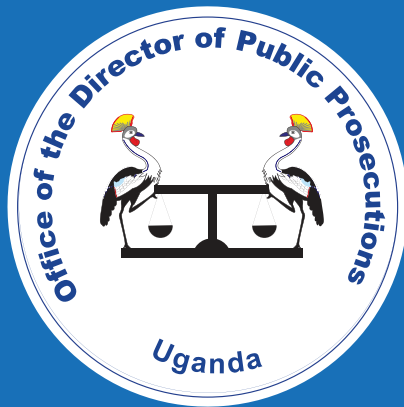




OFFICE OF THE DIRECTOR OF PUBLIC PROSECUTIONS



CLIENT CHARTER

2025/26 - 2029/30

GOAL:

Streamline prosecution services to foster delivery of justice and socio-economic development in the country.

THEME:

Efficient and Effective Prosecutions for Sustainable Socio-Economic Transformation.

FOREWORD

The Constitution of the Republic of Uganda, 1995 establishes the Director of Public Prosecutions (DPP) with the mandate to; direct the police to investigate any information of a criminal nature and to report to him or her expeditiously, institute criminal proceedings against any person or authority in any court with competent jurisdiction other than a court martial, take over and continue any criminal proceedings instituted by any other person or authority, discontinue at any stage before judgment is delivered, any criminal proceedings to which this article relates, instituted by himself or herself or any other person or authority; except that the Director of Public Prosecutions shall not discontinue any proceedings commenced by another person or authority except with the consent of the court. This Client Charter aims to enhance service delivery by informing our clients about the services offered, their rights and responsibilities, and how they can access these services. It outlines clear mechanisms of complaint receipt, resolution, and feedback and performance standards and their enforcement.

The Charter represents our commitment to being responsive to the increasing expectations of citizens. Emphasizing these commitments and standards empowers the public to hold the ODPP accountable for both actions and inactions.

This Charter has been developed in alignment with the Government's Public Service Reform Programme (PSRP), in consultation with the Ministry of Public Service, our staff across the country, and other key stakeholders.

We urge all our clients to familiarize themselves with this Charter and use it as a tool to play their roles, meet their obligations and challenge us to meet and exceed their expectations.

We, the staff of the Office of the Director of Public Prosecutions, reaffirm our dedication to implementing this social contract. Together, we can foster good governance and promote the effective administration of criminal justice in Uganda.



Jane Frances ABODO

DIRECTOR OF PUBLIC PROSECUTIONS

PREAMBLE

This Client Charter outlines the services offered by the Office of the Director of Public Prosecutions (ODPP), the standards of those services, access criteria and the mechanisms available for submitting complaints and receiving feedback.

The Charter promotes good governance by fostering transparency, accountability, and responsiveness in the administration of criminal justice. It is designed to empower our clients with a clear understanding of the services we provide, enabling them to appreciate and assert their rights. Furthermore, this Charter serves as a tool for continuous performance improvement within our institution.

The development of this Client Charter has been a widely consultative process, incorporating input from a range of stakeholders including ODPP staff, the Ministry of Public Service (MoPS), and the National Planning Authority.

I extend my sincere gratitude to the members of Client Charter Task Force for their dedication in gathering and consolidating the diverse views from various departments. I also thank our external partners, particularly the Ministry of Public Service and the National Planning Authority (NPA) for their valuable collaboration in finalizing this document.

To ensure we fulfill our commitments, we encourage our clients to familiarize themselves with this Charter, meet the responsibilities outlined therein, and actively share feedback to support our ongoing efforts in improving service delivery.



