

MITYANA DISTRICT LOCAL GOVERNMENT

DISTRICT CLIENT CHARTER

FOR YEARS

2025 – 2030

TABLE OF CONTENTS

1. Background information	4
2. Introduction	7
3. Foreword	9
4. About African Centre for Trade and Development	10
5. Principles and Values	12
6. Department Key Result area and Community	14
7. Works and Technical Services Department	19
8. Finance and Planning Department	21
9. Community Based Service Department	23
10. Health Service Department	25
11. Education and Sports Service Department	27
12. Production	31
13. Commercial, Trade and Tourism Service Department	33
14. Client rights, Obligation and Responsibilities	34
15. Accountability	37
16. Feedback and Complaints	38
17. Complaints and Appeals	39
18. Performance	40
19. Review	40

BACKGROUND INFORMATION ABOUT MITYANA DISTRICT LOCAL GOVERNMENT.

Vision:

A Prosperous District with Sustainable High Standards of Living.

Mission:

To serve the people of Mityana through coordinated and effective delivery of services which focuses on both national and local priorities to promote sustainable social and economic development of the district.

Core Values:

Efficiency and Effectiveness: We shall optimally use available resources to achieve the intended results, outputs and targets.

-Impartiality: We shall treat all our clients equally and fairly in service delivery irrespective of sex, religion ethnic background or political affiliation.

-Professionalism: All the decisions will be based on professionalism, merit and public service code of conduct and ethics.

-Transparency and Accountability: We shall be as open as possible and accountable about all the decisions and actions taken.

-Responsiveness/ Timeliness: We shall attend to our clients' suggestions, requests and criticism in a timely manner.

-Partnership: We shall engage all our development partners including ministries and departmental agencies, international agencies and fellow local government, NGOs, Civil society and private sector.

-Diligence: We shall encourage team spirit and work hard to satisfy the requirements of our clients.

-Discipline: We shall behave in a manner befitting a public servant and shall conform to rules, regulations, public service code of conduct and other specific professional codes of conduct.

-Loyalty: We shall be committed to the implementation of all government and district local government policies and programs without favor.

-Ethics and Integrity: We shall not compromise our professional behavior in the performance of our duties.

-Decency: We shall try to be respectable and conform to morally acceptable standards to society.

Origin and Location:

Mityana District was established on July 1, 2005, by an Act of Parliament. Previously it was part of Greater Mubende District. The district lies in the Central Region of Uganda.

Mityana District Local Government borders with the following District: Kiboga, Kasanda, Nakaseke, Wakiso, Mpigi, Gomba, and Mubende.

The District Headquarters are located in Mityana Municipality at Kunywa, 73 Kilometres west of Kampala Capital City.

Size:

The Total land area of the district is 1,459,785 hectares with 9.49 percent covered by water and Wetlands, while the rest of the land is covered by Tropical high forest, woodland, bush land, farmland, and built –up areas.

Administrative Units:

Mityana District Local Government comprises of three counties namely Mityana, Mityana Municipality and Busujju.

Mityana Municipality comprises of three divisions namely; Ttamu Division, Central Division and Busimbi Division.

The District has the following sub counties; Ssekanyonyi, Namungo, Bulera, Kikandwa, Butayunja, Kakindu, Maanyi, Kalangaalo, Bbanda, Ssekanyonyi and Malangala. Town councils include; Busunju, Ssekanyonyi, Zigoti and Bbanda Town council.

Mityana district has 90 parishes/ wards and 612 villages.

Religion:

The Majority of the population are Catholics who make up 47% followed by Anglicans at 44% and Moslems at 19%. Others include Sevethday Adventist, Pentecostals and indigenous worshippers.

Ethnicity:

Baganda are the most dominant ethnic group accounting for 78% of the total population followed by Banyarwanda 10%, Banyankole and Banyoro 3% Bakiga 2% Bafumbira 1% and other 55 tribes making 13%.

Climate:

The district high altitude ensures favourable climate with medium annual temperatures ranging from 17.2 to 29 degrees centigrade.

It experiences rainfall throughout the year with heavy rains in March and April, September and November. The Annual average rainfall is 99mm. The two-rain season are influenced by the overhead sun at the equator. The rest of the year is dry season with little proximity of receiving rainfall.

District Population:

The current District Population projection is estimated to be 407,386 given its high population growth of 2.9%.

INTRODUCTION

The Client Charter presents the commitments and performance standards for Mityana District Local Government on service delivery to the population. The Purpose of this Charter is to enhance accountability, transparency and quality service delivery and enable our clients provide their required support, assess and report non-performance through agreed avenues.

The Charter explains services offered by the District Local Government as mandated by the Constitution and Local Government in reference to provision of services.

The Client Charter also contains the Vision, Mission, and the Principals and Values of Mityana District Local Government.

It provides medium term commitments setting the District Local Governments Standards and describes the District Local Government Clients, their rights and obligations.

It's our commitment to officially establish and assign a District Client Charter Focal Person who shall be responsible for ensuring that Heads of Department and Sectors produce results and reports be submitted to relevant authorities for further management.

On behalf of the District Administration and the entire technical staff, we greatly appreciate Chance for the Children for the financial support and technical contribution towards the printing the District Client Charter.

I also commend the editorial team headed by Mr Jack Byaruhanga the deputy Chief Administrative Officer, Communication Officer, Senior Education Officer, Planner for the selfless technical coordination which led to the production of the District Client Charter.

NSUBUGA ZIRIMENYA

CHIEF ADMINITRATIVE OFFICER

FOREWARD

Mityana District Local Government Political and Technical Leadership is fully happy to have a client Charter as a formal tool that will drive change towards a more client focused and based approach in the implementation of government programs and projects in the district.

The Clients Charter remains a social contract between Mityana District as a Social Service provider and the community we serve.

We pledge our total commitments and confidence that the District Client Charter will enable the district to provide such timely, professional, systematic and quality service. Our clients and Leaders at all levels shall use the provisions in the District Clients Charter to ensure that our services meet the required expectations from the Public.

JOSEPH LUZIGE KAMYA

DISTRICT CHAIRPERSON – MITYANA

ABOUT CHANCE FOR THE CHILDREN

Children in Mityana face significant challenges but have improving opportunities through local NGOs and vocational programs. Organizations like A Chance for Children (ACFC), headquartered in Zigoti, operate nursery and primary schools (such as Bongole Primary School) and provide vocational skills training, community boreholes, and specialized HIV support.

