



MINISTRY OF LOCAL GOVERNMENT

SERVICE DELIVERY STANDARDS

**FOR THE MINISTRY OF LOCAL
GOVERNMENT FOR THE PERIOD
FY 2025/2026- FY 2029/2030**

(JUNE 2025)

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FOREWORD

This Service Delivery Standards for the Ministry of Local Government will facilitate and guide the delivery of services that will be offered during the implementation of the Fourth National Development Plan.

The Services for which standards have been developed are derived from the prioritized outputs in the Programme Implementation Action Plan (PIAP) and Ministry's Strategic Plan for the Fourth National Development Plan.

The MoLG SDS focuses on; Effective Decentralization, LED Promotion, Revenue Enhancement, and Strong Governance Systems, Supported by Capacity Building, Infrastructure Development, Policy Coordination, Data Systems, and a Robust Regime Oversight.

The Standards have been developed in consultation and with guidance from the Ministry of Public Service and National Planning Authority (NPA) and seek to improve Service Delivery and Accountability within the Ministry of Local Government and Local Governments.

The Standards are intended to improve the quality-of-Service Delivery by making Citizens aware of the wide range of Services and the quality of these Services.

The application of Service Delivery Standards is critical for continuous Performance Improvement in terms of Equitable Resource Allocation and Strengthening Coordination, Transparency and Accountability to the Public.

The Service Delivery Standards will serve the following objectives:

- i. Define Minimum levels of Services that the Ministry should provide and Service recipients should expect.

- ii. Promote Efficiency and Effectiveness of Programmes being implemented and ensure they are responsive to Client Needs.
- iii. Empower Service Recipients to demand for Services and evaluate Satisfaction Levels
- iv. Enforce Quality and Compliance Mechanisms for Service Delivery.

These Standards will serve as a guiding tool for both Internal Performance Management and External Stakeholder Engagement. They are informed by Consultations, Assessments, Lessons learnt, and the need for continuous improvement in executing Ministry of Local Obligations.

It is my Sincere hope that together with our unit stakeholders, the Ministry of Local Government will effectively Implement these Service Delivery Standards as expected.



Ben Kumumanya

PERMANENT SECRETARY

1. INTRODUCTION

The Ministry of Local Government (**MoLG**) is responsible for “Guiding, Inspecting, Monitoring and Advocating for all Local Governments”; in support of Government’s Vision 2040 objective to bring about socio-economic transformation in Uganda by turning it into a middle-income country. The Ministry plays a central role in overseeing the implementation of the decentralization policy, promoting good governance, and strengthening Local Government institutions to enhance sustainable socio-economic development across the country.

The Vision 2040 is implemented through a series of 5-year National Development Plans (NDPs). These are further disaggregated into Programme Implementation Action Plans (PIAPs) spanning various sectors of the economy, which are then Operationalized through Strategic Plans developed by various Ministries, Departments and Agencies (MDAs) and Local Governments. Government’s philosophy therefore follows a top-down approach to development planning.

1.1. MANDATE OF MINISTRY OF LOCAL GOVERNMENT

The Mandate is *“to Guide, Inspect, Monitor, Mentor and Advocate for all Local Governments in support of the overall vision of Government to bring about socio-economic transformation of the country.”*

1.2. VISION

The Vision is “an effective and efficient Local Government system that provides quality, equitable and sustainable services to the population of Uganda.”

1.3. MISSION

The Mission is “to coordinate and support Local Governments in a bid to provide efficient and sustainable services, improve the welfare of all the people and eradicate poverty in Uganda.”

2. GOAL AND STRATEGIC OBJECTIVES

The Ministry's Goal is *"To Strengthen Decentralised service delivery systems and transform Local Governments into engines of economic empowerment, ensuring that all citizens benefit equitably from Uganda's growth and development"*.

The strategic objectives that will anchor the Ministry's interventions to achieve the above goal over the planning cycle are as follows:

- a. To Deepen Decentralisation by Strengthening Local Government Systems, Leadership and Autonomy.
- b. To Enhance and Sustain Local Economic Development.
- c. To Enhance the Contribution of local revenue to Local Government budgets.
- d. To strengthen institutional and policy coordination to support effective governance.

3. METHODOLOGY OF DEVELOPING THE SDS

The Development of these Service Delivery Standards followed the methodology below:

1. Preparatory Phase:

Review existing Laws, Policies, Mandates, and Strategic Plans (NDP IV, MoLG Strategic Plan, RDP PIAP, other Programme PIAPs, MOLG is aligned to, etc.), Defined the purpose and scope of the SDS, formed an Internal Technical Team to guide the process.

2. Stakeholder Identification & Engagement

Identified all stakeholders responsible for or affected by the service including; Ministry Departments, LGs, CSOs, Development Partners, Beneficiaries, conducted consultations to collect expectations and Service Delivery gaps.

