



2021 NATIONAL SERVICE DELIVERY SURVEY

JUSTICE LAW AND ORDER

**Dissemination Workshop
Held at UBOS
Headquarters, Kampala
District
4th October 2022**





INTRODUCTION

Service delivery lies at the heart of state fragility, with the provision of safety, security, law and order

According to NDP III, the Justice, Law and Order Sector (JLOS) is responsible for administering justice, maintaining law and order as well as promoting and protecting human rights.

Through a Sector Wide Approach (SWA), the sector brings together state and non-state actors who play complementary roles in planning, budgeting, programme implementation, monitoring and evaluation



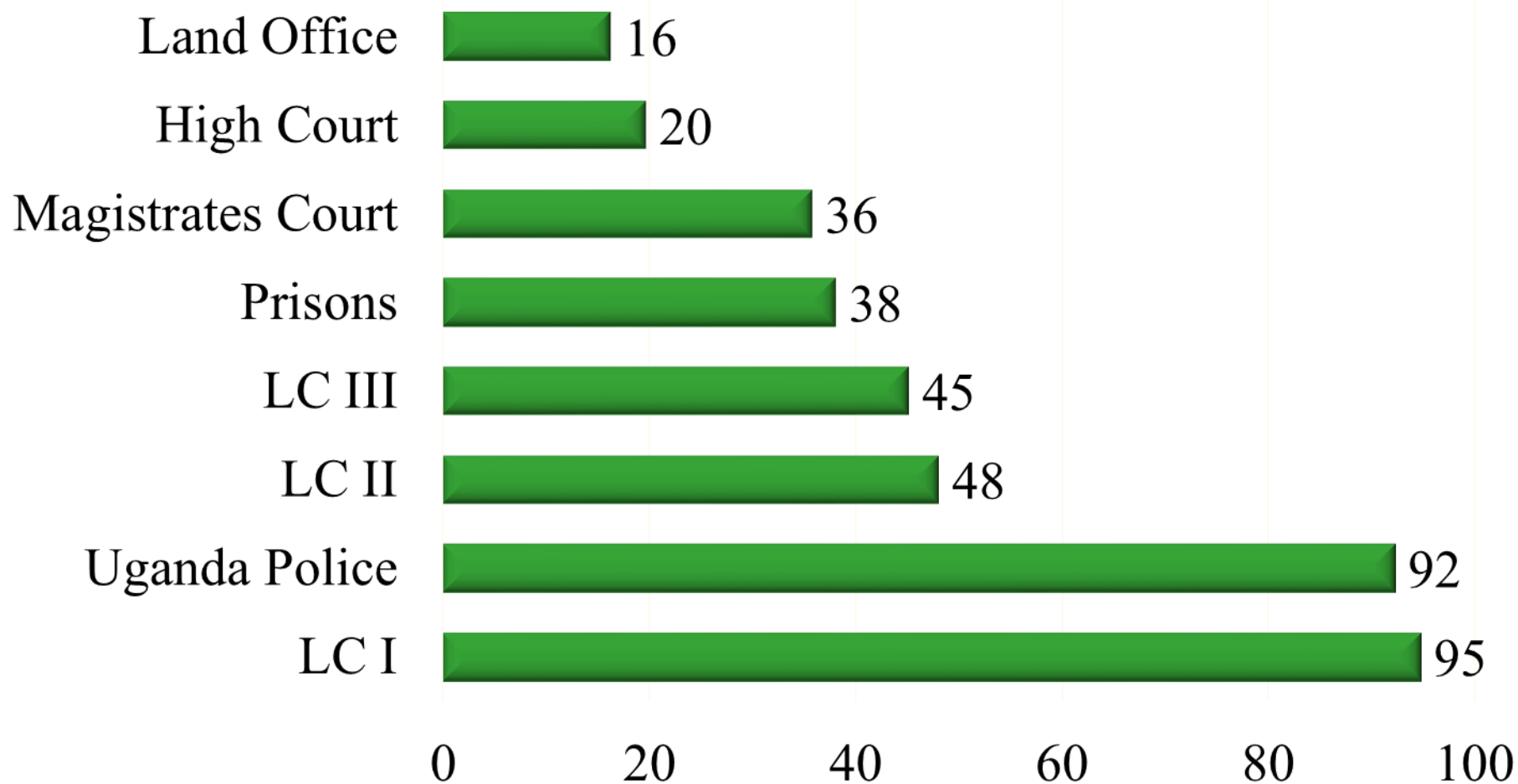
INTRODUCTION

The NSDS 2021 included a number of questions intended to assess the service delivery of the JLOS. Information was solicited from households, sub county officials in various departments and district officials in various institutions.