Agnes Kainza Nzogi

PERMANENT SECRETARY

ACRONYMS

A/DPP	Assistant Director of Public Prosecutions
BFP	Budget Framework Paper
CIID	Criminal Investigations and Intelligence Directorate
D/DPP	Deputy Director of Public Prosecutions
DPP	Director of Public Prosecutions
EDOCS	Electronic Document Management System.
ICC	International Criminal Court
IG	Inspectorate of Government
IGG	Inspector General of Government
JLOS	Justice Law and Order Sector (Access to Justice)
MDAs	Ministries Departments and Agencies
MOFPED	Ministry of Finance Planning and Economic Development
MPS	Ministerial Policy Statement
NDP	National Development Plan
ODPP	Office of the Director of Public Prosecutions
PPDA	Public Procurement and Disposal of Public Assets Authority
PROCAMIS	Prosecution Case Management Information System
PRO	Public Relations Office
PSRP	Public Service Reform Program
RO	Regional Office
RSA	Resident State Attorney
RSP	Resident State Prosecutor
SGBV	Sexual and Gender-Based Violence
TIN	Tax Identification Number

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1.0 CHAPTER ONE

1.1 Introduction

This Client Charter clearly outlines the ODPP's core services, commitments to clients, general service standards, and mechanisms for receiving feedback all aimed at enhancing accountability to the people we serve. The Charter is aligned with Uganda's Vision 2040, the Fourth National Development Plan (NDP IV), the ODPP Strategic Plan 2025-2030, and the Government's Public Service Reform Programme (PSRP). The ODPP operates through its Head Office located in Kampala, Regional Offices, Resident State Attorney (RSA) offices, and Resident State Prosecutor (RSP) offices located in various districts in Uganda. The Client Charter is organized into six logically structured chapters:

Chapter 1; introduces the Client Charter, detailing the ODPP's mandate, strategic direction (including Vision, Mission, Core Values, and Strategic Objectives).

Chapter 2; outlines the ODPP's principal services and key commitments to clients.

Chapter 3; sets out the general service standards expected in the delivery of these services.

Chapter 4; describes the clients, highlighting their rights, expectations, and responsibilities.

Chapter 5; provides for feedback and complaints handling mechanisms to ensure clients' voices are heard, and concerns addressed.

Chapter 6; covers the implementation strategy and dissemination plan for the Charter to ensure its effective application and awareness.

1.2 Mandate

The DPP under Article 120 of the Constitution of the Republic of Uganda, 1995 is mandated:

- a) To direct the police to investigate any information of a criminal nature and to report to him or her expeditiously;
- b) To institute criminal proceedings against any person or authority in any court with competent jurisdiction other than a court martial;
- c) To take over and continue any criminal proceedings instituted by any other person or authority;
- d) To discontinue at any stage before judgment is delivered, any criminal proceedings to which this article relates, instituted by himself or herself or any other person or authority; except that the Director of Public Prosecutions shall not discontinue any proceedings commenced by another person or authority except with the consent of the court.

1.3 Vision

Our Vision is to strive towards *“A crime free society”*

1.4 Mission

Our Mission is *“To provide professional and responsive prosecution services that promote public trust and contribute to national transformation”*.

1.5. Goal

The ODPP’s goal is *“to streamline prosecution services to foster delivery of justice and socio-economic development in the country”*.

1.6. Motto

The power of purpose

1.7. Core Values

In the execution of its constitutional mandate, the ODPP is guided by the core values that underpin its approach. These are:

a. Independence

The ODPP upholds autonomy in decision making and takes action, free from interference.

b. Professionalism

The ODPP is committed to high-level standards and expertise, upholding ethical principles in our code of conduct and commitment to ensure timely execution of our mandate. We aspire to provide quality prosecution services with impartiality and fairness in accordance with the law.

c. Transparency and Accountability

The ODPP upholds transparency at the core of its operations, we openly share information, adhere to ethical standards, and engage stakeholders in our processes. We take responsibility for our actions, promoting efficiency in resource use, ensuring value for money, maintaining credibility throughout service delivery, and ensuring zero tolerance for corruption. By fostering openness and integrity, we build public trust and reinforce our commitment to justice.

d. Teamwork

The ODPP promotes inter and intra agency collaboration in the provision of prosecution services.

e. Inclusiveness

The ODPP ensures that no one is left behind in delivering our services and addressing the concerns of our clients.

1.8 Strategic Objectives

- i. To prosecute criminal cases.
- ii. To recover proceeds of crime and execute compensation orders.
- iii. To strengthen international cooperation in criminal matters.
- iv. To ensure adherence to criminal prosecution standards.
- v. To strengthen institutional capacity for delivery of prosecution services.

