



Connected Uganda 2030

CLIENT SERVICE CHARTER

FORWARD

The Uganda Communications Commission (UCC) was established by the Uganda Communications Act, 2013 to regulate the communications sector in Uganda. The Commission exercises regulatory oversight over telecommunications, data communications, radio communications, postal services, and broadcasting.

This Client Service Charter is a revised edition of the version first published in 2018 and reflects deliberate efforts to improve our service delivery. The Charter sets out clear standards for the core services provided by the Commission and outlines the measures we have taken to review and strengthen our internal processes to enhance efficiency and our capacity to meet these standards.

In addition to our service commitments, the Charter outlines your rights and obligations as a customer. It is a clear declaration of our commitment to delivering services that meet your needs, in line with our mission to drive the development of Uganda's communications sector.

I extend my sincere appreciation to our customers, stakeholders, and staff whose valuable contributions during the consultative process informed the development of this Charter. Through this Client Service Charter, we invite you to hold us accountable and to engage with us on our commitments. We warmly welcome your feedback as we continually strive to improve our services.

Hon. Nyombi Thembo
EXECUTIVE DIRECTOR

PURPOSE OF THIS CHARTER

By way of this Client Service Charter, we seek to inform our customers of the services that the Commission offers and the standards that you can expect. Upon reading it, you should be able to understand;

- Your rights and responsibilities as a customer
- Our rights and responsibilities as a service provider
- How to lodge complaints and suggest improvements to our services

While this Charter illuminates what UCC customers should expect, it neither adds nor reduces legal rights for the target beneficiaries beyond what the law currently provides.



FUNCTIONS OF THE COMMISSION

The functions of the Commission are stipulated in Section 5, of the Uganda Communications Act 2013.

Our duty is to:

- Ensure an enabling regulatory environment that promotes investment in and sustainable development of the communications sector.
- Facilitate ubiquitous access to diverse and quality communications services.
- Efficient and effective management of scarce communications resources.
- Foster, efficient and healthy competition within the sector.
- Ensure consumer protection with respect to service quality, value and content.
- Promote the development of quality human resources in the sector including the management of the Uganda Institute of Information and Communications Technology.
- Promote research and development within the communications sector.
- Provide advice to the government on the communications sector.
- Represent Uganda's communications sector in ICTrelated international fora and coordinate the participation of any interested groups.





OUR GOAL

Accessible, affordable and secure digital services by 2030



OUR MISSION

To Develop a Robust Communications Sector that Drives Socio-Economic Transformation.



OUR VISION

An Inclusive Digital Economy



CORE VALUES

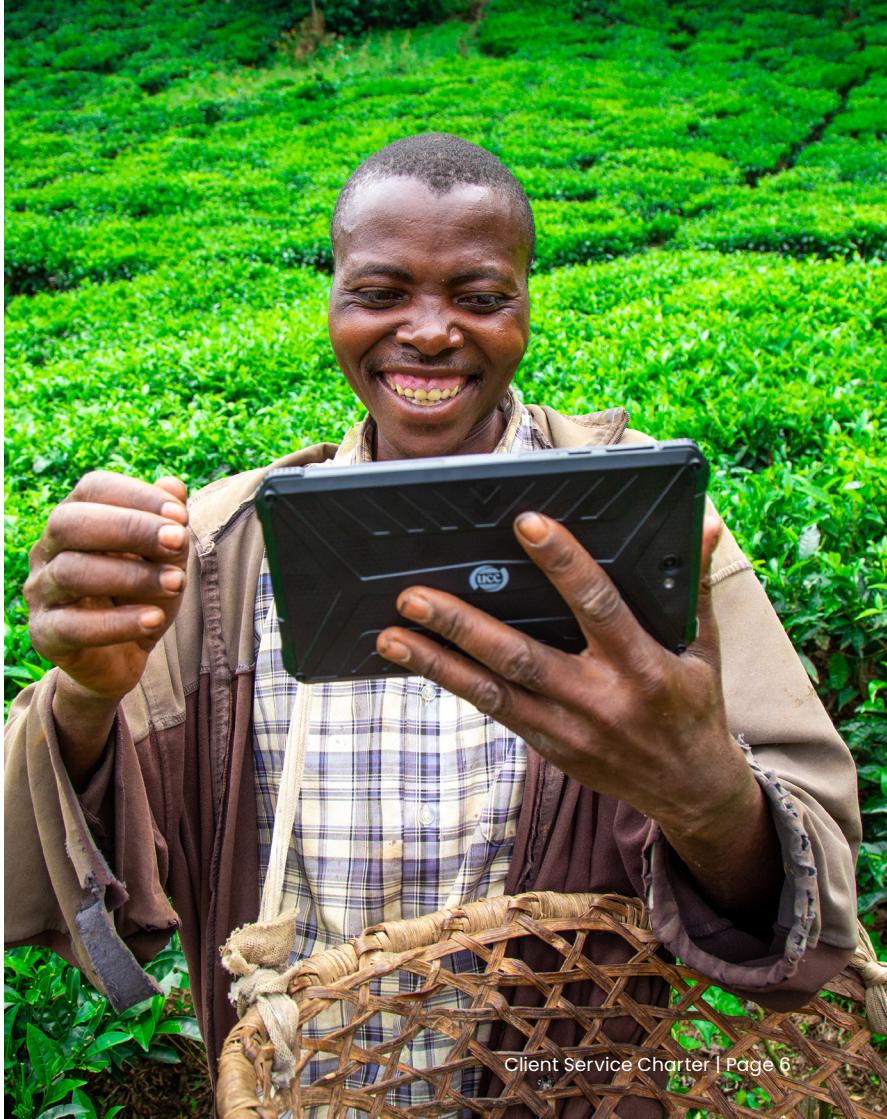
Our **EPIC** journey to digital excellence is built on the foundation of our core values

