

THE REPUBLIC OF UGANDA



HOIMA CITY COUNCIL

HOIMA CITY CLIENT SERVICE CHARTER

“Leaving No One Behind”

Effective Date: 1st July 2026

Next Scheduled Review: 2031

Council Minute No.: 6/HCC/05 of 2026

Hoima City Council
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FOREWORD BY THE MAYOR

It is my great pleasure to present the Hoima City Client Service Charter, which sets out our commitment to providing quality, accessible, timely, equitable and accountable services to the people of Hoima City.

As the political leadership of Hoima City, we recognise that the people are at the centre of local government service delivery. This Charter therefore provides clear information on the services the City offers, the standards our clients should expect, and the responsibilities of both service providers and service users.

Hoima City is committed to promoting good governance, transparency, accountability, professionalism and responsiveness in the delivery of public services. We shall continue to work with communities, development partners, private sector actors and other stakeholders to improve service delivery and create a clean, secure, healthy and economically vibrant city.

I call upon all residents, visitors, businesses and other stakeholders to actively participate in the development of our City, provide constructive feedback and uphold their responsibilities as clients of the City.

On behalf of the political leadership of Hoima City, I reaffirm our commitment to ensuring that the aspirations and needs of our people remain at the heart of our development agenda.

For God and My Country.

**ISINGOMA EDWARD AMOOTI
MAYOR, HOIMA CITY**

CITY TOWN CLERK'S COMMITMENT STATEMENT

Hoima City Administration is committed to delivering efficient, effective, equitable, transparent, accountable and client-centred services to all people within the City.

As the Accounting Officer and head of the technical administration, I commit the City Administration to upholding the service standards contained in this Charter.

We shall ensure that clients are treated with courtesy, respect, fairness and professionalism, without discrimination. The City Administration shall strive to:

- Provide services in accordance with approved laws, policies, procedures and service standards.
- Provide accurate and timely information to clients regarding City services.
- Promote transparency and accountability in the use of public resources.
- Respond promptly to complaints, inquiries and feedback from clients.
- Continuously improve the quality, accessibility and efficiency of City services.
- Strengthen staff professionalism, ethical conduct and accountability.
- Provide accessible channels through which clients can give feedback and seek redress.
- Protect the rights, dignity and confidentiality of clients in accordance with the law.
- Work closely with communities and stakeholders in identifying and addressing service delivery challenges.
- Monitor compliance with the standards and commitments contained in this Charter.

We recognise that quality service delivery is a shared responsibility. We therefore encourage all clients to know their rights and responsibilities, provide honest feedback and work with the City Administration to improve services.

The City Administration welcomes feedback on the implementation of this Charter and will use it to continuously improve service delivery.

LWANGA EDWARD
CITY TOWN CLERK, HOIMA CITY

1.0 Introduction

Hoima City is committed to providing quality, accessible, timely, equitable and accountable services to all residents, businesses, visitors and other stakeholders.

This Charter sets out the services provided by Hoima City, the standards clients should expect, clients' responsibilities, and the mechanisms available for seeking information, making inquiries, providing feedback, and lodging complaints.

The Charter is intended to strengthen transparency, accountability, responsiveness and professionalism in the delivery of public services, and is issued in line with national guidance on the development of client charters and the Local Governments Act (Cap. 243).

Key Definitions Used in this Charter

Term	Meaning as used in this Charter
Working day	Monday to Friday, excluding public holidays declared by the Government of Uganda.
Office hours	8:00 a.m. to 5:00 p.m., Monday to Friday. Some services (e.g. the slaughterhouse and emergency public health response) operate outside these hours; specific hours are posted at the relevant service point.
Client	Any resident, business, visitor, community group, civil society organisation or other government agency that seeks or receives a service from Hoima City.
Complete application	An application submitted with every document, form and fee prescribed for that service. Where an application is incomplete, the standard timeframes in this Charter begin only once the missing items are provided.

1.1 Our Vision

A Modern, Vibrant Oil City with Quality Services and an Economically Productive Citizenry.

1.2 Our Mission

We exist to deliver quality, accessible and accountable services that support a well-planned City, create opportunities for employment and enterprise, and improve the wellbeing of every household in Hoima.

1.3 Our Core Values

In serving our clients, Hoima City is guided by the following values:

- **Integrity:** We will follow approved procedures, guidelines and standards without exception or favour.
- **Quality:** We will deliver services that meet the quality standards set out in this Charter, every time.

