



THE REPUBLIC OF UGANDA

MINISTRY OF TRADE, INDUSTRY AND COOPERATIVES

CLIENT CHARTER

FY (2025/26 – 2029/30)

Enhancing Social Economic Transformation through Industrialisation and Competitive Market Access.

FOREWORD

This Client Charter is a publication of the Ministry of Trade, Industry and Cooperatives. It sets out the service standards and commitment to continuous service improvement, which clients and stakeholders should expect of the Ministry. It has been developed after a series of consultations among the staff of the Ministry and between the staff and the external stakeholders of the Ministry. The Charter binds the staff of the Ministry, its clients and stakeholders.

The basis of this Charter is aligned to the Government Public Service Reform Programme (PSRP), whole of Government Approach strategy, which aims at improving public service delivery aligned to the National Development Plan IV and other Government priority areas. The new public service order demands a partnership between the service providers and the citizens. The importance of partnership is to enable the public to participate in the design, monitoring and evaluation of Government programmes and services which affect them. Relatedly, this partnership is supposed to lead to the creation of best practices, transparency and accountability as pillars of good governance.

Ministry of Trade, Industry and Cooperative Client Charter will therefore serve as a tool to enhance transparency and accountability in the provision of services to the public. It will enable clients and stakeholders to access the Ministry services more easily with due regard to the best practices and systems of good governance.

I wish to appreciate the contribution of the Ministry of Public Service in the provision of guidance and technical support throughout the process of developing this Charter. In the same

vein, I also wish to salute the clients and stakeholders, as well as the entire staff of the Ministry, who participated in the formulation of the Client Charter. We hope that this Charter will contribute immensely, in the long term, to the realization of the Ministry's vision: "Sustainable Cooperatives, Competitive Trade and World Class Industrial Products and Services".

The Ministry will endeavor to ensure that this Client Charter is implemented and revised from time to time in order to keep it abreast with new challenges and opportunities.

A handwritten signature in black ink, appearing to read 'Francis Mwebesa', written in a cursive style.

HON. FRANCIS MWEBESA

MINISTER OF TRADE, INDUSTRY AND COOPERATIVES

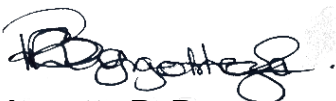
PREAMBLE

The Ministry of Trade, Industry and Cooperatives is mandated to promote trade, co-operatives and environmentally sustainable industrialization, appropriate technology development and transfer for value addition to natural resources to generate wealth for poverty eradication and betterment of the Country socially and economically.

In line with our mandate, I am honoured to present the Ministry of Trade, Industry and Cooperatives Client Charter. This Charter spells out our commitment to our clients geared at ensuring quality service delivery in the Trade, Industry, and Cooperatives Sector for the Financial Years 2025/2026-2029/2030.

This client charter defines the key result areas, services related to each of key result areas we provide, the performance standards which our clients should expect, and clients' obligations, mechanisms for handling complaints and the feedback process. The Client charter also spells out the core values to guide our staff in service delivery key among them is quality client services, transparency accountability, credibility and good stewardship.

This Ministry is committed to implementing this Charter in order to deliver continuous high-quality services to all our clients, in achieving Sustainable Cooperatives, Competitive Trade and World Class Industrial Products and Services.



Lynette B. Bagonza
PERMANENT SECRETARY

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List of Acronyms

CMIS	Cooperative Management Information Systems
DCO	District Commercial Officers
MTIC	Ministry of Trade, Industry and Cooperatives
MSMEs	Micro, Small and Medium Enterprises
NCP	National Cooperatives Policy
NDP	National Development Plan
NIP	National Industrial Policy
NTB	Non-Tariff Barriers
NTP	National Trade Policy
NSP	National Sugar Policy
SIP	Sector Investment Plan
WRS	Warehouse Receipt System
WTO	World Trade Organization

CHAPTER ONE:

1.0 Introduction

This Charter presents the Commitments for the Ministry of Trade, Industry and Cooperatives. This charter presents the Ministry's Mandate, Vision, Mission and Strategic Objectives, Values, Principles, Core Values and Key Result Areas. It also provides the Commitments, Ministry clients, their rights and obligations of Clients, Feedback and complaints management mechanism and Accountability framework.

