



NATIONAL PLANNING AUTHORITY

CLIENT CHARTER

FY 2025/26 – 2029/30



PROFESSIONALISM
Skilled and
ethical service



TIMELINESS
On time,
for greater impact



RESPONSIVENESS
Listening
Acting. Delivering.



TRANSPARENCY
Open and clear
processes



ACCOUNTABILITY
Taking responsibility
for results



FEEDBACK HANDLING
Your views
count

Planning for Uganda's Transformation



CLIENT CHARTER

FY 2025/26 – 2029/30

Planning for Uganda's Transformation

FOREWORD



The National Planning Authority (NPA) is established under Article 125 of the Constitution of the Republic of Uganda and the National Planning Authority Act, Cap. 202 (as amended), to provide strategic leadership and coordination in Uganda's integrated development planning process. Following the amendments to the National Planning Authority Act and the Physical Planning Act in 2024, the Authority's mandate was expanded to incorporate population and physical planning

functions, reinforcing its central role in promoting integrated and sustainable national development.

It is therefore my pleasure to present the National Planning Authority Client Charter for the period FY 2025/26–2029/30. This Charter has been developed in alignment with the Fourth National Development Plan (NDP IV), the Fourth NPA Strategic Plan (FY 2025/26–2029/30), the NPA Service Delivery Standards, and the Government's public service reform agenda. It demonstrates the Authority's commitment to delivering services that are professional, transparent, timely, responsive, and accountable to all our clients and stakeholders.

The Client Charter serves as a mutual commitment between the Authority and its stakeholders by clearly communicating the services we provide, the standards our clients should expect, their rights and obligations and the mechanisms for feedback and redress. It is an important governance and accountability instrument that promotes transparency, strengthens stakeholder confidence, and fosters a culture of continuous improvement in service delivery.

The Executive Board recognizes that excellent service delivery is fundamental to achieving the Authority's mandate and contributing to Uganda's socio-economic transformation. We therefore remain committed to providing strategic oversight to ensure the effective implementation, monitoring, and periodic review of this Charter. I call upon Management, staff, Ministries, Departments and Agencies, Local Governments, development partners, the private sector, civil society organizations, and the general public to embrace this Charter and work collaboratively towards improving development planning and service delivery.

On behalf of the Executive Board, I commend Management, staff, and all stakeholders whose dedication and expertise contributed to the development of this Client Charter. I am confident that it will strengthen accountability, enhance public trust, and improve the quality and responsiveness of the Authority's services in support of Uganda Vision 2040 and the country's long-term socio-economic transformation.

For God and My Country.



Prof. Pamela Kasabiiti Mbabazi
Chairperson, National Planning Authority

PREAMBLE



The National Planning Authority (NPA) Client Charter is our public commitment to delivering professional, timely, transparent, and accountable services to all our clients and stakeholders. It reflects our dedication to excellence in service delivery and translates the Authority's mandate, core values, and Service Delivery Standards into clear and measurable commitments that guide our day-to-day engagement with those we serve.

Developed in accordance with the Fourth National Development Plan (NDP IV), the Fourth NPA Strategic Plan (FY 2025/26–2029/30), the National Planning Authority Service Delivery Standards, and the Public Service Standing Orders, this Charter provides information on the services offered by the Authority, the standards clients should expect, the rights and obligations of both the Authority and its stakeholders, and the mechanisms for obtaining feedback and resolving complaints. It is intended to promote transparency, mutual accountability, and continuous improvement in the delivery of our services.

As the institution mandated to lead and coordinate integrated development planning in Uganda, NPA recognizes that effective service delivery is fundamental to achieving sustainable socio - economic transformation. We are committed to providing evidence - based planning, quality advisory services, effective coordination, and responsive stakeholder engagement while upholding the principles of professionalism, integrity, innovation, collaboration, inclusiveness, and value for money. The effective implementation of this Charter will depend on the collective commitment of Management, staff, clients, and all stakeholders.

I encourage all our clients and stakeholders to familiarize themselves with this Charter, actively participate in planning processes, fulfil their respective responsibilities, and provide constructive feedback on the services we deliver. Your continued partnership and feedback will enable us to strengthen institutional performance, improve service delivery, and enhance the Authority's contribution to the implementation of Uganda Vision 2040, the National Development Plan, and the country's sustainable socio-economic transformation.



Joseph Muvawala, (PhD)

Executive Director, National Planning Authority

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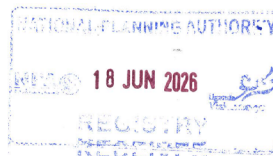


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In any correspondence on **PER 010/149/01 Vol. 2**
this subject please quote no.

8th June 2026

Executive Director,
National Planning Authority,
P.O Box 21434,
Kampala -Uganda.



