarterly basis	All staff	Notice board, social media, memos, meetings	Review minutes, reports, quotations, personal files, reports	Assorted stationery, ICT equipment	N/A	MWE- F/A
	Exit and Offboarding managed	Time	Schedule and conduct exit interviews within 3 working days of resignation notice	All staff	Notice board, social media, memos, meetings	Hold meetings, review personal files, staff list, structure	Assorted stationery, ICT equipment	N/A	MWE- F/A
		Time	Process clearance within 7 working days before exit	All staff	Notice board, social media, memos, meetings	Hold meetings, review personal files, staff list, structure, HCM, IFMS, PBS	Assorted stationery, ICT equipment	N/A	MWE- F/A
		Time/	Process final payments within 10 working days after clearance	All staff	Notice board, social media, memos, meetings	Hold meetings, review personal files, staff list, structure, HCM, IFMS, PBS	Assorted stationery, ICT equipment	N/A	MWE- F/A

Strategic/specific Objective	Output/Service description	Indicator definition	Standard in terms of: Quantity, Quality, Cost, time and coverage	Target recipients of service	Access criteria to obtain service	Methodology for providing service	Basic infrastructure for providing service: including tools and equipment, personnel	User fee	Responsibility center
	Management Information System (MIS) updated and managed	Frequency of updating MIS Frequency field visits to LGs for data collection	Quarterly Quarterly	MWE DPs LGs Public	Annual Programme Performance Reports MWE website MIS	Meetings, workshops and seminars Community engagement	Equipment (laptops, printers) Allowances Fuel Stationary Field Vehicle	N/A	MWE- F/A
	Offering support and guidance in the access and use of IT Infrastructure	Frequency Time Quality	100% durability of hardware/software Usability of IT hardware/Software 100 percent Timely delivery of IT support services 100 percent Coverage on all IT services to Mwe Staff & stakeholders) 100 percent Access to IT hardware and software services by Mwe Staff. (Every officer must have IT equipment provided by Mwe i.e Laptops,	MWE staff Development Partners Private sector Public Service providers	Web-based portals website Workshops Engagements on Hybrid digital Platforms e.g zoom, teams, social media Mainstream media	IT technical support desk User based needs assessment Capacity building Procurement of IT products/Services from certified service providers Regular service and maintenance of equipment/Infrastructure/ Services Mindset Change (adaptability to new immersing	Centralized and Data Centers, GPS, computers/Dashboards, Drones Technical staff, allowances, Certified service providers with permits Operation and maintenance manuals (information, communication, Education material) Backup systems Helpdesk system	N/A	MWE- F/A

Strategic/specific Objective	Output/Service description	Indicator definition	Standard in terms of: Quantity, Quality, Cost, time and coverage	Target recipients of service	Access criteria to obtain service	Methodology for providing service	Basic infrastructure for providing service: including tools and equipment, personnel	User fee	Responsibility center
			<p>Desktops (for Purposes of confidentiality)</p> <p>100 percent Functionality of IT infrastructure, in delivering services</p> <p>Efficient and cost-effective IT infrastructure (Target Recipients of this service are the staff members and public through access to our website and social media platforms)</p>			<p>technologies i.e data base)</p> <p>Recruitment of IT technical officers (IT technical Team)</p> <p>Development of customized IT tools/data bases that align to Mwe Services change management</p> <p>Basic user-friendly manuals</p> <p>Establishing and upgrading IT infrastructure, building capacity, recruiting at the Regional centers</p> <p>Monitoring & Backup Support to regional offices</p>	<p>Network Infrastructure, Internet access, Computers, multifunctional printers, scanners, software, cybersecurity infrastructure,</p> <p>Recovery sites and Communication collaboration tools</p>		

Strategic/Specific Objective	Output/Service description	Indicator definition	Standard in terms of: Quantity, Quality, Cost, time and coverage	Target recipients of service	Access criteria to obtain service	Methodology for providing service	Basic infrastructure for providing service: including tools and equipment, personnel	User fee	Responsibility center
						Data Collection, sorting, analysis & Reporting			

**NATIONAL WATER SEWERAGE SERVICES
SERVICE DELIVERY STANDARDS FY 2025/26-2029/30**

Strategic/Specific Objective	Output/Service description	Indicator definition	Standard in terms of: Quantity, Quality, Cost, time and coverage	Target recipients of service	Access criteria to obtain service	Methodology for providing service	User fee	Basic infrastructure for providing service: including tools and equipment, personnel	Responsibility center
To increase access to safe & clean water and sanitation & hygiene services in rural	Climate resilient water supply facilities constructed	Quantity Quality Cost	100% -Water Service Coverage in NWSC Areas of Jurisdiction Water: 98% Overall compliance % to National Standard for drinking	Urban population in NWSC Areas of Jurisdiction (targeting 25 million by 2030)	-Application for the on-line services (fill in personal details, address details, purpose & number of meters (using NWSC Mobile App))	-Raw Water is treated and supplied from the Source (Conventional Treatment Plant/Borehole) and distributed through reservoir	A Customer is billed according to what has been consumed in a given month.	-Raw water is extracted from Lakes, rivers or underground. - Conventional Treatment Plants/Boreholes/Pumps -Water Treatment chemicals.	NWSC

<p>and urban areas.</p>	<p>Time</p>	<p>(portable) water. Unit of cost of production per cubic meter; 3,306/= 24 hours of supply per day.</p>	<p>-Access to bills and charter including any other relevant information can be accessed through the Website. (info@nwsc.co.ug) and (www.nwsc.co.ug) Toll free line for complaint handling. (0800 200 977/0800 300 977 - Or physically Visit our offices.</p>	<p>tanks into the existing service lines (Pipes) to the customer premises. - Connections on Premises are categorized into; -Yard taps/Stand posts/Kiosks - Domestic - Commercial - Industrial - and Institutions. -Each Connection on the premise is metered to determine consumption levels on a monthly basis.</p>	<p>-The NWSC Tariffs a block tariff where customers are charged according to their tariff category as provided for in the NWSC Tariff Structure at a given time. (75% of the water bill is charged for sewerage customers)</p>	<p>-Reservoir tanks; Pipes and fittings, Meters -IT Equipment (Meter reading Gadgets, GIS Systems & Computers) - Office Premises - Energy (Fuel & Electricity) - Solar Panels - Generators - Employees/Staff.</p>	
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Annex 1: Schedules for Water Use Fees

SECOND SCHEDULE [Regulation 3(2)(b), 8(3)]

THE REPUBLIC OF UGANDA
THE WATER STATUTE, 1995
(*Statute No. 9 of 1995*)

The Water Resources Regulations, 1998

FEEES AND CHARGES (Regulations 10(3), 16(4), 26(3))

FEEES	AMOUNT (USHS)
1. For processing application for:	
(a) registration of existing works or use	100,000=
(b) a water permit	450,000=
(c) renewal of a water permit	50,000=
(d) an easement	100,000=
(e) drilling permit	500,000=
(f) a construction permit	500,000=
(g) renewing a drilling permit	500,000=
(h) renewing a construction permit	500,000=
ANNUAL CHARGES	AMOUNT (USHS)
1. For taking and using water under a water permit	
(a) up to 400 cubic metres per day	200,000=
(b) more than 400 cubic metres per day but less than 1000 cubic metres per day	1,000,000=
(c) 1000 cubic metres per day or more	3,000,000=
2. For operating any works which impound water for non-consumptive uses e.g. for hydropower of	
10-50 megawatts	1,000,000=
50-100 megawatts	5,000,000=
over 100 megawatts	20,000,000=