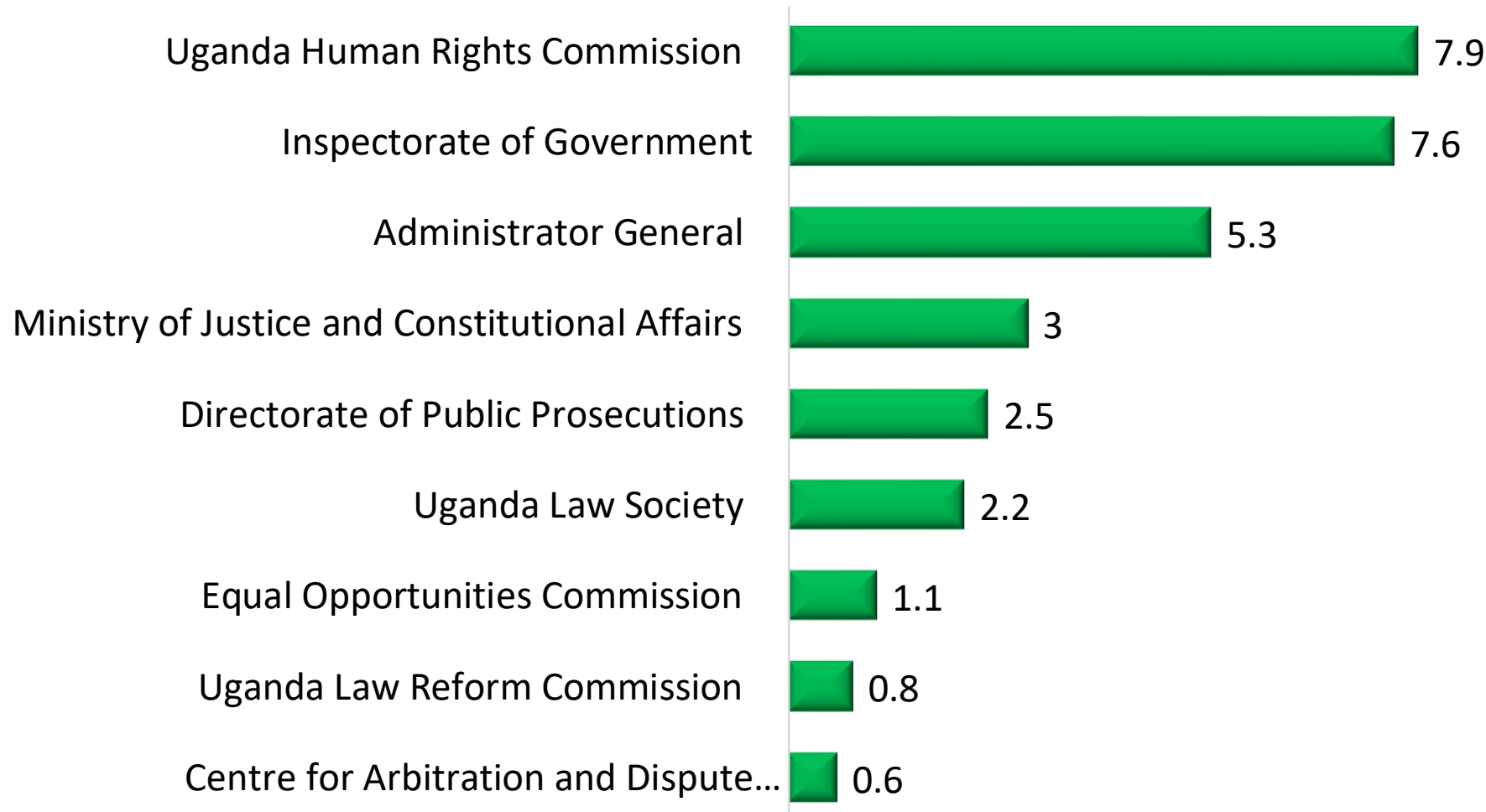
This presentation provides key findings on selected indicators of service delivery by JLOS



Knowledge of Institutions for Arbitration and Conflict Resolution (%)



Knowledge continued..

