



UGANDA NATIONAL COMMISSION FOR UNESCO

# THE CLIENTS CHARTER

## Uganda National Commission for UNESCO

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## UGANDA NATIONAL COMMISSION FOR UNESCO

2018-2025

REVISED 2020





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FOR UNESCO

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## 7.5 How to contact us

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*For God and My Country*

- Good governance,
- Gender sensitivity,
- Non-discriminated,

### 7.3 Clients' responsibilities – “help us to help you”

The client will fulfill his or her obligations by:

- Treating staff with respect and courtesy,
- Participating in the various UNATCOM activities as and when called upon,
- Acting with politeness,
- Avoiding offer of gifts to staff,
- Providing accurate information and/or documentation,
- Consulting the relevant Officers/Offices where necessary,
- Cooperating with the officials in handling issues that concern them,
- Cooperating in monitoring the implementation of the Charter.

### 7.4 Feedback from clients

- Clients are encouraged to communicate on any issue (enquiries, proposal for improvements etc.) through the official contact address at the end of this document.
- Clients may communicate through the National Commission's Administration Office whose contact address is as follows:

2<sup>nd</sup> Floor (Room 2.5)  
Embassy House, King VI Way  
Kampala - Uganda

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## 7.0 Clients' Right/Expectations and Responsibilities

### 7.1 Who Are Our Clients?

The National Commission has both internal and external clients.

#### 7.1.1 Internal Clients

- Technical and support staff at the Uganda National Commission for UNESCO.

#### 7.1.2 External Clients

- Government and Line Ministries / Institutions.
- Educational as well as Cultural / Traditional and Scientific/ Research Institutions.
- Civil Society Organization and Private Sector Organization.
- Human Rights Organizations and other private sector partners.
- UNESCO/ICESCO and other United Nations Agencies.
- Individuals.

### 7.2 Clients' Right/Expectations

In line with "A customer is a king" dictum, UNATCOM clients are highly esteemed. The client is therefore justified to expect;

- Warm reception;
- Efficiency and effectiveness in service delivery,
- Unbiased and accurate information which is timely,
- Timely response to queries with courtesy and professionalism,
- To be fairly and transparently handled,
- Access to information,

## 5.6 Programme Execution and Administration Support

To strengthen the capacity of UNATCOM to provide leadership and deliver quality services in UNESCO/ICESCO fields of competence and, to ensure the visibility of UNATCOM/UNESCO/ICESCO in Uganda.

## 6.0 General Standards

We the staff of UNATCOM, pledge that we are committed in providing excellent, quality and timely services in delivering our mandate and responsibilities as follows:

1. Attend to enquiries and complaints by our client in a courteous and helpful manner.

Acknowledgement of receipt	: within 24 hours
Response to enquiry/complaint	: within 5 working days

2. Uphold confidentiality, impartiality and integrity in all our conducts. We appreciate and value all constructive comments in the fulfillment of this Client Charter.

## List of Acronyms

<b>BCC</b>	Behavioral Change Communication
<b>CSO</b>	Community Society Organization
<b>EFA</b>	Education for All
<b>FGD</b>	Focused Group Discussion
<b>ICESCO</b>	Islamic World Educational Scientific and Cultural Organization
<b>IEC</b>	Information Education Communication
<b>ILLP</b>	Instruction in Local Language Policy
<b>IR</b>	Indicative Results
<b>M&amp;E</b>	Monitoring and Evaluation
<b>NGO</b>	Non-Governmental Organization
<b>UN</b>	United Nations
<b>UNATCOM</b>	Uganda National Commission for UNESCO
<b>UNESCO</b>	United Nations Educational Scientific and Cultural Organization
<b>USE</b>	Universal Secondary Education

## Foreword

Uganda's vision for 2040 aspires to have a country where the citizens live in unity amidst diversity and equal opportunities irrespective of gender, tribe, ethnicity or religion. Ugandans aspire for a progressive and developmental culture that blends traditional beliefs and national values. Ugandans aspire for a future in which men, women, youth, children, and persons with disabilities are empowered to participate as equal partners in development. They equally aspire to have a green economy and clean environment where the ecosystem is sustainably managed and the liveability of the urban systems greatly improved.