2.0 CHAPTER TWO

2.1 Principal Services and Commitments

2.1.1 Principal Services

The table below provides a detailed summary of the principal services offered in the Office of the Director of Public Prosecutions (ODPP). It outlines the procedures for accessing each service, the expected timelines for service delivery, where the services are provided, and whether any costs are involved.

Service	Access Criteria	Access Time	Service Delivery Point	Cost if any
PROSECUTION				
1) Criminal Prosecutions.	<ul style="list-style-type: none"> Client Reports to Police the Commission of a Criminal Offence. Submission of Police File Containing Evidence. Perusal of the Police File for prosecutorial decision. Sanctioning of the Police File Committal of capital offenders. 	<ul style="list-style-type: none"> Perusal for legal advise: 22 working days. Sanctioning where the suspect is in custody: 2 working days. Committal: Within 180 days. 	<ul style="list-style-type: none"> Head Office located in Kampala, Regional Offices, Resident State Attorney (RSA) offices, and Resident State Prosecutor (RSP) offices. 	<ul style="list-style-type: none"> Free service.
2) Prosecution Guided Investigation.	<ul style="list-style-type: none"> Client physically reports to police to make a statement. Client provides details to police. Police contacts the prosecutor. Prosecutor guides on the necessary investigations. 	<ul style="list-style-type: none"> ACD: Within 66 working days. Lands: within 44 working days. ICD: within 66 working days. SGBV: within 14 working days. Others: 22 working days. Within 5 working days. 	<ul style="list-style-type: none"> Head Office located in Kampala, Regional Offices, Resident State Attorney (RSA) offices, and Resident State Prosecutor (RSP) offices. 	<ul style="list-style-type: none"> Free service.
3) Handling Miscellaneous Applications.	<ul style="list-style-type: none"> Service of Notice of Application Studying to know the gist of the application Drafting a response to the application Appearing in court to prosecute the application Filing submissions. 	<ul style="list-style-type: none"> Within 5 working days. 	<ul style="list-style-type: none"> Head Office located in Kampala, Regional Offices, Resident State Attorney (RSA) offices, and Resident State Prosecutor (RSP) offices. 	<ul style="list-style-type: none"> Free service.

Service	Access Criteria	Access Time	Service Delivery Point	Cost if any
4) Complaints Management.	<ul style="list-style-type: none"> • Written complaint(s) received from aggrieved client physically and/or online. • Complaints received through the ODPP call centre. • Interview the client where necessary. • Make an appropriate response. • Allocation of the file to appropriate officer for perusal. • Perusing officer gives his/her opinion. • Opinion is studied and final decision taken. • Final decision is communicated to the complainant through the police. 	<ul style="list-style-type: none"> • Public complaints against prosecution processes addressed within 7 working days. • Public complaints against alleged staff misconduct managed within 14 working days. 	<ul style="list-style-type: none"> • Head Office located in Kampala, Regional Offices, Resident State Attorney (RSA) offices, and Resident State Prosecutor (RSP) offices. 	<ul style="list-style-type: none"> • Free service.
5) Prosecution of criminal appeals.	<ul style="list-style-type: none"> • Prosecutor lodges/receives Notice of Appeal in deserving cases. • Request for a typed copy of the proceedings from the trial court. • Formulate the grounds of Appeal. • File the Memorandum of Appeal. • Appear in appellate court to prosecute the appeal. • Write submissions. 	<ul style="list-style-type: none"> • 14 working days from the date of the judgement to file a notice of appeal. 	<ul style="list-style-type: none"> • Head Office located in Kampala, Regional Offices, Resident State Attorney (RSA) offices, and Resident State Prosecutor (RSP) offices. 	<ul style="list-style-type: none"> • Free service.
6) Pre-trial witness preparation.	<ul style="list-style-type: none"> • Prosecutors summon witnesses and clients come to ODPP offices. • Prosecutor prepares the witness. 	<ul style="list-style-type: none"> • 1 day before the hearing of the case. 	<ul style="list-style-type: none"> • Head Office located in Kampala, Regional Offices, Resident State Attorney (RSA) offices, and Resident State Prosecutor (RSP) offices. 	<ul style="list-style-type: none"> • Free service.
7) Witness Protection &	<ul style="list-style-type: none"> • The officer perusing the file identifies the need. 	<ul style="list-style-type: none"> • 1– 3 days from the time of assessment or less 	<ul style="list-style-type: none"> • Head Office located in Kampala, Regional Offices, Resident 	<ul style="list-style-type: none"> • Free Service.

