



THE INSPECTORATE OF GOVERNMENT

CLIENT CHARTER

2019

FORWARD

The IG Citizens Guide sets out the levels of service standards you can expect when interacting with our office. The Guide provides a framework for defining service delivery standards, the rights of users of the services our office offers and the complaints management process.

The Inspectorate of Government is committed to ensuring an excellent level of service to all persons who come in contact with the Institution or its activities.

We will therefore provide an overview statement of our mandate and aspirations of service standards. We will also point out the Users' rights and actions the Inspectorate intends to take to enable us meet Users' service expectations. However, we also cherish feedback in order to promote further improvement in our work and the information provided in this Charter.

List of Acronyms

ADR	Alternative Dispute Resolution
CMS	Case Management System
DIGG	Deputy Inspector General of Government
ICT	Information, Communication Technology
IEC	Information, Education and Communication
IG	Inspectorate of Government
IGG	Inspector General of Government
RIO	Regional Inspectorate Officer
TV	Television

1.0 INTRODUCTION

The Inspectorate was first established under the Inspector General of Government Statute of 1988 as a department in Office of the President. It later became a constitutional body established under Chapter 13, Article 223 of the 1995 Constitution of Uganda. The Inspectorate of Government by law is an independent and autonomous public institution.

1.1 MANDATE

The Inspectorate of the Government derives its mandate from Articles 225 and 230 of the Constitution of The Republic of Uganda. The mandate is i) to promote and foster strict adherence to the rule of law and principles of natural justice in administration, ii) to eliminate and foster the elimination of corruption, iii) to enforce the implementation of the Leadership Code Act, and iv) to stimulate public awareness about the values of constitutionalism in general. The functions and powers of the IG are stipulated in Article 225 and Article 230 of the Constitution of Uganda.

1.2 OUR VISION

Good governance, with an ethical and corruption free society.

1.3 OUR MISSION

To promote good governance through enhancing accountability, and transparency; and enforcement of the rule of law and administrative justice in public offices.

1.4 FUNCTIONS OF THE INSPECTORATE OF GOVERNMENT

The functions of the Inspectorate of Government as stipulated in Article 225 of the Constitution are;

- (a) To promote the rule of law and natural justice in public administration;
- (b) To eliminate corruption, abuse of authority and public office;
- (c) To promote fair, efficient and good governance;
- (d) To supervise the enforcement of the Leadership Code of Conduct;
- (e) To investigate acts and omissions by public officials in exercise of their administrative duties;
- (g) To stimulate public awareness on the values of constitutionalism and the activities of the Inspectorate.

1.5 POWERS OF THE INSPECTORATE OF GOVERNMENT

The Powers of the Inspectorate of Government as stipulated in Article 230 of the Constitution are;

- Investigate or cause investigation;
- Arrest or cause arrest;
- Prosecute or cause prosecution;
- Make orders and give directions during investigations;
- Access and search- enter and inspect premises or property or search a person or bank account or safe deposit box;
- Seizure – examine and retain documents or other items in connection to an investigation;
- Freeze the operation of accounts;
- Require clarifications on a declaration of assets submitted under the Leadership Code Act;

1.6 OUR VALUES

We will be guided by the following values in the execution of our duties;

- a) **Integrity:** we shall ensure effective use of time, money and other resources. We shall ensure honesty, transparency, accountability, collective responsibility and observance of the rule of law.
- b) **Impartiality:** We shall be impartial in our work to retain credibility.
- c) **Professionalism:** The IG leadership and staff shall abide by principles of professional conduct, show respect for the public and each other.
- d) **Gender Equality and Equity:** we shall uphold Gender equality and equity as core constitutional principles.

