



Equal Opportunities Commission



THE REPUBLIC OF UGANDA

Service Delivery Standards 2025/26 – 2029/30



Equal Opportunities Commission

Service Delivery Standards 2025/26 – 2029/30

Vision:

A just and fair society where all persons have equal Opportunities to participate and benefit in from all spheres of political, economic, social, and cultural life.

September 2025

FOREWORD

The Equal Opportunities Commission (EOC) is mandated by the Constitution of the Republic of Uganda to eliminate discrimination and inequalities against any individual or group of persons, and to take affirmative action in favor of marginalized groups, with the aim of redressing imbalances and promoting equal opportunities for all.

In pursuit of the above mandate, and in line with Establishment Notice No. 3 of 2011, the Commission has developed its Service Delivery Standards (SDSs). These standards are anchored in key national frameworks including Vision 2040, the National Development Plans, the Public Finance Management Act (Cap 171), and the Public Service Transformation Programme. They set out clear benchmarks for quality, timeliness, accessibility, efficiency, and cost-effectiveness in the delivery of services to our stakeholders.

The SDSs serve a dual purpose. First, they provide assurance to the public—particularly vulnerable groups—that the Commission is committed to equity and inclusion by ensuring fair access, benefit, and participation in all our programs and services. Second, they provide a transparent framework for accountability, guiding both the Commission and the citizens we serve in knowing what to expect, demand, and deliver.

Through these Service Delivery Standards, the Commission reaffirms its commitment to fairness, justice, and equal opportunities in national development. We call upon all stakeholders—government institutions, development partners, civil society, and citizens—to embrace and uphold these standards so that together, we may build a more inclusive and equitable Uganda.

Hon. Safia Nalule Juuko

Chairperson

Equal Opportunities Commission

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1.0 INTRODUCTION

The Equal Opportunities Commission (EOC) plays a critical role in upholding the principles of equity in access to social services, in order to promote equitable access to opportunities for sustainable development, reducing discrimination and inequalities across the life cycle. As part of the Transformation Agenda, the Equal Opportunities Commission has introduced a series of initiatives aimed at enhancing service delivery and increasing the Commission's visibility, transparency and accountability to the public. Among the initiatives have been taking EOC to the people, mobile legal clinics, Corporate Social Responsibilities and response to emergencies (disasters).

To further enhance transparency and accountability, the Equal Opportunities Commission as a service provider has a legal and moral responsibility to deliver excellent services to the public. Thus, EOC has developed Service Delivery Standards (SDS) that will guide its operations. These standards define the expected level of performance in terms of time, quality, quantity, process, and accessibility that the citizens must expect from the Commission and government at large.

1.1 Mission

To give effect to the state's constitutional mandate to eliminate discrimination against any individual or groups of persons through taking affirmative action to redress imbalances and promote equal opportunities for all.

1.2 The Equal Opportunities Commission Structure

The Equal Opportunities Commission is comprised of departments and Units, which include.

1.2.1 Departments

- a) Finance, Planning and Administration Department
The finance and Administration department comprised of the following units;
 - i. Procurement and Disposal Unit
 - ii. Internal Audit unit
 - iii. Human Resource unit

- iv. Accounts Unit
 - v. Planning Unit
 - vi. Information Technology Unit
- b) Compliance and Enforcement Department
- c) Education, Training, Information and Communication Department
The Education, Training, Information and Communication department has the following Units;
- i. Training and Education unit
 - ii. Communications unit
- d) Legal service and Investigation Department
- The following are the Units under Legal Services and Investigations department;
- i. Investigations unit
 - ii. Legal Services unit
- e) Research, Monitoring and Evaluation Department
The above department comprises of the following Units,
- i. Monitoring and M&E Unit
 - ii. Research Unit

1.3 Goal

To promote equitable access to opportunities for sustainable development, reducing discrimination and inequalities across the life cycle by 2029/30.

1.4 EOC Mandate

The EOC Act CAP .7, mandates the Commission to give effect to the State's constitutional mandate to eliminate discrimination and inequalities against any individual or group of persons on the ground of 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 favor of groups marginalized on the basis of gender, age, disability or any other reason created by history, tradition or custom

for the purpose of redressing imbalances which exist against them; and to provide for other related matters".

