



THE REPUBLIC OF UGANDA

STATE HOUSE

SERVICE DELIVERY STANDARDS
2025/26 – 2029/30

PREAMBLE

The Government of the Republic of Uganda is committed to delivering efficient, effective, and citizen-centred public services in accordance with the national vision articulated in Uganda Vision 2040 and the medium-term priorities set out in the National Development Plan IV. In line with the principles of transparency, accountability, and value for money enshrined in the Constitution of the Republic of Uganda, as well as the Public Service Standing Orders, all Ministries, Departments, and Agencies are required to establish and uphold clear Service Delivery Standards.

State House, as a key institution in the Presidency, plays a central role in supporting H.E. the President in the execution of constitutional mandates, coordination of government business, and provision of strategic leadership to the nation. In fulfilment of this mandate, State House is committed to ensuring that all services rendered to its clients and stakeholders meet defined standards of quality, timeliness, professionalism, and responsiveness.

This Service Delivery Standards document has been developed in accordance with guidelines issued by the National Planning Authority and the Ministry of Public Service, which require all public institutions to clearly specify the nature, scope, and timelines of services offered, as well as mechanisms for feedback and redress. The Standards are aligned with Results-Oriented Management, the Programme-Based Budgeting Framework, and the broader Public Sector Management reforms aimed at improving service delivery across Government.

The purpose of this document is to inform clients and stakeholders of the services provided by State House, the expected level of service, and the obligations of both service providers and service users. It further provides a basis for measuring performance, enhancing accountability, and fostering continuous improvement in service delivery.

State House reaffirms its commitment to uphold these standards and to continuously review and improve them in response to client feedback, emerging national priorities, and evolving best practices in public administration.



Barekye Jane

STATE HOUSE COMPTROLLER

- iv. Action Officers shall attend to matters within five (5) days.
- v. Clients shall be able to easily provide feedback on the services they receive through different feedback mechanisms as detailed in our Charter. We shall promptly act on feedback to improve services.

5.6 Communication

- i. We shall use English or English for both official written and verbal communication as the official language. However, special consideration will be given to clients who are unable to communicate in English.
- ii. Clients can reach the Ministry on the telephone
- iii. All external written communication will be made on the Ministry letterhead, which bears the physical addresses and telephone contacts, and signed by or on behalf of the Permanent Secretary or the Principal Private Secretary.
- iv. All written communication will be responded to within a period of seven (7) working days after receipt.
- v. The Presidential Press Unit will make all communication to the Press.

5.7 Collaboration and Coordination

- i. State House shall work in close coordination with other Ministries, Departments, and Agencies (MDAs) and Local Governments to ensure that the needs of clients are comprehensively addressed.
- ii. The Institution shall establish and maintain partnerships with relevant non-governmental organizations (NGOs) and community-based groups to provide additional support to clients.

TABLE OF CONTENTS

PREAMBLE2

TABLE OF CONTENTS3

List of Abbreviations.....5

1.0 INTRODUCTION6

 1.1 Mandate of the State House6

 1.2 Vision6

 1.3 Mission.....6

 1.4 Core Values6

 1.5 The purpose of the service delivery standards7

 1.6 Objectives of the service delivery standards.....7

2.0 IMPLEMENTATION OF SERVICE DELIVERY STANDARDS8

 2.1 Institutional arrangements.....8

 2.2 Roles and responsibilities of Internal and External Stakeholders.....8

 Internal Stakeholders8

3.0 MONITORING AND EVALUATION OF SERVICE DELIVERY STANDARDS.....10

 3.1 Monitoring and evaluation arrangements10

 3.2 Review of the service delivery standards.....10

4.0 STATE HOUSE SERVICE DELIVERY STANDARDS11

4.1 Service Delivery Matrix..... 11

5.0 GENERAL STANDARDS OF SERVICE..... 29

5.1 Attendance to duty 29

5.2 General Conduct and Obligations of Public Officers 29

5.3 How and when to access the Public Offices 29

5.4. How services will be generally accessed 29

5.5 Client Management..... 29

5.6 Communication..... 30

5.7 Collaboration and Coordination..... 30

5.0 GENERAL STANDARDS OF SERVICE

5.1 Attendance to duty

- i. We are open to serve clients (especially the public) at the State House Offices at Okello House and other designated offices during weekdays - Monday to Friday from 8:00 am to 12:45 pm and 2:00 pm to 5:00 pm. However, service to the Principals is at all times.
- ii. The Security component of our offices will remain operational twenty-four (24) hours, seven (7) days a week.

