



1. BACKGROUND

The Uganda Communications Commission (UCC) was established by the Uganda Communications Act 2013. 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

VISION

TO BE A WORLD CLASS COMMUNICATIONS REGULATOR

MISSION

TO DRIVE THE DEVELOPMENT OF A ROBUST COMMUNICATIONS SECTOR IN UGANDA

CORE VALUES

RESPECT, INTEGRITY, COMMITMENT & EXCELLENCE

OUR PROMISE

We 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

2. SERVICE STANDARDS

ISSUANCE OF LICENSE:

We undertake to, subject to receipt of complete application with all required information, issue licenses within the following timelines;

NEW LICENSES WITHIN **60 DAYS**

LICENSES FOR THE USE OF FREQUENCY SPECTRUM WITHIN **30 DAYS**

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

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

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 **7 DAYS** before routine inspections are conducted

WE UNDERTAKE TO RESPOND TO OPERATOR REQUESTS FOR INSPECTION WITHIN **14 DAYS**

WE UNDERTAKE TO PROCESS TYPE APPROVAL APPLICATIONS WITHIN **14 DAYS** from the receipt of complete information to facilitate the type approval process

before routine inspections are conducted

OPERATOR DISPUTE HANDLING

We undertake to treat all operators with fairness and impartiality

CONSUMER COMPLAINTS

WE UNDERTAKE TO ACKNOWLEDGE RECEIPT OF ANY CONSUMER COMPLAINTS RECEIVED BY THE COMMISSION WITHIN **48 HOURS** of lodging the complaint

WE UNDERTAKE TO COMPLETE INVESTIGATIONS AND NOTIFY COMPLAINANTS WITHIN **14 DAYS** of receipt of the complaint

WE UNDERTAKE TO ADDRESS **90%** of all consumer related complaints received by the commission

Consumer complaints received 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**

CONSUMER INQUIRIES

We shall answer calls promptly and try to resolve enquiries immediately.

For general enquiries,

WE WILL ACKNOWLEDGE OR RESOLVE YOUR ENQUIRY WITHIN **2 WORKING DAYS**

WE WILL REPLY TO YOUR CORRESPONDENCE WITHIN **5 DAYS**

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:

- Complete and accurate information from the Commission including where and how to obtain application forms and the related costs and fees where applicable.
- 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
- Be treated with courtesy and consideration
- Complain when the service received is lower than our set standards

OTHER WAYS TO HELP US

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

3. CONTACT US

UCC House, Plot 42-44 Spring Road, Bugolobi P. O. Box 7376, Kampala
Tel: +256-41-4339000; +256-31-2339000

Fax: +256-41-4348832

Email: ucc@ucc.co.ug

Website: www.ucc.co.ug

Facebook: Uganda Communications Commission

Twitter: @ucc_official

For inquiries, contact: Consumer Affairs Unit 12th Floor, Communications House, Plot 1 Colville Street, Kampala

Toll free number: 0800133911 (during working hours 8.00am -5.00pm Monday to Friday)

Regional Offices:

Eastern: Plot 39/41 Republic Street, Mbale

Western: Plot 2 Circular Road, Mbarara

Northern: Plot 15 Onono Road, Gulu

North Western: Plot 8, Ntuha Road, Masindi