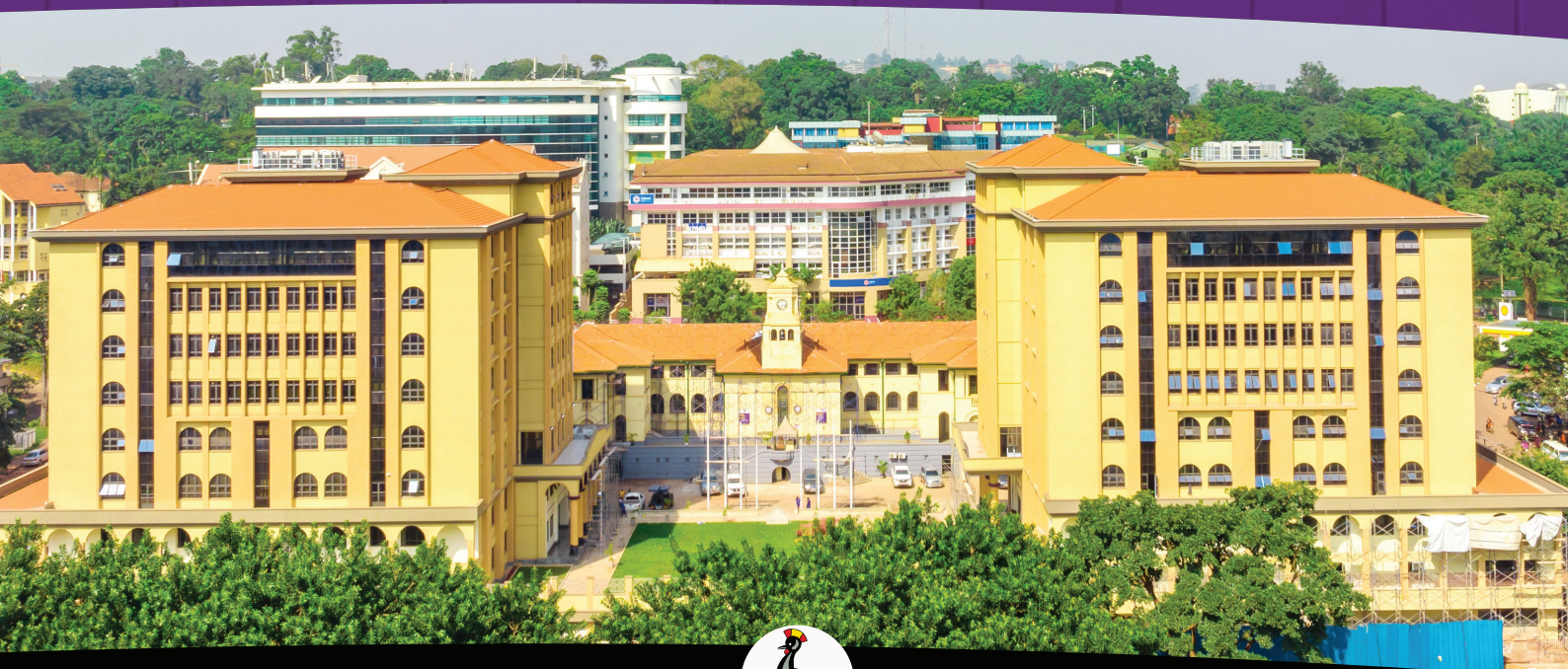




THE JUDICIARY

THE JUDICIARY SERVICE DELIVERY STANDARDS



November 2025



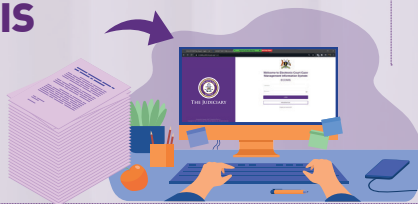
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FOREWORD

Article 126(1) of the Constitution of the Republic of Uganda, 1995 provides that judicial power is derived from the people and shall be exercised by the courts established under the Constitution in the name of the people and in conformity with the law and with the values, norms and aspirations of the people. Article 126(2) further sets out the principles applicable in the adjudication of cases brought before the courts and these include:

- a. justice shall be done to all irrespective of their social or economic status;
- b. justice shall not be delayed;
- c. adequate compensation shall be awarded to victims of wrongs;
- d. reconciliation between parties shall be promoted; and
- e. substantive justice shall be administered without undue regard to technicalities.

To achieve the above, the Judiciary, in consultation with key stakeholders, has developed Service Delivery Standards to promote efficiency and effectiveness of services and ensure they are responsive to the public needs, to empower the public to demand for services that are due to them at the appropriate standard, and to enforce quality and compliance mechanisms in the Judiciary.

The Service Delivery Standards contribute to the transformation agenda of strengthening the administration of justice. It is part of the initiatives towards the continuous improvement of the judicial process to provide timely and quality services to the people of Uganda.