In conformity with the above vision for 2040, Uganda National Commission for UNESCO is happy to present to you its revised clients charter for the year 2020-2025 as it plays her catalytic and advisory role to the country.

This Clients Service Charter is a binding social contract between Uganda National Commission for UNESCO as an autonomous institution of the Ministry of Education and Sports and all her clients. It specifies standards for service delivery, which UNATCOM believes its clients have a right to expect, and sets out feedback and complaint handling mechanisms. It has been reviewed through consultations with staff and the UNATCOM Board members. UNATCOM commits itself to reporting annually to all her stakeholders in her annual review programmes which are held at the beginning of every financial year.

We are committed to ensuring that we offer quality services to our clients, and this is only possible if we maintain a good working relationship with our clients/service users and staff. I therefore commend this charter to all clients and stakeholders and hope that they will use the mechanisms suggested to enter into constructive dialogue with the UNATCOM. This

## 5.0 Strategic Goals:

The strategic objectives which guide the attainment of UNATCOM's vision and mission are linked to the programmes as outlined:

### 5.1 Education:

To support the implementation of national and international educational initiatives and priorities for sustainable peace and development.

### 5.2 Natural Sciences:

To Support the strengthening of national capacity in Science, Technology, Engineering and Innovation (STEI) policies and management of natural resources and ecosystems for sustainable development.

### 5.3 Social and Human Sciences:

To Support the strengthening of national capacity to protect and promote intercultural dialogue, Human Rights, inclusive development and management of social transformation.

### 5.4 Culture:

To support the safeguarding, preservation, conservation, promotion, development and management of heritage and cultural diversity for peace and sustainable development.

### 5.5 Communication and Information:

To promote the freedom of expression, media development and access to information and knowledge for learning, governance and sustainable development.



## 4.0 Statement of Objectives:

In achieving her mandate, the four broad objectives of UNATCOM, as highlighted in the new Strategic Plan (2018 – 2025), are: -

- i) Raise UNESCO's profile in Uganda by increasing public awareness of its goals and ideals/objectives.
- ii) Link national priorities with the ideals and mission of UNESCO/ ICESCO.
- iii) Engage Uganda's intellectual, scientific and cultural resources and capacities in UNESCO activities.
- iv) Provide research and development support services in UNESCO's fields of competence.

will help us to achieve our aim of continuous review and improvement in the quality of service delivery to our stakeholders.

**Prof. Lugujjo Eriabu**  
Chairperson Board

## Preface

Uganda National Commission for UNESCO is mandated to work with individuals, institutions, bodies, agencies and departments that exist locally and internationally. At the National level, UNATCOM works primarily with Government Ministries, Departments and agencies, including the Parliament of Uganda, local governments, NGOs, faith-based organizations, the media, cultural institutions and organizations, associations, universities, the private sector, embassies and individuals. At the international level UNATCOM collaborates with UNESCO and ICESCO and its affiliate institutions, other National Commissions for UNESCO, UN agencies, International NGOs and individuals. The various partners support UNATCOM in various ways to ensure the attainment of its mandate.

In line with our mandate, we have the pleasure of presenting to you the Uganda National Commission for UNESCO validated Clients' Charter. In the Charter, we revisited our commitments to our clients in order to consolidate on these commitments, and made fresh ones where applicable, geared at ensuring quality service delivery in the Education, Sciences, Culture, Communication & Information sectors to the people of Uganda for Years 2020-2025 in line with the UNATCOM Strategic Plan.

This charter specifically outlines UNATCOM's mandate, vision, mission, core values, principles and key results areas of Uganda National Commission for UNESCO for the years running 2020-2025. It also outlines the commitments relating to each of the result areas as well as the performance standards which our clients should expect. The Charter lays down the core values to guide our staff in service delivery, key among which are integrity, transparency, accountability and diligence to work.

surveys / reports on national implementation of standard setting instruments.

- iii) Evaluate the implemented Participation Programmes (PPs) / Regular Programmes (RPs) and report back to UNESCO/ICESCO Secretariat / Regional Offices.
- iv) Run exchange programmes with other institutions of the UN system.
- v) Assume responsibility to implement some UNESCO/ICESCO programmes in Uganda.

