National Council for Higher Education

Ensuring Quality for Excellence



CLIENT CHARTER

2025/2026-2029/30

JUNE 2026

National Council for Higher Education
P. O. Box 76, Kyambogo, Kampala

Contacts:
Tel: +256 393 262 140
+256 393 262 141

Website: www.unche.or.ug
E-mail: info@unche.or.ug

@NCHEUganda

NCHEUGANDA

© National Council for Higher Education, 2026
All rights reserved. No part of this publication may be reproduced, stored in retrieval system or transmitted in any form or by any means, electronic, mechanical. Photocopying, recording or therwise, without the permission of the National Council for Higher Education.

Cover Page: The Artistic Impression of the NCHE Main Building.

Foreword

On behalf of the National Council, I am pleased to present the National Council for Higher Education (NCHE) Client Charter 2025/26–2029/30. This Charter reflects our commitment to delivering quality, transparent, accountable, and client-centered services while fostering a higher education system that supports Uganda's national development aspirations.

This Charter outlines the services we offer, the standards you should expect from us, and your rights and responsibilities as our valued clients. It also provides mechanisms through which you can give feedback, seek clarification, or lodge complaints, enabling us to continuously improve our services.

As a regulatory body, NCHE plays a central role in safeguarding standards in higher education institutions, promoting innovation, and ensuring that academic programmes meet national, regional, and global expectations. We recognize that our clients; students, institutions, government agencies, development partners, and the general public are at the heart of our mandate.

We are committed to timely, efficient, and professional service delivery guided by independence, professionalism, integrity, accountability, and responsiveness. I therefore encourage all stakeholders to familiarize themselves with this Charter and actively engage with us in promoting quality higher education in Uganda.

I extend my sincere appreciation to the Ministry of Education and Sports, the Council Members, Management, staff of NCHE, higher education institutions, and all stakeholders whose valuable contributions made this Client Charter possible.

I commend this Client Charter to all our stakeholders and invite you to work with us and hold us accountable to the standards and commitments it contains. Together, we can strengthen Uganda's higher education system as a driver of human capital development, innovation, socio-economic transformation, and sustainable national development.

On behalf of the Council, I reaffirm our commitment to serving you with diligence and excellence.



Professor Joy C. Kwesiga
CHAIRPERSON, NCHE

Preamble

This Client Charter is a social contract between the NCHE and its stakeholders.

It specifies services and standards for service delivery, which NCHE believes that her users have the right to expect, and sets out standards, feedback and complaint handling mechanisms. It has been developed in line with the Public Service Reforms which aims at providing knowledge and information to the public. It defines the services and standards for service delivery, which NCHE clients expect, and sets out avenues for feedback and complaint handling.

The Client Charter identifies NCHE's areas of operation; defines the responsibilities of management and staff; describes the rights and obligations of clients and identifies key actions that will enable the delivery of high quality services to all the NCHE stakeholders/clients and the general public at large.

The Ministry of Public Service, through Circular Standing Instruction No. 5 of 2022, instructed all MDAs to draft a five year Client Charter aligned to the National Development Plan (NDP) IV. In conformity with this requirement, NCHE is happy to publish and launch this Client Charter.

The Client Charter has been developed through consultation with NCHE stakeholders (both internal and external). I wish to acknowledge the contribution by all NCHE staff in making this Client Charter a reality and we promise to develop a monitoring and evaluation system that will be a supporting instrument for the reporting process.

In order to be effective and successful, this Client Charter has to be a living document, which is a product of, and the embodiment of good working relationships that NCHE will endeavor to maintain with its clients.

It is my prayer that this Client Charter will increase the capacity and knowledge of our clients to demand for services and to ensure that the NCHE provides services that are relevant to the needs of the people, in a timely and efficient manner. We encourage you to provide feedback regarding our services in order for the charter to remain relevant and help us drive the change towards a customer-focused approach to service delivery.



