



NATIONAL ENVIRONMENT MANAGEMENT AUTHORITY (NEMA)



CLIENT CHARTER (2025/26 - 2029/30)



APRIL, 2026



Improved
environmental
assessment and
compliance



Promote
ecological
integrity of land,
air and water



Strengthen the
institutional
capacity of
NEMA



Enhance education
and access to
environmental
information



Strengthen
Collaboration

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Foreword



The National Environment Act Cap. 181 establishes the mandate of NEMA as the principal agency in Uganda, charged with the responsibility of coordinating, monitoring, regulating and supervising environmental management in the country.

The National Environment Management Authority oversees environmental governance in Uganda; advises the government on environmental management measures and the implementation of international agreements, liaises with lead agencies and non-state actors to educate the public about environmental management, provides for environmental assessments and monitors projects and programs for environmental compliance, and implements penalty schemes to deter non-compliance with environmental laws.

The concept of a Client Charter stems from the understanding that client centered governance is essential for sustainable development. The primary requisites for citizen-centered governance are transparency, accountability and responsiveness.

This Client Charter, shall, hence entrench the contract and trust between the National Environment Management Authority (NEMA) and its clients that has evolved over years. The purpose is to help NEMA to improve on how it serves citizens and stakeholders and to make expectations clear on both sides.

The Charter contains services offered by the Authority, commitments and standards designed to strengthen the responsiveness of the NEMA to the growing expectations of the citizens and the globe. The Charter shall empower the citizens and stakeholders to hold the Authority and its Management accountable for its actions and inactions.

It is therefore my duty to approve the NEMA Charter for the FY 2025/2026 - FY 2029/2030.

A handwritten signature in black ink, consisting of a stylized 'J' and 'O' followed by a horizontal line.

Prof. James Okot-Okumu

CHAIRPERSON BOARD OF DIRECTORS

Preamble

This Client Charter has been developed as a social contract between the National Environment Mangement Authority and its clients. It covers Financial Years 2025/2026 – 2029/30 and has been developed in line with Vision 2040, National Development Plan (NDP) IV and the Authority Strategic Plan 2025/2026 – 2029/30. The Charter provides the Authority's mandate, vision, mission, core services offered, commitments, standards of service delivery and values. It also outlines our stakeholders, their rights and obligations including the feedback and accountability mechanisms.

The Charter will enable clients and stakeholders to access information on standards, commitments and key services we commit to offer.

Through this Charter, we reaffirm our commitment to promoting a sustainable development agenda and address the principles of Vision 2040.

The objectives of this Client Charter are therefore to : -

- a) Inform our clients of the services we provide.
- b) Spell out the the rights and obligations of our clients.
- c) Communicate commitments and service standards that the Authority intends to fulfill.
- d) Define a mechanism for the clients to monitor performance of the Authority and provide feedback.

In order to help us meet our commitments, we request our clients to internalize the Charter, fulfill the obligations ascribed to them and provide feedback for continuous improvement of service delivery.



Barirega Akankwasah, PhD
EXECUTIVE DIRECTOR

1. INTRODUCTION

The National Environment Authority is established under National Environment Act Cap. 181 as the principal agency in Uganda, charged with the responsibility of coordinating, monitoring, regulating and supervising environmental management in the country.

The Client Charter is a social contract between the National Environment Management Authority and its clients to enhance transparency and accountability in the delivery of services. The Charter communicates our mandate, vision, mission, core values, strategic objectives, principle services we offer, our commitments, our clients' rights, client obligations, feedback mechanisms and our grievance management procedure.

1.1. Our Mandate

Our mandate is to regulate, monitor, supervise and coordinate all activities relating to the environment in accordance with the National Environment Act, Cap 181.

1.2. Our Vision

An Efficient Agency, With People in Uganda Living in a Clean, Healthy, Productive and Sustainable Environment

1.3. Our Mission

To promote and ensure sound environmental management practices for sustainable development

1.4. Our Core values

Our core values are:

- a) **Client Focus:** We put our clients at the center of our interventions by understanding what they need and value.
- b) **Integrity:** We deliver services with honesty, openness and transparency. We shall put public interest first before personal interests;
- c) **Professionalism:** Our staff follow a strict code of conduct and ethics;
- d) **Innovation:** We invest in development and application of new ideas, products, or processes that improve efficiency and create value that saves the environment.
- e) **Collaboration:** We work together with stakeholders in implementing our mandate and achieving a common goal.