1.1 Mandate:

The mandate of the Ministry of Trade, Industry and Co-operatives (MTIC) is to formulate and support strategies, plans and programs that promote and ensure expansion and diversification of trade, co-operatives, environmentally sustainable industrialization, appropriate technology development and transfer for value addition to natural resources and to generate wealth for poverty eradication and benefit the country socially and economically.

1.2 Vision:

A dynamic and globally competitive trade, industrial, and cooperative sector driving inclusive and sustainable economic transformation.

1.3 Mission:

Our mission is to “develop and promote a competitive and export-led private sector through accelerating industrial development, for economic growth and development.”

1.4 Strategic Objectives.

- i. To sustainably increase value addition in agriculture, industry, mineral, oil & gas.
- ii. To strengthen private sector competitiveness to drive growth and create jobs
- iii. To strengthen the cooperative movement for competitiveness and socially inclusive economic development.
- iv. To facilitate trade development.
- v. To strengthen the policy, legal, institutional and coordination framework.

1.5. Compliance with policies, regulations, legislation, and standards

We shall comply with domestic and international policies, legislation, regulations and standards governing the trade Industry and Cooperative sectors.

1.6. Integrity:

We shall show the highest standards of integrity. We shall not place ourselves under any financial or other obligations to individuals or organizations that might seek to compromise our professional behavior in performance of our duties.

1.7. Selflessness:

We shall put public interest above personal interest without consideration of any financial or material benefit and gain.

1.8. Objectivity:

We shall make decisions based on merit, professional codes and other codes of good practice.

1.9. Honesty:

We shall conduct our duties and provide services with truthfulness and sincerity.

1.10. Customer/Client focus:

We shall put the interests of our customers/clients as our first priority. We shall always seek to meet our customers' needs and expectations.

1.11. Partnership:

We shall engage our partners, especially the private sector, in designing, implementing, monitoring and evaluating our programmes.

1.12. Optimal use of resources:

We shall optimally use resources at our disposal in providing the required services to clients efficiently and effectively.

1.13 Transparency and Accountability:

We shall be transparent and accountable for our decisions, actions and inactions.

1.14 Professionalism:

We shall adhere to the professional codes of conduct while executing our duties.

1.15 Responsiveness:

We shall respond to our clients effectively and efficiently when called upon.

1.16 Impartiality:

We shall provide services to all clients without discrimination based on gender, race, colour, and religion, creed, or any other partisan considerations.

1.17 Discipline

We shall behave in a manner that conforms to the rules and regulations, code of conduct and Ethics for the Public Service and International protocols.

1.18 Integrity and anti-corruption

We shall pursue zero tolerance for corruption, whether financial or otherwise, in the course of discharging our duties.

CHAPTER TWO:

PRINCIPAL SERVICES AND COMMITMENTS

2.1 Key Performance Areas

During the implementation of the Ministry of Trade, Industry Client Charter 2025-2030, our Key performance areas shall be as follows.

2.1.1. Trade:

- i. Improve the environment of doing business
- ii. Nurture the private sector with a view to improving its competitiveness in the domestic, regionally and international markets.
- iii. Increase market access for Uganda's products and services in regional and international markets.
- iv. Improve the stock and quality of trade infrastructure
- v. Promote Trade Development
- vi. Promote policy synergies between the production and trade sectors
- vii. Provide equal opportunity to Women and other disadvantaged groups to participate in and benefit from trade
- viii. Promote the use of standards and quality infrastructure to improve the competitiveness and safety of Uganda's

products, processes and service delivery systems in domestic, regional and international.