Professor Mary J. N. Okwakol

EXECUTIVE DIRECTOR

Table of Content

Foreword i

Preamble ii

1.0 **Introduction** 1

1.1 NCHE Vision 2

1.2 NCHE Mission 2

1.3 NCHE Core Values 2

1.4 Strategic Objectives 3

1.5 Quality Policy Statement 3

2.0 Purpose of the Client Charter 3

2.1 Framework of the Client Charter 4

2.2 Client-Service Management Framework 5

2.3 NCHE Services 5

3.0 NCHE Commitment and Responsibility 15

3.1 Commitment of Council 15

3.2 Commitment of Management 15

3.3 NCHE's responsibility 15

4.0 Rights and Obligations 16

4.1 Clients' rights 16

4.2 Clients' commitment 16

6.1 Management of NCHE clients 19

6.3 Communication standards 20

7 Communication, Feedback, Complaints Handling 20

7.1 Communication 20

7.2 Feedback mechanism and complaint handling 21

7.3 Clients complaint handling 21

7.4 Appeal mechanism 22

Table 1. Core values 2

Table 2. Client Relationship Management Framework 5

Table 3. Principal Services & Access Criteria 7

Table 4. Cross Cutting Commitments 18

1.0 INTRODUCTION

The National Council for Higher Education (NCHE) is a body corporate established under the Universities and Other Tertiary Institutions Act, Cap. 262 of the Laws of Uganda, to regulate and guide the development of higher education in Uganda. The NCHE is mandated to ensure the delivery of quality, relevant, accessible, and equitable higher education through effective regulation, quality assurance, accreditation, licensing, monitoring, recognition and equating of qualifications, research, and policy advisory services.

The NCHE Client Charter 2025/26–2029/30 sets out NCHE's commitment to providing professional, efficient, transparent, accountable, and client-focused services. It outlines the services offered by the National Council, the standards of service clients can expect, the rights and responsibilities of both NCHE and its clients, and the mechanisms available for feedback, complaints, and redress. The Client Charter is intended to promote accountability, strengthen public confidence, and enhance the quality of service delivery.

The Client Charter is aligned with the NCHE Strategic Plan 2025/26–2029/30, Uganda's public service reforms, and national development priorities. It emphasizes integrity, responsiveness, continuous improvement, and excellence.

It applies to all NCHE client and stakeholders that interact with NCHE, including higher education institutions, students, parents and guardians, academic and administrative staff, employers, professional bodies, Ministries, departments and agencies, development partners, researchers, and members of the public. It serves as a guide for service delivery and provides a framework for mutual accountability between NCHE and its stakeholders.

NCHE therefore, encourages all clients and stakeholders to familiarize themselves with this Charter, comply with established procedures and regulatory requirements, and provide timely feedback to support continuous improvement.

1.1 Mandate of NCHE

The mandate of the National Council for Higher Education is provided for under Section 3 of the Universities and Other Tertiary Institutions Act, Cap. 262, to:

a). Regulate and guide the establishment and management of higher education institutions in Uganda.

b). Equate the same professional or other qualifications as well as the award of degrees, diplomas, certificates and other awards by the different institutions.

1.2 NCHE Vision

Quality, Accessible, Equitable and Transformative higher education.

1.3 NCHE Mission

To regulate higher education and ensure the provision of relevant, quality and equitable higher education in Uganda.

1.4 NCHE Core values

In fulfilling its mission and pursuing its vision, NCHE is constantly guided by the following core values;

Table 1. Core values

Independence	We believe in the autonomy, discretion and independence of our consumers and staff as they make decisions and take action.
Professionalism	We are committed to continuous professional growth and self-improvement, demonstrating professionalism in our appearance, communication, conduct, and service delivery. We treat everyone with respect and courtesy.
Integrity	We are committed to ensure that all the academic outputs are produced in line with the international quality by introducing quality control and assurance measures as well behaving honourably, following the moral and ethical principles in all aspects of life in order to gain public trust.
Accountability	We are answerable to stakeholders for their actions, promote efficient and effective use of resources, pursue value for money in all our undertakings, free from conflict of interest, and uphold the organization's credibility.
Responsiveness	NCHE is committed to promptly and effectively address the needs, concerns, and expectations of its stakeholders by providing timely feedback, delivering services efficiently, adapting to emerging issues in the education sector, and maintaining open and proactive communication channels

1.5 Strategic Objectives

NCHE is committed to advancing its mandate through the following strategic objectives.

a). To enhance quality assurance and compliance in higher education institutions.

b). To strengthen digital transformation within NCHE and Higher Education Institutions for regulation and management.

c). To advance relevant research and innovation and strengthen usage of Higher education statistics for regulation and Policy.

d). To strengthen corporate governance, institutional capacity and development at NCHE.