FOURTH SCHEDULE (Regulation 6 (c))

THE REPUBLIC OF UGANDA

THE WATER STATUTE, 1995

The Water (Waste Discharge) Regulations, 1998

FEEs	AMOUNT
1. For processing application for:	100,000
(a) Registration of existing works	650,000
(b) Discharge permit	650,000
(c) Renewal of permit	5,000
(d) A copy of entry from Register	650,000
(e) Works approval	
2. Annual monitoring	650,000

WASTE DISCHARGE FEES

BOD LOAD 10kg Oxygen/year	Unit Charge (U.Shs. Per Kg Oxygen demand	Annual Charge (U.Shs.)
100 and less	not charged	not charged
100-400	2.0	500,000
400 –600	2.0	1,000,000
600 - 1,800	2.1	2,500,000
1,800 - 3,000	2.1	5,000,000
3,000 - 3,800	2.2	7,500,000
3,800 - 5,200	2.2	10,000,000
5,200 and over	2.5	13,000,000

MINUTES OF THE 28TH SENIOR MANAGEMENT MEETING OF THE MINISTRY OF WATER AND ENVIRONMENT HELD ON MONDAY 16TH JUNE, 2025 AT THE MINISTRY OF WATER AND ENVIRONMENT HEADQUARTERS ZOOKA BOARDROOM AT 10:00AM.

PRESENT:

SN	NAME	DESIGNATION
1.	Ms. Nassuna Catherine	Under Secretary/F&A/ Chairperson
2.	Ms. Idrakua Lillian F.A	Commissioner, WQM
3.	Dr. Bob Alex Ogwang	Commissioner, DMS
4.	Mr. Ocare Denis	Ag. Commissioner, PPD
5.	Dr. Eng. Tumwine M. Francis	Assistant Commissioner, RWSSD
6.	Eng. Ronald Kato Kayizzi	Assistant Commissioner, WfP
7.	Albert Orijabo	Assistant Commissioner, WRPM
8.	Eng. Richard Matua	Assistant Commissioner, UWSSD
9.	Mr. Richard Musota	Assistant Commissioner, WRPM
10.	Mr. Ezati Godfrey	Assistant Commissioner, HRM
11.	Mr. Bob Kazungu	Assistant Commissioner, FSSD
12.	Mr. Abudallah K. Matovu	Assistant Commissioner, WQM
13.	Mr. Francis Opolot	Assistant Commissioner, CCD
14.	Mr. Semambo Muhammad	Assistant Commissioner, M&A
15.	Eng. Lamu Olweny	Assistant Commissioner, RWSSD
16.	Ms Kyomuhendo Harriet	Assistant Commissioner, PPD
17.	Mr. Ongol Joseph	Assistant Commissioner, WMD
18.	Mr. Lubega Raphael	Principal Assistant Secretary/F&A
19.	Mr. Opapan Ronald Francis	Ag. Assistant Commissioner, IA
20.	Ms. Atebat Grace	Assistant Commissioner, Accounts
21.	Ms. Kirunda Victoria	Legal Counsel, EPPU
22.	Mr. Waiswa Robert	Senior Assistant Secretary/ Minute Secretary

ABSENT WITH APOLOGY:

1.	Dr. Alfred Okot Okidi	Permanent Secretary
2.	Eng. John Twinomujuni	Ag. Director, DWD
3.	Dr. Callist Tindimugaya	Ag. Director, DWRM
4.	Eng. Gilbert Kimanzi	Commissioner, WfP

5.	Mr. Mugabi David Stephen	Commissioner, DESSS
6.	Eng. Christopher Tumusiime	Commissioner, WURD
7.	Ms. Adata Margaret	Commissioner, FSSD
8.	Dr. Zaake Benon	Commissioner, DWRM - M&A
9.	Eng. Ivan Birungi	Ag. Commissioner WESL
10.	Ms. Maureen Anino	Assistant Commissioner, DESSS
11.	Ms. Lucy Iyango	Assistant Commissioner, WMD
12.	Eng. Herbert Nuwamanya	Assistant Commissioner, UWSSD
13.	Eng. Ogwette Stephen	Assistant Commissioner, ITWA
14.	Mr. Mwebembezi Leodinous	Assistant Commissioner, DWRM
15.	Mr. Masaba Andrew	Assistant Commissioner, PPD
16.	Mr. Bob Natif	Assistant Commissioner, CCD
17.	Eng. Kasozi Ronald	Assistant Commissioner, WfP
18.	Ms. Lucy V. Acen	Assistant Commissioner, SCD
19.	Dr. Eng. Felix Twinomucunguzi	Assistant Commissioner, UWSSD

IN ATTENDANCE:

1.	Mr. Kiya Richard	Principal Economist, PPD
2.	Mr. Mubiru Sylvester	Principal Economist, PPD
3.	Mr. Mella Peter	Senior Assistant Secretary F&A
4.	Mr. Atwiine Matthew Kariisa	Senior Communication Officer
5.	Ms. Nabulime Aminah	Senior Procurement Officer
6.	Ms. Laker Janet Opira	Assistant Secretary F&A
7.	Mr. Nick Brian	IT Officer

The Agenda for the meeting was as follows; -

1. Prayer
2. Communication from the Chair
3. Reaction to the communication from the Chairperson
4. Review of the Minutes of the previous meeting and matters arising.
5. Presentation of the draft Service Delivery Standard FY 2025/2026-FY 2029/2030 for the Ministry of Water and Environment.
6. Discussion of the Clients Charter FY 2025/26 - 2029/30
7. Discussions and way forward
8. Closure.

MINUTES AND DISCUSSIONS	ACTION BY
<p>SMM06/108/2025: PRAYER</p> <p>The Chairperson called the meeting to order at 10:30am with a prayer led by the Principal Assistant Secretary/F&A.</p>	<p>All note</p>
<p>SMM06/109/2025: COMMUNICATION FROM THE CHAIRPERSON</p> <p>The Chairperson welcomed members to the meeting and communicated as follows;</p> <ol style="list-style-type: none"> 1. Appreciation to the communication team; The Chairperson commended the Communication Team for the remarkable work they were doing in consistently updating the Ministry's social media pages and that their dedication in sharing ongoing activities from both Regional and Central Offices had significantly enhanced our public engagement and visibility. Additionally, the meeting was informed that the Ministry's website was currently being updated. On this matter, it was agreed that the website should be finalized and fully updated within two weeks. 2. Service Delivery Standard (SDS); The meeting commended the teamwork demonstrated during the development and review of the Service Delivery Standards. That the collaborative effort was instrumental in ensuring the standards were comprehensive and aligned with the Ministry's objectives. Additionally, it was also noted that the document had been reviewed with minimal adjustments. 3. Drivers training; The meeting was informed that the drivers successfully participated in a training session held on Wednesday, 11th June 2025. The training focused among others on the new Traffic and Safety Enforcement and Prevention System (EPS), mechanical repair process, code of conduct of the Public Service, Financial Management and performance appraisal. Additionally, the meeting noted with concern that most of the Ministry's vehicles lacked logbooks. It was agreed that the Transport Officer should take immediate action to ensure that all Ministry vehicles were properly documented with up-to-date logbooks. 4. Closure of the FY 2024/2025; The Chairperson reminded members that the Financial Year 2024/2025 was coming to an end. On this note, members were urged to expedite pending payments and ensure that all financial obligations were settled before the official closure of the financial year. 5. Appraisal Exercise; The meeting emphasized that the performance appraisal exercise should be taken seriously and conducted with objectivity and integrity and that all staff should be appraised based on their actual output and performance, in line with their assigned schedule of duties. On this matter, Supervisors were reminded to ensure that the appraisal process was thorough, fair, and reflective of 	<p>All note</p> <p>SAS/TO note</p> <p>HoDs note</p> <p>All note</p>

