



THE REPUBLIC OF UGANDA

MINISTRY OF TOURISM, TRADE AND INDUSTRY CLIENT CHARTER FOR THE PERIOD 2007/8-2009/10

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Foreword

This Client Charter spells out the service standards and the commitment to continuous service delivery that clients and stake holders should expect.

The Client Charter shall enhance transparency, performance and accountability. It has been developed by the Ministry in consultation with clients and stakeholders.

The Ministry is responsible for fostering wealth generation by facilitating the growth of trade and nurturing the Tourism Industry and Cooperatives Sectors.

The Ministry is the guardian of the nation's natural and cultural heritage. The work of the Ministry is essential to achieving the socio-economic objectives which are directly linked to pillars number one and two of the Poverty Eradication Action Plan (PEAP) which are: Economic Management and Enhancing Production, Competitiveness and Incomes.

We are grateful to the Government of Uganda and Ministry of Public Service in particular for selecting Ministry of Tourism, Trade and Industry as a Pilot Ministry to implement the Client Charter

The Ministry will ensure its level best in achieving the standards set, so as to deliver high quality, customer focused services.

Hon: Janat B Mukwaya

MINISTER OF TOURISM, TRADE AND INDUSTRY

**The Honorable Minister of Tourism, Trade and Industry,
Honorable Ministers of State,
Permanent Secretaries,
Executive Directors of Affiliated Institutions,
Invited Guests,
Staff of MTTI,
Ladies and gentlemen**

I am pleased to present to you the Client Charter of the Ministry of Tourism, Trade and Industry that contributes to one of the key strategic objectives of the Public Service Reform Program in 2005/2006 - 2009/10, of enhancing performance and accountability.

The Ministry of Tourism, Trade and Industry has developed a Client Charter in line with Circular Standing Instruction No.2 of 2006 from the Ministry of Public Service which provides the guidelines for Developing and Implementing Client Charters. Through this Charter, services provided by the Ministry will be disseminated thereby enhancing accountability and client focus in the provision of public services. The Charter will also serve as a tool for continuous performance improvement.

The Client Charter provides for our Mandate, Vision, Mission, Key Results Areas, Standards of Performance, Clients, Expectations of Clients, Obligations of Clients, Feedback and Appeal Mechanism.

The Ministry is committed to implementing the Client Charter in order to improve Service delivery.

Dr. Sam G. Nahamya.

**PERMANENT SECRETARY, MINISTRY OF TOURISM TRADE AND
INDUSTRY**

1.0. Introduction

This Charter presents the Commitments of the Ministry and includes the Mandate, Vision, Mission, Principle Services, Key Result Areas, commitments, Clients, feedback and complaints management mechanism and the Accountability framework.

1.1 Mandate:

“To formulate and support strategies, plans and programs that promote and ensure expansion and diversification of tourism, trade, cooperatives, environmentally sustainable industrialization, appropriate technology, conservation and preservation of national natural and cultural heritage, to generate wealth for poverty eradication and benefit the country socially and economically.”

1.2 Vision

Our Vision is: **“Uganda in a state of sustained balanced growth and development in the productive sectors, with poverty eradicated.”**

1.3 Mission:

Our mission is **“to promote and develop private sector competitiveness and export led wealth creation in the productive sectors of the country for sustainable economic growth and development.”**

2.0 Values and Principles:

We the staff of the Ministry of Tourism, Trade and Industry commit ourselves to the above Mandate, Vision and Mission to provide services basing on the values and principles below:

(a) Compliance with policies, regulations, legislation, regulations and standards

We shall comply with policies, regulations, legislation and standards of Tourism, Trade, Industry and Cooperatives.

(b) Integrity:

We shall show the highest standards of integrity and shall not place ourselves under any financial or other obligations to individuals or organizations that might seek to compromise our professional behavior in performance of our duties.

(c) Selflessness:

We shall put public interest above personal interest without consideration of any financial or material benefit and gain.

(d) Objectivity:

We shall make decisions based on merit, professional codes and other codes of good practice.

(e) Honesty:

We shall conduct our duties and provide services with truthfulness and sincerity.

(f) Customer/Client focus:

We shall put the interests of our customers/clients as our first priority. We shall always seek to meet our customers' needs and expectations.

(g) Partnership:

We shall engage our partners in designing, implementing and monitoring and evaluating our programmes.

(h) Optimal use of resources:

We shall optimally use resources in the attainment of the Ministry objectives and targets.

(i) Transparency and Accountability:

We shall be transparent and accountable for our decisions, actions and inactions.

(j) Professionalism:

We shall adhere to the professional codes of conduct while executing our duties.

(k) Responsiveness:

We shall respond to our clients effectively and efficiently when called upon.

