

Uganda Human Rights Commission



CLIENT CHARTER

HUMAN RIGHTS: THE KEY TO DEVELOPMENT

September 2013

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Acronyms and Abbreviations

ADR	Alternative Dispute Resolution
CSOs	Civil Society Organizations
FY	Financial Year
HR	Human Rights
IEC	Information Education and Communication
IEC	Information, Education and Communication
JLOS	Justice Law and Order Sector
MDAs	Ministries, Departments and Agencies
MoPS	Ministry of Public Service
NGO	Non- Governmental Organization
PSRP	Public Service Reform Programme
RHRO	Regional Human Rights Officer
SIP	Strategic Investment Plan
ROM	Results Oriented Management
UHRC	Uganda Human Rights Commission

Glossary

“Baraza” A Kiswahili word meaning a public meeting, which is used as a platform for creating awareness, responding to issues affecting a given community, sharing vital information, providing citizens with the opportunity to identify and propose solutions to concerns.

“Chairperson” means the Chairperson of the Commission;

“Charter” means a publication or instrument setting out service standards that the clients and stakeholders should expect and the commitment to continuous service improvement.

“Client” means persons who benefit directly or indirectly from the Commission services

“Client Charter” is a social contract between the Uganda Human Rights Commission as a service provider and the recipients of its services

“Commission” means the Uganda Human Rights Commission.

“Secretary” means the Secretary to the Commission.

“Staff” means officers and employees appointed by the Commission for the discharge of its functions.

“Tribunal” means a quasi-judicial body specifically set up to hear and resolve human rights complaints between the citizens and state institutions.

Foreword



The Uganda Human Rights Commission (UHRC) is duty bound to protect and promote human rights in the country. UHRC puts its clients at the forefront in pursuit of this commitment because they are the ultimate beneficiaries of the services offered by the Commission. The UHRC is strategically positioned to contribute to the attainment of majority of the Millennium Development Goals, all National Development Plan Objectives and the JLOS SIP III outcomes.

The UHRC, in line with effective service delivery and compliance to the Paris Principles was granted an “A” status, the highest and most prestigious categorization of National Human Rights Institutions. This has placed the Commission as an exemplary National Human Rights Institution not only on the African continent but also the entire world.

It is against this background and in the spirit of being responsive to effective service delivery, transparency and accountability, that the Uganda Human Rights Commission (UHRC) has prepared this Client Charter. The development of this Charter signifies our commitment to serve our clients with a view of creating better understanding and enhancing our service delivery.

This Client Charter is a social contract between the UHRC as a service provider and the recipients of its services. It spells out services offered by the UHRC and highlights its Commitments and standards of the delivery of services, which as UHRC we believe our clients have a right to expect. The Charter also sets out feedback and complaints handling mechanisms on UHRC service delivery, in addition to giving a highlight of the service centres at which our services can be accessed This Charter has been developed by the Commission through consultations with our clients (both internal and external).

It is therefore my pleasure to present to you this Client Charter for Uganda Human Rights Commission. I strongly believe that this Charter will enable the UHRC to enhance the timely provision of quality services. I encourage all clients to use the provisions in this Charter to ensure that our services meet your expectations.

A handwritten signature in dark ink, appearing to read 'Med S.K. Kaggwa', written over a light blue background.

Med S.K. Kaggwa
Chairperson
Uganda Human Rights Commission

Acknowledgement



I am greatly indebted to all our clients and stakeholders who were consulted and fully participated in the formulation of this Charter. The Chairperson and all members of the Commission provided policy guidance and fully participated in the consultative process. I am very grateful.