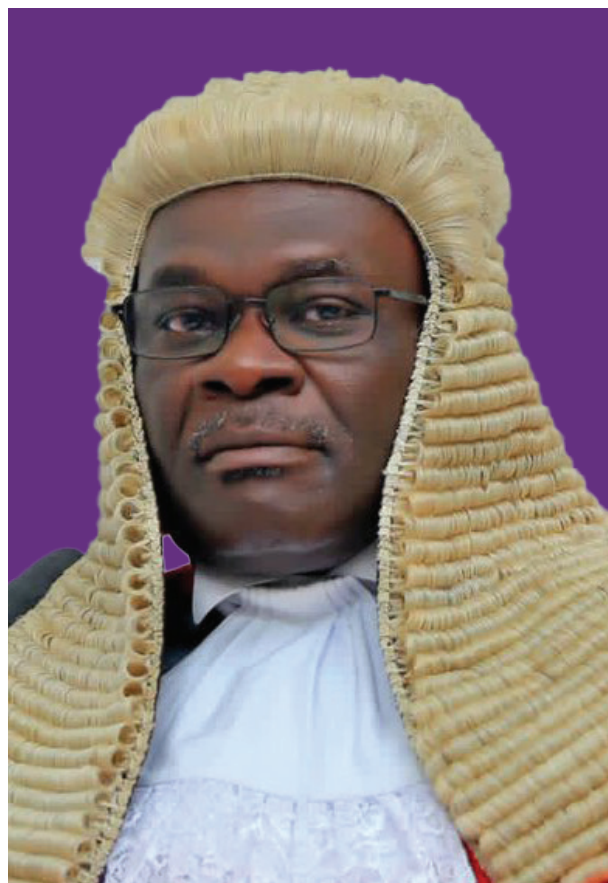
The Judiciary is committed to implementing these Service Delivery Standards. I therefore, call upon the staff of the Judiciary and the public to embrace them.

FOR GOD AND MY COUNTRY



Alfonse Chigamoy Owiny – Dollo

CHIEF JUSTICE



“

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The Judiciary plays a critical role in upholding the rule of law, ensuring access to justice, and maintaining public confidence in the justice system. As part of the Transformation Agenda, the Judiciary has introduced a series of initiatives aimed at improving service delivery and making the Judiciary more transparent and accountable to the public. To enhance transparency and accountability, the Judiciary has developed Service Delivery Standards (SDS) that guide its operations. These standards define the expected level of performance in key court processes, including case management, implementation of Alternative Dispute Resolution (ADR), State Brief Scheme, enrolment and issuance of practicing certificates for Advocates, licensing and disciplining of Court Bailiffs and other public interactions.

1.1 Our Mandate

The core mandate of the Judiciary is to adjudicate cases of both criminal and civil nature. This mandate is stipulated in Article 126 of the Constitution of the Republic of Uganda.

1.2 The Judiciary Structure

The Judiciary is comprised of Courts, Administrative Registries, the Inspectorate of Courts, Judicial Training Institute, Departments and Units.

1.2.1 Courts of Judicature

- a. The Supreme Court
- b. The Court of Appeal/Constitutional Court
- c. The High Court
- d. Magistrates Courts

1.2.2 Administrative Registries

- a. Registry of the Supreme Court
- b. Registry of the Court of Appeal/Constitutional Court
- c. Registry of the High Court
- d. Inspectorate of Courts
- e. Registry of Planning, Research and Development
- f. Registry of Magistrates' Affairs and Data Management
- g. Registry of Alternative Dispute Resolution
- h. Registry of Communications and Public Relations
- i. Registry of Human Resource Development and Training/Judicial Training Institute (JTI)

1.2.3 Departments

- a. Finance and Administration Department
- b. Human Resource Management Department
- c. Engineering and Technical Services Department
- d. Information and Communication Technology Department
- e. Policy and Planning Department

1.2.6 Units

- a. Procurement and Disposal Unit
- b. Internal Audit Unit



1.3 Vision

Justice for All

1.4 Mission

To efficiently and effectively administer justice

1.5 Core Values

The Judiciary's strategic direction and result areas are based on its core values that form the basis for all its operations. These values which will also guide the implementation of the service delivery standards are:

- a. **Independence:** The Judiciary commits to operate freely without interference or taking directives from, or being controlled by any person or authority.
- b. **Impartiality:** The Judiciary commits to perform its mandate with respect and without fear, favour, affection or ill will, bias or prejudice.
- c. **Transparency:** The Judiciary commits to openness in all its activities in the administration and delivery of justice, and dissemination of information.
- d. **Accountability:** The Judiciary commits to taking responsibility for its actions and will be answerable to the people of Uganda.
- e. **Professionalism:** The Judiciary commits to delivering its mandate efficiently, fairly and within reasonable time.
- f. **Integrity:** The Judiciary in carrying out its mandate, shall demonstrate the highest standards of honesty, transparency and impartiality.
- g. **Equality:** The Judiciary shall accord equal treatment to all persons who appear before the courts, without discrimination on the ground of sex, race, colour, ethnic origin, tribe, birth, creed or religion, social or economic standing, political opinion or disability.

1.6 The purpose of the service delivery standards

To promote accountability, professionalism and responsiveness, transparency in the delivery of Judiciary services.

1.7 Objectives of the service delivery standards

- a. To document the minimum levels of service that the Judiciary should provide and what the public should expect in terms of quantity, quality, time, process, cost and coverage.
- b. To empower the public to demand for services which are due to them at the expected standard.
- c. To enforce quality assurance and compliance mechanisms for service delivery against National and International standards and best practices.

IMPLEMENTATION OF SERVICE DELIVERY STANDARDS

2.1 Institutional arrangements

The Judiciary shall track and report on the implementation of Service Delivery Standards on a quarterly and annual basis. The report shall be discussed by the Senior Management and Top Management of the Judiciary.

2.2 Roles and responsibilities

The Tables below show the roles and responsibilities of the different internal and external stakeholders.