**SUBMISSION OF THE NATIONAL PLANNING AUTHORITY CLIENT
CHARTER FOR APPROVAL**

I refer to your letter Ref: EXD.802.10201, dated 26th May 2026, in relation to the
above subject.

The Client Charter has been reviewed and a **No objection** given. This is to Advise
you to proceed with Board approval, launch and eventual implementation.

You will be required to submit Annual progress reports by 31st August on
implementation of the Standards, Commitments and Feedback Mechanisms
under the Client Charter.

Gatherine Bitarakwate Musingwiire (Mrs.)
PERMANENT SECRETARY

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ACROYNMS

APRM	African Peer Review Mechanism
BFP	Budget Framework Paper
CNDPF	Comprehensive National Development Planning Framework
CRR	Country Review Report
DC	Development Committee
FY	Financial Year
ICT	Information and Communication Technology
IMCs	Indigenous Minority Communities
LGs	Local Governments
MDALGs	Ministries, Departments, Agencies, and Local Governments
MDAs	Ministries, Departments, and Agencies
MoFPED	Ministry of Finance, Planning and Economic Development
MPS	Ministerial Policy Statement
NCDs	Non-Communicable Diseases
NDP	National Development Plan
NDP IV	Fourth National Development Plan
NPA	National Planning Authority
NPoA	National Programme of Action
PDP	Physical Development Plan
PFM Act	Public Finance Management Act
PPDA	Public Procurement and Disposal of Public Assets Authority
SDGs	Sustainable Development Goals
SRH/FP	Sexual Reproductive Health and Family Planning
STI	Science, Technology, and Innovation
TAAC	Transparency, Accountability, and Anti-Corruption
WASH	Water, Sanitation, and Hygiene

EXECUTIVE SUMMARY

The National Planning Authority (NPA) Client Charter (FY 2025/26–2029/30) sets out the Authority’s commitment to delivering high-quality, timely, transparent, and accountable development planning services in line with its statutory mandate. Established under Article 125 of the Constitution and the NPA Act (as amended), the Authority plays a central role in guiding Uganda’s socio-economic transformation through coordinated and integrated development planning.

The Charter serves as a social contract between NPA and its clients and stakeholders, clearly outlining the services provided, service delivery standards, rights and obligations, and mechanisms for feedback and accountability. It operationalizes key legal and policy frameworks, including the National Development Plan (NDP IV), Uganda Vision 2040, and relevant planning and public finance regulations.

NPA’s core mandate includes the preparation and coordination of national and decentralized development plans; monitoring and evaluation of government programmes and policies; provision of research and policy advisory services; support to public investment planning and appraisal; and coordination of population, physical, urban, and metropolitan planning. In delivering this mandate, the Authority provides six principal services: development planning and coordination; plan review and certification; public investment planning; monitoring and evaluation; research, advisory, and capacity building; and corporate governance and administration.

The Charter establishes general service standards that guide service delivery, including professionalism, timeliness, transparency, accessibility, stakeholder participation, equity, confidentiality, efficiency, and continuous improvement. It further defines the categories of clients served that range from Government institutions to the private sector and general public—and outlines their rights and obligations in engaging with the Authority.



To strengthen accountability and responsiveness, the Charter provides structured feedback and complaints handling mechanisms, with clear timelines for acknowledgment and resolution. It also outlines strategies for dissemination, implementation, monitoring, and periodic review to ensure that the Charter remains relevant and effective.

Overall, the Client Charter reinforces NPA's commitment to excellence in development planning, enhanced coordination across institutions, and improved service delivery. It aims to build trust, promote transparency, and ensure that development planning processes are inclusive, efficient, and results-oriented in advancing Uganda's long-term development goals.

1. INTRODUCTION

This Client Charter is issued in accordance with the Public Service Standing Orders and serves as a public commitment by the National Planning Authority (NPA) to provide efficient, transparent, accountable, and citizen-responsive services. It further operationalizes the provisions of the National Planning Authority Act (Cap 202, as amended), the National Planning Authority (Amendment) Act, 2024, the Physical Planning (Amendment) Act, 2024, the Public Finance Management Act, 2016, and the Development Planning Regulations, 2018.

It defines services standards, rights and obligations, and mechanisms for feedback and redress, and applies to all clients and stakeholders engaging with the National Planning Authority.

1.1 Mandate of the National Planning Authority

The National Planning Authority is established under Article 125 of the Constitution of the Republic of Uganda (1995), and operationalized by the National Planning Authority Act (Cap 202), as amended. The mandate of NPA was expanded under the National Planning Authority (Amendment) Act, 2024 and the Physical Planning (Amendment) Act, 2024.

The core mandate of NPA includes: producing comprehensive and integrated development plans; coordinating national, sectoral, and decentralized development planning; monitoring and evaluating the implementation of national development plans, policies, programmes, and projects; issuing Certificates of Compliance for national budgets; coordinating population, physical, urban, and metropolitan planning; supporting the preparation of feasibility studies for both public and private investment projects; and providing advisory and research support to inform national development policy.

