



SERVICE DELIVERY STANDARDS for the PARLIAMENT OF UGANDA

FY'2025/2026–FY'2029/2030

June 2025



Table of Contents

SERVICE DELIVERY STANDARDS FOR THE PARLIAMENT OF UGANDA FY 2025/2026 – FY 2029/2030

FOREWORD	ii
PREAMBLE	iii
LIST OF ACRONYMS	iv
1.0 INTRODUCTION	01
1.1 Mandate of Parliament	01
1.2 Vision	01
1.3 Mission	01
1.4 Corporate Values	01
1.5 Goal	02
1.6 Strategic Objectives	02
2.0 JUSTIFICATION FOR THE SERVICE DELIVERY STANDARDS	02
3.0 GOVERNMENT INSTITUTIONAL FRAMEWORK FOR IMPLEMENTING SERVICE DELIVERY STANDARDS	03
4.0 SERVICE DELIVERY STANDARDS MATRIX	03
5.0 IMPLEMENTATION ARRANGEMENTS	14
6.0 CONCLUSION	14

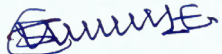
FOREWORD

On behalf of the Parliament of Uganda, it is my great pleasure to present the Service Delivery Standards for the Legislature for the financial years 2025/26 - 2029/30. These standards have been developed as part of our continued commitment to enhance transparency, accountability, and professionalism in the delivery of parliamentary services to our stakeholders.

As a people's representative institution, Parliament plays a central role in shaping national policy, overseeing government action, and enacting laws that reflect the will and interest of the citizens. It is, therefore, imperative that our service delivery standards reflect benchmarks that foster efficiency and responsiveness of the Legislature.

This document provides a structured framework to guide the performance of departments, offices, directorates, committees and the plenary within Parliament, ensuring consistency in meeting expectations of citizens and stakeholders. It represents a significant milestone in strengthening institutional systems and upholding excellence in delivery of public services.

I commend the Parliamentary Commission, the Clerk to Parliament, and all technical teams who diligently contributed to the development of these standards. I urge all stakeholders to embrace and implement them faithfully as we collectively strive to build a Parliament that is people-centred, inclusive, and results-oriented.



Anita Annet Among (MP)

SPEAKER OF PARLIAMENT

PREAMBLE

In recognition of the critical role that Parliament plays in legislation, oversight, representation and budget appropriation, the development of clear and measurable service delivery standards is both timely and essential. These standards are aligned to the constitutional mandate and strategic objectives of the Parliament of Uganda, and respond to the growing citizens' demand for accountability, efficiency and transparency in delivery of public services.

The Parliament of Uganda, through its various organs, is committed to delivering quality services to citizens and stakeholders in a timely, accessible, and cost-effective manner. The Service Delivery Standards for the financial years 2025/26–2029/30 presents a comprehensive framework that outlines expected performance targets, indicators, and responsibilities across key parliamentary functions. It is a reflection of Parliament's resolve to institutionalise performance monitoring, enhance public trust, and ensure that its work is responsive to national priorities and the aspirations of Ugandans.

These standards will serve as a guiding tool for both internal performance management and external stakeholder engagement. They are informed by consultations, assessments, lessons learnt, and the need for continuous improvement in executing Parliament's constitutional obligations.

The Parliament of Uganda calls upon all stakeholders - Members of Parliament, government ministries, departments and agencies, civil society, development partners, and citizens - to actively engage with and support the implementation of these service delivery standards, as we collectively pursue the goal of effective governance and national development.



Adolf Mwesige Kasaija

CLERK TO PARLIAMENT

LIST OF ACRONYMS

ACP-EU	The African, Caribbean and Pacific - European Union
APU	African Parliamentary Union
AU	African Union
BFP	Budget Framework Paper
CPA	Commonwealth Parliamentary Association
CPA	Communication and Public Affairs
CPS	Corporate Planning and Strategy
CSPOC	Conference of Speakers and Presiding Officers of the Commonwealth
EALA	East African Legislative Assembly
EOC	Equal Opportunities Commission
FP-ICGLR	Forum of Parliaments for the International Conference on the Great Lakes Region
UHRC	Uganda Human Rights Commission
ICT	Information and Communication Technology
IG	Inspectorate of Government
IPU	Inter-Parliamentary Union
LG	Local Government
MDAs	Ministries, Departments and Agencies
MoFPED	Ministry of Finance, Planning and Economic Development
MPS	Ministerial Policy Statements
N/A	Not Applicable
NDP	National Development Plan
NPA	National Planning Authority
NSDS	National Service Delivery Standards
OLGB	Office of the Leader of Government Business
PAP	Pan-African Parliament
PU-OIC	The Parliamentary Union of the Organisation of Islamic Co-operation Member States
SDS	Service Delivery Standards

