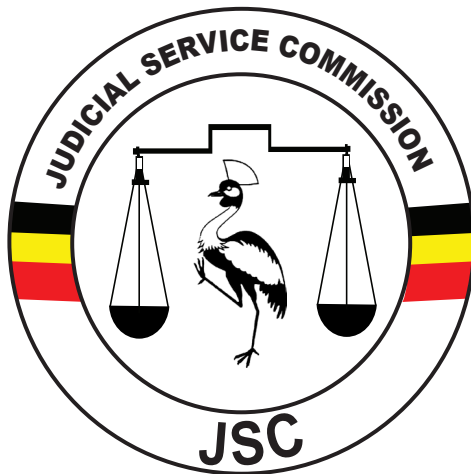




THE REPUBLIC OF UGANDA



People's Bridge to Justice

CLIENT CHARTER

2020/21-2022/23



TABLE OF CONTENTS

FOREWARD.....i

PREAMBLE.....ii

1.0 INTRODUCTION 1

1.1 Objectives..... 1

1.2 Mandate2

1.3 Vision.....4

1.4 Mission.....4

2.0 CORE VALUES AND PRINCIPLES5

3.0 KEY COMMITMENTS6

3.1 The Commission shall tender timely and quality advice to;.....6

3.2 Undertakings;.....6

4.0 SERVICE STANDARDS.....8

4.1 Access to information:.....8

4.2 Complaints handling:.....8

4.3 Zero Tolerance to Corruption:.....8

4.4 Customer care:.....8

4.5 Our commitments:.....8

5.0 CLIENTS EXPECTATIONS, RIGHTS AND OBLIGATIONS.....9

5.2 Our clients Rights.....9

5.3 Obligations of Clients9

6.0 FEEDBACK, COMPLAINTS AND APPEAL MECHANISM..... 10

6.1 Feedback mechanism..... 10

7.0 ACCOUNTABILITY FRAMEWORK..... 11

7.1 Performance Reporting..... 11

7.2 Performance Improvement 11

8.0 COMMITMENT TO THE CHARTER 11

9.0 CONTACTS 12



FOREWARD

The Judicial Service Commission Client Charter expresses commitment of the Commission as the “People’s Bridge to Justice” to provide timely and quality service to its clients. The Charter provides information on our services, responsibilities and the standard of service delivery which clients should expect.

The Commission appreciates the Government of Uganda and all the partners particularly the Justice Law and Order Sector (JLOS) for provision of resources to produce this revised edition.

The Judicial Service Commission is mandated, among others, to recruit and select competent human resources for the Judiciary that are able to deliver quality and timely services to the public by enhancing access to justice for all.

We shall endeavour to foster an accountable and effective Judicial Service through competence-based recruitment, disciplinary control, stakeholder engagement and inculcate a culture of client focus in delivering its services to the citizens of Uganda.

HON. JUSTICE BENJAMIN KABIITO
CHAIRPERSON
JUDICIAL SERVICE COMMISSION



PREAMBLE

I have the honor to present to you the Judicial Service Commission Client Charter. It is geared towards enlightening the public on the services offered to the citizens of Uganda in the administration of justice.

Our Client Charter spells out the Key Result Areas that focus on high quality customer service that our clients and stakeholders should expect from the Commission. It also highlights our commitment to the public, principles and values, service standards, clients' rights and obligations as well as the feedback mechanisms for the clients to appeal in case of any complaint against service standards and level of satisfaction among others.

We commit ourselves to ensuring professionalism, accountability and responsiveness to all our clients in order to meet their expectations.

We are the "People's Bridge to Justice".

RONALD SEKAGYA
**FOR: PERMANENT SECRETARY/
SECRETARY, JUDICIAL SERVICE COMMISSION**



1.0 INTRODUCTION

The Judicial Service Commission (JSC) Client Charter has been developed in line with Circular Standing Instructions No.2 of 2006 issued by the Ministry of Public Service which provides guidelines for developing and implementing Client Charters in all Ministries, Departments, Agencies and Local Governments. The Client Charter sets service standards and commitments by JSC for effective and efficient service delivery that our clients and stakeholders should expect. It is therefore a contract between JSC and our service recipients.

