



THE REPUBLIC OF UGANDA

## **MINISTRY OF WATER AND ENVIRONMENT**

### **SERVICE DELIVERY STANDARDS**

**FY 2025/26-2029/30**

## **LIST OF ACRONYMS**

**AMCOW:** African Ministers' Council on Water

**APPR:** Annual Programme Performance Report.

**CBOs:** Community Based Organizations

**CCD:** Climate Change Department

**CDRS:** Climate and Disaster Risk Screening

**CMP:** Catchment Management Plans

**CMPs:** Catchment Management Plans.

**COPs:** Conferences of the Parties

**CSOs:** Civil Society Organizations

**CSOs:** Civil Society Organizations.

**DESS:** Environment Sector Support Department

**DMS:** Department of Meteorological Services

**DPs:** Development Partners

**DWD:** Department of Water Development

**DWQM:** Department of Water Quality Management.

**EAC:** East African Community

**ESIA:** Environmental and Social Impact Assessment

**ESS:** Environmental and Social Safeguards

**FMSE:** Farm Mechanization and Sustainable Environment

**FSM:** Faecal Sludge Management

**FSTPs:** Faecal Sludge Treatment Plants

**FY:** Financial Year

**GFS:** Gravity Flow Schemes

**GHG:** Green House Gas

**GIS:** Geographic Information System

**GIS:** Geographical Information Systems

**GKMA:** Greater Kampala Metropolitan Area

**GPS:** Global Positioning System.

**GRCs:** Grievance Redress Committees

**GVTC:** Greater Virunga Trans-Boundary Collaboration

**HCD:** Human Capital Development

**ICGLR:** International Conference on the Great Lakes Region

**ICT:** Information Communication Technology

**IEC:** Information, Education and Communication

**IEC:** Information, Education, and Communication

**IFMS:** Integrated Financial Management System

**IGAD:** Intergovernmental Authority on Development

**IPCC:** Intergovernmental Panel on Climate Change

**LGs:** Local Government

**LVBC:** Lake Victoria Basin Commission

**M&E:** Monitoring and Evaluation

**MAAIF:** Ministry of Agriculture, Animal Industry and Fisheries

**MDAs:** Ministry Departments and Agencies

**MEACA:** Ministry of East African Community Affairs

**MEMD:** Ministry of Energy and Mineral Development

**MoFA:** Ministry of Foreign Affairs

**MoFPED:** Ministry of Finance Planning and Economic Development

**MoH:** Ministry of Health

**MoJCA:** Ministry of Justice and Constitutional Affairs

**MoLG:** Ministry of Local Government.

**MoTIC:** Ministry of Trade, Industry and Cooperatives

**MoTWA:** Ministry of Tourism, Wildlife and Antiquities

**MP:** Member of Parliament

**MPS:** Ministerial Policy Statement

**MWE:** Ministry of Water and Environment

**NARO:** National Agricultural Research Organization

**NBI:** Nile Basin Initiative

**NDP:** National Development Plan

**NEMA:** National Environment Management Authority

**NFA:** National Forestry Authority

**NFMIS:** National Forestry Management Information System

**NGOs:** Non-Governmental Organizations

**NPA:** National Planning Authority

**NRECCLWM:** Natural Resources, Environment, Climate Change, Land and

**NRM:** National Resistance Movement

**NWSC:** National Water and Sewerage Corporation

**ODF:** open defecation

**OPM:** Office of the Prime Minister

**PAPs:** Project Affected Persons

**PBS:** Programme-Based Budgeting system

**PDM:** Parish Development Model

**PFMA:** Public Finance Management Act

**PIAPs:** Programme Implementation Action Plans

**PPEs:** Personal Protective Equipment

**PPPs:** Public-Private Partnerships

**RAPs:** Resettlement Action Plans

**RBOs:** River Basin Organizations

**REMIS:** Regulation Management Information System

**RMC:** Risk Management Committee

**RUWAS:** Rural Water Management Information System

**SDGs:** Sustainable Development Goals

**SDP:** Strategic Development Plan

**SDS:** Service Delivery Standards.

**UBOS:** Uganda Bureau of Statistics

**UCPC:** Uganda Cleaner Production Centre.

**UN:** United Nations

**UNFCCC:** United Nations Framework Convention on Climate Change

**UPMIS:** Utility Performance Management Information System

**USSIA:** Uganda Sanitation Suppliers and Services Industry Association

**UWA:** Uganda Wildlife Authority

**UWA:** Uganda Wildlife Authority

**UWASNET:** Uganda Water and Sanitation NGOs Network

**UWSSD:** Urban Water and Sewerage Services Department

**WASH:** Water Sanitation and Hygiene Water Management

**WEIS:** Water and Environment Information System

**WEMIS:** Water and Environment Management Information System

**WfP:** Water for Production

**WMO:** World Meteorological Organization

**WMZs:** Water Management Zones

**WSDFs** Water and Sanitation Development Facilities

## FOREWORD

Government Ministries departments and Agencies are service providers who have legal and moral responsibilities to provide excellent services to the public in respect to time quality, quality cost and coverage. Accordingly, it is a requirement that all MDAs should develop, document and disseminate and implement the service delivery standards

Delivery Standards (SDS) for the Ministry of Water and Environment are intended to improve the quality-of-service delivery by making citizens aware of the wide range of Public Services and the standards of delivery of these services in terms of accessibility, cost if any, time of delivery and coverage among others.

The development and application of Service Delivery Standards is critical for continuous performance improvement by the Ministry of Water and Environment in terms of equitable resource allocation and strengthening coordination, transparency and accountability to the public

The Service delivery Standards for the Ministry of water and Environment are will serve the following objectives:

- (i) Help Public Officers promote efficiency and effectiveness of programmes being implemented and ensure they are responsive to client needs.
- (ii) Define minimum levels of services that the Ministry should provide and service recipients should expect.
- (iii) Empower service recipients to demand for water and Environment services that are due to them at the appropriate standard
- (iv) Provide a basis for planning and setting targets over the NDPIV period.
- (v) Enforce quality and compliance mechanisms for water and environment service delivery excellence.

This MWE Service Delivery Standard was developed through consultative process, incorporating the inputs from the top policy leadership, heads of department, staff and all stakeholders within the Ministry.

I would like to extend my appreciation for the support accorded by all stakeholders to the Ministry of Water and Environment. I particularly acknowledge the contributions from the Ministry of Public Service, and National Planning Authority throughout the process of drafting the document.

I am very confident that all the staff and stakeholders will embrace Service Delivery Standard as the minimum levels of service that citizens should expect from the Ministry of Water and Environment across its key mandates.



Dr. Alfred Okot Okidi  
**PERMANENT SECRETARY**

## **1.0 INTRODUCTION**

### **1.1 Mandate**

The Ministry derives its mandate from the Constitution of the republic of Uganda 1995 as amended, Water Act Cap.152 and the Local Government Act Cap.243 and is responsible for overall coordination, policy formulation, setting standards, inspections, monitoring, and technical backup and initiating legislation in relation to water and environment sub sectors.

### **1.2 Vision Statement**

Transformed Ugandan Society with environment and natural resources sustainably managed.

### **1.3 Mission Statement**

To promote efficient and effective utilization of water and environment resources for a healthy, wealthy and climate resilient population.

### **1.4 Strategic Objectives**

1. To increase the provision of bulk water for multipurpose uses.
2. To increase access to safe & clean water and sanitation & hygiene services in rural and urban areas.
3. To strengthen integrated and sustainable management of water, environment and natural resources
4. To coordinate climate change interventions and increase the accuracy and access to weather and climate information.
5. To strengthen policy, legal, regulatory and coordination frameworks for MWE.

### **1.5 Mandates of departments**

#### **1.5.1 Urban Water Supply and Sewerage Department**

**Department Mandate:** Water development

#### **Department Functions**

- a) Setting National policies and standards for Water and Sanitation in the Urban areas (Cities, Municipalities, town councils and town boards)
- b) Water Supply Systems development in Urban areas
- c) Development of Sewerage/Sanitation systems in Urban areas

- d) Management, operation and maintenance of Water Supply and Sewerage / Sanitation Systems in urban areas.

### **1.5.2 Rural Water Supply and Sanitation Department**

**Department Mandate:** Providing overall technical oversight for the planning, implementation, and supervision of the delivery of urban, rural water and sanitation services, and water for production across the country; Regulation of provision of water supply and sanitation; and Provision of capacity development and other support services to Local Governments, Private Operators, and other service providers.

### **1.5.3 Water for Production Department**

**Department Mandate:** Provision and effective utilization of water for multipurpose uses including storage, irrigation, livestock, and aquaculture; rural industries, wildlife and tourism and flood control.

### **1.5.4 Water Utility Regulation Department**

**Department Mandate:** The Mandate of the Department is to provide a regulatory environment that facilitates efficiency, effectiveness, and equity in the provision of water supply and sanitation services. The legal framework for the operations of the Water Utilities Regulation Department is in the functions of the Minister (meaning a Minister responsible for water or natural resources) as specified in Section 48 (3) of the Water Act Cap 152 – where the Minister enters into performance contract with gazzetted water supply and sanitation authorities.

### **1.5.5 International and Transboundary Water Affairs Department**

**Department Mandate:** To secure and safeguard Uganda's interests in the shared water resources of the Nile and its system thereby ensuring availability of water resources of adequate quantity and quality to meet Uganda's national development and ecosystem needs.

### **1.5.6 Water Quality Management Department**

**Department's Mandate:** To monitor, assess and manage the quality of water resources in Uganda for all uses.



### **1.5.7 Water Resources Planning and Regulation Department**

**Department Mandate:** Ensure that policies for sound water use planning, allocation and regulation, and water conservation are continuously developed and implemented.

### **1.5.8 Water Resources Monitoring & Assessment**

**Department Mandate:** To assess, monitor groundwater and surface water resources to generate accurate information to guide sustainable development and use of water resources aimed at guarantying water security, food security, energy security and public safety, for both the present and future generation of Uganda.

### **1.5.9 Environment Sector Support Services Department**

**Department Mandate:** To ensure effective Environmental protection for sustainable socio-economic transformation.

### **1.5.10 Wetlands Management Department**

**Department Mandate:** To promote conservation and management of wetlands so as to sustain the ecological and socio-economic values of the wetlands in Uganda for present and future generations

### **1.5.11 Forestry Support Services Department**

**Department Mandate** Forest Sector Support Department (FSSD) is the policy and technical arm of Ministry of Water and Environment on all forestry matters. Derives mandate from article 189 of the Constitution of Republic of Uganda (1995), sections 96-100 of the Local Government Act (1997) and sections 46, 47, 49-51 of the National Forestry and Tree Planting Act (2003).

### **1.5.12 Climate Change Department**

**Department Mandate:**

- a) To ensure that Uganda effectively coordinates and implements her national and international obligations and realizes her benefits under the United Nations Framework Convention on Climate Change, and its implementation frameworks, the Kyoto Protocol and the Paris Agreement.
- b) To ensure that Government, non-state actors and private sector address climate change impacts and their causes through appropriate measures while promoting sustainable development and a green economy.

## **1.6 Policy and Planning Department**

**Department Mandate:** To coordinate and support all Departments and Agencies under the Ministry to undertake strategic planning, budgeting, capacity development, policy regulation, monitoring, evaluation and reporting

## **1.7 Finance and Administration**

**Mandate:** Sound management and sustainable of water and environment services in the water and environment sector.

## **1.8 Water and Environment Sector Liaison Department**

**Department Mandate:** Development of strategies and guidelines; and implementation of technical functions of cross- cutting nature including; Safeguards, Gender, HIV/AIDS mainstreaming and community mobilization.

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To increase the provision of bulk water for multipurpose uses.	Strategic dams for multi-purpose use developed & maintained	Quantity	All storage dams impounding at least <i>1,000,000m<sup>3</sup></i> of water ensuring water availability for irrigation of at least 100hectares & livestock watering for at least 10,000TLUs;	Communal users; MAAIF; UWA; MoTWA; MoTIC; DLGs; CBOs; Private Sector;	Demand expression; Technical, social and environmental viability of the site;	Community engagements; Engineering designs; ESIA+RAP implementation; Construction; Monitoring & Supervision	Human resources; Contractors; ICT equipment; vehicles; survey equipment; earth moving equipment; allowances; Technical design & construction manuals	N/A	MWE/WfP
		Quality	Fully functional storage dams;						
		Frequency	Monthly construction supervisions conducted;						
	Multi-purpose bulk water infrastructure for large scale irrigation schemes developed & maintained	Quantity	All bulk water infrastructure irrigating at least 100 hectares; Availing at least <i>5m<sup>3</sup>/hectare/day</i>	Communal farmers; Commercial farmers; MAAIF; UIA; DLGs; Private Sector;	Demand expression; Technical, social and environmental viability;	Community engagements; Engineering designs; ESIA+RAP implementation; Construction; Monitoring & Supervision	Human resources; Contractors; ICT equipment; vehicles; survey equipment; earth moving equipment; allowances; Technical design & construction manuals	N/A	MWE/WfP
		Quality	Fully functional bulk water transfer system & irrigation infrastructure for medium and large schemes						

Strategic/specific Objective	Output/Service description	Indicator definition	Standard in terms of: Quantity, Quality, Cost, time and coverage	Target recipients of service	Access criteria to obtain service	Methodology for providing service	Basic infrastructure for providing service: including tools and equipment, personnel	User fee	Responsibility center
		Frequency	Monthly construction supervisions conducted						
	Communal valley tanks developed & maintained	Quantity	All valley tanks impounding about 30,000 - 50,000m <sup>3</sup> of water for at least 5,000TLUs;	Communal users; UWA; MoTWA; DLGs; CBOs	Demand expression; Technical, social and environmental viability;	Community engagements; designs; ESIA implementation; Construction; Monitoring & Supervision	Human resources; Contractors; ICT equipment; vehicles; survey equipment; earth moving equipment; allowances; Technical design & construction manuals	N/A	MWE/WfP
		Quality	Fully functional valley tanks;						
		Frequency	Monthly construction supervisions conducted						
	Solar powered irrigation systems developed & maintained	Quantity	All systems providing at least 5m <sup>3</sup> /hectare/day for irrigation;	Commercial farmers; Private Sector; CBOs	Demand expression; Technical, social and environmental viability;	Engineering designs; ESIA; Construction; Monitoring & Supervision	Human resources; Contractors; ICT equipment; survey equipment; vehicles; irrigation equipment & kits; allowances; Technical design & construction manuals	N/A	MWE/WfP
		Quality	Fully functional solar powered small scale irrigation systems						
		Frequency	Monthly construction supervisions conducted						
	Deep production wells for multipurpose use developed & maintained	Quantity	All wells with a production yield of at least 10m <sup>3</sup> /hr of water for multipurpose use (including irrigation, livestock watering among others);	Communal water users; Private Sector; DLGs;	Demand expression; Technical, social and environmental viability;	Designs; ESIA; Construction; Monitoring & Supervision	Human resources; vehicles; Contractors; ICT equipment; Hydro-geological survey equipment; Drilling equipment; allowances	N/A	MWE/WfP

