

**THE ADMINISTRATOR GENERAL'S
DEPARTMENT
CLIENT CHARTER**

2010/2011 – 2014/2015

FOREWORD

I'm delighted to present the client charter of the Administrator General's Department for the period 2010/2011- 2014/2015. This Charter emanates from the need to spell out the service standards and commitments of the department and to highlight the clients' rights and obligations. It is also aimed at enhancing accountability and transparency in the provision of services.

The department of Administrator General is one of the institutions under the Ministry of Justice and Constitutional Affairs. Its mandate is to ensure that all estates of deceased persons brought to the attention of the department are administered in accordance with the Succession Laws in Uganda.”

This client charter is one of the ways in which we hope to achieve our mandate. It is a key issue for current good practice and is a vital prerequisite for good governance upon which this institution is premised within the National Development plan. This charter

was developed as part of the drive for change under the Public Service Reform Programme, that is in turn a component of the worldwide movement to 're invent government' by making it more efficient, responsive and businesslike.

This charter, the first of its kind was devised to enhance and strengthen our relations with our clientele and we are optimistic that, the knowledge, insight and foresight regarding our commitments as stated in this document will greatly enrich all stakeholders and will provide a firm foundation for greater improvement of the services of the department.

Francis Atoke
Administrator General/Public Trustee

1.0 INTRODUCTION

The Administrator General/Public Trustee is a department under the Ministry of Justice & Constitutional Affairs that was established in 1933 to provide efficient, fair and expeditious machinery for the administration of estates of deceased persons. It draws its mandate from Article 247 of the 1995 Ugandan Constitution as amended and was established by the Administrator General's Act Cap 157 and the Public Trustee Act Cap 161.

The department designed this client charter to show its service commitments and obligations and those of its clients. Section 1 covers the Department's Vision, Mission and values. Section 2 covers the Key Results Areas and service commitments; Section 3 provides the department's general standards. Section 4 points out the

department's clients, their rights and obligations. Section 5 shows what the department is accountable for and section 6 highlights the Complaints management system of the department.

1.1 VISION

For many years the department did not have a vision of its own. This put its functioning in a precarious position, for a visionless institution is like a rudderless ship, which operates by the demands of the day without insight into the future. Management was on an *ad hoc* basis aptly expressed in the term 'crisis Management'.

It is against this background that the department proposed a vision in the wording; ***“To ensure prompt, efficient and effective management of estates.*** At the moment our aspiration is to ensure prompt, efficient and effective management of estates.

1.2 MISSION

Our mission is: *“To ensure that estates of deceased persons are administered in accordance with the Succession Laws in Uganda.”*

The mission is a broad, comprehensive statement of the purpose we are set to achieve. In this mission we define the activities we as an institution perform and the kind of organization we are.

1.3 VALUES

In furtherance of the above vision and mission, we have set out to observe and cherish values, beliefs and guidelines for the manner in which the department is going to conduct its business. These are: *Compliance, customer / client focus, honesty, impartiality, integrity, and objectivity, optimal use of resources, professionalism, selflessness, responsiveness,*

transparency and accountability. This client charter shall form the basis of our operations at all times.

The staff of the department shall ensure the following;

- a) Compliance with government policies, the standards and the laws of the land at all times.
- b) Put the clients as first priority and endeavor to meet their needs and expectations.
- c) Exhibit integrity and shall not put themselves in situations that compromise their professional behavior in the performance of their duties.
- d) Put public interest above personal interest.
- e) Optimally use the available resources in the attainment of the department's objectives and targets.
- f) Make decisions based on merit, professional codes and other codes of good practice.
- g) Conduct their duties and provide services with truthfulness and sincerity.

- h) Be transparent and accountable for their decisions and actions.
- i) Respond to their clients effectively and efficiently when called upon.
- j) Provide services to all clients without discrimination on the grounds of sex, race, colour, ethnic origin, birth, creed or religion, social or economic standing, political opinion or disability.
- k) Promote the spirit of team work in executing their duties.
- l) Communicate or offer explanation for deviation from the standard practices.

2.0 KEY RESULTS AREAS

- i) Representation of the Administrator General in courts of law, tribunals and other agencies.
- ii) Proper management of estates of deceased persons, missing persons, properties of minors and people of unsound mind in conformity with the relevant laws.