5.2 General Conduct and Obligations of Public Officers

- i. Staff shall wear Ministry identification cards while on duty.
- ii. Staff shall handle all confidential information or requests in a classified manner.
- iii. Staff shall treat all clients with respect and dignity by maintaining a high level of professionalism when dealing with sensitive issues.

5.3 How and when to access the Public Offices

- i. All walkways will be marked with directions to different offices
- ii. All Offices will be clearly marked, indicating the title of the occupant or occupants of the office
- iii. Clients will only be allowed to access Offices after getting clearance from the Security offices at the various checkpoints.
- iv. Services will be accessible to all clients, including those with disabilities.
- v. The Ministry shall have specified parking for staff and visitors

5.4. How services will be generally accessed

- i. Clients shall be required to register their details at the entry points before accessing the premises.
- ii. Clients shall be issued with identification tags upon registration at the entry points before accessing services.
- iii. Clients shall be subjected to security checks before accessing the Offices.

5.5 Client Management

- i. Clients shall be treated with courtesy and respect.
- ii. Clients shall be treated equally irrespective of status, sex, age, color, ethnic origin, tribe, birth, creed or religion, health status, social or economic standing, political opinion, or disability, considering the needs that particular group of people or person may have.
- iii. Upon arrival at the State House premises, clients shall be attended to immediately by designated officials at the entry point and forwarded to action Officers within 2 minutes.

Specific Objective	Key Output	Key Performance Indicator	Standard in terms of quality, quantity, cost, coverage, accessibility	Target recipient of service	Access Criteria to obtain service	Methodology for providing the service	Basic infrastructure for obtaining the service (inputs)	User Fee	Responsibility Centre
			medical care support to staff in need and carry out voluntary testing and counselling services quarterly						
			State House shall undertake climate change and climate mitigation activities, including planting trees and sensitizing staff on bi-annual basis	Public					

List of Abbreviations

ACU	-	Anti-Corruption Unit
GCIC	-	Government Citizens Interaction Centre
HACCP	-	Hazard Analysis and Critical Control Points
HMU	-	Health Monitoring Unit
MDAs	-	Ministries, Departments, and Agencies
NDP	-	National Development Plan
NSPC	-	National Secretariat for Patriotism Corps
PAD	-	Poverty Alleviation Department
PPS	-	Principal Private Secretary to H.E the President
PPS/HEVP	-	Principal Private Secretary to H.E the Vice President
SHC	-	State House Comptroller
SH	-	State House

1.0 INTRODUCTION

State House has prepared Service Delivery Standards in alignment with Establishment Notice No.3 of 2011 and Section A-n of the Uganda Public Service Standing Orders 2021.

The Service Delivery Standards will improve efficiency and effectiveness in service delivery and enable State House to keep pace with citizens’ growing demands for accessible, adequate, high-quality, timely, and cost-effective services. Service Delivery Standards will also provide a basis for developing Institutional strategic plans & budgets, client charters, individual performance plans for employees, and a framework for monitoring & evaluation of services provided.

1.1 Mandate of the State House

Articles 98, 99, and 108 of Chapter 7 of the Constitution of the Republic of Uganda provide for the existence and authority of the Presidency. State House is mandated to cater for the security, welfare and facilitation of H.E the President, H.E the Vice President, and their immediate families. This is done through the provision of the necessary logistical support that enables the President to carry out his Constitutional obligation of abiding by, upholding and safeguarding the Constitution and the laws of Uganda, promoting the welfare of the citizens, and protecting the territorial integrity of Uganda.