### 3.5 Contribute to UNESCO Planning/Programme processes:

Conduct timely national consultations with relevant government bodies and other stakeholders to identify and develop national priorities and strategy for cooperation with UNESCO/ICESCO.

### 3.0 Services Provided/Key Functions of UNATCOM

In accordance with Article VII of UNESCO's Constitution, the Charter of National Commissions (NATCOMs) and the relevant resolutions of UNESCO's General Conference, UNATCOM is expected to perform the following core functions: -

#### 3.1 Advisory:

Act as an advisory organ by providing expert advice to stakeholders / governments / delegations on UNESCO programmes and activities.

#### 3.2 Liaison:

Link UNESCO Secretariat to Uganda through line ministries / agencies / institutions / NGOs and individuals.

#### 3.3 Clearing House (i.e., information provider):

- i) Promote UNESCO's ideals and objectives, and disseminate them to government of Uganda and other stakeholders.
- ii) Assist government in the popularization and implementation of UNESCO/ICESCO's standard setting instruments.

#### 3.4 Participatory:

In cooperation with the Secretariat, UNATCOM shall execute, elaborate, and evaluate UNESCO/ICESCO's Programme in Uganda, that is:

- i) Provide on request relevant information for programme execution and most appropriate national contractors, experts and partners.
- ii) Coordinate national responses on UNESCO/ICESCO conducted

We shall endeavor to render services to our clients in a transparent and accountable manner. We shall remain credible in delivering our mandate and exercise good leadership while doing so. As a Commission we commit ourselves to continuous improvement in the quality of service delivery in our various fields of competences and strive to meet the expectations of our clients as we strive towards building peace in the minds of men and women of Uganda, who are the very reason of our existence as National Commission for UNESCO.

We therefore continue to encourage our clients as well as our own staff to make the best use of the Charter as we all strive to build an inclusive nation, Uganda.



**Rosie Agoi**  
Secretary General UNATCOM

## 1.0 Introduction

This Clients Charter details the mandate, vision, mission, core values, principles and key results areas of Uganda National Commission for UNESCO for years running 2020-2025. It is a social contract between the Commission and the general public that we serve as we play our role. As a Commission we pledge that we are committed to providing excellent, quality and timely services in delivering our responsibilities.

### 1.1 Purpose of the Charter

This charter;

- ◆ Sets out the standards and commitment for service you can expect from Uganda National Commission for UNESCO.
- ◆ Seeks to create awareness to the public about the roles and mandate of the National Commission for UNESCO. Our Clients are helped to understand what their roles are in ensuring high standards of service delivery, and how they can contribute to finding solutions where service delivery is not to their expectations.
- ◆ Guides our clients and stakeholders as to when, how and where to get more information on our services.
- ◆ Explains to our stakeholders how to provide feedback, or lay a formal complaint if not satisfied with our services.
- ◆ Reflects the commitment of the National Commission to deliver a high standard of service to our stakeholders in Ministries, Departments, Agencies, CSO, Academia, and the general public.

### 1.2 Mandate of the UNATCOM

- ◆ *To contribute to the attainment of peace, justice, respect for human rights, freedom and security in Uganda through education, sciences, culture, and communication and information.*

physical and mental. In this respect, her programmes strive to develop the whole human being by mainstreaming crosscutting issues such as poverty, HIV/AIDS, peace, gender and the environment. UNATCOM is committed to building a high sense of trust and faithfulness among her members and staff and expects reciprocal principles from her stakeholders.

#### ◆ *Teamwork*

In the course of work, UNATCOM derives her effectiveness from all partners, line ministries and staff acting together in a synergetic manner as a body. In this way, UNATCOM's programmes are accomplished through teams and collaborations with one another. As such, the National Commission makes efforts to enhance linkages by strengthening coordination and teamwork with all stakeholders in implementing activities.

#### ◆ *Continuous Improvement*

UNATCOM undertakes to continuously improve the quality of performance and the services provided by periodically reviewing the commitments in line with the feedback obtained from the clients.

We commit ourselves to always abiding by the above values and principles.

### ◆ *Professionalism*

UNATCOM seeks to accomplish her mandate in a very professional manner. As such, she recruits and employs professionals in the execution of its programmes. In this respect, the National Commission undertakes to perform her tasks at the highest professional standards even to guarantee the quality of outputs.