1.5. Our Strategic objectives

Our strategic objectives over the next five years are; -

- 1. To develop and implement a legal framework for improved environmental assessment and compliance.

2. To strengthen collaboration and synergies for effective environment and natural resources (ENR) management
3. To promote ecological integrity of land, air and water
4. To enhance environmental education and access to environmental information
5. To Strengthen the institutional capacity of NEMA

2. OUR PRINCIPAL SERVICES AND COMMITMENTS

2.1. Principal Services

Table 1: Principal Services

SNo.	Service	Access Criteria/Requirements	Service Delivery Point	Minimum Access Time	Cost if any
1.	Issuing guidelines and standards on environment matters	Accessible on NEMA website at www.nema.go.ug	Legal and Corporate Affairs	Within 2 weeks months	Free
2.	Issuing Environmental and Social impact certificates and guidance on strategic environment assessments	Applications received, reviewed and certificates issued online https://eservices.nema.go.ug	Compliance Department	60 days	Pay statutory fees as applicable
3.	Enforcing Environmental laws and standards	Report degradation through informers or routine monitoring, online reporting	Environment Enforcement & Field Operations Compliance Department	Within 7 days	Free
		Submit Environment compliance Audits reports online		Within 90 days for audits	Pay audit fees
		Requests for compliance assistance online or written.	Compliance Department	Within 90 days	Free
4.	Registration Certification, gazettelement of environment practioners	Applications received, reviewed and certificate issued online.	Compliance Department	3 months After opening of the application window.	Staturoy fees as applicable
5.	Providing technical guidance to Lead Agencies on environment matters	Formal requests to the Executive Director and guidance provided via emails, letters and meetings	Environment Planning and Cordination	Instant in meetings	Free
				Within 10 working days	
6.	Issuing certificate of compliance in relation to environmental performance	Lead agencies submit quarterly and annual reports which are then reviewed, a certificate issued at the end of the FY upon satisfactory performance	Environment Planning and Cordination	Quarterly review Annual certification	Free
7.	Supporting preparation and implementation of	Requests for support adressed to the Executive Director gaps identified	Environment Planning and cordination	Quarterly	Free

SNo.	Service	Access Criteria/Requirements	Service Delivery Point	Minimum Access Time	Cost if any
	environment action plans for LGs, Urban Authorities and other lead agencies.	during stakeholder engagements and reviews of reports and support prioritized .			
8.	Compliance to Multilateral Environment Agreements and protocols	National consultations, negotiations, submission of national reports, Online reports and publications	National focal point for respective MEAs	Varies with MEA requirements	Free
9.	Promoting Environmental research and innovation on sustainable management of environment	Online reports and publications Collaborations with education and research institutions on research agenda	Environment Planning and coordination	Readily accessible when published	Free
10.	Managing Environmental information management systems	Application for User access rights and user support specifying the information required	Environment Planning and coordination	1 week	Free
11.	Issuing certificates for cleaner production, circularity and green economy	Applications received, reviewed and certification issued online	Compliance Department	90 days	Certification paid for
12.	Issuing licences for Chemicals management	Applications received, reviewed, inspections conducted and license issued online .	Compliance Department	60 days	Pay statutory
13.	Issuing licenses for collection, transportation, storage, disposal and management of waste	Applications received, reviewed, inspections conducted and license and permit issued online	Compliance Department	60 days	Paid for
14.	Issuing licenses on importation and management of Ozone depleting substances	Applications received, reviewed, inspections conducted and license issued online.	Compliance Department	60 days	Paid for

