



CLIENTS CHARTER

Procurement that Delivers



STATEMENT FROM THE CHAIRPERSON, PPDA BOARD OF DIRECTORS

The Public Procurement and Disposal of Public Assets Authority, (PPDA), was set up following the enactment of the Public Procurement and Disposal of Public Assets Authority Act in 2003. According to the Act, the PPDA is the principal regulatory body for public procurement and disposal of public assets in Uganda.

The PPDA Act has since undergone amendments, the latest being in 2021, to align it with emerging trends in the public procurement and disposal arena. The amendments have also introduced several prominent changes that strengthen and enhance the role of the PPDA in the execution of its regulatory function

The roles of the PPDA, as per the provisions of Section 6 of the PPDA Act, 2003, are to:

- ensure the application of fair, competitive, transparent, nondiscriminatory and value for money procurement and disposal standards and practices;
- advise Government, local governments and other procuring and disposing entities on procurement and disposal policies, systems and practices and where necessary, on their harmonisation;
- set standards for the public procurement and disposal systems in Uganda;
- monitor compliance of procuring and disposing entities; and
- build procurement and disposal capacity in Uganda.

To achieve the objectives above, the Authority has developed this Clients' Charter which specifies service delivery commitments and standards against which our performance will be measured. The Charter provides the Authority staff with clear standards to strive for, for effective service delivery to our stakeholders.

This Charter also contributes to the realization of the undertakings in the Authority Strategic Plan, 2020/21 - 2024/25.

The PPDA Strategic Plan is anchored on four strategic objectives, to wit:

- Strengthening Regulation of the Public Procurement and Asset Disposal System;
- Enhancing Stakeholder Engagement and Management;
- Strengthening Institutional and Management Capacity;
- and
- Leveraging Technology to Deliver Efficiency in Public Procurement.

I therefore, call upon all our clients to internalize the provisions of this Charter to challenge us to ensure that our services meet your expectations.

Ishungisa

Julius K Ishungisa
CHAIRMAN BOARD OF
DIRECTORS



FOREWORD

The PPDA, in its mission statement, undertakes to promote service delivery through effective regulation of the public procurement and disposal system. The main thrust of this mission is, service delivery through public procurement. The PPDA is expected, as per its stated mission, to facilitate the socio-economic provision of goods and services such as roads, schools, and hospitals for national development

As we may all be aware, public procurement is very significant in realizing our national development aspirations. This is because, every year, up to 60% of our national budget is spent through public procurement processes. Therefore, public procurement and disposal processes are very vital, not just for the contractors and the government agencies, but also for the general public who get involved across the value chain. An ordinary Ugandan who is not necessarily involved in bidding for government contracts, should, and must, be interested in public procurement because it is about service delivery. Effective and efficient public procurement and disposal processes automatically translate into effective and efficient service delivery.

The PPDA has thus developed this Clients' Charter to provide a framework for defining our service delivery standards in order to improve the public procurement and disposal systems in Uganda. The objectives of this charter are:

- To inform our clients and stakeholders of the services offered by the PPDA;
- To create awareness to our stakeholders on their rights and obligations; and
- To provide an accountability framework for the PPDA to its stakeholders.
- It will also act as a tool for monitoring and evaluating performance.

It will also help the PPDA to fulfill its mandate and identify and address gaps in the service delivery with a view of providing satisfactory service to all our stakeholders.

I wish to thank all our internal and external stakeholders, especially the Corporate and Public Affairs unit, Management of the Authority and the Board of Directors who participated in the development of this Charter.

I call upon all our staff to sustain commitments herein as we soldier on, to meet the commitments of the Authority's Strategic Plan 2020/21 - 2024/25.



Turamye

Benson Turamye
Executive Director, PPDA



CLIENTS' CHARTER

This Charter outlines our commitment to provide quality services to all our stakeholders. It provides information on what we do and the standards of service you can expect from us.

This Charter is essentially about PPDA's relationship with its stakeholders in ensuring that:

- A customer focus is created and maintained.
- Effective communication exists between PPDA staff and all stakeholders.
- A level of service above certain pre-set limits is maintained.
- The range of products and service delivery is appropriate for stakeholders' needs.