- **Client-Centred:** We will put the needs of our clients first, and work so that no resident, business or visitor is left behind.
- **Timeliness:** We will respond to our clients' needs and concerns within the timeframes we have committed to.
- **Efficiency:** We will make the best use of the public resources entrusted to us, so that more is achieved with what we have.
- **Continuous Learning:** We will learn continuously from our performance and our clients' feedback, and use what we learn to improve.

2.0 Services Provided by Hoima City

Hoima City provides and coordinates the following services through eleven departments. Section 3 sets out detailed service standards and turnaround times for each service.

2.1 Administration

- Registration and processing of official correspondence.
- Provision of information to the public.
- Coordination of Council and committee activities.
- Handling of public inquiries and complaints.
- Community engagement and participation.

2.2 Human Resource Management

- Recruitment, confirmation, promotion, deployment and transfer of staff.
- Processing of staff leave, attendance and personnel records.
- Processing of salaries, allowances and other staff benefits.
- Staff performance management, training and career development.
- Handling of staff discipline, grievances and welfare matters.
- Processing of retirement, resignation and other exit formalities, and issuance of related documents.
- Advisory support to staff and management on human resource policy and terms of service.

2.3 Health Services

- Provision and coordination of health services.
- Maternal and child health, and immunisation services.
- Health education, promotion and disease prevention and control.
- Referral and community health services.

2.4 Education Services

- Inspection, monitoring and supervision of schools.
- Support and supervision of education service delivery.
- Promotion of school attendance and retention.
- Community mobilisation for education.

- Appraising teachers' performance.
- Coordinating registration and assessment of candidate classes.
- Conducting refresher training and CPDs for teachers.
- Monitoring school infrastructure.
- Coordinating School Management Committees, BOGs and PTA meetings.
- Conducting and assessing schools for licensing and registration.
- Education reports.

2.5 Physical Planning

- Physical planning and development control.
- Processing of development applications.
- Guidance on land-use planning.
- Inspection of development sites and enforcement of approved standards.

2.6 Engineering

- Maintenance of City roads and drainage systems.
- Management and improvement of urban infrastructure.
- Maintenance of public facilities.

2.7 Environment and Natural Resources

- Environmental management and enforcement.
- Solid waste management.
- Promotion of sanitation and cleanliness.
- Management of urban green spaces.

2.8 Trade and Commercial Services

- Registration and licensing of businesses as provided for by law.
- Inspection of businesses.
- Support for local economic development.
- Guidance to traders and investors on applicable requirements.

2.9 Revenue Services

- Assessment and collection of local government revenue.
- Issuance of revenue-related information and documentation.
- Guidance on payment requirements and accountability for revenue collected.

2.10 Community-Based Services

- Community mobilisation and sensitisation.
- Support for community development initiatives.
- Promotion of gender and social inclusion.
- Support to vulnerable groups and community organisations.

2.11 Production

- Agricultural extension and advisory services, covering crop, livestock, entomology (beneficial insects) and fisheries production.
- Veterinary and animal health services, including disease surveillance and control.
- Farmer mobilisation, training, group registration and cooperative and agribusiness support.
- Promotion of value addition, agro-processing and market linkages.
- Inspection and certification of agricultural and livestock-related activities, where mandated by law.
- Coordination of government agricultural programmes, environmental conservation, food and nutrition security initiatives.

3.0 General Service Standards for Hoima City

Hoima City commits to the following service standards for each department listed in Section 2. Standards are stated in working days unless otherwise indicated. Where a specific law prescribes a different timeframe for a service, that statutory timeframe applies in place of the indicative standard shown below.

Service	Our Service Standard (Timeframe)	Responsible Office
A. ADMINISTRATION		
Reception and guidance of clients	Received courteously and directed to the right office	Administration – Front Office
Registration of official correspondence	Acknowledged and registered within 1 working day	Administration – Records
Response to written enquiries	Substantive response within 10 working days	Administration
Council and committee activity coordination	Minutes and action points availed within 10 working days of a meeting	Administration – Council Affairs
B. HUMAN RESOURCE MANAGEMENT		
Staff enquiries and guidance	Within 2 working days	Human Resource
Leave applications (properly completed)	Within 3 working days	Human Resource
Recruitment and appointments	Within the statutory period prescribed for the process	Human Resource
Staff confirmation	Within 30 working days of complete documentation	Human Resource
Payroll queries (verified)	Within 5 working days	Human Resource