1.5 Our Services

In the execution of its mandate, the Equal Opportunities Commission offers the following services;

1. The Commission provides Social Justice to the vulnerable on issues of land rights, succession, family, property rights, employment rights among others through tribunal hearing and judgements, to eliminate discrimination and redress imbalances.
2. Conduct researches on the state of equal opportunities in different thematic areas to establish the equalization of equal opportunities and affirmative action in Uganda
3. Monitor Government Programs to ensure they comply with Gender and Equity requirements and affirmative action
4. The Commission makes recommendations to relevant MDAs on areas where inequalities exist, thus enabling policymakers to address specific issues affecting marginalized groups.
5. Offers evidence-based suggestions that help guide government and institutional policies towards promoting equality and inclusivity.

1.6 Core Values

The Equal Opportunities Commission's strategic direction and result area 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) **Professionalism:** The Equal Opportunities Commission commits to delivering its mandate efficiently, fairly and within a reasonable time.

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- b) **Integrity:** The Equal Opportunities Commission in carrying out its mandate shall demonstrate the highest standards of honesty, transparency, accountability and impartiality in all action.
- c) **Equity:** In promoting fairness and justice for marginalized groups, the Commission shall accord equal treatment to all persons without discrimination on ground of gender, race, colour, ethnic origin, tribe, birth, creed or religion, social or economic standing, political opinion or disability.
- d) **Inclusivity:** Ensuring participation of all, especially vulnerable individual and population.
- e) **Innovation:** Leveraging technology and creative solutions for efficiency in the delivery of inclusive services.

1.7 Functions of the Commission (Functional Areas)

The Commission is guided by four basic functions in the execution of its mandate as stated in the EOC Act, Cap 7 under section 14 as follows:

- i). To monitor, evaluate and ensure that policies, laws, plans, programs, activities, practices, traditions, cultures, usages and customs of (a) organs of state at all levels; (b) statutory bodies and agencies; (c) public bodies and authorities; (d) private businesses and enterprises; (e) non-governmental organizations, and (f) social and cultural communities, are compliant with equal opportunities and affirmative action.
- ii). To investigate or inquire into, on its own initiative or on a complaint made by any person or group of persons, any act, circumstance, conduct, omission, programme, activity or practice which seems to amount to or constitute discrimination, marginalization or to otherwise undermine equal opportunities
- iii). The Commission may rectify, settle or remedy any act, omission, circumstance, practice, tradition, culture, usage or custom that is found to constitute discrimination, marginalization or which otherwise undermines equal opportunities through mediation, reconciliation, negotiation, settlement or other dispute resolution mechanism.

- iv). The Commission may hear and determine complaints by any person against any action, practice, usage, plan, policy programme, tradition, culture or custom followed by any organ, body, business organization, institution or person which amounts to discrimination, marginalization or undermines equal opportunities.

1.8 The Purpose of the Service Delivery Standards

The purpose of the SDSs is to promote professionalism, responsiveness, transparency, and accountability in the delivery of Equal Opportunities Commission mandate.

1.9 Objectives of the Service Delivery Standards

- a) To document the minimum levels of service that the EOC 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 Promote equity for marginalized groups
- d) To provide uniformity and consistence in the provision of services at the National level
- e) To provide a yardstick for developing institutional plans and budgets, that are inclusive and gender sensitive.
- f) To provide a basis for the review of management systems and processes.

1.10 The National, Legal and Policy Framework

The implementation of the Service Delivery Standards will be guided by a robust national legal, policy and institutional framework as well as guidelines including: The Constitution of the Republic of Uganda, 1995, Equal Opportunities Commission Act Cap. 7, the attendant Public Service Standing Orders, 2021, Employment Act Cap.226, National Youth Council Act Cap. 114, Children Act Cap. 62, Local Government Act Cap. 138, National Council on Disability Act, National Council for Older Persons Act Cap. 112, National Women's Council Act Cap. 113, Persons with Disabilities Act Cap.115, Public Finance Management Act Cap. 171,

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The planning frameworks to guide the standards will include; the National Development Plan IV, the National Planning Authority Regulations and the Equal Opportunities Strategic Plan. While the National Policies include; National Equal Opportunities Policy, 2006, National Gender Policy, National Youth Policy, 2017, National Policy on Disability, 2023, National Orphans and Vulnerable Children Policy, 2004, as well as the National Policy on Elimination of Gender-Based Violence.