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		Quality	Fully functional production wells						
	Individual valley tanks to support model farmers create storage established	Coverage  Quantity  Quality	Country wide  All valley tank impounding about $1,000m^3$ - $5,000m^3$ of water;  Fully functional valley tanks;	Individual farmers; Private Sector; CBOs	Demand expression Technical, social and environmental viability; User fees paid	Designs; Construction; Monitoring & Supervision	Human resources; Contractors; ICT equipment; survey equipment; earth moving equipment; vehicles; allowances; Technical design & construction manuals	User fees applicable (for hire of Ministry earth moving equipment set)	MWE/WfP
	Sustainable management mechanisms established for all infrastructure for provision of water for multipurpose use.	Coverage  Quality	All infrastructure for provision of water for multipurpose uses country wide  Functional water user committee per facility; At least 30% women representation per committee.	General Public	Existing infrastructure for provision of water for multipurpose uses	Community engagements	Human resources; vehicles; IEC materials; MWE Technical O&M manuals	N/A	MWE/WfP
To increase access to safe & clean water and sanitation & hygiene services in	Climate resilient water supply facilities constructed	<b>Coverage:</b>	100% of people within 1 km have access to safe and clean water.  100% villages with a source of safe water supply.	Population in Rural Areas.  Population in Rural Growth Centres	People within a radius of 1 km have access to safe and clean water.	Stakeholder engagement, pre-feasibility studies, feasibility and design	Water source, infrastructure, Treatment facilities, Pumping stations, Transmission mains, Storage reservoirs,	Cash Community Contributions for the commun	<b>MWE/RWSSD</b>

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rural and urban areas.		<p><b>Frequency</b></p> <p><b>Time:</b></p> <p><b>Quantity</b></p> <p><b>Quality</b></p> <p><b>Frequency</b></p>	<p>Suitable cubic meters/hour to address <b>Frequency</b> the projected population water demand</p> <p>Population using an improved water source with a total collection time of no more than 30 minutes (distance no more than 1 km).</p> <p>Improved average daily water consumption per household.</p> <p><b>100%</b> water sources are safe for drinking devoid of harmful organisms (E.coli &amp; other bacteria and chemicals).</p> <p>Quarterly field visits</p>	Institutions in the Rural Areas	<p>Unserved and underserved rural areas and villages.</p> <p>Refugee communities</p>	<p>development, EISA and RAPs.</p> <p>Procurement of contractors and consultants;</p> <p>Ministry staff supervise and provide technical guidance.</p> <p>Rehabilitation of all water supply facilities to be functional at all times.</p> <p>Establishment and revitalization of Water User Committees for point water sources to be functional at all times.</p> <p>Establishment and strengthening of Water User Committee to have 50% women representation for</p>	<p>Distribution network, and monitoring systems, Technical staff, ICT hardware, Vehicles</p>	<p>al point water sources and Water User Fees for the O&amp;M.</p> <p>For the piped water systems- Individual connection fees and water use fees.</p>	

Strategic/specific Objective	Output/Service description	Indicator definition	Standard in terms of: Quantity, Quality, Cost, time and coverage	Target recipients of service	Access criteria to obtain service	Methodology for providing service	Basic infrastructure for providing service: including tools and equipment, personnel	User fee	Responsibility center
						gender mainstreaming.  Dissemination of Operations and Maintenance Plan (O&MP) to all Water User Committees.			
		Coverage  Frequency  Quantity  Quality  Time	100% of the population accessing safe water source within 0.2kms in urban areas  Daily safe water supply  35 litres/person/day  100% samples of drinking water collected must meet the national standards.  Monthly	Urban households, public institutions, commercial users and vulnerable communities	Must be within gazetted service areas or through formal application.	Design, ESIA, construction, supervision, operation & maintenance and stakeholder engagement.	Water source, Abstraction infrastructure, Treatment facilities, Pumping stations, Transmission mains, Storage reservoirs, Distribution network, Consumer connections, Control and monitoring systems, and staff of the gazetted utility.	Approved tariff	MWE/UWSSD
	Existing water supply facilities rehabilitated	Coverage:        Frequency	100% of people within 1 km have access to safe and clean water.  100% villages with a source of safe water supply.  Suitable cubic meters/hour to address	Population in Rural Areas.  Population in Rural Growth Centres  Institutions in the Rural Areas	People within a radius of 1 km have access to safe and clean water.  Unserved and underserved	Stakeholder engagement, pre-feasibility studies, feasibility and design development, EISA and RAPs.	Water source, infrastructure, Treatment facilities, Pumping stations, Transmission mains, Storage reservoirs, Distribution network, and monitoring systems, Technical staff,	Cash Community Contributions for the communal point water	MWE/RWSSD

Strategic/specific Objective	Output/Service description	Indicator definition	Standard in terms of: Quantity, Quality, Cost, time and coverage	Target recipients of service	Access criteria to obtain service	Methodology for providing service	Basic infrastructure for providing service: including tools and equipment, personnel	User fee	Responsibility center
		<p>Time:</p> <p>Quantity</p> <p>Quality</p> <p>Frequency</p>	<p><b>Frequency</b> the projected population water demand</p> <p>Population using an improved water source with a total collection time of no more than 30 minutes (distance no more than 1 km).</p> <p>Improved average daily water consumption per household.</p> <p><b>100%</b> water sources are safe for drinking devoid of harmful organisms (E. coli &amp; other bacteria and chemicals).</p> <p>Quarterly field visits</p>		<p>rural areas and villages.</p> <p>Refugee communities</p>	<p>Procurement of contractors and consultants;</p> <p>Ministry staff supervise and provide technical guidance.</p> <p>Rehabilitation of all water supply facilities to be functional at all times.</p> <p>Establishment and revitalization of Water User Committees for point water sources to be functional at all times.</p> <p>Establishment and strengthening of Water User Committee to have 50% women representation for gender mainstreaming.</p> <p>Dissemination of Operations and</p>	<p>ICT hardware</p> <p>Vehicles</p>	<p>sources and Water User Fees for the O&amp;M.</p> <p>For the piped water systems- Individual connection fees and water use fees.</p>	



Strategic/specific Objective	Output/Service description	Indicator definition	Standard in terms of: Quantity, Quality, Cost, time and coverage	Target recipients of service	Access criteria to obtain service	Methodology for providing service	Basic infrastructure for providing service: including tools and equipment, personnel	User fee	Responsibility center
						Maintenance Plan (O&MP) to all Water User Committees.			
		Coverage	100% of the population accessing safe water source within 0.2kms in urban areas	Urban households, public institutions, commercial users and vulnerable communities	Must be within gazetted service areas or through formal application.	Asset condition assessments, design, construction, supervision, operation & maintenance and stakeholder engagement by gazetted water utility.	Water source, Abstraction infrastructure, Treatment facilities, Pumping stations, Transmission mains, Storage reservoirs, Distribution network, Consumer connections, Control and monitoring systems, and staff of the gazetted utility.	Approved tariff	<b>MWE/UWSSD</b>
		Frequency	Daily safe water supply						
		Quantity	35 litres/person/day						
		Quality	100% samples of drinking water collected must meet the national standards.						
		Time	Monthly						
	Existing water supply upgraded and expanded.	<b>Coverage:</b>	100% of people within 1 km have access to safe and clean water.	Population in Rural Areas.	People within a radius of 1 km have access to safe and clean water.	Stakeholder engagement, pre-feasibility studies, feasibility and design development, EISA and RAPs.	Water source, infrastructure, Treatment facilities, Pumping stations, Transmission mains, Storage reservoirs, Distribution network, and monitoring systems, Technical staff, ICT hardware	Cash Community Contributions for the communal point water sources and Water User Fees for	<b>MWE/RWSSD</b>
		<b>Frequency</b>	Suitable cubic meters/hour to address the projected population water demand	Population in Rural Growth Centres Institutions in the Rural Areas	Unserviced and underserved rural areas and villages.	Procurement of contractors and consultants;	Vehicles		

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		<b>Time:</b>  <b>Quantity</b>  <b>Quality</b>  <b>Frequency</b>	<p>Population using an improved water source with a total collection time of no more than 30 minutes (distance no more than 1 km).</p> <p>Improved average daily water consumption per household.</p> <p><b>100%</b> water sources are safe for drinking devoid of harmful organisms (E. coli &amp; other bacteria and chemicals).</p> <p>Quarterly field visits</p>		Refugee communities	<p>Ministry staff supervise and provide technical guidance.</p> <p>Rehabilitation of all water supply facilities to be functional at all times.</p> <p>Establishment and revitalization of Water User Committees for point water sources to be functional at all times.</p> <p>Establishment and strengthening of Water User Committee to have 50% women representation for gender mainstreaming.</p> <p>Dissemination of Operations and Maintenance Plan (O&amp;MP) to all</p>		<p>the O&amp;M.</p> <p>For the piped water systems- Individual connection fees and water use fees.</p>	

<b>Strategic/sp ecific Objective</b>	<b>Output/Service description</b>	<b>Indicator definition</b>	<b>Standard in terms of: Quantity, Quality, Cost, time and coverage</b>	<b>Target recipients of service</b>	<b>Access criteria to obtain service</b>	<b>Methodology for providing service</b>	<b>Basic infrastructure for providing service: including tools and equipment, personnel</b>	<b>User fee</b>	<b>Responsib ility center</b>
						Water User Committees.			
	Water Supply and Sewerage Areas gazetted	Coverage          Process	100% towns with piped water supply systems gazetted in accordance with the strategy for regulation of water services in Uganda and the Water Act     Statutory Notices developed, Published and disseminated in Accordance with Section 45 and 46 of Water Act	Water Utilities  Local governments  Public	Regulation database  Documentation with Regulation Department  Uganda Printing and Publishing Corporation	Inspection of sites and physical verification, Community engagement, Publication of Notices in Uganda Gazette, entering Performance Contracts	Stationery, field Allowance, Computers, Human resource, fuel, Vehicles, Meetings, publication fees	UGX. 5,000	MWE/WURD
	Performance assessment of water utilities conducted for service improvement	Coverage   Frequency	100% of gazetted WASH providers assessed  Quarterly and annual performance assessments conducted in accordance with the respective Performance Contracts	Water Utilities  Civil Society  Local governments  Public	Regulation database  Documentation with Regulation Department  Community sensitization	Desk reviews, Field verifications, Regulator's reports, dissemination Workshops, Publication	Stationery, field Allowance, Computers, Human resource, fuel, Vehicles, Meetings, publication costs	N/A	MWE/WURD
	Accuracy and reliability of water meters monitored	Coverage	All water meter pre-tested before installation as stipulated in section 19 of the Water Supply Regulations, 1999.	Water Utilities  Contractors  Local governments	Meter testing and calibration center(s)	Testing of meter samples, Review of meter testing reports, pre-shipment inspections,	Stationery, Computers, Human resource, fuel, Vehicles, Meter test benches	To be determined	MWE/WURD

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				Public		benchmarking with other regulators			
	Water and sanitation services tariffs regulated	Coverage   Process  Quality	100% tariffs for WASH services in gazetted towns reviewed and regulated in accordance with the Tariff Policy, 2009  Tariff modeling conducted to determine thresholds as per the tariff setting guidelines  Implementation of approved tariffs monitored as per the Tariff policy, 2009	Water Utilities  Local governments  Public	MWE website  Sector reports at MWE  Documentation with Regulation Department	Review of tariff applications, Stakeholder engagement, conduct willingness and ability to pay studies, approval of tariff by minister, Publication	Stationery, field Allowance, Computers, Internet, Human resource, fuel, Vehicles, Inland travel, Workshop items, publication costs	N/A	MWE/WURD
	Disputes arising from WASH service delivery effectively Arbitrated and resolved	Coverage  Process  Time	Arbitration of All escalated disputes arising from WASH service provision conducted  Conflicts resolved by 3 members of sub-committee of the Water Policy Committee  Resolution of escalated disputes within 30 days as per the Performance Contract.	Water Utilities  WASH consumers	Documentation with Regulation Department  Customer engagement platforms	Meetings, Investigations, document reviews, Community engagement	Stationery, field Allowance, Computers, Internet, Human resource, fuel, Vehicles, Inland travel, Meeting logistics	N/A	MWE/WURD

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	Equitable WASH approaches for vulnerable communities promoted	Coverage  Frequency	100% of vulnerable communities provided WASH services in accordance with SDG 6.1.  Review and update of the pro-poor strategy conducted every 3 years	Vulnerable communities  Water utilities  Public	- Policies and strategies - MWE website - Documentation with Regulation Department  Sector reports	Stakeholder engagements  Information, Education and Communication (IEC) materials.	Stationery, field Allowance, Computers, Internet, Human resource, fuel, Vehicles, Inland travel Workshop items	N/A	MWE/WURD)
To increase access to safe & clean water and sanitation & hygiene services in rural and urban areas.	Public sanitation facilities constructed	<b>Coverage</b>	100%	Institutions in Rural Areas.	Unserved and underserved schools in rural areas.	Stakeholder engagement, pre-feasibility studies, feasibility and design development, EISA and RAPs.	Water source, infrastructure (Latrines/toilets/sewers, incinerators and washrooms). technical staff, vehicles.	N/A	MWE/RW SSD
		<b>Quality</b>  <b>Quantity</b>	Adequate, functional and improved separated sanitation facilities (female and male).  average pupil to latrine/toilet stance ration should be 40:1 (separated for each gender).	Population in Rural Growth Centres		Procurement of contractors and consultants;  Ministry staff Supervise and provide technical guidance.			
		Coverage	100% urban areas with public sanitation facilities.	Urban households, public institutions, commercial users and	Must be within gazetted service areas or through	Design, ESIA, construction, supervision, operation & maintenance and	Water borne toilets, handwashing facilities, incinerators, urinal, shower staff of the gazetted water utility.	User fees apply	MWE/UW SSD