2.1.3 Industry:

- i. Create an umbrella for overseeing the development of Micro, Small and Medium-scale Enterprises (MSMEs)
- ii. Promote the development of value-added industries, especially the agro-based industries
- iii. Increase competitiveness of local industries
- iv. Enhance the development and productivity of the informal manufacturing sub-sector.
- v. Enhance applied Research and Technology development
- vi. Promote the transfer of appropriate technology

2.1.4 Cooperatives:

- i. Promote good governance of the cooperative movement
- ii. Enhance the capacity of the cooperatives to compete in domestic, regional and international markets.
- iii. Diversify the type and range of enterprises undertaken by cooperatives

2.1.5 Processing and marketing (MSMS)

- i. Provide an enabling environment through the establishment of policies, a legal and institutional coordination framework.

- ii. Promote research, product/process development, innovation, value addition and appropriate technologies
- iii. Support access to markets and business information services
- iv. Increase access to credit and financial services
- v. Enhance capacity building, entrepreneurship, vocational, business and industrial development skills
- vi. Enhance gender equity, inclusiveness, safety and environmentally friendly businesses for sustainable development

2.1.6 Business skills development and quality assurance (MSME)

- i. Conduct regular SMEs needs assessment; training needs analysis
- ii. Develop a database and a system for managing MSME sector information and literature, including data collection, system operations and maintenance, and information dissemination mechanisms
- iii. Conduct MSME surveys and baseline studies to establish the size and status of the sector.
- iv. Build the capacity of existing Business Development Service Providers in different
- v. Support the Districts to effectively deliver support services to MSMEs in the area of business registration, advisory and mentoring services, business planning, marketing and Business linkages.

- vi. Conduct mobile business clinics to popularize MSMEs' use of business development support services.
- vii. Create awareness on General manufacturing and hygiene practices.
- viii. Develop guidelines on the management and operation of Business Incubators and Industrial Parks.

2.1.7 Warehouse and Receipt Systems

- i. Surveying and profiling storage facilities across the country
- ii. Inspecting Warehouses for conformity to enable licensing under the Warehouse Receipt System
- iii. Licensing Storage facilities in conformity to standards established
- iv. Licensing Warehouse keepers, Commodity and Warehouse Inspectors
- v. Certifying, of commodities and Commodity handlers
- vi. Standardization of storage infrastructure across the country
- vii. Facilitated access to inventory credit through warehouse receipts
- viii. Operationalizing and maintaining A robust electronic Warehouse Receipt System
- ix. Developing and maintaining a reliable Market Information System (MIS)

2.2. Specific Commitments

The Ministry of Trade, Industry and Cooperatives over the medium term commits itself to deliver the following outputs using a departmental approach.

2.2.1. Internal and External Trade

We shall;

1. Nurture and use a Public-Private Partnership approach in the implementation, dissemination and monitoring the National Trade Policy.
2. Provide technical guidance to the private sector, business community and trade-related institutions on Trade Policy, available trade opportunities in regional and international community.
3. Participate in bi lateral regional and multilateral trade negotiations with the aim of promoting Uganda's trade interests.
4. Review and update international bilateral investment agreements by 2022
5. Operationalize the Competition and Consumer Policy
6. Negotiate, sign and ratify international protocols, regional and multilateral Agreements relating to EAC, EPAs and COMESA FTA and Tripartite FTA.
7. Post Commercial attaches in the strategic trade locations of Geneva, Brussels, Nairobi and South Africa
8. Promote and facilitate the processing and marketing of traditional and non-traditional exports.
9. Revitalize and position priority products of export interest in Uganda to the international markets
10. Provide accurate and up-to-date useful trade data and market information as soon as requested
11. Review and formulate trade and trade-related laws that promote trade and investment