This Client Charter aims at enhancing accountability and Clients' focus both internally and externally in provision of services. It serves as a tool for continuous assessment and performance improvement.

1.1 Objectives

The objectives of the Judicial Service Commission Client Charter are to:

- a) Inform the clients and stakeholders of the services provided by JSC, the clients' rights, expectations and their obligations;
- b) Provide an accountability framework to clients and stakeholders;
- c) Act as a tool for continuous improvement and performance improvement by addressing service delivery gaps and challenges.



1.2 Mandate

The Judicial Service Commission is established under Article 146 of the Constitution of the Republic of Uganda and is mandated to undertake the following functions:

- a) To advise the President in the exercise of his powers to appoint persons to hold or act in any of the following constitutionally specified offices, including power to confirm appointments, to exercise disciplinary control over such persons and to remove them from office:
 - i. The office of Chief Justice, the Deputy Chief Justice, the Principal Judge, a Justice of the Supreme Court, a Justice of Court of Appeal and a Judge of the High Court.
 - ii. The office of the Chief Registrar and a Registrar.
- b) To review and make recommendations on the terms and conditions of service of Judges and other Judicial Officers subject to the provisions of the Constitution.
- c) To prepare and implement programmes for education and dissemination of information to Judicial Officers and the public about the law and administration of Justice.
- d) To receive and process peoples' recommendations and complaints concerning the Judiciary and the Administration of Justice, and generally, to act as a link between the people and the Judiciary.
- e) To advise the Government on improving the administration of justice and perform any other functions prescribed by the Constitution or Parliament.



- f) Subject to the provisions of the Constitution, to appoint persons to hold or act in any judicial office other than those specified in (a) above and confirm appointments and exercise disciplinary control over persons holding or acting in such offices and remove such persons from office.
- g) The Administration of the Judiciary Act, 2020 gives Judicial Service Commission an expanded mandate to appoint, discipline and remove both the Judicial Officers and other Staff of the Judiciary from office. Section 13(3) of the Administration of Judiciary Act, 2020 provides; "All staff of the Judiciary, other than those appointed by the President, shall be appointed by the Judicial Service Commission in accordance with the approved structure of the Judiciary".

In accordance with Article 147 (1) of the Constitution providing for the Judicial Service Commission to carry out other functions that Parliament may prescribe, the Commission is currently mandated to carry out the following additional roles:

- a) Under the Electricity Act 1999 (Section 94 and 112), the responsible Minister is required to consult the Judicial Service Commission in respect of the appointment of the Chairperson, Vice Chairperson and Registrar of the Electricity Disputes Tribunal.
- b) The Uganda Communications Act, 1997 grants the Commission powers to recommend to the President persons for appointment as Chairperson and Members of the Uganda Communications Tribunal.
- c) The Tax Appeals Tribunal Act requires the Minister responsible



for Finance to consult with the Chairperson of the Judicial Service Commission in appointing the Chairperson of the Tax Appeals Tribunal.

- d) The Labour Disputes (Arbitration and Settlement) Act, 2006 under section 10 (2) provides for the Chief Judge and the Judge of the Industrial Court to be appointed by the President on the recommendation of the Judicial Service Commission.
- e) The Public Procurement and Disposal of Public Assets Act as amended provides for the Judicial Service Commission Chairperson to be consulted by the Minister of Finance, Planning and Economic Development over the appointment of the Chairperson of the Public Procurement and Disposal of Public Assets Appeal Tribunal.
- f) The Leadership Code (Amendment) Act, 2017 under Section 19C grants the Judicial Service Commission powers to recommend to the President persons for appointment as Chairperson, Deputy Chairperson and Members of the Leadership Code Tribunal.

1.3 Vision

An effective, responsive and efficient Judicial Service in Uganda.

1.4 Mission

To foster an accountable and effective Judicial Service through Competence-Based Recruitment, Disciplinary Control, Stakeholders' Engagement and Public and Judicial Education.