2.0 IMPLEMENTATION OF SERVICE DELIVERY STANDARDS

2.1 Institutional arrangements

The Equal Opportunities Commission shall track and report on the implementation of Service Delivery Standards on a quarterly and annual basis. Top Management of the Equal Opportunities Commission shall review and discuss the report to ensure compliance and address gaps and strengthen services delivery performance and take up corrective measures for performance improvement.

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
Secretary to the Commission	<ul style="list-style-type: none">❖ As Accounting Officer, oversee and guide on the implementation of the Service Delivery Standards in Equal Opportunities Commission in accordance with Articles 32(3) and 32 (4) of the 1995 Constitution of the republic of Uganda, Public Finance Management Act, 2015, the Equal Opportunities Commission Act.❖ Ensure adequate financing for the implementation of the Service Delivery Standards
Planning Unit	<ul style="list-style-type: none">❖ Monitor and evaluate the implementation of Service Delivery Standards

Responsible center	Roles and Responsibilities in the implementation of the Strategy
Human Resource Unit	<ul style="list-style-type: none"> ❖ Implement and enforce the Service Delivery Standards in line with the Commissions mandate ❖ Ensure adherence to performance management measures
Members of staff of Equal Opportunities	<ul style="list-style-type: none"> ❖ Proactively implement the various undertakings spelt out under the Service Delivery Standards ❖ Adhere to ethical standards and values of the equal Opportunities Commission

Table 2: Roles and Responsibilities of External Stakeholders

RESPONSIBLE CENTER	ROLES AND RESPONSIBILITIES IN THE IMPLEMENTATION OF THE STRATEGY
Ministry of Public Service	<ul style="list-style-type: none"> ➤ Technical support for review, development, documentation, dissemination, clearance for approval and application of service delivery standards. ➤ approval of SDS
National Planning Authority	<ul style="list-style-type: none"> ➤ To set standards for the national and decentralized planning in Uganda and to ensure that strategic plans are aligned NDP.
Ministry of Gender Labour and Social Development	<ul style="list-style-type: none"> ➤ To set standards and guide on policy, coordination and oversight
Office of the Prime Minister	<ul style="list-style-type: none"> ➤ 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.
Parliament of Uganda	<ul style="list-style-type: none"> ➤ Budget appropriation

RESPONSIBLE CENTER	ROLES AND RESPONSIBILITIES IN THE IMPLEMENTATION OF THE STRATEGY
	<ul style="list-style-type: none"> ➤ Oversight function on budget execution and application of service delivery standards.
Office of the Auditor General	<ul style="list-style-type: none"> ➤ Undertake value-for-money audits in accordance with and in respect to the set standards.
Civil Society	<ul style="list-style-type: none"> ➤ Sensitize the public on the Equal Opportunities Commission Service Delivery Standards and increase advocacy
Development Partners	<ul style="list-style-type: none"> ➤ Participate in the implementation of the Equal Opportunities Commission Service Delivery Standards ➤ Propose actions to strengthen service delivery to the public

3.0 MONITORING AND EVALUATION OF SERVICE DELIVERY STANDARDS

3.1 Monitoring and evaluation arrangements

Service delivery against the Equal Opportunities Commission Service Delivery Standards shall be monitored through:

- a) Compliance inspections
- b) Performance audits
- c) Client satisfaction surveys

3.2 Review of the service delivery standards

The Service Delivery Standards shall be reviewed for both mid-term and end of term in line with the strategic plan after every five years. The review shall be guided by the National Service Delivery Survey findings and the, Strategic output in the Strategic Plan/policy statement to take into account new priorities in the environment.

3.3 Dissemination Mechanism of the SDS

The Commission will disseminate these SDS through the following channels:

- 1) **Print Media:** This will involve both internal and external communications through newspaper supplements and policy briefs, such as the Equity Voice newsletter, that are disseminated to the clients on a quarterly basis.
- 2) **Radio talk Shows:** These will inform the public about the Commission's mandate, and the service.
- 3) **Sensitization:** The Commission will carry out quarterly sensitization about the Service Delivery Standards in order to ensure that the stakeholders know the contents of the Standards.
- 4) The Commission will use Information, Education and Communication (IEC) Materials, (e.g. brochures, T-shirts and flyers) as a display mechanism for publicity of the SDS.