Service	Access Criteria	Access Time	Service Delivery Point	Cost if any
Victim. Empowerment.	<ul style="list-style-type: none"> Referrals from the police, practicing advocates, civil society, probation officers, witnesses themselves. Interviewing the reporter. Assess the risk. Take appropriate action. 	depending on the exigency of the situation.	State Attorney (RSA) offices, and Resident State Prosecutor (RSP) offices, CSO, and Police.	
8) Payment of salaries.	<ul style="list-style-type: none"> Newly recruited officers submit: Appointment letter, Acceptance letter, Tax Identification Number (TIN), Bank account details, Supplier number, and Assumption of duty for data capture on the Human Capital Management system. Existing staff should submit a deployment letter and assumption of duty letter. Any other related documents as guided. 	<ul style="list-style-type: none"> By 28th of every month. At the earliest possible time. 	<ul style="list-style-type: none"> Head Office (Finance and Administration). 	<ul style="list-style-type: none"> Free Service.
9) Payment of pension and gratuity.	<ul style="list-style-type: none"> Human Resource issue out the notification of retirement. Persons due for retirement fill retirement forms six months before the due date, submit Appointment and Confirmation letters, evidence of any loan obligation and fill Pension Forms (NS7) or any other documents as may be required. 	<ul style="list-style-type: none"> By 28th of the month after retirement. 		
10) Estates account.	<p>The Administrators of the Estate of the deceased staff submit:</p> <ul style="list-style-type: none"> Letters of administration, account number for the estate; Bank statement; National Identity Card for the Administrator/s; 	<ul style="list-style-type: none"> Within 30 working days. 		

Service	Access Criteria	Access Time	Service Delivery Point	Cost if any
	<ul style="list-style-type: none"> Death certificate for the deceased employee, and; Any other documents as may be required. 			
11) Clerkship/Internship placement.	<ul style="list-style-type: none"> The applicant for a placement should submit application and a recommendation from the training institution. The application is sent to the committee for consideration. 	<ul style="list-style-type: none"> Within 10 working days. 		
12) Staff Training.	<ul style="list-style-type: none"> The staff applying for sponsorship submit: Application letter; admission letter from the training institution; confirmation on appointment; and recommendation from Head of Department. Staff applying for study leave submit their request to the Responsible Officer for short-term training and to Appointing Authority for long-term training for approval. The officer offered study leave signs the bonding agreement where applicable. 	<ul style="list-style-type: none"> Within 10 working days after the sitting of the Training Committee. 		
13) Procurement of goods and service contracts.	<ul style="list-style-type: none"> Procurement and Disposal Unit issues bid documents to shortlisted service providers. For open bidding, the service providers express interest. Bidder pays bid application fees. Bidder submits bids in response to invitation. 	<ul style="list-style-type: none"> Bidding period: Micro: 2 working days upon publication. Quotations: 5 working days upon publication. Restricted: 10 working days upon publication. 		<ul style="list-style-type: none"> As provided by PPDA Act.

Service	Access Criteria	Access Time	Service Delivery Point	Cost if any
		<ul style="list-style-type: none"> • Open bidding: 15 working days upon publication. • Evaluation: Works – within 20 working days, Supplies and non-consultancy services – within 10 working days, Consultancy services – within 10 working days. • Display of the Best Evaluated Bidder: within 10 working days after the award. 		
14) Lodging of procurement complaint.	<ul style="list-style-type: none"> • Aggrieved bidder makes a written complaint to the Accounting Officer. • The Accounting Officer communicates a decision in writing. 	<ul style="list-style-type: none"> • Within 10 working days upon receipt of a complaint. 	Head Office (Finance and Administration).	<ul style="list-style-type: none"> • As provided by PPDA Act.
15) Disposal of items/assets that have reached end of useful life and are beyond economical repair or are unserviceable or have become redundant through obsolescence.	<ul style="list-style-type: none"> • The Accounting officer takes a decision to identify items for disposal. • Constitutes the board of survey. • The Board of survey delivers a report to the Accounting Officer who forwards the same to the Accountant General (AG) for permission to dispose. • Once approval from the AG is received, the PDU advertises for bidders to express interest to auction the items under disposal. 	<ul style="list-style-type: none"> • Annally 		<ul style="list-style-type: none"> • As provided by PPDA Act.