1.6 Quality Policy Statement

NCHE is committed to promoting and continuously enhancing quality, relevant, accessible, equitable, and transformative higher education in Uganda through effective regulation, evidence-based standards, quality assurance and continuous improvement. We are dedicated to delivering timely, professional and client-centred services that meet the needs and expectations of our stakeholders while upholding institutional autonomy, academic freedom, integrity, accountability and stakeholder engagement in conformity with the law.

2.0 PURPOSE OF THE CLIENT CHARTER

The purpose of this Client Charter is to establish and communicate NCHE's commitment to delivering quality, efficient, timely, transparent, accountable, and client-centred services. The Client Charter serves as a guide for both NCHE and its clients and stakeholders by setting out the services provided, the standards of service clients should expect, and the mutual rights and responsibilities of the Council and its clients.

Specifically, the Client Charter is intended to:

1. Inform clients and stakeholders about the services provided by NCHE, the requirements for accessing those services, the service delivery points,

processing timelines, applicable fees, and expected service standards.

2. Promote quality service delivery by establishing clear, measurable, and transparent service standards that enhance efficiency, consistency, professionalism, and customer satisfaction.
3. Strengthen accountability and transparency by making NCHE's service commitments public and providing mechanisms through which clients can monitor performance and hold the Council accountable for its service standards.
4. Facilitate access to services by providing clear information on procedures, documentation requirements, communication channels, and points of contact for obtaining NCHE services.
5. Promote stakeholder participation by encouraging clients to provide feedback, compliments, suggestions, and complaints that will contribute to the continuous improvement of NCHE's services.
6. Enhance mutual understanding by outlining the rights, responsibilities, and obligations of both NCHE and its clients in promoting effective, respectful, and productive engagement.
7. Support continuous improvement by providing a framework for monitoring service delivery performance, evaluating client satisfaction, and improving systems and processes in response to stakeholder needs and emerging developments in the higher education sector.

2.1 Framework of the Client Charter

The NCHE Client Charter provides the framework that guides the delivery of services to clients and it spells out a clear service agreement between NCHE and its clients. It therefore outlines the following key things:

i) Mandate and functions of NCHE

ii) The values and service principles of NCHE

iii) Services offered by NCHE and the service areas

iv) The time taken by NCHE for service provision and requirements

v) Service standards clients should expect.

vi) NCHE's commitment to institutions.

vii) Clients' rights and obligations

viii) Feedback and complaint mechanisms

ix) Accountability framework on how NCHE can be held responsible for its performance and service delivery.

x) Monitoring, evaluation and continuous improvement.

2.2 Client Relationship Management Framework

NCHE will apply the Client Relationship Management Framework toidentify its Clients, understand their needs, communicate effectively, manage feedback and continous improvement.

Table 2. Client Relationship Management Framework

Function	Management responsibility
Client identification and segmentation	Identify client groups, needs and expectations
Client information and communication	Provide accessible, timely and professional services
Client engagement and participation	Provide opportunity to clients and stakeholders to participate in matters concerning higher education.
Client feedback management	Receive, record, analyse and respond to enquiries, feedback and complaints
Respond to the client	Resolve issues and provide redress confidentially, fairly and within reasonable timelines
Improve service	Measure satisfaction, monitor standards and implement improvements

2.3 NCHE SERVICES

NCHE offers a range of services aimed at ensuring that institutions operate within established standards while delivering relevant and credible education. The key services include:

i) Licensing and Accreditation of Institutions: NCHE evaluates, licenses and accredits higher education institutions to ensure they meet the required standards for operation.

ii) Accreditation of Academic and Professional Programmes: All academic and professional programmes offered by institutions are subjected to assessment for relevance, comprehensiveness, and aligned with national and international standards.

iii) Maintenance of a register of recognized Institutions: The Council maintains an official register of all accredited and recognized higher education institutions, providing a reliable reference for students, employers, and stakeholders.

iv) Inspection and Monitoring of institutions: Regular inspections and continuous monitoring are conducted to ensure institutions maintain compliance with set standards and continuously improve the quality of education.

v) Equating and Recognition of Qualifications: NCHE equates and recognises both local and foreign qualifications with the Ugandan standards.

vi) Advisory services to Government: The Council provides advice to Government on higher education matters.

vii) Setting Standards and Guidelines: NCHE develops and enforces standards and guidelines that govern the establishment, management, and academic operations of higher education institutions.

viii) Handling complaints and compliance Issues: The Council receives and addresses complaints from stakeholders pertaining higher education.

ix) Information dissemination: NCHE collects, processes, and disseminates information on higher education for the benefit of the public.

x) Research and Sector development support: The Council undertakes research initiatives aimed fostering innovation and at strengthening the higher education.