2.0 CORE VALUES AND PRINCIPLES

The core values that will guide the implementation of this charter are:

- a) **Equity:** The Commission ensures that all persons receive equal protection before the law. The Judicial Service Commission, therefore, accords equal treatment to all persons without discrimination based on gender, colour, race, ethnicity, religion, age, social or economic status political opinion, or disability.
- b) **Competence and diligence:** The Commission prides itself in producing outputs that are of high quality necessary for the proper and competent discharge of duties. It strives to observe professional ethics and practices while carrying out its obligation and functions in order to offer maximum satisfaction to concerned persons.
- c) **Independence:** We shall act Independently without any directives and control of any person or Authority.
- d) **Integrity:** We shall provide services that are reflective of the best Practices that adhere to high moral and Professional Standards.
- e) **Transparency:** We shall be as open as possible about the decisions and actions taken.
- f) **Accountability:** We shall ensure that there is responsibility, accountability and liability on issues of accountability.
- g) **Professionalism:** We shall adhere to the tenets of the Public Services Code of Conduct and Ethics.



3.0 KEY COMMITMENTS

Our key Commitments are:

3.1 Tendering timely and quality advice

The commission shall tender timely advice to;

- a) The President, in appointing the Chief Justice, Deputy Chief Justice, Principal Judge, Justices of the Supreme Court, Justices of the Court of Appeal, Judges of High Court, Chief Registrar and Registrars;
- b) The President in the appointment of Chief Judge and the Judge of the Industrial Court;
- c) The President in the appointment of the Chairperson, Deputy Chairperson and Members of the Leadership Code Tribunal;
- d) The Minister responsible for the appointment of the Public Procurement and Disposal of Public Assets (PPDA) Tribunal;
- e) The responsible Minister, in appointing the Chairperson and Members of the Uganda Communications Tribunal;
- f) The Government on improvement of administration of justice;
- g) The Minister responsible for Energy on the appointment of the Chairperson, Deputy Chairperson and Registrar of the Electricity Disputes Tribunal; and
- h) The Minister responsible for Finance on the appointment of the Chairperson of the Tax Appeals Tribunal.

3.2 Undertakings

The Commission undertakes to;

- a) Appoint, confirm and promote all staff of the Judiciary on merit and in line with established procedures and guidelines.
- b) Review and make recommendations on the terms and conditions of service for staff of the Judiciary.
- c) Implement programmes for education to conduct training



and capacity building for staff of the Judiciary and members of the public.

- d) Prepare and implement programs for education and dissemination of information to the staff of the Judiciary and the Public about the law and administration of Justice.
- e) Receive and process recommendations and complaints concerning the Judiciary and administration of Justice.
- f) Develop and disseminate Information Education and Communication (IEC) materials on law and administration of Justice to the Public such as Citizen Handbooks and translation into local languages.
- g) Use multimedia such as Radio, television and short messages to educate the public on law and administration of Justice.
- h) Advise the Government on ways and means of improving the administration of justice and to conduct research.
- i) Carry out investigations on complaints received against Judicial Officers and publicize the outcomes of disciplinary action for dismissed Judicial Officers in print media after the Commission's decision.
- j) Develop and Print Complaints User Manuals and distribute to the public.
- k) Carry out timely investigations of complaints received, conduct disciplinary proceedings if the circumstances warrant and to render a decision.
- l) Acknowledge receipt of all complaints within 10 days and render advice or recommendations accordingly.
- m) Conduct and complete investigations into complaints registered within 90 days and unless for good cause it is not possible to do so.
- n) Dispose of all disciplinary cases within a period of six months and those of a complex nature within 12 months.
- o) Communicate the final outcomes of complaints and



recommendations to all parties within 30 days after decisions have been made.

4.0 SERVICE STANDARDS

4.1 Access to information:

The Commission commits to provide the necessary information to clients in accordance with the Access to Information Act, 2005 on its decisions on a given matter within 10 days of the decision.

4.2 Complaints handling:

Complaints received by the commission will be handled expeditiously and all accused parties given a fair hearing.

4.3 Zero Tolerance to Corruption:

There will be zero tolerance to corruption.

4.4 Customer care:

We shall serve our clients with fairness, clarity, respect and courtesy with a view of ensuring client satisfaction to enhance the Public Service image.