I also thank the Client Charter Formulation and Implementation Team chaired by the Director Finance and Administration, Ms. Ejang Margret Lucy, with the following members: the former Human Resource Manager, Mr. Ssenyange Godfrey A.M.K; the Commission Planner, Mr. Mukasa Charles; Senior Human Rights Officer in the Directorate of Monitoring and Inspection, Ms. Paula Biraaro; Regional Human Rights Officer in charge of Central Regional Office, Mr. Asiimwe Wilfred Muganga; the Registrar, Ms. Ginamia Melody Ngwatu; Human Rights Officer in the Directorate of Regional Services, Ms. Rizzan Nassuna; Human Rights Officer in the Directorate of Monitoring and Inspections, Ms. Freda Nalumansi-Mugambe; and a former Senior Human Rights Officer in the Directorate of Research, Education and Documentation, Ms. Elizabeth Ndyabagye who was later replaced by Mr. Philip Kalibbala a Human Rights Officer in the same Directorate. It is this team that produced the first draft that provided the foundation for all consultations that followed.

I also thank all the other UHRC staff that discussed the drafts at all stages, particularly, the members of the UHRC Management Committee that enriched the Clients' Charter. I am greatly indebted to the Ministry of Public Service and in particular Ms. Sharifah Buzeki; Assistant Commissioner/ Public Service Inspection who provided the UHRC staff with technical guidance without which this charter would not have been accomplished in this state.

On behalf of Management and the entire Commission I pledge full support to all processes that will result into the realization of the commitments set in this Clients' Charter.

A handwritten signature in black ink, appearing to read 'G.T. Mwesigye'.

G.T. Mwesigye
Secretary to the Commission,
Uganda Human Rights Commission

1.0 Introduction

The Uganda Human Rights Commission is the National Human Rights Institution constitutionally established to protect and promote human rights in Uganda. UHRC was established in November 1996 under Article 51 of the Constitution of the Republic of Uganda as well as the UHRC Act of 1997. The decision to establish a permanent body to monitor the human rights situation among other things in Uganda was taken by the Oder's Commission of Inquiry in recognition of Uganda's turbulent history that had been characterized by arbitrary arrests, tyranny, bloodshed, detention without trial, torture and brutal state repression with impunity on the part of state organs, during the pre and post-independence era.

Since its inception, UHRC has experienced growth in staffing and service delivery in the promotion and protection of human rights in Uganda. Considering that its services have to be responsive to high expectations from its clients, the UHRC acknowledges the importance of good client relations. It is through this Clients' Charter that the UHRC will be in position to assess and evaluate its services and the mode of their delivery so as to fulfill its client's expectations.

This Charter spells out our main clients, the services we offer and the standards of service our clients should expect. The Charter also provides the mechanisms for channeling complaints and other feedback from clients and stakeholders on our services.

The objectives of this Charter are to:

- a) Inform our clients and stakeholders of the services UHRC offers
- b) Create awareness to the clients on their rights and obligations, expectations and the service commitments.
- c) Provide an accountability framework for UHRC to its clients and stakeholders and,
- d) Act as a tool for continuous performance improvement.

The key services offered by the UHRC are: information on human rights and human rights situation in Uganda; technical advice to Government on human rights protection and promotion; provision of legal services, and Tribunal to hear complaints of human rights violations. To adequately provide quality services, the UHRC commits to undertake Effective complaints management; Civic education; Human rights education and awareness; monitoring Government compliance with human rights standards and laws; production of reports on the situation of human rights; Effective resources management;

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Enhance visibility of UHRC services at National, regional and grassroots levels, Enhance strategic alliance and partnerships with key stakeholders in human rights; and Planning , budgeting, coordination, monitoring and evaluation

1.1 UHRC MANDATE AND FUNCTIONS

The Mandate of the Uganda Human Rights Commission is to protect and promote human rights in the country. The functions are derived from Article 52(1) of the Constitution that lays out the following functions:

- a) investigate, at its own initiative or on a complaint made by any person or group of persons against the violation of any human rights;
- b) visit jails, prisons, and places of detention or related facilities with a view of assessing and inspecting conditions of the inmates and make recommendations;
- c) establish a continuing programme of research, education and information to enhance respect of human rights;
- d) recommend to Parliament effective measures to promote human rights including provision of compensation to victims of violations of human rights, or their families;
- e) create and sustain within society the awareness of the provisions of the constitution as the fundamental law of the people of Uganda;
- f) educate and encourage the public to defend the Constitution at all times against all forms of abuse and violations;
- g) formulate, implement and oversee programmes intended to inculcate in the citizens of Uganda awareness of their civic responsibilities and an appreciation of their rights and obligations as free people;
- h) monitor government compliance with international treaty and convention obligations on human rights;
- i) Perform such other functions as may be provided by law.