Staff discipline and grievances	Acknowledge within 2 working days; resolve within 15 working days, where practicable	Human Resource
Exit documentation (retirement, resignation, etc.)	Within 10 working days of complete application	Human Resource
C. HEALTH SERVICES		
Routine services at City health facilities	During posted facility hours; emergencies attended to immediately	Health
Maternal, child health and immunisation services	As per the published outreach and clinic schedule	Health
Public health complaints	Acknowledge within 1 working day; inspect within 5 working days	Health
Suspected disease outbreak	Immediate response, within 24 hours of report	Health
D. EDUCATION SERVICES		
School inspection and support requests	Within 10 working days	Education
Reported attendance or administration concerns	Acknowledge within 2 working days; respond within 10 working days	Education
E. PHYSICAL PLANNING		
Development (building plan) applications	Within the statutory timeframe under the Physical Planning Act, 2010, from receipt of a complete application	Physical Planning
Land-use planning guidance	Within 5 working days	Physical Planning
Site inspection requests	Within 10 working days	Physical Planning
Reported illegal or non-compliant development	Acknowledge within 2 working days; inspect within 10 working days	Physical Planning
F. ENGINEERING		
Road and drainage defect reports	Acknowledge within 2 working days; assess and schedule within 10 working days	Engineering

Public facility maintenance requests	Within 15 working days, subject to availability of funds	Engineering
G. ENVIRONMENT AND NATURAL RESOURCES		
Waste collection	As per the published collection schedule for each zone	Environment
Environmental complaints (dumping, pollution, etc.)	Acknowledge within 2 working days; inspect within 10 working days	Environment
Green space and environmental management requests	Within 15 working days	Environment
H. TRADE AND COMMERCIAL SERVICES		
Business registration and trading licences	Within 5 working days of a complete application	Trade and Commercial
Business inspection (complaint-triggered)	Within 5 working days of a report	Trade and Commercial
Guidance to traders and investors	Same day, or within 2 working days for complex enquiries	Trade and Commercial
I. REVENUE SERVICES		
Assessment, receipting and licence issuance	Same day, once payment is confirmed	Revenue
Guidance on rates and charges payable	Same day	Revenue
Revenue account queries	Within 5 working days	Revenue
J. COMMUNITY-BASED SERVICES		
Community mobilisation and sensitisation requests	Scheduled within 10 working days	Community-Based Services
Support and referral for vulnerable groups	Acknowledge within 2 working days; respond within 10 working days	Community-Based Services
K. PRODUCTION		
Crop, livestock, entomology and fisheries extension advisory	Acknowledge within 2 working days; advisory response or visit within 10 working days	Production – Extension
Veterinary and animal health services	Routine: within 3 working days. Suspected disease outbreak: within 24 hours	Production – Veterinary
Crop pest and disease surveillance	Routine: within 5 working days. Suspected outbreak/infestation: within 48 hours	Production – Crop Protection

Fisheries development support	Within 10 working days	Production – Fisheries
Farmer mobilisation, training and group registration	Registration guidance within 5 working days; training notified at least 3 working days ahead	Production – Cooperatives
Value addition, agro-processing and market information	Market information updated monthly; specific requests within 5 working days	Production – Agribusiness
Inspection and certification, where mandated	Within the statutory timeframe applicable to the specific certificate or permit	Production
Government agricultural programmes (e.g. PDM, Agro-industrialisation)	As per the applicable programme guidelines and implementation calendar	Production
Environmental conservation, food and nutrition security advisory	Within 10 working days	Production

4.0 What Clients Should Expect from Hoima City

Every client has the right to:

1. Receive services fairly and without discrimination.
2. Be treated with courtesy, dignity and respect.
3. Receive accurate and timely information.
4. Know the requirements, procedures and applicable fees for services (see Section 12).
5. Have personal information handled appropriately and confidentially.
6. Receive an official receipt for any payment made.
7. Have complaints and inquiries handled fairly, within the timeframes in Section 7.
8. Give feedback on the quality of services received.
9. Seek clarification when a service or decision is not understood.
10. Be informed of the reasons for delays where a service cannot be provided within the standard time.

5.0 Responsibilities of Clients

Clients are expected to:

1. Provide accurate and complete information.
2. Submit all required documents.
3. Follow established procedures.
4. Pay prescribed fees and charges through authorised channels only, and obtain an official receipt.

5. Keep receipts and other official documents.
6. Treat City staff and other clients with respect.
7. Avoid offering or soliciting bribes or other improper benefits.
8. Report corruption, misconduct and poor service through the channels in Section 7.
9. Provide constructive feedback to help improve service delivery.
10. Comply with applicable laws, regulations and City by-laws.