3. Definition of Standards and Document Compilation

Document was compiled including definition of the SDS components as indicated below;

Sn	Component	Definition
1	Objective	The overall purpose of the service
2	Output/ Service Description	The specific service, product, or result delivered.
3	Performance Indicator for the Output	How success will be measured.
4	Standard in terms of: Quality, Quantity, Cost, Time, process, accessibility and coverage.	The expected level of performance and service.
5	Target Recipients of service	Who the service is meant for
6	Access criteria to obtain service	How members of the Public have access to information about a particular Service
7	Methodology for Providing Service	Steps or approach used to deliver the service.
8	Inputs (basic infrastructure for providing service: tools, equipment & personnel	Staff, equipment, tools, and infrastructure needed.
9	User fee/ contribution by service recipient	Any cost paid by the beneficiary.
10	Responsibility Centre/ services delivery point	The department or office responsible for delivery.

4. DEPARTMENTAL MANDATES

i. Department of Finance and Administration

The department manages the Ministry's Finances, Human Resource, Procurement, Audit, Communications, ICT, Coordinates Policy Development, Planning, Budgeting and reporting These are instrumental in efficient running of the Ministry's administration and implementation of policies.

ii. Department of Local Economic Development

The department is responsible for creation of local and national governance mechanisms, which promote a conducive, economic and political environment for private sector investment, employment creation in local areas for improved household incomes and service delivery. Additionally, the department supports development and implementation of community-based projects and infrastructure development.

iii. Department of Urban Administration

Urban Administration Department is responsible for overseeing formulation and reviewing of urban policies, laws, and guidelines; oversees and supports urban Local Governments in governance and service delivery including effective solid waste management systems, strengthening institutional capacity through training and technical backstopping; guiding urban planning, zoning, and infrastructure development; coordinating and monitoring government and donor-funded urban projects; enhancing urban revenue mobilization and financial management; supporting the establishment and functionality of urban governance structures; facilitating the implementation of national urbanization strategies and reforms; resolving urban administrative conflicts; and managing urban data and research to support evidence-based planning and decision-making.

iv. Department of District Administration

The department coordinates governance and service delivery at the District level and provides guidance on Leadership and Management of District Councils.

v. Department of District Inspection

The department ensures that Rural/District Local Governments operate in compliance with national policies, standards, and regulations. Key functions include Inspecting Compliance with laws, regulations, and service delivery standards in sectors such as health, education, works, and water.

Additionally, the department prepares Inspection Reports for Leadership and relevant accountability institutions and coordinates support supervision to ensure follow-up on inspection findings by line Ministries.

vi. Urban Inspection

The department focuses on Urban Local Governments (ULGs) such as Cities, Municipalities, and Town Councils. Its functions include Inspecting Urban Councils to assess their compliance to the laws, regulations, policies, guidelines and directives issued to LGs. The compliance inspection focuses on urban planning laws and regulations, financial management regulations and guidelines, and service delivery targets. Furthermore, the department oversees the implementation of Urban Development Plans, including infrastructure projects, waste management and automation of LG revenue systems.

vii. Local Councils Development Department

The Local Councils Development Department plays a central role in strengthening the capacity, functionality, and accountability of local councils at all levels, in line with the country's decentralization policy. The department provides policy guidance, capacity building, and oversight to ensure that councils effectively fulfil their mandates. It supports participatory governance by promoting transparency, community engagement, and the formulation

of local legislation. Additionally, the department addresses governance challenges through training in conflict resolution and leadership, thereby enhancing service delivery and responsive local governance across Uganda.

viii. Procurement Inspection and Coordination Department

The department ensures that the Procurement and Disposal Processes in Local Governments adhere to National Public Procurement Laws and best practices. Key responsibilities include inspecting procurement activities in districts, municipalities, and Lower Local Governments to ensure transparency, competitiveness, and value for money. Coordinating procurement audits in collaboration with the Public Procurement and Disposal of Public Assets Authority (PPDA) and developing and disseminating procurement guidelines tailored for Local Governments.

ix. Other Ministry Units

a. PDM Secretariat

The Secretariat is mandated to provide strategic leadership, coordination, and technical oversight for the implementation of the PDM across all Local Governments. Its primary role is to ensure that the PDM— Government’s flagship approach for transitioning subsistence households into the money economy— is fully institutionalized within the Local Government planning and service delivery frameworks. The Secretariat guides the integration of the PDM pillars into Local Government plans and budgets, coordinates capacity building initiatives at parish and district levels, and ensures effective stakeholder engagement across MDAs, development partners, and community structures. Additionally, it oversees the operationalization of the Parish-Based Management Information System, enabling real-time monitoring, data-driven planning, and accountability for results.

b. Project Support Team (PST)