Because Mityana is a highly rural district where over 35% of the population lives below the poverty line, education and child welfare heavily rely on charity-sponsored programs and low-fee private schools.

Here are the key opportunities and programs available:

- Formal Education: Many children access education through sponsored schooling programs run by groups like A Chance for Children and The Mityana Charity.**
- Vocational Training: Older children can learn practical trades like carpentry, welding, tailoring, and mechanics to ensure future employment.**
- Healthcare & Support: Specific programs cater to vulnerable and HIV-positive children, providing maternal care, counselling, and nutritional support.**

MANAGEMENT

PRINCIPALS AND VALUES OF MITYANA DISTRICT LOCAL GOVERNMENT.

- a) Efficiency and Effectiveness: We shall optimally use available resources to achieve the intended results, outputs and targets.
- b) Impartiality: We shall treat all our clients equally and fairly in service delivery irrespective of sex, religion, ethnic background or political affiliation.
- c) Professionalism: All the decision will be based on professionalism, merit and public service code of conduct and ethics.
- d) Transparency and Accountability: We shall be as open as possible and accountable about all the decisions and actions taken.
- e) Responsiveness/ Timeliness: We shall attend to our clients' suggestion requests and criticism in a timely manner.
- f) Partnership: We shall engage all our development partners including ministries and departmental agencies, international agencies and fellow local government, NGOs, Civil society and private sector.
- g) Diligence: We shall encourage team spirit and work hard to satisfy the requirements of our clients.
- h) Discipline: We shall behave in a manner befitting a public servant and shall conform to rules, regulations, public service code of conduct.
- i) Loyalty: The Staff of Mityana district local Government commit to be loyal to the government and the Public they are serving.
- j) Ethics and integrity: The Staff of Mityana District Local Government commit to exercise high degree of ethics and integrity.
- k) Decency : The Staff of Mityana District Local Government commit as stated in the code of conduct for Uganda public service.

**DEPARTMENTS KEY RESULT AREAS/ PERFORMANCE STANDARDS
AND COMMITMENT IN REGARD TO THE DISTRICT CLIENT CHARTER.**

ADMINISTRATION / MANAGEMENT SERVICE DEPARTMENT

We shall

- ❖ Give timely and accurate technical guidance to all Lower Local Government in the District in application of laws, regulations and policies through Annual, Quarterly and Monthly reports.
- ❖ Supervise, monitor and technically coordinate management activities of the District and Lower Local Governments and thereafter produce Annual, Quarterly and Monthly reports for further management action.
- ❖ Ensure accountability and transparency in management and delivery of council services, through enforcing of Annual, Quarterly and Monthly Auditor General, Internal Audit, Public Accounts Committee reports and other organs like District Ethics and Integrity Promotion Forum.
- ❖ Ensure Memorandums of Understandings are signed between Mityana District Local Government and Development Partners. Therefore, we shall ensure that Annual, Quarterly and Monthly reports are submitted to the Ministry of Internal Affairs.
- ❖ Ensure all council assets, documents and records are safely maintained throughout the year and ensure that; the district Asset register is annually and quarterly updated.
- ❖ Facilitate execution of plans, budgets and programmes aimed at poverty reduction.
- ❖ Ensure coordinated, collective decision-making process through the available decision-making organs.
- ❖ Build functional Capacity at all levels of Local Governments and robust internal financial controls.
- ❖ Cascade Result Oriented Management to departments and lower government levels.
- ❖ Ensure that resolutions of the joint annual review of decentralization conference (JARD) and other directives are implemented.
- ❖ Establish an efficient, effective, affordable and sustainable human resource and administrative structure.
- ❖ Advise Council on human resource management policies in the district.
- ❖ To establish and maintain efficient and modern records.
- ❖ Conduct quarterly barazas on service delivery
- ❖ To ensure each staff wears a name tag and a staff ID and corporate wear.

Under Human Resource,

- ❖ We shall recruit and maintain an active and motivated Human Resource that newly recruited staffs are inducted.
- ❖ Recruitment from 65% to at least 90%
- ❖ Ensure Human Resource Development of staff i.e. training needs assessments, trainings mentorships.
- ❖ Access to payroll by newly recruited staff within one month upon deployments and strengthen payroll management and monitoring.
- ❖ Timely payment of pensions and gratuity to eligible persons.
- ❖ Electronic filing system of registry records and other vital records.
- ❖ Submit of pay change forms to Uganda computer service and Ministry of Public service.
- ❖ Process of appointments on time, post staff on time and confirm staff on due time.
- ❖ Coordination of staff performance appraisal.
- ❖ Counselling of Staff where need arises.
- ❖ Carry out capacity needs assessment.
- ❖ Prepare Capacity Building Grant plan.
- ❖ Pay staff salaries by 28th of each month.
- ❖ Do the secretariate work on the rewards and sanction committee.
- ❖ Maintain the updated general staff list
- ❖ Maintain an arrival book/ bio metric machine at the gate and analyse them at every end of the month.
- ❖ Ensure staff are provided with cooperative dresses and are dressed every Friday.

Under Sub County and Town Council Administration:

- ❖ Monitor and Supervise Government programs in all lower local governments and provide annual, quarterly and monthly reports to management for further action.
- ❖ Play a supportive role in local revenue collections to support management functions.
- ❖ Actively engage in the planning and budgeting process as guided by the Government.

- ❖ Identify Local, National and international investors in order to champion the development of the sub counties and Town Councils.

Under Public Relations Sector:

- ❖ Ensure effective management of information, Communication and Public Relations activities and strategies are professionally managed in the district to foster the positive image of the district. Through some of the following strategies.
- ❖ Information gathering and Dissemination.
- ❖ Coordination of radio and TV programmes.
- ❖ Maintenance of the district website.
- ❖ Produce and publish district annual reports.
- ❖ Hold press conferences quarterly basis.
- ❖ Establish press releases.
- ❖ Hold quarterly barazas.
- ❖ Update District Website and other social media pages.
- ❖ Strengthen external relations with the district.
- ❖ Hold Journalist's meetings
- ❖ Coordinating government airtime on radios and TVs for all departments.
- ❖ Facilitate the production of the newsletter.

STATUTORY BODIES DEPARTMENT

THE CLIENT CHARTER

“Your Rights, Our Standards, Our Commitment”

2025 – 2030

THE PREAMBLE

The **Statutory Bodies Department** is the backbone of governance, ensuring that the district operates within the law and maintains high ethical standards. This Charter is a formal agreement between the **Statutory Bodies Department of Mityana District** and the **People of Mityana**. It outlines what you can expect from us and how we commit to serving you with integrity and speed.