<p>each staff member's contributions, as it played a critical role in performance management and professional development.</p> <p>6. External Audit Ongoing, Ongoing Audit Exercise for Financial Year 2024/25; The meeting noted that the Financial Year 2024/25 was soon ending and that the External Auditors were currently conducting an audit within the Entity. She emphasized the importance of full cooperation during this exercise and urged all Commissioners and National Project Coordinators to take the lead in overseeing the audit processes within their respective dockets/votes and to promptly provide all required information and documentation.</p> <p>7. Departmental Meetings; The meeting was informed that the Permanent Secretary plans to meet various departments and a schedule would be developed and shared with all members in the due course. That these meetings would serve as a platform for collaborative problem-solving, sharing progress and timely decision-making, promote effective communication within and across departments, ultimately enhancing overall performance and service delivery.</p> <p>8. National Identification Registration Authority (NIRA); The meeting was informed that a team from the National Identification Registration Authority (NIRA) had conducted a successful exercise to renew National Identification (NIN) cards for both Ministry staff and members of the neighboring community. The meeting further noted the need to extend this renewal exercise to Ministry staff based at the Regional Offices to ensure all personnel were updated accordingly.</p> <p>9. Mainstreaming Record Management; The meeting noted that several Heads of Department had not yet submitted the required records still in their custody. Members were therefore reminded to prepare and submit all available records under their custody to the Registry for proper archiving in line with the Ministry's records management guidelines.</p>	<p>HoDs note</p> <p>HoDs note</p> <p>All note</p> <p>HoDs note</p>
<p>SMM06/110/2025; REACTION TO THE COMMUNICATION FROM THE CHAIRPERSON</p> <p>1. In regard to the issue of closure of the Financial Year 2024/2025, the meeting was informed that the Department of Meteorological Services (DMS) had unutilized funds amounting to Uganda shillings 4.6 billion in the DMS vote for wages, pension, gratuity, salaries and for other activities. The meeting noted that the unutilized funds were due to the rationalization of Agencies and Public Expenditure (RAPEX) exercise. On this matter, it was agreed that the Commissioner DMS, AC/HRM and AC/Accounts should ensure full absorption and utilization of the funds for its intended purpose before closure of the Financial Year.</p> <p>2. Renewal of National Identification Cards in Regional Offices; With regard to the renewal of National Identification (NIN) cards for Ministry staff in the Regional Offices, the meeting was informed that the NIRA team had commenced the exercise in the regions. It was further noted</p>	<p>C/DMS and AC/HRM note</p>

<p>that the exercise was scheduled to be concluded by the week ending 20th June 2025.</p> <p>3. Update on the Cabinet memoranda; The meeting was informed about the pending Cabinet Memoranda that required to be finalized and submitted to Cabinet Secretariat and these included the following;</p> <p>a) Cabinet memorandum on Carbon Market Credits; it was reported that it was currently pending response from the Department of Climate Change. On this matter, it was agreed that a remind should be made to the responsible department.</p> <p>b) Cabinet memorandum on the Uganda National Water Policy; it was reported that The Cabinet Memorandum on the Uganda National Water Policy was currently awaiting clearance of the Certificate of Financial Implication (CFI) from the Ministry of Finance, Planning and Economic Development (MoFPED).</p> <p>c) Cabinet Memorandum on Provision of Water Source per Village; it was reported during the meeting that the Cabinet memorandum on the Provision of at least One Water Source per Village was currently awaiting clearance of the Certificate of Financial Implication (CFI) from the Ministry of Finance, Planning and Economic Development (MoFPED).</p> <p>d) Regarding the status of the Cabinet Memorandum on the gazettelement and degazettelement of Central Forest Reserves (CFRs), it was reported during the meeting that the Cabinet Paper had been submitted to the Cabinet Secretariat and was currently awaiting scheduling on the Cabinet Agenda.</p>	<p>Ag. C/PPD note</p>
<p>SMM06/111/2025: REVIEW OF THE MINUTES OF THE PREVIOUS MEETING AND MATTERS ARISING.</p> <p>The minutes of the 27th SMM held on 2nd June, 2025 were not reviewed. They were differed to the next SMM.</p>	<p>Secre't</p>
<p>SMM06/112/2025: PRESENTATION OF THE DRAFT SERVICE DELIVERY STANDARD FY 2025/2026-FY 2029/2030 FOR THE MINISTRY OF WATER AND ENVIRONMENT.</p> <p>The presentation on the draft Service Delivery Standard FY 2025/2026-FY 2029/2030 for the Ministry of Water and Environment was made by Mr. Kirya Richard and Mr. Mubiru Sylvester (Principal Economists) on behalf of the Acting Commissioner Policy and Planning Department.</p> <p>a) The following were the Strategic Objectives in the Service Delivery Standards (SDS)</p> <ol style="list-style-type: none"> 1. To increase the provision of bulk water for multipurpose uses. 2. To increase access to safe and clean water in rural and urban areas. 3. To improve sanitation & hygiene services in rural and urban areas. 4. To strengthen integrated and sustainable management of water resources. 	<p>All note</p>

<p>5. To enhance the sustainable management of the environment and natural resources.</p> <p>6. To coordinate climate change interventions across government.</p> <p>7. To increase the accuracy and access to weather and climate information.</p> <p>8. To strengthen policy, legal, regulatory and coordination frameworks for MWE.</p> <p>b) During the presentation, members noted the following;</p> <p>1. The guidance from the National Planning Authority to reduce the number of strategic objectives in the Service Delivery Standards (SDS) from eight (08) to five (05) and that the adjustment was intended to enhance focus, alignment, and efficiency in the implementation of strategic priorities.</p> <p>2. The adjusted objectives as guided by NPA were;</p> <ul style="list-style-type: none"> i. To increase the provision of bulk water for multipurpose uses. ii. To increase access to safe & clean water and sanitation & hygiene services in rural and urban areas iii. To strengthen integrated and sustainable management of Water, Environment and Natural Resources. iv. To coordinate climate change interventions and increase the accuracy and access to weather and climate information. v. To strengthen policy, legal, regulatory and coordination frameworks for MWE. <p>c) Arising out of the presentation, the meeting made the following recommendations;</p> <p>1. That the strategic objectives in the SDS should be merged from eight to five.</p> <p>2. That the SDS report should be updated and submitted by Thursday, 19th June, 2025</p> <p>3. That the Service Delivery Plan (SDP) objectives should updated and aligned to the NDPIV and SDS.</p> <p>4. That issues of mainstreaming Gender, HIV, Malaria and Environment should be incorporated in the document.</p> <p>5. That the Department of Meteorological Services and its functions should be included in the SDS.</p> <p>d) The meeting agreed to follow the guidance by NPA to adjust the SDS Objectives from 8 to 5, update the document and submit to NPA by the week ending 20th June, 2025.</p>	
<p>SMM06/113/2025: DISCUSSION OF THE CLIENTS CHARTER FY 2025/26 - 2029/30:</p> <p>The Client Charter for FY 2025/26 - 2029/30 was presented by the Asst. Commissioner, Human Resource Management.</p> <p>1. That the Client Charter had earlier been presented discussed during the Senior Management Meeting and members recommended that the document be forwarded it to Top Policy Meeting for consideration.</p> <p>2. That all the departments had been consulted on the whole exercise</p>	<p>AC/HRM</p>

and due process had been followed. Additionally, that the exercise was supported by the Ministry of Public Service (MoPS).