Table 1: Roles and Responsibilities of Internal Stakeholders

Responsible center	Roles and Responsibilities in the implementation of the Strategy
The Chief Justice	- To provide overall policy and strategic leadership, and oversee and guide the implementation of the Service Delivery Standards - Safeguard judicial integrity and adherence to the Judicial code of conduct - Enforce adherence to performance management measures in the Judiciary - Oversee the implementation at the Supreme Court
The Judiciary Council	Advise the Chief Justice on policy and strategic leadership of the implementation of the Service Delivery Standards
The Deputy Chief Justice	- Assist the Chief Justice in the implementation of the Service Delivery Standards - Oversee and guide the implementation of the Service Delivery Standards at the Court of Appeal/ Constitutional Court - Safeguard judicial integrity and adherence to the Judicial code of conduct at the High Court and Magistrates Courts - Ensure adherence to performance management measures at High Court and Magistrates Courts
The Principal Judge	- Oversee and guide the implementation of the Service Delivery Standards at the High Court and Magistrates Courts - Safeguard judicial integrity and adherence to the Judicial code of conduct at the High Court and Magistrates Courts - Ensure adherence to performance management measures at High Court and Magistrates Courts
The Chief Inspector of Courts	Provide technical leadership of the Inspectorate of Courts in the implementation of the Service Delivery Standards
Heads of High Court Divisions and Circuits	- Oversee the implementation of the Service Delivery Standards in their respective Divisions and Circuits - Safeguard judicial integrity and adherence to the Judicial code of conduct at the respective Divisions and Circuits - Ensure adherence to performance management measures at the respective Divisions and Circuits - Ensure timely escalation of unresolved complaints.



Responsible center	Roles and Responsibilities in the implementation of the Strategy
Judicial Training Institute	Induct and train Judicial Officers and staff of the Judiciary on the service delivery standards and their application.
Permanent Secretary/ Secretary to the Judiciary	- As Accounting Officer, oversee and guide on the implementation of the Service Delivery Standards in the Judiciary in accordance with Articles 164 and 174 of the Constitution and other provisions the Constitution, Public Finance Management Act, 2015, the Administration of Judiciary Act, Cap 4 and other relevant laws - Ensure adequate financing for the implementation of the Service Delivery Standards
Chief Registrar	- Oversee, guide and coordinate the implementation of the Service Delivery Standards in all Registries of the Judiciary and the lower Bench - Safeguard judicial integrity and adherence to the Judicial code of conduct at the lower bench. - Ensure adherence to performance management measures at the lower bench.
Inspectorate of Courts	- Coordination and building synergies for collective implementation of the Service Delivery Standards - Interface with and sensitize stakeholders and the general public on the complaints management by the Judiciary - Recommend remedial action as appropriate, during inspection, to address cases of maladministration in the Judiciary - Receive and process internal and external complaints against any member of staff of the Judiciary - Ensure that feedback on action taken is provided to the complainants or affected parties.
Registrars and Heads of Department and Units	- Implement the Service Delivery Standards at their respective Registries, Departments and Units in line with their mandate, and report on progress - Ensure adherence to the Judicial code of conduct and promotion of ethics and integrity among staff - Ensure adherence to performance management measures among staff
Chief Magistrates	- Oversee, coordinate and monitor the Implementation of the Service Delivery Standards in their respective Magisterial Areas - Ensure adherence to the Judicial code of conduct and promotion of ethics and integrity among staff - Ensure adherence to performance management measures among staff
Magistrate Grade One	- Implement the Service Delivery Standards in their respective Magisterial Areas - Ensure adherence to the Judicial code of conduct and promotion of ethics and integrity among staff - Ensure adherence to performance management measures among staff
Registry of Planning, Research and Development, Department of Policy and Planning	Monitor and evaluate the implementation of Service Delivery Standards
Registry of Public Relations and Communication	Interface with and sensitize stakeholders and the general public on the complaints management by the Judiciary

Responsible center	Roles and Responsibilities in the implementation of the Strategy
Department of Human Resource Management	- Implement and enforce the Service Delivery Standards in line with its mandate - Ensure adherence to performance management measures
Information, Communication and Technology Department	Ensure functionality of ICT services to enhance service delivery
Members of staff of the Judiciary	- Proactively implement the various undertakings spelt out under the Service Delivery Standards - Adhere to ethical standards and values of the Judiciary

Table 2: Roles and Responsibilities of External Stakeholders

Responsible center	Roles and Responsibilities in the implementation of the Strategy
Ministry of Public Service	- Technical support for development, review, documentation, clearance for approval and application of service delivery standards. - Approval for implementation of the Service Delivery Standards - Track progress of implementation of service delivery standards
National Planning Authority	- To set standards for the national and decentralized planning in Uganda and to ensure that strategic plans are aligned with NDP. - Technical support in reviewing the standards - Certification of the service delivery standards
Office of the Prime Minister	Integration of service delivery standards to the National Monitoring and Evaluation framework and to apply National Service Delivery Standards in the Government Annual Performance Assessments.
Ministry of Finance, Planning and Economic Development	Integration of service delivery standards into program budgeting system, identify and provide funding for implementation of NSDS activities.
Judicial Service Commission	- Recruit and promote judicial officers of high ethical and professional standards - Investigate complaints and take appropriate action - Handle cases forwarded by the Judiciary promptly - Carry out inspections - Educate the public on their rights in the administration of justice and the anti-corruption measures
Inspectorate of Government	- Sensitise the public on anti-corruption - Investigate corruption complaints - Prosecute corruption cases
Parliament of Uganda	- Appropriation of the Judiciary budget - Oversight function on budget execution and application of service delivery standards.
Administration of Justice Programme Institutions	Harmonise justice service delivery chain standards to ensure seamless service delivery.



