



UGANDA BUREAU OF STATISTICS



# CLIENTS' CHARTER

JULY 2020



*Chay*



# TABLE OF CONTENTS

WHO WE ARE



3

OUR STRUCTURE



6

OUR MISSION  
OUR VISION  
OUR CORE VALUES  
OUR MANDATE

5

OUR COMMITMENT



6

OUR SERVICE GUARANTEE



7

DELIVERY OF OUR SERVICE PROMISES  
OUR SERVICE STANDARDS

Communication  
Service Delivery  
Service Evaluation



9

HOW WE WILL BE  
ACCOUNTABLE

13

HOW YOU CAN HELP US  
TO HELP US HELP YOU  
TO HELP US SERVE  
YOU BETTER


15

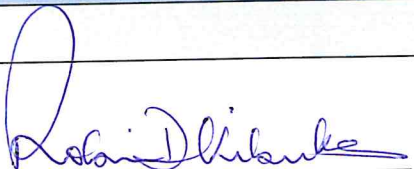
Am



## DOCUMENT DESCRIPTION

<b>Document Name</b>	Client Charter
<b>Document status</b>	Approved
<b>Guideline Number</b>	...
<b>Purpose</b>	The purpose of this Clients' Charter is to provide guidance on the actualisation of the Uganda Bureau of Statistics (UBOS) commitment to serving the different clients and other stakeholders. The Charter outlines the standards of service to be followed in interacting with the clients, how the services are delivered and what, from our clients' perspectives, are the expected outcomes.
<b>Targeted audience</b>	UBOS Board of Directors, Management, Staff and all the different stakeholders in the public domain
<b>Initiated by</b>	UBOS Communication and Public Relations Manager
<b>Reviewed by</b>	UBOS Executive Director
<b>Contact/Address</b>	Uganda Bureau of Statistics, Statistics House Plot 9 Colville Street, Kampala Telephone: (+256)414-706000 Emails: <a href="mailto:ubos@ubos.org">ubos@ubos.org</a>
<b>Approved by</b>	UBOS Board of Directors
<b>Owner</b>	UBOS
<b>Approved on</b>	June 2020
<b>Effective Date</b>	July 2020

  
Chris N. Mukiza (PhD)  
Executive Director  
Date: 26 August 2020

  
Robin Kibuka (PhD)  
Board Chairman  
Date: 26/08 2020

## WHO WE ARE

---



The Uganda Bureau of Statistics (UBOS) was established by the Uganda Bureau of Statistics Act of 1998 with the responsibility of developing and maintaining an integrated, coherent and reliable National Statistical System (NSS).

UBOS is charged with the production of official statistics that support and inform the National and International Results Based Management (RBM) development agenda. These statistics inform policy, planning and decision making processes and thus provide evidence for monitoring and evaluation of government programmes as well as guidance to civil society and the private sector.

We, therefore, have the dual role of producing and disseminating quality statistical information and coordinating, monitoring and supervising the NSS.

We embrace an internal culture oriented towards quality and problem solving through cooperation and collaboration. We incorporate and promote the concept that quality, demand-driven services begin and end with the client; require a functional relationship with all clients; and rely on well-trained involved personnel.

In pursuing this overarching principle, we seek to produce measurable improvements in statistical coordination, production and dissemination for stakeholders and communities across the country and beyond.

## OUR STRUCTURE

---



The Bureau is governed by a Board of Directors and is managed on day-to-day basis by the Executive Director (ED) who is supported by a Management Team comprised of two Deputy Executive Directors (DEDs), some other Directors and some Managers. Below the Management Team is an elaborate staff structure that is responsive to our strategic direction and objectives. We also work closely through partnerships with Ministries, Departments and Agencies (MDAs), Local Governments (LGs), Civil Society and the Private Sector





## OUR MISSION

To coordinate the National Statistical System and provide quality statistical services that support development processes.



## OUR VISION

A World Class National Statistics Office.

## OUR CORE VALUES

These are:



Professionalism;



Integrity;



Mutual Respect;



Teamwork;



User Orientation.

## OUR MANDATE



Our role is central to the NSS. We are mandated to develop and maintain an integrated, coherent and reliable NSS through production and dissemination of quality official statistics. To ensure relevance and effectiveness the Bureau we undertake to fulfill the following:

- Provide an instrument for coordination, monitoring and supervision of various actors in the NSS as enshrined in the UBOS Act, 1998;
- Produce quality, demand driven official statistics for sustainable national development;
- Undertake research and adapt an innovative culture;
- Harness and maximise on the use and application of Information and Communication Technologies;
- Publish and disseminate statistics;
- Mainstream continuous training/professional staff development; and
- Undertake community engagement and outreaches.

*Copy*



## OUR COMMITMENT



In fulfilment of our mandate, we are committed to respecting and valuing your rights as our internal and external clients, including:

- The right to privacy and confidentiality;
- The right to access services, opportunities, facilities and information in a user-friendly manner;
- The right to lodge a complaint;
- The right to be served; and
- The right to be heard.

