



PARLIAMENT OF UGANDA

SERVICE DELIVERY STANDARDS

The National Planning Authority, through Regulation 28 of the National Planning Authority (Development Plan Regulation of 2018), requires every Government Institution to develop and publish Service Delivery Standards for services provided by the institutions as a basis for planning and budgeting. Section (A-n) 30 of the Uganda Public Service Standing Orders, 2021 states that Ministries, Departments and Local Governments shall develop and publish Service Delivery Standards with regard to the respective services they provide.

The Service Delivery Standards for the Parliament of Uganda are aligned with the four Strategic Objectives and will provide the minimum acceptable levels of services provided by Parliament in terms of quality and timeliness. The matrix demonstrates Parliament's commitment to meet the standards and is in **Appendix 4** of the Parliament Strategic Plan. It is expected that, besides managing the expectations of stakeholders and providing stakeholders with knowledge of their

rights, the standards will result into improved transparency and accountability, fairness and equity, enhanced quality and management in service provision.

SERVICE DELIVERY STANDARDS MATRIX FOR THE PARLIAMENT OF UGANDA FY 2025/26 – 2029/30

Strategic objective	Output/ Service description	Key performance indicators	Standard (quality, quantity, time, coverage, accessibility, cost)	Target beneficiary	Access criteria to obtain service	Methodology	Inputs	User fees	Who's responsibility / service
Objective 1: To increase effectiveness and efficiency in legislative processes	Bills passed	<p>Time taken to scrutinise and process the bill by the Committee</p> <p>Time taken by Parliament to process the Bill</p> <p>Proportion of Bills passed by Parliament against those presented</p>	<p>Bills scrutinized by the committee within 45days</p> <p>Bills passed and presented for ascent within 90 days</p> <p>100% bills passed against those presented (debated and approved)</p>	citizens MDAs,	On request, online platforms such as the website, YouTube, the Hansard	Plenary sittings (1 st , 2 nd , 3 rd readings), Committee meetings (consultations and public hearings), Field visits, Benchmarking,	Allowances, transport, committee rooms, chamber, flight tickets, provision of briefs and analytical reports	N/A	Clerk to Parliament

	International and regional treaties, conventions and protocols domesticated	Proportion of treaties, conventions, and protocol domesticated against those presented Time taken to domesticate treaties, conventions and protocol	100% of the instruments domesticated against those presented Conventions, treaties and protocols domesticated within 90 days	citizens MDAs,	On request, online platforms such as the website, YouTube, the Hansard	Plenary sitting, Committee meetings, Benchmarking.	Allowances, transport, committee rooms, chamber, flight tickets	N/A	Clerk to Parliament
	Public Participation conducted	Proportion of stakeholders engaged	At least 50% of the Stakeholders engaged	Citizens, Civil Society	On request	Stakeholder mapping, meetings, sittings	Rooms, equipment	N/A	Director Clerks Department
Objective 2: to strengthen the oversight and budget alignment to the NDP	Consideration of audit reports	Proportion of audited reports considered against	All audited reports considered within 6months from the date of receipt (31 st	citizens MDAs,	Through the Hansard, on request	Plenary sitting, Committee meetings, Field visits,	Allowances, transport, committee rooms, chamber, provision of	N/A	Clerk to Parliament

		those received	December every year)				briefs and analytical reports		
	Oversight reports presented	Time taken to process and present oversight reports	Oversight reports processed and presented to the house within 45 days from the date of the visit	citizens MDAs, Committees, MPs	Through the Hansard, on request	Plenary sittings, Committee meetings, Field visits,	Allowances, transport, committee rooms, chamber	N/A	Clerk to Parliament
	Consider and dispose constitutional and statutory reports. ¹	Number of reports processed and presented by the assigned Committee Number of reports considered	At least 2 reports processed and presented in a year At least 10 reports considered annually	citizens MDAs,	Through the Hansard, on request	Plenary sittings, Committee meetings, Field visits,	Allowances, transport, committee rooms, chamber	N/A	Clerk to Parliament

¹ Human Rights Commission(HRC), Equal Opportunity Commission, Inspectorate of Government(IG)

	Approved the National Development Plan	Time taken to approve the National Development Plan	Approval of the NDP by 1 st September of the financial year of expiry of the current plan	citizens MDAs,	On request, online platforms such as the website, YouTube, the Hansard	Plenary sittings, Committee meetings, Field visits, Stakeholder consultation	Allowances, transport, committee rooms, chamber,	N/A	Clerk to Parliament
	Approved Charter of Fiscal responsibility	Time taken to approved Charter of Fiscal responsibility	Approval of the Charter of Fiscal responsibility 3 months after presentation by the Minister	citizens MDAs,	On request, online platforms such as the website, YouTube, the Hansard	Plenary sittings, Committee meetings, Field visits, Stakeholder consultation	Allowances, transport, committee rooms, chamber,	N/A	Clerk to Parliament