12. Establish a National Trade Competition Policy Commission/Authority by 2021
13. Respond to requests for trade data and information from our clients within three days of the date of the request
14. Develop a world-wide web-based market information from our clients within three days from the date of the request
15. Regularly provide technical support, conditional grants and guidance to strengthen District Commercial Officers
16. Co-operate with the World Trade Organization (WTO), Regional Trade Organizations and National Non-Tariff Barriers (NTB) Monitoring Committee in the elimination of both tariff and non-tariff barriers
17. Promote and domesticate the Intellectual Property Rights policy and regulations
18. License firms and individuals to deal in Hire Purchase Business
19. Maintain regular communication/liaison with Trade Associations e.g., KACITA, among others
20. Hold regular meetings with identified stakeholders to maintain trade order (domestic)

2.2.2. Industry and Technology

We shall;

1. Implement the National Industrialization Policy and Strategy with special emphasis on promotion of agro-processing for value addition in niche exports by 2015
2. Support MSMEs through the provision of Business Development Services and development of Industrial Clusters

that use local raw materials to competitively produce for the domestic, regional and international markets

3. Develop a comprehensive National Industrial Database by 2024
4. Sensitize stakeholders and disseminate information on appropriate technologies in partnership with UIRI using the Information, Education and Communication (IEC) strategy
5. Carry out monitoring and evaluation through monthly industrial guidance visits to ensure harmony within key respective industry sectors including mediation with enforcement Government Agencies
6. Conduct annual Industry surveys
7. Develop the National Steel Policy by 2022
8. Review all outdated industrial acts, laws and regulations by 2024
9. Hold annual industrial sector performance reviews and consultative meetings
10. Strengthen linkages between the Academic and Research Institutions, Associations and the Department of Industry and Technology

2.2.3. Cooperatives Policy and Development

We shall;

1. Enforce compliance to laws among the non-complaint cooperatives
2. Arbitrate disputes within two months from the date of reporting
3. Register amendments of cooperative societies' bye laws within 4 working days

4. Process and register cooperative societies within 8 days of receipt of application
5. Carry out supervision and auditing of cooperative organizations quarterly to ensure that they are safe, sound and able to generate wealth for the members
6. Operating and managing a comprehensive and efficient cooperative Management Information System (CMIS) by 2022
7. Enhance Gender and environmental awareness and diversity in cooperatives
8. Provide equal opportunities to all members of cooperative societies without discrimination

2.2.5. Promotion and Marketing (Micro Small Medium Enterprises (MSMEs))

We shall;

1. Ensure MSME Policies/strategies are formulated and implemented
2. Ensure the MSME Database is developed
3. Ensure MSMEs are trained in the area of Business Skills Development and standards awareness;
4. Provide technical guidance and capacity building to MSMEs
5. Ensure MSME's Performance is monitored, assessed, and evaluated.

2.2.6 Warehouse and Receipt System

We shall;

- i. Profile and survey Storage facilities across the country on a quarterly basis.
- ii. Carry out quarterly inspection of warehouses/storage facilities country-wide for conformity to enable licensing under the Warehouse Receipt System
- iii. License 20 Storage facilities annually in conformity to standards established within 14 working days upon inspection, Country wide coverage
- iv. License Warehouse keepers within 14 days upon satisfying the legal & regulatory requirements
- v. 20 Commodity and Warehouse Inspectors are annually licensed and the process is completed in 14 days upon satisfying requirements.
- vi. Certify 50 Commodity handlers annually
- vii. Carry out regular grading, sampling, and certification of commodities to ensure at least 90% level of commodity conformance.
- viii. Carry out profiling, training and certification of Personnel at Warehouses on quarterly basis.
- ix. Assess 25 storage facilities annually for Standardization of storage infrastructure across the country.