1.0 INTRODUCTION

The Parliament of Uganda has developed comprehensive Service Delivery Standards for the financial years 2025/26 - 2029/30. Service Delivery Standards refer to the minimum level of expected services in terms of quality, quantity, processes, time, cost and coverage that a programme or an institution commits to deliver to their clients. These standards aim to guide the performance, accountability, and quality assurance of the institution's core functions - legislation, oversight, representation, and institutional development. The standards provide clarity on what stakeholders should expect in terms of service timelines, quality, accessibility, and responsible persons. This initiative aligns with the broader public service reform agenda, aimed at ensuring efficiency, transparency, and responsiveness in government operations.

1.1 Mandate of Parliament

The Parliament of Uganda derives its mandate from the 1995 Constitution of the Republic of Uganda, particularly Article 79, which states that "Parliament shall have the power to make laws on any matter for the peace, order, development and good governance of Uganda." Additionally, Parliament is mandated to oversee government performance, approve the national budget and related economic instruments, and represent the interests of the people. These functions are operationalised through plenary sittings, committee work, stakeholder engagements and public participation.

1.2 Vision

To be a transformed, independent and people-centred Parliament.

1.3 Mission

To achieve improved accountability, representation, democracy and good governance for better quality of life of all Ugandans.

1.4 Corporate Values

The core values of the Parliament of Uganda are: -

- i) **Integrity** - We demonstrate high ethical standards in our activities.
- ii) **Professionalism** - We strive to act on the basis of sound and established rules of procedure, facts, insight and experience.
- iii) **Transparency** - We communicate to all stakeholders in an open and inclusive way.
- iv) **Innovation** - We undertake to generate new ideas, products, services and solutions to improve the efficiency and effectiveness of Parliament.
- v) **Independence** - We undertake to safeguard the independence of Parliament in all our actions.

1.5 Goal

To achieve strong legislation, representation, and accountability for development and good governance.

1.6 Strategic Objectives

- 1) To increase effectiveness and efficiency in legislative processes;
- 2) To strengthen oversight and budget alignment with the NDP;
- 3) To enhance the effectiveness of representation, and
- 4) To strengthen institutional capacity for legislation, oversight, and representation.

2.0 JUSTIFICATION FOR THE SERVICE DELIVERY STANDARDS

The development of the service delivery standards was necessitated by the need to: -

- i. promote institutional efficiency and effectiveness in fulfilling the constitutional mandate of the Parliament of Uganda;
- ii. strengthen accountability by defining clear benchmarks and indicators for measuring the performance of the Legislature;
- iii. enhance transparency and citizen engagement through provision of accessible and timely services;
- iv. harmonise service expectations across departments, committees and the plenary and ensure consistency in delivery of services to citizens and stakeholders; and
- v. support the Parliament's strategic objectives under the Fourth National Development Plan (NDP IV).

With an increasingly informed and engaged public, there is a greater demand for the Parliament of Uganda to demonstrate responsiveness, openness, and measurable performance. These standards serve as a reference framework for assessing institutional outputs, improving internal systems, and fostering trust with the public.

3.0 GOVERNMENT INSTITUTIONAL FRAMEWORK FOR IMPLEMENTING SERVICE DELIVERY STANDARDS

The institutions or stakeholders that have been identified to play a major role in the implementation of service delivery standards are presented in Table 1.