2.1.2 Commitments

As the Office of the Director of Public Prosecutions (ODPP), we are dedicated to achieving our core strategic objectives and upholding our high-level commitments as elaborated below:

Strategic Objective 1: To prosecute criminal cases

- a) Perusing 100% of the Criminal case files for a prosecutorial decision.
- b) Sanctioning/consenting to 100% Case files for prosecution within 2 working days.
- c) Committing 100% Cases to the High Court upon conclusion of inquiries within 180 days.
- d) Concluding 100% Criminal cases through Prosecution Guided Investigations; lands within 44 working days, ICD within 66 working days, SGBV within 14 working days, others within 22 working days.
- e) Holding case review and conferencing in complex/high profile case at least 1 per month.
- f) Conducting case management outreach sessions; quarterly once per region, nationally, by the 10th day of the first month of the subsequent quarter.
- g) Preparing reports on Case management outreach sessions by the 10th day of the first month of the subsequent quarter.
- h) Registering 100% Criminal cases for trial in court.
- i) Perusing 100% Corruption and corruption related case files for a prosecutorial decision within 44 working days.
- j) Registering 100% Corruption related cases in court for trial.
- k) Concluding 100% Corruption and corruption related cases through prosecution guided investigations, within 66 working days.

Strategic Objective 2: To recover proceeds of crime and execute compensation orders.

- a) Registering 100% Asset recovery cases for execution of compensation orders.
- b) Registering 100% Asset recovery cases for processing of seizure or restraint orders.
- c) Concluding 100% Asset tracing investigations.
- d) Making 100% Seizures without court orders.
- e) Processing 100% Seizure orders.
- f) Processing 100% Freezing/ restraint orders.
- g) Processing 100% Confiscation or forfeiture orders.
- h) Making 100% Recoveries in favor of Government.

- i) Making 100% Recoveries in favor of Private individuals and/ entities.
- j) Handing over 100% of the recoveries in favor of government, private individuals and/ entities.

Strategic Objective 3: To strengthen international cooperation in criminal matters.

- a) Processing 100% Mutual Legal Assistance (MLA) requests within 30 working days.
- b) Processing 100% Extradition requests within 30 working days.
- c) Participating in international engagements in criminal matters quarterly.

Strategic Objective 4: To ensure adherence to criminal prosecution standards

- a) Conducting quarterly inspections, with four inspection reports generated. A consolidated report produced annually and submitted by the 10th day of the first month of the following fiscal year.
- b) Ensuring that 100% of the ODPP's offices meet minimum performance standards through conducting regular and ad-hoc inspections.
- c) Ensuring that 100% Public complaints against staff conduct managed through carrying out investigations within 2 months and report to Top Management.
- d) Ensuring that 100% of public complaints against prosecution/criminal justice processes are addressed within 14 days.
- e) Ensuring that 100% of all officers in stations/delegated prosecutors adhere to set prosecution standards.
- f) Reviewing and disseminating performance standards manual(s) every after 5 years.
- g) Undertaking annual surveys on public perception of ODPP services and present a report to Top Management.
- h) Providing quarterly technical backstopping through provision of advice to field staff while undertaking criminal prosecutorial activities.
- i) Conducting needs assessment for research and training annually.
- j) Conducting research on best practices on criminal prosecutions annually.
- k) Enhancing staff skills quarterly through training.
- l) Effectively maintain ODPP Virtual Academy by payment of subscription annually.
- m) Update the Virtual Academy Training Content annually.

Strategic Objective 5: To strengthen institutional capacity for delivery of prosecution services.