Table 3. PRINCIPAL SERVICES & ACCESS CRITERIA

Service Area	Access Criteria	Service Delivery Point	Minimum Processing Time	Applicable fees if any
Enhance Quality Assurance and Compliance in Higher Education Institutions.				
1. Processing Applications for a Letter of Interim Authority	Submission of a duly completed application form as per the prescribed requirements.	Department of Institutional Licensing/Online submission portal	Within 3 months as prescribed in the NCHE Regulations and guidelines.	Prescribed application and assessment fees.
2. Processing Applications for a Provisional Licence	Submission of duly completed application form satisfying the requirements as prescribed in the law.	Department of Institutional Licensing / Online submission portal	Within 6 months as prescribed in the NCHE Regulations and guidelines	Prescribed application and assessment fees.
3. Processing Applications for the Grant of a Charter	Institution meets statutory requirements and submits evidence of compliance with NCHE standards together with the prescribed application documents.	Department of Institutional Licensing/ Online submission portal	Within 6 months as prescribed in the NCHE Regulations and guidelines	Prescribed accreditation /charter fees.
4. Accreditation of Academic Programmes	Submission of application fully meeting the requirements as prescribed in the regulations.	Department of Programme Accreditation/ Online Submission portal	As prescribed in the NCHE Regulations.	Prescribed programme accreditation fees.

5. Recognition and Equating of Qualifications	Completed application form, with the required attachments	NCHE Offices/Online Application System	Within 3 months	Prescribed recognition and equating fees.
6. Audits, Monitoring and Compliance	Scheduled by NCHE or conducted upon request where applicable	Higher Education Institutions /NCHE	In accordancewith the approved annual work plan or agreed schedule.	As prescribed by NCHE, where applicable.
Advance Relevant Research and Innovation and Strengthen Usage of Higher Education Statistics for Regulation and Policy				
7. Researchand Statistics reports and Publications	Formal request or download from the NCHE website where available	Directorate of ICT, Research & Innovation	Immediate for published materials; up to five (5) working days for special requests.	Free or prescribed publication fee where applicable
8. Access to higher education statistics and data	Submission of written request stating the purpose and the specific data required. protection and access-to-information laws.	Department responsible, Management, NCHE Office; Official Email; NCHE Website	as prescribed in the data protection and Access to Information Act	No fee
9. Graduate Tracer Studies and Research Information	Formal request from authorized institutions or stakeholders	Directorate of ICT, Research and Innovation	10 working days depending on availability.	No fee

10. Publication of Higher Education Journal	Submission of detailed abstract after the call for papers	Department of Research & Innovation	As prescribed in the advert	As prescribed
Strengthen Digital Transformation within NCHE and Higher Education Institutions for Regulation and Management				
11. Access to NCHE online services	Internet access and completion of the prescribed online application requirements	NCHE online services portal/Department of ICT	Immediate upon successful submission.	No fee
12. User Account Registration and Password Support	Proof of identity or authorization	ICT Help Desk / Department of ICT	One working day.	No fee
13. Complaints, Compliments and Appeals	Submission of complaint	NCHE Office Registry, customer care desk, Email, Website	As prescribed in the Whistle blowers Act	No fee
14. Verification of Institutional and Programme Accreditation Status	Written request, email, website inquiry, or physical visit.	NCHE office/Website	As prescribed in the regulation	Free

Strengthen Corporate Governance, Institutional Capacity and Development at National Council for Higher Education.				
15. Procurementof goods and services	Submission of bids upon publication	Procurement and Disposal Unit	30 working days for bidding	Payment of prescribed bidding fee
16. Supplier registration and prequalification	Submit duly completed bid submission sheet with the required documents	Procurement and Disposal Unit	As prescribed in the PPDA regulations	As prescibed
17. Disposal of goods and assets	Response to the approved disposal method	Procurement and Disposal Unit	30 days from the advert date	Prescribed fee
18. Annual work plans and budgets	Approved planning and budgeting schedules	Planning Department	As per approved planning calendar	No fee
19. Performance reporting	Submission of departmental performance information	Planning Department	As per reporting schedule	No fee
20. Recruitment of staff	Approved vacant position by the appointing authority	Human Resource & Administration	10 working days after approval	No fee
21. Acknowledgement of application	Submit application in response to an advert through the prescribed channel before the set deadline	Human Resource & Administration	5 days for manual submission and immediately for automatic application	Free

