



UGANDA
COMMUNICATIONS
COMMISSION

CLIENT SERVICE CHARTER



1. BACKGROUND

THE UGANDA COMMUNICATIONS COMMISSION (UCC) WAS ESTABLISHED BY THE UGANDA COMMUNICATIONS ACT 2013 WHICH CONSOLIDATED AND HARMONIZED THE UGANDA COMMUNICATIONS ACT OF 1997 AND THE ELECTRONIC MEDIA ACT OF 1996.

2.MANDATE

The mandate of the Commission is to regulate the communication sector in Uganda. The Commission therefore has regulatory oversight with respect to telecommunications, data communication, radio communications, postal communications and broadcasting. It is also tasked with the responsibility of licensing operations of cinematograph theatres and video or film libraries in Uganda

3. KEY FUNCTIONS OF THE COMMISSION

The functions of the Commission as stipulated in Section 5, of the Uganda Communications Act 2013, can be summarized as follows;

- Ensuring an enabling regulatory environment that promotes investment in and sustainable development of the communications sector
- Facilitating ubiquitous access to a diversity of quality Communications Services
- Efficient and effective management of scarce Communications resources
- Fostering efficient/healthy competition within the sector
- Consumer protection with respect to quality and content
- Promotion of research in the sector

- Promotion of the development of quality human resource in sector including the management and operation of Uganda Institute of Information and Communications Technology
- Providing advice to government on the sector
- Represent Uganda's communications sector in ICT related international fora and coordinate the participation of any interested groups



4. STRATEGIC DIRECTION

4a. VISION

TO BE A WORLD CLASS COMMUNICATIONS REGULATOR

4b. MISSION

TO DRIVE THE DEVELOPMENT OF A ROBUST COMMUNICATIONS SECTOR IN UGANDA

4c. CORE VALUES

Respect: UCC serves its customers and stakeholders in a professional and courteous way while maintaining responsive interactions and respecting the opinions of all. This shall entail respect;

- For each other
- For others
- The environment

Integrity: UCC treats its customers and other stakeholders with trust, honesty, fairness and transparency in all its dealings. We commit to be;

- Honest, ethical and just in everything we do
- Focused always on doing what is right
- Transparent in our operations and taking responsibility for our actions

Commitment: UCC is committed to being a world class regulator by demonstrating, determination and dedication to our work even in difficult situations

Excellence: UCC promotes a results oriented culture through professionalism by ensuring high compliance levels, minimizing turnaround time and exceeding expectations. This will entail;

- Striving to attain the highest professional performance
- Setting high behavioral standards and keeping them
- Innovativeness and focus on quality results

5. CLIENT VALUE PROPOSITION

We are promise to deliver to our clients, effective and responsive services in a timely manner. We further promise to create a level playing field for our clients and treat them equally and fairly

6. SERVICE STANDARDS

6.1. Development/ review of regulatory instruments

We undertake to consult all relevant stakeholders in the development/review of our regulatory instruments which include; laws, regulations, guidelines and standards

All regulatory instruments shall be published through various channels available to the Commission

6.2. Issuance of licenses

Our licenses shall be issued within sixty days (60) days from receipt of complete application with all other required information to facilitate evaluation of the license application

We undertake to renew licenses of compliant operators within thirty (30) days

We undertake to issue licenses for the use of frequency spectrum within thirty (30) days from receipt of complete information

We shall grant transfer of a license within forty-five (45) days from the date of receipt of a complete application, including all the other requisite information

LICENSES
SHALL
BE ISSUED
WITHIN **60** DAYS

RENEW
LICENSES OF
COMPLIANT
OPERATORS
WITHIN **30** DAYS

GRANT
TRANSFER
OF A
LICENSE
WITHIN **45** DAYS

6.3. Compliance Monitoring

We commit to acknowledge and provide safe custody for information obtained during the Commission's compliance monitoring exercise

We commit to notify operators at least seven (7) days before routine inspections are conducted

We undertake to share with operators, findings obtained during the compliance monitoring exercise

We undertake to respond to operator requests for inspection within four (4) days

We undertake to process type approval applications within fourteen (14) days from the receipt of complete information to facilitate the type approval process

6.4. Operator dispute resolution

The Commission undertakes to treat all operators with fairness and impartiality

We will act as expeditiously as possible when addressing operator disputes, having carefully and quickly inquired and investigated the dispute thoroughly.