The PST serves as the technical delivery arm for project formulation and implementation within the Ministry, particularly under the Regional Development Programme (RDP) and other externally financed initiatives. The PST provides specialized and technical support in Project Planning, Financial Management, and Monitoring, ensuring compliance with both Government of Uganda and Development Partner fiduciary and operational standards. It functions as a coordination hub, facilitating effective collaboration among implementing Departments, Local Governments, and Funding Agencies. The PST also contributes to institutional capacity strengthening by providing hands-on technical backstopping and documenting lessons learned to inform continuous improvement in project delivery and accountability.

c. Line Commissions, Authorities and Associations under MoLG

The Line Commissions, Authorities and Associations under MoLG include:

- a. Local Government Finance Commission (LGFC) – Advise and Advocate for Local Government financing.
- b. Urban Authorities Association of Uganda (UAAU) – Advocate for interests of Urban Authorities.
- c. Uganda Local Governments Association (ULGA) – Advocates for District Local Governments interests
- d. Alliance of Mayors and Municipal Leaders on HIV/AIDS in Africa – AMICAAL Uganda
- e. East African Local Governments Association Forum (Confirm placement with LCD)

5. SERVICE DELIVERY STANDARDS MATRIX

Objective	Output/service description, Key output/ Result/ Product/ Service	Performance Indicator, Key Performance Indicator for the Output/ Product/ Service	Standard in terms of Quality, Quantity, Costing Process, Reliability and coverage.	Target Recipients of Services	Access criteria to obtain service	Methodology for providing service	In-puts (basic infrastructure for service, tools, equipment & personnel)	User fee/ services by service recipient	Responsibility (Ministry/ Services delivery point)
OVERALL OBJECTIVE	TO GUIDE, INSPECT, MONITOR, MENTOR AND ADVOCATE FOR ALL LOCAL GOVERNMENTS IN SUPPORT OF THE OVERALL VISION OF GOVERNMENT TO BRING ABOUT SOCIO-ECONOMIC TRANSFORMATION OF THE COUNTRY.*								
Specific Objective 1	Deepen Decentralization by Strengthening Local Government Systems, Leadership, and Autonomy.								
Deepen Decentralization by Strengthening Local Government Systems, Leadership, and Autonomy.	Steinley, Districts in Local Governments (Land Boards, LGPAC) strengthened	Percentage of fully constituted District / City Land Boards	100% fully constituted District Land boards by the end of the NDP IV period	LGs Communities	Quarterly progress reports.	Define the criteria and assess the constitution of the boards. Collect Data on the Existence and Functionality of Land Boards. Support LGs to constitute the Land boards	Financial and human resources, vehicles.	Not Applicable	MOLG District Administration Department
		Percentage of fully constituted LGPACs	100% fully constituted LGPACs by the end of the NDP IV period	LGs Communities	Quarterly progress reports.	Define the criteria and assess the constitution of the LGPACs. Collect Data on the Existence and Functionality of LGPACs to constitute the LGPACs.	Financial and human resources, vehicles.	Not Applicable	MOLG District Administration Department
		Percentage of fully constituted District / City Executive Committees	100% fully constituted District / City Executive Committees by the end of the NDP IV period	LGs Communities	Quarterly progress reports.	Define the criteria and assess the constitution of the District / City Executive Committees. Collect Data on the Existence and Functionality of District / City Executive Committees.	Financial and human resources, vehicles.	Not Applicable	MOLG District Administration Department
		Percentage of fully constituted Contracts Committees	95% fully constituted Contract Committees by the end of the NDP IV period	LGs Communities	Quarterly progress reports.	Define the criteria and assess the constitution of the Contract Committees. Collect Data on the Existence and Functionality of Contract Committees. Support LGs to constitute the Contract Committees.	Financial and human resources, vehicles.	Not Applicable	MOLG District Administration Department
	D/GSCs fully constituted and functional	Number of D/GSCs monitored in the implementation of their mandate	46 D/GSCs monitored annually	LGs Communities	Quarterly progress reports.	Assess existing gaps. Provide guidance and technical support to LGs to process, coordinate process, and recruit the newly recruited members	Financial and human resources, vehicles.	Not Applicable	MOLG District Administration Department