- iii) Issuance of Certificates of no Objection.
- iv) Giving legal advice, counseling and mediation services in a bid to resolve succession wrangles.
- v) Sensitization of the Public on matters of Succession.
- vi) Collection and management of Government resources with integrity and transparency.
- vii) Creation of a professional human capital that is disciplined, loyal, impartial, dedicated, accountable and financially credible to the public.

2.1 COMMITMENTS TO CLIENTS

- On receipt of death report, open a file within one day.
- Resolve family wrangles and disputes expeditiously.
- Administer and distribute estates of deceased persons and missing persons in accordance with the succession laws.

- Issue Certificates of No Objection to intending rightful administrators, within thirty days of application.
- Defend legal proceedings brought against the Administrator General to their logical conclusion.
- Institute legal proceedings against intermeddlers and fraudulent administrators of estates of deceased persons.
- Manage properties of minors and of persons of unsound mind, in accordance with the Public Trustees Act.
- Effect payments to beneficiaries of estates, within one week of receipt of the request.

3.0 GENERAL STANDARDS

Time Management

The staff of the department will report for duty on working days at 8.00am, break for lunch at 12.45pm,

resume at 2.00pm and leave at 5.00pm.

Dress Code

The staff will be neatly and decently dressed.

Conduct

We shall handle our clients respectfully.

4.0 OUR CLIENTS

This department touches the lives of people from all walks of life; citizens – non-citizens, investors – peasants, landlords – squatters, the elite – and non- elite, clergy –flock, politicians and the governed.

Our clients are; the general public.

4.1 CLIENTS' RIGHTS

The clients of the department have a right to:-

- Access legal services provided by the department.
- Receive impartial treatment.
- Have their information handled with confidentiality.

- Lodge complaints and appeals against actions or decisions made by the officers of the department.
- Access public information in accordance with the law and departmental policies.
- Receive prompt payments in respect to benefits due to them.
- Prompt receipt of certificates of no objection.

4.2 CLIENTS' OBLIGATIONS

The clients of the department have obligations to;

- To provide complete, timely and correct information to the department for the services required.
- To comply with the established laws and procedure.
- To provide valid and recognized forms of Identification.
- To follow up their matters to their logical conclusion.

- To avail documents, witnesses, and directions to *locus in quo*, in order to assist the Administrator General in the expeditious settlement of disputes either through Alternative Disputes Resolution (ADR) or adjudication in Courts of law, in cases relating to matters within their knowledge.
- To keep all records relating to matters handled.

5.0 ACCOUNTABILITY

The Department shall;

- 1) Be accountable for resources received on behalf of its clientele.
- 2) Be accountable for timely service delivery **provided** the clients present the required documentation and evidence promptly.
- 3) Monitoring and evaluation of the implementation of this charter.

6.0 COMPLAINTS MANAGEMENT SYSTEM

The department cherishes positive and negative feedback as they help in identifying the critical issues to be addressed. The department is committed to quality service delivery and it is for this reason, that we have established several avenues of receiving your comments, compliments and complaints.

In case of complaints, the clients of the department may:-

- i) Talk to the desk officer responsible for the service the client is dissatisfied with.
- ii) Talk to the supervisor of the desk officer responsible for the service the client is dissatisfied with.
- iii) Talk to the head of Department of the desk officer responsible for the service the client is dissatisfied with.

iv) Talk to Solicitor General. You can forward Complaints to:-

The Solicitor General,

Ministry of Justice and Constitutional Affairs,

P.O.Box 7183, Kampala.

Use our e-mail : Info@justice.go.ug.

Website: www.justice.go.ug.

v) Deposit the comments, compliments and complaints in the suggestion box.

vi) Notify the Administrator General's secretary and ask for a **Client Response Form**. Fill the same and be sure to put your contact address. Leave the form with the secretary.

vii) Write a formal complaint giving the background of the case and file number and the name of the officer you are complaining about and deposit the same with the Administrator General's secretary. Be sure to put your contact address or

telephone number for feedback.

Please note that the department has in place an internal complaints management committee that handles some complaints and disciplinary issues against its staff.

The department of Administrator General pledges to be bound by this Charter at all times.