6.5. Consumer complaints and inquiries management process

a) Consumer Complaints

Consumers complaints that require investigation shall be concluded within fourteen (14) days and the complainant notified

We undertake to acknowledge receipt of any consumer complaints received by the Commission within 48 hours of lodging the complaint

We undertake to notify any operator, for whose service, a complaint has been received.

**ACKNOWLEDGE RECEIPT
OF ANY CONSUMER
COMPLAINTS RECEIVED BY
THE COMMISSION WITHIN**

48
HOURS

**CONSUMERS COMPLAINTS THAT
REQUIRE INVESTIGATION SHALL BE
CONCLUDED WITHIN**

14 **DAYS**

Consumer complaints received by the Commission shall be addressed within the following timelines;



TELECOMMUNICATIONS:
less than

30
DAYS



BROADCASTING:
Not more than

21
DAYS



POSTAL & COURIER:
within

30
DAYS



CONTENT:
within

14
DAYS

6.6. Commission suppliers

We undertake to adhere to the laws governing procurement, when sourcing for supplies for the Commission

We commit to pay our suppliers within thirty (30) days of receipt of invoice

We undertake to issue LPOs within three (3) days from notification

**PAYMENT OF OUR
SUPPLIERS WITHIN**

30
DAYS

**ISSUE LPOs
WITHIN**

3
DAYS

6.7. Client Inquiries

We shall answer calls promptly and try to resolve enquiries immediately. Where specialist information is required, we shall endeavor to transfer your call to the relevant specialist immediately. When we are unable to answer your enquiry immediately, we will advise you on when you can expect a comprehensive reply.

we aim to resolve face-to-face enquiries immediately. When this is not possible, we may further phone or respond in writing within three (3) days.

For general enquiries, we shall acknowledge or resolve your enquiry within two (2) working days. We shall reply to your correspondence within five (5) working days.

If we are unable to respond within 5 working days, we shall inform you on the 2nd day about the progress and when a comprehensive reply is expected.

We shall ensure that the Commission's website will provide comprehensive, accurate, relevant and timely information to our stakeholders.

7. RIGHTS AND OBLIGATIONS OF CLIENTS

As our esteemed client, you have the right to receive the highest standards of service delivery from UCC.

In this respect, you have the right to:

- a) Complete and accurate information from the Commission including where and how to obtain application forms and the related costs and fees where applicable.
- b) Privacy and confidentiality with respect to any information, written or oral, that is shared with the Commission as part of the requirements for and in the course of receiving a service
- c) Be treated with courtesy and consideration
- d) Complain when the service received is lower than our set standards

Other ways to help us

1. Give sufficient time to respond to your complaints and requests;
2. Treat our commission staff with courtesy and respect;
3. Be open and honest in your dealing with the Commission;
4. Comply with license agreements and conditions in regard to the Commission or operator or service providers;
5. Fulfil the agreed financial obligations to UCC within the appropriate timeframes.

8. CONTACT US

We will ensure that the following mediums of communication are accessible to the general public

Means of Communication	Address	
Telephone	Tel: + 256 414 339000/ 312 339000 Consumer Affairs/ Toll free line: 0800133911	
Website	www.ucc.co.ug	
Email	ucc@ucc.co.ug	
Physical Location	Head Office	UCC House Plot 42 - 44, Spring road, Bugolobi, Kampala Tel: + 256 414 339000/312339000 Fax: + 256 414 348832
	Western Regional Office	
	Eastern Regional Office	Plot 39/41 Republic Street, Mbale
	Mid-Western Regional Office	Plot 8 Ntuha Road, Masindi
	Northern Uganda Regional Office	Plot 3 Andrea Ola Road Gulu, Uganda
Post	P.O. Box 7376 Kampala, Uganda	
Social Media	Facebook: https://www.facebook.com/UgandaCommunicationsCommission/ Twitter: @UCC_Official	