- a) Conducting quarterly Monitoring and Evaluation of field offices and file a report by the 10th day of the first month of subsequent quarter and annually, by 10th day of July.
- b) Establishing field offices at least at every District.
- c) Compiling performance reports from field offices, quarterly by 10th day of the subsequent month.
- d) Protecting witnesses during investigation, trial and after trial in line with witness protection guidelines.
- e) Ensuring that 100% of the identified and registered Witnesses and Victims of crime are empowered.
- f) Conducting quarterly Public awareness programs on Witness protection and Victim empowerment.
- g) Ensuring that 100% of the Witnesses and Victims of crime identified are referred for protection and psychosocial support.
- h) Conducting quarterly inter-agency witness protection and victim empowerment coordination meetings.
- i) Conducting quarterly outreaches on complaints management of the criminal justice system and a report produced.
- j) Conducting quarterly stakeholder's consultative meetings regarding complaints management on the criminal justice system.
- k) Preparing Budget Framework Paper (BFP) by 15th of September and Ministerial Policy Statement (MPS) by 15th of March.
- l) Implementing annual Board of Survey recommendations.
- m) Disseminating the ODPP policy documents such as the BFP, MPS, Strategic Plan, Service Delivery Standards, and Client Charter.
- n) Equipping 100% of ODPP Offices with IT tools.
- o) Linking 100% all offices to ODPP intranet.
- p) Constructing Office premises in all regional levels and districts.
- q) Inspecting quarterly Usage of IT software systems.
- r) Inspecting 100% Documentation Centers for compliance with best practice.
- s) Stocking 100% Documentation Centers with up to date Reference Materials.
- t) Providing 100% Telecommunication Services.

- u) Maintaining 100% IT equipment quarterly.
- v) Integrating 100% PROCAMIS with other Criminal Justice Information systems.
- w) Training 100% Staff in PROCAMIS & EDOCS Systems usage.
- x) Preparing and submitting final accounts annually by 30th August for each year.
- y) Managing Procurement and Disposal services.
- z) Preparing and submitting monthly procurement reports to PPDA.
- aa) Preparing and submitting quarterly Audit reports to MoFPED.
- bb) Preparing and availing quarterly and annual Institutional Performance reports for utilization.
- cc) Profiling Prosecution trends in 2.5 years (mid-term).
- dd) Developing the ODPP strategic plan for statistics.
- ee) Developing and disseminating the annual statistical abstract.
- ff) Processing 100% land titles for ODPP owned land/office premises.
- gg) Maintaining Inventory of ODPP assets annually.
- hh) Enhancing staff capacity through Induction; 2 weeks after assumption of duty, quarterly and annually.
- ii) Managing staff attendance registers daily.
- jj) Managing payment of salaries, Pension & Gratuity and other benefits monthly; payments of salaries and Pension by 28th day of the month and payments of Gratuity within one month of retirement.
- kk) Undertaking staff deployment and utilization; implementation of PSC minutes, within 2 weeks upon receipt.
- ll) Managing performance assessment quarterly and annually.
- mm) Inspecting field registries quarterly.
- nn) Managing records quarterly.
- oo) Ensuring wellness programmes including annual health camp.

Crosscutting issues

The ODPP Commits to implement the following cross cutting issues:

- a) Providing user-friendly facilities that are fully accessible to persons with special needs.
- b) Offering dedicated, private, and hygienic breastfeeding facilities for mothers.
- c) Establishing child friendly spaces.

- d) Promoting environmental sustainability through ongoing tree-planting initiatives to mitigate climate change effects.
- e) Ensuring that wildlife related matters are managed.
- f) Upholding and respecting human rights in all aspects of our operations and interactions.
- g) Strengthening awareness, prevention, and support programs related to HIV/AIDS.
- h) Promoting gender equality and equity across all levels, ensuring fair and inclusive participation for all.
- i) Promoting mental health through provision of psychosocial support and counselling.