22. Staff deployment	Submission of appointment letter and acceptance of appointment	Human Resource & Administration	Within 2 weeks from submission of acceptance letter	Free
23. Access of staff payroll	Submission of all required information on assumption of duty	Human Resource & Administration	Within one Month on assumption of duty	Free
24. Internship 25. placements	Submission of request and acceptance of appointment	Human Resource and Administration	Within one month	Free
26. Payment of salaries	Assumption of duty by duly appointed staff and approved payroll	Human Resource & Administration	By 28th day of the Month	Free
27. Staff induction and orientation	Appointment to NCHE	Human Resource & Administration	Within one month of appointment	No fee
28. Training and career development	Approved training request or nomination	Human Resource & Administration	As per training programme	No fee
29. Leave administration	Completed leave application approved bysupervisor	Human Resource & Administration	2 working days	No fee
30. Performance management services	Submission of performance agreements/appraisals	Human Resource & Administration	As per Government performance management cycle	No fee

31. Receipt of statutory fees and other revenue	Payment through approved payment channels	Finance Department	Immediate	Statutory fees as approved
32. Processing payments to suppliers and service providers	Approved invoice, contract, LPO, delivery note, and supporting documents	Finance Department	Within approved payment timelines after verification and subject to availability of funds	No fee
33. Budget preparation and execution support	Approved planning and budget schedule	Finance Department	As per Government budget cycle	No fee
34. Financial reporting	Approved reporting schedule	Finance Department	As per statutory reporting timelines	No fee
35. Revenue reconciliation and payment verification	Proof of payment and transaction details	Finance Department	3 working days	No fee
36. Refunds(where applicable)	Formal application with proof of payment and supporting justification	Finance Department	15 working days after approval	No fee
37. Issuance of tax invoices and financial receipts	Payment or approved transaction	Finance Department	One day	No fee

38. Review and drafting of contracts, MoUs, and agreements	Draft contract/MoU with all supporting documents	Legal Department	10 working days, depending on complexity	No fee
39. Review and drafting of policies,regulations, guidelines, and statutory instruments	Submission of draft policy or input to the proposed draft	Legal Department	As prescribed in the regulatory formulation framework	No fee
40. Review of charters	Submission of the draft Charter for review	Legal Department	15 working days	No fee
41. Handling litigation matters	Receipt of suit papers incases involving NCHE	Legal Department	In accordance with statutory and court timelines	As prescribed
42. Coordinate and support audits by the OAG and other Government bodies	Entry meeting of the audit team	Internal Audit & Risk Management Department	As stipulated in the Engagement Terms	Free
43. Risk Management	Identification and mitigation of risks by the risk champions	Internal Audit & Risk Management Department	As stipulated in the Risk Management Policy	Free

44. Access to public information	Written request, email, website enquiry, or physical visit	Public Relations and Corporate Affairs Unit/NCHE Website	As prescribed in the Access to Information Act	No fee
45. Media relations and press enquiries	Formal requestfrom accredited media or stakeholder	Public Relations and Corporate Affairs Unit	As prescribed in the NCHE communication Policy	No fee
46. Client satisfaction surveys	Survey questionnaire	PR Unit	As prescribed in the survey	Free
47. Stakeholder engagement and public awareness programmes	Invitation, registration, or scheduled engagement	Event venue or virtual platform	As per approved programme schedule	No fee
48. Information dissemination through different foras	Registration or invitation where applicable	Event venue or virtual platform	As per approved event programme	prescribed fee where applicable
49. Website and social media information updates	Submission of approved content	Website Team	2 working days after approval	No fee

3.0 NCHE Commitment and Responsibility

3.1 Commitment Of Council

The NCHE Council commits to providing and overseeing the provision of high-quality, timely, transparent, accessible, fair, responsive and accountable services to all its clients and stakeholders. The Council shall ensure that NCHE discharges its regulatory and quality-assurance mandate with professionalism, integrity, impartiality and respect for institutional autonomy and academic freedom, while continuously improving its services in response to stakeholder needs, feedback and changes in the higher education environment.