Strategic/specific Objective	Output/Service description	Indicator definition	Standard in terms of: Quantity, Quality, Cost, time and coverage	Target recipients of service	Access criteria to obtain service	Methodology for providing service	Basic infrastructure for providing service: including tools and equipment, personnel	User fee	Responsibility center
		Quality  Access  Frequency	Each public toilet should have a handwashing facility  40 pupils: 1 stance  1 urinal of 4 meters on each public toilet  Quarterly	vulnerable communities	formal application.	stakeholder engagement.			
	Faecal Sludge Management Facilities constructed	Coverage  Access  Quality  Frequency	100% of faecal sludge safely collected and treated in towns with piped sewer systems  Less than 30kms from the sludge source  Must be compliant with effluent discharge parameters  Monthly	Urban households, public institutions, commercial users and vulnerable communities	Must be within gazetted service areas or through formal application.	Design, ESIA, construction, supervision, operation & maintenance and stakeholder engagement.	FSTPs, drying beds; operated by gazetted water utility.	Approved dumping fee	<b>MWE/U WSSD</b>
	Handwashing facilities in institutions and public places installed.	Coverage  Quality	100% in All toilets in public places and institutions  All handwashing facilities must have soap	Population in Rural Growth Centers and Institutions	Unserved and underserved schools in rural areas.	Stakeholder engagement, pre-feasibility studies, feasibility and design development, EISA and	Water source, infrastructure (Latrines/toilets/sewers, incinerators and washrooms). ttechnical staff, vehicles.	Public) Market, highway, sanitation facilities user fees	<b>MWE/R WSSD</b>

Strategic/specific Objective	Output/Service description	Indicator definition	Standard in terms of: Quantity, Quality, Cost, time and coverage	Target recipients of service	Access criteria to obtain service	Methodology for providing service	Basic infrastructure for providing service: including tools and equipment, personnel	User fee	Responsibility center
								applicable	
	Sanitation awareness creation campaigns conducted	<p>Coverage</p> <p>Frequency</p>	<p>All areas where piped water supply systems are being constructed/rehabilitated</p> <p>Quarterly sanitation awareness creation and promotion campaigns held</p> <p>World Toilet Day on 19th November every year</p> <p>Sanitation Week Activities in March</p> <p>World water day on 22nd march every year</p>	<p>Population in Rural Areas.</p> <p>Population in Rural Growth Centres</p> <p>Institutions in the Rural Areas</p>	Unserved and underserved communities in rural areas.	<p>Community sensitization, stakeholder engagement, baseline assessment, public awareness through celebration of Global Hand washing day on 15th October every year.</p> <p>Sanitation Week Activities in March</p> <p>World Toilet Day on 19th November every year</p> <p>World water day on 22nd march every year.</p> <p>Behaviour change communication, practical demonstrations, school-based activities, gender inclusion,</p>	<p>Water source, infrastructure (Latrines/toilets/sewers, incinerators and washrooms). technical staff, vehicles</p>	N/A	<b>MWE/R WSSD</b>

Strategic/specific Objective	Output/Service description	Indicator definition	Standard in terms of: Quantity, Quality, Cost, time and coverage	Target recipients of service	Access criteria to obtain service	Methodology for providing service	Basic infrastructure for providing service: including tools and equipment, personnel	User fee	Responsibility center
						community-led total sanitation approaches, market based sanitation.			
		Coverage  Frequency	100% urban areas where Sanitation awareness creation campaigns are conducted  Quarterly sanitation awareness creation and promotion campaigns held	Urban households, public institutions, commercial users and vulnerable communities	Must be within gazetted service areas or through formal application.	Community sensitization, stakeholder engagement, baseline assessment, public awareness meetings, behavior change communication, practical demonstrations, school-based activities, gender inclusion, community-led sanitation approaches, and ongoing monitoring	Trained personnel, IEC materials, transport and logistics, demonstration tools, monitoring forms	N/A	MWE/UWSSD
	Awareness creation campaigns on handwashing conducted.	Coverage  Frequency	All areas where piped water supply systems are being constructed/rehabilitated  Quarterly sanitation awareness creation and	Population in Rural Areas.  Population in Rural Growth Centres	Unserved and underserved communities in rural areas.	Stakeholder engagement, baseline assessment, Community sensitization & public awareness	Water source, infrastructure (Latrines/toilets/sewers, incinerators and washrooms). ttechnical staff, vehicles.	N/A	



Strategic/specific Objective	Output/Service description	Indicator definition	Standard in terms of: Quantity, Quality, Cost, time and coverage	Target recipients of service	Access criteria to obtain service	Methodology for providing service	Basic infrastructure for providing service: including tools and equipment, personnel	User fee	Responsibility center
			<p>promotion campaigns held</p> <p>Global Hand washing day on 15th October every year.</p> <p>World water day on 22nd March every year</p>	Institutions in the Rural Areas		<p>through celebration of Global Hand washing day on 15th October every year, Sanitation Week Activities in March, World Toilet Day on 19th November every year and World water day on 22nd March every year.</p> <p>Behavior change communication,</p> <p>practical demonstrations, school-based activities, gender inclusion,</p> <p>community-led total sanitation approaches,</p> <p>market based sanitation.</p>			
		Coverage	100% urban areas where awareness creation campaigns on handwashing have been conducted	Urban households, public institutions, commercial users and	Must be within gazetted service areas	Community sensitization, stakeholder engagement, baseline assessment, public	Trained personnel, IEC materials, transport and logistics, demonstration tools, monitoring forms	N/A	<b>MWE/U WSSD</b>

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		Frequency	Quarterly sanitation awareness creation and promotion campaigns held	vulnerable communities		awareness meetings, behaviour change communication, practical demonstrations, school-based activities, gender inclusion, community-led sanitation approaches, and ongoing monitoring			
	Handwashing facilities in institutions and public places installed.	Coverage  Quality  Frequency	100% urban areas with handwashing facilities in institutions and public places installed.  Each public toilet should have a handwashing facility  Quarterly	Institutions, public places, community members	Must be within gazetted service areas	Design, construction, supervision, operation & maintenance and stakeholder engagement.	Water container or tap, soap dispenser, wastewater drainage system, a stand or support structure hygiene messages or visual instructions.	User fees apply	<b>MWE/UWSSD</b>

Strategic/specific Objective	Output/Service description	Indicator definition	Standard in terms of: Quantity, Quality, Cost, time and coverage	Target recipients of service	Access criteria to obtain service	Methodology for providing service	Basic infrastructure for providing service: including tools and equipment, personnel	User fee	Responsibility center
To strengthen integrated and sustainable management of water, environment and natural resources	Institutional capacity and governance of transboundary institutions strengthened.	<p>Quantity</p> <p>Quality</p> <p>Cost</p> <p>Time</p>	<p>100% of Uganda's transboundary basin area under operational arrangements for water cooperation (SDG 6.5.2).</p> <p>All transboundary institutions meet international standards for effectiveness, inclusivity, and resilience, with focus on the transition to the Nile River Basin Commission.</p> <p>UGX 1.52 billion/year in contributions to River Basin Organizations (e.g., NBI, LVBC, AMCOW); UGX 5.10 billion/year for training, institutional support, and hydro-diplomacy.</p> <p>Continuous technical support with minimum of</p>	Riparian countries; regional institutions (e.g., NBI, LVBC, IGAD); other MDAs (MoFA, MEACA, MoJCA)	Active participation in transboundary water governance; Membership in regional institutions and compliance with cooperation frameworks.	Support and reform of River Basin Organizations (RBOs); Promote multi-level, cross-sectoral governance; Deliver hydro-diplomacy and international water law training; Facilitate Uganda's financial and technical contributions; Monitor and report on SDG 6.5.2 progress.	Contributions to RBOs (NBI, LVBC); Staff from relevant MDAs; Technical experts in hydro-diplomacy and water law; Training institutions and logistical support (vehicles, ICT, travel).	Annual contributions to RBOs as per treaty obligations and MoUs.	MWE/ITWA

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			2 joint governance meetings annually.						
		Coverage	All stakeholders within the Nile, Lake Victoria, and other shared basins.						
	Transboundary agreements and joint projects that ensure equitable allocation and benefit sharing developed and implemented.	Quantity	At least 5 new or updated transboundary agreements; At least 5 joint projects with measurable outcomes.	Riparian countries; Local communities; Private sector; Affected populations.	Participation in bilateral/multilateral agreements or cooperative frameworks.	Negotiation and drafting of agreements with benefit-sharing clauses; Implementation of joint projects; Application of equitable and reasonable use principles; Use of basin-wide planning and nexus-based approaches.	Institutional frameworks for joint governance; Technical expertise and tools for project design and monitoring; Financial resources for co-investment and implementation.	Water abstracted on permit fees (bulk/commercial use); Benefit-sharing mechanisms defined in agreements.	MWE/ITWA
		Quality	Agreements are equitable, inclusive, and climate resilient; Projects deliver tangible, multi-sectoral benefits to all riparian states.						
		Time	Agreement valid for 10–30 years, with 5-year review cycles; Projects implemented within 3–7 years depending on scope.						
		Coverage	Basin-wide, multi-sectoral planning using the Water-Food-Energy-Ecosystem Nexus approach.						

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	Joint monitoring programs and assessments for shared water bodies to support evidence-based decision-making implemented.	Quantity	100% of major transboundary water bodies covered by joint monitoring plans; 10+ joint monitoring stations operational.	Riparian states; Regional bodies (e.g., NBI, LVBC); Water resource planners and decision-makers.	Participation in joint monitoring agreements or regional frameworks.	Establishment of joint monitoring programs; Harmonized data collection and analysis; Joint publication of assessment reports and early warning bulletins.	Monitoring stations and equipment; Technical personnel and analytical tools; Data-sharing platforms and reporting systems.	N/A	MWE/IT WA
		Quality	All assessments meet international standards; Data used in joint decision-making.						
		Time	2 major joint assessments published per year; Real-time data sharing for critical parameters (e.g., flow, quality, flood risk).						
		Coverage	Full geographic and thematic coverage across all shared basins and aquifers.						
	Transboundary data and information to support joint planning, monitoring, and decision-making generated and exchanged.	Quantity	3 data platforms (e.g., WEIS, LVBC and NBI Knowledge Portal); 5+ knowledge products per year (e.g., basin reports, dashboards, early warning bulletins).	Riparian states; Government agencies; Regional bodies (e.g., NBI, LVBC); NGOs, researchers, local	Participation in formal data-sharing protocols; Agreement on frequency, formats, and responsible contact points.	Use of joint platforms (e.g., WEIS, NBI Knowledge Hub); Standardized data formats and metadata; Protocols for data validation, sharing, and use.	Digital platforms and databases; Monitoring stations and sensors; Skilled personnel in hydrology, GIS, data science, and IT.	N/A	MWE/IT WA
		Quality	All data shared in standardized						

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			formats with $\geq 85\%$ Data Quality Index across platforms.	communities, and the public.					
		Time	Annual comprehensive data exchange; Quarterly updates for hydrological and climate-sensitive data.						
		Coverage	Full geographic across all shared basins and aquifers.						
	Formal mechanisms (e.g., joint technical committees, arbitration panels) to prevent and resolve disputes over shared water resources established and utilized.	Quantity	1 formal mechanism established and utilized; 10+ diplomatic engagements conducted.	Riparian states; Regional bodies (e.g., NBI, LVBC); Affected communities and stakeholders.	Commitment to peaceful resolution; Engagement through regional or bilateral frameworks; Use of formalized mechanisms.	Preventive diplomacy and dialogue; Use of regional platforms (e.g., Nile Basin Initiative); Impartial fact-finding, mediation, arbitration, or judicial recourse.	Regional institutions (NBI, LVBC), diplomatic channels, legal frameworks (UN Water Convention, Watercourses Convention), Skilled personnel in hydro-diplomacy and international law.	N/A	MWE/IT WA
		Quality	All mechanisms aligned with international legal standards (e.g., UN Watercourses Convention).						
		Time	Disputes resolved within 18 months; At least 2 high-level engagements per year.						
		Coverage	Full inclusion of all riparian states and						

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			relevant regional institutions.						
	Feedback and complaint redress mechanism aligned with the MWE Client Service Charter operational.	<p>Quantity</p> <p>Quality</p> <p>Time</p> <p>Coverage</p>	<p>Number of feedback/complaint cases received and resolved annually.</p> <p>Transparent, fair, and responsive handling of all feedback (≥80% user satisfaction rate).</p> <p>Average resolution time of within 60 days.</p> <p>All service users and stakeholders: local communities, riparian states, NGOs, and the public.</p>	Clients of MWE; Riparian communities; Regional stakeholders and the general public.	Use of defined channels (email, hotline, website, physical offices) as outlined in the MWE Client Service Charter.	Implementation of procedures in the Client Service Charter; Designated personnel and systems for receiving, tracking, and resolving complaints; Feedback used to improve service delivery.	MWE Client Service Charter; Designated redress office/unit; Digital and physical feedback channels; Trained personnel in customer care and grievance handling.	N/A	MWE/IT WA
	Water resources equitably allocated and regulated through issuance and enforcement of water use permits	<p>Coverage</p> <p>Process time</p> <p>Frequency</p>	<p>All water users abstracting water through motorised means or diverting/impounding water above 400m<sup>3</sup>/day-1 or discharging wastewater.</p> <p>Water use Permit applications processed within 90days</p> <p>Quarterly Compliance monitoring of each of the permit holders to water permit conditions.</p> <p>Assessment reports for water permits application</p>	<p>All water users with motorised abstraction for both surface and groundwater.</p> <p>Diversion or impoundment of water above 400m<sup>3</sup>/day</p> <p>Wastewater dischargers</p> <p>All constructions on or across water bodies or</p>	<p>Use of relevant schedules for application for the relevant water permits.</p> <p>Digital platforms like the WEIS;</p> <p>Through gazettes; brochures; media; physical engagements</p>	<p>Field assessments of permit applications; Compliance monitoring, assistance and enforcement to Permit conditions and Dam safety</p> <p>Licencing of practicing hydrogeologists and drilling firms</p>	Water Allocation Tools, Permits databases, water level and water discharge measuring devices, GPSs, motor vehicles, technical personnel, allowances and fuel, computers, cameras and drones; Information-Education and Communication materials	Relevant fees as stipulated in 2nd schedule of the Water Resources Regulations 1998 and the 4 <sup>th</sup> schedule of the	MWE/WR PRD