2.0 KEY RESULT AREAS

2.1 EFFECTIVE AND RESPONSIVE SUPPORT SERVICES PROVIDED TO ENSURE THAT THE IG ACHIEVES ITS CORE MANDATE.

We shall:

- i. Mobilise and equitably allocate resources across all functions to achieve our mandate.
- ii. Prepare and submit plans, budgets and performance reports to the relevant stakeholders in line with the statutory requirements
- iii. Prepare and submit our contribution to the state of the nation address by March each year.
- iv. Update our Corporate and Development plan after every five years.
- v. Ensure that we attract, retain and motivate our staff.
- vi. Maintain and update our ICT services and systems.
- vii. Ensure compliance with staff code of conduct as laid down in our human resource policy and procedures manuals.
- viii. Ensure that our structure is aligned with the growth and changes in our goals.
- ix. Ensure that we maintain an efficient and effective fleet of vehicles to enable us to deliver on our mandate.

- a) **Service delivery at the grassroots through reduction of corruption enhanced.**

We shall

- i. Investigate and complete 1000 cases annually
- ii. Arrest 40 public officers annually
- iii. Strengthen mechanisms for follow up of implementation of IG recommendations
- iv. Follow up and ensure compliance with recommendations of 200 reports issued by the IG

b) Strategic approaches to promoting investigative efficiency and effectiveness adopted and enhanced.

We shall:

- i. Ensure that an investigation plan for all cases forwarded to the Directorate for investigations is drawn within three weeks and investigations commence
- ii. Ensure that we complete 75% of the cases received in a year
- iii. Prioritise and target to investigate and complete at least six high profile cases every year
- iv. Reduce case backlog by at least 40% every year

c) Implementation of the Leadership Code Act .

We shall:

- i. Distribute declaration forms to all leaders by 31st January of every year
- ii. Receive and acknowledge all declaration forms from leaders by 31st March
- iii. Verify at least 50 declaration forms annually
- iv. Investigate at least 20 leaders for breaches of the leadership code annually
- v. Conduct at least 20 awareness programmes to 60% leaders on the leadership code.

d) Systems studies and investigations of maladministration effectively and efficiently completed.

We shall:

- i. Resolve at least 30% of the ombudsman cases through ADR mechanism
- ii. Refer at least 20% of the ombudsman cases received
- iii. Collaborate with other organisations in resolving referred cases
- iv. Follow up on all cases referred and update the CMS on the results.
- v. Conduct and complete at least 2 systems studies annually
- vi. Ensure that at least 75% of the complaints received are investigated.

e) Legal matters and opinions effectively handled

We shall:

- i. Prosecute at least 50 cases within one year
- ii. Provide legal opinion within two weeks.
- iii. Develop a prosecution manual
- iv. Institutionalise regular consultations with relevant agencies and authorities.

f) Public awareness about the values of constitutionalism and the activities of the IG stimulated

We shall

- i. Conduct at least 10 awareness workshops annually
- ii. Carry out at least 20 radio and TV talk shows in 25% of regions annually
- iii. Support at least 3 integrity clubs annually
- iv. Produce at least two performance reports to Parliament annually.
- v. Develop and implement a comprehensive and effective public awareness strategy within one year of the implementation of the Charter.
- vi. Develop awareness IEC materials on 5 key messages annually

g) Government funded projects effectively Implemented

We shall:

- i. Monitor all Government funded projects to ensure that they are effectively monitored.
- ii. Inspect all government funded projects to ensure that there is value for money
- iii. Ensure that all government funded projects are implemented timely and in accordance with the implementation guidelines.
- iv. Ensure that all accountabilities for government funded projects are made timely and in accordance with the financial and accounting regulations.

h) Intelligence information on corruption cases in Government gathered.

We shall:

- i. Ensure that all complaints to the IGG are received, registered and a complaint reference is given to the complainant immediately.
- ii. Ensure effective management of cases in line with our case management system
- iii. Harmonise the case registration and reference system of IG
- iv. Ensure that all requests for vetting are acted upon and completed within 45 working days from the date of receipt.
- v. Ensure that the staff of the IG comply with the code of conduct

i) Public and International Relations function well coordinated and effectively managed.