(I) Impartiality:

We shall provide services to all clients without discrimination of gender, race, color and religion or creed.

3.0 Key Result Areas and Commitments:

Our Key Result Areas are:

- (i) Policies, laws, regulations, and standards on Tourism, Trade, Co-operatives and Industry.
- (ii) Product standards and Quality Assurance.
- (iii) National and International tourism, trade, cooperatives and industrial information.
- (iv) Negotiation and implementation of bilateral and multilateral tourism, trade and Industrial agreements.
- (v) Conservation and Preservation of national natural resources and cultural heritage.
- (vi) Facilitating and promoting domestic, bilateral, regional and multilateral trade.
- (vii) Market and market access for Uganda's goods and services
- (viii) Promoting of competitive and fair trade practices.
- (ix) Development of plans and budgets
- (x) Co-operatives management.

3.1 Commitments:

The Ministry of Tourism, Trade and Industry commits itself to the following:

Tourism and Wildlife:

We shall;

1. Establish and make available Tourism and Hospitality services, standards and guidelines.
2. Inspect, register, classify and grade available Tourism and Hospitality facilities country wide annually.
3. Inspect and enforce performance standards for all Tourism Service facilities annually.
4. Promote the participation of investors in tourism development, protection and conservation of natural and cultural heritage resources, in a socially and ecologically acceptable manner.
5. Provide basic Tourism and Wildlife conservation information within three days from the date of request.
6. Increase Tourism earnings by product development, marketing and diversification by 15% annually.
7. Provide technical information and guidance within two weeks from the date of request.
8. Develop a world- wide web- based and fully evaluated Tourism Information Portal (Computerized Tourism Information Portal) by 2010.
9. Enforce the laws and regulations regarding the protection of gazetted Sites and Monuments.
10. Inspect and assess all wildlife-based private development enterprises (trade, breeding and ranching) quarterly.
11. Sensitize the Ugandan population about the benefits of sustainable wildlife conservation and sustainable tourism in four districts quarterly.

12. Review and ensure compliance to policies, laws and regulations that promote Wildlife Management research, physical attractions, sites and monuments.

Cooperatives

We shall;

1. Promote the establishment of savings and Credit Cooperatives per Sub County by 2008.
2. Provide technical guidance and support for diversification of cooperative activities by 2010.
3. Enhance the enforcement of the law requiring all Cooperatives to convene and hold the Annual General Meetings as stipulated.
4. Cause the Auditing of Cooperatives on an annual basis
5. Amend the Cooperative Societies ACT CAP 112 by 2010.
6. Develop a Cooperative Development Policy by 2008 and Cooperative Development Strategy by 2010.
7. Arbitrate disputes that will be presented within two months from the date of reporting.
8. Sensitize the Cooperators, Commodity Stakeholders and the Public about Uganda Commodity Exchange and Warehouse Receipt System, and enforce compliance to Warehouse Receipts Act 2006 and the Cooperative Societies Statute 1991.
9. Develop Commodity Marketing Strategy by 2010.
10. Promote the establishment of 200 Marketing and Area Cooperative Enterprises by 2010.
11. Register Amendments of Co-operative bye – laws within 10 working days.
12. Process and register new Co-operatives within two weeks on receipt of the application.

Industry:

We shall;

- 1 Formulate the Industrialisation policy by the end of 2008 and enforce its implementation.
- 2 Establish Industrial Development Support Infrastructure such as Industrial Development Agency, Industrial Consultative Council by 2009.
- 3 Develop a competitive and export-oriented industrial sector strategy with special emphasis on agro and resource- based industries by 2008.
- 4 Design, develop and facilitate adaptation and transfer of appropriate technologies for small scale industries (Jua Kali) by 2009.
- 5 Support development of industrial clusters and enterprises that produce for the domestic, regional and international markets.
- 6 Commence documentation and disseminate information on local technologies in partnership with UIRI by 2009.
- 7 Carry out monitoring and evaluation to ensure harmony within key respective industry sectors.
- 8 Conduct bi-annual Industry surveys.
- 9 Create the Industry web portal by 2008.
- 10 Promote sub-county agro-based industries to augment the “prosperity for all” initiative.
11. Develop the National Accreditation Policy by 2009.

Trade:

We shall;

1. Disseminate and operationalize the National Trade Policy by June 2008.
2. Formulate The National Export Strategy for export development by 2010.