1.2 Vision, Mission, Theme and Core Values

Vision

To be a Centre of Excellence for Development Planning propelling Socio-Economic Transformation.

Mission

To lead and coordinate integrated development planning for sustainable socio-economic transformation.

Theme

Advancing Excellence in Development Planning and Plan Implementation.

Core Values –

The Core values that guide the delivery of our services to our clients include:

Table 1.1: Description of NPA’s Core Values

Value	Description
1. God Fearing	The officers, during their employment, shall: 1.1 Adhere to the Country’s motto “FOR GOD AND MY COUNTRY” 1.2 Shall have Reverence and Respect: Hold a profound respect for God’s power and authority. 1.3 Adhere to the ultimate positive intentions and rules of the faiths they prescribe to. 1.4 Be obedient and strive to live according to God’s commandments and teachings. 1.5 Live in a way that is considered morally right and express love for one another 1.6 Humility: Recognize human limitations and submit to God’s will. 1.7 Have Faith and Trust: Having faith in God’s plans and trusting in His guidance. 1.8 Live morally: Uphold high ethical standards and avoiding sin out of respect for God. 1.9 Prayer and Worship: Regularly engaging in prayer, worship, and other religious practices to honor God.

Value	Description
2. Professionalism and Hard work	1. The Authority embraces evidence-based and objective decision-making. 2. Endeavoring to offer quality service by adding value to our stakeholders as we deliver our services. 3. Exercise professional courtesy and professional discipline. 4. Officers skillfully use knowledge to solve problems. 5. Consistent effort, dedication, and a commitment to achieving goals
3. Innovation	1. The Authority continuously looks for new ways to deliver the service to the stakeholders. NPA as an institution attaches significant importance to creativity, strategic thinking and promotion of best practices, recognized through scientific processes.
4. Collaboration	1. NPA attaches great significance to participatory collaborations with State and non-state actors in order to maximize the range of expertise, foster shared ownership and ensure necessary commitment to the implementation of development plans.

Value	Description
5. Integrity and Responsibility	1. Integrity: The Authority upholds moral principles reflected in the code of conduct including honesty, transparency trustworthiness and accountability, based on high ethical standards. 2. Responsibility: 3. Accountability: Officers shall take ownership of their actions and their consequences, whether positive or negative. 4. Dependability: Officers shall be reliable and trustworthy, will ensure that that other can count on them to fulfill your commitments 5. Ethical Behavior: Act with integrity and making moral choices, even when it is difficult to do so. 6. Self-Discipline: Officers shall manage time, resources, and behavior to achieve the Authority's goals and fulfill their obligations. 7. on assignments, deliberations, work in progress and actions after engagements. 8. Empathy: Shall be understanding and considering the impact of their actions on others and acting in a way that supports the well-being of those around them. 9. Proactivity: Take initiative to solve problems and improve situations rather than waiting for others to act.

Value	Description
	10. Contribution: Participating actively in their communities, family, or workplace, and contributing positively to collective goals. 11. Exercise self-drive, Self-discipline, Self-control and have contentment of having made a contribution. 12. Follow up: Officers at NPA should at all times be proactive, take initiative and follow up with urgency and commitment
6. Teamwork	1. The authority’s work ethic is built on a principle under which each person subordinates his or her interests and opinions for the unity and efficiency of the group, because “together each one achieves more”
7. Respect	1. NPAs work is facilitated by respect for each other and all stakeholder. Officers shall listen actively, undertake open and honest communication, recognize and appreciate internal and external stakeholders, value diversity and inclusion, have empathy, respect boundaries and exercise equity.

This Client Charter of the National Planning Authority (NPA) covers the Financial Years 2025/26 – 2029/30. It has been developed in alignment with Uganda Vision 2040, the National Development Plan (NDP IV), and the NPA Strategic Plan for FY 2025/26 – 2029/30.

The Charter outlines the Authority’s mandate, vision, mission, Strategic objectives, core services, commitments, general service standards, principles, and values. It further defines our key stakeholders, their rights and obligations, and the feedback and accountability mechanisms established to promote transparency and continuous improvement in service delivery.

1.3 Strategic Objectives

National Planning Authority has four Strategic Objectives to achieve during FY 2025/26-2029/30 and these include:

- i.** Strengthen capacity for integrated development planning at all levels of Government. This is done specifically to:
 - i.** Strengthen capacity of Government agencies to formulate development plans for sustainable socio-economic transformation;
 - ii.** Enhance coordination and formulation of integrated infrastructure (energy, transport, and ICT) development and digital transformation plans to national development plans;
 - iii.** Enhance the integration of population and social development issues, gender and equity into national planning to aid implementation; and
 - iv.** Strengthen integration of physical planning with social and economic planning for an orderly and sustainable development.
- ii.** Strengthening research, monitoring, and evaluation of the plan and performance of Government policies.
- iii.** Strengthening coordination of strategic partnerships, global and regional initiatives; and
- iv.** Strengthening institutional capacity to effectively deliver its mandate.