Responsible center	Roles and Responsibilities in the implementation of the Strategy
Office of the Auditor General	• Undertake value-for-money audits in accordance with and in respect to the set standards.
The Public Procurement and Disposal of Public Assets Authority (PPDA)	• Undertake procurement audits
Uganda Law Council	• Handle corruption-related complaints against Advocates referred by the Judiciary • Provide feedback to affected parties
Uganda Law Society	• Promote ethical values among members • Support the popularisation of the Judiciary Service Delivery Standards among members. • Implement disciplinary recommendations on Advocates
Uganda Court Bailiffs Association	• Promote ethical values among members • Support the popularisation of the Judiciary Service Delivery Standards among members.
Court users and the general public	• Raise complaints of misconduct to the Judiciary and other relevant authorities • Adherence to timelines and guidelines given • Provide evidence when called upon • Follow up and demand feedback
Legal Aid Service Providers	• Adhere to the Judiciary Service Delivery Standards
Civil Society Organisations	• Sensitise the public on the Judiciary Service Delivery Standards
Development Partners	• Participate in the implementation of the Judiciary Service Delivery Standards • Propose actions to strengthen service delivery to the public

MONITORING AND EVALUATION OF SERVICE DELIVERY STANDARDS

3.1 Monitoring and evaluation arrangements

Service delivery against the Judiciary Service Delivery Standards shall be monitored through:

- a. Compliance inspections
- b. Performance audits and appraisals
- c. Client satisfaction surveys
- d. Court open days

3.2 Review of the service delivery standards

The Service Delivery Standards shall be reviewed every five years and in line with the National Service Delivery Survey, Strategic Direction of the National Development Plan and the Judiciary Strategic Plan. The baseline will be used to develop other service delivery standards.



Table 3: Summary of Judiciary Service Delivery Standards Aligned to the Fourth National Development Plan 2025/26-2029/30

Mandate	Service Description	Legislation	Policies	NDP IV	Vision 2040	Service Delivery Standard
To administer justice regardless of social or economic status, uphold the rule of law, protect constitutional rights and ensure justice for all.	Dispose of civil and criminal cases at all court levels	Constitution of the Republic of Uganda 1995; Administration of the Judiciary Act, Cap.4.	Transitional Justice Policy, 2019;	Strategic Objective 5: Strengthen good governance, security and the role of the state in development	Effective governance and efficient public service delivery	Decisions of court shall be delivered within 60 days after the close of hearing and 90 days for the Supreme Court
		Judicature Act, Cap.16. Magistrate Court Act, Cap.19	The Zero Tolerance to Corruption Policy, 2019			
	Offer Alternative Dispute Resolution (ADR) mechanisms	Constitution of the Republic of Uganda 1995; Administration of the Judiciary Act, Cap.4;	The National ADR Policy, 2024;			All courts shall offer ADR services
		Judicature Act, Cap.16; Magistrate Court Act, Cap.19;	Alternative Justice System Strategy for the Judiciary of Uganda, 2023			
		The Judicature (Plea Bargain) Rules 2016				
	Judicature (Mediation) Rules, 2013;					
	Judicature (Small Claims Procedure) Rules, 2011					

Mandate	Service Description	Legislation	Policies	NDP IV	Vision 2040	Service Delivery Standard
	Provide legal representation at the expense of the State to capital and semi-capital offenders	Constitution of the Republic of Uganda 1995; Administration of the Judiciary Act, Cap.4, Judicature (Legal Expense of the State) Rules, 2022				The Judiciary shall provide legal representation to all indigent persons facing criminal offences that carry a sentence of death or imprisonment for life in the Courts of Record and semi capital offences in the Chief Magistrates Courts
	Enroll Advocates and issue practicing certificates	Advocates Act, Cap.295;				Judiciary shall notify interested Advocates within 14 working days before the commencement of the trial to solicit their interest in representing an accused person at state expense
		Advocates (Enrollment and Certification) Regulations, 2002				Advocates shall be enrolled within 14 working days after submission by Law Council Advocates' practicing certificates shall be issued or renewed within 14 working days after filing an application



Mandate	Service Description	Legislation	Policies	NDP IV	Vision 2040	Service Delivery Standard
	Approval of Commissioner of Oath and Notary Public	Commissioner of Oath (Advocates) Act, Cap.6				Commissioner of Oaths and Notary Public certificates shall be issued within 14 working days after filing an application
	Offer bailiffs with licenses and enforce compliance	Distress for Rent (Bailiffs) Act, Cap.286;				Court bailiffs' licenses shall be awarded or renewed within 7 working days from receipt of the application
		Judicature (Court Bailiffs) Rules, 2022; Statutory instrument 53 of 2022				
	Assess court fees and fines to guide litigants on the amounts to pay	Judicature Act, Cap.16;				Assessment of court fees and fines shall be done within 24 hours upon application for a service
		Civil Procedure Rules, 2023;				
		The Judicature (Court Fees) Rules, 2022; Public Finance Management Act (PFMA), Cap.171				Courts shall certify filed documents within 3 working days
	Certify Court documents upon request	Judicature Act, Cap.16;				
		Judicature (Electronic Filing, Service and Virtual Proceedings) Rules, 2025;				
		Notaries Public Act, Cap.21;				
		Oaths Act, Cap.22				



Mandate	Service Description	Legislation	Policies	NDP IV	Vision 2040	Service Delivery Standard
	Offer custody of wills	The Succession Act, Cap.268				Judiciary shall provide custody of deposited wills and disclose existence to rightful parties within 7 working days after death notification
	Preside over the administration of oaths	Judicature Act , Cap.16; Oaths Act, Cap.22; Evidence Act, Cap.9				The Judiciary shall administer required oaths as scheduled
	Offer library services	Administration of the Judiciary Act, Cap.4; Access to Information Act, Cap.95; The National Library Act, Cap.255				Courts up to the level of Chief Magistrate shall offer library services
	Access court decisions and Uganda laws online					Uganda Legal Information Institute(ULII) shall be accessible to the public via https://ulii.org



Table 4: Detailed Judiciary Service Delivery Standards Aligned to the Fourth National Development Plan 2025 /26-2029/30

Strategic Plan Objective	Output/Service Description	Key Performance Indicators	Standard in terms of Quantity, Quality, Cost, Time and Coverage	Target Recipients of Service	Access Criteria to Obtain Service	Methodology for Providing Service	Input (basic infrastructure for providing service: including tools and equipment, personal)	User Fee/Contribution by Service Recipient	Responsible Centre/Service Delivery Point
Improve court processes and case management	Disposal of cases at all court levels	Proportion of cases disposed of at the Supreme Court	A Presidential election petition shall be determined within 30 days after filing	Litigants and general public	Valid filing of a case.	a. Electronic filing via Electronic Court Case Management Information System (ECCMIS); b. Conferencing; c. Conduct hearings; d. Issue judgments/ rulings	a. Justices of the Supreme Court b. Administrative staff c. Case files d. Internet e. Computers	Court fees according to the prescribed court fees	Supreme Court
			A case shall be disposed of at the Supreme Court within 2 years						
			Taxation ruling shall be delivered within 60 days after hearing or filing of final submission						
			Processing of court orders and warrants shall be done within 2 working days after the ruling on the application.						