3.0 CHAPTER THREE

3.1 General Standards

- a. We shall follow the Public Service Code of Conduct and Ethics.
- b. We shall adhere to ODPP Performance standards and other relevant guidelines.
- c. We shall report for duty from Monday to Friday starting at 8:00 am to 12:45 pm and 2:00pm to 5:00pm, excluding weekends and public holidays.
- d. We shall respond to complaints as they are reported through whistle blowers, the social media, written or electronic media promptly and avail feedback.
- e. We shall be polite and courteous when delivering services to our clients.
- f. All ODPP staff should wear their official identity cards at all times while at work to ease identification and all support staff should wear the provided uniform.
- g. We shall ensure that all correspondences should be addressed to the Director of Public Prosecutions or the Permanent Secretary.
- h. We shall ensure that all outgoing correspondences should be on behalf of the Director of Public Prosecutions or the Permanent Secretary.
- i. We shall uphold the rule of Law and promote adherence to Human rights in the delivery of prosecution services.
- j. We shall improve community perception of prosecution services.
- k. We shall take prosecutorial decisions based on evidence and interest of the public in line with Article 120 of the Constitution.
- l. We shall accord all persons with equal treatment before the law without fear or favor.
- m. We shall ensure that all persons charged with criminal offences are given adequate time and facilities to prepare their defenses.
- n. We shall maintain the honor and dignity of the prosecution service.
- o. There shall be an updated website.
- p. We shall ensure that all publications should be authorized by the Director of Public Prosecutions or the Permanent Secretary.
- q. We shall embrace a victim centered approach in prosecution.

4.0 CHAPTER FOUR

4.1 Clients: their rights, expectations and obligations

4.1.1 Clients

Our clients are individuals or institutions seeking prosecution services or legal advice or related services. These include, but not limited to, victims of crime, witnesses, persons accused of crime, ODPP staff, Uganda Police Force, Judiciary, Ministry of Justice and Constitutional Affairs, Uganda Prisons Services, Ministry of Public Service, Ministry of Finance, Planning and Economic Development (MoFPED), Finance Intelligence Authority(FIA), Uganda Bankers Association, Inspectorate of Government (IG), Directorate of Ethics and Integrity(DEI), Uganda Law Society, Local Government, Auditor General, Parliament and Development Partners.

4.1.2 Clients Rights and Expectations

Our clients have a right to:

- a) Quality and responsive prosecution services.
- b) Lodge complaints.
- c) Gender sensitivity in delivery of prosecution services.
- d) None prejudiced prosecution services.
- e) Fairness and transparency.
- f) Timely delivery of prosecution services.
- g) Prevention of abuse of legal process such as malicious prosecution.
- h) Ask for and receive information with-in the ambit of the law.
- i) Timely feedback on issues raised by them.
- j) Right to demand for accountability.
- k) Prevention of abuse of human rights.

4.1.3 Clients Responsibilities

Our clients have the following obligations;

- a) To cooperate with ODPP staff.
- b) To provide correct and consistent information.
- c) To avoid offering gifts, favors or inducement to ODPP staff or to solicit for favors.
- d) To respond to requests for accurate and timely information by ODPP staff.
- e) To give feedback on staff performance in respect of service delivery.
- f) To know our services through print and electronic media.

5.0 CHAPTER FIVE

5.1 Feedback mechanisms and complaint handling;

5.1.1 Feedback from clients

We shall welcome feedback about our services. We commit ourselves to take clients complaints' and suggestions seriously and to deal with them in a timely manner. We are committed to being responsive and improving our performance in accordance with the feedback received from our clients. In case you have a complaint or problem, suggestion or positive feedback, you can use any or all of the following channels:

- a) Speak directly with the officer who has been attending to you.
- b) Seek audience with the officer's immediate supervisor.
- c) Hand-deliver documents to any of our offices countrywide during working hours (Monday to Friday, 8:00 a.m.12:30pm and 2:00p.m-5:00 p.m., excluding public holidays and weekends).
- d) Contact us through our formal communication channels:
 - i. Address or deliver written correspondence to P.O. Box 1550 Kampala.
 - ii. Official telephone lines.
 - iii. Via email at: admin@dpp.go.ug.
 - iv. Website: www.dpp.go.ug.
 - v. Toll-free line: **0800112300/0800900333**.
 - vi. Social media handles: #odppuganda.
 - vii. Complaints WhatsApp line: **+256-741-244-600**.