2. PRINCIPAL SERVICES AND COMMITMENTS

2.1 Principal Services

The National Planning Authority (NPA) is committed to delivering high-quality, timely, and professional services in fulfilment of its mandate to lead and coordinate national development planning in support of Uganda's socio-economic transformation. In this regard, the Authority provides the following principal services:

1. Lead and coordinate integrated development planning by preparing national, sectoral, regional, and physical development plans aligned with Uganda Vision 2040 and the National Development Plan framework.
2. Review, certify, and provide quality assurance for the development plans and service delivery standards of Ministries, Departments, Agencies, and Local Governments (MDALGs), as well as public investment proposals and loan requests, to ensure compliance with national priorities and legal requirements.
3. Support public investment planning and appraisal, including the preparation of feasibility studies and investment prioritization, to ensure value for money and sustainable development outcomes.
4. Monitor and evaluate development performance by tracking the implementation of national and sub-national plans, assessing economic and social progress, and producing reports to inform Government decision-making and strengthen accountability.

5. Provide research, advisory, and capacity-building services to Government institutions in order to strengthen development planning, policy formulation, and effective plan implementation across the country.
6. Provide corporate governance and administrative support through institutional services, including financial management, procurement, audit, human resource management, and compliance, to ensure the effective delivery of NPA's mandate.

The National Planning Authority shall deliver these principal services through its respective Departments and Divisions. All services provided to clients are free of charge, and access to these services shall primarily be through participation in consultations, compliance with planning frameworks, and submission of formal requests and documentation, as outlined in Annex 1.

2.2 Departmental Commitments

The Authority is committed to achieving its strategic objectives through its service Departments, each of which shall provide efficient, timely, and professional services to clients and stakeholders.

These service Departments commit themselves to achieve the strategic objectives of the Authority as follows: -

2.2.1 Strategic Objective 1:

Strengthen capacity for integrated development planning at all levels of Government, will be achieved by:

1. Economic Planning Department (EPD)

- i. The Department of EPD shall contribute to Strengthening capacity for integrated development planning at all levels of Government, through;
- ii. Producing comprehensive and integrated National, Regional and MDA Development Plans;
- iii. Supporting the loan appraisal and certification;
- iv. Developing the Unit pricing framework for Public Goods and Services;
- v. Supporting the preparation of Public and Private Sector projects and investment studies;
- vi. Supporting production and certification of the MDA and Local Government (LG) Development plans;
- vii. Developing integrated regional development plans;
- viii. Planning for sustainable production and productivity in key sectors and programmes of the economy
- ix. Planning for the promotion of Uganda's exports to the rest of Africa
- x. Undertaking STI studies to support development planning and policy development.
- xi. Planning for STI, including ICT to drive Uganda's socio-economic transformation.

2. **National, Regional, and Urban Physical and Metropolitan Planning Department** (NRUPMD). The Department of NRUPMD shall contribute to Strengthening capacity for integrated development planning at all levels of Government, through;
 - i. Developing Regional and Metropolitan Physical Development Plans (PDPs);
 - ii. Supporting the development of lower-level PDPs to operationalize the National Physical Development Plan;
 - iii. Developing Metropolitan PDPs to operationalize the National Physical Development Plan;
 - iv. Supporting the development of Urban physical development plans – Cities, Municipalities, and Town Councils;
 - v. Coordinating the Approval and Appeals process of various lower-level Physical Plans and Metropole Plans
3. **Population and Social Development Department** (PSDD). The Department of PSDD shall contribute to Strengthening capacity for integrated development planning at all levels of Government, through;
 - i. Promoting gender equality and equity responsive planning, budgeting and implementation;
 - ii. Institutionalizing Manpower Planning among the MDALGs;
 - iii. Accelerating the acquisition of urgently needed skills in key growth areas;
 - iv. Supporting the regulatory, quality assurance and assessment system of primary and secondary schools;
 - v. Strengthening population planning and development along the life cycle approach, including civil registration, vital statistics, and the national population data bank;

- vi. Formulating relevant plans, policies, and strategies to improve health, nutrition, SRH/FP, and WASH management;
- vii. Designing and implement cost models for investments in health, nutrition, WASH, NCDs, SRH/FP, and social protection; and
- viii. Conducting evidence-based research to improve national health, nutrition, WASH, NCDs, SRH/FP, and social protection service delivery.

4. Infrastructure and Digital Transformation Department (IDTD);
The Department of IDTD shall contribute to Strengthening capacity for integrated development planning at all levels of Government, through;

- i. Strengthening integrated and long-term national Infrastructure Planning;
- ii. Supporting technology transfer and digitalization of government services;
- iii. Strengthening integrated and long-term national digital transformation Planning; and
- iv. Coordinating access and utilization of geospatial data for development planning.