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		Time	and compliance monitoring reports produced within <b>5working days</b>	one that impedes water All Practicing hydrogeologists and drilling contractors				Water (Wastewater) Regulations 1998 <sup>1</sup>	
	Major Natural water bodies and Reservoirs maintained	Coverage  Quality  Frequency  Time	All natural water bodies (lakes and rivers) and reservoirs (dams) in the country managed  Health and integrity of water bodies and reservoirs ensured  Quarterly inspection and monitoring of water bodies and reservoirs.  Inspection and monitoring reports produced within 5working days	The public; hydropower; oil and gas, All other Water resources users for the different uses including Domestic/municipal, Industrial, Agriculture, Navigation.	open	Undertake assessments, Control and Manage water weeds; Dredging and desilting of water bodies; Protection of lake and river shores; Construct Large flood and drought management structures (check dams, dikes, embankments, cyclopean concrete, gabions)	Dredging and earth moving equipment, water weed harvesting equipment, demarcation pillars, Institutional frameworks for joint management water bodies; Technical expertise for project design and implementation, allowances, fuel, vehicles, dam inspection and monitoring equipment	N/A	MWE/WR PRD
	National and Transboundary Catchment Management Plans prepared to inform proper	coverage	100%of the country covered with catchment management plans (CMP).	The public; MDAs that use and or regulate water and natural	National and Transboundary catchments where catchment	Technical delineation of the catchments, description and elaboration of the	Water resources models and softwares, water and related resources data, technical water and environmental specialists,	N/A.	MWE/WR PRD

<sup>1</sup> Annex 1; schedules for water use fees



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	management and utilisation of water and related resources	Process time	Each CMP prepared within a period of 12months	resources, private sector, NGOs.	management plans have not been developed	water and related resources base, stakeholders' engagement and consultation, formulation of scenarios and options and joint formulation of the plans	catchment stakeholders, vehicles, computers, allowances and fuel		
	National and Transboundary Catchment Management Plans implemented for sustainable social economic development and environmental management	Coverage  Frequency  Time	100% of interventions identified in CMPs fully implemented  Quarterly CMP implementation reports  CMP implementation reports prepared within 15days of the subsequent quarter	The public where catchment management interventions are required to be undertaken.	Severity of degradation and level of vulnerability of the people and property.	Implement Priority water management measures in CMPs; Construct Water Management infrastructure in form of small water harvesting check dams, soil and water conservation structures, percolation pits, gully plugs; Demarcation and restoration of buffer zones for natural water bodies and strategic wetlands; Setting up and operationalisation of Demonstration centres;	Stakeholders catchment governance structures, restoration tools (Pangas, slashers, demarcation pillars) Natural inputs like tree seedlings, Demonstration centres, Water and Environment cooperatives, vehicles, allowances, technical personnel, fuel	N/A	MWE/WR PRD

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						Establishment of water and environment cooperatives; Improved livelihood and employment opportunities			
	Water resources knowledge and information products generated to inform the Agriculture, Tourism, and Mineral development	Quality  Frequency  Time	Informative products to guide decision making and planning for Water Resources  Annual Water Resources knowledge and information products  Knowledge and information products developed by end of the 3 <sup>rd</sup> month of the subsequent year	Policy and decision makers, planners, academia, researchers, technical officers, private sector	Publications, gazettes, websites, conferences, open days, Uganda water and environment week, mentorship, institutions of learning	Data collection, modelling, information generation, dissemination of products	Computers, training centres, softwares and licences, allowances, fuel, stationery, conference facilities,	N/A	MWE/WR PRD
	Surface and Groundwater Stations Established	Coverage  Quality  Time	All water bodies in the country  WMO Standards  Annually	Within the Ministry, Private Organizations, MDA's, Local Governments, International organizations, NGO's	Request made to the Ministry, on acceptance work is done	Station siting studies Land acquisitions for groundwater stations EIA conducted Hydraulic works Drilling (in case of a groundwater station) Procurement and installation of	Technical staff, vehicles, fuel, technicians, drivers - Workstation computers, specialized software - Stationery specialized and assorted - Workshops and meeting rooms - Contractors - Specialized Equipment	N/A	MWE/WR M&A

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						measuring equipment Training and deployment of gauge readers			
	Hydrological stations operated & maintained, and data disseminated for use in designing hydropower dams, bridges, culverts, water supply schemes	Coverage  Quantity  Frequency	Across the country  All Surface water and Groundwater monitoring stations  Every Quarter  Borehole flushing every 2 years	Within the Ministry, Private Organizations, MDA's, Local Governments, International organizations, NGO's	Request made to the Ministry, on acceptance work is done	Inspection of monitoring stations Discharge Measurements at river stations Flushing of monitoring boreholes and stilling wells Hydrological data collected Management and maintenance of the hydrological information system	Technical staff, vehicles, fuel, technicians, drivers - Workstation computers, specialized software - Stationery specialized and assorted - Workshops and meeting rooms  - Specialized equipment	N/A	MWE/WR M&A
	Information on hydrological flood and drought for use by the Disaster Risk Management	Coverage  Quality  Frequency	100%  WMO Standards  Seasonal	Academic & Research institutions, Private companies, MDA's, Local Governments, International organizations, NGO's, Within the Ministry	-Public events  WEIS  - Official visits  -Online portals (Website)	Mapping of flood-prone areas Establishment of early warning systems Acquisition of real-time data and flood and drought modeling Dissemination	Flood monitoring stations Hardware Technical staff, Procure Consultant specialized software - Stationery specialized and assorted -virtual data room -Workshops and meeting rooms	N/A	MWE/WR M&A

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	Information products on water resources to interested parties provided	Coverage Time Frequency	Across the country 14 days from date of request Quarterly Seasonal forecasts and tailored products	Academic & Research institutions, Private companies, MDA's, Local Governments, International organizations, NGO's, Within the Ministry	-Public events - Official visits - Online portals (Website)	-Data processing, quality control and analysis -Preparation & printing of reports - Procurement of Graphic designers - Public	Technical staff, Procure Consultant for data compilation and production -Workstation computers, specialized software - Stationery specialized and assorted -virtual data room -Workshops and meeting rooms	N/A	MWE/WR M&A
	Water bodies and ground water resources protected against pollution and degradation	Coverage Quality Frequency	All water bodies have good water quality.  All water samples analyzed and comply with UNEP water quality guidelines, water use objectives and SDG targets  All water bodies samples analyzed quarterly	General Public, NEMA, MWE, MoH, MAAIF, UWA, MEMD, NBI, NWSC, EAC, AMCOW, UBOS, MoLG, NPA, MPS, Donors.	APPR, SDG Reports, Cabinet Information Papers; State of Environment Reports	Water quality Monitoring and assessment; water sample analysis; Data analysis and Modelling	Water vessels and mobile lab vans; Field, equipment and consumables, Water Analysts, Technicians and Support staff; Laboratory environment and facilities; Laboratory Information Systems; ISO Standards; Water quality standards and guidelines; Computers & software, staff allowance and stationery	N/A	MWE/DW QM
	Drinking water sources protected from pathogenic contamination and pollution from priority chemicals that	Coverage Quality	All drinking water sources provide clean and safe water  All samples tested and comply with potable water standard (DEAS 12: 2018)	General Public, NEMA, MWE, MoH, NWSC, UBOS, MoLG, NPA, MPS, Umbrellas, Donors, NGOs.	APPR, SDG Reports, Cabinet Information Papers; State of	Water quality Monitoring and assessment; water sample analysis; Data analysis and Modelling	Water vessels and mobile lab vans; Field, equipment and consumables, Water Analysts, Technicians and Support staff; Laboratory environment and facilities; Laboratory Information Systems; ISO Standards; Water quality standards	N/A	MWE/DW QM

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	are harmful to human health in the short and long term	Frequency	Water sources sampled and tested on quarterly		Environment Reports		and guidelines; Computers & software, staff allowance and stationery		
	Effluent into water or land monitored and assessed	Coverage  Quality  Frequency	All effluent discharges into water or land are free from pollutants  All effluent samples analysed comply with waste discharge regulations and waste discharge permit conditions.  Inspections and spot checks conducted quarterly	General Public, NEMA, MWE, MoH, NWSC, UBOS, MoLG, NPA, MPS, Umbrellas, MoTIC, Donors	APPR, SDG Reports, Cabinet Information Papers; State of Environment Reports	Water quality Monitoring and assessment; water sample analysis; Data analysis and Modelling	Laboratory Mobile Vans; Field sampling and measurement equipment, accessories, Reagents and consumables; Water Analysts; Technicians; Water testing Laboratories & facilities; Laboratory Information Systems; ISO/IEC 17025; Wastewater Standard; ISO 14000	N/A	MWE/DWQM
	Industries supported to establish and implement measures to control water pollution and degradation	coverage  Quality	<u>All</u> Industries adopting application of Resource Efficiency & Cleaner Production approaches in their processes, products and services;  All industries assessed and trained comply to ISO 14000 standards and	UMA, NEMA, MWE, MoH, UCPC, NWSC, UBOS, MoLG, NPA, MPS, MoTIC, Donors, NGOs	APPR, Quarterly Assessment Reports Compliance monitoring reports	Stakeholder engagement workshops; Training workshops; Board room meetings; Water sampling quality analysis	Laboratory Mobile Vans; Field sampling and measurement equipment, accessories, Reagents and consumables; Water Analysts; Technicians; Water testing Laboratories & facilities; Laboratory Information Systems; ISO/IEC 17025; Wastewater Standard; ISO 14000	N/A	DWQM, DESS, DWM, DWRRP, NWSC, UWSSD, UNBS, URA

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		Frequency	waste discharge regulations.  Inspections and spot checks conducted quarterly						
	Water Quality Testing Laboratories operated and maintained	coverage   Quality   <u>Turn Around Time:</u>	All Water Testing Laboratories are accredited.  Comply with requirement ISO/IEC 17025 for testing and calibration laboratories  All samples submitted to the Laboratory tested within 10 working days from date of receipt	General Public, NEMA, MWE, MoH, NWSC, UBOS, MoLG, NPA, MPS, Umbrellas, MoTIC	Telephone; e-mails; Letters;	Service Level Agreements; Memorandum of Understanding	PPEs, Water Analysts; Laboratory environment and facilities, Equipment, standards, Certified Reference Materials, and reagents; Proficient Testing Schemes; Accreditation Service; Testing Protocols and Standard operating procedures; Calibration services; Lab Information systems; Computers; stationery	Testing Fees as per approved annual price schedule	MWE/WQM
	Land area covered by forests	Frequency  Coverage	Forest cover report produced after 2 years  24% of land area covered by forests  Countrywide	MDAs, investors, public, Academia, researchers, media, international organizations.	NFA website, letter written to NFA, National Forestry Management Information System (NFMIS)	-Literature review and desk studies -field surveys -Remote sensing -Data analysis and interpretation -Field surveys	GIS and remote sensing equipment and Tools, spatial data, technical staff, Field allowances, Vehicles, internet, stationery, software licensing, forestry inventory	N/A	MWE/FSSD/NFA

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	Seedlings made available and accessible	<p>Quantity</p> <p>Frequency</p> <p>Frequency of monitoring planted tree seedlings</p> <p>Quality of seedlings</p>	<p>40 million tree seedlings planted annually</p> <p>Seedlings supplied twice a year (2 planting seasons in a year)</p> <p>Quarterly monitoring</p> <p>Height of the seedlings (15-25cm, Root collar diameter (4mm), Root to shoot ratio:2 dry weight etc.</p>	Communities	Formal request to PS, MWE requesting for supply of seedlings, give-aways at events, strategic locations, flyers and brochures, sensitization and awareness campaigns	<p>-Seedlings needs assessment.</p> <p>-Analysis the request and apportion based on information provided,</p> <p>-ceremonial planting</p> <p>-certification of tree nursery operators</p> <p>- mobilisation of other partners</p> <p>- 4 National tree Planting days</p>	Seedlings, technical staff, Field allowances, Vehicles, fuel, internet, stationery, Tree Nursery management guidelines	N/A	MWE/FSSD/NFA/D LGs/Partners
	Degraded landscapes restored	<p>Quantity</p> <p>Process</p> <p>Frequency of monitoring restored areas</p> <p>Time</p>	<p>-34,000 hectares restored annually</p> <p>-506 Forest Management Plans and implemented</p> <p>Protection of forests, assisted regeneration, enrichment planting</p> <p>Quarterly monitoring</p> <p>Quarterly and Annual Reports</p>	Communities, institutions, NGOS, District Local Government	MWE website, Quarterly and Annual Reports, WEIS database	<p>-field surveys</p> <p>-Remote sensing</p> <p>-Data analysis and interpretation,</p> <p>-Collaboration and partnerships</p> <p>-Extension services</p>	technical staff, Field allowances, Vehicles, GIS and remote sensing equipment and Tools, Fuel, stationery,	N/A	MWE/FSSD

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		Quality	85% Survival rate of the planted seedlings						
	Forest reserves restored and protected	Quantity   Process  Frequency of monitoring restored areas	506 Central and 121 Local Forest Reserves restored and protected.  506 collaborative Forest groups established and supported  Survey and marking of forest boundaries with permanent markers  Quarterly monitoring	Communities, institutions, NGOS, District Local Government, MDAs, investors, public, Academia, researchers, media and other stakeholders.	MWE website, Reports, National Forestry Management Information System (NFMIS), WEIS database	-field surveys and patrols -Remote sensing -Data analysis and interpretation - staff trainings	Live boundary markers, Legal teams, Enforcement officers	N/A	MWE/FSSD /NFA/DLGS
	Support establishment and maintenance of commercial forest plantations including bamboo within central forest reserves and private land.	Process   Frequency of monitoring	Commercial forestry promoted through incentives and value chain development enhancement  Quarterly	Private tree farmers, District Local Government, Communities,	MWE website, WEIS database, Quarterly and Annual reports, Bamboo guidelines	Assessments of farmers, wood processors and traders, technical backstopping and training, Provision of grants, seedlings and forest Tools and equipment, stakeholders' engagement Monitoring and inspection (Field visits, consultative meetings,	Technical staff, Field allowances, Vehicles, fuel, internet, Standards for soft and hard wood	N/A	MWE/FSSD