Arising out of the presentation, the members approved the Ministry of Water and Environment Client Charter FY 2025/26 - 2029/30

SMM06/114/2025: CLOSURE:

The meeting was adjourned at 01:40pm to the next meeting on 23rd June, 2025.

Chairperson


CHAIRPERSON
SECRETARY

**MEETING FOR THE PREPARATION OF SERVICE DELIVERY STANDARDS
HELD ON 20th May 2025 IN THE ZOOKA BOARDROOM**

MEMBERS PRESENT

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ADOPTION OF THE AGENDA.

1. Opening prayer
2. Introductions
3. Communication from the chairperson.
4. Presentation from the Ag Commissioner Public Service Inspection and Quality Assurance.
5. Reactions to the communication.
6. Closing remarks.

Item	Minutes.	Actions
Min.01/05/ SDS/2025	<p>Prayer.</p> <p>The meeting commenced at 10:00 am with an opening prayer by Economist.</p>	All note
Min.02/05/ SDS/2025	<p>Introductions</p> <p>Members introducing themselves by name, title, and organization.</p>	All to note
Min.03/05/ SDS/2025	<p>Communication from the Chairperson.</p> <p>The Chairperson welcomed all members to the meeting and made the following remarks;</p> <ol style="list-style-type: none"> 1) That we were required to submit the SDS together with the SDP and the due date was due 15th May 2025. 2) The Strategic Development Plan was developed through a consultative approach, and the Service Delivery Standards process was expected to be equally collaborative and inclusive. 3) Additionally, informed the meeting that a technical Officer from MoPS had come to guide and support the preparation of SDS. 	All to note
Min.04/05/ SDS/2025	<p>Presentation from Ag. Commissioner Public Service Inspection and Quality Assurance.</p> <p>Mr. Fred Ojot Ogom made a presentation on the Service Delivery Standards (SDS), its details and what was expected of the ministry in the Draft SDS.</p>	All to note
Min.05/05/ SDS/2025	<p>Reactions to the presentation.</p> <p>The following remarks were made regarding the presentation;</p> <ol style="list-style-type: none"> 1) The meeting requested NPA to extend date of submission to enable the Ministry consult all stake holders. 	All to note

MINUTE No.	ACTION	TIMEFRAME	RESPONSIBLE OFFICER
Min.06/05/SDS/2025	The meeting agreed that the SDS template should be shared to the respective department, populate and submit by 19 th May, 2025	Immediate	Secretariat

**MINUTES FOR THE REVIEW OF THE SERVICE DELIVERY STANDARDS
MEETING HELD ON 27TH MAY, 2025, ZOOKA BOARDROOM.**

Members present

S/N	NAME	DESIGNATION	EMAIL
1.	Mr. Lugeba Raphael	PAS/F&A - Chairperson	lubegaraphael@yahoo.co
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THE AGENDA

The agenda for the meeting was as follows:

1. Prayer
2. Introductions.
3. Communication from the Chairperson.

4. Reactions to remarks from the Chairperson.
5. Communication from the facilitators from Ministry of Public Service.
6. Reactions to the communication from the Facilitator.
7. Presentation of the draft Service Delivery Standards FY 2025/26-2029/30.
8. Discussions and Way forward.
9. Date of the Next meeting.
10. Closing Remarks

MIN.01/05/SDS/2025: OPEINING PRAYER

An opening prayer was led by **Ms. Durphyne Nyangoma**, Economist, Ministry of Water and Environment (MWE).

MIN.02/05/SDS: INTRODUCTIONS

Members introduced themselves, stating their names, titles, and departments/units.

MIN.03/05/SDS/2025: COMMUNICATION FROM THE CHAIRPERSON

The Chairperson welcomed members to the meeting and communicated as following:

- 1) Acknowledged and welcomed the facilitators from the Ministry of Public Service.
- 2) Emphasized that both the **Strategic Development Plan (SDP)** and the **Service Delivery Standards (SDS)** had undergone extensive consultations and required urgent finalization.
- 3) Highlighted the alignment of the SDS with the National Development Plan IV (NDP IV), particularly its ten-fold growth strategy.
- 4) Informed members that the SDS template had been circulated via email and encouraged departments to provide input.

MIN.04/05/SDS/2025: REACTION TO REMARKS FROM THE CHAIRPERSON

It was reiterated that the SDS submission deadline was **15th May, 2025**, and the process was behind schedule. All departments were urged to cooperate and expedite their submissions.

MIN.05/05/SDS/2025: COMMUNICATION FROM THE FACILITATORS FROM MINISTRY OF PUBLIC SERVICE.

The facilitator from MoPS guided and communicated as follows;

- 1) That the current SDS draft needed revision to align with the 10-column template that was provided.
- 2) Service areas must align with **NDP IV** and **SDP objectives**.
- 3) Objectives should be **SMART** and directly linked to functional mandates under relevant legal frameworks.
- 4) Explained standard terms in the 10-column template: Quality, Quantity, Time, Cost, Coverage, Accessibility, and Frequency, providing relevant examples.
- 5) Clarified the difference between service targets in NDP IV (e.g., 80%, 90%) and service standards in SDS (typically 100%).
- 6) Emphasized that SDS should ideally be developed **before** the Strategic Development Plan.
- 7) Explained the role of the indicator definition column, access criteria, basic infrastructure, and user fees.
- 8) Indicators in the SDS should be measured using terms such as quality, quantity, coverage, cost, and time—within the Ministry’s control—not just numeric targets.
- 9) Ensure **uniformity** in the SDS document across departments, especially for *coverage* and *frequency*.
- 10) SDS objectives must align with the **Performance Improvement Action Plan (PIAP)**.
- 11) Where services are **free of charge**, the "user fee" field should indicate "Not Applicable." Where applicable, fees should be stated.

- 12) Departments must reflect accurate **quantities** for service distribution to support resource mobilization.
- 13) SDS will be used by **National Planning Authority (NPA)** for budget/resource allocation.
- 14) All content should align with **Vision 2040**.

MIN.06/05/SDS/2025: PRESENTATION OF THE DRAFT SERVICE DELIVERY STANDARDS FY 2025/26-2029/30

Representatives from each department/ unit presented and discussed their input in the draft SDS accordingly and obtained comments and guidance from the facilitators as shown in the table below.

Department	Facilitators' Comments
RWSSD	Align standards with indicators in correct rows. Move "permits" to methodology. Recast using 10-column template.
UWSSSD	Recast content using the 10-column template in line with RWSSD.
Wetlands Management	Revise target recipients. Coverage must be 100%. Recast matrix.
Forestry Sector Support	Recast using 10-column matrix.
Environment Support Services	Revise indicators to include demarcated riverbanks/shores. Access criteria to include brochures/sensitization. Recast matrix.
Climate Change	Include frequency for GHG updates and surveys. Recast matrix.
International Transboundary Water	Include visit frequency in indicators. Recast matrix.
Water Resource Management Assessment	Set time in standard terms as 4 weeks. Update methodology to "data collection." Include quality in indicators. Responsibility Centre: MWE. Recast matrix.
Water Quality Management	Align standards to water quality. Adjust service standard to 100%. Revise responsibility centre. Recast matrix.
Water Resource Planning and Regulation	Where many prices exist, annex user fees. Recast matrix.
Water Utility and Regulation	Recast matrix.