3.2 Commitment Of Management

In accordance with the Universities and Other Tertiary Institutions Act, Cap. 262, NCHE Management commits to translating the Council's mandate and policy direction into efficient, timely, transparent, accessible, fair, professional, courteous and client-centred services. Management shall cherish the principle of integrity, accountability and ensure that competent staff, effective systems, adequate resources, appropriate technology and responsive processes are in place to meet the service standards set out in this Charter. Management shall continuously monitor service delivery, respond promptly to client feedback and complaints, and undertake continual improvement to enhance client satisfaction and public confidence in NCHE.

3.3 NCHE'S Responsibility

NCHE shall be responsible for;

i). Regulating and guiding higher education in Uganda

ii). Ensuring quality, relevance and equitable access

iii). Licensing, registering and accrediting institutions and programmes

iv). Monitoring compliance with established standards

v). Recognising and equating qualifications

vi). Protecting the interests of students and the public

vii). Providing reliable higher education information

viii). Setting standards for admissions

ix). Addressing stakeholder complaints and greviances

x). Stakeholder engagement

xi). Advising Government on higher education matters.

NCHE shall discharge these responsibilities professionally, transparently, impartially, courteously, timely, efficiently and accountably, while promoting institutional autonomy, academic freedom, continuous quality improvement and handling clients with respectful confidentiality.

4.0 Rights And Obligations

4.1 Clients' Rights

Every client who seeks the services of NCHE has the right to;

i). Receive quality, timely, accessible, professional, courteous, fair, transparent and accountable services

ii). Accurate and adequate information

iii). Courtesy, dignity and respect

iv). Privacy and confidentiality

v). Access to records and status information

vi). impartial and reasoned decisions

vii). An opportunity to provide feedback

viii). Access mechanisms for lodging complaints, seeking redress and obtaining appropriate responses.

ix). Receive NCHE services free from discrimination, harassment, corruption, favouritism and undue influence."

x). Participate and be consulted on matters that affect them.

4.2 Client's Commitment

In order to enable NCHE provide quality services, clients are expected to:

i). Provide accurate and complete information by submitting truthful, timely, and complete documentation when applying for services

ii). Comply with regulations and procedures by following NCHE guidelines, standards, and legal requirements governing higher education.

iii). Respect NCHE staff and processes and procedures.

iv). Use complaints and appeals mechanisms responsibly,

v). Pay approved fees through authorized channels

vi). Adhere to timelines and appointments

vii). Avoid corruption and unethical practices

viii). Provide constructive feedback to support continuous improvement.

ix). Observe safety and institutional rules

x). Promote accountability and transparency.

4.3 Client's Responsibilities

NCHE clients shall:

i). Provide accurate, complete and truthful information

ii). Comply with applicable laws, standards, requirements and procedures;

iii). Submit applications and required documentation within prescribed timelines;

iv). Pay approved fees through authorised channels;

v). Respond promptly to requests for information or clarification;

vi). Participate and cooperate with NCHE's regulatory and quality-assurance processes;

vii). Maintain professional and ethical conduct; treat NCHE staff with courtesy and respect

viii). Use complaints and appeals mechanisms responsibly

ix). Respect lawful decisions

x). Maintain up-to-date contact information;

xi). Protect NCHE systems and confidential information;

xii). Provide constructive feedback to support continuous improvement.

xiii). Treat staff with respect and courtesy

xiv). Observe institutional rules and protocols

xv). Avoid corruption and unethical practices

4.3 Our Shared Responsibility

NCHE believes that excellent service delivery is a shared responsibility with its clients for creating and maintaining a service environment characterised by professionalism, integrity, transparency, accountability, mutual respect and continuous improvement. NCHE shall provide timely, fair, accessible and quality services in accordance with established standards, while clients shall provide accurate and complete information, comply with applicable requirements, cooperate with regulatory processes and provide constructive feedback. Both parties shall communicate openly, protect confidential information, uphold ethical standards and work collaboratively to resolve challenges and improve the quality and effectiveness of NCHE services

5.0 CROSS CUTTING COMMITMENTS

Table 4.Cross Cutting Commitments

SN	ISSUE	COMMITMENT
1.	HIV & AIDS	We commit to conduct regular awareness campaigns, voluntary counseling, and testing services for staff and clients
2.	Gender and Equity	We commit to mainstream gender and equity by developing policies as well as monitoring their implementation in higher education institutions.
3.	Environment and Climate change	We commit to protect the environment through corporate social responsibility activities.