2.2.2 Strategic Objective 2:

Strengthening research, monitoring, and evaluation of the plan and performance of Government policies, will be achieved by:

- 1. Research and Development Performance Department (RDPD);**
The Department of RDPD shall contribute to Strengthening research, monitoring, and evaluation of the plan and performance of Government policies, through;

- ii. Strengthening alignment of MDALGs budgets to NDP priorities during budget preparation and execution;
- iii. Strengthening the Monitoring and Evaluation function to support planning and reporting on programmes, policies, and results;
- iv. Strengthening evidence-based research to better inform planning;
- v. Conducting macroeconomic modelling, analysis, reporting, and forecasting;
- vi. Strengthening the alignment of service delivery standards to the NDP for effective implementation.
- vii. Integrating Human Rights-Based Approach in the planning framework;
- viii. Mainstreaming TAAC in the development planning process; and establish and operationalize a national engagement framework for Non-State Actors.

2.2.3 Strategic Objective 3:

Strengthening coordination of strategic partnerships, global and regional initiatives, will be achieved by:

1. **African Peer Review Mechanism (APRM) , SDGs and Partnerships Department.** The Department of APRM, SDGs and Partnerships shall contribute to Strengthening coordination of strategicpartnerships, global and regional initiatives, through;
 - ii. Coordinating APRM processes, including Troika, and follow up on the National Programme of Action;
 - iii. Promoting inclusive participation of Indigenous Minority Communities (IMCs) at local government for development (sensitizations); and

- iv. Mainstreaming and domesticate Sustainable Development Goals (SDGs) and other international frameworks into national planning processes, policies, and programs.

2.2.4 Strategic Objective 4:

Strengthening institutional capacity to effectively deliver its mandate, will be achieved by:

- i) **Board, General Management and Administration Department (BGMAD).**

The Department of BGMAD shall contribute to Strengthening institutional capacity to effectively deliver its mandate, through;

1. Improving the working environment for the human resources of the Authority;
2. Enhancing the staff capacity for improved performance;
3. Coordinating the timely production of mandatory NPA plans, budgets, performance reports, and Service delivery standards;
4. Strengthening confidentiality, integrity, and availability of internal ICT systems;
5. Strengthening Procurement and Disposal processes of the Authority;
6. Transparently managing institutional finances efficiently and effectively;
7. Managing the Communication, branding, and Public Relations of the Authority;
8. Enhancing the governance and oversight of the Authority;
9. Strengthening the legal affairs of the Authority;

10. Strengthening institutional capacity and legal frameworks for effective physical planning appeals and complaints management;
11. Providing advice to the President on policies and strategies for the development of Uganda; and
12. Ensuring an effective system of governance, risk management, and internal controls.

2.3 Commitments on Crosscutting issues in Service Delivery

The National Planning Authority (NPA) is committed to mainstreaming crosscutting issues across all its planning, coordination, advisory, and service delivery functions, as reflected in the departmental commitments, to ensure inclusive, sustainable, and equitable national development. These crosscutting issues include gender, HIV/AIDS, pandemics and public health emergencies, environment, climate change and global warming, persons with disabilities (PWDs), corporate governance, and corporate social responsibility (CSR). Refer to Annex II for the specific commitments under each crosscutting issue and their corresponding outcomes.

3. GENERAL SERVICE STANDARDS

National Planning Authority (NPA) is committed to delivering high-quality, timely, and professional development planning services in accordance with its statutory mandate. This Client Charter outlines the service standards to which the Authority is committed, as well as the responsibilities of stakeholders in facilitating effective service delivery.

In the execution of its principal services, the Authority shall adhere to the following General Service Standards:

3.1 Professionalism and Quality Assurance

NPA shall deliver services in a professional, ethical, and competent manner, guided by evidence-based analysis, national planning frameworks, and established technical standards. All outputs shall be accurate, reliable, and aligned with applicable laws, policies, and planning guidelines.

3.2 Timeliness and Responsiveness

The Authority shall deliver services within stipulated timelines as prescribed in the National Planning Regulations, planning guidelines, and internal service delivery standards. NPA shall provide timely responses to requests, submissions, and inquiries from clients and stakeholders.

3.3 Transparency and Accountability

NPA shall ensure transparency and accountability in all its processes by clearly communicating service requirements, procedures, timelines, and outcomes. The Authority shall maintain proper documentation and provide regular reports on its performance and service delivery.

3.4 Accessibility of Services

NPA services shall be accessible to all stakeholders through appropriate channels, including physical offices, official correspondence, digital platforms, publications, and stakeholder engagements. The Authority shall ensure that stakeholders have access to relevant planning information, guidelines, and services.