Strategic Plan Objective	Output/Service Description	Key Performance Indicators	Standard in terms of Quantity, Quality, Cost, Time and Coverage	Target Recipients of Service	Access Criteria to Obtain Service	Methodology for Providing Service	Input (basic infrastructure for providing service: including tools and equipment, personal)	User Fee/Contribution by Service Recipient	Responsible Centre/Service Delivery Point
		Proportion of Cases disposed of at the Court of Appeal/Constitutional Court	Appeals from High Court to Court of Appeal shall be filed within 30 days from the date of the decree or order, while for criminal cases, within 14 working days	Litigants and general public	Valid filing of a case.	a. Electronic filing via Electronic Court Case Management Information System (ECCMIS); b. Conferencing; c. Conduct hearings; d. Issue judgments/ rulings	Justices of the Court of Appeal; b. Case files c. Internet d. Computers e. Staff f. Registers	Court fees according to the prescribed court fees	Court of Appeal/Constitutional Court
			Constitutional petitions shall be disposed of within 2 years.						
			Criminal and Civil appeals shall be disposed of within 2 years						



Strategic Plan Objective	Output/ Service Description	Key Performance Indicators	Standard in terms of Quantity, Quality, Cost, Time and Coverage	Target Recipients of Service	Access Criteria to Obtain Service	Methodology for Providing Service	Input (basic infrastructure for providing service: including tools and equipment, personal)	User Fee/ Contribution by Service Recipient	Responsible Centre/ Service Delivery Point
		Proportion of cases disposed of at High Court	A case shall be disposed of at High Court within 2 years	Litigants and general public	Valid filing of a case.	a. Electronic filing via Electronic Court Case Management Information System (ECCMIS); b. Manual filing of a case where ECCMIS does not exist c. Conferencing; d. Conduct hearings; e. Issue judgments/ rulings	High Court Judge; b. Case files c. Internet d. Computers e. Staff	Court fees according to the prescribed court fees	High Court

Strategic Plan Objective	Output/Service Description	Key Performance Indicators	Standard in terms of Quantity, Quality, Cost, Time and Coverage	Target Recipients of Service	Access Criteria to Obtain Service	Methodology for Providing Service	Input (basic infrastructure for providing service: including tools and equipment, personal)	User Fee/Contribution by Service Recipient	Responsible Centre/Service Delivery Point
		Proportion of cases disposed of at Chief Magistrate Courts	A case shall be disposed of within 1 year	Litigants and general public	Valid filing of a case.	a. Electronic filing via Electronic Court Case Management Information System (ECCMIS); b. Manual filing of a case where ECCMIS does not exist c. Conduct hearings; d. Issue judgments/ rulings	Chief Magistrate b. Case files c. Case Register d. Internet e. Computers f. Staff	Court fees according to the prescribed court fees	Chief Magistrate
		Proportion of cases disposed of at Magistrate Grade One Court	A case shall be disposed of within 7 months	Litigants and general public	Valid filing of a case.	a. Manual filing of a case where ECCMIS does not exist b. Conduct hearings; c. Issue judgments/ rulings	Magistrate Grade 1 b. Case files c. Case Register d. Internet e. Computers	Court fees according to the prescribed court fees	Magistrate Grade 1



Strategic Plan Objective	Output/Service Description	Key Performance Indicators	Standard in terms of Quantity, Quality, Cost, Time and Coverage	Target Recipients of Service	Access Criteria to Obtain Service	Methodology for Providing Service	Input (basic infrastructure for providing service: including tools and equipment, personal)	User Fee/Contribution by Service Recipient	Responsible Centre/Service Delivery Point
		Proportion of records of appeals processed and forwarded within the statutory timelines	All records of appeal from Magistrates' Courts shall be processed within 14 working days for criminal appeals and 30 days for civil appeals, from the date of judgments/ rulings or order.	Litigants Advocates Judicial Officers	Lower courts forward records of appeal to higher courts	Register appeal request Process the appeal record and forward to the relevant court of appeal jurisdiction	Case register Case file Administrative staff	Free	Magistrate Courts
		Proportion of cases disposed of through plea bargaining	Plea bargain is available for criminal matters in High Court, Chief Magistrate Courts and Grade one Magistrate Courts. A plea bargain case shall be concluded within 3 days after hearing	Accused persons in criminal cases (non-capital offenses and victims)	a. Consent of accused person, b. Prosecution, legal representation of the accused person c. Agreement	a. Sensitization about plea bargain; b. Enrollment; c. Negotiation; d. Approval of agreements by court.	Prosecutors; judicial officers; Court/ Prison; Legal representation	Free	Registrar High Court and Registrar Magistrates Affairs and Data Management, Registrar Alternative Dispute Resolution