Department	Facilitators' Comments
Meteorological Services	Recast matrix. Clarify standard terms. Indicate frequency of monitoring/weather station setup and cost implications. Revise target recipients to include public and government.

MIN.07/05/SDS/2025: WAY FORWARD

- 1) Recast the content in the 10-column matrix.
- 2) That every department should submit their edited version of the template to the secretariat by Wednesday, for compilation by Thursday in preparation for the next meeting presentation.
- 3) That to ensure ownership of the document, the Heads of Department should be consulted for their input before the Senior Management meeting.
- 4) A written communication was to be prepared and submitted to the Head of Liaison Department regarding the absence of their representative.

MIN.08/05/SDS/2025: CLOSURE

The meeting was adjourned at 3:00 pm to the next meeting on Friday 30th May, 2025 to review the draft SDS and also finalize the Service Delivery Standard.



CHAIRPERSON



MINUTE SECRETARY

ACTION MATRIX

Minute Number.	Activity	Responsible Officer
MIN.07/05/SDS/2025	<ol style="list-style-type: none">1) Submission of revised templates to the Secretariat by Wednesday.2) Consult Heads of Department and copy Under Secretary in submissions.3) Submit written communication to Head of Liaison Department on absence	All Departmental Representatives Ag. AC/PPD

**MINUTES FOR THE REVIEW OF THE SERVICE DELIVERY STANDARDS
MEETING HELD ON 30TH MAY, 2025 ZOOKA BOARDROOM.**

Members present

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35.	Mr. Opolot Dan	Economist	danapilopolot@gmail.com	0778058605
36.	Ms. Namita Cherie	Climate Change Officer.	cherieamita@gmail.com	0781238009
37.	Ms. Ongim Jesca Apio	Intern	ongimjesca@gmail.com	0704566663
38.	Mr. Kisembo David	Intern	dkisembo77@gmail.com	0750403447
39.	Ms. Nyangoma Durphyne	Economist/ Minute Secretary	nyangomadurphyne1993@gmail.com	0786075364

ADOPTION OF THE AGENDA

The agenda for the meeting was adopted as follows:

1. Prayer
2. Communication from the Chairperson.
3. Reactions to remarks from the Chairperson.
4. Review of the draft Service Delivery Standards FY 2025/26-2029/30 by departments.
5. Discussions and Way forward.
6. Date for Next meeting
7. Closing Remarks.

Minute 01/05/SDS/2025: OPENING PRAYER

An opening prayer was led by **Ms. Kansiime Charity (Senior Economist)**.

Minute 02/05/SDS/2025: COMMUNICATION FROM THE CHAIRPERSON

The Chairperson welcomed members to the meeting and communicated as follows;

1. That a technical team from MoPS had come to support the Ministry in the development of the SDS. Commended the MoPS for the continued support.
2. Additionally, that the development of the Service Delivery Standards which had been applied in the development of the Strategic Development Plan. That the process required both internal and external consultations and encouraged members to give the process more time as it was already behind schedule.
3. That a template of the Service Delivery Standards had been shared by the secretariat via the email to enable input by respective departments.

Minute 03/05/SDS/2025: REACTIONS TO REMARKS FROM THE CHAIRPERSON.

1. Regarding the timelines to complete the document, members learnt that the deadline for the submission of the Service Delivery Standards document had been on 15th May, 2025 and MWE was behind schedule.
2. Members was informed that, the development and submission of this Service Delivery Standards document had been 15th May 2025 and MWE was behind schedule.

Minute 04/05/SDS/2025: REVIEW OF THE DRAFT SERVICE DELIVERY STANDARDS FY 2025/26-2029/30.

Presentations were done by respective departmental representatives as follows;

- a) During the presentations, members made recommendations

No.	Department	Key Feedback
1	Finance & Administration	<ul style="list-style-type: none"> • Set clear timelines for audit outputs. • Update responsibility centre to "MWE". • HR: detail performance management, training, salary processes; clarify access via audit reports, website, APPR. • M&E: specify report preparation timelines. • Planning: include mid-term reviews and procurement plans. • Communication: develop a communication strategy, define policy meetings, and timeline for minutes.
2	International Trans-boundary Water Assessment	<ul style="list-style-type: none"> • Add website, suggestion box, membership fees under access criteria. • Clarify user fees with legal references.

		<ul style="list-style-type: none"> • Refine indicators and link to methodology. • Use standard costs based on policy documents. • Define diplomatic/dispute handling process. • Add grievance redress mechanism. • Limit SDS entries to MWE-only services.
3	Environment Support Services	<ul style="list-style-type: none"> • Ensure coverage includes quality and quantity. • Rephrase outputs – use “landscape conservation & restoration” and “biodiversity promotion.” • Clarify inspection timelines and air quality monitoring.
4	Forestry Sector Support	<ul style="list-style-type: none"> • Rephrase “seedling production” output and set forest coverage standards (not % land coverage). • Adjust frequency and responsibility center (remove NFA).
5	Rural Water Supply & Sanitation	<ul style="list-style-type: none"> • Convert distance to kilometers. • Define pupil-to-latrine ratios. • Include awareness campaigns (e.g., Toilet/Handwashing Days). • Maintain 100% coverage.
6	Urban Water Supply & Sewerage	<ul style="list-style-type: none"> • Separate UWSSD content from RWSSD. • Define “urban”; set 100% coverage. • Clarify monthly meeting frequency and outputs (e.g., sludge facilities).
7	Water Resource Monitoring & Assessment	<ul style="list-style-type: none"> • Rename outputs to “monitoring stations established/modernized” etc. • Align fees to policy; simplify methodology.
8	Water Resource Planning & Regulation	<ul style="list-style-type: none"> • Add outputs; limit fee list with footnotes. • Clarify eligibility standards.

9	Climate Change	<ul style="list-style-type: none"> • Simplify standards frequency (quarterly or annual). • Add website access criteria.
10	Water for Production	<ul style="list-style-type: none"> • Specify dam names; refine table content.
11	Water Utility & Regulation	<ul style="list-style-type: none"> • Align timeframes across columns; clarify community services; add performance contract infrastructure; define dispute-resolution committees; recast standards and methodology.
12	Water Quality Management	<ul style="list-style-type: none"> • Include demand under access criteria; set 100% compliance; define “urban”; use data sampling; add footnotes to simplify methodology.
—	General	<ul style="list-style-type: none"> • Source all standards from verifiable policies/budgets; otherwise remove them. • Restrict SDS entries to MWE functions. • Use footnotes to capture supplementary details.

b) The meeting further guided as follows;

1. That the information within the Service Delivery Standard should be from verifiable sources, such as policies and budgets. If a source cannot be identified, the associated information should be excluded to maintain the integrity of the document.
2. The indicator definition and standard terms columns, where explanations and details were revised captured in the “Methodology for Providing Service” column.
3. Service Delivery Standards content should only be limited to Ministry of Water and Environment.
4. Add a footnote for more information that might congest the columns in the table.
5. HoDs should be consulted and have their input.

Minute 05/05/SDS/2025: WAY FORWARD.

Following the discussions, the meeting agreed as follows;

- a) That the content should be re-casted in the 10-column matrix.
- b) That every department should submit their edited version of the template to the secretariat by Monday 2nd, June, 2025 Midday for compilation by Tuesday in preparation for the next meeting presentation.