We shall

- a) Ensure that a positive image of the Inspectorate of Government is maintained at all times.
- b) Ensure that at least 4 press conferences are conducted by the IG annually
- c) Information about the Inspectorate is available at all times
- d) Ensure that all requests by the public and the media are addressed within 24 hrs

3.0 OUR SERVICE STANDARDS

We shall

- (a) Be courteous and polite
- (b) Have high moral standing and integrity
- (c) To treat you fairly and professionally
- (d) Attend to our clients within 5 mins of arrival
- (e) Answer our phones within the third ring
- (f) Identify ourselves at all times.
- (g) Investigate a complaint within 6 months depending on the nature of the case.
- (h) Officially seal/emboss all reports issued by the Inspectorate of Government.
- (i) Treat all complaints with confidentiality.

4.0 HOW TO LODGE A COMPLAINT TO THE INSPECTOR GENERAL OF GOVERNMENT

Any person may make a report or complaint to the Inspector General of Government (IGG) against;

- (a) Public officials in the Executive, Legislative or Juridical arms of Government at Central and Local Government levels.
- (b) Leaders of public institutions at Central or local Government levels who violate the Leadership Code of Conduct;
- (c) Government aided institution(s) of learning;
- (d) Member(s) of Commissions or Boards of Institutions where Government has a controlling interest;
- (e) Councils or Boards that regulate professions; and
- (f) Institutions that administer public funds.

4.1 Matters handled by the Inspectorate of Government

The report of complaint made against a public official may be in respect of actions, omissions, advice, decisions or recommendations that:

- (a) Are outside of the law or authority of that official
- (b) Show improper motive e.g. bad faith, fraud
- (c) Are unfair e.g. discriminatory
- (d) Are unreasonable and oppressive

A public official may be complained against if she or he:

- (a) S/he has received or is about to receive a bribe
- (b) S/he has, by their action/omission, led to the loss of funds by the Government e.g. mismanaging a Government project
- (c) S/he does an act that is in abuse of the authority of his/her office
- (d) S/he diverts public/Government resources including funds for personal use or for any other purpose than that for which the funds were intended.

A leader may be complained against if he/she:

- (a) Fails or refuses to declare his/her assets or income or a liabilities
- (b) Deals with a matter where s/he has a personal interest, or where a close relative such as a spouse or child has an interest.
- (c) Receives a gift at a public function and does not declare it to the Inspector General of Government
- (d) Acquires wealth which is not within his/her known income
- (e) Seeks or accepts business with Government or public body which S/he controls or participates in its decision-making
- (f) Abuses public property
- (g) Misuses public information
- (h) Uses his/her position to obtain property for him/herself or his/her relations
- (i) Allows him/herself to be used to further the interest of a foreign government, organisation or individual
- (j) Practices favouritism or nepotism
- (k) Abuses the rights of any persons or a subordinate, for example sexual harassment
- (l) Holds the office of Director in a foreign business or organisation.

4.2 Matters outside the mandate of the Inspectorate of Government

The Inspectorate of Government does not have power to deal with:

- (a) Any matter that has already been decided by courts of law or established tribunals
- (b) Any matter that is before a court for adjudication
- (c) Any matter where the president has exercised the prerogative of mercy
- (d) Any matter that the president certifies as prejudicial to the national security, defence or international relations of Uganda.
- (e) Any matter that will lead to disclosure of the proceedings of cabinet
- (f) Any matter that is confidential and may be injurious to public interest.

4.3 Matters the Inspectorate of Government may decide not to investigate

The Inspectorate of Government has discretion not to investigate:

- (a) Any matter where the complainant has had the opportunity of getting redress from an executive authority, a tribunal or court of law;
- (b) Any matter that is trivial, frivolous, vexatious or not made in good faith;
- (c) Any matter where the investigation would be unnecessary, improper or futile;
- (d) Any matter that is time-barred under the Inspectorate of Government Act, 2002, that is, where the complainant did not lodge the complaint and a period of 2 years or more has elapsed.