Strategic/specific Objective	Output/Service description	Indicator definition	Standard in terms of: Quantity, Quality, Cost, time and coverage	Target recipients of service	Access criteria to obtain service	Methodology for providing service	Basic infrastructure for providing service: including tools and equipment, personnel	User fee	Responsibility center
	Monitor National Forest Authority Performance and Management Contract and ensure compliance	Process	A 3-year Performance contract appraised every year against set target	National Forest Authority	Performance Contract	-Review of annual performance reports. -Monitoring and inspection on -Feedback performance -Meetings	NFA Business plan, Field Allowances, fuel, Vehicles, Stationery, internet, meeting consumables	N/A	MWE/FSSD
	Regulation of trade in wood and non-wood forest products	Process  Time taken to prepare and submit inspection report	-Issue harvesting licenses and provide recommendations for export and import of forest products -Track chain of custody of timber on the market  Within 14 days	MDAs, DLGs, Traders/ investors, public, Academia, researchers, media	-Online Application (Uganda Electronic single window) for harvesting licence, movement permits and external trade,	Monitoring and inspection, technical backstopping, formulation of standards and regulation, policy and law reviews	Field Allowances fuel, Vehicles, travel, Stationery, internet, soft and hard wood standards	Different user fees charged <sup>2</sup>	MWE/FSSD/MoTIC/DLG
	Fragile and threatened ecosystems restored and protected (Rangelands, river banks, lake	<b>Coverage</b>	-All river banks/lakeshores demarcated and protected.	General public, LGs, CSOs/CBOs, NGOs, Development	MWE website, Brochures, policy briefs, stakeholder sensitisation and awareness campaigns,	Field visits, assessments, stakeholder engagements, procurements and actual restoration (planting of trees i.e.	Policies, Laws, Regulations and Guidelines,  pillars, earth moving equipment e.g. excavators, tractors, assorted	N/A	MWE/DESS

<sup>2</sup> The Forests (Produce Fees and Licences) Rules

Strategic/specific Objective	Output/Service description	Indicator definition	Standard in terms of: Quantity, Quality, Cost, time and coverage	Target recipients of service	Access criteria to obtain service	Methodology for providing service	Basic infrastructure for providing service: including tools and equipment, personnel	User fee	Responsibility center
	shores Hilly and mountainously areas)	<p><b>Quality</b></p> <p>-All rangelands/hilly &amp; mountainous areas protected.</p> <p>-Ecosystems Management plans developed.</p> <p>-Inventories developed</p> <p>-All river banks/lakeshores demarcated and protected as per the National Environment (Wetlands, Reiver banks and Lakeshores) Regulations 2000.</p> <p>-All hilly &amp; mountainous areas protected as per the National Environment (Hilly &amp; Mountainous Areas Management) 2000.</p> <p><b>Frequency</b></p> <p>-Assessments conducted at least twice a Quarter</p> <p>-Stakeholder engagement meetings conducted at least once a Quarter.</p>	<p>-All rangelands/hilly &amp; mountainous areas protected.</p> <p>-Ecosystems Management plans developed.</p> <p>-Inventories developed</p> <p>-All river banks/lakeshores demarcated and protected as per the National Environment (Wetlands, Reiver banks and Lakeshores) Regulations 2000.</p> <p>-All hilly &amp; mountainous areas protected as per the National Environment (Hilly &amp; Mountainous Areas Management) 2000.</p> <p>-Assessments conducted at least twice a Quarter</p> <p>-Stakeholder engagement meetings conducted at least once a Quarter.</p>	partners, private sector	policies, laws, guidelines and regulations	afforestation and reforestation), back filling of borrow pits, gulleys & channels), land use mapping, implementation of soil and water conservation technologies, construction of flood management structures like gabions and embankments, data collection, processing & analysis, establishment of resource user management committees.	Environment Monitoring Equipment (GPS, cameras, measuring devises e.g. measuring tapes etc.), Technical personnel, fuel, vehicles, motorcycles, assorted stationary, allowances, conference facilities, ICT hardware and software, personal protective gears e.g. gum boots, overalls, gloves, planting materials e.g. seedlings, garden & construction tools e.g. pangas, hoes, spades, wheel barrows, jerricans etc.		

Strategic/specific Objective	Output/Service description	Indicator definition	Standard in terms of: Quantity, Quality, Cost, time and coverage	Target recipients of service	Access criteria to obtain service	Methodology for providing service	Basic infrastructure for providing service: including tools and equipment, personnel	User fee	Responsibility center
			-Inventories developed at least once a Quarter						
	Regulations and Enforcement against environmental degradation strengthened	<p><b>Coverage</b></p> <p><b>Frequency</b></p> <p><b>Quality</b></p>	<p>-All MDAs and LGs trained in mainstreaming environment issues in policies, plans, programs, projects, budgets and work plans,</p> <p>- All environmental policies &amp; laws reviewed/formulated.</p> <p>-Environment mainstreaming activities conducted at least once a Quarter.</p> <p>-Environmental policies and laws reviewed at least every 10 years.</p> <p>Environment issues mainstreamed in Policies, plans, programs, projects, budgets and work plans of MDAs and LGs.</p>	MDAs and LGs, cabinet, parliament, general public,	MWE website, stakeholder sensitisation and awareness campaigns, policies, Laws, Regulations & Guidelines and budget Framework Consultative Workshops, plans, program & project documents, budgets and workplans.	Field visits, review of Policies, Laws, Regulations and Guidelines, plans, programs, projects, budgets and work plans. Formulation of environmental policies and laws.  Meetings and training workshops,	Environment mainstreaming tools like the environmental mainstreaming, environment management plans, stakeholder engagement tools etc, policy and planning tools, capacity building and training tools etc. Environment Monitoring equipment (GPS, cameras, measuring devices e.g. tapes, soil testing kits etc.), Technical personnel, fuel, vehicles, allowances, stationery, Policies, Laws, Regulations and Guidelines, ICT hardware and software, conference facilities.	N/A	MWE/DESS

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		<b>Coverage</b>	Environmental compliance monitoring visits conducted for all high impact sub programme developments.	MDAs, Private sector, individual developers	MWE website, stakeholder sensitisation and awareness campaigns, policies, plans, laws, Regulations & Guidelines.	Field visits, review of Policies, Laws, Regulations and Guidelines, programs, plans, projects budgets and work plans, meetings and workshops, data collection, processing & analysis.	Environment Monitoring equipment (GPS, cameras, measuring devices e.g. tapes, soil & water testing kits etc.), Technical personnel, fuel, vehicles, allowances, assorted stationery, Policies, Laws, Regulations and Guidelines, Personal protective gears e.g. gum boots, overalls, gloves,	N/A	MWE/DESS
		<b>Frequency</b>	Compliance monitoring visits conducted at least twice a quarter.						
		<b>Time</b>	Monitoring report to be submitted within 2 weeks after monitoring.						
		<b>Coverage</b>	All LGs technically backstopped and monitored for environmental compliance	LGs	MWE website, stakeholder sensitisation and awareness campaigns, policies, laws, Regulations, Guidelines and Budget Framework Consultative Workshops.	Field visits, review of Policies, Laws, Regulations and Guidelines, programs, plans, projects, budgets and work plans, meetings and workshops, data collection, processing & analysis.	Technical personnel, fuel, vehicles, assorted stationery, allowances, Policies, laws, Regulations and Guidelines, Personal protective gears e.g. gum boots, overalls, gloves, etc.	N/A	MWE/DESS
		<b>Frequency</b>	-Technical backstopping and monitoring conducted at least twice a Quarter.						
		<b>Time</b>	-Technical backstopping & monitoring report to be submitted within 2 weeks after the field exercise.						

Strategic/specific Objective	Output/Service description	Indicator definition	Standard in terms of: Quantity, Quality, Cost, time and coverage	Target recipients of service	Access criteria to obtain service	Methodology for providing service	Basic infrastructure for providing service: including tools and equipment, personnel	User fee	Responsibility center
	Environment and Social Impact Assessment (ESIA) reports reviewed	<b>Coverage</b>  <b>Frequency</b>  <b>Time</b>	ESIA conducted for all major development projects.  ESIA reports reviewed at least twice a quarter.  ESIA review reports submitted within 14 days upon receipt of ESIA reports.	NEMA, Targeted Project Developments.	MWE & NEMA websites, stakeholder sensitisation and awareness campaigns, policies, laws, Regulations, Guidelines.	Review of ESIA reports, submission of ESIA review reports, undertake environment compliance, field inspections, conduct consultative meetings & workshops, preparation & submission of field reports.	Policies, laws, guidelines and regulations, assorted Environment Monitoring equipment (GPS, cameras, measuring devices e.g. tapes, soil & water testing kits etc.), technical personnel, fuel, vehicles, allowances, assorted stationary.	N/A	MWE/DESS
	Waste Reduction and Management (Solid Waste) promoted	<b>Coverage</b>  <b>Quantity</b> <b>Quality</b>  <b>Frequency</b>	-All Cities and municipal councils.  -All e-waste collected.  e-waste collection centers established.  All e-waste collected and managed as per Part V of the National Environment (Waste Management) Regulations, 2020.  Sensitisation on waste management conducted at least twice a Quarter	Cities and municipal councils, general public & development partners.	MWE & NEMA websites, publications, stakeholder sensitisation and awareness campaigns, policies, laws, Regulations, Guidelines.	Assessments, inspections, community trainings and sensitization on e-waste management, meetings, workshops, Procurement of consultants, equipment and tools, establishment of e-waste collection centres, preparation of e-waste management plans.	Policies, laws, guidelines and regulations,  Technical personnel, fuel, vehicles including e-waste collection vehicles, allowances, assorted stationary, consultants, e-waste bins/ skips/stores, Personal protective gears e.g. gum boots, overalls, gloves, etc.	N/A	MWE/DESS

Strategic/specific Objective	Output/Service description	Indicator definition	Standard in terms of: Quantity, Quality, Cost, time and coverage	Target recipients of service	Access criteria to obtain service	Methodology for providing service	Basic infrastructure for providing service: including tools and equipment, personnel	User fee	Responsibility center
	Biodiversity Conservation promoted	<b>Coverage</b>	-Countrywide -All special conservation areas gazetted. -Nature hubs for promotion of medicinal and aromatic plants established per region. -All institutions supported in greening programs.	General public, Cabinet, Parliament, Development partners, Academia & research institutions e.g. Schools, FBOs, CSOs, CBOs, NGOs.	Gazettes, MWE, website, publications, International Environment Day(s) Celebrations, stakeholder sensitisation and awareness campaigns, Policies, Laws, Regulations, Guidelines,	Site assessment & evaluation e.g. EIAs, proposal submission, review & approval, consultative meetings, workshops, conduct feasibility studies, preparation of assessment reports, advertisements, attainment of gazettelement instrument, procurements of seedlings, support establishment of medicinal & aromatic gardens, support establishment of the nature hubs, preparation of management plans, establish and implement management, monitoring and enforcement structures for the gazetted special conservation areas	Policies, laws, guidelines and regulations, technical personnel, fuel, vehicles, allowances, assorted stationary, conference facilities, assorted planting materials e.g. seedlings for medicinal and aromatic plants, pest & herbicides.	N/A	MWE/DESS

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						and nature hubs, establish and implement greening programs.			
	Environment education and awareness programs promoted	<p><b>Coverage</b></p> <p><b>Frequency</b></p>	<p>Country wide</p> <p>-All Multilateral Environmental Agreements (MEAs) Coordinated.</p> <p>-Environment education and awareness programs conducted at least once a Quarter.</p> <p>-MEAs coordination meetings conducted at least once a quarter.</p> <p>-MEAs implementation status reports prepared at least once a quarter.</p>	General public, Institutions, development partners, MDAs.	Publications, MWE & NEMA websites, WEIS, International Environment Day(s) Celebrations, stakeholder sensitisation and awareness campaigns, mentorship, Uganda Water and Environment week, conferences, gazettes, policies, laws, Regulations, Guidelines, social media platforms	Sensitization and awareness campaigns, trainings workshops, meetings, bench marking on best practices, exchange visits, hold television and radio talk shows, use of music, dance and drama especially in schools, establishment of eco clubs.	Policies, laws, guidelines and regulations, Multilateral Environmental Agreements and Protocols, facilitators, training materials e.g. IEC materials, technical personnel, fuel, vehicles, allowances, assorted stationary, facilities, assorted planting materials e.g. seedlings,	N/A	MWE/DESS

Strategic/specific Objective	Output/Service description	Indicator definition	Standard in terms of: Quantity, Quality, Cost, time and coverage	Target recipients of service	Access criteria to obtain service	Methodology for providing service	Basic infrastructure for providing service: including tools and equipment, personnel	User fee	Responsibility center
	Percentage of wetland area per Uganda total land surface area increased	Coverage  Process time to produce a state of wetlands report  Frequency of detailed wetland assessment	Increase the wetland cover from current 13% to 15.6%  Every after 3 years  Every after 2 years	Private developer, MWE, NEMA, Public, MLHUD, MAAIF, wetland riparian communities, Developers, Planners, wetland users	Wetland maps, wetland atlas, Brochures, NWIS, MWE Website, sensitization meetings, IEC materials, World wetlands day celebrations, TV & Radio talk shows, media, Formal request to WMD, District LGs, & RTSUs.	Rapid and ecological assessments according to national wetland assessment Manuel of Uganda  Process map generation and ground truthing in using latest GIS Software's  Production of final maps	Technical staff, skilled GIS and wetland ecologists, GPS, GIS Software, equipment's, allowances,	N/A	WMD
	Wetland boundaries surveyed and demarcated	Length (Km) of wetlands boundaries demarcated.  Frequency of wetland boundary post demarcation monitoring visits	100% (All wetland boundary)  Quarterly	MWE, NEMA, Public, MLHUD, MAAIF, wetland riparian communities, Developers, Planners,	Wetlands Maps, Brochures, sensitization meetings, IEC materials, World wetlands day celebrations, media Formal request to WMD, District LGs, RTSUs.	Rapid assessments of wetland boundary according to established manual  Generating and ground truthing process wetland maps  Boundary opening, mark and survey in line systematic wetland	Technical staff, wetland ecologists, surveyors, GPS, RTK Machines, Concrete branded pillars, stationaries, cameras, vehicles, staff allowances, staff refreshments, concrete for casting, etc	N/A	WMD



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		Process time taken to address wetland demarcation complain	2 weeks' time			demarcation protocols			
	Degraded wetlands restored	Area (Ha) of wetlands restored  Process time  Frequency of post restoration monitoring visits	100% (All degraded wetland section restored  Restoration process reports prepared within a period of two months from the onset  Quarterly	Riparian communities DLGs, local communities, private sector, affected populations.	Formal requests and Multidisciplinary engagement	restore, protect and monitor degraded wetland systems, develop and implement grievance redress mechanisms	Institutional frameworks for joint project management; Technical expertise for project design and implementation; Financial resources for joint investments.	N/A	WMD
	Gender responsive wetlands management plans and district/city wetland action plans developed and implemented.	Quantity	All gazetted wetlands	Riparian communities DLGs, local communities, MWE/DWRM, other government agencies, e.	NWIS and formal requests.				WMD