1.2 POWERS OF THE UHRC

The powers of the Commission are laid down under Article 53 of the Constitution and are:

- (1) In the performance of its functions, the Commission shall have the powers of a court:
 - a) To issue summons or other orders requiring the attendance of any person before the Commission and the production of any document

- or record relevant to any investigation by the Commission.
 - b) To question any person in respect of any subject matter under investigation before the Commission.
 - c) To require any person to disclose any information within his or her knowledge relevant to any investigation by the Commission; and
 - d) To commit persons for contempt of its orders.
- (2) The Commission may, if satisfied that there has been an infringement of human right or freedom, order:
- a) the release of a detained or restricted person
 - b) payment of compensation ; or
 - c) any other legal remedy or redress
- (3) A person or authority dissatisfied with an order made by the Commission has a right to appeal to the High Court
- 4) The Commission shall not investigate:
- a) Any matter which is pending before a court or judicial tribunal
 - b) A matter involving the relations or dealings between the Government and the Government of any foreign State or international organization; or
 - c) A matter relating to the exercise of the prerogative of mercy

1.3 VISION

A society that respects human rights and fulfills civic obligations

1.4 MISSION

Our Mission is to protect and promote fundamental Human Rights and freedoms in Uganda for sustainable development

1.5 VALUES AND PRINCIPLES

While executing our functions, we shall be guided by the following values and principles:

- i) **Integrity:** We shall carry out our work in an honest and socially acceptable manner;
- ii) **Transparency:** We shall conduct our work with openness to all;
- iii) **Accountability:** We shall be accountable for our decisions , actions and inactions to the clients and submit ourselves to appropriate scrutiny;
- iv) **Fairness:** We shall be impartial in our work;
- v) **Dignity of the person:** We shall exhibit self-respect and respect of all persons;

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- vi) **Independence:** We shall not be subject to the direction or control of any person or authority;
- vii) **Professionalism:** We shall exhibit competence and adhere to the professional codes of conduct and human rights standards;
- viii) **Non-discrimination:** We shall treat all persons equally in accordance with the law;
- ix) **Responsiveness:** We shall be receptive , courteous, sensitive to our clients and provide timely services; and
- x) **Selflessness:** we shall put our clients' interests before ours.

2.0 Key Outputs

The Commission's key outputs as derived from the UHRC Five- Year Strategic Investment Plan (SIP) are:

- i) Complaints management
- ii) Civic, Constitutional, Human Rights Education and Awareness
- iii) Government compliance with human rights standards and laws
- iv) Reports on the situation of human rights
- v) UHRC capacity to deliver human rights services
- vi) Resources management
- vii) Visibility of UHRC services at National, regional and grassroots levels
- viii) Strategic alliance and partnerships with key stakeholders in human rights
- ix) Planning , budgeting, coordination, monitoring and evaluation

3.0 General Standards

We shall at all times adhere to and continuously improve the standards of service as indicated below:

- i) Our client shall be treated courteously and shall receive all services free of charge;
- ii) Respond to our client telephone calls and on answering we shall provide them with our name and office location;
- iii) Provide an automatic e-response to senders' mails when out of internet access.
- iv) Attend to our client within fifteen minutes (15) minutes of their arrival and advise them of the next appropriate step
- v) Wear our employee identity cards and identify ourselves while on official duty;
- vi) Keep our office premises clean, have clear signage, respective office demarcation signs and relevant information displayed on all notice boards;