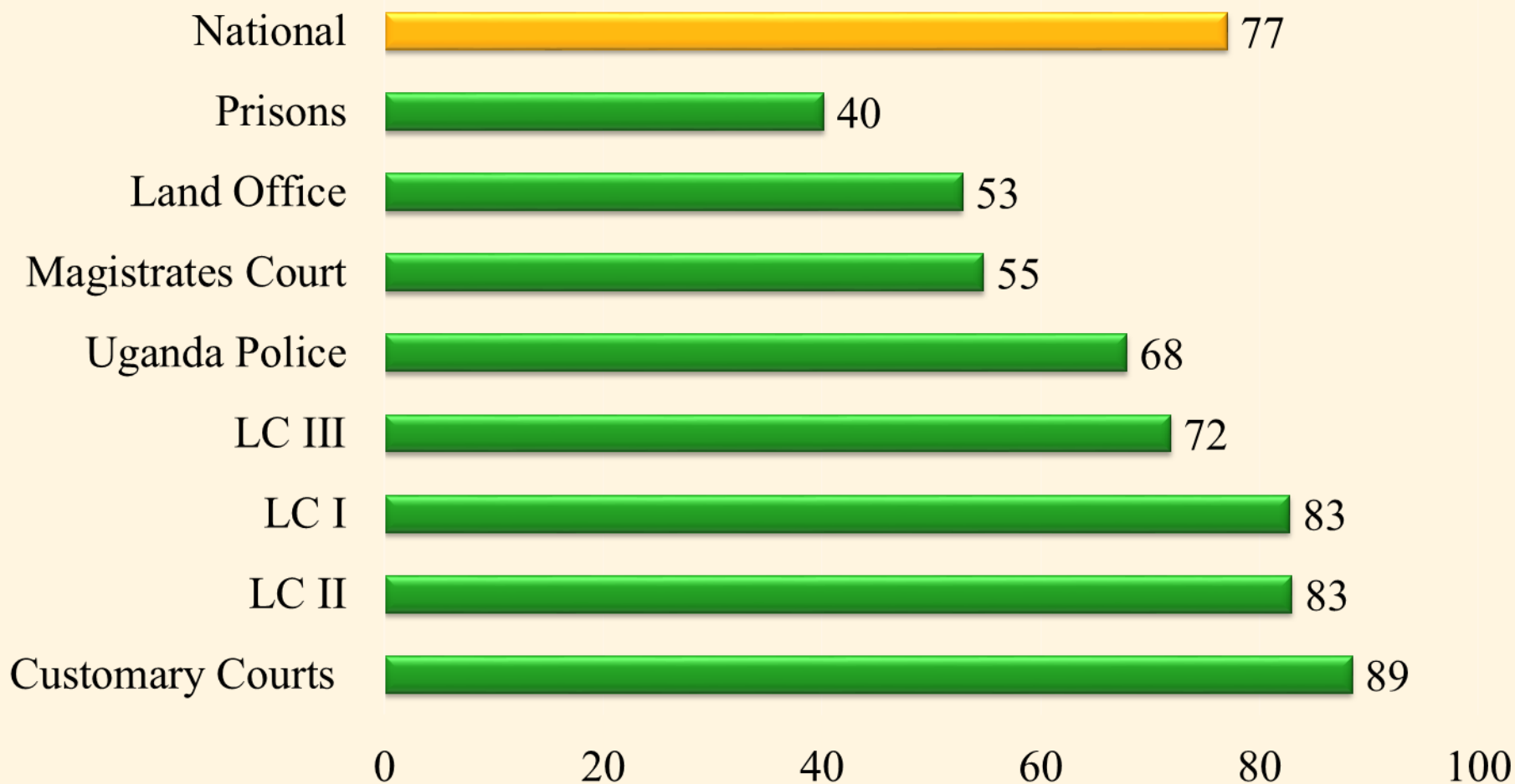




Households that had an Issue/Case that required institution (%)

Institution	Rural	Urban	National
Customary Courts	6.3	6.3	6.3
LC I	12.5	11.1	12.1
LC II	2.2	1.7	2.1
LC III	1.9	2.2	1.9
Uganda Police	5.2	6.7	5.6
Prisons	0.7	0.7	0.7
Magistrates Court	1.5	1.2	1.4
Land Office	3.5	2.9	3.3
Other institutions	4.3	7.9	6.7
Overall	4.6	5	4.9

Satisfaction with Services of Institutions /Courts (%)



Summary of findings- JLOs

Place for arbitration:

At national level, knowledge of LC I as a place for arbitration had the highest proportion (95%) followed by the Uganda Police (92%), LC II (48%) and LC III (45%).

The least known institutions were Centre for Arbitration and Dispute Resolution (CADER) and Uganda Law Reform Commission (ULRC), Equal Opportunities Commission (EOC) at one % respectively.

Summary of findings- JLOs

Place for arbitration:

Of the 5 % of the household that had an issue that required arbitration, seven in every ten households were satisfied with the way their issue or case was handled.

Summary of findings- JLOs

Three in every ten households made payments for services received from an institution or court.

About eight in every ten cases reported to institutions/courts for arbitration took less than one month to be solved.

6 % of households reported having a member on the LC one committee at the time of the survey.

Summary of findings- JLOs

Majority respondents reported that some LC I meetings were public while some were private (38%),

eight in every ten of whom reported that minutes of the meetings were accessible to the public.

In terms of frequency of the public LC I meetings held, more than half of the respondents indicated that they were adhoc in nature.

FOR MORE INFORMATION CONTACT

Physical Location

Head Quarter offices	Branch Office	Regional Offices
Statistics House Plot 9, Colville Street P.O.Box 7186 Kampala – Uganda Telephone: +256 414 706000	UBOS. Plot 10 - 11, Airport Road, P.O. Box 13, Uganda, Entebbe ; Telephone: +256 414 320741	Mbarara District Gulu District



	www.ubos.org	 +256 750747176
	ubos@ubos.org	 UbosUg
	Uganda Bureau of Statistics	 UbosUg
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