Table 1: Institutional Arrangements for Implementing Service Delivery Standards

No	Stakeholder/Institution	Roles and Responsibilities
1.	Ministry of Public Service	Provide technical support for review, development, documentation, dissemination, clearance for approval and application of service delivery standards; and providing quality assurance and compiling a compendium for National Service Delivery Standards (NSDS).
2.	Ministry of Finance, Planning and Economic Development	Integrate service delivery standards into programme budgeting system as well as to identify and provide funding for implementation of NSDS activities.
3.	Ministry of Local Government	Advocate for harmonisation and conformity in the application of SDS across Local Governments (LGs) and guide LGs to conform to NSDSs as they develop their plans and budgets.
4.	Ministry of Gender, Labour and Social Development	Ensure that issues of equity and social inclusion are mainstreamed in the SDS and ensure that employers and workers adhere to the NSDS.
5.	National Planning Authority	Set standards for national and decentralised planning in Uganda and ensure that strategic plans are aligned. To certify SDS.
6.	Office of the Prime Minister	Integrate SDS into the Monitoring and Evaluation framework and apply NSDS in the annual government performance assessment.
7.	Auditor-General	Conduct financial and value-for-money audits in accordance with set standards.
8.	Parliament	Utilise SDS in the approval of budgets and plans as well as when exercising the oversight function.
9.	Inspectorate Agencies	Monitor compliance to documented SDS.
10.	All Programmes	Review, develop, document, disseminate and implement service delivery standards at programme and institutional levels.
11.	All Local Governments	Implement national and programme service standards, and design and implement local service delivery standards.
12.	Service recipients and Civil Society Organisations	Demand for quality service and provision of feedback on quality of services.
13.	Other implementing partners e.g. Development Partners	Carry out advocacy, support funding, monitor and provide feedback on the quality of services provided.
14.	The Public	Demand, utilise and provide feedback on SDS.

Source: Ministry of Public Service

4.0 SERVICE DELIVERY STANDARDS MATRIX

The National Planning Authority, through Regulation 28 of the National Planning Authority (Development Plans) Regulations of 2018, requires every Government Institution to develop and publish Service Delivery Standards for services provided by the institutions as a basis for planning and budgeting.

Section (A-n) 30 of the Uganda Public Service Standing Orders, 2021 states that Ministries, Departments and Local Governments shall develop and publish Service Delivery Standards with regard to the respective services they provide.

The Service Delivery Standards for the Parliament of Uganda are aligned with the four Strategic Objectives of Parliament and will provide the minimum acceptable levels of services provided by Parliament in terms of quality and timeliness.

It is expected that besides managing the expectations of stakeholders and providing stakeholders with knowledge of their rights, the standards will result into improved transparency and accountability, fairness and equity, enhanced quality and management in service provision. Table 2 presents the Service Delivery Standards that the Parliament of Uganda will adhere to for the financial years 2025/26 - 2029/30.

**TABLE 2: SERVICE DELIVERY STANDARDS MATRIX
FOR THE PARLIAMENT OF UGANDA FY 2025/2026 – 2029/2030**

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

Strategic objective	Output/ Service description	Key performance indicators	Standard (quality, quantity, time, coverage, accessibility, cost)	Target beneficiary	Access criteria to obtain service	Methodology	Inputs	User fees	Who's responsibility/ service
	Public participation conducted.	Proportion of stakeholders engaged .	At least 50% of the stakeholders engaged.	Citizens, and civil society.	On request.	Stakeholder mapping; meetings; and sittings.	Rooms, and equipment.	N/A	Director, Clerks Department.
Objective 2: To strengthen the oversight and budget alignment to the NDP	Consideration of audit reports.	Proportion of audited reports considered against those received.	All audited reports considered within 6 months from the date of receipt (31 st December every year).	Citizens and MDAs,	Through the Hansard, and on request.	Plenary sittings; committee meetings; and field visits.	Allowances; transport; committee rooms; chamber; provision of briefs and analytical reports.	N/A	Clerk to Parliament.
	Oversight reports presented.	Time taken to process and present oversight reports.	Oversight reports processed and presented to the house within 45 days from the date of the visit.	Citizens; MDAs; Committees; and MPs.	Through the Hansard, and on request.	Plenary sittings; committee meetings; and field visits.	Allowances; transport; committee rooms; and the Chamber.	N/A	Clerk to Parliament.
	Consider and dispose constitutional and statutory reports. ¹	Number of reports processed and presented by the assigned committee. Number of reports considered.	At least two reports processed and presented in a year. At least 10 reports considered annually.	Citizens and MDAs.	Through the Hansard, and on request.	Plenary sittings; committee meetings; and field visits.	Allowances; transport; committee rooms; and the Chamber.	N/A	Clerk to Parliament.