- vii) Reply to all correspondences within 7 working days using the most appropriate contact method including telephone, in person or in writing;
- viii) Treat all information obtained from or on behalf of our clients with utmost confidentiality;
- ix) Register, follow up and store our internal and external correspondences through the Central Registry;
- x) Respond to requests for information from the public within 28 days as stipulated in the Access to Information Act; and
- xi) Keep our offices open from Monday to Friday, from 8:00am to 5:00pm except on public holidays.
- xii) Fast-track complaints of extremely vulnerable persons
- xiii) Involve in Corporate social responsibility activities

4.0 Commitments

As a National Human Rights Institution responsible for the protection and promotion of human rights in the country, we commit ourselves to the following:

4.1 Complaints management

We shall:

- a) Register or refer allegations of complaints on human rights violations within 45 minutes
- b) Conclude a complaint that goes through tribunal hearing process within 2 years while the rest in 3 months.
- c) Conduct one systemic investigation annually
- d) Conduct one public inquiry in 3 years on a selected human rights violation issue
- e) Install and operationalize toll free lines in all Regional Offices and headquarters to receive complaints and feedback from clients by 2015.
- f) Conduct 2mobile complaints handling clinics per quarter per region in hard to reach areas.
- g) Follow on consent orders involving the Attorney General per annum
- h) Provide an interpreter , including sign language, when necessary for easy communication
- i) Publicize the status of all complaints on quarterly basis
- j) Follow up on payment of tribunal awards resulting from human rights violations quarterly.
- k) Respond to requests for information from UHRC within 28 days.
- l) Commence an investigation within 14 days from receipt of a complaint
- m) Provide updates to clients on the status of their complaint files on a quarterly basis.

4.2 Civic, Constitutional, Human Rights Education and Awareness

We shall:

- a) Coordinate the process of initiating the development of the Civic education policy
- b) Conduct regular and continuous civic education through media programs, human rights baraza, IEC materials, and magazines, among others.
- c) Conduct dialogues with Parliament, line ministries and departments to mainstream civic education in curricula and local government funding mechanisms by 2015.
- d) Develop and operationalise standard guidelines for community meetings (barazas).
- e) Conduct a knowledge assessment gap analysis of our clients on their civic and constitutional rights and obligations.
- f) Deliver tailor-made civic education programs for clients
- g) Develop and operationalise a strategy for promoting respect of human rights by business enterprises
- h) Conduct dialogues with owners and managers of businessenterprises per regional office per annum
- i) Conduct one research on a specific human rights issue annually
- j) Make available relevant and appropriate human rights information materials to our clients

4.3 Monitoring Government Compliance with human rights standards and laws

We shall:

- a) Review bills tabled before Parliament for human rights compliance
- b) At all times liaise with the Office of the Clerk on bills tabled before Parliament.
- c) Inspect detention facilities annually and make recommendations
- d) Inspect governmentand private health facilities annually.
- e) Monitor government compliance with international and regional obligations and standards
- f) Advocate for the domestication of pending international and regional human rights instruments.
- g) Monitor the electoral process in the country
- h) Analyse and cause- to- be- known the statusof State compliance with the Commission's and treaty bodies' recommendations
- i) Partner with Uganda Law Reform Commission to identify, review and recommend for repeal laws that do not meet human rights standards.
- j) Promote the Human Rights Based Approach to Development

- k) Respond to reports of human rights violations in emergency situations by carrying out on spot assessments and compiling and disseminating reports within a week's time

4.4 Reports on the Situation of human rights

We shall:

- a) Produce, submit to Parliament and disseminate the Annual Report on the situation of human rights by 30th April annually
- b) Produce, submit to Parliament and distribute special and periodic reports on specific human rights issues
- c) Annually equip and stock the Commission's documentation centres and libraries with human rights reports and documents

4.5 UHRC capacity to deliver human rights services

We shall:

- a) Acquire a decent permanent and accessible office premises for the headquarters by the year 2015
- b) Increase the number of Regional Offices from 9 to 11 by 2015
- c) Implement the UHRC revised salary structure by 2015
- d) Implement the revised staff establishment by 2015
- e) Implement the five year rolling UHRC Capacity Building Plan
- f) Undertake Open Performance Management System annually.
- g) Implement the rewards and sanctions framework for UHRC staff
- h) Equip all UHRC offices with the required tools and equipment