3.5 Stakeholder Participation and Engagement

The Authority shall promote inclusive and participatory planning processes by engaging stakeholders in consultations, reviews, and validation processes. NPA shall foster partnerships and collaboration with Government institutions, Local Governments, Development Partners, Civil Society, the Private Sector, and the general public.

3.6 Equity and Fairness

NPA shall provide services in a fair, impartial, and non-discriminatory manner, ensuring equal access for all stakeholders. The Authority shall promote gender equity, inclusiveness, and respect for diversity in all its operations.

3.7 Confidentiality and Ethical Conduct

The Authority shall maintain confidentiality of stakeholder information and ensure ethical conduct in all service delivery processes. All staff shall adhere to professional standards and protect sensitive information entrusted to the Authority.

3.8 Efficiency and Value for Money

NPA shall ensure efficient utilization of public resources and deliver services in a cost-effective manner while maintaining high standards of quality and professionalism.

3.9 Coordination and Institutional Collaboration

The Authority shall promote coordinated and integrated development planning across Ministries, Departments and Agencies, Local Governments, and other stakeholders to ensure alignment with national development priorities.

3.10 Monitoring, Evaluation, and Continuous Improvement

NPA shall regularly monitor and evaluate its service delivery to ensure compliance with established standards and continuously improve its services based on feedback, performance reviews, and stakeholder engagement.

4. NPA CLIENTS AND STAKEHOLDERS

The National Planning Authority serves the following categories of clients and stakeholders: -

- | | |
|---|---------------------------------------|
| a) H.E the President of Uganda | e) Private Sector |
| b) Cabinet- Parliament- Ministries | f) Civil Society Organisations |
| c) Departments and Agencies (MDAs) | g) Academia and Research Institutions |
| d) Local Governments - Development Partners | h) Media and; |
| | i) General Public - |

4.1 Rights and Obligations of Clients

4.1.1 Clients' Rights

In line with the Public Service Standing Orders, all clients have the right to: - Access services without discrimination; - Receive courteous, professional, and timely services; - Obtain accurate, complete, and relevant information; - Confidential handling of information, where applicable; - Seek clarification, lodge complaints, and receive feedback within reasonable timelines.

4.1.2 Clients' Obligations

Our clients are expected to: - Provide accurate, complete, and timely information; - Comply with prescribed procedures, guidelines, and timelines; - Observe applicable laws, regulations, and policies; - Treat NPA staff and facilities with respect and professionalism.

5. CLIENT FEEDBACK AND COMPLAINTS HANDLING MECHANISM

The National Planning Authority (NPA) is committed to providing high-quality services and continuously improving service delivery. The Authority welcomes feedback, compliments, suggestions, and complaints from its clients and stakeholders to enhance efficiency, accountability, and responsiveness.

Clients and stakeholders have the right to provide feedback on the quality, timeliness, and effectiveness of services provided by the Authority. Feedback may include:

- Compliments on satisfactory service delivery;
- Suggestions for improving services and processes;
- Complaints regarding delays, omissions, or unsatisfactory service; and
- Request for clarification or additional information.

5.1 Channels for Feedback and Complaints

NPA welcomes constructive feedback on its services and suggestions for improving service delivery. The Authority is committed to handling all complaints and suggestions seriously, fairly, and in a timely manner.

Clients may submit complaints or feedback through: - Physical visits to

NPA Offices at

Rwenzori House Plot 1

Lumumba Avenue Po box 21434, | Kampala Uganda
+256 312 310715 | npa@npa.go.ug | www.npa.go.ug

Our Offices are open from 8:00 a.m to 5:00p.m, Monday to FRiday except on public holidays and weekends.

5.2 Appeals and Response Mechanism

The National Planning Authority commits to:

- Acknowledge receipts of feedback or complaints within five (5) working days; these will be sent to the Executive Director for review and investigation and response given within 15 working days, where applicable;
- Maintain confidentiality and professionalism throughout the process; and
- Take corrective action to address identified service delivery gaps.

In the event that a client is not satisfied with the response provided their complaint, the matter may be escalated to the Board of the National Planning Authority for final consideration

6. DISSEMINATION AND IMPLEMENTATION OF THE CLIENT CHARTER

The effective dissemination and implementation of this Client Charter are essential to ensuring that the commitments set out herein translate into measurable improvements in service delivery. The National Planning Authority (NPA) shall take deliberate and systematic steps to ensure that the Charter is widely communicated, understood, and operationalized at all levels of the institution.

This Chapter outlines the mechanisms through which the Authority shall disseminate, implement, monitor, and periodically review the Client Charter.

6.1. Dissemination of the Client Charter

The Authority shall ensure that the Client Charter is accessible to all stakeholders through both internal and external dissemination mechanisms.