OUR CORE COMMITMENTS

We pledge to provide professional, timely, and transparent administrative support to all statutory organs to ensure effective governance, equitable land distribution, and fair recruitment processes for the people of Mityana.

We, the Statutory Bodies of Mityana, pledge to:

- **Serve without Bias:** No discrimination based on gender, religion, or political affiliation.
- **Reject Corruption:** All services are provided based on merit. No "facilitation" is required.
- **Be Accountable:** If we fail to meet our standards, we will provide a written explanation and a new timeline.
- **Respect Your Time:** We aim to minimize your waiting time and maximize our efficiency.

Service Standards by Unit

Below are the specific commitments and expected turnaround times for our key statutory functions:

Body	Primary Responsibility	Service Commitment
The District Council	Policy making & Legislation	To hold at least 6 sittings per year and communicate resolutions within 7 working days .
District Executive	Monitoring & Implementation	To review sector reports monthly and ensure all government programs are on track.
Procurement & Disposal Unit	Tendering, Contracting & disposal	To display the best-evaluated bidder notices within five days of the award decision.
District Service Commission	Recruitment & Discipline	To fill vacant positions within 4 months of declaration and notify successful candidates immediately.
LG Public Accounts Committee	Accountability & Audit	To review Internal Audit reports quarterly and hold public officials accountable for funds.
District Land Board	Land Management	To process lease offers and land conversions on public land within 30–45 days upon submission of complete files.

3. Rights of the Client

As a citizen or stakeholder in Mityana, you have the right to:

- **Access to Information:** Obtain non-confidential records and minutes of council proceedings.
- **Fair Treatment:** Receive services without discrimination based on tribe, religion, or political affiliation.

- **Confidentiality:** Have your personal data and sensitive land documents handled with utmost privacy.
- **Feedback:** Raise complaints if services do not meet the standards listed above.

4. Obligations of the Client

To help us serve you better, we request that you:

- Submit **complete and authentic** documentation (especially for land and job applications).
- Respect the set deadlines and appointment times.
- **Refuse and report** any solicitor of bribes. Service is your right; corruption is a crime.
- Provide honest feedback on our performance.

5. Feedback and Redress Mechanism

If you are dissatisfied with our service, please follow these steps:

1. **Level 1:** Approach the Secretary of the specific Board or Commission.
2. **Level 2:** If unresolved, petition the **Chief Administrative Officer (CAO)**.
3. **Level 3:** For policy-related grievances, contact the **Office of the District Chairperson**.

Our Goal: We aim to acknowledge all written complaints within **48 hours** and provide a formal resolution within **10 working days**.

SERVICE DELIVERY STANDARDS

These are the maximum timeframes in which we promise to complete your requests.

To ensure the Statutory Bodies Department of Mityana District operates effectively, service delivery standards must be specific, measurable, and time bound. These standards act as a benchmark for performance and a guarantee of quality for the public.

Core Service Delivery Standards

The following standards apply to the administration and coordination of all statutory functions:

1. Transparency & Information Access

- **Notice of Meetings:** Public notices for Council and Committee sittings will be displayed on official notice boards at least **7 working days** in advance.
- **Minutes Production:** Minutes of all statutory body meetings will be produced and filed within **10 working days** after the meeting.
- **Public Access:** Non-classified resolutions and reports will be available for public viewing within **2 weeks** of approval.

2. Timelines for Key Processes

Efficient governance depends on speed. The department commits to the following "Turnaround Times" (TAT):

- **Recruitment (DSC):** Shortlisting of candidates will be completed within **21 working days** after the job advert closes.
- **Land Titling (DLB):** Inspection reports for land applications will be submitted to the Board within **14 days** of the field visit.

- **Audit Reviews (LGPAC):** Responses to Auditor General queries will be processed and forwarded to the relevant ministry within **30 days** of receipt.
- **Contracts (PDU):** Procurement requisitions will be acknowledged and initiated within **5 working days** of submission by user departments.

Functional Hierarchy & Workflow

The statutory bodies do not work in isolation; they form a check-and-balance ecosystem within the Local Government.

Land Management (District Land Board)

Service	Standard Timeline
Processing of Lease Offers	45 Working Days
Processing Freehold Conversions	45 Working Days
Issuance of Land Inspection Reports	14 Working Days after visit

Employment & Discipline (District Service Commission)

Service	Standard Timeline
Shortlisting after Job Advert Closes	21 Working Days
Notification of Successful Candidates to CAO	5 Working Days after minutes approval
Processing of Staff Confirmations	30 Working Days

Procurement & Tenders (PDU)

Service	Standard Timeline
Acknowledgment of Bid Submission	Immediate
Display of Best Evaluated Bidder Notice	5 working days after award
Response to Procurement Inquiries	5 Working Days

Accountability (Local Government Public Accounts Committee)

Service	Standard Timeline
Review of Internal/ external Audit Queries	30 Working Days after receipt of the report
Issuance of PAC Recommendation Reports	15 Working Days after hearing

Legislation & Governance (District Council)

Service	Standard Timeline
Issuance of Council Minute Extracts	7 Working Days
Response to Citizen Petitions	14 Working Days

Quality Assurance Standards

To maintain the integrity of Mityana District, the department adheres to these qualitative benchmarks:

Standard	Measure of Success
Legal Compliance	100% of resolutions must be consistent with the Local Governments Act (Cap 243).
Zero Tolerance for Graft	All board members must sign a Conflict-of-Interest Disclosure form before every session.
Inclusivity	Ensure gender and disability representation in all public consultations and recruitment shortlists.
Feedback Loop	A suggestion box will be placed at the Statutory Bodies wing and emptied weekly for review by the CAO.

3. Professionalism and Ethics

- **Punctuality:** All meetings will commence within **30 minutes** of the scheduled time.
- **Communication:** All official correspondence from the public will be acknowledged within **48 hours**.
- **Staff Conduct:** Officers will wear identification badges and treat every client with courtesy and humanity.

Monitoring and Evaluation

The Secretary to the Statutory Body will produce a **Monthly Performance Scorecard** to track adherence to these standards. Any department or board that fails to meet these timelines for two consecutive quarters will undergo a performance audit.