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	Wetlands mapped across the country and the National wetland Inventory updated	<p>Quality</p> <p>Frequency of updating the NWIS</p> <p>Quantity</p> <p>Frequency of updating inventories</p> <p>Frequency of updating districts action plans</p>	<p>Functional national wetland information system</p> <p>Annually</p> <p>All district wetland inventories conducted and updated.</p> <p>All district action plans prepared and updated</p> <p>Quarterly</p> <p>Annually</p>	Riparian communities, other government agencies, international organizations, NGOs, local communities, public, stakeholders.	Upon data exchange protocols defining frequency, contact points, shapefiles,	Joint information systems (NWIS knowledge systems, Shapefiles, maps); Standardized formats; Clear protocols.	Joint information systems, digital platforms (WEIS), monitoring stations, technical staff (wetland ecologists, GIS, data analysis).	N/A	WMD
	Compliance assistance, feedback and complaint redress mechanism as outlined in the MWE Client Service Charter operational.	<p>Quality</p> <p>Time taken provide compliance assistance</p> <p>Average time taken to</p>	<p>Facilities near or within wetlands comply to section 54 of NEA OR CAP 181</p> <p>National wetlands riverbanks and lakeshore regulations of 2000</p> <p>2 weeks</p>	Service users, clients of MWE, public, stakeholders.	Clearly defined channels for submitting feedback and complaints as per the Client Service Charter.	Implementation of procedures outlined in the MWE Client Service Charter; Designated office/personnel for receiving, processing, and responding to feedback and complaints.	EPPU Officers, Technical staff, wetland ecologists, surveyors, GPS, RTK Machines, Concrete branded pillars, stationaries, cameras, vehicles, staff allowances, staff refreshments, concrete for casting, etc.	Fines	WMD

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		resolve complaints.	1 week						
To coordinate climate change interventions and increase the accuracy and access to weather and climate information.	Functional GHG Inventory and digital GHG registry developed and updated	<p>Quality of GHG reduction.</p> <p>Frequency of GHG surveys conducted</p> <p>Coverage</p>	<p>Conform to the Paris agreement to reduce GHG emissions to net zero (0.5) CO2</p> <p>Quarterly</p> <p>100 % of major sectors (energy, agriculture, forestry, waste) &amp; all region</p>	MAAIF, MEMD, MoWT, OPM, MoGLSD, MoLHUD, NEMA, NFA, UWA, public, private sector, academia, CSOs	Digital carbon register  MWE/CCD offices for printed reports	Field visits, Questionnaires, Focused group discussions, spot checks	ICT infrastructure, GPS, GHG Monitoring gadgets, multi gas emission analyzer, technical personnel	3M UGX (inspection fees)	MWE/CCD
	Climate Change mainstreamed into plans and budgets across government.	Quality	<p>Budget Framework Papers comply with Climate Proofing Guidelines and checklist items</p> <p>100 % of MDAs Budget Framework Papers</p>	MDAs	Submission of the Budget Framework paper	Trainings, desk reviews, analysis	IT equipment, internet, training venues specialists	N/A	MWE/CCD

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		Frequency of assessments	assessed annually						
		Coverage	100% Government entities mainstreaming climate change into plans and budgets						
	Climate change and Disaster Risk Screening tools (CDRS) developed, operationalized and rolled out.	<p>Coverage</p> <p>Frequency of reporting on the CDRS tool Usage</p> <p>Quality of Climate Resilient key development policies, programs, and projects</p>	<p>100 % of MDAs &amp; district LGs equipped with CDRS tool</p> <p>Tool usage reports produced quarterly</p> <p>Conforms to the Climate Disaster Risk Screening tool criteria</p>	MDAS, Private sector, LGs, CSOs	<p>-Download CDRS tool MWE/CCD website</p> <p>-Register for “Training –Of –Trainer “</p>	Trainings, Desk Reviews, Analysis	IT infrastructure: servers, laptops, internet CDRS tool development team; trainers workshops,	N/A	MWE/CCD

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	National Climate Information system, tools and innovation centers established.	Coverage  Frequency of Online portal providing up-to-date climate  Quality of climate change information knowledge products.	Regional Innovation; Innovation Centres operationalized.  Online portal updated quarterly  Climate change knowledge products meet Climate Change Department document review score	Policy makers, MDAs, CSOs, Academia, Youth and children, private sector	-Access via MWE/CCD website -Visit Innovation Centres and MWE/CCD resource center  Workshops, exhibitions, publication, media, IEC materials, brochures	Infrastructure Setup  Portal Development  <b>Content Curation</b>	Technical personnel, ICT infrastructure, internet services	N/A	MWE/CCD
	Bilateral and Multilateral agreements in Favor of Uganda's Interests concluded	Frequency of attending Subsidiary bodies (SBs) and Conference of the Parties (COPs) by GoU officials	SBs and COPs attended annually.	MDAs, CSOs, Private sector, general public  Development Partners, Policy Forums	Uganda Position papers,  UNFCCC COP Agendas and decisions	Negotiations, Reviews, meetings, trainings	Conference facilities, video-conferencing equipment, internet connectivity technical CC officials, legal drafters; technical negotiators	N/A	MWE/CCD

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		Quality of signed agreements  Coverage of Position papers Prepared before each SB/COP	All agreements should reflect National priorities negotiation points.  100% Climate Change negotiation tracks covered (mitigation, adaptation, finance, technology transfer, capacity building, gender)		Submit Expression of Interest to MWE/CCD  Direct diplomatic channel requests to MWE/CCD				
	Density of weather stations increased in districts (No. of Weather Stations installed, operated and maintained)  Field inspection visits for the weather stations done	Quantity.  Quality  Frequency  Coverage	100% of stations installed  Weather stations installed according to World Meteorological Organisation (WMO) guidelines/standards  Quarterly  Across the country	General Public/Community (Districts, Commercial Farmers, NARO, Health Centres, Academic Institutions etc.)	Application for installation of weather stations	Site identification for the weather station in accordance with World Meteorological Organisation (WMO) Standards  Undertake Licensing of private operators and firms	Weather Monitoring Instruments, land, Permits databases (for private operators), GPSs.  Meteorological Officers, Technicians,  Motor Vehicles, Fuel, Internet	Relevant fees as stipulated in the gazetted rates in the UNMA (Fees) Instrument 2018	MWE/DMS
	Data collected, and managed	Quantity  Quality  Time:	100%  Data controlled in accordance with WMO guidelines on Data management	General Public/Community (Sectors that use weather and climate data for the different	Application/request for climate data	Assess the availability and format of data required  Assess the processing time	High Processing ICT equipment such as Servers, Computers and software such as Climate Data Management System (CDMS);	Relevant fees as stipulated in the gazetted rates in	MWE/DMS

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		Frequency  Coverage	Weather stations transmitting data to the centre after every Ten days  Daily data rescue for historical datasets undertaken  Across the country	uses including Agriculture, Aviation, Construction, energy and health)		required to produce the data	Data Managers, Quality Control Officers and Data Entry Clerks, GIS	the UNMA (Fees) Instrument 2018	
	Early Warning products on weather and climate generated at different time scales that include; 6hourly, 24hour, 10day, monthly, seasonal and specialized products requested by clients from time to time)	Quantity  Frequency  Quality  Coverage	100%  Variable and regular (6 hourly, Daily, Ten-day, monthly forecasts to Seasonal Outlooks)  Weather and climate products generated in accordance with WMO guidelines and standards  Across the country	General Public/Community (Early Warning products for the different uses including Agriculture, Aviation, Construction, Energy, Disaster Risk Reduction and Health at national and sub-national levels.)	Free access because it is a public good	Data preparation, modelling, product and information generation	High Processing ICT equipment such as Servers, Computers and software such as Climate Data Management System (CDMS) and Climate analysis tools, GIS	Fees can be applicable for tailored products outside EWI	MWE/DMS
	Last mile access to climate Information undertaken	Quantity  Time	100%  Variable (6 hourly, Daily forecasts to Seasonal Outlooks)	General Public/Community (Sectors that use weather and climate	Free access because it is a public good.	Early Warning Information is disseminated through Government structures, electronic and print media,	Government, structures, Airtime for electronic media (radios and TV), publishing in print media e.g. Newspapers, bulletins,	N/A	MWE/DMS

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	(All people should have access to climate information)	Frequency	6 hourly Daily, dekadal, monthly and seasonal forecasts	information including Agriculture and food security, Aviation, Water resources, Construction, energy and health)		Website, Socio media, bulletins, Walk-in clients, community engagements	Websites, Internet, Barazas, National Farmers Federation, Translation of the forecasts into local languages, etc.		
	Capacity of meteorological personnel in meteorological observation, instrumentation, data transmission, management and analysis, product and climate information generation and dissemination enhanced	Quantity  Quality  Time	100% All meteorological personnel trained/skilled  Training conducted according to WMO guidelines.  Every after 2 years	All meteorological staff and Intermediaries in climate value chain process	Application for admission/request for training support	Training Needs Assessment Training Committee	Training materials, Resource persons, High Processing ICT equipment, Servers, Computers and software, Meteorological experts to train,	N/A	MWE/DMS
To strengthen policy, legal, regulatory and coordination frameworks for MWE	Statutory Financial Statements prepared and submitted	Frequency	Quarterly  On the fourteenth day of the subsequent month after end of quarter	Management  -Accountant General  -PSST  -Internal Auditors	-On submission as mandated  -On request from the intended users	PFMA requirement for submission	Staff, Allowance, Vehicles, Fuel, Internet, Air time, PPEs and Consumables	N/A	MWE- F/A



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	Funds warranted and payments processed	Time	-Funds warranted one week on receipt of the cash limits  -Payments processed within three days from request	-User Departments  -Staff	-Completion of warrants  -submission of requests	-IFMS	Staff, Internet, Computers and Consumables i.e. stationery	N/A	MWE- F/A
	Audit Plan Prepared	Time	At-least once a Year	MWE  Auditor General  MDAs  Audit Committee  Development Partners	MWE  Ministerial Policy Statement  MWE Website	Literature Review  Risk Assessment of the MDA risk Management Framework  Special Audits by Management	Human Resource, Assorted stationery, allowance, Vehicles, Fuel ICT, Air time, PPEs	N/A	MWE- F/A
	Audit reports prepared	Frequency of preparation of Audit Reports    Time Taken	Quarterly    Within 30 Days after a Quarter	MWE  Auditor General  MDAs  Audit Committee  Development Partners	MWE  Ministerial Policy Statement  MWE Website	Literature Review  Risk Assessment of the MDA risk Management Framework  Special Audits by Management	Human Resource, Assorted stationery, allowance, Vehicles, Fuel Internet, Air time	N/A	MWE- F/A

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	BFP prepared  Ministerial Policy statements prepared	Frequency of preparation  Ministerial Policy Statement (MPS) produced in time  Quality of the Ministerial Policy Statement	BFP submitted by 15 <sup>th</sup> November to MoFPED and by 31 <sup>st</sup> December to Parliament of Uganda  MPS submitted to MoFPED by 15 <sup>th</sup> March  Conform to the PFMA Act 2015 and the Budget Call Circular	MWE  Parliament of Uganda  MoFPED	MWE website  MoFPED website (Uganda Budget Information)  MWE Resource center	Departmental and stakeholder engagements	Human resource, laptops, allowances, stationary and data	N/A	MWE- F/A
	Strategic Planning documents prepared	Frequency of preparation of NDPs and PIAPS  Quality	Every 5 years  Strategic plan conforms to NDP	MWE  Parliament of Uganda  MoFPED	MWE website  MoFPED website (Uganda Budget Information)  MWE Resource center	Departmental and stakeholder engagements	Human resource, laptops, allowances, stationary, data	N/A	MWE- F/A
	Applicable policies in places	Comprehensiveness and	Policies drafted, RIA done, approved by cabinet and implemented	MWE, MoFPED, Private Sector	MWE Website, MWE MPS	Stakeholder engagements,	Human resource, laptops, allowances, stationary, vvehicles	N/A	MWE- F/A

Strategic/specific Objective	Output/Service description	Indicator definition	Standard in terms of: Quantity, Quality, Cost, time and coverage	Target recipients of service	Access criteria to obtain service	Methodology for providing service	Basic infrastructure for providing service: including tools and equipment, personnel	User fee	Responsibility center
		applicability of the policy				Regulatory Impact Assessments			
	Policies reviewed	Frequency of reviews	Once in 5 years	MWE, MoFPED, Private Sector	MWE Website, MWE MPS	Stakeholder engagements, Regulatory Impact Assessments	Human resource, laptops, allowances, stationary, vehicles	N/A	MWE- F/A
	Cabinet decisions implemented	Process time	Quarterly	MWE, cabinet, Private Sector, General Public	MWE Top Policy Minutes, MWE Website	Stakeholder engagements	Human resource, laptops, allowances, stationary, fuel, vehicles, Internet	N/A	MWE- F/A
	Ministry programmes, projects and activities monitored, supervised and evaluated	<p>Quantity</p> <p>Quality</p> <p>Cost</p>	<p>Minimum of 4 quarterly monitoring reports and 1 annual evaluation report per project/program</p> <ul style="list-style-type: none"> <li>- At least 1 impact assessment per project lifecycle.</li> </ul> <p>Reports meet agreed-upon M&amp;E frameworks</p> <ul style="list-style-type: none"> <li>- Reports are validated and verified with relevant stakeholders</li> <li>- Minimum 90% data accuracy</li> </ul> <p>M&amp;E activities not to exceed 10% of total project budget</p> <ul style="list-style-type: none"> <li>- Cost breakdown transparently reported</li> </ul>	<p>Program managers, project implementers, donors, policymakers</p> <p>External Stakeholders: OPM, OP, MoFPED, NPA</p>	<p>Internal stakeholders: automatically eligible</p> <ul style="list-style-type: none"> <li>- External stakeholders: through formal request and approval, ensuring data privacy and security compliance</li> </ul>	<p>Desk reviews of project and programme reports</p> <p>Stakeholder engagements for data gathering and report validation</p> <p>On spot checks (verification exercise)</p> <p>Surveys</p>	<p>Use of mixed methods (quantitative and qualitative)</p> <ul style="list-style-type: none"> <li>- Standardized tools (e.g., surveys, focus group guides)</li> <li>- Data triangulation</li> <li>- Independent verification where applicable</li> <li>- Capacity building for data collectors and enumerators</li> </ul>	N/A	MWE- F/A