SNo.	Service	Access Criteria/Requirements	Service Delivery Point	Minimum Access Time	Cost if any
15.	Promoting Environmental and social safeguards of industrial, infrustructural and extractive industry	Undertaking audits, compliance Inspections, trainings, and stakeholder sensitization	Compliance Department	Quarterly	Free Audits paid for
16.	Promoting environmental regulation in the oil, gas and mineral sector	Conducting audits, compliance Inspections, trainings, and stakeholder sensitization	Compliance Department	Quarterly	ESIAs free & Audits paid for
17.	Providing technical guidance to stakeholders on Management and sustainable use of ecosystems	Formal request to Executive Director for technical support in respective sectors	Environment Planning and coordination	2 weeks	Free
18.	Enhancing Environmental literacy through sentisation, awareness and advocacy	Formal request to Executive Director and specify area of interest Feed back given online	Environment Planning and coordination	14 days	Free
19.	Responding to the social media and public/stakeholder inquiries on environment matters	Review of NEMA social media handles, Website, reports and publications	NEMA Communication Unit	On demand	Free
20.	Managing official correspondences	Deliver physical mail to the Registry, sign upon delivery	Registry	Within 2 minute	Free
21.	Search and retrieval of Information	Write through the responsible officer to the Exexutive Director to obtain access to information	Registry	Within 30 minutes	Free
22.	Procurement of goods and services	Respond to procurement invitations Provide goods and services in line with the contract	Procurement Unit	In line with procurement laws and regulations	Cost in line with the bid notice
23.	Delivery of goods and servcies	Present LPO, delivery note, and invoice together with goods and services	Accounts/ Inventory Office	Between 8:00am-5:00pm on working days	Free

SNo.	Service	Access Criteria/Requirements	Service Delivery Point	Minimum Access Time	Cost if any
24.	Receipting of payments	Present proof of payment to accounts	Accounts	Between 8:00am-5:00pm on working days	Free
25.	Disposal of items.	Respond to disposal invitations Item is awarded to the highest bidder as it is.	Procurement	Within 20 working days	Fee varies as per disposed item.
26.	Issuing Internship and Volunteer placement	Request addressed to the Executive Director and response provided	Commisioner Human Resource	Within 2 weeks	Free
27.	Recruitment to fill vacant positions	Respond to advert by submitting an application to the Executive Director as guided in the advert. Acknowledgement of receipt instantly provided.	Commisioner Human Resource	Within	Free
28.	Exhibiting of services at the Authority premises	Request addressed to the Executive Director with details.	Commisioner Human Resource	Within 2 weeks	Free
29.	Following up on any staff matters	Write to the Executive Director and specify the matter	Commisioner Human Resource	Within 5 days	Free
30.	Payment of service providers	Submit all the relevant documentation & invoice	Accounts	Within 30 working days	Free
31.	Responding to inquiries and complaints	Walk ins, calls or emails	Clients Relations desk/Communication Unit	Instantly for walk ins, calls and Emails within 1 day.	Free
32.	Providing Environment Statistics	Written request to the Executive Director	Strategic Planning	Instantly online, and Within 14 days for written requests	Free

2.2. Commitments

The National Environment Management Authority Strategic Plan commits to the following;-

2.2.1 To develop and implement a legal framework for improved environmental assessment and compliance

NEMA strives to see a healthy, productive and sustainably managed environment for the benefit of the country. This will be realized through

- i. Developing and Reviewing Environmental Policies, laws ,Regulations, standards and guidelines
- ii. Building capacity on Policies, laws ,Regulations, standards and guidelines
- iii. Supporting Litigation and prosecution
- iv. Providing advisory services on environment protection matters
- v. Reviewing and making interventions on ESIA and other studies submitted to NEMA
- vi. Monitoring environment compliance
- vii. Reviewing and making intervention on Environmental Audits submitted to NEMA
- viii. Strengthening EPF and field operations
- ix. Strengthening Environmental Crime Intelligence and information sharing.
- x. Planning and coordinating investigation of environmental crimes

2.2.2 To strengthen collaboration and synergies for effective environment and natural resources (ENR) management

This will be done through:

- i. Coordinating and monitoring Lead Agencies and non-state actors on environment planning, management and reporting
- ii. Supporting development of national and district environment action plans
- iii. Establishing and strengthening partnerships for environment management
- iv. Coordinating implementation of multilateral environment agreements and protocols
- v. Undertaking research on aspects of environment
- vi. Supporting development of district state of environment reports
- vii. Developing national state of environment reports
- viii. Supporting the collation of Environment Statistics
- ix. Coordinating the development of an Environment Statistics abstract
- x. Digitalizing environment management processes, systems and services

2.2.3 To promote ecological integrity of land, air and water

The Authority shall:

- i. Develop and implement strategies, plans, Standards and guidelines on green and circular economy

- ii. Develop and implement plans, strategies, and initiatives that enhance chemical safety, radiation and pollution prevention and management
- iii. Manage environment and social impacts of oil, gas, minerals and geothermal development
- iv. Develop and implement frameworks, strategies, and plans for conservation and management of biodiversity