4.6 Resources Management

We shall:

- a) Process payment for our suppliers and service providers within 30 days of receipt of a valid claim and in accordance with approved budget and work plan.
- b) Be committed to a sound, effective and efficient financial management system in line with the Public Finance and Accountability Act and Regulations.
- c) Operate and maintain in good condition all available tools and equipment
- d) Comply to the Public Procurement and Disposal of Public Assets Act on matters of procurements and disposal of assets
- e) Keep the Commission's movable and immovable tools, equipment and IT systems secure and safe at all times
- f) Automate UHRC operational and management systems by 2015

4.7 Visibility of human rights services national, regional and community levels.

We shall:

- a) Carry out timely release of press statements and official positions on topical human rights issues.
- b) Produce and distribute UHRC branded visibility materials annually.
- c) Commemorate international and national human rights days annually.
- d) Undertake Institutional social responsibility on our own or with other stakeholders in the human rights arena.
- e) Keep and update the Commission website: www.uhrc.ug regularly.

4.8 Strategic Alliance and Partnerships with Key Stakeholders

We shall:

- a) Implement the UHRC Partnership Strategy.
- b) Implement joint activities on agreed on areas of human rights concerns.
- c) Render capacity building and technical expertise to our partners in different human rights fields.
- d) Provide guidelines for minimum standards for human rights services delivery.
- e) Hold stakeholders' partnership review meetings at national and regional levels annually.
- f) Participate in international and regional fora that have a bearing on the protection and promotion of human rights.

4.9 Planning, Budgeting Coordination, Execution, Reporting, Monitoring and Evaluation

We shall:

- a) Implement and annually review the Strategic Investment Plan
- b) Undertake an impact assessment on all interventions of the Commission by 2014.
- c) Produce and submit to respective line ministries and funding agencies timely quarterly, bi-annual and annual performance reports
- d) Create and operate a centralised data bank for the Commission to enhance decision making
- e) Undertake performance monitoring and evaluation of plans, programs, projects and activities on a quarterly basis
- f) Inform our clients on the progress of implementation of this charter annually
- g) Popularise this charter through media, distribution of translated versions in local languages and through community human rights baraza

5.0 UHRC Clients, their Rights and Obligations

5.1 UHRC External Clients

Our External Clients are:

- a) General Public
- b) Judiciary
- c) Executive
- d) Parliament
- e) Government Institutions, Ministries, Departments and Agencies
- f) The Media
- g) Human Rights Defenders
- h) Civil Society Organisations (CSOs)
- i) Private sector
- j) National Non-Governmental Organisations (NGOs)
- k) International Non-Governmental Organisations (INGOs)
- l) Service providers/ suppliers
- m) Researchers
- n) Academia
- o) Academic institutions
- p) Development partners
- q) Vulnerable persons
- r) Faith Based Institutions
- s) Cultural Institutions
- t) Other Institutions/Stakeholders

5.2 UHRC Internal Clients

The Commission's Internal Clients are:

- a) Chairperson and Members of the Commission
- b) Secretary to the Commission
- c) Directorates
- d) All Units
- e) All Regional Offices
- f) Field Offices
- g) All UHRC staff
- h) All UHRC volunteers

5.3 Rights of UHRC External Clients

UHRC external clients have a right to:

- a) Access to free human rights services
- b) Access public information in accordance with the Access to Information Act.