Vision

A Dynamic Facilitator of the Public Procurement and Asset Disposal System for Sustainable National Development.

Mission

To Promote Service Delivery Through Effective Regulation of the Public Procurement and Disposal System.

Our Tag Line

Procurement that Delivers.

Core Values

Professionalism:

Competence and good behaviour can be expected from all our personnel.

Integrity:

We will convey a zero tolerance to corruption in our dealings and conform to the PPDA Act.

Teamwork:

We are highly committed to achieving team success. Our commitment reinforces our teamwork.

Innovation:

We will implement new ideas and create value for stakeholders to meet the requirements of emerging trends in the public procurement and disposal field.

Customer focus:

We, at all times, will aim at prioritizing the needs of our clients for utmost satisfaction.

Who are Our Clients?

- ✓ The Providers, at times known as Suppliers, Contractors or Service Providers
- ✓ The Procuring and disposing entities (PDEs) or Government Ministries, Departments and Agencies, (MDAs).
- ✓ The Civil Society Organizations (CSOs)
- ✓ The General Public



EXTERNAL CLIENT CHARTER

Services	Response Time	Costs (UGX)	
Executive Director's Office (Stakeholder Inquiries)			
• Phone calls	Instant	¹ Free	
• Walk-ins with appointments	Instant	Free	
• Walk-ins without appointments	30 minutes	Free	
• Responding to E-mails	1 day	Free	
• Responding to Letters (hard copy)	7 days	Free	
• Responding to Social media (including weekend)	24 hours	Free	
Performance Monitoring (Regional and Central) Capacity Building			
• Conducting Demand Driven Trainings	Per Day	550,000/=	
• Conduct Supply Driven Trainings	N/A	Free	
• Maintaining a list and average prices for common user items	quarterly	Free	
• Carrying out training needs assessment	Bi-annual	Free	
Legal and Board Affairs			
• Handling of suspension requests	21Days	Free	
• Request for Deviations in SBDs	10 Days	Free	
• Accreditation	21 days	Free	
• Advisory requests	5 days	Free	
Performance Monitoring (Regional and Central)			
• Conducting Procurement Audits (field work)	15Days	Free	
• Issuance of Audit report after exit meetings	5Days	Free	
• Issuance of Management letter after field work	7 Days	Free	
• Carrying out procurement investigations	21 days	Free	
• Conduct Compliance Checks	5 days	Free	
• Conduct Inspections in HSEs	5 days	Free	
• Publishing annual procurement audit reports	30 th October	Free	
• Publishing performance monitoring reports	Quarterly before 15 th day in new Quarter	Free	
Strategy and Planning			
• e-GP Registration and issuance of certificate	Goods	5 Days	150,000
	Works	5 Days	187,500
	Services	5 Days	150,000
• Renewal on the ROP/e-GP	Goods	5 Days	50,000
	Works	5 Days	50,000
	Services	5 Days	50,000
• Publication of Annual Performance Report	31 st January	Free	
• Disseminating information on current trends in Public Procurement, guidelines, laws and regulations.	Quarterly	Free	
• Responses to library access	2 days	Free	
• Conduct Integrity Survey	Once in two years	200,000,000/=	
• Dissemination of Topical Research reports	Within one month after the compilation of the research report	Free	
Finance			
• Payment of providers	Within 30 days of satisfactory performance and receipt of invoice	Free	
Human Resource & Administration			
• Filling vacant positions externally	4 months	Free	

¹Free implies that the activity will be undertaken within the Authority work plan and budget



REQUIREMENT FROM CLIENT

It is essential that the client provides the required and clear information to help us provide high quality service:

- ✔ Formal request to the Executive Director on specific required service/information.
- ✔ Detailed information required for us to generate feedback
- ✔ Relevant Complaints /Compliments and Suggestions