6.0 Customer Care and Accessibility

Hoima City is committed to making its services genuinely accessible to women and men, children and older persons, persons with disabilities, vulnerable and marginalised groups, businesses and investors, civil society and community groups, and all other residents and stakeholders. To make this commitment concrete, Hoima City undertakes to:

- a) **Physical access:** Provide a ground-floor or ramped service point at City Hall for persons with disabilities and older clients who cannot easily access upper floors.
- b) **Priority service:** Give priority, non-queue service to pregnant women, persons with disabilities, the elderly and clients with young children.
- c) **Language access:** Provide this Charter's key commitments in a summary form in Runyoro/Rutooro, in addition to English, at all major service points.
- d) **A named contact:** Designate a named accessibility contact at City Hall to whom any client may raise an access-related request or concern (see Section 16).
- e) **Assisted service:** Ensure at least one trained officer is available to assist clients who are unable to complete forms unaided.

These commitments will be reviewed as part of the biennial performance report described in Section 14.

7.0 Complaints, Feedback and Escalation Mechanism

Hoima City welcomes complaints, suggestions and compliments because they help improve service delivery. Clients may raise concerns through:

1. Written complaints submitted to the relevant City office.
2. Suggestion boxes provided at City facilities.
3. Telephone or other officially designated communication channels.
4. Email or electronic platforms where available.
5. Direct reporting to the responsible department or office.
6. Community meetings and public consultations.

All complaints shall be received, registered and acknowledged within 1 working day, and shall be handled fairly, professionally and without victimisation of the complainant.

7.1 If Your Complaint Is Not Resolved

Most complaints are resolved at the office or department where they are raised, within 15 working days, where practicable. Where a client is not satisfied with the response, or

the standard timeframe has passed without resolution, the following escalation steps apply:

Step	Escalate to	Indicative timeframe
1	The Head of the relevant Department (if not already handled at that level).	Response within 10 working days of escalation.
2	The City Town Clerk, as Accounting Officer, through the Office of the Town Clerk.	Response within 10 working days of escalation.
3	The Office of the Resident City Commissioner, or the Inspectorate of Government, or the Ministry of Local Government, or the Public Service Standards and Ethics Unit, as appropriate to the nature of the complaint.	As prescribed by the receiving institution.

ASSURANCE: Escalating a complaint is a client's right under this Charter and shall never result in reduced service, delay, or any other disadvantage to the client.

8.0 Zero Tolerance to Corruption

Hoima City has zero tolerance for corruption. Clients and staff are encouraged to report:

- a) Solicitation or payment of bribes.
- b) Fraud and embezzlement.
- c) Abuse of office.
- d) Favouritism and nepotism.
- e) Misuse of public resources.
- f) Unlawful demands for payment.
- g) Other forms of misconduct.

No client should be required to pay money or provide a benefit that is not officially authorised under the approved Fees and Charges Schedule (see Section 12). Reports may be made through the channels in Section 7, or directly to the Office of the Inspectorate of Government.

9.0 Our Commitment to Staff

Hoima City shall provide an enabling working environment and support staff to:

1. Understand their responsibilities.
2. Develop the required professional skills.
3. Observe the relevant public service code of conduct.
4. Meet agreed performance standards.
5. Serve clients professionally and impartially.
6. Be accountable for the services they provide.

10.0 Service Improvement

Hoima City shall regularly monitor service delivery and use client feedback, performance information, inspections and other evidence to improve services. The City shall endeavour to:

1. Reduce unnecessary delays.
2. Simplify service procedures.
3. Improve communication with clients.
4. Strengthen accountability.
5. Improve staff responsiveness.
6. Use technology to improve service delivery.
7. Strengthen citizen participation.

We will report progress on these commitments publicly, as described in Section 14.

11.0 Our Promise to Clients

Hoima City commits to serving every client with integrity, professionalism, fairness, courtesy and respect. If we cannot provide a service within the standard time stated in Section 3, we will proactively explain the reason for the delay, advise the client on the next steps, and provide a revised, specific timeframe.

12.0 Fees and Charges

All fees and charges payable for City services are prescribed in the approved Local Government (Fees and Charges) Schedule for the applicable financial year. This Charter does not set fees; it directs clients to where they can always confirm the current, approved rate for any service.

A client can confirm the exact fee for any service in any of the following ways:

- a) **At City Hall:** The current Fees and Charges Schedule is displayed on the notice board at the Revenue Office, City Hall.
- b) **Online:** The current Schedule is published on the City website, hoimacity.go.ug.
- c) **At the point of service:** Before paying, any client may ask the receiving office to confirm the specific fee against the approved Schedule, and is entitled to receive an official receipt for the exact amount paid.