3. Provide technical guidance to the private sector, business community and trade-related Institutions on Trade Policy, available trade opportunities in regional and international community.
4. Participate in bi lateral regional and multilateral trade negotiations with the aim of promoting Uganda's trade interests.
5. Review bilateral trade agreements with the Sudan, South Africa, Egypt and Iran by 2010.
6. Sign and ratify international protocols, and implement Regional and Multi lateral Council Trade decisions by 2010.
7. Promote and facilitate the processing and marketing of traditional and non-traditional exports.
8. Review and formulate trade laws that promote trade and investment such as the Competition Policy Consumer Protection Law and Competition Law by 2010.
9. Operationalise a Multi Sectoral Committee – The Trade Preference Response Unit.
10. Establish a National Trade Competition Policy Commission by 2010.
11. Provide trade data and information to our clients within three days from the date of request.
12. Develop a world- wide web- based market information system (trade portal) by 2008.
13. Provide technical support and guidance to strengthen District Commercial and Cooperative Offices.
14. Co-operate with the World Trade Organizations (WTO), Regional Trade Organization and National Monitoring Committee in the elimination of both tariff and non - tariff barriers.

4.0 Clients, Client rights and obligations

4.1 Clients

Our Clients are: Tourists, Traders, Entrepreneurs, Industrialists and their Associations, Consumer Associations, Hotel Associations and Hotel Owners,

Cultural and Heritage Institutions, Co-operators, Researchers, Local Governments, Tour and Travel Agencies, Government Ministries, Departments and Agencies, Lawyers, Common Interest Groups, Private Sector, Public Servants, International Organisations and the Public.

4.2 Client Rights and expectations

4.2.1 Rights

Our clients have a right to:

- a) Access to public Information within the law,
- b) Licensing for export, tour and travel and wildlife within the law.
- c) Effective regulation and enforcement of laws that are user-friendly and cost effective.
- d) Confidentiality of Information.
- e) Technical guidance, advice and capacity building in relation to: Tourism, Trade, Industrial and Technological and Cooperative Regulations.
- f) Ownership, administration and management of private cultural heritage resources.
- g) Participation in the development and management of private Museums, Sites and Monuments.
8. Access to quality manufactured products.
9. Know the user fees to be paid as per the fees structure.

4.2.2 Expectations:

Our clients should expect high quality services as specified in our commitments, as follows:

1. Good customer care and courtesy.
2. Non-corrupt tendencies.
3. Compliance with the legal requirements.

4. Punctuality and timely response.
5. Courtesy.
6. Cost Effectiveness.

We shall serve our clients during the normal working hours as indicated below:

- Working days: Monday – Friday
- Time : 8:00am – 12:45pm
2:00pm - 5:00pm.

Note: This Sector provides a variety of Services that go beyond these hours. Details can be obtained from the respective Service Points

4.2.3 Client Obligations

Our Clients shall have the following obligations:

- a. Providing timely and correct information required for specific services from the Ministry in accordance with the law.
- b. Cooperation and self regulation (on part of private sector) to facilitate and optimise user friendliness of policies, and ease the implementation of the programmes.
- c. Compliance with policies, laws, regulations, guidelines and other requirements.
- d. Participation in the national programmes to identify, preserve and promote
- e. cultural heritage resources
- f. Participation in the protection of sites and monuments from encroachment and vandalisation.
- g. To assist in prevention of illicit trade in cultural objects and wildlife
- h. Participation in national and local seminars and workshops regarding the appreciation and importance of own cultural heritage resources.
- i. Vigilance during the implementation of policies and regulations regarding Tourism, Trade and Industry and Cooperatives.

5.0 Feedback from Clients, Managing Complaints and Appeal processes

The Ministry of Tourism, Trade and Industry is accountable to the public for the services it offers and has put in place the following procedure to handle complaints and obtain feedback from the clients.

- a. Raise the complaint with the officer concerned or;
- b. Consult the Public Relations Officer;
- c. If no satisfactory response is obtained, consult the Client Charter Officer (Principal Personnel Officer) who will guide you on the next course of action;
- d. Make use of the suggestion box;
- e. Write to us using the address given at the end of the this document;
- f. Call us on the numbers given at the end of this document;
- g. Use our website.

Appeal Mechanism:

If you are not satisfied with the response from the Action Officer attending to you or with the way your complaint is handled, you may refer to:

- a. Head of Department.
- b. Director.
- c. Permanent Secretary.
- d. Response to the Client is expected within 10 days at each stage. Where the appeal is referred to the Permanent Secretary, the Permanent Secretary's decision will be communicated within one month.

6.0 Accountability

The Ministry will report on performance through the Ministerial Policy Statements and Annual Performance Reports. In addition, meetings will be held annually with the clients to review performance. Furthermore, the Ministry will welcome constructive criticism as well as appropriate scrutiny from the clients and the public.

6.0 Performance improvement

We shall;

- a. Continuously improve the quality of services that we provide in collaboration with our Stakeholders

- b. Report performance to key clients and stakeholders during the annual review meetings.

For more information please contact:

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FOR GOD AND our COUNTRY