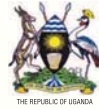




**H. E. YOWERI KAGUTA MUSEVENI**  
President of the Republic of Uganda



## MINISTRY OF PUBLIC SERVICE

# Happy 33rd NRM Anniversary

*The Hon. Minister Wilson Muruli Mukasa and Hon. Minister of State, David Karubanga, Permanent Secretary, and the entire Staff of Ministry of Public Service wish to congratulate H.E President of Republic of Uganda Yoweri K. Museveni, Vice president, Edward Kiwanuka Ssekandi, Prime Minister, Dr. Ruhakana Rugunda, and Speaker of Parliament Hon. Rebecca A. Kadaga and the entire people of Uganda upon reaching the 33rd NRM Anniversary.*

### ESTABLISHMENT AND OPERATIONALISATION OF SERVICE UGANDA CENTRES (SUCs) IN THE PUBLIC SERVICE

#### BACKGROUND

Government of Uganda has over time implemented Reform Programmes aimed at improving service delivery.

Although Government has registered considerable achievements, service delivery in Government Institutions is still characterized by: complicated and cumbersome service delivery systems; overlapping and duplicated efforts by MDAs and LGs; costly and inaccessible Public Services; lack of transparency; difficulty in accessing and sharing relevant data and information; delayed responses; and mandate focused services with little regard to the service recipients/clients.

This has resulted in increased demand to focus Government reforms on Citizen-Centric Service delivery strategies by introduction a systematic structural and systems reforms; to create an improved service delivery system; capable of increasing accessibility to public services.

The Policy Paper on the Transformation of Public Service (2011); Part 4.2.2, highlights establishment of "One Stop Centers" as one of the priority Interventions for the transformation of the public service. It is envisaged that One-Stop-Centers, code named "SERVICE UGANDA" service delivery system will facilitate ease of access to critical public services and bridge the gap between the bureaucracy and the geographically dispersed citizens, at a low cost and in a shorter time.

The Main objective of the "SERVICE UGANDA" is to Improve Public Service delivery by adopting Citizen-Centric Service delivery strategies.

#### The focus is:

- improving customer satisfaction, by delivering outcomes based on citizens' needs, expectations and preferences, at a much less cost;
- enhancing Government visibility, accessibility and credibility in the eyes of the citizens of Uganda;
- Fighting Corruption; and
- Implementing provisions of the National and Sector strategic framework (Vision 2040; NDP II-2015/16-2019/20; NRM manifesto -2016-2021; Policy Paper on the Transformation of Public Service (-2011); among others.

#### BENEFITS OF ESTABLISHMENT OF SERVICE UGANDA-CENTERS

Integrated and multiple Government services offered to clients "under one roof"; Harmonious co-existence and collaboration of Sectors and MDAs; Simplified and user friendly service delivery Systems; Out ward/client focused services; Increased accessibility, quicker response and affordable costs; and Cross-jurisdictional service delivery without losing sight of different mandates;

#### WHY SERVICE UGANDA?

- Service Uganda Centers (SUCs) will provide a platform where multiple public services will be offered to clients/customers; in just "a Single Space" under "one roof".
- The Integrated Services Delivery model will facilitate:

- Harmonious co-existence and collaboration of Sectors, MDAs and LGs;
- Convenience of accessing Public Services under one roof;
- Simplified and user friendly service delivery systems;
- Cross-jurisdictional service delivery without losing sight of different mandates;
- Out ward/client focused services;
- Increased accessibility, quicker response and affordable cost.

Nationally, Uganda Registration Services Bureau has implanted OSC successfully with commendable benefits. This model has yielded tremendous improvement in other countries. Examples of best practicing countries of OSC are (a) Regionally-Kenya (Huduma), Rwanda (Umuramo), Tanzania and Zambia (b) internationally: US Service Ontario), Azerbaijan (ASAN Service), Estonia, etc.

#### 4.0 WHAT HAS BEEN DONE?

- An implementation strategy on establishment of One-Stop-Centers in the Public Service has been developed by MoPS;
- A Cabinet Paper has been submitted to Cabinet for Approval;
- MoPS has benchmarked best practices on establishment of Integrated Public Service Delivery centers in Rwanda, Kenya, Azerbaijan and Estonia. MoPS has signed MoUs to work closely with the Republic of Estonia and Azerbaijan to provide technical assistance on

implementation of the reforms:

- Preliminary consultations with key stakeholder including Posta Uganda on the provision of facilities to house SUCs in 16 regional centers; MoICT and NITA-U on provision of ICT infrastructure to facilitate sharing relevant information under Service Uganda arrangement;
- The SUC at at MoPS has been refurbished and launched;
- The Ministry has established pilot centers in the Municipalities of Jinja, Kasese and Entebbe, using the available facilities and some of the functions being rendered include; building procedures, waste management guidelines, Business Registration licensing and tax payment, procedures of starting a private school, environment conservation, Information on Hotels and Lodges, Industrial investment opportunities.
- Municipalities of Mbale and Kasese are earmarked for establishment of Regional Service Uganda Centres. Structural Designs have been developed for these Centres.
- Also MAAIF is coming on board with a Front-to-Back Office at the Ministry.

#### 5.0WAY FORWARD ON SUCs IN THE PUBLIC SERVICE

Ministry of Public Service (MoPS) to:

- The Plan is to establish 16 Service Uganda Centers within 4 years (At Central and Regional Sites);



*Minister launches The Mini- One Stop Center at Ministry Headquarters- Wandegaya*

- 2018/19 – Two (2) Regional Centers will be established in Kasese and Mbale Municipalities.
- 2019/20 – Two (2) Regional Centers will be established in Northern Uganda (Gulu, Lira) in addition to other 2 whose sites are yet to be identified.

#### 6.0CHALLENGES OF SERVICE UGANDA

- Limited awareness regarding the Concept;
- Inadequate office space facilities;
- Limited funds

#### 7.0WAY FORWARD

- Pursue approval by Cabinet to give the project enough clout;
- Intensify awareness programmes
- Continue soliciting for funding from Development Partners;
- Establish collaboration linkages with major implementation Partners eg. NIITA-U, Posta-Uganda, MoFPED, MoICT, LGs, etc
- Identify allies and first Track the Implementation on the basis of "First Come Firsts Serve"
- The Ministry is planning to regional centers in Kasese and Mbale 2018/2019;
- Continue to solicit for technical support from best practicing Counties (e.g. Azerbaijan);