1.2 Vision

An effective and efficient Presidency responsive to the needs of the people

1.3 Mission

To provide support, at all times, to the Presidency in order to facilitate effective and efficient performance of its Constitutional and administrative responsibilities.

1.4 Core Values

- a) **Impartiality:** State House commits to perform its mandate with respect and without fear, favour, affection or ill will, bias

Specific Objective	Key Output	Key Performance Indicator	Standard in terms of quality, quantity, cost, coverage, accessibility	Target recipient of service	Access Criteria to obtain service	Methodology for providing the service	Basic infrastructu re for obtaining the service (inputs)	User Fee	Responsi bility Centre
			Budget Performance reports will be prepared quarterly						
	Procurement and Disposal services well managed.	Frequency of preparing a procurement plan Committee in place Time taken to make a decision. Adherence to the guideline	Procurement plans prepared; Annually Contracts Committee in place, appointed by the responsible officer. Time taken to make a decision; 10 working days from the date of receipt of submission. 100% compliance to PPDA Regulations.	Staff, the public	Visit State House, EGP system, public media, Prequalifica tion lists	Bidding Evaluation Display of Best Evaluated Bidder Notice	Human resource, , Vehicles, Reference materials, computer set, assorted stationery,	Free	PDU
	Procurement reports prepared.	Frequency Timeliness	Quarterly - By 15 th of the next month in the subsequent quarter. Annual -by 15 th of July.	STATE HOUSE	Document reviews	Document review, field visits,	HR, stationery, ICT equipment	Free	Audit PDU
		Level of implementation of cross cutting initiatives	State House shall carry out HIV/AIDS sensitization meetings, provide	Staff Public					

Specific Objective	Key Output	Key Performance Indicator	Standard in terms of quality, quantity, cost, coverage, accessibility	Target recipient of service	Access Criteria to obtain service	Methodology for providing the service	Basic infrastructure for obtaining the service (inputs)	User Fee	Responsibility Centre
	Board of Survey conducted and recommendation implemented	Frequency of conducting Board of survey	Board of Survey shall be conducted once a year. Asset register updated monthly	PPDA, State House, MoFPED	Advertisement, online, asset register	Field visits, document review /Desk review	HR, allowances, stationery, vehicles	Free	Procurement department
	Final accounts prepared and submitted.	Frequency.	Semi-annual: By end of 15 th February. For 9 months: By end of 15 th May. Annual: By end of 30 th August.	Employees MoFPED, STATE HOUSE	Document review, all staff	Document review, data collection, training, data analysis	Stationery, HR,	Free	Accounts
	Payment processed	Time taken to process payment	Within 3 working days	Employees/staff, MoFPED	Document review, all staff	Document review, data collection, training, data analysis	Stationery, HR,	Free	Accounts
		Committee in place	Finance committee in place Finance committee meetings shall be conducted once a quarter.	MoFPED, all Departments, Accountant General	Document review	Document review, consultations, meetings, PBS, data analysis	HR stationery, ICT equipment,	Free	Finance Dept.

- b) **Transparency:** State House commits to openness in all its activities in the administration and delivery of services, and dissemination of information.
- c) **Accountability:** State House commits to taking responsibility for its actions and will be answerable to the people of Uganda.
- d) **Professionalism:** State House commits to delivering its mandate efficiently, fairly and within reasonable time.
- e) **Integrity:** **State House** in carrying out its mandate, shall demonstrate the highest standards of honesty, transparency and impartiality.
- f) **Equality:** **State House** shall accord equal treatment to all persons without discrimination on ground sex, race, colour, ethnic origin, tribe, birth, creed or religion, social or economic standing, political opinion or disability.

1.5 The purpose of the service delivery standards

To promote accountability, professionalism and responsiveness, transparency in the delivery of services.

1.6 Objectives of the service delivery standards

- a) To document the minimum levels of service that the State House should provide and what the public should expect in terms of quantity, quality, time, process, cost and coverage.
- b) To empower the public to demand for services which are due to them at the expected standard.
- c) To enforce quality assurance and compliance mechanisms for service delivery against National and International standards and best practices.