4.0 DOCUMENTED SERVICE DELIVERY STANDARDS FOR EQUAL OPPORTUNITIES COMMISSION

The Equal Opportunities Commission shall document its SDSs in line with the strategic objectives that are aligned in the Strategic plan, PIAPS and departmental work plans.

4.1 Strategic Objective

The Service Delivery Standards for the Equal Opportunities Commission are structured on five strategic objectives below.

- 1) To provide social justice to the marginalized and discriminated groups on violations of development, economic, social, and cultural rights.
- 2) To promote civic education and public awareness on the principles of equal opportunities and affirmative action
- 3) To strengthen compliance with equal opportunities and affirmative action in public and private institutions for more inclusive and sustainable development.
- 4) To promote gender and equity responsive planning and budgeting in the allocation and utilization of public resources.
- 5) To strengthen and sustain the growth and development of the Equal Opportunities Commission for improved service delivery for all.

5.0 SERVICE DELIVERY STANDARDS FOR EQUAL OPPORTUNITIES COMMISSION

STRATEGIC/ SPECIFIC OBJECTIVES	OUTPUT/SERVICE DESCRIPTION	KEY PERFORMANCE INDICATOR	STANDARDS IN TERMS OF QUANTITY, QUALITY, TIME, PROCESS COVERAGE, AND ACCESSIBILITY	TARGET BENEFICIARIES OF THE SERVICE, INTENDED USERS OF THE SERVICE	ACCESS CRITERIA TO OBTAIN THE SERVICE	METHODOLOGY FOR PROVIDING THE SERVICE	BASIC INFRASTRUCTURE FOR PROVIDING SERVICE, INCLUDE TOOLS, EQUIPMENT	USER FEES	RESPONSIBILITY CENTER/ SERVICE DELIVERY POINT
DEPARTMENT OF TRAINING, EDUCATION AND COMMUNICATION									
To promote civic education and public awareness on the principles of equal opportunity and affirmative action	Increased awareness and capacity of community members to participate in and influence national development processes	<ul style="list-style-type: none"> Coverage of public awareness campaigns Frequency of creating awareness Time taken 	<ul style="list-style-type: none"> Public awareness on affirmative action conducted across the country. Quarterly basis Reports prepared within 14 days after conducting 	<ul style="list-style-type: none"> MDA's, LGs, CSOs, FBOs, CBOs, private sector, Media fraternity, general public 	<ul style="list-style-type: none"> Walk-ins, Electronic and print media, workshops, Activity reports, website 	<ul style="list-style-type: none"> Radio and TV talk shows, press briefing, meetings, digital social media campaign print and media. 	<ul style="list-style-type: none"> IEC materials, ICT equipment, Human Resource, transport and allowance, coordination and airtime costs. 	Free service	ETIC

STRATEGIC/ SPECIFIC OBJECTIVES	OUTPUT/SERVICE DESCRIPTION	KEY PERFORMANCE INDICATOR	STANDARDS IN TERMS OF QUANTITY, TIME, QUALITY, PROCESS COVERAGE, AND ACCESSIBILITY	TARGET BENEFICIARIE S OF THE SERVICE, INTENDED USERS OF THE SERVICE	ACCESS CRITERIA TO OBTAIN THE SERVICE	METHOD LOGY FOR PROVIDING THE SERVICE	BASIC INFRASTRUCT URE FOR PROVIDING SERVICE, INCLUDE TOOLS, EQUIPMENT	USER FEES	RESPONS IBILITY CENTER/ SERVICE DELIVERY POINT
		<ul style="list-style-type: none"> Percentage of villages sensitized on the negative social and cultural practices Frequency sensitization Report prepared 	<p>public awareness.</p> <ul style="list-style-type: none"> All villages sensitized on negative social and cultural practices Quarterly Quarterly 	<ul style="list-style-type: none"> MDAs, LGs, Villages (teenage pregnancies, child labour, child marriage, children on the move, FGM, VAC, SGBV, etc) 	<ul style="list-style-type: none"> Walk-ins, Electronic and print media, workshops. Activity reports, website 	<ul style="list-style-type: none"> Radio and TV talk shows, press briefing, meetings, digital social media campaigns print media. 	<ul style="list-style-type: none"> IEC materials, ICT equipment, Human Resource, transport and allowance, coordination and on-airtime costs. 	<ul style="list-style-type: none"> Free service 	<ul style="list-style-type: none"> ETIC