Minute 06/05/SDS/2025: CLOSURE.

There being no other business, the meeting was adjourned at 03:15pm to the next meeting on 4th June, 2025 at 10:00am next meeting to review the draft SDS was scheduled for **Wednesday 04th June 2, 2025 at 10:00am** to discuss and finalize the Service Delivery Standards 2025/26- 2029/30 document.


.....
Chairperson


.....
Minutes Secretary

ACTION MATRIX

Minute	Action	Time frame	Resp. Officer
Minute 05/05/SDS /2025	a) That the content should be re-casted in the 10-column matrix. b) That every department should submit their edited version of the template to the secretariat by Monday 2 nd . June, 2025 Midday for compilation by Tuesday in preparation for the next meeting presentation		HoDs

MINUTES FOR THE REVIEW OF THE SERVICE DELIVERY STANDARDS MEETING HELD ON 04TH JUNE, 2025, ZOOKA BOARDROOM.

MEMBERS PRESENT

N O	NAME	DESIGNATION	EMAIL	TELEPHONE
1	Mr. Lubega Raphael	PAS/F&A/ Chairperson	lubegaraphael@yahoo.co.uk	0772346755
2	Mr. Ocare Denis	Ag.AC/PPD	docare2009@gmail.com	0772390763
3	Eng. Steven Ogwete	AC/ITWA	steven.ogwete@mwe.go.ug	0772365278
4	Mr. Etimu Simon	AC-WQM	simon.etimu@gmail.com	0782894075
5	Ms. Mukwaya Christine	Principal Water Officer-W&A	mukwayatina@gmail.com	0772496645
6	Mr. Mubiru Sylvester	Principal Economist/ PPD	sylvestermubiru@yahoo.com	0772335656
7	Mr. Kirya Richard	Principal Economist (M&E)	rkyrya@gmail.com	0752956215
8	Mr. Mujuni Godfrey	Principal Meteorologist	grmujuni@gmail.com	0772568977
9	Mr. Asimwe Michael. E	Principal Training Officer	asimwemicheal@yahoo.co.uk	0777062675
10	Ms. Namukuve Fauza	Principal Environmental Officer	nfauzia2001@yahoo.co.uk	0782572362
11	Mr. Odeke Simon Peter	Principal Human Resource Officer/ MoPS	deksimo@gmail.com	0772874089
12	Ms. Nakalyango Caroline	Principal Hydrologist	caroline.nakulyango@gmail.com	0755890250
13	Ms. Egesa K. Peluce	Principal Economist/ NWSC	Pelvce.egesa@gmail.com	0782951863
14	Mr. Opendun Francis	Senior M&E Officer	femelope@gmail.com	0776833310
15	Mr. Nyakana Ronald	Senior M&E Officer	rnyakana@gmail.com	0772439115
16	Ms. Nakigudde Mary Doddie	Senior Human Resource Officer	mndoddie@gmail.com	0774336648
17	Mr. Mulaya Nicholas	Senior Human Resource Officer/	mulahrm@gmail.com	0775750395

		MoPS		
18	Ms.Natukunnda Llian	Senior Economist	lilylina1711@gmail.com	0787900366
19	Mr. Namwiira Mildred Martha	Senior Economist	namiira11@yahoo.com	0782269828
20	Mr. Atwiine Matthew Kariisa	Senior Communications Officer	matthewkariisa986@gmail.com	0772670517
21	Mr. Mabunya H.Limlim	Senior Assistant Secretary	hussylimlim@gmail.com	077410434
22	Ms. Apule Constance	Senior Economist	apuleconnie@gmail.com	0779466248
23	Mr. Aporu George	Senior Economist	aporugeorge@gmail.com	0774041199
24	Ap. John Ediamu	Economist	ediamuja@gmail.com	0789093605
25	Ms. Murungi Elsie	Statistician	elsiemurungi89@gmail.com	0772262070
26	Ms. Namita Cherie	Climate Change Officer (M&E)	cherieamita@gmail.com	0781238009
27	Ms. Mpamulungi Shamim	Economist	shamy26@gmail.com	0773051989
28	Mr. Enguchu Emmanuel	Economist	enguchuemmanuel@gmail.com	086660761
29	Ms. Nanyunja Grace	Economist	nanyunjagrace91@gmail.com	0784381087
30	Mr. Opolot Dan	Economist	danapilopolot@gmail.com	0778058605
31	Mr. Ssemwanga Joshua	Statistician	joshuassemwanga@gmail.com	0704757055
32	Mr. Akandwanaho Colleb	Statistician	Collebakandwanaho98@gmail.com	0775440696
33	Ms. Durphyne Nyangoma	Economist/ Minute secretary	nyangomadurphyne1993@gmail.com	0786075364

ADOPTION OF THE AGENDA

The agenda for the meeting was adopted as follows:

1. Prayer
2. Communication from the Chairperson.
3. Reactions to remarks from the Chairperson.
4. Review of the draft Service Delivery Standards FY 2025/26-2029/30 by departments.
5. Discussions and Way forward.
6. Closing Remarks.

MINUTE 01/06/SDS/2025: PRAYER

An opening prayer led by Ms. Nyangoma Durphyne, Economist.

MINUTE 02/06/SDS/2025: COMMUNICATION FROM THE CHAIRPERSON

The Chairperson warmly welcomed members to the meeting and shared the following key points:

- a) Apologies from the Undersecretary who was the chairperson and was handling critical matters of the financial year.
- b) Appreciated and welcomed a team of facilitators from ministry of Public Service.
- c) Development of the Service Delivery Standards was a long consultative process as it was for the completed assignment of the Strategic Development Plan that required both internal and external consultations and encouraged members to concentrate and conclude the exercise as it was already behind schedule.
- d) Captured the presence and absence of different representatives from different departments.

MINUTE 03/06/SDS/2025: REACTIONS TO REMARKS FROM THE CHAIRPERSON.

- a) The presentations began with those departments that had been asked to review and recast their submissions during the previous meeting due to several outstanding issues. These included Human Resource Management, Meteorological Services, Wetlands Management, and Environment Support Services.
- b) Members were informed that, the development and submission of this Service Delivery Standards document was supposed to be on the **15th, May, 2025** therefore we are behind schedule, maximum cooperation is required to complete this task in the shortest time possible.

MINUTE 04/06/SDS/2025: REVIEW OF THE DRAFT SERVICE DELIVERY STANDARDS FY 2025/26-2029/30.

Presentations were done as per department by their representatives and the following comments were obtained.

Department	Comments
Climate change	Review and recast the content in the table Use information from the Paris Agreement Standards.
Human Resource Management	Consider Performance timelines, and recruitment plans, preparation and review of performance plans on quarterly basis. Structure and duration of the training committee during the capacity-building process. Take into account the deadlines for submitting performance appraisals and processing salary payments.
Environment Support services	Area lands cover of lakeshore to be revised and reviewed. Identify the frequency of reviewing environment policy.
Department of Meteorological Services	Recast the content in the standard column by removing quantity, frequency, coverage etc. Attach schedules that align with the manual.