Strategic/specific Objective	Output/Service description	Indicator definition	Standard in terms of: Quantity, Quality, Cost, time and coverage	Target recipients of service	Access criteria to obtain service	Methodology for providing service	Basic infrastructure for providing service: including tools and equipment, personnel	User fee	Responsibility center
		<p>Time process</p> <p>Accessibility and coverage</p>	<p>with each evaluation report</p> <ul style="list-style-type: none"> <li>- Quarterly reports submitted within 15 working days after quarter end</li> <li>- Annual evaluation reports completed within 30 working days of project year-end</li> </ul> <p>Monitoring reports prepared and submitted within 2 weeks after the field trip.</p> <p>Relevant MDAs</p> <p>All projects/programs within the ministry</p> <ul style="list-style-type: none"> <li>- Geographic and demographic representation of target beneficiaries in data collection</li> </ul>						
	Procurement plan prepared	Time	At least once a year	<p>MWE</p> <p>Public</p> <p>PPDA</p> <p>External/internal auditors</p>	<p>MWE Ministerial Policy statement</p> <p>e-Gp portal</p> <p>MWE Website</p>	<p>Participation of user departments in procurement planning</p> <p>Consolidation of procurement plan for approval</p>	internet connectivity, office space, reliable power supply, computers & laptops, printers, email system, video conferencing	N/A	MWE- F/A

Strategic/specific Objective	Output/Service description	Indicator definition	Standard in terms of: Quantity, Quality, Cost, time and coverage	Target recipients of service	Access criteria to obtain service	Methodology for providing service	Basic infrastructure for providing service: including tools and equipment, personnel	User fee	Responsibility center
						Publication of the procurement plan  Procurements done according to plan			
	Procurement reports prepared	frequency	Monthly by 15 <sup>th</sup> of the following month	PPDA  External/internal auditors	e-Gp Portal  MWE PDU	Procurement implementation  Approvals by evaluation Contracts Committee/ Solicitor General	internet connectivity, office space, reliable power supply, computers & laptops, printers, email system, video conferencing	N/A	MWE- F/A
	Tender documents prepared and submitted	Time	Within 2 weeks from receipt of User complete requisition	Suppliers	Response to Bids through in electronic and print media and MWE website and notice boards	-Review User statement of requirements,  -propose the procurement method and the correct bidding document.	Human Resource, assorted stationery, Internet	Tender fees where applicable	MWE- F/A
	Bids evaluated	Time	All evaluation Reports completed within the PPDA mandatory time	Contracts Committee and Development Partners where applicable	Electronic Government Procurement Portal  Procurement and Disposal Unit	Hold Bid evaluation meetings	Human Resource, assorted stationery, Internet	N/A	MWE- F/A

Strategic/specific Objective	Output/Service description	Indicator definition	Standard in terms of: Quantity, Quality, Cost, time and coverage	Target recipients of service	Access criteria to obtain service	Methodology for providing service	Basic infrastructure for providing service: including tools and equipment, personnel	User fee	Responsibility center
	Contract Agreements prepared	Time	Contract Documents prepared within 5days of expiry of Best Evaluated Bidder Notice	Successful Bidders	Invitation by Procurement Division	-Population of the Contract forms  -Contracts signed by the Accounting Officer and Best Evaluated Bidder	Human Resource, assorted stationery, Internet	N/A	MWE- F/A
	Implementation of Audit Recommendations to MWE Monitored and Supervised	Frequency of preparation	Continuous process throughout the financial year	MWE Auditor General  MDAs  Audit Committee  Development Partners	MWE Ministerial Policy Statement   MWE Website	Literature Review  Risk Assessment of the MDA risk Management Framework  Special Audits by Management	Human Resource, Assorted stationery, allowance, Vehicles, Fuel ICT, Air time, PPEs	N/A	MWE- F/A
	Annual Board of Survey report produced	Time	1 Annual Board of Survey Report produced within one month after the end of financial year	-Management  -Accountant General	-PFMA  Statutory requirement for submission	PFMA requirement for submission	Staff nominated by the Accountant General, Allowances, Vehicles, Fuel, Internet, Air time, PPEs and Consumables	N/A	MWE- F/A
	Asset Register Updated	Time	Asset Register Updated  Two weeks after the end of quarter	Office of the Permanent Secretary  Departments	Submission of information	Budget, Plan, Acquire and Register Asset  Physical inspection of assets	Human Resource, Computers, Internet, Assorted Stationery	N/A	MWE- F/A

Strategic/specific Objective	Output/Service description	Indicator definition	Standard in terms of: Quantity, Quality, Cost, time and coverage	Target recipients of service	Access criteria to obtain service	Methodology for providing service	Basic infrastructure for providing service: including tools and equipment, personnel	User fee	Responsibility center
						Examining disposal reports			
	MWE assets maintained	Time	Assets maintenance undertaken in accordance with the PPDA/MoWT guidelines on the asset classifications	MWE staff MDAs The Public	Reports  By raising requisitions to the PS/AO	Budget and Plan,  Through procurement process  Scheduling maintenance programmes	Human Resource, Computers, Internet, Assorted Stationery Service providers	N/A	MWE- F/A
	Communication strategy for the MWE developed  Monthly Newsletters	Time  Frequency of publication	Communication strategy developed once every five years  Monthly	MWE staff  MDAs  General public	Communications Office  website	Website, Quarterly newsletter/magazine, social media engagement, Audio-visual materials, Assorted IEC materials, Media adverts and supplements, Radio and television talk shows, Community outreach engagements, Leadership engagement, Media briefings/press conferences	Computer/laptop with Publishing applications  Heavy duty printers/copier  Internet connectivity and access  Digital camera  Resources to pay for graphic designing services	N/A	MWE- F/A

Strategic/specific Objective	Output/Service description	Indicator definition	Standard in terms of: Quantity, Quality, Cost, time and coverage	Target recipients of service	Access criteria to obtain service	Methodology for providing service	Basic infrastructure for providing service: including tools and equipment, personnel	User fee	Responsibility center
	IEC materials produced and printed	Frequency	IEC materials produced every 3 months  Update social media handles at least three times a week  Respond to public inquiries through social media and emails within a day of their communication	General Public	Ministry Events  Community engagements  Communication Division  Website	Update website  Ministry events  Weekly Internal Newsletter  MWE WhatsApp groups (official communication and social forum)  Social media	Computers  Content from technical departments  Graphic design or  Journalist  Social media influencers	N/A	MWE- F/A
	Stakeholder engagements coordinated	Frequency of stakeholders' meetings and dialogue sessions conducted	Quarterly	MDAs  Parliament  Funders  Beneficiary communities  Service providers, Contractors and consultants  Media	Stakeholder events/  Engagements  Meetings  Website  Workshops	Stakeholder Meetings and Workshops  Press conferences  Press releases  Print media publications e.g. Supplements and announcements  Radio and television appearances  Community Outreach  Online webinars	Content from technical departments  Availability of senior and top management teams  laptops  Internet access  Field van	N/A	MWE- F/A



Strategic/specific Objective	Output/Service description	Indicator definition	Standard in terms of: Quantity, Quality, Cost, time and coverage	Target recipients of service	Access criteria to obtain service	Methodology for providing service	Basic infrastructure for providing service: including tools and equipment, personnel	User fee	Responsibility center
	Mails received and routed to action officers	Time	48 hours	-Government	MWE	Physical delivery	Human resources (Staff	N/A	MWE- F/A
	Updating files with required documents	Quality		Stakeholders (Public & clients	Registry	Emails	Equipment computers, scanners, printers, photocopiers, tonner, stationery), allowances		
	Procurement of file covers	Time	30 Minutes	-Staff		Filing on relevant files			
	Support supervision to ministry offices	Frequency	Quarterly			Written request to stores			
		Frequency	Quarterly			Staff sensitization and training			
						Reviewing records management procedures			
	Appraisal of records	Frequency	Annual	MWE	MWE Offices	Procurement of archival boxes	Human resources (Staff	N/A	MWE- F/A
	Reorganizing records center					Procurement of archival boxes	Equipment (computers, scanners, printers, photocopiers, toner, stationery, mobile shelves)		
	Semi current records accessed	Frequency	Quarterly			Reorganizing records center	Allowances		
		Time	Every after two weeks						
	Gender mainstreamed across all MWE projects	Frequency of the sensitization	Sensitization campaigns held for communities within MWE project areas every quarter	Equal Opportunities Commission	Local Government Offices	Stakeholder engagements	Human Resource  Equipment (laptops, printers)	N/A	MWE/ WESLD

Strategic/specific Objective	Output/Service description	Indicator definition	Standard in terms of: Quantity, Quality, Cost, time and coverage	Target recipients of service	Access criteria to obtain service	Methodology for providing service	Basic infrastructure for providing service: including tools and equipment, personnel	User fee	Responsibility center
				PAPs, project affected communities,  Local Governments, CSOs, Contractors and consultants	MWE website	Information, Education and Communication (IEC) materials  Media campaigns and dialogues with project affected the community  Conducting a gender analysis.	Allowances  Fuel  Stationary  Field Vehicle		
	HIV/AIDS awareness mainstreamed in all MWE projects	Frequency of HIV/AIDs sensitization	Quarterly	The project affected communities and individuals.  All project workers  Local Health Centres within the project areas  Local Governments, CSOs  TASO	Local FM radios  Community radios  Local health centres  Village Local Councils	Awareness/sensitization campaigns  Free distribution of female and male condoms  Free professional counselling and HIV testing for project affected communities.  HIV Sensitization and training of contractors' staff during toolbox meetings	Human Resource  HIV/AIDS related IEC materials and  Condoms  Equipment (laptops, printers)  Allowances  Fuel  Stationary  Field Vehicle	N/A	MWE/WE SLD

Strategic/specific Objective	Output/Service description	Indicator definition	Standard in terms of: Quantity, Quality, Cost, time and coverage	Target recipients of service	Access criteria to obtain service	Methodology for providing service	Basic infrastructure for providing service: including tools and equipment, personnel	User fee	Responsibility center
	Grievance Redress Mechanism Developed for all MWE projects	Coverage of the GRM  No of GRC formed and no of grievances resolved	A Grievance Redress Mechanism developed and implemented for all MWE projects  Grievance Redress Committees constituted at the beginning of a project.	Government  PAPs & Project affected communities  GRCs Supervision consultants  Works contractor  Local Governments	District Officials  Local Council chairpersons  Grievance Redress Committees at district and village levels  Police	Routine meetings with GRCs and PAPs to resolve minor complaints  Ad hoc meetings with GRCs, PAPs, police and district leaders  Training of GRC members  Community sensitization	Human Resource  Equipment (laptops, printers)  Allowances  Fuel  Stationary  Field Vehicle	N/A	MWE- F/A
	Recruitment planning done	Frequency/time	Annual recruitment plan done and submitted to MOPS by 30 <sup>th</sup> September	MWE MOPS MOFPED	Registry, Letters, Ministry approved structure, wage analysis reports	Review policies, departmental meetings Uganda Public Service Standing Orders, personal files and Circular Standing Instructions	Staff, assorted stationery, ICT equipment and software	Free service	MWE- F/A
	Clearance to fill vacant positions done	Frequency/time	Annual request for Clearance to fill vacant positions from MOPS by 31 <sup>st</sup> December	MWE MOPS MOFPED	Registry, Letters, Ministry approved structure, wage analysis reports	Review policies, departmental meetings, Uganda Public Service Standing Orders, personal files and Circular Standing Instructions	Staff, assorted stationery, ICT equipment and software	Free service	MWE- F/A

Strategic/specific Objective	Output/Service description	Indicator definition	Standard in terms of: Quantity, Quality, Cost, time and coverage	Target recipients of service	Access criteria to obtain service	Methodology for providing service	Basic infrastructure for providing service: including tools and equipment, personnel	User fee	Responsibility center
	Vacant positions to the appointing authority declared	Frequency	Annual submissions in line with the Ministry Structure and PSC guidelines	MWE staff, interested applicants, PSC	Registry, websites and relevant portals	Review policies, Uganda Public Service Standing Orders, personal files and Circular Standing Instructions	Staff, assorted stationery, ICT equipment	N/A	MWE- F/A
	Appointments and onboarding of staff in the service coordinated	Time	Implement decisions of the appointing authority: within 2 weeks from the date of receipt of the decision	MWE staff, interested applicants, PSC	Registry, websites and relevant portals	Review relevant policies and personal files, guidelines and Circular Standing Instructions	Staff, assorted stationery, ICT equipment and software	N/A	MWE- F/A
	Induction of appointed staff	Time	Receive appointments and access members on the respective portals within 2 weeks	MWE staff, interested applicants, PSC	Registry, websites and relevant portals	Review PSC Minutes, relevant policies and personal files, guidelines and Circular Standing Instructions	Staff, assorted stationery, ICT equipment	N/A	MWE- F/A
		Frequency	Administer the Official Oath and Oath of Secrecy upon completion of the induction /orientation	MWE staff, interested applicants, PSC	Registry, websites and relevant portals	Review relevant policies and personal files, guidelines and Circular Standing Instructions	Staff, assorted stationery, ICT equipment	N/A	MWE- F/A
		Coverage	Issue schedule of duties to 100% of the staff to guide their performance	All staff	memos, letters, meetings	Write memos, print and circulate copies of the forms	Staff, assorted stationery, ICT equipment	Free service	MWE- F/A

Strategic/specific Objective	Output/Service description	Indicator definition	Standard in terms of: Quantity, Quality, Cost, time and coverage	Target recipients of service	Access criteria to obtain service	Methodology for providing service	Basic infrastructure for providing service: including tools and equipment, personnel	User fee	Responsibility center
	Payroll and other staff benefits managed	Frequency/Process Time	Accurate monthly salary, pension and gratuity processed by the 28 <sup>th</sup> day of each month	All staff and pensioners	HCM, IFMS, PBS and Individual bank accounts	Review the computerized payroll, staff list, structure	Approved establishment and salary structure, assorted stationery, ICT equipment	N/A	MWE- F/A
	Performance Management Coordinated	Frequency/time	Annual performance plans/agreements done by 15 <sup>th</sup> July of a financial year	All staff	Notice board, social media, memos, letters, meetings	Write memos, print and circulate copies of the forms	Assorted stationery, ICT equipment	Free service	MWE- F/A
			Quarterly performance reviews done by 15 <sup>th</sup> of the first month of the following quarter	All staff	Notice board, social media, memos, letters, meetings	Write memos, print and circulate copies of the forms	Assorted stationery, ICT equipment	Free service	MWE- F/A
		Frequency/Number	Quarterly technical support for appraisal filling	All staff	Notice board, social media, memos, letters, meetings	Training sessions with departments	Assorted stationery, ICT equipment	Free service	MWE- F/A
		Time	Annual Performance reports for all done by 30 <sup>th</sup> June and submitted to MOPS by 15 <sup>th</sup> September	All staff	Notice board, social media, memos, letters, meetings	Stakeholder engagements with departments	Assorted stationery, ICT equipment	Free service	MWE- F/A

