



# MINISTRY OF INTERNAL AFFAIRS Directorate of Community Service Client Charter



## About us

The Directorate of Community Service is under Ministry of Internal Affairs. We coordinate the implementation of Community Service Orders.

We derive our mandate from the Community Service Act 2000 and the Community Service Regulations 2001 (Statutory Instrument No. 55, 2001)

## Vision

To be a leading Institution with the best innovative approaches in rehabilitation and reintegration of offenders.

## Mission

To promote Community Service Orders as a non-custodial sentencing option in Uganda.

## Core values

### Professionalism

We adhere to professional codes of conduct, exhibit high degree of competence and best practice

### Integrity

We adhere to high moral standards of honesty and openness in the conduct of our affairs

### Confidentiality

We treat all information regarding our clients with utmost confidentiality. When required to disclose information, we shall do so in accordance with the law (Access to Information Act)

### Involvement

We closely work with our clients and development partners to achieve the desired goals.

### Responsiveness

We provide prompt response to the clients' issues and responsive interventions to our clients.

### Accountability

We are answerable for our actions to the general public

## Our Standards

As a Directorate we commit ourselves to enhanced service delivery through;

- i. Provision of data on Community Service Orders from all courts within 30 days from the date of issuance
- ii. Production of timely periodic (monthly, quarterly, annual) work plans and budgets
- iii. Production and dissemination of monthly, quarterly, semi-annual and annual reports
- iv. Monitoring of the programme's performance on a monthly, quarterly and annual basis
- v. We commit to create awareness on implementation of Community Service
- vi. Make Social Inquiries for all eligible offenders
- vii. Fostering offender skilling to 20% of the offenders on Community Service
- viii. Offering counselling and guidance to at least 50% of offenders, victims and their families
- ix. Make referrals for offenders who need specialised support
- x. Follow up offenders on community service; 80% at placement centres and 20% at home
- xi. We commit to respond to all complaints within 72 hours

## Your General Rights

In dealing with us, you have a right to:

- i. Free services
- ii. Privacy and confidentiality unless disclosure is authorised
- iii. Be treated with respect and dignity
- iv. Be given an explanation on decisions that affect you
- v. Seek for variation of your order as stipulated in the regulations
- vi. Demand identification and purpose of visit by our Officers
- vii. Be provided with a copy of the court order and other relevant documents
- viii. Respect of your basic human rights which does not contravene the order
- ix. Lodge complaints

## Your Obligations to us

Help us serve you better by:

- i. Providing us with accurate, comprehensive information
- ii. Complying with the terms and conditions of the order
- iii. Supporting the reconciliation process
- iv. Not offering gifts, favours or inducement to our staff, or to solicit the same
- v. Treat our staff with courtesy and respect
- vi. Providing us with feedback on our services

**Your Feedback:** We highly appreciate your comments on our services. You can find and contact us on:

### Head Office:

Ministry of Internal Affairs  
Plot 75 Jinja Road  
P. O. Box 7191  
Kampala  
Tel. 0414 258402/0414 236467  
E-mail: [ncsp@mia.go.ug](mailto:ncsp@mia.go.ug)  
Web: [www.mia.go.ug](http://www.mia.go.ug)

### Regional Offices:

#### Western Regional Office

Mbarara High Court Building  
Golf course - Galt Drive  
Tel: 256 485 420 151

#### Central Regional Office

Nabweru Court - Kampala  
Tel: 256414662091

#### Eastern Regional Office

Mbale High Court  
Tel: 256 454 431 355

#### Northern Regional Office

Gulu High Court  
Andrea Olat Road  
Tel: 256 471 432 264