2.2.4 To enhance environmental education and access to environmental information

NEMA will:

- i. Support implementation of the Global Action Plan (GAP) on Education for Sustainable Development (ESD)
- ii. Develop and implement environment awareness strategies, plans and programs
- iii. Promote institutional visibility and corporate image

2.2.5 To strengthen the institutional capacity of NEMA

NEMA shall achieve this commitment through:

- i. Strengthen operations of the Management, Board and PCE
- ii. Strengthen Risk and Management processes
- iii. Strengthen human resource planning
- iv. Strengthen wage bill management
- v. Strengthen staff performance management
- vi. Strengthen institutional strategic planning, and monitoring and evaluation
- vii. Broaden the institutional fund base
- viii. Adopt new ICT technologies
- ix. Strengthen procurement and supply chain management

2.3. CROSS CUTTING COMMITMENTS

Table 2: Cross-cutting commitments

SNo.	Issue	Commitment
1	HIV/AIDS	We commit to provide medical support, conduct regular awareness campaigns, voluntary counseling, and testing services for staff .
2	Gender and Equity	We commit to mainstream gender and equity in environment management matters.
3	Environment and Climate change	We commit to protect the environment through regulation, supervision and monitoring of environment activities.

3. OUR GENERAL SERVICE STANDARDS

3.1. Official working hours and access to office premises

- i. Our offices are open Monday to Friday, 8:00 am to 5:00 pm and closed to the public on weekends and designated public holidays.
- ii. NEMA enforcement operations shall be conducted any time of the day in accordance with the law.
- iii. Our clients shall be subjected to security checks to access the premises.
- iv. Our services can be accessed by visiting our offices during working hours from Monday to Friday or on the website www.nema.go.ug
- v. Maintaining a safe, secure, and inclusive working environment at the Authority premises

3.2. Communication and client management

- i. All our official communications shall be on a standard Authority letter head.
- ii. Answering all telephone calls by the third ring.
- iii. Responding to written correspondences from clients within 14 working days.
- iv. Attending to all clients within 3-minutes from time of arrival at our respective service points.
- v. The Authority's website shall be accessible at all times and will be updated regularly.
- vi. All our offices shall be clearly labeled to give proper direction to clients.
- vii. All incoming official correspondences shall be addressed to either the Executive Director and received by the Registry.

3.3. Dresscode and appearance

- i. Our staff shall wear official identification cards at all times in office premises and corporate wear on Tuesday and Thursday.
- ii. All our staff shall carry staff IDs and dress in relevant Uniforms during field activities
- iii. Our officers shall dress decently at all times.

3.4. Other service standards

- i. Processing internal requisitions in 10 working days
- ii. Confirmation of staff within one month after probationary performance evaluation.
- iii. Processing and payment of salary done by 28th of every month
- iv. Filling vacant positions internally done in one quarter
- v. Induction of staff Within one month after assumption of duty

- vi. Issue of letter of renewal of contract 7 days after the decision
- vii. Processing of staff gratuity done within the last month of the FY
- viii. Handling of disciplinary cases done within 45 working days where no police and court is involved and 6 months involving police and court;
- ix. Completion of annual Staff Appraisal 30 days after end of financial year
- x. General Staff meetings once every six months
- xi. Allocation of vehicles for authority activities within 48 hours after the request
- xii. Top management meetings held monthly
- xiii. Departmental meetings held monthly
- xiv. Senior Management meetings monthly
- xv. Activity report and accountability prepared within 60 days after receipt of the funds
- xvi. Leave approval within 1 week
- xvii. Notice to staff to appear as witnesses in court 3 days
- xviii. Communication of Board decisions 1 week after Board meeting
- xix. Financial reports to Top Management Weekly
- xx. Quarterly financial performance report within 15 days from the end of quarter.
- xxi. Quarterly internal audit reports within 25 days from the end of the quarter.
- xxii. Financial Half year report by 31st January
- xxiii. Annual Financial Report 31st July
- xxiv. Preparation of books of accounts within the statutory dates
- xxv. Payment of statutory returns by 15th of the subsequent month.
- xxvi. Circulation of BCC within one week after receipt from MoFPED
- xxvii. Budget ceilings to Departments within 2 weeks after circulation of the BCC
- xxviii. Compilation of draft budget estimates within one month from the BCC
- xxix. Convening Top Management Committee to consider and approve the draft estimates by 30th October
- xxx. Presenting the budget estimates to Board for approval by 10th November
- xxxi. Submission of BFP to MOFPED by November, 15th
- xxxii. Ministerial Policy Statement finalization by 15th April
- xxxiii. Contracts Committee sitting atleast twice a month
- xxxiv. Review of appeals against environment restoration orders within 30days
- xxxv. Procurement appeals handled within 30days