STRATEGIC/ SPECIFIC OBJECTIVES	OUTPUT/SERVICE DESCRIPTION	KEY PERFORMANCE INDICATOR	STANDARDS IN TERMS OF QUANTITY, TIME, QUALITY, TIME, PROCESS COVERAGE, AND ACCESSIBILITY	TARGET BENEFICIARIE S OF THE SERVICE, INTENDED USERS OF THE SERVICE	ACCESS CRITERIA TO OBTAIN THE SERVICE	METHODO LOGY FOR PROVIDING THE SERVICE	BASIC INFRASTRUCT URE FOR PROVIDING SERVICE, INCLUDE TOOLS, EQUIPMENT	USER FEES	RESPONS IBILITY CENTER/ SERVICE DELIVERY POINT
	<ul style="list-style-type: none"> A national civic education program aimed at improving the level of awareness of rights, duties and responsibilities of individuals, families, communities and citizens developed 	<ul style="list-style-type: none"> Quality, Coverage of the civic education program Frequency of conducting civic education Time taken to review the curriculum 	<ul style="list-style-type: none"> Civic education program developed following set standards on inclusion and accessibility. Civic education program rolled out across all regions in the country Implemented on quarterly basis 	<ul style="list-style-type: none"> MDA's, LGs, CSOs, FBOs, private sector, Media Fraternity and general public 	<ul style="list-style-type: none"> Walk-ins, Electronic and print media, Baraza website 	<ul style="list-style-type: none"> Community barazas, trainings, stakeholder meetings, radio and TV talk shows. 	<ul style="list-style-type: none"> IEC materials, ICT equipment, Human Resource, transport and allowances, Coordination and airtime costs. 	<ul style="list-style-type: none"> Free service 	<ul style="list-style-type: none"> ETIC

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	and implemented	<ul style="list-style-type: none"> Time taken to prepare reports 	<ul style="list-style-type: none"> Program reviewed after 2.5 years of implementation Reports prepared within 14 days after conducting targeted civic education engagements. 100% of the councilors trained across the country on compliance with laws 	<ul style="list-style-type: none"> LGs, MDAs 	<ul style="list-style-type: none"> Councils, brochures 	<ul style="list-style-type: none"> Training, document review, field visits 	<ul style="list-style-type: none"> HR, venue hire, allowance, ICT equipment 	<ul style="list-style-type: none"> no 	

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		and regulations on equal opportunities and Affirmation	compliance with the law				† assorted stationary		
DEPARTMENT OF FINANCE AND ADMINISTRATION									
To strengthen and sustain the growth and development of the Equal Opportunities	Performance management coordinated	<ul style="list-style-type: none"> Process time 	<ul style="list-style-type: none"> Performance planning before the performance period (3^{1st} July of every FY) 	<ul style="list-style-type: none"> All Staff, MOPS EOC, Auditor General 	<ul style="list-style-type: none"> Appointed employee , memos, performance management tools, performance 	<ul style="list-style-type: none"> Meeting, Training, sensitization, 	<ul style="list-style-type: none"> HR, assorted stationary, allowance, field visits, document review 	<ul style="list-style-type: none"> Not applicable 	<ul style="list-style-type: none"> EOC offices HRM Unit and

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Commission for improved service delivery for all		<ul style="list-style-type: none"> • Frequency of performance review 	<ul style="list-style-type: none"> • Quarterly performance review • Annual assessment of performance conducted by 15th June of every FY • Officers on probation assessed after every 3months for a period of 6months • Confirmation in service 		assessment tools				

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	HR manual Developed, reviewed and implemented	<ul style="list-style-type: none"> Frequency of reviewing HR manual 	<ul style="list-style-type: none"> After every five years 	<ul style="list-style-type: none"> EOC staff, MoPs, 	<ul style="list-style-type: none"> All staff, Website, brochures 	<ul style="list-style-type: none"> Training, literature review, consultations with stakeholder, dissemination 	<ul style="list-style-type: none"> HR, stationary, transports, allowances, ICT equipment 	<ul style="list-style-type: none"> Free service 	<ul style="list-style-type: none"> HRM-Unit
	Advise on implementation, review and interpretation of HR policies, strategies, guidelines, rules and	<ul style="list-style-type: none"> Level of Commission/ staff satisfaction Error margins in HR functions reduced 	<ul style="list-style-type: none"> 100% 	<ul style="list-style-type: none"> Staff and external clients 	<ul style="list-style-type: none"> Verbal and written communication 	<ul style="list-style-type: none"> Letter and internal memo communication Training 	<ul style="list-style-type: none"> Laptops 	<ul style="list-style-type: none"> Free services 	<ul style="list-style-type: none"> HRM-Unit