6.1.1 Internal Dissemination

To promote ownership and accountability among staff, the Authority shall:

1. a) Officially launch the Client Charter through Management and Board structures;
2. b) Circulate the approved Charter to all Departments and Divisions;

3. d) Integrate the Charter commitments into departmental work plans and individual performance agreements; and
4. e) Display summarized service standards at reception areas, notice boards, and service delivery points.
5. f) Include the client charter as part of the induction package for all newly recruited staff.

6.1.2 External Dissemination

To ensure public awareness and accessibility, the Authority shall:

1. Publish the Client Charter on the official NPA website and digital platforms;
2. Make hard copies available at NPA offices and during stakeholder engagements if the budget is available;
3. Share the Charter with Ministries, Departments, Agencies, Local Governments, Development Partners, Civil Society Organizations, the Private Sector, and other stakeholders;
4. Develop simplified and citizens-friendly versions of the Charter where necessary; and
5. e) Utilize media platforms and stakeholder forums to communicate the Authority's service commitments.

The Authority will annually publish its performance against the commitments outlined in this Charter. In particular, we shall report on our performance in serving our key clients and stakeholders, as well as on institutional performance, in order to enhance transparency and accountability. In addition, the Authority shall publish an annual summary of complaints received, the actions taken, and the general responses provided, to promote continuous improvement in service delivery.

6.2 Implementation of the Client Charter

The National Planning Authority shall institutionalize the implementation of the Client Charter through the following measures:

6.2.1 Integration into Institutional Systems

The commitments contained in this Charter shall be integrated into:

1. Annual Work Plans and Budget Framework Papers;
2. Individual staff performance contracts and appraisals;

6.2.2 Monitoring and Reporting

The Authority shall monitor compliance with the service standards outlined in this Charter. This shall include:

1. Annual reporting by Departments on performance against service commitments and based on the targets outlined in the NPA strategic Plan;
2. Consolidate performance reports to Management and the Board for review and approval; and
3. Publication of annual performance results to promote transparency and accountability.

6.2.3 Capacity Building

To support effective implementation of the Client Charter, the Authority shall:

1. Conduct periodic staff training in customer care, ethics, and service delivery standards;
2. Enhance digital systems to improve efficiency and responsiveness

6.3. Review of the Client Charter

This Client Charter shall be reviewed every five (5) years or earlier where necessary to reflect changes in the legal, policy, or institutional environment. The review process shall involve stakeholder consultations and shall be aligned to the Authority's Strategic Planning cycle.

6.4. Commitment to Continuous Improvement

The National Planning Authority's Strategic Planning cycle improvement in service delivery. We pledge to uphold and be accountable for the performance commitments set out in this Client Charter. Through effective dissemination, structured implementation, regular monitoring, and stakeholder engagement, the Authority shall ensure that this Client Charter remains a living instrument that strengthens accountability and promotes excellence in development planning.

ANNEX 1: PRINCIPAL SERVICES

Service Pillar	NPA Service	Minimum Access time
1. Integrated National Development Planning	Preparation of National, Regional Population , and Physical Development Plans	NDP: Every 5 years; Regional Plans: As per planning cycle
	Review and certification of MDA & LG Development Plans	Within 30 working days of submission
	Approval of Urban/ District Physical Development Plans	Within 90 working days
2. Public Investment Planning & Loan Clearance	Review and clearance of loan proposals	Within 10 working days
	Preparation appraisal of / feasibility studies	4–18 months depending on scope
	Support to the Development Committee (DC)	As per DC schedule

STANDARDS

Procedure / Requirements to Access the Service	Cost to the Client
Participation in consultations; submission of inputs; adherence to planning guidelines	Free
Submission of plans aligned to national planning guidelines	Free
Submission of compliant plans in line with Physical Planning Act and guidelines	Free
Submission of loan proposal aligned to Public Investment Management Framework	Free
Submission of project concept; stakeholder consultations; technical validation	Free
Submission of projects for appraisal and review	Free

Service Pillar	NPA Service	Minimum Access time
3. Monitoring, Evaluation & Compliance	Track the implementation of national and sub-national plans.	NDR: Annually Mid & End term Review report: Once per NDP cycle
	Assess economic and social progress, and producing reports to inform Government decision-making and strengthen accountability.	Monthly Economic Updates - Monthly
	Assessment of compliance of budgets and physical planning with the NDP	CoC reports: Annually
4. Research & Policy Advisory	Preparation Policy papers, briefs & advisory notes	As per approved annual work plan e.g. Annually for
		State of Uganda Population Report -Annually
		Annual Jobs and scarce skills report
		Annual state of the Education report

Procedure / Requirements to Access the Service	Cost to the Client
Data submission; participation in validation processes	Free
Stakeholder consultations and validation	
No application required (published output accessed on the NPA website)	Free
Submission of budget aligned to NDP priorities	Free
Engagement with NPA; submission of policy issues for peer review and analysis.	Free
Data provision and Stakeholder participation/ engagement/consultations.	