*Amey*



## OUR SERVICE GUARANTEE



To fulfill our service guarantee to you, we are committed to having well trained courteous and supportive staff and to developing and maintaining an open and accountable corporate culture that is fair, balanced and reasonable in dealing with our clients.

We will reach out to and/or provide Quality Service to you by:

- Identifying ourselves when we speak to you;
- Listening and seeking to understand your requirements/concerns and acting responsively to your needs;
- Recognising that you have different needs and perceptions;
- Personalising our approach, services and advice in ways that fit those peculiarities;
- Treating you with respect, being clear, courteous and helpful in our dealings with you as well as maintaining confidentiality as required and in accordance with the law;
- Conducting ourselves honestly and with integrity in accordance with a strict Code of Conduct;
- Escalating inquiries we cannot answer or handle to an appropriate source or authority;
- Presenting our responses to your inquiries or letters clearly, accurately, timely and concisely, using plain English, understandable statistical graphics or other means relevant to the needs of our clients and other stakeholders;
- Ensuring that our telephone, email and other communications contacts are up to date and accessible to you; and
- Ensuring that our web services are accessible to you and kept current with the latest information, programmes, services and products using as wording that is as concise and graphics that are as compact as possible.



*Copy*



Chry



Our services	Measures of effectiveness
Surveys	Conduct periodical surveys and Census(es) and publish results timely
Publications	Timely produce and publish statistical publications
Statistical extension services	Monthly release of selected price indices
	Constantly engage MDAs' on the production and dissemination of official statistics

The tables below show processing time service standards for our interaction with our clients. We aim to process 75% of cases within these service standards. However, the service standards are indicative only. Individual cases may be decided in longer or shorter periods than the service standard, depending on a range of factors, individual circumstances and the complexity of each case.

### Telephone

Service Principles	Measures of Effectiveness
Our telephones will be answered promptly	We will respond to your calls within four (4) rings.
	We will answer queued calls to our switch board within two (2) minutes.
We will be courteous, professional and helpful.	When answering the telephone, we will provide you with our name and work area.
	When we call you, we will provide you with our name and work area and tell you the reason why we are calling.
We will be accessible by telephone during business hours.	All departmental business areas will have telephone service options during business hours.
	We will respond to your telephone messages within one (1) working day.
	Our recorded messages will be current and give appropriate contact details during absences

Service principles	Service standards
We will assist you promptly	We will serve you within ten (10) minutes of your arrival, if you have an appointment.
	We will serve you within 20 minutes if you do not have an appointment.
	We will advise you, in advance, about any unexpected delays in attending to you.

*CM*



We will be courteous , professional and helpful	We will wear our name badges and identify ourselves.
	We will be neatly dressed and well presented.
We will be accessible	All departmental business areas will have in-person service options._
	Our offices will be clean and comfortable, have clear signage and current relevant information on display.

### In person

### Interviews

Service principles	Service standards
We will give reasonable notice of data collection interviews	We will advise you about data collection interview arrangements in a timely manner. Where legislative timeframes apply, we will meet them.
	We will inform you of any changes in arrangements before your scheduled data collection interview.
	We will see you within ten (10) minutes of your appointment time and advise you, in advance, of any unexpected delays.
We will conduct data collection interviews in a fair and reasonable manner	We will consider the appropriateness of any data collection interview and whether the required information could be obtained in another way.
We will actively address your diverse needs	We will conduct interviews in locations that are as private and secure as possible and reflect the nature of the data collection interview.

### Written communication

Service principles	Services
We will respond to your correspondence promptly	We will reply to all correspondence timely, through the most appropriate contact method — telephone, in person or in writing – and, preferably, by using the same method you used to reach us.
	We will acknowledge e-mail requests within one (1) working day of receipt, and provide you with a likely timeframe for our full response.

*Copy*



We will be courteous, professional and helpful	We will provide accurate, helpful and timely responses that are relevant to your needs.
	We will identify ourselves and provide contact details in our written correspondence.
	We will record all of your correspondence on departmental databases and filing systems.
We will be accessible in writing	All departmental business areas will have mail contact options.
	We will use out-of-office e-mail messages when away from the office, and provide you with alternative contact details.

### Applications and decisions

Service Principles	Service Standards
We will acknowledge applications promptly and inform you about the assessment process.	We will acknowledge all applications within fourteen (14) working days – unless we make a decision within that time.
We will be courteous, professional and helpful.	We will provide you with the details of any outstanding requirements, next steps and likely processing times in a timely manner.
We will identify ourselves to you, let you know how to provide us with further information and communicate through your representative if you have nominated one.	We will identify ourselves and provide you with options for contacting us.
	We will let you know how and when you need to provide further information to us.
	Where you have a nominated representative, we will communicate with your representative.
We will be open and accountable and tell you the reasons for our decisions.	We will provide you with clear and timely reasons for our decisions and advise you of any review rights.

*Chy*

### Our information

Service	Service Standards
We will provide clear, helpful and consistent information	We will regularly review, update and ensure it is current and meets your needs and expectations.

### Your feedback

We value your compliments, complaints and suggestions.	We will invite feedback and provide appropriate contact details in our client information
	We will acknowledge client feedback within one (1) working day of receipt.
	We will resolve client feedback received via the web, e-mail and telephone within ten (10) working days.
We will use your feedback to improve our products and services	In an effort to review and improve our services, we will monitor and report on all feedback.