- c) Be treated with respect
- d) Equality and non-discrimination
- e) Privacy and confidentiality
- f) Access to justice and Fair hearing

5.4 Rights of UHRC Internal Clients

UHRC Internal Clients have a right to:

- a) Equal treatment
- b) Remuneration
- c) Welfare services
- d) Clean and safe working environment
- e) Leave
- f) Tools of trade
- g) Fair hearing
- h) Be treated with dignity
- i) Functional capacity building
- j) Information

5.5 Obligations of UHRC External Clients

UHRC External Clients shall be obliged to:

- a) Respect all UHRC officials and treat them with courtesy, politeness, with non- abusive or nonthreatening language
- b) Report any negative behaviour of UHRC officials
- c) Attend scheduled meetings and appointments punctually
- d) Desist from offering bribes, gifts, or any other inducements to staff or to solicit for the same
- e) Timely submit all required information, documentation or any other evidence as may be required to resolve a given complaint
- f) Provide appropriate, timely and quality goods and services
- g) Deal with only an official who has genuine identification from UHRC
- h) Adhere to official UHRC working hours
- i) Provide proper contact information for easy tracing

5.6 Obligations of UHRC Internal Clients

UHRC Internal Clients shall be obliged to:

- a) Provide services diligently and timely
- b) Adhere to the Commission and government laws, regulations and human rights standards
- c) Adhere to the commitments made under this Charter.
- d) Promote the good image of the UHRC and treat all clients with courtesy, politeness, and with non- abusive or nonthreatening language.
- e) Not to charge any fee for UHRC services
- f) Promote professional working relationships with all clients and stakeholders

- g) Not to receive and offer bribes, gifts, or any other inducements to clients or to solicit for the same
- h) Respect for human dignity
- i) Maintain high ethical standards, including decent dressing at all times
- j) Conspicuously display their identity cards while on official duties.

6.0 Complaints and Feedback Mechanism on UHRC Service Delivery

We welcome constructive criticism and feedback about our services. We also welcome suggestions on how we can improve service delivery. If you have a problem, suggestion, concern or complaint, you can use the following options:

- a) Write to us using postal and email addresses appended herein
- b) Make use of the suggestions boxes located at all our offices
- c) Speak to the Charter Focal Point Person who is our Public Affairs Manager one-on-one or on Tel: +256 414 348007/8 or the respective Regional Human Rights Officer on the contacts provided
- d) UHRC community human rights baraza
- e) UHRC periodic meetings with stakeholders
- f) UHRC organized talk shows
- g) Use of faxes
- h) Toll-free telephone lines
- i) Social media (face book, twitter, etc)

On receipt of a problem, suggestion, concern or complaint the UHRC shall give feedback to the concerned client within 48 hours.

7.0 Complaints Appeal Mechanism on UHRC Service Delivery

In case of dissatisfaction with a response given on a query or concern raised on UHRC service delivery, the following Compliant Appeal Mechanism is available:

- a) In instances where the complaint was lodged with a desk officer or a Regional Human Rights Officer, an appeal shall be lodged with the line Directors situated at the UHRC Head Office on the following addresses:
 - i. Director Regional Services
Telephone contact: 0414-232097

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- ii. Director Finance and Administration
Telephone contact: 0414-232204
 - iii. Director Complaints, Investigations and Legal Affairs
Telephone Contact: 0141-384006; 0414 348006
 - iv. Director Research, Education and Documentation
Telephone contact: 0414-255353
 - v. Director Monitoring and Inspection
Telephone contact: 0414-345082
- b) Where a satisfactory response is not obtained from the Director (s), a higher level appeal shall be made to the Secretary to the Commission who is situated at the UHRC Head Office and can be reached on 0414 348009 or 0414 345063
- c) Where a satisfactory response is not obtained from the Secretary to the Commission, a final and highest level appeal shall be made to the UHRC Chairperson at the Head Office who can be reached on 0414 233756

Response to the Client is expected within 10 working days at each stage of the first two stages of appeal. Where the appeal is referred to the Chairperson, a response shall be expected within 14 working days from the date of receipt of the appeal.

8.0 Reporting Performance against the Charter

We commit ourselves to:

- a) Monitor and evaluate the implementation of the Client Charter on an annual basis
- b) Publish performance against the Charter's commitments in the End of Financial Year Performance Reports; Annual State of Human Rights Report; and Client Charter M&E summary reports
- c) Report on performance to clients and stakeholders during the annual review meetings
- d) Publish summary complaints data and our general response in the Annual Performance reports

We, the members and staff of the Uganda Human Rights Commission commit ourselves to the principles, values, commitments and service standards in this Charter for the enhancement of human rights in Uganda.