RIGHTS OF THE CITIZEN

As a client of Mityana District, you have the right to:

1. **Identity:** Know the name and designation of the officer serving you.
2. **Tracking:** Receive a stamped **Service Request Form** with a reference number for every application.
3. **Information:** Access non-confidential records and the district's approved policies.
4. **Redress:** Lodge a formal complaint if these standards are not met.

OBLIGATIONS OF THE CITIZEN

To help us meet these standards, we ask you to:

- **Be Honest:** Provide only authentic and legal documents.
- **Be Punctual:** Attend scheduled interviews or land inspections on time.
- **Be Vigilant:** Report any staff member who asks for money in exchange for a service.
- **Provide Feedback:** Use our suggestion boxes to tell us how we can improve.

FEEDBACK AND COMPLAINTS

If we fail to meet any of the timelines listed in **Section 3**, you are encouraged to:

1. Seek an explanation from the **Secretary** of the relevant Board.
2. If unsatisfied, escalate the matter to the **Chief Administrative Officer (CAO)**.
3. We commit to acknowledging all complaints within **48 hours**.

WORKS AND TECHNICAL SERVICES DEPARTMENT:

- ❖ The works and Technical Services Department is composed of Roads, Water, Housing and Mechanical Sector.
- ❖ The Roads sector is charged with maintaining motorable roads network accessible at all times following implementation guidelines issued by Ministry of Works.
- ❖ The District has two types of road networks namely; Roads maintained by Ministry of Works and those maintained by the District. The District roads are categorized into District feeder Roads (315km) and Community Access Roads under sub Counties and Town Councils (about 1000 kms).

We shall:

- ❖ Keep District and lower local governments buildings in all sectors in good condition.
- ❖ Maintain selected infrastructural investment e.g. schools, health centres.

- ❖ Increase sanitation coverage to 95% in the medium term.
- ❖ Increase safe water coverage to 95% in the medium term.
- ❖ Maintain all District vehicles, plants and equipment in good motorable conditions to meet the requirements of the force account policy
- ❖ Rehabilitate at least 150km of District Roads each financial year.
- ❖ Encourage integrated road maintenance planning between district, Town Council and lower local governments to have effective road connectivity.
- ❖ Regulate physical development in the district and quarterly reports to management for further action.
- ❖ Promote community-based approach on feeder and community access roads maintenance in the district.
- ❖ Maintain a robust building order in the district.
- ❖ Keep district vehicles, plants and equipment in operational condition and quarterly reports to be submitted to management for further action.
- ❖ Maintain the entire District feeder roads network (335km) in motorable condition and quarterly reports to be submitted to management for further action.
- ❖ Ensure increased access to safe water supply and sanitation facilities by the communities in the District.
- ❖ Promote proper hygienic use of water supply and sanitation facilities by the beneficiary communities.
- ❖ Ensure effective utilization and improved sustainability of water facilities.
- ❖ Increase functionality of water source by improving operation and maintenance practices.
- ❖ Ensure effective operation and maintenance of water sources together with the community.
- ❖ Ensure operational water boards.

WATER SECTOR SERVICE DELIVERY STANDARDS

In Mityana District Local Government, water service delivery is governed by the **National Service Delivery Standards** set by the Ministry of Water and Environment (MWE) and the specific commitments in the **Mityana District Client Charter**.

Services are split between the **District Water Office (DWO)**, which focuses on rural infrastructure and oversight, and the **National Water and Sewerage Corporation (NWSC)** or **Central Umbrella of Water and Sanitation**, which handle piped supply in urban and small-town areas.

1. Key Service Deliverables (Rural Water)

The District Water Department is primarily responsible for the planning and maintenance of communal water points.

- **Borehole Construction & Rehabilitation:** Drilling of new deep boreholes and major repairs of non-functional ones.
- **Protected Springs:** Construction and maintenance of spring protection structures to ensure safe water flow.
- **Rainwater Harvesting:** Installation of large-scale tanks at public institutions (schools and health centers).
- **Water Quality Testing:** Routine sampling and testing of water sources for bacteriological and chemical safety.
- **Community Mobilization:** Formation and training of **Water User Committees (WUCs)** to manage local water points.

2. Standard Performance Commitments

According to the Mityana District Client Charter and Ministry standards, the following timelines and quality targets are generally expected:

Service Area	Delivery Standard / Timeline
Response to Water Facility Breakdown	Within 48 to 72 hours of formal report (for minor repairs).
New Connection (Piped Water)	Usually within 14 working days of payment (under Central Umbrella/NWSC).
Water Quality Compliance	100% adherence to National Drinking Water Standards (tested quarterly).
Technical Advice/Consultation	Feedback provided within 5 working days .
Billing Inquiries	Resolved within 2 working days .
Community Training (WUCs)	Conducted within 1 month of new facility commissioning.

3. Service Coverage & Current Status (2026 Context)

- **Access Rates:** As of early 2026, access to safe water in Mityana varies significantly, ranging from roughly **26% in Ttamu Division** to over **95% in areas like Butayunja**.

- **Functionality:** Rural water point functionality remains a priority, with the district aiming to keep at least **80–90%** of sources operational through regular maintenance grants.
- **Urban Supply:** Piped water supply is largely dependent on power stability; residents in Mityana Municipality and Town Councils (like Busunju and Zigoti) often face supply interruptions during power outages.

Important Contacts & Reporting

If you are facing a service issue in Mityana:

- **For Piped Water (Leaks/Bills):** Contact the **Central Umbrella of Water and Sanitation** or **NWSC Mityana Branch** (Toll-Free: 0800 202210).
- **For Rural Boreholes/Springs:** Contact your **Sub-County Water Officer** or the **District Water Officer (DWO)** at the District Headquarters.

FINANCE AND PLANNING DEPARTMENT

This is the Finance department's commitment towards service delivery in regard to the District Client Charter.

We shall:

- ❖ Disburse funds to spending centres including Lower Local Governments within two weeks of receipt.
- ❖ Submit Final Accounts to Auditor General within three months after end of financial year.
- ❖ Identify new sources of revenue and increase Local Revenue by 95% of all identified revenue sources in three years.
- ❖ Carry out quarterly mentoring of both higher Local Government and Lower Government in planning and financial management.
- ❖ Continuously monitor financial management in Lower and Higher Local Government.
- ❖ Submit all department progress reports by the 15th day of the preceding month to ministry of Finance, Planning and Economic Development.
- ❖ Hold tow day budget Conference of all stakeholders in planning and budgeting as per the budget cycle programme of the Ministry of Finance.
- ❖ Achieve projected Local Revenue targets.
- ❖ Settle certified bills of contracted works/services within 30 days of receipts of completed documentations.
- ❖ Promptly process all claims.