### ◆ *Trustworthiness*

While executing her mandate, all staff of UNATCOM are expected remain dependable and reliable at all times when interfacing with clients, stakeholders and the general public.

### ◆ *Coordination*

The UNATCOM executes its programmes by coordinating knowledge and skills among staff and those of stakeholders' committees thereby ensuring synergies and effectiveness in programme implementation. Programmes are accomplished through teamwork and consultations.

### ◆ *Consistency*

The National Commission implements programmes within the core areas of UNESCO/ICESCO's competence only. In aiming at accomplishing her mandate in a professional manner, the National Commission's activities are performed at the highest professional standards thus guaranteeing quality outputs. In this respect, UNATCOM operates with a high sense of moral and ethical standards in all dealings with stakeholders and expects reciprocal principles from the stakeholders.

In addition to the above, UNATCOM operates under the following guiding principles:-

### ◆ *Holistic*

UNATCOM targets all aspects of human development; moral, spiritual,

This mandate is derived from both the Constitution of UNESCO, the Charter of National Commissions for UNESCO, the UNATCOM ACT of 2014 and The Charter of Islamic World Educational, Scientific and Cultural Organization (ICESCO)

## 1.3 Vision Statement

### ◆ *A learning, cultured, informed and peaceful nation.*

This vision is anchored on the conviction that UNATCOM is working towards a peaceful Uganda, enjoying prosperous and balanced endogenous socio-economic development.

## 1.4 Mission Statement

### ◆ *To provide intellectual leadership to influence policy and actions in education, science, culture and communication for peace and sustainable development in Uganda.*

Both the vision and mission of UNATCOM embrace UNESCO's goal of "building peace in the minds of men".

## 2.0 Our Core Values & Principles

The Uganda National Commission cherishes and upholds the core values of UNESCO that hinge on coordination, consistency and inclusiveness. In the execution of its programmes, UNATCOM adheres to the following;

### ◆ *Integrity*

The National Commission upholds a high degree of ethics and integrity in managing its programmes. As such, all its dealings, programmes and use of resources including funds from various sources are subject to full scrutiny, transparency and accountability. In this respect, UNATCOM shall not place herself under any financial or other obligations to individuals or organizations that might seek to compromise her professional behavior in performance of her duties. In essence, therefore, this Client Charter informs her code of conduct that will be agreed upon by both the staff and partners, and that will be the Commission's benchmark.

### ◆ *Transparency*

The UNATCOM staff shall be as open as possible in all decisions and actions taken. They shall at all times be ready to give reasons for decisions made and actions taken.

### ◆ *Accountability*

Uganda National Commission UNESCO staff are aware that the offices they hold are in public trust and therefore shall personally be responsible for our actions or inactions.

### ◆ *Respect*

All the staff of the Uganda National Commission for UNESCO shall remain respectful and disciplined at all times to all our clients, stakeholders and fellow staff members while carrying out their duties and responsibilities.

### ◆ *Impartiality in service*

All staff of Uganda National Commission for UNESCO shall not discriminate clients on the basis of political, religious, tribal, sexual or racial affiliation in the provision of services, nor allow personal political, religious and sex views to influence our performance.

### ◆ *Loyalty*

The staff at Uganda National Commission for UNESCO shall at all times remain loyal to the government of Uganda, the line ministries, UNESCO and ICESCO while executing its mandate.

### ◆ *Diligence to duty*

The UNATCOM staff in following the guidelines and code of conduct shall be at their work place during the official hours of duty and shall devote themselves wholly to work during the said hours as well as when carrying out of office assignments.

### ◆ *Zero tolerance to corruption*

Uganda National Commission for UNESCO shall pursue a policy of Zero tolerance to corruption in execution of all duties. The code of conduct to all staff describes zero-tolerance policy to corruption. It outlines duties in this respect, and all relevant staff must comply with the stance of the UNATCOM and the Ministry and must know the consequences of non-compliance.

### ◆ *Inclusiveness*

The UNATCOM operates in an open environment with a lot of involvement of both stakeholders and partners. Its programmes target the most disadvantaged groups, women, youth and the rural poor. To ensure inclusiveness, the National Commission encourages stakeholders' participation in programmes at all levels.