- x. Facilitate access to inventory credit through generation of warehouse receipts instantly in transparent and secure issuance process.
- xi. Facilitate Warehouse Receipts trading at Commodity Exchanges to generate instant receipts, ensure transparent and secure issuance process.
- xii. Operationalize, update and maintain a robust electronic Warehouse Receipt System to 99% system and generate and transmit receipts within 24 hours.
- xiii. Develop, promote and maintain a reliable Market Information System (MIS) to disseminate Weekly and monthly market bulletins with $\geq 95\%$ accuracy

2.2.7 Finance and Administration

We shall;

- i. Provide optimal delivery of support services and logistics to facilitate the work of the entire Ministry
- ii. Carry out impact assessment, monitoring and evaluation of programmes of the Ministry every quarter.
- iii. Ensure payment for goods and services rendered to the Ministry within 30 days after delivery.
- iv. Develop and update an effective information system for the Ministry.
- v. Prepare and submit Statutory Financial Statements Quarterly on the fourteenth day of the subsequent month after end of quarter.

- vi. Warrant Funds within one week on receipt of the cash limits and process payments within three days from request.
- vii. Prepare Audit Plans at least once a Year and Audit Quarterly reports within 30 days after a Quarter.
- viii. Prepare the Budget Framework Paper and submit it by 15th November to MoFPED and by 31st December to the Parliament of Uganda.
- ix. Prepare Ministerial Policy statements and submit to MoFPED by 15th March in conformity with the PFMA Act 2015 and the Budget Call Circular
- x. Prepare Strategic Planning Every 5 years that conforms to NDP
- xi. Develop and review applicable policies for Cabinet approval and implement the approved policies
- xii. Monitor, supervise and evaluate Ministry programmes, projects and activities and produce reports
- xiii. Prepare a procurement plan, at least once a year and submit monthly Procurement reports by the 15th of the following month
- xiv. Evaluate all procurement Bids and complete evaluation Reports within the PPDA mandatory time
- xv. Update Asset Register within two weeks after the end of the quarter
- xvi. Produce the Annual Board of Survey report within one month after the end of the financial year
- xvii. Maintain MTIC assets in accordance with the PPDA/MoWT guidelines on the asset classifications
- xviii. Coordinate Stakeholder engagements on a quarterly basis
- xix. Mainstream cross-cutting issues including Gender and HIV/AIDS across all MTIC projects and programmes

- xx. Recruit staff to fill vacant positions in the Ministry-approved structure across all departments to ensure effective implementation of the Ministry mandate.
- xxi. Manage Payroll and other staff benefits to ensure that the monthly salary, pension and gratuity are paid by the 28th day of each month
- xxii. Coordinate staff Performance Management across all departments in the Ministry.
- xxiii. Plan and implement capacity-building initiatives for all MTIC staff as per the Uganda Public Service Training Policy 2006
- xxiv. Initiate and organize Employee Relations and Staff Welfare activities to improve staff motivation and wellness.
- xxv. Develop, update and maintain a sound Management Information System (MIS)

CHAPTER THREE:

CLIENTS, CLIENT RIGHTS AND OBLIGATIONS

3.1 Clients

Our clients are: Traders, Service providers, Entrepreneurs, Industrialists and their Associations, Consumer Associations, Co-operators, Researchers, Local Governments, Government Ministries, Departments and Agencies, Common Interest Groups, Private Sector, Public Servants, Civil Service Organizations, Educational Institutions, Donor Community, International Organizations and the Public

3.2 Client Rights and Expectations

3.2.1 Rights

Our clients have a right to:

- a) Fast Access to useful public trade information within the law
- b) Effective and efficient regulation and enforcement of laws that are user-friendly and cost-effective
- c) Confidentiality of Information
- d) Technical guidance, advice and capacity building in relation to trade, industrial, technological and Cooperative Regulations
- e) Access quality manufactured products
- f) Know the user fees to be paid as per the fee structure
- g) Ownership, administration/Management of Trade, Industry and Cooperatives Policies

- h) Participation in the development and support supervision of MSMEs and Cooperative Societies
- i) Obtain free services without any solicitation of favours from any member of staff
- j) Enabling environment for competitive business operations
- k) Cost-effective and legal access to export and import licensing where necessary
- l) Arbitration and counseling services