Services	Response Time
a) Finance	
i. Financial reports to Management	Bi-Weekly
ii. Leave approval	2 days
iii. Advance notice for internal meetings	3 days
iv. Annual budget (Budget Framework Paper)	15 th November
v. Quarterly projections	First week of quarter
vi. Processing BT claims	3 days
vii. Payment of salary	25 th day of month
viii. Quarterly financial performance report	15 days from the end of quarter.
ix. Financial Half year report	By 31 st January
x. Annual Financial Report	31 st July
xi. Payment of statutory returns	By 15 th of every month.
xii. Payment of gratuity	30 days after end of contract
xiii. Procurement (micro) process (internal)	10 days from date of approval of requisition
xiv. Accountable Advance	7days after implementation
xv. Staff Appraisals	Within one month of end financial of year
xvi. Staff meeting	Last month of each quarter
xvii. Submission of Department Quarterly Reports	7- days after end of the quarter
xviii. Departmental Annual Reports	15 days after end of the FY
b) Performance monitoring (Regional & Central)	
a) Individual Activity reports	5days after implementation
b) Leave approval	2 days
c) Advance notice for internal meetings	3 days
d) Submission of Department Quarterly Reports	7 days after end of the quarter
e) Departmental Annual Reports	15 days after end of the FY
c) Legal and Board Affairs	
a) Departmental Status reports	Weekly
b) Individual Activity reports	5 days after implementation
c) Leave approval	2 days
d) Advance notice for internal meetings	3 days
e) Notice to staff to appear as witnesses in court	2 days
f) Review of contracts	3 days
g) Response to court notices	2 days
h) Communication of Board decisions	2 days after Board meeting
i) Issuance of investigations Report	5 days after the investigations
j) Submission of Department Quarterly Reports	7 days to end of the quarter
k) Departmental Annual Reports	15 days after end of the FY
d) Strategy And Planning	
• Annual budget (Ministerial Policy Statement)	By 1 st March
• Leave approval	2 days
• Advance notice for internal meetings	3 days
• Response on IT issues	Immediate
• Submission of quarterly reports	20 days after end of the quarter
• Departmental progress report	7 days after end of quarter
• Publishing Annual performance report	By 30 th October
e) Human Resource & Administration	
• Filling vacant positions	4 months
• Induction of staff	Within 1 month after assumption of duty
• Confirmation of staff	Within 1 month after end of probation
• Issue of letter of renewal of contract	7 days after the decision
• Processing of staff gratuity	Within one month after anniversary of appointment
• Processing of staff long Service awards	Within one 1 month after anniversary
• Processing of termination benefits	Within 30 days
• Verification of payroll for payment of salary	2 days after receipt of payroll from Finance
• Completion of annual Staff Appraisal	3 months days after end of financial year
• General Staff meetings	After every 6 months
• Servicing of vehicles	2 weeks after raising Form 5
• Handing over vehicles to a provider for Repair	4 days after receipt of Local Purchase Order
• Fuelling vehicles	Weekly
• Allocation of vehicles for authority activities	For town run activities, twenty four (24) hours after receipt of request for the vehicle For upcountry travel, five (5) days after receipt of request for the vehicle
• Insuring of vehicles (Comprehensive Insurance)	2 days before expiry
• Report on Fleet status	Last working day every quarter
• Report on Generator status	Last working day every quarter
• Report on utility (electricity and water) usage	Last working day every quarter
• Servicing of office ACs	Every 6 months
• Servicing of Elevators	Monthly
• Cleaning the exterior of PPDA-URF Towers	Weekly
• Generating a Disposal Form 28	3 weeks after board of survey
• Stock taking & Asset Verification	By last working day of June
• Engraving of assets	Within one month after delivery of asset



Feedback and Complaints

We, at the PPDA, operate an open door policy and welcome constructive criticism and feedback about our services. We also welcome suggestions on how we can improve service delivery. We commit ourselves to taking your complaints and suggestions seriously and to dealing with them as quickly as possible. If you have a problem, suggestion or a complaint, you can use the following communication channels:

- Speak to the person who has been attending to you.
- Speak to that persons' supervisor.
- Speak to our Manager Corporate and Public Affairs Tel: +256 414 311128.
- Write to us using the address given at the end of this document.

Our offices are open from 8.00 a.m.-12.45 p.m. and from 2.00 p.m-5.00 p.m. on week days except on public holidays.

CONTACT US



The Executive Director

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