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	regulations tendered								
	HR surveys and research conducted	<ul style="list-style-type: none"> • Frequency • Time taken to prepare and submit survey reports 	<ul style="list-style-type: none"> • Annually • By 15 July of every years 	<ul style="list-style-type: none"> • EOC, stakeholder 	<ul style="list-style-type: none"> • Online, questionnaire 	<ul style="list-style-type: none"> • Research and consultations, field visits, data collection, data analysis, stakeholder's engagement 	<ul style="list-style-type: none"> • ICT equipment stationary, data collection tools, allowances, transport facilities 	<ul style="list-style-type: none"> • Free services 	<ul style="list-style-type: none"> • HRM-F&A
	Management of recruitment	<ul style="list-style-type: none"> • Time taken to prepare a recruitment plan 	<ul style="list-style-type: none"> • recruitment plan prepared annually 	<ul style="list-style-type: none"> • Newly appointed 	<ul style="list-style-type: none"> • Recruitment plan adverts 	<ul style="list-style-type: none"> • Establishment analysis 	<ul style="list-style-type: none"> • ICT equipment, 	<ul style="list-style-type: none"> • Free service 	<ul style="list-style-type: none"> • HRM-F&A

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		<ul style="list-style-type: none"> Percentage of Submissions to Apointing Authority prepared Time taken to implement Feedback from Apointing Authority Percentage of new staff 	<ul style="list-style-type: none"> 100% submissions three months before expiry of contracts Directives from the board implemented 100% within 14days All new Staff oriented and inducted within 14 days from the date of assumption 	Staff, MDAs. EOC	<ul style="list-style-type: none"> Declarations of vacancies Wage bill Internal Memos 	<ul style="list-style-type: none"> Declaration of positions, Advertise ment, interviews 	HR, stationary		

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		<ul style="list-style-type: none"> • Inducted and oriented • Frequency of updating Staff lists and Establishment • Analysis 	of duty annually <ul style="list-style-type: none"> • monthly 						
	Payroll Management Staff salaries and gratuity processed	<ul style="list-style-type: none"> • HCM data capture undertaken timely • Percentage of Payroll records validated 	<ul style="list-style-type: none"> • By 15th Of every Month • 100% records validated • Within 4 weeks from the date 	<ul style="list-style-type: none"> • All staff 	<ul style="list-style-type: none"> • Appointed • Appropriate salary scales • EFTs directed on employee 	<ul style="list-style-type: none"> • Training on from HCM support team • EFT payment 	<ul style="list-style-type: none"> • ICT Equipment, HR, 	<ul style="list-style-type: none"> • Free Services 	<ul style="list-style-type: none"> • HRM, Audit and Finance Units

STRATEGIC/ SPECIFIC OBJECTIVES	OUTPUT/SERVICE DESCRIPTION	KEY PERFORMANCE INDICATOR	STANDARDS IN TERMS OF QUANTITY, QUALITY, TIME, PROCESS COVERAGE, AND ACCESSIBILITY	TARGET BENEFICIARIES OF THE SERVICE, INTENDED USERS OF THE SERVICE	ACCESS CRITERIA TO OBTAIN THE SERVICE	METHODOLOGY FOR PROVIDING THE SERVICE	BASIC INFRASTRUCTURE FOR PROVIDING SERVICE, INCLUDE TOOLS, EQUIPMENT	USER FEES	RESPONSIBILITY CENTER/ SERVICE DELIVERY POINT
		<ul style="list-style-type: none"> Time taken to access payroll Quality 	of assumption of duty <ul style="list-style-type: none"> Functional Rewards and Sanctions committee in place Composition: 5members Tenure: 3years renewable once At least once a quarter 	<ul style="list-style-type: none"> All Staff 	's personal accounts <ul style="list-style-type: none"> All staff 	<ul style="list-style-type: none"> Meeting, investigations, document review, 	<ul style="list-style-type: none"> HR, stationery, ICT equipment, allowance, 	<ul style="list-style-type: none"> No user fees 	<ul style="list-style-type: none"> HRM- Unit Finance and Administration
	Disciplinary processes handled and managed								