2.0 IMPLEMENTATION OF SERVICE DELIVERY STANDARDS

2.1 Institutional arrangements

State House shall track and report on the implementation of Service Delivery Standards on a bi- annual and annual basis. The report shall be discussed by the Senior Management of State House.

2.2 Roles and responsibilities of Internal and External Stakeholders

The Tables below show the roles and responsibilities of the different internal and external stakeholders.

Internal Stakeholders

Responsible Centre	Roles and Responsibilities in the implementation of the Strategy
The State House Comptroller	- To provide overall policy and strategic leadership, and oversee and guide the implementation of the Service Delivery Standards - Enforce adherence to performance management measures in the state house - Oversee the implementation of all activities - As Accounting Officer, oversee and guide on the implementation of the Service Delivery - Ensure adequate financing for the implementation of the Service Delivery Standards
Heads of Department and Units	- Implement the Service Delivery Standards at their respective Registries, Departments and Units in line with their mandate, and report on progress - Ensure adherence to code of conduct and promotion of ethics and integrity among staff - Ensure adherence to performance management measures among staff
Department of Human Resource Management	- Implement and enforce the Service Delivery Standards in line with its mandate - Ensure adherence to performance management measures

Specific Objective	Key Output	Key Performance Indicator	Standard in terms of quality, quantity, cost, coverage, accessibility	Target recipient of service	Access Criteria to obtain service	Methodology for providing the service	Basic infrastructure for obtaining the service (inputs)	User Fee	Responsibility Centre
					attendance registers.				
	Service Delivery Standards Developed, documented, and reviewed	Frequency of SDS review	Service Delivery Standards shall be reviewed after every 5 years. Midterm review shall be conducted	Public, state house Internal Client, stakeholders	Amendment in policies, laws	engagement, document, review, training, field visits	Computers, functional Human Resource systems,	Free	SHC Planning and Policy HRM
		Quality	Documented service delivery standards shall be aligned to NDP	Internal Client Public	Amendment in policy, law, and community engagement	engagement, document, review, training, and field visits	Computers, functional Human Resource systems,	Free	SHC HRM Planning and Policy
	Institutional Client Charter Developed, implemented and reviewed	Quality	Client's charter developed and aligned to NDP and the current strategic plan.	Public, Client, development partners		Field visits, stakeholders' consultations	HR, stationery		HR Administration
		Frequency of review	The Client Charter shall be reviewed every five (5) years.	Public Internal Client	Amendment in policy, law, and community engagement	Community engagement, document, review, training, and field visits	Computers, functional Human Resource systems,	Free	HR Administration

Specific Objective	Key Output	Key Performance Indicator	Standard in terms of quality, quantity, cost, coverage, accessibility	Target recipient of service	Access Criteria to obtain service	Methodology for providing the service	Basic infrastructure for obtaining the service (inputs)	User Fee	Responsibility Centre
	paid promptly	Timeliness	with their salary scales	MOFPED, MoPS	Bank accounts, EFT	review, wage bill, data analysis			
		Quality	Salaries and pensions shall be paid by the 28 th day of the month All Staff shall be paid with accurate salary scales as per the salary structure issued by MOPS						
		Frequency	Pension verification shall be conducted annually	All pensioners	Life certificates	Field visits, document review	HR, stationery, allowances		HRM
	Attendance to duty monitored	Time	Staff should attend to duty from 8:00 am to 5:00 pm (including a lunch break from 12:45 pm to 2:00 pm)	Internal Clients	appointed staff, a Biometric attendance system, and attendance registers.	Arrival /departure registration, training, and data analysis	Biometric systems, HCM, ICT equipment, HR	Free	HRM
		Frequency	Quarterly attendance returns and analysis shall be submitted to MoPS	Internal Clients	appointed staff, a Biometric attendance system, and	Arrival /departure registration, and data analysis	Biometric systems, HCM, ICT equipment, HR	Free	HRM