	Approved Budget Framework paper (BFP)	Time taken to scrutinise and approve the Budget Framework Paper	BFP approved by 1 st February	citizens MDAs,	On request, online platforms such as the website, YouTube, the Hansard	Plenary sittings, Committee meetings, Field visits, Stakeholder consultation.	Allowances, transport, committee rooms, chamber, provision of briefs and analytical reports	N/A	Clerk to Parliament
	Scrutinize and advice on the Certificate of compliance of the national budget to the NDP.	Time taken by the Committee to scrutinise and process a report on the certificate	Certificate scrutinized and report presented to Parliament within 45 days	Citizens, NPA, MDAs,	On request, online platforms such as the website, YouTube, the Hansard	Plenary sittings, Committee meetings, Field visits, Stakeholder consultation,	Allowances, transport, committee rooms, chamber Provision of briefs and analytical reports	N/A	Clerk to Parliament
	Scrutinize and advice on the Certificate of gender and equity responsiveness	Time taken by the Committee to scrutinise and process a report on the certificate	Certificate scrutinized and report presented to Parliament within 45 days	Citizens, MDAs, EOC	On request, online platforms such as the website, YouTube, the Hansard	Plenary sittings, Committee meetings, Field visits, Stakeholder consultation,	Allowances, transport, committee rooms, chamber, provision of briefs and analytical reports	N/A	Clerk to Parliament

	Consideration of Ministerial Policy Statements (MPS)	Time taken to scrutinise MPS's	Sectoral Committee must report to the House by 20 th April	Budget committee, citizens and MDAs	On request, online platforms such as the website, YouTube, the Hansard	Plenary sittings, Committee meetings, Stakeholder consultations, hearings	Allowances, committee rooms, briefs, analytical reports	N/A	Clerk to Parliament
	National Budget proposals harmonized	Time taken by the budget committee to harmonise the budget	Budget proposal harmonized within 10 days from the time of adoption of Committee reports	Committee on supply	YouTube, the Hansard	Committee meetings	Allowances, committee rooms	N/A	Clerk to Parliament
	Budget proposals considered by the Committee of Supply	Time taken to supply the budget	National budget supplied by 20 th may	Citizens, MDAs	YouTube, the Hansard	Plenary sittings	Chamber' allowances	N/A	Clerk to Parliament
	Taxation bills passed	Time taken to scrutinise, debate and pass the bills	Taxation bills passed within 45days	citizens and MDAs	On request, the Hansard, online platforms such as the	Plenary sitting, committee meetings, Stakeholder consultations, public hearings,	Briefs and analytical reports	N/A	Clerk to Parliament

					website, YouTube				
	Appropriation Bill passed	Time taken to pass the Bill	Appropriation bill passed by 31 st May	citizens and MDAs	On request, online platforms such as the website, YouTube, the Hansard	Plenary sittings, Committee meetings, Field visits, provision of consultations and public hearings	Allowances, transport, Chamber, briefs and analytical reports	N/A	Clerk to Parliament
	Loan and Guarantees Considered	Proportion of loans and guarantees considered against those presented Time taken to scrutinize consider loans and guarantees by the committee	100% of the loan and guarantees considered against those presented Loans and guarantees scrutinized within 45 days	Citizens, MDAs, MoFPED	On request, online platforms such as the website, YouTube, the Hansard	Plenary sittings, Committee meetings, Field visits, provision of	briefs and analytical reports, consultations and public hearings	N/A	Clerk to Parliament

Objective 3: Enhance the effectiveness of representation	Quorum for MPs in Plenary	Quorum	At least 1/3 of Members participating in plenary sittings At least 1/2 of members participating in Committee meetings	citizens	On request, online platforms such as the website	Plenary sittings, Committee meetings, whipping	Allowances, transport, committee rooms, chamber	N/A	Clerk to Parliament
	Participation by MPs in regional and international fora ²	Number of regional and international bodies that Parliament subscribes to and has member's representation	Representation in all regional and international Parliamentary Bodies Delegation reports laid within 14days after return to station	Parliament, MDAs	Nomination by Parliament	Participation in meetings and conferences, sittings	Fight tickets, allowances	Membership and subscription fees	Clerk to Parliament