	Specify and identify the capacity of meteorological personnel enhanced. Recast and review the content in the table.
Water Quality Management	Identify the ambient and drinking water standards. Add frequency of training on measure to control water pollution. Be clear, specific and segregate the content in the standards and output columns.
Water Resource Management Assessment	Outline the expected timelines and length of time for settling disputes.
Rural Water Supply and Sanitation (RWSSD)	Separate the sanitation content in the table.
Urban water supply and sewerage services (UWSSSD)	Revise the timeline stated from 20hours to daily. Ensure the standards for litres per person, as specified in the design manual, are considered. 100% of samples collected must meet the national drinking water standards.
Water for Production	Consider the operation and Maintenance of the valley dams.
International Trans-boundary Water Assessment	Add hidden rows and columns in the table.
Water Resource Planning and Regulation	Highlight the days.

MINUTE 05/06/SDS/2025: WAY FORWARD.

Create a table with five columns—namely, strategic/specific objective, service delivery point, service description, and service delivery standards—and populate it with content from the original table for presentation at the senior management meeting as illustrated in the table below. Additionally, that a list of department and their mandate should be added to the document.

Strategic/Specific Objective	Service Delivery Point	Service Description	Service Standards	Delivery
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- 1) Recast the content in the 10-column matrix.

- 2) Every department shall submit their edited version of the template to the secretariat for compilation in preparation for the Senior meeting presentation.
- 3) Ensure ownership of the document by consulting the heads of departments for their input before the senior management meeting.

MINUTE 06/06/SDS/2025: CLOSURE.

In the closing remarks, the Chairperson thanked all members for the detailed discussions and the commitment exhibited. He also thanked the team of facilitators from the Ministry of Public Service for their guidance in preparing the draft SDS document.

There being no other business, the meeting was adjourned at 1:44 PM.


Chairperson


Minutes Secretary

ACTION MATRIX

Minute Number.	Activity	Responsible Officer
Min.05/06 /SDS/2025	<p>1) Every department shall submit their edited version of the template to the secretariat for compilation in preparation for the Senior meeting presentation.</p> <p>2) Create a table with five columns—namely, strategic/specific objective, service delivery point, service description, and service delivery standards—and populate it with content from the original table for presentation at the senior management meeting.</p> <p>3) Ensure ownership of the document by consulting the heads of departments for their input and make sure you copy in the Undersecretary in these emails while sharing this information before Senior management Meeting.</p>	<p>Representatives from the different departments.</p> <p>Secretariat</p> <p>Representatives from the different departments.</p>

MINUTES OF THE TOP POLICY MEETING OF THE MINISTRY OF WATER AND ENVIRONMENT HELD ON THURSDAY 8TH MAY, 2025 AT THE MINISTRY OF WATER AND ENVIRONMENT HEADQUARTERS ZOOKA BOARDROOM AT 10:00AM.

PRESENT:

SN	NAME	DESIGNATION
1.	Dr. Alfred Okot Okidi	Permanent Secretary / Chairperson
2.	Mr. David Okurut	Ag. Director, Environment Affairs
3.	Dr. Barirega Akankwasah	Executive Director, National Env't Mgt Authority
4.	Ms. Nassuna Catherine	Under Secretary, Finance & Administration
5.	Mr. Mugabi Stephen David	Commissioner, Environment Sector Support Services
6.	Mr. Denis Ocare	Ag. Commissioner, Policy & Planning
7.	Eng. Ivan Birungi	Ag. Commissioner, Water & Environment Sector Liaison
8.	Mr. Masaba Andrew	Asst. Commissioner, Policy & Planning
9.	Mr. Richard Musota	Asst. Commissioner, Water Resource Planning & Reg.
10.	Mr. Mike Duncan Tumwikirize	Asst. Commissioner, Procurement & Disposal Unit
11.	Mr. Godfrey Ezati	Asst. Commissioner, Human Resource Management
12.	Mr. Milton Michael Wasswa	Asst. Commissioner,
13.	Eng. Alex Gisagara	For: Managing Director, NWSC
14.	Mr. Bob Kazungu	For: Commissioner, Forestry Sector Support Services
15.	Mr. Raphael Lubega	Principal Assistant Secretary / Finance & Administration
16.	Nasuru Ocan	Senior Assistant Secretary, Finance & Administration

ABSENT WITH APOLOGY:

1	Eng. John Twinomujuni	Commissioner, UWSSD
2	Eng. Gilbert Kimanzi	Commissioner, Water for Production
3	Eng. Eyatu Joseph	Commissioner, RWSSD

IN ATTENDANCE:

1.	SSP. Victoria Kirunda	Legal Counsel, EPPU
2.	Mr. Mella Peter	Senior Assistant Secretary, F&A
3.	Mr. Kaliisa Matthew	Senior Communication Officer
4.	Madada George	IT Officer

The Agenda for the meeting was as follows; -

1. Prayer
2. Communication from the Chair
3. Review of the Minutes of the previous meeting of 13th March, 2025 and matters arising.
4. Presentation of Ministry of Water & Environment Strategic Development Plan FY 2025/26 - 2029/30 (Ag. C/PPD)
5. Discussion of the Clients Charter FY 2025/26 - 2029/30
6. Briefs from Agencies (**NEMA, NWSC**)
7. Discussions and way forward
8. Closure

MINUTES AND DISCUSSIONS	ACTION BY
<p>MINUTE: 11/05/TPM/2025: PRAYER</p> <p>The chairperson called the meeting to order at 10:25am with a prayer led by the Secretariat.</p>	
<p>MINUTE: 12/05/TPM/2025: COMMUNICATION FROM THE CHAIRPERSON</p> <p>The Chairperson welcomed members to the meeting and communicated as follows;</p> <ol style="list-style-type: none"> 1. That the Minister of Water and Environment was still on sick leave and expected to be in office next month of June, 2025. The Minister of State for Environment was still holding portfolio and had delegated him to chair the meeting while the Minister of State for Water was in Western Uganda on official duty. 2. That Hon. Beatrice Atim Anywar, the Minister of State for Environment holding the portfolio of the Minister had organized a function in her constituency to celebrate the belated Women's Day and urged for support from the technical team to attend. 3. That during the Cabinet meeting, the Minister of Trade Wildlife and Antiquities (MoTWA) presented a Cabinet Memorandum to Cabinet on the proposal for Uganda Wildlife Authority (UWA) to take over the Management of some of the Central Forest Reserves under the Ministry of Water and Environment (MWE). 4. That the main item was to discuss the MWE Strategic Plan which is a requirement from Ministry of Finance, Planning & Economic Development (MoFPED) and it was directed that all entities must submit their plans in order to receive funds. 5. That the Strategic Plans for the Agencies (NWSC, NEMA & NFA) are approved by their respective boards but must be harmonized and based on NDPIV, Vision 2040 and NRM Manifesto 2021/26. 6. The meeting also commended all for active participation in the preparation of the Ministerial Policy Statement (MPS) which was presented before the committee and they appreciated the work being done by the sector. 7. The meeting also noted that the Water Policy was still before Cabinet for amendment of the Water Act. There was need to engage the political heads to follow-up. 8. The meeting noted that regulation on Carbon Credits were published and gazetted. This will bring to order the errant people trading on carbon without authorization from government. Climate Change Department was urged to 	

reach out to have a technical committee to steer along the line.

9. The meeting was informed that, National Forestry Authority (NFA) had not yet received the final instrument that would allow them back in the Ministry. UNMA was already in and all technical people were absorbed and mainly the support staff could not be taken due to lack of vacancies. Those who still wanted to serve were advised to apply and send their application to Public Service Commission (PSC) who will find where to allocate them. UNMA (former) and the Ministry HRM need to work together to delink them from the union and help with the transition.
10. The meeting was further informed that World Environment Day will be held on 6th June, 2025 in Kabale District. All members are required to participate as attendance to National functions especially those relevant to the Ministry forms the basis of appraisal for Heads of departments. An organizing committee was constituted to support in the preparation of the function and departments were urged to participate in the meetings whenever they are invited.
11. The meeting was also informed that Mr. Walter Okello, Internal Auditor clocked the mandatory retirement age and members thanked him for his contribution to the sector and wished him well in his next chapter.