Strategic Plan Objective	Output/Service Description	Key Performance Indicators	Standard in terms of Quantity, Quality, Cost, Time and Coverage	Target Recipients of Service	Access Criteria to Obtain Service	Methodology for Providing Service	Input (basic infrastructure for providing service: including tools and equipment, personal)	User Fee/Contribution by Service Recipient	Responsible Centre/Service Delivery Point
		Proportion of cases disposed of through mediation	Mediation shall be available for civil matters at Supreme Court, Court of Appeal, High Court, and Magistrates Court	Parties in civil disputes and the general public	a. Courts refer civil dispute suitable for mediation to mediation; b. Parties can request for mediation as well; c. A competent mediator is assigned	a. Refer cases to mediation; b. Assign accredited mediators; c. Conduct mediation sessions; d. Courts approve agreements and consent judgements issued	a. Accredited mediators; b. Mediation rooms; c. Administrative staff	Free	Court of Appeal, High Court, and Magistrates Court
			A mediation shall be concluded within 60 days after registration						
		Proportion of cases disposed of through Small Claims Procedure	Small claims procedure shall be available in all Magistrate courts for cases of 10 Million and below Small claims procedure matters shall be completed within 30 days after registration	Public/Individuals	a. Issue a demand notice b. File a claim in Magistrate court using simplified claim form	a. Register a claim; b. Inform parties and schedule hearings; c. Conduct hearings and issue judgements; d. Enforce judgement/decision	Magistrates; Small Claims forms	Court fees according to the prescribed court fees	Magistrates Courts



Strategic Plan Objective	Output/Service Description	Key Performance Indicators	Standard in terms of Quantity, Quality, Cost, Time and Coverage	Target Recipients of Service	Access Criteria to Obtain Service	Methodology for Providing Service	Input (basic infrastructure for providing service: including tools and equipment, personal)	User Fee/Contribution by Service Recipient	Responsible Centre/Service Delivery Point
		Proportion of persons accessing state briefs	All persons facing capital charges in the High Court shall be provided with legal representation within 14 working days from their first appearance before a competent court.	All persons facing capital charges in the High Court	Request by the accused person	a. Identify indigent persons facing capital charges; b. Assign an advocate under state briefs	Advocates; Money to facilitate advocates under state briefs	Free	High Court
	Disposal of bail applications	Proportion of bail applications disposed of within the required timeframe	All bail applications in the High Court shall be disposed of within 30 working days from the time of receipt of the application	Accused persons Advocates	Make application to court in accordance to the law	Consider the bail application and make a decision	a. Bail application register b. Sureties c. Prove of payment where applicable	Both free and paid for (fee depends on assessment)	Courts

Strategic Plan Objective	Output/Service Description	Key Performance Indicators	Standard in terms of Quantity, Quality, Cost, Time and Coverage	Target Recipients of Service	Access Criteria to Obtain Service	Methodology for Providing Service	Input (basic infrastructure for providing service: including tools and equipment, personal)	User Fee/Contribution by Service Recipient	Responsible Centre/Service Delivery Point
			Bail applications before Magistrates Court shall be disposed of within 7 working days from the time of oral/ written application or submission receipt of the application	Accused persons Advocates	Oral submission in court	Consider the bail the submission and make a decision	a. Judicial officer b. Sureties c. Prove of payment where applicable	Both free and paid for (fee depends on assessment)	Courts
	Processing of a record of court proceedings	Proportion of record of court proceedings processed within 14 working days	All records of court proceedings shall be processed within 14 working days	Advocates Litigants Public	Make formal application to court	Review the application Provide typed record of court	Application register	Court fees according to the prescribed court fees	Courts
	Issuance of a copy of judgement	Percentage of court litigants given court judgement	All parties to a case are entitled to a copy of judgement or ruling of the court upon payment of prescribed fees	Litigants Advocate	Demand/ request for a copy of the judgement upon payment of fees	Issue a copy of judgments/ rulings to litigants	Record of judgments/ rulings Case file	Free (more copies are paid for as prescribed)	Courts



Strategic Plan Objective	Output/Service Description	Key Performance Indicators	Standard in terms of Quantity, Quality, Cost, Time and Coverage	Target Recipients of Service	Access Criteria to Obtain Service	Methodology for Providing Service	Input (basic infrastructure for providing service; including tools and equipment, personal)	User Fee/Contribution by Service Recipient	Responsible Centre/Service Delivery Point
	Cause listing of court cases	Up to-date cause lists in place at courts	All cause lists for the following week shall be displayed on the court notice boards, Judiciary and Advocates fora website every Friday of the preceding week for public access	a. Judicial Officers b. Advocates c. Uganda Prison Service d. Uganda Police Force e. Litigants	Court notice boards/E-boards	Print the cause lists and display on the court notice boards/E-boards	a. Stationery b. Notice Boards c. Court Staff	Free	Courts
	Assessment of court fees and fines to guide litigants on the amount to pay	Assessment of all court fees and fines undertaken before payment	All court fees and fines shall be assessed and payee notified of the amount and procedure to pay	a. Court users b. Advocates	a. Obtain assessment from the Court offering the service b. Pay in the bank or mobile money	a. Assess the fees for the service being demanded; b. Inform the court user on the amount to pay and the procedure of payment; c. Verify payment	Accounts Officer; and Judicial Officer; Court fees rules	Free	Courts