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

Strategic objective	Output/ Service description	Key performance indicators	Standard (quality, quantity, time, coverage, accessibility, cost)	Target beneficiary	Access criteria to obtain service	Methodology	Inputs	User fees	Who's responsibility/ service
	Approved the National Development Plan.	Time taken to approve the National Development Plan.	Approval of the NDP by 1st September of the financial year of expiry of the current plan	Citizens; MDAs; NPA; and MoFPED.	On request, online platforms such as the website, YouTube, and the <i>Hansard</i> .	Plenary sittings; committee meetings; field visits; stakeholder and consultation.	Allowances, transport, committee rooms, and the Chamber.	N/A	Clerk to Parliament.
	Approved Charter of Fiscal Responsibility	Time taken to approve the Charter of Fiscal Responsibility.	Approval of the Charter of Fiscal Responsibility three months after presentation by the Minister.	Citizens; MDAs; and MoFPED.	On request, online platforms such as the website, YouTube, and the <i>Hansard</i> .	Plenary sittings; committee meetings; field visits; stakeholder and consultation.	Allowances; transport; committee rooms; and the Chamber.	N/A	Clerk to Parliament.
	Approved Budget Framework paper (BFP)	Time taken to scrutinise and approve the BFP.	BFP approved by 1 st February.	Citizens MDAs,	On request, online platforms such as the website, YouTube, and the <i>Hansard</i> .	Plenary sittings; committee meetings; field visits; stakeholder and consultation.	Allowances; transport; committee rooms; Chamber; provision of briefs and analytical reports.	N/A	Clerk to Parliament.
	Scrutinise and advise on the Certificate of Compliance of the national budget to the NDP.	Time taken by the Committee to scrutinise and process a report on the certificate.	Certificate scrutinised and report presented to Parliament within 45 days.	Citizens, NPA, and MDAs,	On request, online platforms such as the website, YouTube, and the <i>Hansard</i> .	Plenary sittings, Committee meetings, Field visits, Stakeholder, and consultation,	Allowances; transport; committee rooms; Chamber; provision of briefs and analytical reports.	N/A	Clerk to Parliament.

Strategic objective	Output/ Service description	Key performance indicators	Standard (quality, quantity, time, coverage, accessibility, cost)	Target beneficiary	Access criteria to obtain service	Methodology	Inputs	User fees	Who's responsibility/ service
	Scrutinise and advice on the Certificate of Gender and Equity Responsiveness	Time taken by the Committee to scrutinise and process a report on the certificate	Certificate scrutinised and report presented to Parliament within 45 days.	Citizens, MDAs, and EOC	On request, online platforms such as the website, YouTube, and the <i>Hansard</i> .	Plenary sittings; committee meetings; field visits; stakeholder, and consultation.	Allowances; transport; committee rooms; Chamber, provision of briefs and analytical reports.	N/A	Clerk to Parliament.
	Consideration of Ministerial Policy Statements (MPS)	Time taken to scrutinise MPS's	Sectoral committees must report to the House by 20 th April.	Committee on Budget; citizens; and MDAs.	On request, online platforms such as the website, YouTube, and the <i>Hansard</i> .	Plenary sittings, Committee meetings, Stakeholder consultations, and hearings.	Allowances; committee rooms; briefs; and analytical reports	N/A	Clerk to Parliament.
	National Budget proposals harmonised.	Time taken by the Committee on Budget to harmonise the budget.	Budget proposals harmonised within 10 days from the time of adoption of committee reports	Committee on Supply	YouTube, and the <i>Hansard</i> .	Committee meetings.	Allowances; and committee rooms	N/A	Clerk to Parliament.
	Budget proposals considered by the Committee of Supply.	Time taken to supply the budget	National budget supplied by 20 th May	Citizens, MDAs; and MoFPED	YouTube, and the <i>Hansard</i>	Plenary sittings	Chamber, and allowances	N/A	Clerk to Parliament.

Strategic objective	Output/ Service description	Key performance indicators	Standard (quality, quantity, time, coverage, accessibility, cost)	Target beneficiary	Access criteria to obtain service	Methodology	Inputs	User fees	Who's responsibility/ service
	Taxation Bills passed.	Time taken to scrutinise, debate and pass the Bills.	Taxation Bills passed within 45 days.	Citizens, and MDAs	On request, the Hansard, online platforms such as the website, and YouTube.	Plenary sittings, committee meetings, stakeholder consultations, public hearings.	Briefs, and analytical reports.	N/A	Clerk to Parliament.
	Appropriation Bill passed.	Time taken to pass the Bill.	Appropriation Bill passed by 31 st May	Citizens, and MDAs	On request, online platforms such as the website, YouTube, and the Hansard	Plenary sittings, committee meetings, field visits, provision of consultations and public hearings.	Allowances; transport; Chamber; briefs, and analytical reports	N/A	Clerk to Parliament.
	Loan and guarantees considered.	Proportion of loans and guarantees considered against those presented Time taken to scrutinise consider loans and guarantees by the committee.	100% of the loan and guarantees considered against those presented. Loans and guarantees scrutinised within 45 days.	Citizens, MDAs, and MoFPED	On request, online platforms such as the website, YouTube, and the Hansard	Plenary sittings; committee meetings; and field visits.	Briefs and analytical reports; consultations and public hearings.	N/A	Clerk to Parliament.