4.5 Our commitments: -

We shall;

- a) Treat all the information obtained from or on behalf of our clients with utmost confidentiality.
- b) Attend to our clients within 30 minutes of their arrival and advise them on the next appropriate step.



5.0 CLIENTS EXPECTATIONS, RIGHTS AND OBLIGATIONS

5.1 Our Clients' expectations

Our clients should expect high quality services as follows:-

- a) Be treated fairly, courteously and with respect;
- b) Privacy and confidentiality;
- c) Lodge complaints regarding the conduct of staff of the Judiciary in the Administration of Justice;
- d) Appeal on decisions made against them by Judicial Service Commission;

5.2 Our Clients' Rights

Our clients have a right to:

- a) **Information:** In accordance with the Access to Information Act, 2005 and other relevant laws and regulations except for information protected under Section 28 of the Access to Information Act 2005.
- b) **Customer Care:** The staff of Judicial Service Commission shall be kind, courteous and respectful to the clients
- c) **Timely response:** Our clients have a right to receive timely and prompt responses to complaints/appeals/submissions; and
- d) Demand for the services of the Judicial Service Commission.

5.3 Obligations of Clients

Our clients shall have the following obligations: -



- a) Submit the complaint to JSC within three years from the time when the act complained about was committed.
- b) File complaints that deal with the conduct of staff of the Judiciary; A complaint may be made on the following grounds: improper conduct, corruption and abuse of office or maladministration of justice. A complaint can also be lodged regarding the conduct of a Judicial Officer or any person performing judicial functions;
- c) Report corruption tendencies, any solicitation or improper conduct by Members of the Commission and Staff;
- d) Participate in stakeholder's events when called upon.

6.0 FEEDBACK, COMPLAINTS AND APPEAL MECHANISM

6.1 Feedback mechanism

We welcome feedback from all our clients whether positive or negative in order to improve our performance standards. The following channels will be used by our clients;

- a) Use of suggestion boxes all over the country
- b) Contact the Secretary, Judicial Service Commission on Telephone Number Tel: 256414344/311600 Toll Free Line: 0800100221/2,
- c) Face to face interaction with the Chairperson or Secretary of the Commission
- d) Write to us using the following address P. O. Box 7679, KAMPALA Email: info@jsc.go.ug



7.0 ACCOUNTABILITY FRAMEWORK

7.1 Performance Reporting

The Judicial Service Commission shall report our performance to our clients through:

- a) The Annual Performance Reports;
- b) The Stakeholders' Forum;
- c) Public awareness programs;
- d) Record and respond to feedback from our clients;
- e) Regularly updating the JSC Website;
- f) Sensitize the clients about our Charter.

7.2 Performance Improvement

The Judicial Service Commission shall;

- a) Continuously improve the quality of services that we provide in collaboration with our stakeholders
- b) Monitor and evaluate the implication of this Charter through the Judicial Service Commission Monitoring and Evaluation framework
- c) Report on the performance of the Charter to key clients and stakeholders
- d) Provide Charter performance information to Top Management.

8.0 COMMITMENT TO THE CHARTER

The Commission commits itself to:

- a) Achieving its objectives by serving with dedication



while upholding its principles and core values;

- b) Ensuring that the clients get the expected services spelt out in this Charter;
- c) Ensuring that it accounts for its decisions and actions and
- d) Share this Clients Charter with all her Clients

9.0 CONTACTS

For further information or clarification, please do not hesitate to contact;

THE SECRETARY,

JUDICIAL SERVICE COMMISSION,

PLOT 16 MACKINNON ROAD, NAKASERO.

LOTIS TOWERS, 6TH, 7TH AND 8TH FLOORS

P. O. BOX 7679, KAMPALA, UGANDA.

TEL: 256414344/311600

TOLL FREE LINE: 0800100221/2,

EMAIL: INFO@JSC.GO.UG

WEBSITE : WWW.JSC.GO.UG

REGIONAL OFFICE

MOROTO REGIONAL OFFICE

JLOS BUILDING, GROUND FLOOR

OPPOSITE BOMA GROUNDS,

MOROTO UGANDA .