5.1.2 Feedback to clients

We shall provide feedback to our clients in any of the following ways:

- a) Writing to the clients through the available postal address.
- b) Making a phone call to the phone number provided.
- c) Emailing through the given email.
- d) Verbal feedback when the clients are available at the office.
- e) Baraza's outreach programmes and stakeholder meetings.
- f) Media briefs.
- g) WhatsApp messages.

5.1.3 Complaints handling mechanism in the ODPP

The Office of the Director of Public Prosecution (ODPP) has a streamlined complaints management system in place in respect to cases originating from the criminal justice process or the conduct of ODPP staff.

The ODPP handles complaints through the following procedures:

- a) Complaints are lodged and handled first at the ODPP district office that is the Resident State Attorney (RSA) or Resident State Prosecutors' (RSP) office.
- b) If the complainant is dissatisfied with the decision, the complaint may then be lodged at the Regional Office; thereafter the complaint may be escalated to the Office of the Director of Public Prosecutions at headquarters.
- c) Complaints should be in writing to: admin@dpp.go.ug or WhatsApp: +256-741-244-600.

5.1.4 Complaints Appeal Mechanisms

If one is not satisfied with the response (s) or action taken concerning the above mechanisms, he/she may appeal to the Director of Public Prosecutions or Permanent Secretary, Office of the Director of Public Prosecution.

On receipt of the complaints or appeal,

The Office of the Director of Public Prosecutions will:

- a) Acknowledge the appeal within 2-days of receipt including information on the action being taken.
- b) All complaints referred to respective Heads of Departments will be investigated and a response given within 10-working days.
- c) Communicate the decision within 3-weeks.

6.0 CHAPTER SIX

6.1 Dissemination and implementation of the Client Charter:

The Client Charter shall be disseminated and implemented through the following:

- a) Printing and dissemination of the Client Charter.
- b) Designing, and printing of brochures.
- c) Coordination of regional stakeholder engagements.
- d) Implementation of awareness and sensitization campaigns through barazas and open days.
- e) Conducting staff and stakeholder induction sessions.
- f) Participation in the annual Public Service Day.
- g) Hosting and guest appearances on radio and television talk shows
- h) Translation of the Client Charter into local languages.
- i) Uploading and maintaining key information on the ODPP website.
- j) Active engagement through social media platforms.
- k) Planning and hosting of the Annual Prosecutors' Symposium.

6.2 Implementation and Accountability Mechanism

We, the staff of the Office of the Director of Public Prosecutions (ODPP), reaffirm our unwavering commitment to accountability in accordance with the provisions of this Client Charter. We shall remain answerable for our performance, which will be measured against the standards, commitments, and guarantees articulated herein.

Specifically, we undertake to:

- a) **Publish annual performance reports** detailing our achievements against the commitments outlined in the Charter.
- b) **Provide regular performance updates** to key clients, stakeholders, and staff, as a means of reinforcing transparency and institutional accountability.
- c) Conduct mid-term review and end-term evaluation of the Client Charter.

6.3 Focal Point Person

1. Public Relations Office (PRO).

Mob: +256-741244147

Annex I: ODPP Client Charter Task Force

S/No	Name	Title	Responsibility
1.	Mr. Odeke Paul Francis	Assistant Commissioner HRM	Chairperson
2.	Ms. Ahimbisibwe Winfred	Assistant Director of Public Prosecutions	Member
3.	Ms. Barbara Kawuma	Assistant Director of Public Prosecutions	Member
4.	Mr. Denis Byaruhanga	Principal Assistant Secretary	Member
5.	Mr. Keneth Muhwezi	Principal Economist	Member
6.	Ms. Nakyama Bridget	Principal Human Resource Officer	Member
7.	Mr. Okello Gabriel	Senior Human Resource Officer	Member
8.	Ms. Namuddu Edith	Human Resource Officer	Member
9.	Mr. Okubu Peter	Senior Systems Administrator	Member
10.	Mr. Ebuu Lowrance	Senior Policy Analyst	Member
11.	Ms. Nakimbugwe Irene	Chief State Attorney	Member

ODPP Organogram

OFFICE OF THE DIRECTOR OF PUBLIC PROSECUTIONS ORGANOGRAM