Objective	Output/service description, key output/ Result/ Product/ service	Performance indicator, Key Performance Indicator for the Output/ Product/ Service	Standard in terms of quality, quantity, cost-effectiveness, accessibility and coverage.	Target Beneficiaries of service	Access criteria to obtain service	Methodology for providing service	In-puts (basic infrastructure for tools, equipment & personnel)	User fee/ contribution by service recipient	Responsibility Center/ service delivery point
	Capacity of Local Government Leaders built	Number of LG Elected Leaders inducted	855,000 leaders inducted by the end of the NDP IV Period	LGs, Communities	Quarterly progress reports	Define criteria for elected leaders and define an induct Production sessions	Financial and human resources, vehicles, Printing	Not Applicable	MOLG Local Council Department
	Performance management improved in Local Governments	No. of LGs supported to develop performance improvement plans	176 LGs supported in developing Performance Improvement Plans annually	LGs, Communities	Annual MOLG PIP reports	Define the scope of the PIPs, provide technical assistance and conduct routine monitoring and follow up	Financial and human resources, vehicles, Printing and Publication	Not Applicable	MOLG District Administration Department
		No. of LGs inspected for compliance to laws, regulations and guidelines	176 LGs are inspected for compliance with laws regulations and guidelines annually	LGs	Quarterly Progress Reports	Define the scope of Compliance inspections, plan and conduct the inspections, conduct financial backstopping	Financial and human resources, vehicles,	Not Applicable	MOLG District Inspection Dept. Urban Inspection Dept.
		Number of LG technical leaders trained in performance management	An average of 405 leaders trained annually	LGs, Communities	Quarterly progress reports,	Conduct a needs assessment, Develop training Plan, and train the selected officers	Financial and human resources, vehicles, Printing	Not Applicable	MOLG Local Council Department
		Number of peer-to-peer learning events conducted	670 peer-to-peer events held by the end of the NDP IV Period.	LGs, Communities	Quarterly progress reports,	Define objective of peer-to-peer learning event, plan and organize, select participants and undertake the event	Financial and human resources, vehicles, Printing	Not Applicable	MOLG Local Council Department
		Percentage of LG Councils with functional Committees, Statutory bodies and lawful resolutions	98% of LG Councils with functional Committees, statutory bodies and lawful resolutions by the end of the NDP-IV Period	LGs, Communities	Quarterly progress reports,	Define the criteria for functionality, Collect Data on the Existence and Responsibility Committees, Statutory bodies and Resolutions, assess the functionality	Financial and human resources, vehicles, Printing	Not Applicable	MOLG Local Council Department
		Percentage of LG Councils receiving and scrutinizing reports of Statutory Bodies	An average of 90% cases received and scrutinizing reports of Statutory Bodies by the end of the NDP IV Period	LGs, Communities	Quarterly progress reports,	Define criteria for receiving and scrutinizing reports, identify the LG councils that are actively scrutinizing reports	Financial and human resources,	Not Applicable	MOLG Local Council Department
	Capacity of Justice Service delivery duty bearers strengthened	Number of duty bearers trained	36 duty bearers trained annually	Local Governments	Quarterly progress reports,	Stakeholder mapping, development of training framework, undertake knowledge enhancement	Financial and human resources, Vehicles	Not Applicable	MOLG Local Council Department
	Case backlog reduction measures enhanced	Proportion of disposed of cases that are backlog	75% cases disposed off by the end of the NDP IV Period	Local Governments	Quarterly progress reports,	Assessment and Mapping of cases, development of case backlog strategy, e.g. strengthening the use of Alternative Dispute Resolution	Financial and human resources, Vehicles	Not Applicable	MOLG Local Council Department

Objective	Output/Service description, Key output/ Result/ Product/ Service	Performance Indicator, Key Performance Indicator for the Output/ Product/ Service	Standard in terms of Quality, Quantity, Access, Process, Accessibility, and coverage.	Target Beneficiaries of service	Access criteria to obtain service	Methodology for providing service	In-puts (Basic infrastructure for services, tools, equipment & personnel)	User fee/ contribution by service recipient	Responsibility for service delivery point.
	Increased use of statistical data in LG planning	LG Data Analytics Systems developed	An MIS system is to be developed to support decision-making, making coordination, and analysis of data from LGs	MOLG Local Governments	Quarterly Progress Reports	Define the scope and readiness, develop and customize the system, pilot testing and full roll out	Financial and human resources, IT equipment, vehicles.	Not Applicable	MOLG Policy and Planning Division
		Percentage of LGs using Data Analytics for planning	An average of 10% LGs enrolled to use data analytics annually	LGs and MOLG MDAs	Quarterly Progress Reports generated	Collect data, train LGs to use the system.	Financial and human resources, IT equipment, vehicles.	Not Applicable	MOLG Policy and Planning Division
		Percentage of LG Planning Units that are fully functional	100% of LG Planning Units that are fully functional by the end of the NDP- IV period	LGs, MOLG MDAs	Quarterly LG Progress Reports	Define criteria for a fully functional planning unit, assess functional status and fill the gaps accordingly.	Financial and human resources, IT equipment, vehicles.	Not Applicable	MOLG Policy and Planning Division
		Number of LGs producing Annual Statistical Abstracts	100% LGs producing annual statistical abstracts by the end of the NDP- IV period	LGs, MOLG MDAs, Development Partners, Civil Society Organizations, Stakeholders	Quarterly LG Progress Reports	Define scope, Train LGs, identify relevant data sources, collect and consolidate data	Financial and human resources, IT equipment, vehicles.	Not Applicable	MOLG Policy and Planning Division
	Integrated District Physical Development Plans implemented	Number of District Integrated Development Plans approved	An average of 20 Districts with approved Physical Development Plans annually	Local Governments	LG Websites	Collect data, verify and validate, and Quality assure data, and use the data to develop Integrated Plans	Financial and human resources, IT equipment, vehicles, Data center among others	Not Applicable	Ministry Of Local Government Urban Administration Department District Administration Department
		Number of Sub counties with approved integrated Physical Development Plans	An average of 80 Sub Counties with approved integrated Physical Development Plans	Local Governments	LG Websites	Collect data, verify and validate, and use the data to develop Integrated Plans	Financial and human resources, IT equipment, vehicles, Data center	Not Applicable	Urban Administration Department District Administration Department
	Waste management systems established	Proportion of Cities and Municipalities implementing customized Waste Management Strategies	100% OF Cities and Municipalities implementing customized waste management by the end of the NDP IV Period	Local Governments communities	Quarterly LG Reports	Conduct Situational analysis, develop integrated management strategies, capacity building and Technical Support, and conduct community outreach and stakeholder engagement	Financial and human resources, IT equipment, vehicles, Data center	Not Applicable	MOLG Urban Administration Department District Administration Department