Strategic Plan Objective	Output/Service Description	Key Performance Indicators	Standard in terms of Quantity, Quality, Cost, Time and Coverage	Target Recipients of Service	Access Criteria to Obtain Service	Methodology for Providing Service	Input (basic infrastructure for providing service: including tools and equipment, personal)	User Fee/Contribution by Service Recipient	Responsible Centre/Service Delivery Point
		Amount of non-tax revenue generated from Court fees and fines	All payments shall be made in the Bank	Litigants and the general public	Assessment form	Generate a Payment Reference Number (PRN) and make payments at any Point Of Sale (POS)	Court Staff; Mobile money/ Bank interface	Free	Courts
	Issue certificates of process of service	Percentage of applications processed within 14 working days	The Judiciary shall process all applications for certificates of process service within 14 working days	Clerks in private firms; Law Firms	Apply to Registrar High Court	a. Verify the application b. Issue the Certificate	The Registry at High Court; Human Resource	Court fees according to the prescribed court fees	Registrar High Court
	Enrol Lawyers and issue practicing certificates	Percentage of lawyers enrolled within set timeframe	Lawyers shall be enrolled within 14 working days after submission by Law Council	Lawyers Public	Eligible advocates attend the scheduled enrolment event	Organise enrolment event and invite eligible advocates	a. Submission of names by law council; b. Enrolling Officer; c. Venue for the event; d. Evidence of payment	Court fees according to the prescribed court fees	Chief Registrar



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Enhance equitable access to Judiciary Services			Commissioner of Oath and Notary Public certificate shall be issued within 14 working days after filing an application	Advocates Public	Make an application to the Chief Registrar	Organise the event and invite eligible advocates	a. Submission of names by law council; b. Enrolling Officer; c. Venue for the event; d. Evidence of payment	Court fees according to the prescribed court fees	Chief Registrar
		Percentage of practicing certificates issued within set timeframe	Advocate licenses shall be issued/ renewed within 14 working days after filing the application	Advocates	Eligible advocates apply for issuance/ renewal of practicing certificates every year	Verify application and issue/renew practicing certificate	a. Register of advocates; b. Introduction/ submission of names by law council for new advocates; c. Evidence of payment	Court fees according to the prescribed court fees	Chief Registrar
	Custody of wills with the <u>Chief Registrar</u>	Percentage of secured wills accessed by rightful parties within 7 days after death notification	Judiciary shall secure custody of deposited wills and disclose the existence to rightful parties within 7 days after death notification	General public, Legal representatives; Beneficiaries	a. Registering of the will with the Judiciary b. Application to access a will after the death of the testator	Secure archival of the will until death notification triggers action	Safe vaults; Register of Wills	Court fees according to the prescribed court fees	Chief registrar

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	Retrieval of files from archive	Proportion of requests for file archive retrieval effected within 2 working days	All request for retrieval of archive records shall be responded to with 2 working days	Litigants Advocates General Public	Formerly apply to Court	Assess the application and requesting party Share the request file/case information	a. Safe Archives b. Archive c. Registers	Free	a. Courts b. Chief Registrar c. Registrar High Court
	Issuance of Letters of Administration/ Probate	Proportion of Letters of Administration issued within the require timeframe	All Letters of Administration shall be issued within 30 working days after the expiration of the notice	Litigants; Advocates	Application to court	a. Register application b. Review and make decision	Registers and Staff	Court fees according to the prescribed court fees	Court
		Proportion of Letters of Probate issued within the require timeframe	Grant of Probate shall be issued after within 14 working days after the expiration of the notice	Litigants; Advocates	Application to court	a. Register application b. Review and make decision	Registers and Staff	Court fees according to the prescribed court fees	Court
	Administering oaths	Timeliness of oath administration	The Judiciary shall administer required oaths as requested and scheduled	Constitutional and Statutory bodies,	Official request to the Judiciary	Swearing procedure using approved religious texts or affirmations in the presence of a judicial officer	Religious text; Oath text; Appointees; Judicial Officer	Free	Chief Justice; Deputy Chief Justice; Principal Judge; Chief Registrar



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	Inquests conducted	Percentage of initiated inquests	Court shall order an inquest within 7 days upon request	Public, Families of the deceased persons; Police; Public health institutions	Notification of unnatural death to the respective Court for inquiry	a. Hear the matter and direct police to conduct postmortem and gather relevant evidence; b. Take a decision	Inquest register; Judicial Officer	free	Courts
	Bail refunded	Average processing time of bail refund requests	All requests for bail refund with complete documentation shall be processed for payment within 14 working days	Accused persons whose case has been completed, dismissed or convicted	Apply for bail refund at the Court that handled the case, in line with guidelines Mobile money/ bank account	Review the application in line with the guidelines Route the application to relevant office	Bail register; Cashier; Refund forms; Bail refund order issued by Court	Free	Finance and Administration (Accounts Section); Registrar High Court; Court stations
		Bail refund guidelines in place at court notice boards	All courts shall display bail refund guidelines at court premises for public access	Litigants Advocates	Court notice boards Cash office	Display bail refund guidelines at notice boards	Bail refund guidelines Notice boards	Free	a. Courts b. Finance and Administration Department c. Registrar High Court

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	Complaints management	Percentage of registered complaints concluded	The Judiciary shall investigate and conclude registered complaints within 14 working days	General public; Court users	Register a complaint with the Head of Court station, Inspectorate of Courts, Office of the Permanent Secretary/Secretary to the Judiciary, Chambers of the Chief Registrar, Toll free Line Judiciary (0800111900/0800225587)	Register and allocate a number to each complaint, Investigate the complaint and take a decision or refer the complaint to the relevant authority	Complaints register, Registry; Office; Call center; Motor Vehicle	Free	Chambers of the Chief Justice; Chambers of the Deputy Chief Justice; Chambers of the Principal Judge; Chambers of the Chief Registrar; Head of Court station; Inspectorate of Courts; Office of the Permanent Secretary/Secretary to the Judiciary; Call center



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			Complainants shall receive feedback within 5 working days after completion of the matter	Complainant; General public	The complainant shall provide contacts for receiving feedback	Feedback shall be provided Via Email, Letter, TV, Radio, Press release, Court open days, Court user meetings	Human and Financial resources	Free	Chambers of the Chief Justice; Chambers of the Deputy Chief Justice; Chambers of the Principal Judge; Chambers of the Chief Registrar; Head of Court station; Inspectorate of Courts; Office of the Permanent Secretary/Secretary to the Judiciary; Call center