“For God and My Country”

CONTACTS OF OUR SERVICE CENTRES

Uganda Human Rights Commission Head Office
PLOT 22B LUMUMBA AVENUE, TWED PLAZA, KAMPALA
P.O. Box 4929 Kampala Tel: 0414 348007/8
Fax 0414 255261 Email: uhrc@uhrc.ug
Web site: www.uhrc.ug

Arua Regional Office:

Plot 70 A Weather Head Park Head Lane Road
P.O. Box 406 Arua Tel 0476 420213
Fax: 0476 420214
Email: uhrcarua@uhrc.ug

Central Regional Office

Plot 98 Old Kiira Rd, Nsimbiziwome zone
P.O. Box 4929 Kampala
Tel 0414 4232190
Email: uhrckampala@uhrc.ug

Fort Portal Regional Office

Plot 3/5 Mugurusi Road
P.O. Box 960 Fort portal
Tel: 0483 423 176
Fax: 0483 22571
Email: uhrcfortportal@uhrc.ug

Gulu Regional Office:

Plot 25 Aswa Road
P.O. Box 728 Gulu
Tel: 0471 432 415
Fax: 0471 32458
Email: uhrcgulu@uhrc.ug

Hoima Regional Office

Plot 154, off Bunyoro-Kitara Road
Hoima

Jinja Regional Office

Plot 21 Bell Avenue
P.O. Box 66 Jinja
Tel: 0434 123760
Fax: 0434 123761
Email: uhrcjinja@uhrc.ug

Masaka Regional Office

Plot 14 Edward Avenue, opp. NSSF Office
P.O. Box 701 Masaka
Tel: 0481420654
Email: uhrcmasaka@uhrc.ug

Mbarara Regional Office:

Plot no 4. McAlister Road Mbarara
P.O. Box 105 Mbarara Tel: 0485 421780/1
Fax: 0485 21782
Email: uhrcmbarara@uhrc.ug

Moroto Regional Office

Plot 31 Lorika Road, Moroto Municipality
P.O.BOX 105, Moroto
Tel: +256 4544 70130
Email: uhrcmoroto@uhrc.ug

Soroti Regional Office

Plot 70 Gweri Road
P.O. Box 462 Soroti Tel/Fax 0454 461793
Email: uhrcsoroti@uhrc.ug

Kaberamaido Field Office

Township road;
c/o P.O. Box 462 Soroti Tel/Fax 0454 461793
Email: [uhrckaberamaido @uhrc.ug](mailto:uhrckaberamaido@uhrc.ug)

Kapchorwa Field Office

Plot 7, Nyerere Road;
c/o P.O. Box 462 Soroti Tel/Fax 0454 461793
Email: uhrckapchorwa@uhrc.ug

Kitgum Field Office

Plot 117/119 Uhuru Drive
Tel: 0776 432999
c/OP.O. Box 728 Gulu
Fax: 0471 32458
Email: uhrckitgum@uhrc.ug

Kotido Field Office

Napeyok Lane, Off Senior Quarters Road, Kotido
Next to World Vision Offices
Mob: +256 776 474 999
Email: uhrckotido@uhrc.ug

Lira Field Office

Plot 12 BuaAtyeno Road;
Junior Quarters, Adyel division
Lira Municipality
Tel: 0776 982999

Moyo Field Office

Farmers' House, Onama Road
P.O. Box 42, Moyo
Tel: 0776 468999

Nakapiripirit Field Office,

Kololo House on Police Road,
Branching Off from Bridges Restaurant on Moroto Road,
Mob: +256 776 280 777
Email: uhrcnakapiripirit@uhrc.ug

Pader Field Office

EY Road Town Council
Tel: 0776 795999
c/o P.O. Box 728 Gulu
Fax: 0471 32458
Email: uhrcpader@uhrc.ug

LOCATION AND DISTRIBUTION OF UHRC SERVICE CENTRES