IMPORTANT: No officer of Hoima City is authorised to demand any payment not listed in the approved Fees and Charges Schedule. Report any such demand immediately through Section 7 or Section 8 of this Charter.

13.0 Indicative Services Most Frequently Requested by Clients

The table below lists services most commonly requested by clients, and the instrument under which each fee is prescribed. Clients should confirm the current rate as described in Section 12 before paying, as approved rates may change from one financial year to the next.

Service	Fee is Prescribed Under	Confirm Current Rate At
Trading licence (business registration/renewal)	Local Government (Fees and Charges) Schedule, Trade category	Revenue Office / Trade Office, City & Division offices
Building/development permit application	Physical Planning Act, 2010, and the City's approved Schedule	Physical Planning Office, City Office
Market dues and vending fees	Local Government (Fees and Charges) Schedule, Markets category	Market Office / Revenue Office
Livestock movement permit and inspection	Animal Diseases Act and the approved Schedule	Production Office, City Office
Slaughter and meat inspection fees	Public Health Act and the approved Schedule	Production Office, City Office
Local Purchase/site inspection certificate (agriculture)	Approved Schedule, Production category	Production Office, City Office
Property rates	Local Governments (Rating) Act and the approved Schedule	Revenue Office, City Office
Physical planning search/clearance letters	Approved Schedule, Physical Planning category	Physical Planning Office, City Office
Environmental/development impact clearance (where applicable)	National Environment Act and the approved Schedule	Environment Office, City Office
Registration support (referral for birth/death certificates)	Free — the City facilitates referral; NIRA issues the certificate	Community-Based Services Office, City Office

14.0 Performance Reporting

Hoima City will report publicly on its performance against the standards in this Charter so clients can see how well the City is keeping its promises, not only how it intends to.

- Public report:** Hoima City will publish a performance report against this Charter's service standards at least once every two years, aligned with the Charter review cycle in Section 17.
- Presented to Council:** The report will be presented to Council and made available to the public at City Hall and on the City website.
- Evidence base:** The report will draw on complaint records, client feedback, and, where resources allow, a client satisfaction survey.

15.0 Public Disclosure and Access to this Charter

This Charter is a public document, and Hoima City is committed to making it genuinely accessible:

- a) **Displayed at service points:** A copy of this Charter will be displayed at every client-facing service point in City Hall and at Lower Local Government offices.
- b) **Published online:** The full Charter and this summary will be published on the City website, hoimacity.go.ug.
- c) **Local-language summary:** A short summary of clients' key rights and the standards in Section 3 will be produced in Runyoro/Rutooro for wider public reach.

16.0 Contact Directory

General enquiries and correspondence:

Town Clerk, Hoima City Council, P.O. Box 149, Hoima City, Uganda

Telephone: +256 772444534 Website: www.hoimacity.go.ug

Email: hoimacity21@gmail.com

For a specific service, clients may contact the relevant department directly using the directory below. All offices are located at Hoima City Hall unless otherwise indicated.

Department	Office / Contact Point	Location	Mobile Line
A. Administration	Office of the Town Clerk		
B. Human Resource Management	Human Resource Office		
C. Health Services	City Health Office		
D. Education Services	City Education Office		
E. Physical Planning	Physical Planning Office		
F. Engineering	City Engineering Office		
G. Environment and Natural Resources	Environment Office		
H. Trade and Commercial Services	Trade and Commercial Office		
I. Revenue Services	Revenue Office		
J. Community-Based Services	Community-Based Services Office		
K. Production	Production Office		
Accessibility requests (Section 6)	Accessibility Focal Point, Community-Based Services Office		

17.0 Governance, Legal Basis and Review of this Charter

Hoima City Council issues this Charter under the authority of the Local Governments Act (Cap. 243), in line with national guidance from the Ministry of Public Service on developing and implementing client charters in Uganda's public service.

Approval: This Charter was approved by Hoima City Council under Minute No. 6/HCC/05 of 2026.

Effective date: This Charter takes effect from the date shown on the cover page.

Review cycle: This Charter shall be formally reviewed every five (5) years from its effective date, or earlier if a significant change in law, structure or service delivery arrangements makes an earlier review necessary, to ensure it remains relevant, responsive to the needs of citizens and consistent with applicable laws, policies and public service standards.

CERTIFICATION OF COUNCIL APPROVAL

This is to certify that the Hoima City Client Service Charter was considered and approved by Hoima City Council as the official statement of service standards for Hoima City Council.

Council Minute No.: 6/HCC/05 of 2026

Date of Approval: 10th April 2026

Certified by:

MAYOR, HOIMA CITY COUNCIL
(OFFICIAL STAMP)