4.4 Who may complain?

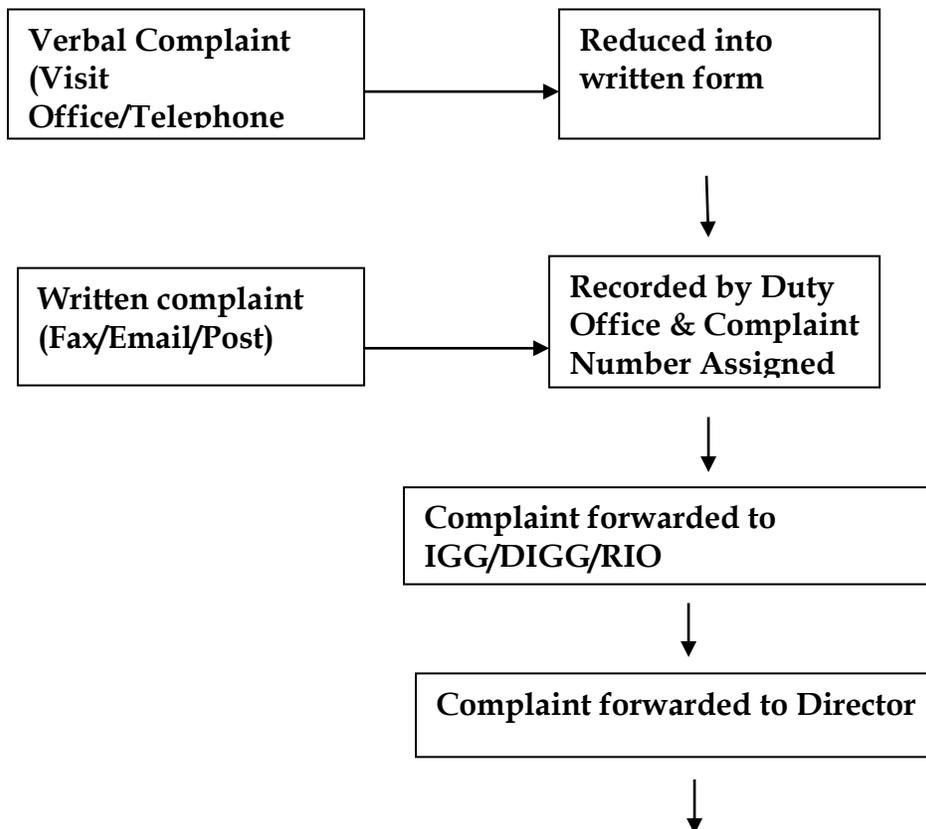
- (a) An individual, a body of persons, or a company.
- (b) The complainant or his/her legal representative