MINUTE:13/05/TPM/2025: REACTIONS TO THE COMMUNICATION FROM THE CHAIRPERSON.

1. On the issue of Plastics, the meeting noted that the Extended Producer Mechanism for plastic had commenced whereby voluntary association had been formed by the big producers of plastics like coca colas, and all electronic waste was in the offing (producers of Televisions, phones and fridges). The meeting also noted that in regard to carbon trading, industries under our regulation producing emission be made to pay.

MINUTE:14/05/TPM/2025: REVIEW OF THE MINUTES OF THE PREVIOUS MEETING OF 13TH MARCH, 2025 AND MATTERS ARISING.

12. **With regards to the proposal by Uganda Wildlife Authority (UWA) to take over the management of some Central Forest Reserves under MWE**, the meeting was informed that a meeting was convened by the 1st Deputy Prime Minister and was attended by the Permanent Secretary and FSSD. The meeting noted that no consultation were conducted and that transfer was not a solution and there was need to strengthen enforcement around forest. The meeting agreed that game reserves can be transferred but Central Forest Reserves (CFR) should be left intact.
13. **With regards to issue of provision of water to the cassava factory in Nakasongola district**, the meeting agreed that a brief should be prepared for the Rt. Hon. Prime Minister regarding the issue of extending water to the Cassava factory in Nakasongola district. The brief should focus on major development not only the cassava factory and need for cost sharing with the developers to extend the water to the factory and the report should also recommend recycling to reduce wastage.
14. **With regards to the issue of the upcoming United Nations Framework Convention on Climate Change (UNFCCC) Conference of**

Parties (COP30); The meeting was informed that a reminder letter was written to MoFPED and funds will be provided in the next FY 2025/26 budget.

15. **With regards to the issue of boreholes drilled by the Non-Government Organization (NGOs);** the meeting agreed that Rural Water Supply and Sanitation Department should conduct sensitization on issues of water quality and drilling shallow wells.

16. **With regards to the issue of recruitment plan for the Kabalega International Airport;** The meeting was informed that a letter was written to MoFPED regarding provision of funds for personnel recruitment. The meeting agreed that MWE should follow up the letter with MoFPED so that funds are allocated and personnel are recruited for Kabalega International Airport before the official commissioning which is due for December, 2025.

17. **Arising out of the brief presentations from the National Forestry Authority (NFA),** the meeting agreed that the Ministry (NFA) should apply for an Interim Order stopping the continuous dumping of garbage until the appeal that was filed by NFA was disposed of. The meeting further agreed that, NFA should give the current status report in 7 days.

MINUTE 15/05/TPM/2025: PRESENTATION OF MINISTRY OF WATER AND ENVIRONMENT STRATEGIC DEVELOPMENT PLAN FY 2025/26 - 2029/30:

1. The presentation on the Strategic Development Plan was made by Ag. Com/PPD and communicated as follows;

**AG.
COM/PPD**

a) That the SDP had earlier been presented to Senior Management Meeting and forwarded it to Top Policy Meeting for consideration.

b) That a team from National Planning Authority (NPA) had supported the exercise from the start.

c) All departments had been consulted on the whole exercise and due process had been followed.

2. Arising out of the presentation the meeting commended the team for the preparation of the document and guided that all corrections should be incorporated.

3. The meeting agreed to approve the Sector Development Plan FY 2025/26 - 2029/30 and be submitted to National Planning Authority as required.

**MINUTE 17/05/TPM/2025: DISCUSSION OF THE CLIENTS CHARTER
FY 2025/26 - 2029/30:**

**1. The Client Charter for FY 2025/26 - 2029/30 was presented by the
Asst. Commissioner, Human Resource Management.**

A/C HRM

a) That the Client Charter had earlier been presented to Senior Management Meeting and forwarded it to Top Policy Meeting for consideration.

b) That a team from Ministry of Public Service (MoPS) had supported the exercise.

c) All departments had been consulted on the whole exercise and due process had been followed.

**2. The meeting agreed to approve the Client Charter FY 2025/26 -
2029/30.**

MINUTE 16/05/TPM/2025: BRIEFS FROM AGENCIES (NEMA & NWSC)

**1) Members noted the presentation made by the Executive Director, National
Environment Management Authority (NEMA) and the following were
highlighted;**

ED/NEMA

a) That the World Environment Day will be held on 6th June, 2025 I Kabale District and all members were urged to participate and showcase the various innovations and activities that are being done by the sector.

b) That the Cabinet information paper for World Environment Day was submitted to Cabinet Secretariat and requested the political heads to follow it up.

c) That the NEMA Act will be revised to ban single use plastic.

**3). Members noted the presentation made by the Deputy Managing Director,
National Water and Sewerage Corporation (NWSC) as follows;**

MD/NWSC

a) That the water production had reduced due to aged facilities like in Mbale, the amount of water required to serve the population was inadequate and there was need to address the shortages in the area.

b) Noted the key projects being undertaken by the corporation as of March, 2025.

c) Noted the problem in Mt. Elgon where people are illegally diverting rivers and streams from the mountain top. That Water Resources Planning & Regulation and NEMA should have a dialogue with Sebei and Bamasaba community to bring sanity to save the investments being done in the area.

MINUTE:21/03/TPM/2025: CLOSURE

The meeting was adjourned at 01:25pm and the next meeting was scheduled for **11th June, 2025.**



.....
Dr. Alfred Okot Okidi
CHAIRPERSON



.....
Mr. Raphael Lubega
SECRETARY

REF: EXD.903.11

20th August 2025

The Permanent Secretary,
Ministry of Water and Environment,
Kampala, Uganda

**APPROVAL OF THE MINISTRY OF WATER AND ENVIRONMENT SERVICE
DELIVERY STANDARDS 2025/26 -2029/30**

Reference is made to the initial submission of your service delivery standards to the National Planning Authority (NPA). The Taskforce Review Committee considered your submission for review and certification: (i) review comments on the draft service delivery standards; and (ii) your final submission confirming integration of the comments made on your service delivery standards.

As you may be aware, the review and approval of decentralised plans by NPA is a requirement under the NPA Development Regulations (2018), Section 28 (1). Further, Section 28 (2) requires that NPA issues a certificate of approval to the decentralised planning institution confirming satisfaction with the service delivery standards.

The purpose of this letter therefore, is to inform you that, the Ministry of Water and Environment Service Delivery Standards has been approved with amendments. The Certificate of Approval has also been signed and awarded on the understanding that these comments will be addressed. A copy of certificate of approval is herewith attached.

I thank you for your usual cooperation.


Joseph Muvawala (PhD)
EXECUTIVE DIRECTOR

Cc: Chairperson, NPA
Head of Public Service
Deputy Head of Public Service-performance and Service Delivery
Permanent Secretary/Secretary to Treasury, MoFPED

1, Lumumba Avenue

nzori House

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+256-414-250213

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CERTIFICATE OF APPROVAL FOR THE SERVICE DELIVERY STANDARDS

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

Plan and guideline 2018 issued by the Authority.

Dated this... 20th... day ... 2... of ... 2025



Joseph Muvawala PhD
EXECUTIVE DIRECTOR