External Stakeholders

Responsible centre	Roles and Responsibilities in the Implementation of the Strategy
Ministry of Public Service	• Technical support for development, review, documentation, clearance for approval and application of service delivery standards. • Approval for implementation of the Service Delivery Standards • Track progress of implementation of service delivery standards
National Planning Authority	• Technical support in reviewing and alignment the standards to NDP • Certification of the service delivery standards
Office of the Prime Minister	• Integration of service delivery standards to the National Monitoring and Evaluation framework and to apply National Service Delivery Standards in the Government Annual Performance Assessments.
Ministry of Finance, Planning and Economic Development	• Integration of service delivery standards into the program budgeting system, identify and provide funding for the implementation of NSDS activities.
Parliament of Uganda	• Appropriation of the state house budget • Oversight function on budget execution and application of service delivery standards.
Office of the Auditor General	• Undertake value-for-money audits in accordance with and in respect to the set standards.
The Public Procurement and Disposal of Public Assets Authority (PPDA)	• Undertake procurement audits
Development Partners	• Participate in the implementation of Service Delivery Standards • Propose actions to strengthen service delivery to the public

3.0 MONITORING AND EVALUATION OF SERVICE DELIVERY STANDARDS

3.1 Monitoring and evaluation arrangements

Service Delivery Standards shall be monitored through:

- a) Compliance inspections
- b) Performance audits
- c) Client satisfaction surveys

3.2 Review of the service delivery standards

The Service Delivery Standards shall be reviewed every five years, and in line with the National Service Delivery Survey, Strategic Direction of the National Development Plan, and the State House Strategic Plan.

Specific Objective	Key Output	Key Performance Indicator	Standard in terms of quality, quantity, cost, coverage, accessibility	Target recipient of service	Access Criteria to obtain service	Methodology for providing the service	Basic infrastructure for obtaining the service (inputs)	User Fee	Responsibility Centre
		budgeting and reporting guidelines	The BFP shall be prepared and submitted by the 15 th of November The MPS and Budget estimates shall be prepared and submitted by the 12 th of March Quarterly performance reports shall be prepared and submitted by the last day of the first month of the new quarter Conduct quarterly consultative meetings with clusters of teams	Parliament of Uganda					
	Compensation (Salaries, pension) and Benefits are	The percentage of the employees paid	100% of the employees and pensioners shall be paid in accordance	Internal Clients, State House,	Appointment letter, proof of attendance to duty, on	IPPS/HCM & IFMS systems, Data capture, document	ICT equipment, HR, wage bill, assorted stationery	Free	HRM

Specific Objective	Key Output	Key Performance Indicator	Standard in terms of quality, quantity, cost, coverage, accessibility	Target recipient of service	Access Criteria to obtain service	Methodology for providing the service	Basic infrastructure for obtaining the service (inputs)	User Fee	Responsibility Centre
		Retention and Disposal	Closed records from the registry/archive shall be produced within 1 to 24 hours of request. Disposal schedules shall be reviewed every 5 years; Records shall be appraised for disposal or transfer to archives within 1 year of becoming inactive. Records due for Archiving shall be identified and appraised in conformity with the records Operating procedures						
	Policy documents prepared and implemented	Timely adherence to statutory planning,	Strategic plan shall be prepared and review after every five years	State House, MoFPED,	Meeting The PBS	Document review, meetings and conferences	Staff, Internet, Office space	Free	Policy and Planning Unit

4.0 STATE HOUSE SERVICE DELIVERY STANDARDS

These Service Delivery Standards are based on State House’s Strategic Objectives as detailed below:

1. To provide overall leadership of the State and ensure that national goals are in line with the Constitution and Party Manifesto
2. To ensure the security and welfare of H.E. the President, Vice President, the First Lady, their immediate families, and guests
3. To strengthen the institutional capacity to enable the provision of adequate logistical and technical support for the efficient operations of the Presidency
4. To develop and manage State House Assets and Amenities