3.2.2 Expectations:

Our clients should expect high-quality services as specified in our commitments, as follows: -

1. Good customer care and courtesy
2. Non-corrupt tendencies
3. Compliance with the legal requirements
4. Regular and timely response
5. Cost effectiveness
6. Confidentiality
7. Working days and hours: Monday – Friday from 8:00 am – 5:00 pm

3.2.3 Client Obligations

Our Clients shall have the following obligations:

- a. Providing timely and correct information required for specific services from the Ministry in accordance with the law
- b. Participation in the protection of Consumers' rights
- c. Participation in the national programmes to identify and promote Trade, Industrialization, MSMEs and Cooperative Development

- d. Participation of national and local seminars and workshops on MSMEs and Cooperative development
- e. Cooperative and self-regulation (on part of private sector) to facilitate and optimize user friendliness of policies, and ease the implementation of the programmes
- f. Assist in the prevention of illicit trade in counterfeit products
- g. Compliance with policies, laws, regulations, guidelines and other requirements
- h. Vigilance during the implementation of policies and regulations regarding Trade, Industry and Cooperatives
- i. Assist in the fight against corruption and all its ills by promptly providing information on any corrupt tendencies by any member of staff

CHAPTER FOUR:

FEEDBACK FROM CLIENTS, MANAGING COMPLAINTS AND APPEAL PROCESSES

The Ministry of Trade, Industry and Co-operatives is accountable to the public for the services it offers and we welcome feedback on our performance and suggestions for improvement.

4.1. Feedback from clients

The feedback from our clients can be provided in the following ways:

- a. Provide feedback or complain with the officer concerned or his supervisors;
- b. Consult the Public Relations Officer
- c. Consult the Client Charter Coordinator (Assistant Commissioner/Human Resource Management) who will guide you on the next course of action
- d. Provide feedback to the Head of Department
- e. Provide feedback to Permanent Secretary
- f. Call us on the numbers General line +256-312324000
- g. Interact with our Officers through meetings, Seminars, and Workshops

In case of written feedback, the client channel writes feedback/complaint by:

- i. Use of the suggestion box provided at the reception
- ii. Write using the Ministry address, addressing it to:

*The Permanent Secretary,
Ministry of Trade, Industry and Cooperatives,
Farmers' House, Plot 6/8, Parliamentary Avenue,
P.O. BOX 7103, Kampala*

- iii. Use our website www.mtic.go.ug

4.2. Appeal Mechanism

If you are not satisfied with the response from the Action Officer attending to you or with the way your complaint is handled, you may refer to:

- a. Head of Department
- b. Permanent Secretary
- c. Response to the Client is expected within 5 working days at each stage. Where the appeal is referred to the Permanent Secretary, the Permanent Secretary's decision will be communicated within one month.

CHAPTER FIVE:

PERFORMANCE ACCOUNTABILITY

5.1 Accountability

During the implementation of this Client Charter, we shall make ourselves accountable for our performance and operations. Accountability will be made through various ways as indicated:

- i. The Ministry will report on performance through the Ministerial Policy Statements and Annual Performance Reports.
- ii. The Ministry will provide charter performance to the Permanent Secretary, Head of Civil Service and Auditor General for performance Monitoring and Auditing.
- iii. Publish a summary of the Complaints received, indicating our responses in the Ministry's annual Report
- iv. In addition, meetings will be held annually with the clients to review performance.
- v. Furthermore, the Ministry will welcome constructive criticism as well as appropriate scrutiny from the clients and the public.

5.2 Performance improvement

We shall;

- a. Continuously improve the quality of services that we provide in collaboration with our Stakeholders
- b. Report performance to key clients and stakeholders during the annual review meetings

- c. Review the client charter to evaluate the delivery of services offered and incorporate changes that evolve over time to make it a living document.

We commit ourselves to implementing this Charter to the best of our ability within the laws and regulations of the Republic of Uganda in force.