Objective	Output/Service description, Key output/ Result/ Product/ Service	Performance Indicator, Key Performance Indicator for the Output/ Product/ Service	Standard in terms of Quality, Quantity, Timeliness, Access, and coverage.	Target Beneficiaries of Service	Access criteria to obtain service	Methodology for providing service	In-puts (basic infrastructure for tools, equipment & personnel)	User fee/ contribution by service recipient	Responsibility Center/ Lead agency at delivery point
Enhance and Sustain Local Economic Development									
Enhance and Sustain Local Economic Development	LED Strategies Developed	Percentage of Regional LED strategies developed Percentage of LG LED strategies developed	50% and 100% of Regional and LG LED Strategies to be developed within first 2 years of the NDP IV	Local Governments Communities Private Sector	MOLG & LG websites	Collect data, verify and validate and Quality assure data and use the data to develop the strategies	Financial and human resources, IT equipment, vehicles, Publishing, Data center, among others	Not Applicable	Ministry Of Local Government Local Economic Development Department
	Contribution of Local stakeholders to LED improved	% of PDCs and SACCO Executive Leaders trained on PDM	127,198 of PDCs and SACCO Executives leaders trained on PDM annually	Local Governments Communities	Quarterly LG Reports	Identify the PDCs and SACCOs to be trained, mobilize and coordinate, undertake the training	Financial and human resources, IT equipment, vehicles,	Not Applicable	MOLG PDM Secretariat
	Increased Access to Markets	Number of local markets established	176 LGs trained by the end of NDP IV Period Construction of 65 Markets undertaken in the NDP IV period	Local Governments Communities	PDM Annual Report Quarterly Project Progress Reports	Identify the LGs to be trained, mobilize and coordinate, undertake the training De fine Local Markets Criteria, collect data on established markets, verify gaps. Promote and support Market Development	Financial and human resources, IT equipment, vehicles, Printing and Publishing, Data center	Not Applicable	Ministry Of Local Government Local Economic Development Department
		Number of KMs of Community Access Roads constructed/rehabilitated	An average of 876km of CARs will be constructed annually.	Local Governments Communities	Quarterly Reports	De fine Community Access roads, collect data on roads, verify gaps, Promote and support road construction center	Financial and human resources, IT equipment, vehicles, Printing and Publishing, Data center	Not Applicable	MOLG Local Economic Development Project Support Team
		Number of Agro Processing facilities constructed	An average of 11 Agro Processing facilities constructed during 2027/28	Local Governments Communities	Quarterly Reports	De fine agro Processing facilities, collect data on and construct required facilities	Financial and human resources, IT equipment, vehicles, Printing and Publishing, Data center	Not Applicable	MOLG Local Economic Development Project Support Team
	PDM implementation coordination strengthened	Percentage of targeted PDM beneficiary households accessing PFR Funds	An average of 69% Households accessing PFR Funds	Local Government Communities	Parish Development Management Information System, Quarterly reports.	Establish total PDM household baseline, Track progress, calculate the percentage, Data to Quality assure and draft report	Financial and human resources, IT equipment, vehicles, Printing and Publishing	Not Applicable	PDM Secretariat