## HOW WE WILL BE ACCOUNTABLE

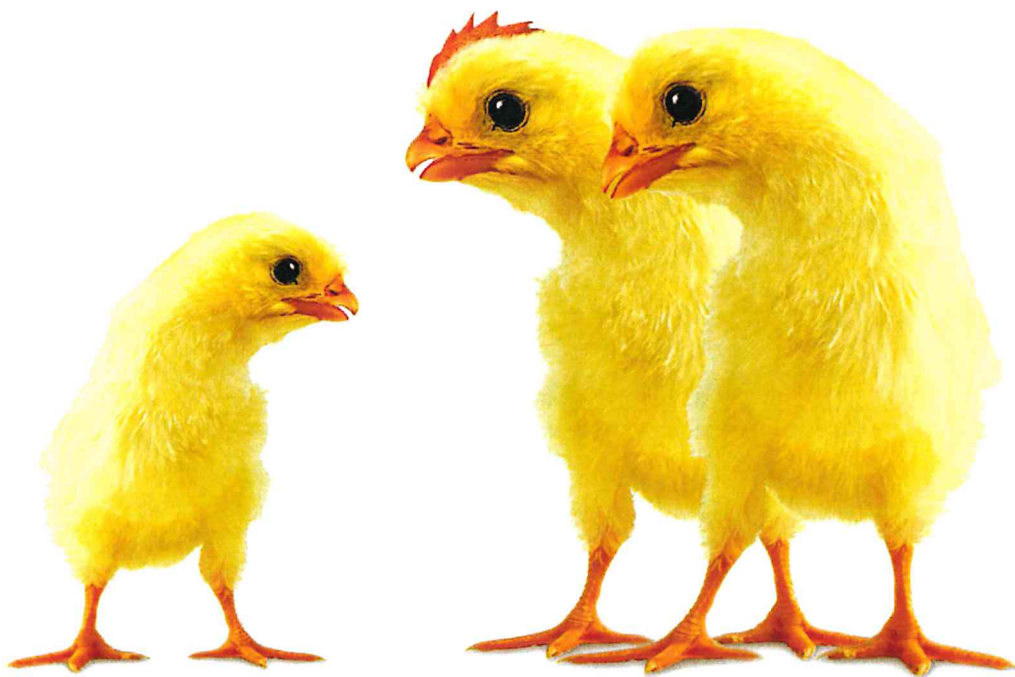


We undertake to:

- Monitor our performance against the standards set out in this Charter and publish the results in an Annual Report and other publications, which will be available on our web site. The information will also be available upon request to our Communications and Public Relations Division.
- Be open to feedback from you on our performance and to suggestions for improvement.
- Provide explanations when our services do not meet acceptable standards of quality, timeliness or accuracy.
- Periodically review the standards set out in this Charter and make modifications where appropriate in light of your comments and in response to ongoing changes in the economy and in the national development needs.
- As part of the monitoring and review process, independently review our Charter by inviting comments from our staff, clients and other stakeholders.

*Chen*





*Chay*

## HOW YOU CAN HELP US

---

- We welcome your views and comments as vital in helping us to monitor and improve the relevance and quality of our service to the nation.
- We will consider all suggestions fully and promptly in our planning for service improvement and, wherever possible, we will respond immediately.
- We may occasionally seek your input through random surveys of how the community perceives our services and what services are needed, including assessments of our performance.
- We are committed to doing the very best job we can. We welcome your feedback on our performance to fulfilling our mandate.

## TO HELP US HELP YOU

---

- Tell us if you have special needs so that we can accommodate them.
- Let us know if you need extra statistical interpretation to use our services.
- Treat our staff with courtesy and respect.
- Attend scheduled meetings punctually.
- Respond to requests for information from the Bureau accurately, thoroughly and in a timely manner.
- Provide us with changes in your circumstances promptly.
- Abide by any and all legal requirements and other obligations that clients are to meet in order to be eligible for services sought.

## TO HELP US SERVE YOU BETTER

---

- We will investigate your complaint and give you feedback. So, please, let us know as soon as possible when we do not meet your expectations.
- To help us give you the best possible service, we welcome suggestions for improvement to address any difficulties you are experiencing.
- We will try to resolve complaints satisfactorily and promptly. You can help us do this by providing clear details of relevant facts, persons and dates when you make a complaint.
- Complaints should be made to the person you have been dealing with (or that person's supervisor) or sent to our mailing address.

*Copy*




#### OUR CONTACT


For more information, engagement and/or feedback, contact us through:

**The Executive Director**

**Uganda Bureau of Statistics**


Statistics House, Plot 9, Colville Street

 Plot 9 Colville Street  
P.O Box 7186, Kampala – Uganda

 Tel: +256-414-706000

Fax: +256-414-237553

 Email: [ubos@ubos.org](mailto:ubos@ubos.org)

 Website: [www.ubos.org](http://www.ubos.org)

 :Uganda Bureau of Statistics

 :@StatisticsUg

*Am*