Strategic/specific Objective	Output/Service description	Indicator definition	Standard in terms of: Quantity, Quality, Cost, time and coverage	Target recipients of service	Access criteria to obtain service	Methodology for providing service	Basic infrastructure for providing service: including tools and equipment, personnel	User fee	Responsibility center
	Rewards and Sanctions decisions implemented	Coverage	Composition of the Rewards and Sanctions Committee (5 members),  For a 3-year tenure	All staff	The Uganda Public Service Rewards and Sanctions Framework 2019	Stakeholder engagements with departments	Assorted stationery, ICT	Free service	MWE- F/A
		Frequency	Monthly sitting of rewards and sanctions committee	All staff	Notice board, social media, memos, letters, meetings	Stakeholder engagements with departments	Assorted stationery, ICT equipment	N/A	MWE- F/A
			Annually reward good performance in line with the reward and sanction framework	All staff	Notice board, social media, memos, letters, meetings	Stakeholder engagements with departments	Assorted stationery, ICT equipment	N/A	MWE- F/A
			Annually sanction poor performance in line with the reward and sanction framework	All staff	Notice board, social media, memos, letters, meetings	Stakeholder engagements with departments	Assorted stationery, ICT equipment	N/A	MWE- F/A
	Capacity building initiatives Implemented	coverage	100% Conduct training needs assessment for all MWE staff as per the Uganda Public Service Training Policy 2006	Public, academic institutions and MWE staff	Notice board, social media, MWE website, memos, letters	Short and long-term training through accredited training institutions and online universities	Assorted stationery, ICT equipment	Free service	MWE- F/A

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		Frequency/Time	Consolidate capacity development plans for all stakeholders once every five years within two months.	MWE, Public and academic institutions	Notice board, social media, memos, meetings	Short and long-term training through accredited training institutions and online universities	Assorted stationery, ICT equipment	Free service	MWE- F/A
		Quality	Coordinate training activities in MWE in liaison with user departments as per the MWE Training Plan 2018 and as per Public Service Training Policy 2006	All staff	Notice board, social media, memos, meetings	Consultants, accredited training institutions, online universities	Assorted stationery, ICT equipment	Free service	MWE- F/A
		Quality/Frequency	Identify select and onboard Graduate Trainees once every year in quarter one as per the Public Service Training Policy 2006	All MWE staff. Academic Institutions and Public	Notice board, Social media, MWE website memos, letters and community sensitization	Engagement of academic institution, assessment of applications	Assorted Stationery, ICT Equipment	Free service	MWE- F/A
	Time and attendance to duty managed	Frequency/time	Coordinate attendance to duty by maintaining an attendance register and biometric machine on a monthly basis	All staff	Notice board, social media, memos, meetings	Biometric machines, attendance registers	Assorted stationery, ICT equipment	N/A	MWE- F/A
			Prepare, analyze and submit reports on attendance to duty on a quarterly basis	All staff	Notice board, social media, memos, meetings	Biometric machines, attendance registers	Assorted stationery, ICT equipment	N/A	MWE- F/A

Strategic/specific Objective	Output/Service description	Indicator definition	Standard in terms of: Quantity, Quality, Cost, time and coverage	Target recipients of service	Access criteria to obtain service	Methodology for providing service	Basic infrastructure for providing service: including tools and equipment, personnel	User fee	Responsibility center
	Employee Relations and Welfare managed	Time	Respond to grievances within 10 working days	All staff	Notice board, social media, memos, meetings	Review complaints, personal files, reports	Assorted stationery, ICT equipment	N/A	MWE- F/A
			Initiate disciplinary procedures within 5 working days of incident report	All staff	Notice board, social media, memos, meetings	Review complaints, personal files, reports	Assorted stationery, ICT equipment	N/A	MWE- F/A
		Frequency	Initiate and organize staff welfare activities on a quarterly basis	All staff	Notice board, social media, memos, meetings	Review minutes, reports, quotations, personal files, reports	Assorted stationery, ICT equipment	N/A	MWE- F/A
	Exit and Offboarding managed	Time	Schedule and conduct exit interviews within 3 working days of resignation notice	All staff	Notice board, social media, memos, meetings	Hold meetings, review personal files, staff list, structure	Assorted stationery, ICT equipment	N/A	MWE- F/A
		Time	Process clearance within 7 working days before exit	All staff	Notice board, social media, memos, meetings	Hold meetings, review personal files, staff list, structure, HCM, IFMS, PBS	Assorted stationery, ICT equipment	N/A	MWE- F/A
		Time/	Process final payments within 10 working days after clearance	All staff	Notice board, social media, memos, meetings	Hold meetings, review personal files, staff list, structure, HCM, IFMS, PBS	Assorted stationery, ICT equipment	N/A	MWE- F/A



Strategic/specific Objective	Output/Service description	Indicator definition	Standard in terms of: Quantity, Quality, Cost, time and coverage	Target recipients of service	Access criteria to obtain service	Methodology for providing service	Basic infrastructure for providing service: including tools and equipment, personnel	User fee	Responsibility center
	Management Information System (MIS) updated and managed	Frequency of updating MIS  Frequency field visits to LGs for data collection	Quarterly  Quarterly	MWE  DPs  LGs  Public	Annual Programme Performance Reports  MWE website  MIS	Meetings, workshops and seminars  Community engagement	Equipment (laptops, printers) Allowances Fuel  Stationary  Field Vehicle	N/A	MWE- F/A
	Offering support and guidance in the access and use of IT Infrastructure	Frequency  Time  Quality	100% durability & quality of IT hardware/software  Usability of IT hardware/Software  100 percent Timely delivery of IT support services  100 percent Coverage on all IT services to Mwe Staff & stakeholders)  100 percent Access to IT hardware and software services by Mwe Staff.  (Every officer must have IT equipment provided by Mwe i.e Laptops,	MWE staff  Development Partners  Private sector  Public  Service providers	Web-based portals  website  Workshops  Engagements on Hybrid digital Platforms e.g zoom, teams, social media  Mainstream media	IT technical support desk  User based needs assessment  Capacity building  Procurement of Licensed IT products/Services from certified service providers  Regular service and maintenance of equipment/Infrastructure/ Services  Mindset Change (adaptability to new immersing	Centralized and Decentralized Data Centers,  GPS, computers/Dashboards, Drones  Technical staff, allowances,  Certified service providers with permits  Operation and maintenance manuals (information, communication, Education material)  Backup systems  Helpdesk system	N/A	MWE- F/A

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			<p>Desktops (for Purposes of confidentiality)</p> <p>100 percent Functionality of IT infrastructure, in delivering services</p> <p>Efficient and cost-effective IT infrastructure (Target Recipients of this service are the staff members and public through access to our website and social media platforms)</p>			<p>technologies i.e data base)</p> <p>Recruitment of IT technical officers (IT technical Team)</p> <p>Development of customized IT tools/data bases that align to Mwe Services</p> <p>change management</p> <p>Basic user-friendly manuals</p> <p>Establishing and upgrading IT infrastructure, building capacity, recruiting at the Regional centers</p> <p>Monitoring &amp; Backup Support to regional offices</p>	<p>Network Infrastructure, Internet access, Computers, multifunctional printers, scanners, software, cybersecurity infrastructure,</p> <p>Recovery sites Communication and collaboration tools</p>		

Strategic/specific Objective	Output/Service description	Indicator definition	Standard in terms of: Quantity, Quality, Cost, time and coverage	Target recipients of service	Access criteria to obtain service	Methodology for providing service	Basic infrastructure for providing service: including tools and equipment, personnel	User fee	Responsibility center
						Data Collection, sorting, analysis & Reporting			

**NATIONAL WATER SEWERAGE SERVICES  
SERVICE DELIVERY STANDARDS FY 2025/26-2029/30**

Strategic/Specific Objective	Output/Service description	Indicator definition	Standard in terms of: Quantity, Quality, Cost, time and coverage	Target recipients of service	Access criteria to obtain service	Methodology for providing service	User fee	Basic infrastructure for providing service: including tools and equipment, personnel	Responsibility center
<b>To increase access to safe &amp; clean water and sanitation &amp; hygiene services in rural</b>	Climate resilient water supply facilities constructed	Quantity  Quality  Cost	100% -Water Service Coverage in NWSC Areas of Jurisdiction  Water: 98% Overall compliance % to National Standard for drinking	Urban population in NWSC Areas of jurisdiction (targeting 25 million by 2030)	-Application for the services online (fill in personal details, address details, purpose & number of meters (using NWSC Mobile App)	-Raw Water is treated and supplied from the Source (Conventional Treatment Plant/Borehole/) and distributed through reservoir	A Customer is billed according to what has been consumed in a given month.	-Raw water is extracted from Lakes, rivers or underground.  - Convectional Treatment Plants/Boreholes/Pumps  -Water Treatment chemicals.	<b>NWSC</b>

and urban areas.		Time	(portable) water.  Unit of cost of production per cubic meter; 3,306/=		-Access to bills and charter including any other relevant information can be accessed through the Website. ( <a href="mailto:info@nwsc.co.ug">info@nwsc.co.ug</a> ) and ( <a href="http://www.nwsc.co.ug">www.nwsc.co.ug</a> ) Toll free line for complaint handling. (0800 200 977/0800 300 977  - Or physically Visit our offices.	tanks into the existing service lines (Pipes) to the customer premises. - Connections on Premises are categorized into; -Yard taps/Stand posts/Kiosks - Domestic - Commercial - Industrial and Institutions.  -Each Connection on the premise is metered to determine consumption levels on a monthly a monthly basis.	-The NWSC Tariff is a block tariff where customers are charged according to their tariff category as provided for in the NWSC Tariff Structure at a given time. (75% of the water bill is charged for sewerage customers)	-Reservoir tanks; Pipes and fittings, Meters  -IT Equipment (Meter reading Gadgets, GIS Systems & Computers)  - Office Premises  - Energy (Fuel & Electricity)  - Solar Panels  - Generators  - Employees/Staff.	
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						<p>-The bills are received as text messages on both Smart and analog phones (with a link to access the bill)</p> <p>Payments are done through Telecommunication companies by use of mobile money and through Banks.</p>			
	Increase access to sewerage services	<p>Quantity</p> <p>Quality</p> <p>Cost</p>	<p>30% access sewerage services</p> <p>Sewerage: Compliance with all 54 Effluent discharge parameters.</p> <p>Unit of cost of production per cubic</p>	<p>Urban population in NWSC areas of jurisdiction (targeting 25 million by 2030)</p>	<p>-Application for the services on-line (using NWSC Mobile App)</p> <p>- Or physically Visit our offices.</p>	<p>-Raw Water is treated and supplied from the Source (Conventional Treatment reservoir tanks into the existing Sewerage service lines</p>	<p>A Customer is billed according to what has been consumed in a given month.</p>	<p>-Raw water is extracted from Lakes, rivers or underground.</p> <p>- Convectional Treatment plant</p> <p>-Water Treatment chemicals.</p>	NWSC

		Time	<p>meter; 3,306/=</p> <p>75% of the water bill.</p> <p>24 hours per day</p>			<p>(Pipes) to the customer premises.</p> <p>- Connections on Premises are categorized into;</p> <p>- Domestic - Commercial - Industrial and - Institutions.</p> <p>-Each Connection on the premise is metered to determine consumptio n levels on a monthly basis. (75% of the water bill is charged as sewerage services)</p> <p>-Cesspool emptying to</p>	<p>-The NWSC Tariff is a block tariff where custom ers are charged accordi ng to their tariff categor y as provide d for in the NWSC Tariff Structur e at a given time.</p> <p>(75% of the water bill is charged for sewera ge custom ers)</p>	<p>-Reservoir tanks; Pipes and fittings, Meters</p> <p>-IT Equipment (Meter reading Gadgets, GIS Systems &amp; Computers)</p> <p>- Office Premises</p> <p>- Energy (Fuel &amp; Electricity)</p> <p>- Solar Panels</p> <p>- Generators</p> <p>- Employees/Sta ff.</p>	
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						<p>our sewerage ponds for customers using septic tanks on their premises.</p> <p>-The bills are received as text messages on both Smart and analog phones <i>(with a link to access the bill)</i></p> <p>Payments are done through Telecommunication companies by use of mobile money and through Banks.</p>			
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**Annex 1: Schedules for Water Use Fees**



**SECOND SCHEDULE** [Regulation 3(2)(b), 8(3)]

**THE REPUBLIC OF UGANDA  
THE WATER STATUTE, 1995  
(Statute No. 9 of 1995)**

The Water Resources Regulations, 1998

**FEEES AND CHARGES**

(Regulations 10(3), 16(4), 26(3))

FEEES	AMOUNT (USHS)
1. For processing application for:	
(a) registration of existing works or use	100,000=
(b) a water permit	450,000=
(c) renewal of a water permit	50,000=
(d) an easement	100,000=
(e) drilling permit	500,000=
(f) a construction permit	500,000=
(g) renewing a drilling permit	500,000=
(h) renewing a construction permit	500,000=
ANNUAL CHARGES	AMOUNT (USHS)
1. For taking and using water under a water permit	
(a) up to 400 cubic metres per day	200,000=
(b) more than 400 cubic metres per day but less than 1000 cubic metres per day	1,000,000=
(c) 1000 cubic metres per day or more	3,000,000=
2. For operating any works which impound water for non-consumptive uses e.g. for hydropower of	
10-50 megawatts	1,000,000=
50-100 megawatts	5,000,000=
over 100 megawatts	20,000,000=

**FOURTH SCHEDULE** (Regulation 6 (c) )

THE REPUBLIC OF UGANDA

**THE WATER STATUTE, 1995**

**The Water (Waste Discharge) Regulations, 1998**

FEES	AMOUNT
1. For processing application for:	100,000
(a) Registration of existing works	650,000
(b) Discharge permit	650,000
(c) Renewal of permit	5,000
(d) A copy of entry from Register	650,000
(e) Works approval	
2. Annual monitoring	650,000

**WASTE DISCHARGE FEES**

BOD LOAD 10kg Oxygen/year	Unit Charge (U.Shs. Per Kg Oxygen demand	Annual Charge (U.Shs.)
100 and less	not charged	not charged
100-400	2.0	500.000
400 –600	2.0	1.000,000
600 - 1,800	2.1	2,500,000
1,800 - 3,000	2.1	5,000.000
3,000 - 3,800	2.2	7,500,000
3,800 - 5,200	2.2	10,000,000
5,200 and over	2.5	13.000,000

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