6.0 GENERAL STANDARDS

6.1 WORKING HOURS

a). NCHE offices are open to the public from **Monday to Friday,** in accordance with the NCHE Human Resource Policies and Procedures Manual, during the following hours:

8:00 a.m. – 1:00 p.m.

2:00 p.m. – 5:00 p.m.

a). We shall be closed to the Public during weekends and Public Holidays.

b). Our staff shall be always available during working hours and will commit working hours to official duties.

c). We shall ensure that attendance to duty is monitored for all staff, including using the biometric system.

6.2 Management of NCHE Clients

All staff at NCHE shall:

a). Attend to all clients irrespective of status, sex, age, colour, ethnic origin, tribe, birth, creed or religion, health status, social or economic standing, political opinion, or disability, and take affirmative action in favour of groups marginalized based on gender, age, disability.

b). Attend to clients within 5 minutes from the time of arrival.

c). Refer clients to the responsible offices within 2 minutes.

d). Present themselves to our clients in a respectable, smart and decent manner in line

e). with the Public Service dress code.

f). Respond to client's requests with promptness and clarity.

g). Provide timely and accurate information to our clients.

h). Respect confidentiality of personal information of our clients.

6.3 Communication Standards

NCHE shall:-

a). Answer all telephone calls that come through our general line and attend to phone calls on the third ring.

b). Use English for official communication.

c). Communicate using the Ministry's letter head for all written communication.

d). Provide information and publications through the NCHE's website and official media.

e). Attend to all in-coming correspondences within a period of 24 hours.

f). Ensure that our offices have clear signage, with current and relevant information.

g). Respond to emails and other online communications within 30 minutes.

h). Respond to oral inquiries immediately.

7 COMMUNICATION, FEEDBACK, COMPLAINTS HANDLING

7.1 COMMUNICATION

NCHE shall use the following strategies to communicate and disseminate our commitments to our clients:-

a). Stakeholders' Meetings.

b). Media engagement (Radio, Television and print media).

c). Developing, producing, and disseminating materials for the public about the Client Charter commitments.

d). Corporate branding and Corporate Social Responsibility

e). Displaying sections of the Client Charter at prominent places within the NCHE premises.

f). Uploading relevant information on NCHE's website www.unche.or.ug and other platforms meant for NCHE official activities and events

g). Use social media platforms to disseminate to wider audience.

h). Organizing Annual exhibition to continuously communicate progress on commitments and obtain feedback.

i). Including articles of the Client Charter in the relevant bulletins and other publications of NCHE.

j). Incorporating Client Charters in the induction of new employees.

7.2 Feedback mechanism and complaint handling

Clients shall provide feedback on our services through the following mechanisms: -

a). Stakeholder meetings and conferences.

b). Supervision and monitoring visits.

c). Annual Reports.

d). Feedback forms upon receipt of a service.

e). Client satisfaction surveys.

f). Suggestion box (put where it can be accessed.

g). Help desks.

h). Telephone, e-mail, social media, and the NCHE Website www.unche.or.ug.

i). The NCHE Public Relations and Corporate Affairs office.

j). Writing to the Executive Director, through the following address: -

National Council for Higher Education

Plot M834, Kigobe Road-Kyambogo

P O Box 76, Kyambogo, Kampala.

Telephone: +256 393-262140 | +256 393-262141

Website: www.unche.or.ug

E-Mail: ed@unche.or.ug | info@unche.or.ug

7.3 Clients complaint handling

The National Council for Higher Education is accountable to the public for the services it offers and has put in place the following procedure for handling complaints from the clients: -

i) By writing and dropping it in the suggestion box.

ii) Calling on 0393 262140/1.

iii) Via email to info@unche.or.ug

iv) Via the NCHE website www.unche.or.ug

v) Other channels prescribed in the NCHE Communication Policy.

7.4 Appeal Mechanism

If the client is not satisfied with the response from the action the NCHE staff attending to him/her, or with the way the complaint is handled, he/she may refer the matter to the Head of the responsible department or the respective Director up to the Executive Director.

In case the client is not satisfied with the appeal process at the Secretariat, he/she may seek redress from the Chairperson Council.

Plot M834, Kigobe Road
P.O.Box 76 Kyambogo - Kampala
Tel: +256 393 262 140 / +256 393 262 141
Website: www.unche.or.ug | **Email:** info@unche.or.ug

NCHEUganda NCHE UGANDA