² PAP, (5) EALA (9), CPA, IPU, ACPEU, PUIC, PF-ICGLRAL, CSPOC, AU, APU

	Regional Parliamentary sittings held	Number of regional Parliamentary sittings held	1 regional Parliamentary sittings held annually	Local Govts, constituents, schools, cultural and religious leaders, Citizens, MDAs	By invitation, You Tube, the Hansards	Plenary sittings, committee meetings, outreach activities, meetings	Allowances, transport, equipment, venue,	N/A	Clerk to parliament
	Access to Parliament	Number of national delegations visiting parliament	At least 80% of the requests honoured.	Schools, constituents,	On request	Tour of parliament, meetings, presentations	Chamber, protocol, committee rooms meals and refreshments	N/A	Director CPA
	Outreach engagements carried out	Number of outreach engagements	At least two in a quarter	Constituents, local govts, citizens, schools, churches	By invitation, on request	Meetings, Workshop, seminars,	Allowances Transport, leaflets, background papers, consultants, venues	N/A	Clerk to Parliament
Objective 4: Strengthen the institutional capacity for legislation,	Provision of the Hansard	Time taken to produce the Hansards	Hansard produced within 2 working days after the sitting	MPs, Staff, citizens, MDAs, Civil society, Media,	accessible on website, on request from the	Transcribing, recording, Editing, Publishing.	Office equipment and systems, software,	One currency point	Editor of Hansard

oversight and representation				research institutions	Clerk to Parliament		human resources		
	Provision of audio-visual Hansard	Availability of audio-visual Hansard	Audio visual Hansard available live on YouTube	Media, MPs, Staff, citizens, MDAs, Civil society, research institutions	Accessible on YouTube	Recording, live streaming	software, human resource, license fee, electronic equipment	N/A	Editor of the Hansard
	Conduct reviews, evaluations of the Strategic Plan and the LOR programme	<p>Number of programme reviews</p> <p>Time taken to conduct a mid-term review</p> <p>Time taken to conduct the end-line evaluation</p>	<p>1 programme review per year conducted.</p> <p>Midterm review evaluations conducted within 6months</p> <p>End-line Evaluations conducted within 6months from end of plan</p>	Parliament, MDAs, citizens Civil Society, NPA, Programme partners, development Partners	On request, invitation	Conduct Workshops, interviews, literature review, meetings,	Allowances, Transport, Conference fees, accommodation	N/A	Director CPS

	Prepare annual and Quarterly reports on Parliament	Time taken to produce an annual report Time taken to produce bi annual report	Parliamentary Commission annual report laid in Parliament by 30 th September Bi annual performance reports produced within 30days after expiry of reporting period	MPs, Staff of Parliament, citizens Civil Society, development Partners	On request, On request	Submissions from Departments and Offices, data collection by M&E division Submissions from Departments and Offices, data collection by M&E division	Staff, IT equipment Staff, IT equipment	N/A	Clerk to Parliament Director CPA
	Capacity building programmes conducted	Existence of Capacity building Plan	At least 50% of planned capacity building activities implemented	Local Government Councils (Districts and Cities), staff, MPs	On request	Prepare concepts, Exchange programmes, dialogue, Develop systems, equipping and tooling, benchmarking,	Allowances, consultancy fee, Transport, conference package, procurements	N/A	Director, CPS

						workshop, seminars			
	Follow up mechanisms for Parliamentary resolutions and decisions	Number of actions taken reports adopted	Bi- annual action taken reports adopted	Citizens, MDAs	Through the Hansard, on request	Plenary sittings, compilation and tracking of the resolutions and recommendations, meetings	Office equipment and systems, software, human resources	N/A	Director Clerks, Director OLG
	Human resources developed and managed	Number of staff deployed	MP to Staff ratio of 1:2 achieved	MPs, citizens	Through deployment, on request	Recruitment, training, supervision, promotions	Salaries, office space, training, supervision	N/A	Clerk to Parliament
	Parliamentary services automated	Proportion of Parliamentary business automated	At least 50% of the Parliamentary business automated	MPs, Staff, Media, Citizens, Constituents	Registration	Procurements, benchmarking, workshop, meetings	Equipment, licenses, software	N/A	Director ICT
	Evidence use in Parliament	Number of requests for evidence	All requests for evidence honoured	MPs, citizens	On request, the Hansard	Provision of research and analytical reports briefs, concepts, papers and fact sheets	Staff, allowances, transport, software	N/A	Deputy Clerk Parliamentary Affairs

	Parliament administered and governed	Number of Parliamentary Commission meetings conducted	At least Six Commission meetings conducted annually	MPs, Staff, citizens	On request,	meetings	Papers, allowances, board rooms	N/A	Clerk to Parliament
	Parliament infrastructure and equipment developed and retooled	Number of projects approved and implemented in the planning cycle	At least 1 project approved & implemented in the planning cycle	MPs, Staff of Parliament, Citizens	On request	Planning, procurement, evaluation, meetings	Staff, finances, consultants and contractors	N/A	Clerk to Parliament