- ❖ Notification of Government releases within 7 days from the day of receipt.
- ❖ Pay all mandated government taxes to the appropriate organizations by the 15th day of the preceding month.

COMMUNITY BASED SERVICES DEPARTMENT.

- ❖ The mandate of Community Based Services Department is to empower communities to harness their potential through cultural growth, skills development and labour productivity for sustainable and gender responsive development.
- ❖ The department is also in charge of Mindset change and Community mobilization and empowerment, Community Planning, Gender and Equity Mainstreaming, Social Protection for vulnerable groups i.e. (Youth, people with disabilities, Women, Children, Elderly and Labourers), Linkage and networking with Civil Society Organization.

This is the department commitment towards service delivery in regard to the District Client Charter.

We shall:

- ❖ Promptly verify and register all viable Community Based Organization and Non-Government Organisation Groups and Associations.
- ❖ Promote cross cutting issues of environment, HIV/AIDS, Human Rights, Nutrition, and Gender in all planning processes.
- ❖ Promote Social Protection to vulnerable groups in the community including children, youth, Women, Elderly and people living with disabilities.
- ❖ Mobilize and sensitize communities to participate in all Government Programs in all Lower Local Governments in the district and raise community awareness on laws, policies and ordinances to ensure compliance.
- ❖ Ensure Gender sensitive plans / budgets both at the District and Lower Local Government levels are implemented.
- ❖ Support operations of registered and organised Community Based Organisation. Civil Society Organization and NGO's.
- ❖ Conduct Labour inspection in all tea, sugarcane plantation and other workplaces and handling all reported disputes.
- ❖ Support probation functions and roles in line with ministry of Gender, Labour and Social development.
- ❖ Support to cultural institutions in terms of sports, music and drama.
- ❖ Undertake survey in community engagement and social safety concerns.
- ❖ To ensure childcare and protection in the district.

- ❖ To operationalise the valuable groups, councils e.g. youth, women, PWDs and Elderly.
- ❖ Participate in poverty eradication programs e.g. PDM, UWEF, EMYOOGA and YLP.
- ❖ Promote social safeguard and stakeholders' engagement

HEALTH SERVICES DEPARTMENT:

Health Service Standards and Service delivery standards

Service Standards: Health sector service standards define the expected quality, safety, and level of care. These define what a user can expect to receive based on the level of care (e.g., dispensary, health center, hospital).

Service Delivery Standards Specify the necessary inputs (staffing, infrastructure, equipment) and processes to achieve those outcomes. These outline how services are provided, focusing on inputs, processes, and outputs. Key factors include adequate human resources, infrastructure, and supplies.

The district adopted national standards, to ensure consistent, equitable, and patient-centered care, covering areas like emergency care, laboratory services, and primary healthcare. These will be delivered through “The Uganda National Minimum Healthcare Package (UNMHCP)”

The Uganda National Minimum Healthcare Package (UNMHCP)

The UNMHCP has been delivered at all levels of health service delivery, and this has remained the major focus in the national strategies of the health sector. We pledge to provide the components of the UNMHCP, grouped under the four clusters of the health sector interventions listed below:

Cluster 1: Health Promotion, Disease Prevention and Community Health Initiatives Elements

- i. Health Promotion and Education
- ii. Environmental Health
- iii. Control of Diarrhoeal Diseases
- iv. School Health
- v. Epidemics and Disaster Preparedness and Response
- vi. Occupational Health

Cluster 2: Maternal and Child Health Elements

- vii. Sexual and Reproductive Health and Rights
- viii. Newborn Health and Child Survival
- ix. Management of Common Childhood Illnesses
- x. Expanded Program on Immunization
- xi. Nutrition

Cluster 3: Prevention and Control of Communicable Diseases

- xii. STIs/ HIV/AIDS
- xiii. Tuberculosis
- xiv. Malaria
- xv. Diseases targeted for eradication/ elimination (Leprosy, Guinea Worm, Sleeping Sickness, Onchocerciasis, Schistosomiasis, Trachoma, Lymphatic Filariasis and Poliomyelitis)

Cluster 4: Prevention and Control of Non-Communicable Diseases

- xvi. Non-communicable Diseases (NCDs)
- xvii. Injuries, disabilities and rehabilitative health
- xviii. Gender Based Violence (GBV)
- xix. Mental health & control of substance abuse
- xx. Integrated Essential Clinical Care
- xxi. Oral health

xxii. Palliative care

Range of Services to be provided by Level of Care

Levels of Health Service Delivery and Basic Package of Health Services for Uganda

Level	Administrative Level	Target Population	No. of beds	Staffing	Health Services Provided	Care
HC I (VHT)	Village	1,000	0	2	Community based preventive and promotive health services.	
HC II	Parish	5,000	2 (for emergency delivery)	6 + 2 CHEWS	Preventive, promotive, outpatient, curative health services and emergency delivery.	
HC III	Subcounty	20,000	14 (4 maternity, 4 children, 4 Female, 2 Male)	55	Preventive, promotive, outpatient, curative, maternity, inpatient, laboratory services.	
HC IV	County	100,000	24 (8 Maternity, 6 Children, 6 Female, 4 Male)	130	Preventive, promotive, outpatient, curative, maternity, inpatient, laboratory, ultrasound examinations (for obstetric cases), emergency / simple surgery (including caesarean sections and life saving surgical operations), blood transfusion services and mortuary.	
General Hospital	District	500,000	100 - 250 (25 Obs&Gyn, 25 Paediatrics, 25 Medical, 25 Surgery)	349	In addition to the services offered at the Community Hospital provides services for general medical and surgical conditions ⁷ ,	

					specialist services in Medicine, Surgery, Paediatrics, Community Medicine; and Obstetrics & Gynaecology. It also provides in-service training and basic research.
--	--	--	--	--	---

We shall:

- ❖ Recruit staff to improve on the staffing levels from the current 31% to at least 60% by 2030.
- ❖ Ensure all Health Facilities make timely orders for Essential Medicines and Health Supplies(EMHS) six cycles every financial year.
- ❖ Procure medical equipment and furniture for health facilities
- ❖ Make monthly orders for vaccines.
- ❖ Provide Health Services in the District 24/7 as per the level of facility.
- ❖ Provide information and services to increase deliveries in Health Centre from 75% to 80%.
- ❖ Immunize at least 95% children less than one year against Measles, Polio and other immunisable diseases.
- ❖ Train Village Health Teams to support health care services in the district.
- ❖ Ensure functionality of youth friendly corners in the district at all health facilities.
- ❖ Ensure that all health facilities with untitled land obtain them by 2030.
- ❖ Ensure that all health facilities are fenced by 2030.
- ❖ Carryout routine disease surveillance in the district.
- ❖ Promote nutrition standards among all age categories in the district.
- ❖ Carryout medicine supervision in the district and reports be submitted to management.
- ❖ Reduce waiting time in health centres to 20 minutes, itemize the department.
- ❖ Respond to any disease's epidemic within 48 hours of any occurrence.
- ❖ Hold Health Unit management committee meetings per quarter.
- ❖ Carryout political and technical supervision and monitoring of health services in the district.
- ❖ Carry out quarterly public health Education in every lower local government.
- ❖ Improve environmental health and sanitation by increasing latrine coverage to 90% from 75% in the district.
- ❖ Maintaining Health Infrastructure in good state.
- ❖ Strengthen capacity of emergencies and referral management in the district.

- ❖ Display of public documents on notice boards.
- ❖ Organise quarterly health barazas.

EDUCATION AND SPORTS DEPARTMENT

1. Introduction

This Charter serves as a social contract between the Education and Sports Department and the residents of Mityana. It outlines our commitment to delivering high-quality, inclusive, and transparent services while defining the standards, rights, and responsibilities of all stakeholders.

2. Departmental Vision and Mission

- **Vision:** A literate, productive, and prosperous community in Mityana District.
- **Mission:** To provide quality education and sports services through effective management, monitoring, and supervision for sustainable development.

3. Core Values of the department.

- **Integrity:** We act with honesty and transparency in all official dealings.
- **Professionalism:** We uphold high ethical standards and competence.
- **Equity & Inclusion:** We ensure fair access for all, specifically prioritizing learners with special needs.
- **Accountability:** We take responsibility for our actions and the management of public resources.
- **Empathy:** We provide compassionate support to learners through dedicated guidance and counseling.

4. Our Key Services and Performance Standards

Service Area	Commitment / Timeline
Registration of Schools	Guidance provided within 5 working days ; Inspection within 14 days .
Processing Payroll (Teachers)	Submitted to the Ministry by the 15th of every month .

Service Area	Commitment / Timeline
Deployment of Teachers	Effected within 14 days of official communication from the ESC or DSC.
School Inspections	Every school (Primary/Secondary) inspected at least once per term .
SNE Assessment & Placement	Conducted within 14 working days of a parent/school request.
Sports/ Co-curricular Calendars	Released to all schools by the second week of Term I .
Guidance & Counseling Support	Response to school-based crisis or referrals within 48 hours .
Release of Exam Results	Distributed to Head teachers within 5 days of receipt from UNEB.
General Inquiries	Immediate for walk-ins; 3 working days for written letters.

5. Specialized Service Pillars

A. Special Needs Education (SNE)

- **Inclusive Monitoring:** We conduct SNE-specific monitoring at least **once per term** in all inclusive and special schools.
- **Teacher Support:** Specialized pedagogical guidance for SNE teachers is provided within **5 working days** of a formal request.
- **Assistive Aids:** Coordination for the distribution of available learning aids will be finalized within **30 days** of budget release.

B. Sports and Physical Education

- **Talent Identification:** Technical officials are deployed to all Zonal and District competitions to document and support regional talent representation.
- **Funding Transparency:** Allocation of sports capitation grants will be displayed on the District and school notice boards within **48 hours** of disbursement.
- **Facility Safety:** Safety inspections of school playgrounds are mandatory during every routine school inspection.

C. Guidance and Counseling (G&C)

- **Career Guidance:** The Department organizes at least **one district-wide career fair** annually for secondary school students.
- **Capacity Building:** Termly training sessions are provided for Senior Women and Men Teachers on child protection and counseling techniques.
- **Crisis Intervention:** In cases of school unrest or emergency welfare issues, a technical team is dispatched within **24 hours of notification**.

6. Rights and Responsibilities

Your Rights as a Client:

- To receive quality, timely, and unbiased service regardless of background.
- To be treated with respect and absolute confidentiality, especially regarding counseling and SNE matters.
- To access information on educational policies and department funding.
- To lodge a complaint and receive a formal response within **7 working days**.

Your Responsibilities:

- To enroll all school-age children, including those with disabilities, in school.
- To participate actively in School Management Committees (SMCs), Parent Teacher Associations (PTAs), and Board of Governors (BOGs).
- To report any cases of child abuse, neglect, or mismanagement to the authorities immediately.
- To provide accurate documentation and treat staff with mutual respect/
- To provide the necessary requirements for school-age children to facilitate their learning and welfare.

7. Feedback and Complaints Mechanism

We value your feedback to help us grow. If our service does not meet these standards:

1. **Direct Contact:** Speak with the officer in charge of the relevant section (SNE, Sports, or G&C).
2. **Suggestion Box:** Located at the entrance of the Education Office.
3. **Formal Letter:** Address concerns the **District Education Officer (DEO), Mityana District Local Government.**

SERVICE DELIVERY STANDARDS

To ensure the Education and Sports Department of Mityana District operates with maximum efficiency and transparency, the following **Service Delivery Standards** shall be adhered to:

1. Administrative & Management Standards

These standards focus on internal efficiency that keeps the schools running smoothly.

- **Teacher Payroll Management:** Ensure 100% of teachers on the district payroll receive their salaries by the **28th day of every month.**
- **Teacher Deployment:** Issue posting instructions for newly recruited or transferred teachers within **7 working days** of the Education Service Commission's minute or the Chief Administrative Officer's (CAO) directive.
- **School Licensing & Registration:** Conduct a technical assessment of a new private school within **14 working days** of receiving a complete application and forward the recommendation to the Ministry of Education and Sports (MoES) within **5 working days** thereafter.
- **Records Management:** Provide requested public information or education data to stakeholders within **48 hours**, provided it does not violate confidentiality policies.

2. Academic & Inspection Standards

The core of the department is the quality of learning. We measure our success by the rigor of our oversight.