Strategic objective	Output/ Service description	Key performance indicators	Standard (quality, quantity, time, coverage, accessibility, cost)	Target beneficiary	Access criteria to obtain service	Methodology	Inputs	User fees	Who's responsibility/ service
Objective 3: Enhance the effectiveness of representation	Quorum for MPs in plenary	Quorum	At least 1/3 of Members participating in plenary sittings; At least 1/2 of members participating in Committee meetings	Citizens	On request, online platforms such as the website.	Plenary sittings, Committee meetings, and whipping.	Allowances; transport; committee rooms; and the Chamber.	N/A	Clerk to Parliament.
	Participation by MPs in regional and international fora ² .	Number of regional and international bodies that Parliament subscribes to and has Member representation.	Representation in all regional and international Parliamentary bodies. Delegation reports laid within 14 days after return to station.	Parliament, MDAs	Nomination by Parliament.	Participation in meetings, conferences, and sittings.	Fight tickets, and allowances.	Membership and subscription fees	Clerk to Parliament.
	Regional Parliamentary sittings held.	Number of regional Parliamentary sittings held.	One regional Parliamentary sittings held annually.	Local Govts, constituents, schools, cultural and religious leaders, Citizens, MDAs	By invitation, You Tube, the Hansards.	Plenary sittings, committee meetings, outreach activities, and meetings.	Allowances, transport, equipment, and venue.	N/A	Clerk to parliament.

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

Strategic objective	Output/ Service description	Key performance indicators	Standard (quality, quantity, time, coverage, accessibility, cost)	Target beneficiary	Access criteria to obtain service	Methodology	Inputs	User fees	Who's responsibility/ service
	Access to Parliament.	Number of national delegations visiting Parliament.	At least 80% of the requests honoured.	Schools, constituents,	On request.	Tour of parliament; meetings; and presentations.	Chamber; protocol; committee rooms; meals; and refreshments	N/A	Director CPA
	Outreach engagements carried out	Number of outreach engagements.	At least two in a quarter.	Constituents, local govts, citizens, schools, churches	By invitation, on request.	Meetings; Workshops; and seminars.	Allowances; transport; leaflets; background papers; consultants; and venues.	N/A	Clerk to Parliament.
Objective 4: Strengthen the institutional capacity for legislation, oversight and representation	Provision of the <i>Hansard</i> .	Time taken to produce the <i>Hansard</i> .	The <i>Hansard</i> produced within two working days after the sitting.	MPs; Staff; citizens; MDAs; civil society; media; research institutions.	Accessible on the website; on request from the Clerk to Parliament.	Transcribing, recording, editing, and publishing.	Office equipment, and systems, software, and human resources.	One currency point.	Editor of <i>Hansard</i> .
	Provision of audio-visual <i>Hansard</i> .	Availability of audio-visual <i>Hansard</i> .	Audio visual <i>Hansard</i> available live on YouTube	Media; MPs; Staff; citizens; MDAs; civil society; research institutions.	Accessible on YouTube.	Recording, live streaming	Software; human resource; license fee; and electronic equipment.	N/A	Editor of the <i>Hansard</i> .
	Conduct reviews, evaluations of the Strategic Plan and the LOR programme	Number of programme reviews. Time taken to conduct a mid-term review. Time taken to conduct the end-line evaluation.	One programme review per year conducted. Midterm review evaluations conducted within 6 months. End-line Evaluations conducted within six months from end of plan.	Parliament, MDAs, citizens Civil Society, NPA, Programme partners, development partners.	On request, and invitation.	Conduct workshops; interviews; literature reviews; and meetings.	Allowances; transport; conference fees; and accommodation.	N/A	Director, CPS Department.