4.1 Service Delivery Matrix

Specific Objective	Key Output	Key Performance Indicator	Standard in terms of quality, quantity, cost, coverage, accessibility	Target recipient of service	Access Criteria to obtain service	Methodology for providing the service	Basic infrastructure for obtaining the service (inputs)	User Fee	Responsibility Centre
To develop, maintain, and manage State House assets and amenities.	Fully functional and furnished dwelling and official residences for the Presidency	Five stars	State House and various state lodges shall conform to international standards (5star)	H.E. the President and his immediate family,	H.E. the President First Lady Immediate family Principals’ guests Staff of State House	Procurement	Structural design Human Resource,	Free	SHC PPS SFC Estates Department
		Frequency of maintenance	State lodges shall be maintained on a quarterly basis	Guests of H.E. the President					
		Proportion of new state lodges – including staff quarters constructed	State lodges shall be distributed regionally across the country	H.E. the President, immediate family, Guests	H.E. the President First Lady Immediate family	Procurement	Structural designs Human Resource	Free	SFC Estates Department

Specific Objective	Key Output	Key Performance Indicator	Standard in terms of quality, quantity, cost, coverage, accessibility	Target recipient of service	Access Criteria to obtain service	Methodology for providing the service	Basic infrastructure for obtaining the service (inputs)	User Fee	Responsibility Centre
					Principals' guests Staff of State House				
	Fully maintained and functional office buildings	Frequency of maintenance Level of functionality of office buildings	Every office shall have access to functional office equipment	Staff	Staff	Procurement	Computer, Printer and Photocopier)	Free	SHC, Office Supervisor
	Properly maintained vehicles, machines and equipment	Quarterly service and maintenance of machines and equipment Level of functionality of vehicles	Mileage Service schedules Disposal All vehicles shall be functional (i.e., below 500,000km mileage)	H.E the President Staff and VP Staff	Position	Procurement of service providers	Service contracts User requests	Free	Estates, Transport
To ensure security and welfare of the President, Vice President, and their	Required medical, health, and logistical support for the Presidency and their	Availability of qualified staff Time taken to respond to incidents, analyze samples, prepare and submit	Medical Laboratory Specialists Laboratory reports shall be produced within two (2) working days for complex samples	H.E. the President, State House	Position	Requirement	Equipment Human Resource	Free	CBRN SFC

Specific Objective	Key Output	Key Performance Indicator	Standard in terms of quality, quantity, cost, coverage, accessibility	Target recipient of service	Access Criteria to obtain service	Methodology for providing the service	Basic infrastructure for obtaining the service (inputs)	User Fee	Responsibility Centre
		Rewards and Sanctions committee in place Frequency of meeting	of 2019 in accordance with Public Service and Rewards and Sanctions Framework The committee shall meet at least once a quarter and submit quarterly reports to MoPS						Administration
	Audit for improved effectiveness of risk management, control, and governance processes Undertake	Frequency of audits Time taken to submit reports	Quarterly Audit reports shall be submitted in the first month of the subsequent quarter All staff shall be required to account for the funds received within 60 days	State house, auditor general, internal auditor general	IFMS Requisitions	Document reviews, meetings, supervisions, field visits	HR, stationery, transport, allowances	Free	SHC US/F&A Internal Auditor
	Records managed	File Retrieval Time	Retrieval of records shall be within 5minutes	State House	Registry	Registry	Equipment HR	Free	Registry

Specific Objective	Key Output	Key Performance Indicator	Standard in terms of quality, quantity, cost, coverage, accessibility	Target recipient of service	Access Criteria to obtain service	Methodology for providing the service	Basic infrastructure for obtaining the service (inputs)	User Fee	Responsibility Centre
		performance reports	July of every FY to MOPS						
	Capacity building of staff undertaken	Proportion of staff trained	All staff shall be trained as per the training policy of 2006 for skills improvement.	Staff, Statehouse, training institutes, MoPs,	TNA	TNA, data collection, document review	HR, Assorted stationery	Free	HR Training Committee
		Training committee in place	Member of the training committee shall be appointed by the responsible officer in accordance with the Training Policy of the Public Service						
			The training committee shall seat at least once a quarter to handle training issues and submit reports quarterly						
	Staff rewarded and sanctioned	Proportion of staff assessed for reward	All staff shall be assessed, rewarded or sanctioned as per the R&S framework	State house, staff, MoPS	Sanctions, meetings, letters	Meetings, document review	HR. assorted stationery, ICT equipment	Free	SHC RSC HR