Objective	Output/Service description, Key Output/ Product/ Service	Performance Indicator for the Output/ Product/ Service	Standard in terms of Quality, Cost, Time, Process, accessibility and coverage.	Target Recipients of service	Access criteria to obtain service	Methodology for providing service	Inputs/Basic tools, equipment & personnel	User fee/ contribution by service recipient	Responsibility Centre/ services delivery point
	Capacity of extension workers enhanced	Percentage of Parishes with Parish Action Plans	100% of Parishes with Action Plans Developed by the Secretary for the NPPV period	Local Government Authorities	LG websites	Collect data, verify, and validate the data and consolidate into the action Plans	Financial and human resources, IT equipment, vehicles, Printing and Publishing	No Applicable	MOLG District Administration & Urban Administration
	Capacity of extension workers enhanced	No. of LGs Supported	146 DLGs supported annually	Local Governments	Quarterly LG Reports	Identify the Extension Workers to be trained, training Plan Developed, mobilize and coordinate, undertake the training	Financial and human resources, IT equipment, vehicles.	No Applicable	Ministry Of Local Government Local Economic Development Department
Specific Objective 3	Enhance Contribution of Local Revenue to Local Government Budgets								
Enhance Contribution of Local Revenue to Local Government Budgets	Local Revenue Mobilized and Generated	Amount of Local Revenue collected(₹n)	Local revenue expected to increase from UGX 338.3 bn in FY 2025/26 to 7165.6 bn in FY 2027/30	Local Government Communities, Local Governments	Quarterly reports, IPAS System Reports	Define local Revenue resources, collect revenue data, track and record revenue generation, verify and report	Financial and human resources, IT equipment, vehicles, Printing and Publishing	No Applicable	MOLG (District Inspection Urban Inspection)
		Percentage increase in own source revenue	1% increase in own source revenue by the end of the NPP IV Period						
	Utilization of discretionary funds to LGs improved	Number of LG workshops adhering to the DDEG guidelines	176 LGs supervised annually to ensure adherence to the DDEG Guidelines	Local Governments	Annual LG workplans, Quarterly Progress Reports, Monitoring Reports	Define funds to be allocated, distribute funds and collect data on utilization	Financial and human resources, IT equipment, vehicles, Printing and Publishing	No Applicable	MOLG Policy and Planning Division
Specific Objective 4	Strengthen Institutional and Policy Coordination to Support Effective Governance								
Strengthen Institutional and Policy Coordination to Support Effective Governance	Employee Productivity in Local Governments improved	Percentage of approved LG staff positions filled	70% staff positions filled by the end of NPP-IV Period	LGs, MOLG MDAs	MoLG/ LGs Annual/Quarterly recruitment reports	Define the staff positions available, determine those filled and those that need to be filled, facilitate recruitment process.	Financial and human resources, vehicles	No Applicable	MOLG District Administration Urban Administration, Human Resource Division
		Percentage of LG staff meeting performance rating of at least 70 percent.	100% LG staff meeting a performance rating of at least 70% by the end of the NPP IV Period	LGs, MOLG MDAs	MoLG/ LGs Annual/ Quarterly BSC reports	Define performance rating criteria, establish a regular performance review cycle, design appraisal of training.	Financial and human resources, Vehicles	No Applicable	MOLG Human Resource unit
		Percentage of technical LG staff receiving capacity building trainings/ mentorship that lasted at least one week	100% staff trained at the end of the NPP-IV Period	LGs, MOLG MDAs	MoLG/ LGs Annual/ Quarterly Capacity Building performance reports	Support development of LG Capacity Building Plan, Track and Record Capacity Building initiatives in LGs, Strengthen performance reporting in Continuous Professional Development (CPD)	Financial and human resources, vehicles.	In the event that available funding is insufficient, LG may be required to bear part of the training costs.	MOLG Human Resource unit