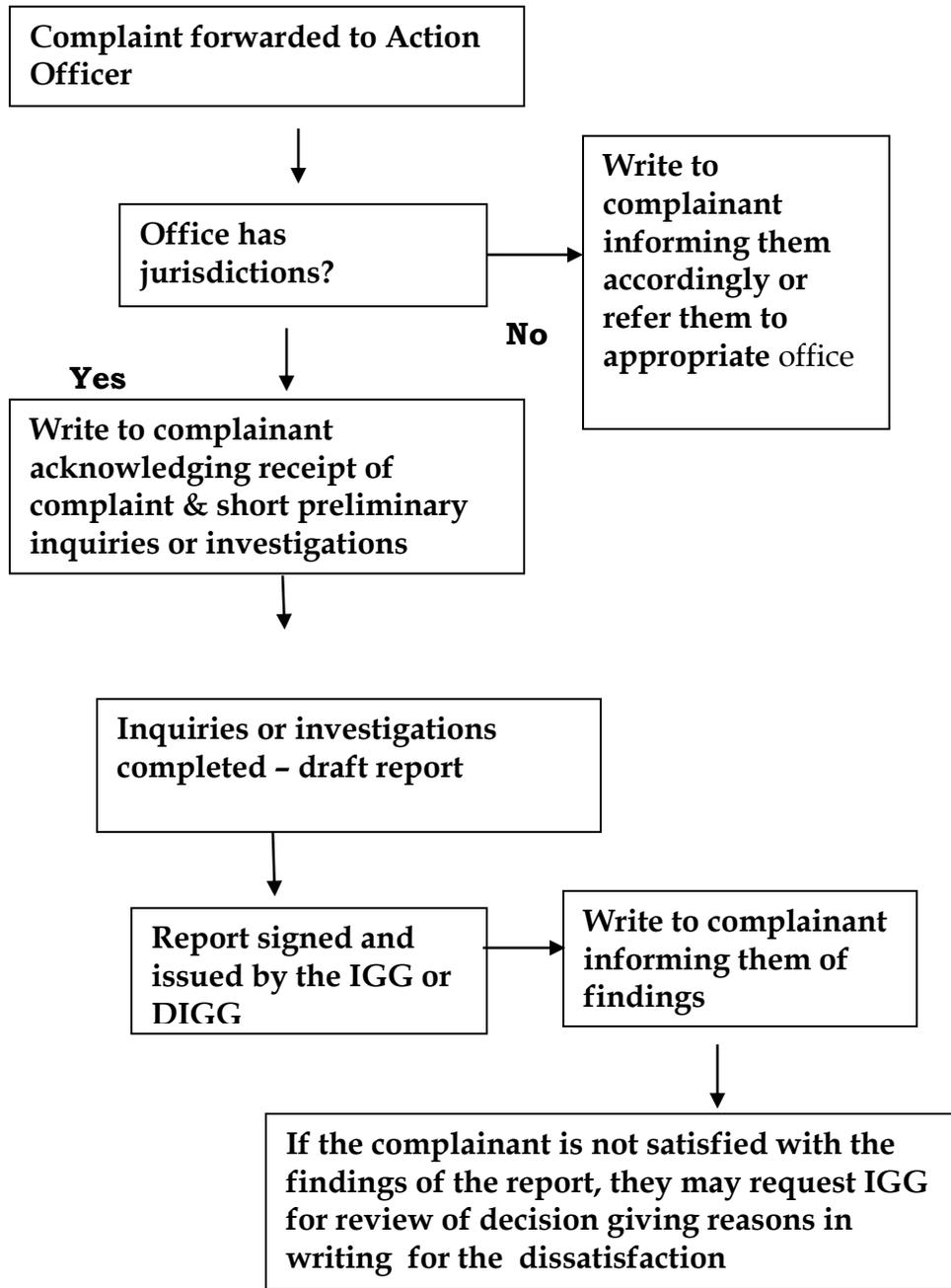
5.6 Lodge your complaint with us by;

- (a) Writing to the Inspector General of Government at P.O. Box 1682, Kampala.

- (b) Visiting any of the Inspectorate of Government offices during office hours (8.30am – 5.00p.m.) and make a verbal report to the office on duty. The verbal report will be reduced into writing by the office on duty.
- (c) Making a telephone call to the Office nearest to you or the hot line (041 347387) during office hours (8.30a.m – 5.00 p.m.)
- (d) Sending a fax to any of the IG offices nearest to you (see page 10 for contacts of the various Inspectorate of Government Offices)
- (e) Sending an e-mail to complaints@igg.go.ug with the details of the case and the complaint’s particulars
- (f) Visiting our website at www.igg.go.ug to a section titled “Report a case” and type in the details of the case and the complaint’s particulars

The Complaint Registration system of the Inspectorate of Government





6.0 Payments and Service fees

6.1 We may pay transport refund or any other costs as the matter may warrant to;

a) Individuals who facilitate the work of the Inspectorate,

- b) a person who has been summoned by the Inspector General of Government to provide information to facilitate an investigation or to testify in court,
- c) Individuals who are characterized by the Inspectorate of Government as informers and,
- d) Where money is recovered, a fee of up to 5% of the money recovered may be given to informers.

6.2 Transport refunds will not be made to individuals where:

- (a) They are the subject of an investigation
- (b) A person fails or refuses to provide information to officers of the Inspectorate of Government when s/he had an opportunity to do so when such officers visited his/her office.