Specific Objective	Key Output	Key Performance Indicator	Standard in terms of quality, quantity, cost, coverage, accessibility	Target recipient of service	Access Criteria to obtain service	Methodology for providing the service	Basic infrastructure for obtaining the service (inputs)	User Fee	Responsibility Centre
immediate families.	guests provided.	laboratory reports	and one (1) hour for simple samples.						
		Guest management SOPs implemented	A clear SOP manual for guest management in place	State Guests,	Invitation, Accreditation	Training, benchmarking	Human Resource,	Free	Household CBRN SFC
		Percentage of staff trained on the SOPS	All guest shall adhere to the standard operating procedures (SoPs)						
			All staff shall be trained on the SOPs for guest management						
		Food safety equipment	Food safety equipment must conform to global standards (FDA food code)	H.E the President, H.E the Vice President and immediate families	Position Meetings Accreditation	Safety audit reports HACCP, Document Review Benchmarking	Human Resources Equipment	Free	SFC CBRN Household
			The cold rooms shall conform to international standards and with the required equipment	State Guests					

Specific Objective	Key Output	Key Performance Indicator	Standard in terms of quality, quantity, cost, coverage, accessibility	Target recipient of service	Access Criteria to obtain service	Methodology for providing the service	Basic infrastructure for obtaining the service (inputs)	User Fee	Responsibility Centre
			Equipment must support HACCP						
		Availability of emergency services	The principal shall be provided with Specialized medical services at all times.	H.E the President, H.E the Vice President and immediate families, MoH	Medical reports, results, lab results	Laboratory Tests, Document reviews,	Equipment HR, ICT equipment	Free	Household Medical MoH
		Quality of ambulances procured	Type C ambulances						
To provide overall leadership of the State and ensure that national goals are in line with the Constitution and Party manifesto	Technical and logistical support for socio-economic transformation to the Presidency provided	% of Districts mobilized for social transformation Frequency of conducting mobilization exercises Time taken to prepare and submit reports	All districts shall be mobilized for social and economic transformation Quarterly Reports shall be prepared and submitted within 10	The public The youth The elderly The business community Investors	Meetings, Rallies, Media	Rallies, Meetings, Radio Talk show	Human Resource Equipment Logistics	Free	Political, Literary

Specific Objective	Key Output	Key Performance Indicator	Standard in terms of quality, quantity, cost, coverage, accessibility	Target recipient of service	Access Criteria to obtain service	Methodology for providing the service	Basic infrastructure for obtaining the service (inputs)	User Fee	Responsibility Centre
		related matters handled	handled and investigated Investigations completed quarterly						
Strengthen the institutional capacity to enable the provision of adequate logistical and technical support for efficient operations of the Presidency.	Management and Administrative Services provided effectively and efficiently	Proportion of staff performance assessed Frequency of performance assessment Time taken to prepare and submit	All staff shall be assessed annually Balanced score card shall be implemented for all staff Performance plans shall be prepared by 31 st July of every FY Performance review shall be conducted quarterly Performance assessment shall be conducted by 15 th August of every FY Performance reports shall be submitted annually by 31 st of	State House, MOPs	Appointed staff, online (HCM), Meetings	Document review, training, coaching, appointed staff, performance reviews, performance improvement plans	HR, assorted stationery, ICT equipment,		State house