Objective	Output/Service delivered by Local Governments	Performance Indicator: Key Parameters for the Output/Product/Service	Standard in terms of Quality, Quantity, Cost, Time, process, accessibility and coverage.	Target Recipients of service	Access criteria to obtain service	Methodology for providing service	Inputs (Basic infrastructure for providing service: Tools, equipment & personnel)	User fee/contribution by service recipient	Responsibility Centre/Service delivery point
	Service delivery in Local Governments coordinated	Number of coordination engagements with key LG stakeholders held	At least 11 Coordination meetings held annually	LGs Communities	MeLG Quarterly Reports	Through radio & TV talk shows, barazas, information events/treat, workshops	Financial and human resources, data and information communication and advocacy	Not Applicable	MOLG and Administration Department District Administration Department.
		Number of Policy and Legal Frameworks developed and reviewed	2 Policy and Legal Frameworks developed and reviewed annually	LGs	MeLG Quarterly Reports	Situational Analysis and Stakeholder engagement, drafting of Policy/Legal Framework	Financial and human resources	Not Applicable	MOLG Policy and Planning Division, Local Councils Department
		Percentage of LGs implementing Climate Adaptive Living (LoCAL) initiatives	35% of LGs implementing LoCAL initiatives by the end of the NDP IV period.	LGs Communities	LG reports MeLG Quarterly Reports Project Progress Reports	selection and targeting of LGs to receive Performance Based Climate Resilience Grants (PBCRGs), Capacity Building and Technical Support to LGs	Financial and human resources, data and information systems, communication and advocacy, Vehicles	Not applicable	MOLG Local Economic Development Project Support Team
		Number of LGs with functional HIV/AIDS committees	100% of the Local Governments (LGs) with functional HIV/AIDS committees by the end of the NDP IV period.*	LGs Communities	MeLG/ Uganda Commission (UAC) Quarterly District/ City, Aids Committee (DAC) reports	Define the criteria and assess the constitution of the HIV/AIDS Committees. Collect Data on the Existence and Functionality of Committees, and Support LGs to constitute the HIV/AIDS Committees	Financial and Human Resources, Vehicles	Not applicable	MOLG Human Resource Unit
		Percentage of LGs with functional Nutrition Committees	60% of (LGs) with functional Nutrition Committee by the end of the NDP IV period.*	LGs Communities	MeLG Quarterly Reports LG Nutrition Coordination Quarterly Reports	Define the criteria and assess the constitution of the Nutrition Committees. Collect Data on the Existence and Functionality of Nutrition Coordination Committees. Support the Nutrition Coordination Committees, Stakeholder engagement, Capacity Building	Financial, Human Resources, Vehicles, Data	Not applicable	MOLG Policy and Planning Division
		Number of Local Councils with vulnerable groups trained to use the reservation scheme for procurement	88 LGs with vulnerable groups trained on how to use the reservation scheme by the end of the NDP IV period	LGs Vulnerable Groups	MeLG Quarterly Reports	Situational Analysis and needs assessment, Stakeholder engagement, development of Training Material, Training of Vulnerable Groups	Financial, Vehicles Human Resource	Not applicable	MOLG Procurement Inspection Department

Objective	Output/service description, Key output/ Result/ Product/ Service	Performance indicator, Key Performance Indicator for the Output/ Product/ Service	Standard in terms of Quality, Cost, Time, process, accessibility and coverage.	Target Recipients of service	Access criteria to obtain service	Methodology for providing service	In-puts (basic inputs for providing service: tools, equipment & personnel)	User fee/ contribution by service recipient	Responsibility Centre/ services delivery point
	MoLG and LG offices retrofitted and retooled	Number of Lower Local Government Offices constructed	338 LLG Administration offices retrofitted by the end of the NDP IV period	LGs	LG Quarterly reports	Needs assessment, Planning and Budgeting, BOQs, Procurement, Supervision and Construction	Financial, Vehicles, Human Resource, Data	Maintenance funds for Constructed Offices, ensuring safety and sustainability of the transportation assets.	LGs
		Number of vehicles procured for MoLG and LGs	19975 LGs & 23 MoLGs procured in by the end of the NDP IV period	LGs	LG Quarterly reports	Needs assessment, Planning and Budgeting, Procurement of the Vehicles	Financial and Human Resource	Maintenance funds for Motor Vehicles, ensuring shared ownership and sustainability of the transportation assets.	MoLG Finance and Administration Department
		Number of Motorcycles procured for LGs	2,000 motorcycles procured by the end of the NDP IV period	LGs	MoLG Quarterly Reports	Needs assessment, Planning and Budgeting, Procurement of the Motorcycles	Financial and Human Resource	Maintenance funds for Motorcycles, ensuring shared ownership and sustainability of the transportation assets.	MoLG Finance and Administration Department
		Number of Bicycles procured for LGs	77,830 Bicycles procured by the end of the NDP IV period	LGs	MoLG Quarterly Reports	Needs assessment, Planning and Budgeting, Procurement of the Bicycles	Financial and Human Resource	Maintenance funds for Bicycles, ensuring shared ownership and sustainability of the transportation assets.	MoLG Finance and Administration Department
		Number of Local Councils equipped with official stamps	176 Local Council Stamps procured by the end of the NDP IV period	LGs	MoLG Quarterly Reports	Needs assessment, Planning and Budgeting, Procurement of the Stamps	Financial and Human Resource	Maintenance funds for official stamps ensuring shared ownership and sustainability of the transportation assets.	MoLG Finance and Administration Department, Local Councils Department
		Percentage of MoLG departments retooled	100% of MoLG Departments retooled by the end of the NDP IV period	MoLG	MoLG Quarterly Reports	Needs assessment, Planning and Budgeting, Procurement of the required equipment	Financial and Human Resource	Maintenance funds for equipment purchased ensuring shared ownership and sustainability of the Ministry assets.	MoLG Finance and Administration Department
	Policy, Planning and reporting coordinated	No. of Quarterly and annual performance reports prepared and submitted	5 Reports Developed annually	MoLG, MoLGs, Development Partners	MoLG Quarterly and Annual Reports	Define reporting framework, data collection and monitoring, reporting, stakeholder consultation and dissemination	Financial and Human Resource, LGs Systems, Vehicles	Not applicable	MoLG Policy and Planning Division