Service Pillar	NPA Service	Minimum Access time
	Organising the National Development Planning Forums	At least once annually
5. Capacity Building & Partnerships	Development of planning guidelines	Issued at least 6 months before planning cycle
	Capacity building & technical support to MDAs/LGs	Minimum 4 regional trainings annually
	Technical backstopping support	Within 30 working days
	Certification of Service Delivery Standards	As per statutory review timelines
	Preparation of Country Review Report (CRR), APRM Targeted Review reports and the National Programme of Action (NPoA)	CRR: Every 5 years NPOA: Annually Targeted review reports: Annually

Procedure / Requirements to Access the Service	Cost to the Client
Participation in national consultations and forums	Free
Issued by NPA; Stakeholders expected to comply	Free
Request support or participate in organized trainings	Free
Formal request submitted to NPA certification	Free
Submission of standards for review and	Free
Stakeholder consultations and validation processes	Free

Service Pillar	NPA Service	Minimum Access time
6. Institutional Strengthening / Corporate Governance & Administration	Preparation of the Planning and Budgeting instruments (Strategic Plan (SP), BFP, MPS and performance reports)	Strategic Plan: Every 5 years BFP & MPS: Annually Performance reports: Annually & Quarterly
	Preparation of the Statutory Reports in compliance with the reporting requirements i.e Audit, Procurement, financial reports	Quarterly Annually

Procedure / Requirements to Access the Service	Cost to the Client
Preparation and submission aligned to NDP	Free
tracking, reporting and Submission to the oversight bodies	Free

ANNEX II: COMMITMENTS TO MAINSTREAMING CROSSCUTTING ISSUES

	Crosscutting area	Commitment to clients	Expected Outcomes
1	Gender	- Promote gender equality and equity-responsive planning, budgeting, and implementation across MDALGs. - Integrate gender considerations into national, sectoral, and local government plans. - Support development and implementation of gender-sensitive policies and programmes.	- Gender-responsive plans and budgets across MDALGs. - Improved gender equality in development outcomes.
2	Climate Change/ Global Warming	Integrate Global warming/ climate change mitigation and adaptation measures into development planning.	- Climate-resilient and environmentally sustainable development plans

Crosscutting area		Commitment to clients	Expected Outcomes
		Promote sustainable production, climate-resilient infrastructure and development interventions. - Support mainstreaming of climate change in sectoral and regional plans. - Promote low-carbon development pathways and sustainable energy use. - Support climate-smart policies and investments across sectors.	- Reduced vulnerability to climate-related risks. - Reduced greenhouse gas emissions. - Increased adoption of climate-resilient and low-carbon development practices.
3	People with Disability (PWDs)	- Promote inclusive planning that addresses the needs of persons with disabilities.	- Inclusive development plans that cater for PWDs.
		- Ensure equitable access to services and opportunities in development plans.	- Improved access to services and opportunities for PWDs.

Crosscutting area		Commitment to clients	Expected Outcomes
		- Mainstream disability inclusion across policies, programmes, and planning processes.	
4	HIV/AIDs	- Mainstream HIV/ AIDS considerations into development planning and service delivery.	- Increased integration of HIV/ AIDS responses in development plans.
		- Support integration of HIV/ AIDS interventions into social sector programmes.	- Improved health and social outcomes.
		- Promote awareness and inclusion in policy and planning frameworks.	
5	Environment	- Integrate environmental sustainability into all development planning processes.	- Sustainable natural resource management.
		- Promote sustainable use and management of natural resources.	- Enhanced environmental protection.

Crosscutting area		Commitment to clients	Expected Outcomes
		- Ensure environmental safeguards are incorporated in development plans and projects.	
6	Pandemics/ Public Health Emergencies	- Integrate public health preparedness and response into development planning.	- Strengthened health system resilience.
		- Support planning for resilient health systems and emergency response mechanisms.	- Improved preparedness and response to pandemics.
		- Promote evidence-based research to inform health policies.	
7	Gender Based Violence (GBV)	- Integrate prevention and response to GBV into development planning and policy frameworks.	- Reduced incidence of GBV.
		- Promote inclusive and safe environments in all programmes and interventions.	
		- Support awareness, protection, and response mechanisms for vulnerable populations.	- Improved protection and support systems for affected individuals.

	Crosscutting area	Commitment to clients	Expected Outcomes
8	Corporate Governance	- Strengthen governance, risk management, and internal control systems.	- Improved institutional efficiency and accountability.
		Promote transparency, accountability, and ethical conduct in all operations.	- Strengthened public trust and governance systems.
		- Ensure compliance with legal, regulatory, and institutional frameworks.	
9	Corporate Social Responsibility (CSR)	Promote partnerships with private sector and non-state actors in development planning.	- Increased private sector contribution to national development.
		Encourage alignment of private sector initiatives with national development priorities.	- Stronger public-private collaboration
		Support socially and environmentally responsible practices	

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