Excellence **Professionalism** **Integrity**
Collaboration

CLIENT VALUE PROPOSITION

We promise

- Effective and responsive services in a timely manner.
- A level playing field, equal and fair treatment for our clients.



OUR SERVICE STANDARDS

3.1 Development and review of regulatory instruments

The Commission undertakes to consult all relevant stakeholders in the development and review of our regulatory instruments. These include laws, regulations, guidelines and standards. All regulatory instruments shall be published through various channels available to the Commission.

3.2 Issuance of licenses

We shall receive and consider license applications in monthly batches. All applicants are therefore required to submit their applications by the last work day of the month. This shall apply to both new licenses and renewals

New Licenses

We shall issue licenses within sixty days (60) days from receipt of a complete application accompanied with all the information required to facilitate evaluation of the license application. Where a license application shall not have been approved, we shall provide a written explanation within 14 days.

License Renewal

We undertake to renew licenses of compliant operators within thirty (30) days. Where an application for license renewal shall not have been approved, we shall provide a written explanation within 14 days.

License Transfer

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. Where a license to transfer shall not have been approved, we shall provide written a explanation within 14 days.

Frequency Spectrum

We shall issue licenses for the use of frequency spectrum within thirty (30) days from receipt of complete information. Where an application for frequency spectrum license shall not have been approved, we shall provide a written explanation within 14 days.

Interconnect Request

We shall issue a written response to your interconnect request within thirty (30) days.

3.3 Compliance Monitoring

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

- We commit to notify operators at least seven (7) days before routine inspections are conducted.
- We undertake to respond to operator requests for inspection within four (4) days.
- We undertake to share with operators, findings obtained during the compliance monitoring exercise.
- We undertake to process type approval applications within fourteen (14) days upon receipt of complete information.

3.4 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.

- Consumer complaints that require investigation shall be concluded within fourteen (14) days and the complainant notified.
- We will acknowledge any consumer complaints received by the Commission within 48 hours of lodging the complaint.
- We will immediately notify any operator, about whose service, a complaint has been received.

3.5 Consumer complaints and inquiries management process

Effective handling of customer feedback is key to our ability to serve you. The Commission shall handle consumer complaints in the following manner:

- Consumer complaints that require investigation shall be concluded within fourteen (14) days and the complainant notified.
- We will acknowledge any consumer complaints received by the Commission within 48 hours of lodging the complaint.
- We will immediately notify any operator, about whose service, a complaint has been received.

3.6 Commission suppliers

We undertake to adhere to the laws governing procurement when sourcing for supplies for the Commission. In addition:

- We undertake to allow suppliers twenty-one (21) days to submit their bids.
- We undertake to issue LPOs to suppliers within three (3) days upon notification.
- We commit to announce bid results within fourteen (14) working days.
- We commit to pay our suppliers within thirty (30) days of receipt of invoice.

3.7 Client Inquiries

We shall answer calls promptly and endeavour to resolve enquiries immediately. Where specialist information is required, we shall endeavour 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. In addition:

- We aim to resolve face-to-face enquiries immediately. When this is not possible, we may further respond in writing within three (3) days.
- If we are unable to respond within five (5) working days, we shall inform you on the 2nd day about the progress and when a comprehensive reply is expected.
- 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.
- We shall ensure that the Commission's website will provide comprehensive, accurate, relevant and timely information to our stakeholders.



RIGHTS AND OBLIGATIONS OF CLIENTS

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

4.1 Your rights

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.

4.2 How you can help us

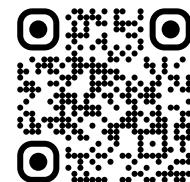
While you enjoy your rights as a customer, you can help the Commission achieve its mandate by doing the following:

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

CONTACT US

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

UCC House, Plot 42-44 Spring Road, Bugolobi
P.O.Box 7376, Kampala, Uganda
Tel: +256 414 339 000 / +256 312 339 000
Email: ucc@ucc.co.ug



Regional Offices

Eastern: Plot 39/41 Republic Street, Mbale

Western: Plot 7 Galt Road, Mbarara

Northern: Plot 31 Main Street, Andrea Olal Road, Gulu

North Western: Plot 8 Ntuha Road, Masindi



Social Media

X [@UCC_Official](#)

X [@ConsumerUCC](#)

X [@UgCERT](#)

Instagram icon [@ucc_official-ug](#)