6.3 *Fees for Inspectorate of Government Services*

All our services are provided free of charge

8.0 Appeal against decisions of the Inspectorate of Government

- 8.1 If you are not satisfied with our decision or recommendation, you may challenge it through the Courts of Law.

9.0 Complaints against the Inspectorate's Officers

Complaints against Officers of the Inspectorate of Government may be made to the Inspector General of Government in the same manner as all

other complaints or by depositing a written complaint in a suggestion box at the Inspectorate of Government office.

10.0 Access to information from the Inspectorate of Government

Members of the Public can access information from the Inspectorate of Government in the following ways:

- (a) Make a request to the Inspector General of Government indicating the purpose for the information required.
- (b) Use the relevant prescribed form by IG to request for the information
- (c) Use the relevant laws.

However, all publications and reports issued by the Inspectorate are public documents.

5.5. Where to lodge your complaint

Please lodge your complaints at any of the following Inspectorate of Government Offices:

- i. **Arua** Inspectorate Regional Office handles complaints from: Arua, Koboko, Maracha, Nebbi, and Zombo Districts.

Contact Arua Regional Office at:

Plot 14 Weather Head Park Lane,
P O Box 789 , Arua.
Tel: 04764 20317, Fax: 04674 20714

- ii) **Fort Portal** Inspectorate Regional Office handles complaints from: Bundibuygo, Kabarole, Kamwenge, Kyenjojo, Kyekegwa, Ntoroko and Kasese Districts.

Contact Fort Portal Regional Office at:

Plot No.1A Mugurusi Road,

P O Box 157, Fort Portal

Tel: 04834 23010/ 23011, Fax: 04834 23010

- (iii) **Gulu** Inspectorate Regional Office deals with complaints from:, Gulu, Kitgum, Amuru, Agago, Lamwo, Nwoya and Pader Districts

Contact Gulu Regional Office at:

Plot 6 Ogwal Abwang Road Moroto Highway

P O Box 771, Gulu.

Tel: 04714- 432569, Fax: 04714 - 432568

- (iv) **Lira** Inspectorate Regional Office deals with complaints from: Apac, Lira, Oyam, Dokolo, Amolatar, Otuke, Aelptong and Kole Districts.#

Contact Lira Regional Office at:

Plot 4 Osman Road,

P. O. Box 1 Lira

Direct Line 0473-420099, **General Line 0473-420090**

- (v) **Hoima** Inspectorate Regional Office handles complaints from: Hoima, Kibaale, Kiboga, Bulisa, Kiryadongo and Masindi districts.

Contact Hoima Regional Office at 17 Orphanage Road, P O Box 133

Hoima.

Tel: 04654-42062, Fax: 04654 40399

- (vi) **Jinja** Inspectorate Regional Office deals with complaints from: Bugiri, Jinja, Kamuli, Iganga, Kaliro, Buyende, Luuka, Namutumba, Namyingo and Mayuge districts

Contact Jinja Regional Office at:

.....P O Box 303, Jinja.

Tel: 0434-120160/ 122688

- (vii) **Kabale** Inspectorate Regional Office handles complaints from: Kanungu, Kisoro, Rukungiri and Kabale Districts.

Contact Kabale Regional office at:

Babukika Road,
P O Box 981 Kabale
Tel: 04864-22461, Fax: 04864-22027

- (viii) **Kampala Office** deals with complaints from: Kampala, Mpigi, Mubende, Mityana, Mubende, Gomba and Wakiso Districts.

Contact Kampala Regional Office at:

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- (ix) **Masaka** Inspectorate Regional Office deals with complaints from: Kalangala, Masaka, Sembabule, Bukomasimbi, Kalungu, Lwengo and Rakai Districts.

Contact Masaka Regional Office at:

Plot No. 29/31 Victoria Road, National Water Building,
P O Box 925 Masaka
Tel: 04814-421267/21766, Fax: 04814 -21267

- (x) **Mbale** Inspectorate Regional Office deals with complaints from: Bukwo, Budaka, Bulambuli, Kween, Kibuku, Kapchorwa, Mbale, Sironko, Pallisa Districts.