Strategic objective	Output/ Service description	Key performance indicators	Standard (quality, quantity, time, coverage, accessibility, cost)	Target beneficiary	Access criteria to obtain service	Methodology	Inputs	User fees	Who's responsibility/ service
	Prepare annual and quarterly reports on Parliament	Time taken to produce an annual report	Parliamentary Commission annual report laid in Parliament by 30 th September.	MPs, Staff of Parliament, citizens Civil Society, and development Partners.	On request.	Submissions from Departments and Offices; and data collection by M&E Division	Staff, and IT equipment.	N/A	Clerk to Parliament.
		Time taken to produce bi annual report	Bi annual performance reports produced within 30 days after expiry of reporting period.		On request.	Submissions from departments and Offices, and data collection by M&E division	Staff, and IT equipment.	N/A	Director CPS.
	Capacity building programmes conducted.	Existence of capacity building plan.	At least 50% of planned capacity building activities implemented.	Local Government Councils (Districts and cities), staff, and MPs.	On request.	Prepare concepts; exchange programmes; dialogue; develop systems; equipping and tooling; benchmarking; workshops; and seminars.	Allowances; consultancy fee; Transport; conference package; procurements.	N/A	Director, CPS.
	Follow up mechanisms for Parliamentary resolutions and decisions	Number of actions taken reports adopted.	Bi- annual action-taken reports adopted.	Citizens, MDAs	Through the <i>Hansard</i> , on request	Plenary sittings; compilations; and tracking of the resolutions and recommendations; meetings.	Office equipment and systems software; and human resources.	N/A	Director, Clerks, and Director, OLGB.

Strategic objective	Output/ Service description	Key performance indicators	Standard (quality, quantity, time, coverage, accessibility, cost)	Target beneficiary	Access criteria to obtain service	Methodology	Inputs	User fees	Who's responsibility/ service
	Human resources developed, and managed	Number of staff deployed	MP to Staff ratio of 1:2 achieved	MPs, citizens	Through deployment, on request	Recruitment, training, supervision, promotions	Salaries, office space, training, and supervision.	N/A	Clerk to Parliament.
	Parliamentary services automated	Proportion of Parliamentary business automated	At least 50% of the Parliamentary business automated	MPs, Staff, Media, Citizens, Constituents	Registration	Procurements, benchmarking, workshop, meetings	Equipment, licenses, and software.	N/A	Director, ICT.
	Evidence use in Parliament	Number of requests for evidence	All requests for evidence honoured	MPs, citizens	On request, the <i>Hansard</i>	Provision of research and analytical reports briefs, concepts, papers and fact sheets	Staff, allowances, transport, software	N/A	Deputy Clerk, Parliamentary Affairs.
	Parliament administered and governed	Number of Parliamentary Commission meetings conducted.	At least six Commission meetings conducted annually	MPs, Staff, citizens	On request,	Meetings	Papers; allowances; and board rooms.	N/A	Clerk to Parliament.
	Parliament infrastructure and equipment developed and retooled	Number of projects approved and implemented in the planning cycle.	At least one project approved & implemented in the planning cycle	MPs, Staff of Parliament, Citizens	On request	Planning; procurement; evaluation; meetings.	Staff; finances; consultants; and contractors.	N/A	Clerk to Parliament.

5.0 IMPLEMENTATION ARRANGEMENTS

The implementation of the Service Delivery Standards will follow a structured and coordinated approach led by the Office of the Clerk to Parliament with technical support from the Department of Corporate Planning and Strategy. Key implementation arrangements will include:

1. **Institutional Coordination:** All directorates, departments, offices and committees of Parliament shall align their work plans and activities with the specified standards.
2. **Monitoring and Evaluation:** Regular monitoring and evaluation will be conducted through internal performance reviews, and an annual performance report will be compiled for the Parliamentary Commission.
3. **Capacity Building:** Staff and Members of Parliament will be continuously trained to understand and implement the standards effectively.
4. **Communication and Access:** The standards will be published on the Parliament of Uganda website and other platforms to ensure transparency and accessibility to all stakeholders.
5. **Feedback Mechanisms:** Stakeholders, including citizens, MDAs, and development partners, will have mechanisms for providing feedback on the quality of services rendered.

6.0 CONCLUSION

The Service Delivery Standards for the Parliament of Uganda (2025/26 - 2029/30) represent a significant milestone in institutionalising quality, efficiency, and accountability in Parliamentary operations. These standards not only enhance Parliament's performance but also reaffirm its commitment to good governance, rule of law, and public service excellence. Parliament calls upon all stakeholders to support the implementation of these standards for the benefit of all Ugandans.



**ISSUED BY OFFICE OF
THE CLERK TO PARLIAMENT**

P.O. Box 7178, Kampala Uganda

Tel: +256 414 377 150 / 155

Email: clerk@parliament.go.ug

www.parliament.go.ug

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