Objective	Output/Service description, Key output/Result/ Product/ Service	Performance Indicator, Key Performance Indicator for the Output/Product/ Service	Standard in terms of Quality, Quantity, Cost, Time, process, Reliability and coverage.	Target Recipients of service	Access criteria to obtain service	Methodology for providing service	In-puts (Basic infrastructure for providing service: e.g. equipment & personnel)	User fee/ contribution by service recipient	Responsibility Centre/Service delivery point
		No. of Cabinet Memoranda developed	2 Cabinet Memoranda developed annually	MOLG MDAs LGs	MOLG Quarterly and Annual Reports	Identify key issues/Proposals, develop Memorandum Structure, Stakeholder identification, presentation and approval of the memoranda	Financial and Human Resources	Not applicable	MOLG Policy and Planning Division
	Finance and Administration	Number of MOLG staff trained use of ICT equipment, applications and e-systems	100% staff trained in use of ICT equipment, applications and e-systems by the end of the NDP IV period	MOLG	MOLG Quarterly reports	Training needs assessment, Develop Training Plan and Curriculum, mobilize trainers and resources, deliver training	Financial and Human Resources	Not Applicable	MOLG ICT Unit
		Number of LGs trained in use of e-systems	35 LGs trained annually	LGs MOLG	MOLG Quarterly reports	Training needs assessment, Curriculum, Mobilise trainers and resources, deliver training	Financial, Vehicles, Human Resources	Not Applicable	MOLG Policy and Planning Division ICT Unit
		Number of Internal Audit reports prepared and submitted to MOLG Management	4 Reports prepared Annually	MOLG	MOLG Quarterly Internal Audit Reports	Develop annual audit plan, conduct audit field work, analyze findings and draft audit reports, review/validate reports to the relevant management	Financial, Vehicles Human Resources	Not Applicable	MOLG Internal Audit Unit
		Updated asset register	1 Asset register updated annually	MOLG	MOLG Audited report	conduct asset verification, update asset register	Financial and Human Resources	Not Applicable	MOLG Administration Unit
		No. of financial reports prepared and submitted to relevant authorities	3 Financial reports prepared and submitted annually	MOLG	MOLG Financial Reports	Collect and consolidate financial data, budget performance, Prepare Financial statements and reports	Financial and Human Resources	Not Applicable	MOLG Finance and Accounting Division
		Percentage of consolidated MOLG procurement plan value executed	90% of Procurement Plan executed annually	MOLG	FPDA Compliance Report	Develop and Implement the Annual Procurement Plan	Financial and Human Resources	Not Applicable	MOLG Procurement Unit
		No. of events covered by the communication unit	250 events covered by the end of the NDP IV period	MOLG	MOLG Quarterly report	Identify and schedule events, secure material needed, Post event documentation and reporting, dissemination and publicity	Financial Vehicles Human Resources, Communication equipment	Not Applicable	MOLG Communication Unit
		No. of Management meetings held	40 management meetings held annually	MOLG	MOLG Performance report	Develop annual meeting schedule, prepare meeting agendas, conduct meetings, document minutes, follow up on action points and maintain records and reports	Financial and Human Resources	Not Applicable	MOLG Administration Unit

Objective	Output/service description, Key Performance Indicator, Product/ Service	Performance Indicator, Key Performance Indicator for Quality/ Process/ Service	Standard in terms of Quality, Quantity, Cost, Time, process, accessibility and coverage.	Target Recipients of service	Access criteria to obtain services	Methodology for providing services	Inputs (basic infrastructure for providing service: tools, equipment & personnel)	User fee/ contribution by service recipient	Responsibility Centre/services delivery point
		Proportion of audit and Parliament recommendations implemented	100% of the audit and Parliament recommendations implemented annually	MOLG	Management Response Report	Complete recommendations, timelines and implementation matrix and report on implementation status	Financial and Human Resources	Not Applicable	MOLG Administration Unit
	Implementation of Government Programmes/Projects in LGs improved	A follow up report on the implementation of Government Programmes, Le PDM	One annual report prepared on the implementation of PDM	Local Governments Communities	MOLG & LG websites	Collect data, verify and validate the data and consolidate into the action Plans	Financial and Human Resources, IT equipment,	Not Applicable	MOLG PDM Secretariat



MINISTRY OF LOCAL GOVERNMENT

SERVICE DELIVERY STANDARDS

FOR THE MINISTRY OF LOCAL GOVERNMENT FOR
THE PERIOD FY 2025/2026- FY 2029/2030

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