

NATIONAL COUNCIL FOR HIGHER EDUCATION



CLIENTS SERVICE DERVERY CHARTER

2020/2021-2024/2025

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Foreword

One of the major goals of the National Council for Higher Education (NCHE) is to ensure efficient and effective service delivery to the citizens of Uganda. The development of Clients' Service Delivery Charter is one such strategy which is meant to inform the general public about the services of NCHE and increasing Public accountability. The purpose of this Clients' Charter is to inform the public of all services offered by NCHE and the time it takes to have the services rendered.

The development and publication of this Charter is a clear indication of NCHE's overall commitment to providing reliable and quality services in a transparent manner; aimed at restoring public confidence and trust amongst the citizens. This Charter is therefore a step towards ensuring a better understanding and promoting a positive relationship between the NCHE, its clients and all stakeholders. We shall indeed count on the invaluable support of the public as we seek to enhance performance and improve service delivery arrangements aimed at ensuring prosperity for all.

We are committed to offer quality services to our clients and stakeholders. In turn we expect our clients to continuously provide feedback on the standards of service we offer and avail us opportunity for self-check which will be the basis for timely intervention where minimum standards and norms are not met in order to improve our performance.



Prof. Eli Katunguka-Rwakishaya
CHAIRPERSON, NCHE

