INSPECTORATE OF GOVERNMENT

Press Statement

9th October, 2025

Commemoration of the Ombuds Day 2025

Theme: "Ombuds: Empowering Voices, Resolving Challenges"

On 19th December 2017, the UN General Assembly adopted Resolution 72/186 on "The role of the Ombudsman, Mediator, and other National Human Rights Institutions in the promotion and protection of Human Rights", with a purpose to re affirm and strength the role of Ombudsman, and to recognize that the Ombudsman is an increasingly important "bridge" between individuals and the state primarily for issues of administrative justice, maladministration, Human Rights Protection and grievance redress.

The Resolution welcomed the rapidly growing interest worldwide in the creation and strengthening of Ombudsman, Mediator, and other National Human Rights Institutions.

It also recognized the vital role that these institutions play, in accordance with their mandate and support of National Objectives and the interests of their citizens.

The UN General Assembly, therefore, designated every Second Thursday of October as the **"Ombuds Day".** This means that this year's commemoration will fall on the 9th day of October 2025.

The Ombuds Day serves as an opportunity to educate and raise awareness among the public about the history and practices of the Ombuds profession, including the Various Ombuds models, the role they play, the services they offer, and the value provided.

This year's theme underscores the need for citizens to raise their voices against injustices including maladministration, abuse of power, of public office and poor

service delivery, and also seek to promote Alternative Dispute Resolutions (ADR) as a better and faster way of redressing grievances.

Failure to speak out against noncompliance with established procedures, abuse of power, abuse of office, and violations of the principles of natural justice perpetuates corruption, weakens service delivery, and impedes national development.

Citizens are urged to speak out against injustice and to demand better public services, as this year's commemoration reminds us to let our voices be heard, as established by Article 223 of the Constitution of the Republic of Uganda.

The Inspector General of Government (IGG) is the National Ombudsman of Uganda, and handles all Ombudsman-related complaints under Article 225 and operationalized by Sections 7 (1) (a),(b),(c),(f), and (h) of the Inspectorate of Government Act, Cap. 32.

The mandate includes:

(a) To promote and foster strict adherence to the rule of law and principles of natural justice in administration and good governance;
(b) To eliminate abuse of authority and of public office;
(c) To promote fair, efficient, and good public administration to ensure service delivery;
(f) To investigate cases involving abuse of office or authority; and,
(h) To stimulate public awareness about the values of integrity, transparency, and

By executing its Ombuds function, the IG ensures efficient and effective public administration, benefiting the citizens.

It is worth noting that corruption often thrives in the wake of continued disregard for, or violation of, laws, rules, and procedures. Effective execution of the Ombudsman's mandate will significantly reduce corruption and promote a just, accountable, and corruption-free Uganda.

As Uganda joins the rest of the world to commemorate this year's Ombuds Day, the Inspectorate of Government will use the occasion to raise awareness of the Ombudsman's function and explain the wide range of approaches that the Ombudsman employs in resolving disputes.

The purpose is to ensure that citizens, as well as the heads of public institutions, understand the role of the Ombuds in relation to public service delivery and good governance.

Common Ombudsman complaints include non-payment, overpayment, and irregular or delayed payment of employment benefits such as salaries, gratuities, and pensions. Additionally, delays in service delivery are reported, including the issuance of operational licenses, passports, national identity cards, driving permits, land titles, academic documents, and access to payroll.

Other complaints involve irregular recruitment of public officers, delayed confirmations, malicious interdictions, and workplace victimization arising from employees who raise complaints against their institutions or superiors. Additional cases include employment disputes and abuse of authority, such as the use of public property or officials for personal gain.

The Inspectorate of Government addresses Ombudsman complaints through Alternative Dispute Resolution (ADR)**,** spot checks**,** investigations**,** referrals to relevant authorities**,** systemic reviews**,** public sensitization**, and** the issuance of recommendations and orders **to ensure corrective action, accountability, and improved service delivery.**

Under the **Policy and Systems Studies**, the National Ombudsman examines existing systems, policies, and procedures, and advises the Government on measures to strengthen internal controls. It also establishes **Sectoral Ombudsman Units** in priority sectors and guides institutions on how to resolve Ombudsman cases through their **internal grievance-handling mechanisms**.

Over the years, significant milestones have been achieved in the implementation of th**e Ombudsman** function, reflecting a strong institutional commitment to upholding the rule of law and the principles of natural justice
The key achievements made by the IG in FY: 2024/2025 include;

- Resolution of **808** Ombudsman cases (**673** cases in MDAs and **135** cases in Local Governments).

- **Enforced payment of UGX 13,314,272,023** to various public officers who had lodged complaints regarding non-payment of salaries, pensions, gratuities, and other employment-related benefits.

- **Undertook 27 systemic interventions** across MDAs and LGs to address administrative weaknesses and enhance service delivery.

We urge all citizens to demand improved public service delivery and to report any form of administrative injustice to the Inspectorate of Government (IG).

How to report a complaint

- In the first instance, to the Responsible Officer in the entity where the injustice is occasioned, and if no remedy is realized,

- To the IG Headquarters at Jubilee Centre Building, located on Plot 14 Parliament Avenue, or in any of the IG's 16 Regional Offices across the country in Arua, Fort Portal, Gulu, Hoima, Jinja, Kabale, Kampala, Lira, Masaka, Mbale, Mbarara, Moroto, Moyo, Mukono, Soroti, and Tororo

- Call toll-free on **0800 111 777**

- Send an email to **complaints@igg.go.ug.**

- Send a WhatsApp message to: **0707 721 146**

For further inquiries, please call 07823233386 or 0701966966, Email: fkayondo@igg.go.ug or munira@igg.go.ug