- **Routine Inspection:** Every primary, secondary, and vocational school in Mityana must be inspected at least **once per term**, with a detailed report filed within **5 working days** of the visit.
- **Action on Poor Performance:** Any school that falls into the "failing" category for two consecutive terms will receive a mandatory **Quality Improvement Visit** from the District Inspector of Schools within the first month of the following term.

- **Examination Integrity:** Distribute PLE and UCE materials to all centers with **zero delays** and maintain a **100% incident-free** environment (no exam malpractice) through strict monitoring.

3. Specialized Inclusion & Well-being Standards

Ensuring no child is left behind requires specific, measurable actions.

Special Needs Education (SNE)

- **Identification & Assessment:** Respond to requests for learner assessments within **10 working days**.
- **Resource Allocation:** Ensure that at least **20% of the inspection focus** is dedicated to checking the availability and suitability of ramps, specialized toilets, and braille/hearing aids in inclusive schools.

Guidance and Counseling (G&C)

- **Capacity Building:** Organize at least **one specialized training workshop** per year for all Senior Women and Men teachers on child protection and mental health.
- **Emergency Response:** In cases of reported child abuse or school-based trauma, a counseling official must intervene within **24 to 48 hours**.

4. Sports and Co-curricular Standards

- **Calendar Adherence:** Release the District Sports and Co-curricular Calendar at least **14 days before the start of Term I** to allow schools to budget and train.
- **Accountability:** Publicly display the disbursement of UPE/USE capitation grants on the District and Sub-county notice boards within **72 hours** of the funds reaching the school accounts.

5. Client Interaction Standards

How we treat the people of Mityana is as important as the services we provide.

Interaction Type	Standard
Telephone Inquiries	Answered within 3 rings; if missed, returned within 4 hours.
Walk-in Visitors	Attended to within 15 minutes of arrival.

Interaction Type	Standard
Written Correspondence	Acknowledged within 24 hours ; full response within 3 working days .
Complaints Resolution	Investigated and resolved within 7 to 10 working days .

NATURAL RESOURCES DEPARTMENT CLIENT CHARTER FOR 5 YEARS (2025-2030)

NATURAL RESOURCE DEPARTMENT:

Natural Resource Department is mandated to ensure sustainable utilization of natural resources in the district through the following sectors: Forestry, Environment, and Land Management.

We Shall:

- ❖ Develop an Annual district Environment Action Plan.
- ❖ Develop an Annual district Wetland Action Plan
- ❖ Develop Forestry Management Guidelines
- ❖ Establish a District Tree Nursery Centre
- ❖ Promote tree planting in the district
- ❖ Demarcate 5km of wetland boundaries
- ❖ Carry out Inventory of Wetlands in the District
- ❖ Promote the use of improved energy saving and clean cooking technologies
- ❖ Carry out environmental mainstreaming on district infrastructure projects
- ❖ Enforce environmental laws and regulations
- ❖ Create awareness on sustainable management of environment and natural resources
- ❖ Renovate the District Land Office to improve the working condition
- ❖ Prepare Physical Development Plans for Town Councils in the District
- ❖ Secure the district land properties through surveying and tilting.
- ❖ Prepare an inventory of government land in the district
- ❖ Process public land applications
- ❖ Create awareness on land rights.

- ❖ To Propose Bi laws and ordinances for environmental protection.
- ❖ Promote social and environment safeguards.
- ❖ Supply free tree seedlings to farmers.

PRODUCTION DEPARTMENT

The department is mandated to increase the Rural Household incomes and improve the food and Nutrition Security and employment for improved livelihoods through the following sectors: Agriculture (crop), Veterinary services, Fisheries, Entomology, Agricultural Engineering, DATIC and Vermin Control.

We shall:

- ❖ Implement PDM activities as a way enhancing household incomes
- ❖ Provide timely, viable information to households and farmers.
- ❖ Promote improved breeds and seed, feeding and disease control in Livestock and crops.
- ❖ Promote increase in the production of milk, eggs, and poultry in the district.
- ❖ Supply inputs and technologies to farmers in accordance with operation wealth creation policies.
- ❖ Identify and attract at least ten mediums to large scale investors each year.
- ❖ Encourage people grow more food to be secure as far as food storage is concerned.
- ❖ Provide technologies to bee farmers in the district as a way of promoting productive entomology.
- ❖ Promote value addition to agricultural products in the district.
- ❖ Inspect certified coffee nursery operators in the district.
- ❖ Promote vaccination campaigns of the animals in the district.
- ❖ Promote modern and acceptable fishing methods.
- ❖ Encourage Farmers to adopt irrigation system of agriculture practices in the district.
- ❖ Encourage farmers to adopt commercial agriculture from subsistence farming to realize economic potential.
- ❖ Carryout regular lake patrol to fight poor fishing methods.
- ❖ Promote fish farming in the district.
- ❖ Participate in other poverty eradication programs e.g. EMYOOGA, YLP, UWEP and many others.
- ❖ Provide timely weather information to farmers.
- ❖ Support Vermin Control measures

- ❖ Provide timely Market information to farmers.
- ❖ Promote quality seed in the district.
- ❖ To disseminate weather focus or weather information to farmers.
- ❖ To educate farmers on post-harvest.

COMMERCIAL, TRADE AND TOURISM SERVICES DEPARTMENT.

The mandate of the department is to promote Trade, Marketing, and Cooperative Mobilization, Industry and Tourism promotion and Local Economic Development.

We shall:

- ❖ Promote Local Tourism in the district.
- ❖ Establish or develop the district Tourism Register.
- ❖ Register at least 25 SACCOs every financial year.
- ❖ Promote tourism education and awareness.
- ❖ Disseminate market information.
- ❖ Promote export promotion campaigns.
- ❖ Participate in poverty eradication programs e.g. PDM, EMYOOGA, YLP, UWEP and many others.
- ❖ To develop one touristic site per year.

AUDIT AND PROCUREMENT SECTORS.

Audit.

- ❖ Audits all government cost centres and provide quarterly reports.

Procurement.

- ❖ Ensure robust procurement process in the district.

CLIENT TIGHTS, OBLIGATIONS AND RESPONSIBILITIES.

Our client includes Ministries, Departments and Agencies, Non- Governmental Organisation, Civil Society Organisation, Political Leaders and other Central Government officials.

Private sector, staff and pensioners, farmers, community organizations, farmer groups, households, contractors and suppliers, parents and school children, youth, elderly, Women, people with disabilities, people in their individual capacities and all the stake holders.