4. OUR CLIENTS, CLIENTS' RIGHTS AND OBLIGATIONS

4.1. Our Clients

Our clients include Ministries, Departments, Agencies (MDAs) and, Local Governments (LGs), Legislature, Judiciary, Non-Government Organizations (NGOs), Civil Society Organizations (CSOs), Religious leaders, Cultural leaders, Private sector, Development partners, the Media, Researchers, Training institutions, Local and International Associates, Staff, Academia, Students, Environment Practitioners, Developers, Implementing organs of Multilateral agreements and protocols and the General public.

4.2. Our Clients' Rights

Our clients have the right to:

- i. Access services free of charge except those for which a fee has been stipulated.
- ii. Access public information within the provisions of the law
- iii. Be treated with respect.
- iv. Privacy and confidentiality.
- v. Lodge complaints and receive feedback.
- vi. Appeal following established procedures.

4.3. Our Clients' obligations

1. Our clients are obliged to:
2. Protect and conserve the environment
3. Cooperate with the Authority staff and follow established procedures.
4. Not to offer gifts, favors or inducement to staff or to solicit the same.
5. Abide by the required standards necessary to access a service.
6. Supply appropriate and timely goods and services in line with procurement frameworks.
7. Treat our staff with courtesy and respect.
8. Comply with the guidance given by the Authority officers for improved service delivery.
9. Provide accurate and verified information.
10. Give feedback on services offered upon request.

5. OUR FEEDBACK MECHANISM AND COMPLAINTS HANDLING

5.1. Feedback Mechanism

In case of any feedback, you can use any of the following communication channels:

- i. Reach out to NEMA physically at Plot 17/19/2, Jinja Road, NEF House Kololo, Mbale Regional Office, Hoima Regional Office, Mbarara Regional Office, and Lira Regional office.
- ii. Write to us using the address given at the end of this Charter, or;
- iii. Call us on the Toll-Free lines: 0800144444
- iv. Reach us via social media (x - @nemaug, LinkedIn – @nemauganda, YouTube – @nemauganda, Tik-tok - @nemauganda)
- v. Use Suggestion boxes at our premises at Jinja Road and NEF House Kololo
- vi. Authority Email: info@nema.go.ug
- vii. Use our x handle

5.2. Complaints handling.

In case of any complaints about our services, utilize the following procedures;-

- i. Speak to the person who has been attending to you
- ii. Speak to that person's supervisor
- iii. Write to us using the address given at the end of this document
- iv. Our offices are open from 8.00 a.m to 5.00 p.m. on week days except on public holidays.
- v. Write an appeal to the Executive Director and a response shall be given within 14 working days.

6. DISSEMINATION AND IMPLEMENTATION OF THE CLIENT CHARTER

6.1. Dissemination

We shall disseminate the client charter through the following channels;

1. It will be uploaded on the Authority website www.nema.go.ug
2. Staff sensitization in meetings
3. On National events where the Authority exhibits.
4. Distribution to lead agencies
5. Through National Media.
6. Display IEC materials of the client charter.

6.2. Implementation of the Client Charter

We pledge to continue to make ourselves accountable for our performance tagged to this Client Charter.

We will monitor implementation of this charter by : -

- i. Publishing performance against commitments once every year.
- ii. Report on performance to key clients, stakeholders and our staff. This will help to emphasize transparency and accountability.
- iii. Publish a summary concerning complaints, data and our general responses quarterly and annually.

6.3. Contact

The Executive Director
National Management Authority
Plot 17/19/2, Jinja Road
P. O. Box 22255
Kampala -Uganda

Toll Free: 0800144444
Tel: + 256-414255695, 0414-251064/5/8
E-mail: info@nema.go.ug
Website: www.nema.go.ug

NATIONAL ENVIRONMENT MANAGEMENT AUTHORITY (NEMA)

CLIENT CHARTER (2025/26 – 2029/30)



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