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	Customer care Service	Proportion of Court stations with functional customer care service desks	All Courts shall have functional customer care service desks	General Public; Court Users	Access Customer care desks at Court stations	a. Physical customer care desks with attendants shall be provided at all Courts b. Suggestion boxes installed	Customer care desks; Customer Care Officer	Free	Human Resource Department, Finance and Administration, Inspectorate of Courts
	Court Operating time	Proportion of Courts opening and closing at Official designated time	All Courts shall be Open from Monday to Friday, 8:00am to 12:45pm and 2:00pm to 5:00pm	General Public; Court Users	Court stations	Office supervisors/ in charges shall adhere to the timeframe of opening and closing of Courts	Office supervisors; Head of Court stations	Free	PSSJ; Chief Registrar; Inspectorate of Courts
	Communication of absence of a Judicial Officer and Staff of the Judiciary	Proportion of Judicial Officers communicating absence from office to litigants with scheduled matters	All Judicial Officers shall communicate to court users their absence from office 4 days in advance	Litigants Advocates General public	Notice board e-communication	Issue a notice of absence from station Disseminate notice to court users	Notice board E-platforms	Free	Court



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	Stakeholder/court user meetings	Proportion of courts holding court user/coordination meetings	All courts shall convene quarterly court user/coordination (stakeholder) meetings	Court Users (Advocates, Police, Prisons, General public, Non-state justice actors, leaders)	Court	Draw agenda and invite court users for the meeting	Logistics Agenda Invitations	Free	Court
	Provision of a clean and secure court environment	Proportion of Court stations with security personnel and court orderlies	All Courts shall be secured with security personnel to maintain order	General Public; Court Users	Court stations	All courts shall be equipped with security equipment and police officers	Office supervisors; Head of Court stations; Police officers	Free	Finance and Administration
		Proportion of Court stations with clean environment	All Court stations shall be kept clean	General Public; Court Users Staff	Court stations	a. All courts shall be kept clean; b. All courts shall observe clean environment	Office supervisors; Head of Court stations	Free	Finance and Administration

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	Accessibility of Courts	Proportion of courts accessible to persons with disabilities and special needs	All Courts shall be accessible to persons with disabilities and special needs	General Public; Court Users	Court stations	All courts shall have facilities for persons with special needs (child-friendly and breastfeeding rooms, toilets for PWDs, ramps, interpreters, braille machines/kits)	a. Child-friendly and breastfeeding rooms; b. Toilets for PWDs; c. Ramps d. Interpreters e. Braille machines/ kits)	Free	Engineering and technical services; Finance and Administration Chief Registrar/ Inspectorate
		Proportion of court premises with standard sign posts and signage	All court premises shall have standard sign posts and signage	General Public Court users	Court stations	Install and maintain sign posts and signage for court premises	Sign posts Signage	Free	Engineering and technical services; Finance and Administration Chief Registrar/ Inspectorate
	Staff Identification	Proportion of Court Staff putting on Identification Tags and Uniforms	All staff shall wear Identification tags while on official duty	All Staff at Court	Court users and general public observe and identify Court Staff	Staff obtain Judiciary IDs from respective offices	a. Identification cards	Free	Human Resource Department Office of the Chief Registrar



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		Proportion of Court designated uniformed staff putting on Uniforms	Drivers, Court Clerks, Process Servers at Court Shall wear uniforms at all times	Judicial Officers, drivers, court clerks, process servers	Court users and general public observe and identify Court Staff	Staff obtain uniform from respective offices	a. Uniforms	Free	Finance and Administration Office of the Chief Registrar
	Endorsement of court documents and other relevant documents	Proportion of documents endorsement within timelines	All documents lodged with court shall be endorsed within 5 working days	Litigants; Lawyers Institutions; Court Users	Apply to relevant court	Consider the submission and make a decision	Judicial Officers Register Proof of payment where applicable	Court fees according to the prescribed court fees	Courts
	Library services offered up to the level of Chief Magistrate Court	Proportion of courts providing library services	Courts from Appellate to Chief Magistrate level shall offer library services to the public	Judicial officers; Legal researchers; Advocates Students	Access library at court stations Register in library use book	Provide access to online and physical legal reference materials	Physical libraries; ULLI access; Librarians	Free	Office of the Chief Registrar
			Uganda Legal Information Institute(ULLI) shall be accessible online to the public	Judicial officers; Legal researchers; Advocates Students	https://ulii.org	Update ULLI website with most recent law reports and briefs	Functional ULLI website; Legal researchers; Computers; Internet	Free	Finance and Administration (Principal Librarian) Law Reporting Unit

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	Offer bailiffs licenses and enforce compliance	Proportion of bailiffs licenses awarded/renewed within 7 working days after application	Court bailiffs licenses shall be awarded and renewed within 7 working days from receipt of the application	Court bailiffs	Eligible court bailiffs apply for award/renewal of licenses	Verify application and award/renew licenses	a. Register of bailiffs; b. Introduction/submission of names by bailiffs' association for new bailiffs; c. Evidence of payment	Court fee	Chief Registrar
		Proportion of bailiffs premises inspected	All bailiffs premises shall be inspected for suitability	Court bailiffs	Bailiff premises	Inspect all court bailiffs premises for compliance	a. Inspection checklist; b. Inspecting officer	Free	Chief Registrar
	Judiciary Annual Performance Report	Judiciary Annual Performance report disseminated	Prepare and disseminate Judiciary Performance report annually	Public Development Partners Parliament Government institutions	Website Conference	Upload the report on the Judiciary website Organise the review conference	a. Annual performance report b. Judiciary staff	Free	Chief Registrar