Contact Mbale Regional Office at:

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(xi) Mbarara: Inspectorate Regional Office deals with complaints from: Ibanda, Isingiro, Kiruhura, Rubirizi, Mitooma, Kibingo, Nsika, Bushenyi, Mbarara and Ntungamo Districts.

Contact Mbarara Regional Office at:

Plot No. 17 Mufti Drive,
P O Box 1903, Mbarara.
Tel: 0485 421068, Fax: 0485-421720

(xii) Moroto: Inspectorate Regional Office deals with complaints from: Moroto, Abim, Nakapiripirit, Kotido, Kaabong, Napak and Amudat Districts.

Contact Moroto Regional Office at:

Plot 3 Odeke Road,
P. O. Box 104, Moroto
Tel: 0352-278373

(xiii) Soroti: Inspectorate Regional Office deals with complaints from: Amuria, Kaberamaido, Katakwi, Kumi, Bukedea, Ngora, Serere and Soroti Districts.

Contact Soroti Regional office at:

Plot 47 Harridas Road
P O Box 346,
Soroti
Tel: 045 44 63201/63138/ 61849
Fax: 04544-61292

(xiv) Moyo: Inspectorate Regional Office handles complaints from: Yumbe, Moyo, Adjumani Districts

Contact Moyo Regional Office at:

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Tel: 0372 280102

(xv) **Mukono:** Inspectorate Regional Office handles complaints from: Mukono, Kayunga, Buikwe, Buvuma, Nakasongola, Luwero and Nakaseke Districts

Contact Mukono Regional Office at:

Plot 16 Paul Mukasa Road
Mukono.
Tel: 0414 692042/3

(xvi) **Tororo:** Inspectorate Regional Office handles complaints from: Bududa, Busia, Butaleja, Manafwa, Tororo Districts

Contact Tororo Regional Office at Plot 4 Masaba Road

P. O. Box 5, Tororo.
Tel: 0454-445534

Headquarters/Kampala Office

Inspectorate of Government
Jubilee Insurance Centre
P.O. Box 1682, Kampala
344219/259738(general Lines)
347387(hotline) 344810(fax)
Website: www.igg.go.ug

The following are the contacts for heads of department at the Inspectorate of Government

**Department of Finance & Administration
Secretary to the Inspectorate of Government**

Tel:0414 259788

Fax: 0414 257590

Email: secig@igg.go.ug

Directorate of Operations

Director/Operations

Tel: 0414 347388

Fax: 0414 330400

Email: dop@igg.go.ug

Directorate of Legal Affairs

Director/Legal Affairs

Tel:0414 343739

Fax:0414 230399

Email: igglegal@igg.go.ug

Directorate of Education & Prevention of Corruption

Director/Education & Prevention of Corruption

Tel:0414 348613

Fax :0414 230389

Email: iggprev@igg.go.ug

Directorate of Leadership Code

Director/Leadership Code

Tel: 0414 342133

Fax: 0414 230409

Email: iggcode@igg.go.ug

Information & Internal Inspection Unit

Head/Information & Internal Inspection Unit

Tel: 0414 251461

Fax:

Email: iii@igg.go.ug

Public and International Relations Unit

Head/Public and International Relations Unit

Tel: 0414 231 530

Email: pr@igg.go.ug

Client's obligations and rights

Rights

Our clients have a right to;

- a) be provided with a reference number of a complaint registered with us.
- b) Right to information on progress and status on the complaint registered.
This applies to any **refers made or conclusions??**.
- c) Receive a copy of the final report in respect of their complaint

Obligations

Our clients have an obligation to;

- d) provide us with their particulars including name, telephone number, email and physical or postal address
- e) provide feedback on our decisions, recommendations and performance
- f) Provide evidence that you have exhausted all remedies within the administrative processes of the public institution(s) complained against before seeking our services.
- g)

Our rights and obligations

Our Rights

We have a right to access all public documents on matters under investigations

Obligations

We shall sign for all documents obtained for investigations and return them as soon as the investigation report is issued.