Specific Objective	Key Output	Key Performance Indicator	Standard in terms of quality, quantity, cost, coverage, accessibility	Target recipient of service	Access Criteria to obtain service	Methodology for providing the service	Basic infrastructure for obtaining the service (inputs)	User Fee	Responsibility Centre
		projects monitored Frequency of monitoring infrastructural projects on value for money	monitored on value for money Quarterly			Desk review Laboratory tests	Regulations		
		Frequency of creating public awareness on government programs and service delivery.	Quarterly engagement to improve awareness on service delivery Report prepared and submitted within the first 10 days of the first month of the subsequent quarter	MDAs Citizens LGs	Media engagements Workshops Government – citizens interaction	Content creation and dissemination	Digital tools ICT equipment Media platforms	Free	GCIC
	Prevention, enforcement and prosecution of corruption cases improved	Proportion of cases investigated and sanctioned to ODPP Proportion of investment-	100% of the corruption cases reported shall be registered, investigated and forwarded to ODPP for prosecution 100% of the investment complaints shall be	Public DPP Courts MDAs, police	Open to all through whistleblowing/formal complaints	Investigations Mediation Referrals Legal Advisory	Human Resources Equipment Stationery Allowances, recorders	Free	SH-ACU, SHIPU

Specific Objective	Key Output	Key Performance Indicator	Standard in terms of quality, quantity, cost, coverage, accessibility	Target recipient of service	Access Criteria to obtain service	Methodology for providing the service	Basic infrastructure for obtaining the service (inputs)	User Fee	Responsibility Centre
		Quality of speech written for H.E the President and the Vice President	working days after the activity National Level Speech						
	Presidential Initiatives implemented	Proportion of the Presidential initiatives implemented Proportion/ Number of model villages established in the country	All presidential initiatives shall be implemented in line with the existing framework Model villages shall be established across the country Demonstration farms shall be established at the 19 industrial hubs and on the 23 state lodges	MDAs, LGs., the public or citizens Citizens	Application Reports Farms National IDs	Meetings, stakeholders' engagements Meetings Reports Assessment	Human Resource, ICT. stationery, allowance Farms	Free	PAD Presidential Projects
		Proportion of youth trained in vocational skills	All admitted youths shall be trained in vocational skills for a period of 6 months	Youths	Application, brochures	Selections, training,	HR, Training center, equipment	free	Skilling

Specific Objective	Key Output	Key Performance Indicator	Standard in terms of quality, quantity, cost, coverage, accessibility	Target recipient of service	Access Criteria to obtain service	Methodology for providing the service	Basic infrastructure for obtaining the service (inputs)	User Fee	Responsibility Centre
			All trained youth Shall be awarded level 2 UVTAB certificate						
		Coverage of Financial services for the youth	SACCOs shall be operational in all administrative units across the country. Sacco funds are accessible to all previous beneficiaries of the Skilling Programme	Youths, MDAs,	Assessment	Assessment	Human Resource Guidelines, funds	Free	President ial Projects
		Proportion of schools with functional Patriotism Clubs Frequency of training Time taken to prepare reports	All schools shall have functional Patriotism Clubs Patriotic clubs shall be trained on a monthly basis Patriotic clubs shall report on a quarterly basis on the patriotic	Students, MDAs, LGs, Citizens	All citizens, workshop	Training, document reviews,	HR, Stationery, ICT equipment, assorted stationery	Free	NSPC

Specific Objective	Key Output	Key Performance Indicator	Standard in terms of quality, quantity, cost, coverage, accessibility	Target recipient of service	Access Criteria to obtain service	Methodology for providing the service	Basic infrastructure for obtaining the service (inputs)	User Fee	Responsibility Centre
			engagements undertaken						
	Monitoring of Government programmes strengthened	Proportion of health facilities monitored Frequency of monitoring health services Frequency of creating public awareness on service delivery Time taken to prepare and submit monitoring report M&E Procedural compliance as set by the Health Monitoring Unit (HMU)	100% of the facilities shall be monitored by 2031 Quarterly Quarterly engagement to improve awareness on service delivery Report prepared within two weeks for the date of inspection All monitoring exercises shall comply with the HMU Monitoring tools and checklist	Citizens Health workers Health facilities	Reports/ Complaints Annual performance reports	Field monitoring visits Exit meetings, community dialogues	Equipment Human Recourses Funds	Free	HMU
		Proportion of infrastructural	All infrastructure projects shall be	Public MDAs	Audit reports	Joint site inspections	Audit tools Check lists	Free	IMU ACU