Clients Rights: Clients shall have a right to;

- ❖ Access quality extension services
- ❖ Access timely technical guidance
- ❖ A clean and healthy environment

- ❖ Quality primary and secondary education.
- ❖ Quality primary health care.
- ❖ Agricultural timely and qualitative agricultural information and advisory services.
- ❖ Agricultural technologies.
- ❖ Enhance cooperatives movements through mobilization, registration, trainings auditing etc.
- ❖ Good governance
- ❖ Access to information on investment
- ❖ Participation in planning.
- ❖ Participation in government programs.
- ❖ Access to our health services.
- ❖ Access to medicine when in stock.
- ❖ Access to maternity services.
- ❖ HIV/AIDS services.
- ❖ Equal opportunities for contracts
- ❖ Equal representation political, committees.
- ❖ Complain against any form of injustice.
- ❖ Be attended to without discrimination.

Client Responsibilities / Obligations.

- ❖ Respond to request for accurate information.
- ❖ Abide by legal and regulatory requirements.
- ❖ Desist from offering inducements, gifts and bribes.
- ❖ Treat staff with courtesy and respect.
- ❖ Demand for statutory services.
- ❖ Report any shortcomings on delivery of services.
- ❖ Support the provision of quality services.
- ❖ Participate in all development processes.
- ❖ Report all cases injustices to responsible officers.
- ❖ Maintain a healthy and clean environment.
- ❖ Engage in participatory planning.
- ❖ Keep law and Order.

- ❖ Maintain and protect facilities put in place by the district.
- ❖ Pay taxes.
- ❖ Provide land to government for government projects

ACCOUNTABILITY

- ❖ Widely disseminate this charter to the public, civil society organisations, Private sector and other stakeholders.
- ❖ Translate the client charter into the local languages where possible.
- ❖ Induct all elected and appointed Officials working in local government and frontline service unites in the use and follow up of this charter.
- ❖ Invite organized groups and community organisations in actively monitoring this charter and share their findings with us through reports and meetings.
- ❖ Report back to the client on our performance on a regular basis through the following channels;
 - I. Public Notice boards.
 - II. Meetings Conferences.
 - III. Budget Conferences.
 - IV. Mass Media.
 - V. Annual Reports.
 - VI. Barazas
 - VII. Website and social media platforms
 - VIII. Public rallies
 - IX. Technical Planning Committees.
 - X. Put in place a desk and a focal person.

FEEDBACK AND COMPLAINTS

The district has made commitments for delivery of service to our clients. We therefore welcome constructive criticism and feedback about our service delivery. Feedback is very important to enable us to perform our duties to the expectations of clients.

- ❖ We commit ourselves to taking complaints and suggestions very seriously and we shall provide opportunities for feedback through the following channels.
 - Suggestion box at the district, health centres, schools and lower local governments.
 - Interaction with clients in official meetings.
 - During one to one official interaction with clients.

- Contact the focal person Officer responsible for the client charter.
- Writing to Mityana District Local Government P.O.BOX 332 Mityana.
- Website and social media updates.

COMPLAINTS AND APPEALS:

Complaints from our clients shall be managed in the following ways;

- ✓ Raising the complaints to the staff attending to clients with a copy the clients charter focal person.
- ✓ If the client is not satisfied with the officer a complaint may be raised to the immediate supervisor within two days.
- ✓ Should the supervisor fail to satisfy the client with the necessary explanation the complaint or appeal may be channelled to the head of department within five days.
- ✓ If the response from the Head of Department is not satisfactory a complaint / appeal may be channelled to the office of the Chief Administrative officer.

PERFORMANCE IMPROVEMENT.

- ❖ This Client charter shall be annually reviewed with stakeholders during the budget conference.
- ❖ We shall also carry out quarterly monitoring in Departments initially and later on lower local government to assess implementation performance.
- ❖ We shall produce quarterly and summary reports of complaints raised and actions taken.

REVIEW THE CHARTER

- ❖ The Client charter shall always be reviewed every after five years.

Appendix

PUBLIC SERVICE PERFORMANCE STANDARDS

Administration Department.

- Implementation of lawful Council decision and resolutions within 2 weeks.
- Provide an enabling environment for proper execution of tasks by staff.
- Implement anti – corruption initiatives focusing on actions against corruption tenderness and promotion of honest practices.
- Oversee the organisation and operation of the District Tender advise to all the Council (3/5).
- Implement government policies in line with the guidelines.
- Ensure proper expenditure of public funds by or in connection with the district.
- Be fair, just and accurate in the appraisal, assessment and exercise justice.
- Functional Local Government Integrity Promotion Forum.

Finance Department

- Publish all Local Government programs/projects including placing site boards on all construction sites.
- Publish data on LG/LR collection and how it was used.

Community

- Comply with gender and equity
- The DPP approved is aligned to NPP4
- Functional DNCC, DPC, BC, DAC, DNMC, DTPC, DEC etc
- CB of staff is done regularly
- Conduct community Health Baraza's
- Functional CBS
- Functional records management (Registry)
- Ensure adequate water and Hygiene to staff and clients
- Wellness (physical exercise) per week
- 100% of work environment with safety equipment and safety / health
- Hold all statutory Council meetings on time
- Provide status /station/ emergency report on disasters on time 2 days after occurrence

- Keep an updated assets register
- Dispose off old assets
- Automation of core business process
- Fill vacant positions 2 months after falling vacant.

Others include: -

- Open public notice boards at all centres
- Open and operate a suggestion box
- Appear on radio monthly and hold weekly breakfast press arrangement
- Aim at getting unqualified audit opinion
- Hold participatory pledge and budgeting progress
- Undertake 4 joint M/E visits
- Pay salaries by 28th day of the month
- Disburse PDM funds on time
- Induct newly recruited staff
- Each village have a safe water source
- Establish Demos for each major crop per Sub County
- Reach out to farmer by extension workers
- Complete all the constructions as per the BOQs
- Planner to return all funds to ULA
- Keep all the PLE, UCE and UACE passes are above level C and the failure rates are reduced to Zero
- Duty attendance is 90% per day
- Functional DCB, DCC, and LGPAC.

Jack Byaruhanga

DEPUTY CHIEF ADMINISTRATIVE OFFICER

CONTACT

Address: P.O.BOX 332 Mityana

Website: Mityana.go.ug

Facebook: Mityana District LOCAL Government

Twitter: [@MityanaDlg](https://twitter.com/MityanaDlg)