STRATEGIC/ SPECIFIC OBJECTIVES	OUTPUT/ SERVICE DESCRIPTION	KEY PERFORMANCE INDICATOR	STANDARDS IN TERMS OF QUANTITY, QUALITY, TIME, PROCESS COVERAGE, AND ACCESSIBILITY	TARGET BENEFICIARIE S OF THE SERVICE, INTENDED USERS OF THE SERVICE	ACCESS CRITERIA TO OBTAIN THE SERVICE	METHODO LOGY FOR PROVIDING THE SERVICE	BASIC INFRASTRUCT URE FOR PROVIDING SERVICE, INCLUDE TOOLS, EQUIPMENT	USER FEES	RESPONS IBILITY CENTER/ SERVICE DELIVERY POINT
		<ul style="list-style-type: none"> Frequency of meeting 							
	<p>Capacity building for Staff conducted</p>	<ul style="list-style-type: none"> Training plan in place Time Frequency of meetings 	<ul style="list-style-type: none"> Annual or 5year Consolidated training plan prepared Composition of the training committee: 5members Tenure of office: 3years 	<ul style="list-style-type: none"> EOC staff and Members of the Commission 	<ul style="list-style-type: none"> Formal request Staff on contract appointment 	<ul style="list-style-type: none"> Meetings and approval by the training committee and the Secretary 	<ul style="list-style-type: none"> Human Resource Funds 	<ul style="list-style-type: none"> None 	<ul style="list-style-type: none"> EOC HR Unit

STRATEGIC/SPECIFIC OBJECTIVES	OUTPUT/SERVICE DESCRIPTION	KEY PERFORMANCE INDICATOR	STANDARDS IN TERMS OF QUANTITY, TIME, PROCESS COVERAGE, AND ACCESSIBILITY	TARGET BENEFICIARIES OF THE SERVICE; INTENDED USERS OF THE SERVICE	ACCESS CRITERIA TO OBTAIN THE SERVICE	METHODOLOGY FOR PROVIDING THE SERVICE	BASIC INFRASTRUCTURE FOR PROVIDING SERVICE, INCLUDE TOOLS, EQUIPMENT	USER FEES	RESPONSIBILITY CENTER/ SERVICE DELIVERY POINT
PLANING UNIT									
To strengthen and sustain the growth and development of the Equal Opportunities Commission for improved service	EOC Strategic Plan prepared, approved and aligned to NDP Institutional Work Plans prepared and submitted	• Number of strategic plans approved • Process Time	• 5 years' strategic plan in place. • BFP prepared and submitted by 15 th November every financial year.	• EOC staff, MDAs, LGs, Parliament, Development Partners • EOC staff, MDAs, MoFPED, LGs, Parliament,	• Formal request from EOC • Online (EOC website) • Formal request from EOC • Online (EOC website)	• Inclusive consultations, data analysis, validation workshops • Document review • Inclusive consultations, data analysis, validation workshops,	• Human resource, computers, projectors, planning templates, NPA • HR, computers, projectors, planning templates,	• None • None	• EOC, Planning Unit • EOC

STRATEGIC/ SPECIFIC OBJECTIVES	OUTPUT/SERVICE DESCRIPTION	KEY PERFORMANCE INDICATOR	STANDARDS IN TERMS OF QUANTITY, TIME, PROCESS COVERAGE, AND ACCESSIBILITY	TARGET BENEFICIARIES OF THE SERVICE, INTENDED USERS OF THE SERVICE	ACCESS CRITERIA TO OBTAIN THE SERVICE	METHODOLOGY FOR PROVIDING THE SERVICE	BASIC INFRASTRUCTURE FOR PROVIDING SERVICE, INCLUDE TOOLS, EQUIPMENT	USER FEES	RESPONSIBILITY CENTER/ SERVICE DELIVERY POINT
delivery for all			<ul style="list-style-type: none"> Ministerial Policy Statement (MPS) prepared and submitted by 15th march every financial year. 	Development Partners	<ul style="list-style-type: none"> Consultative meeting BCC 	Document review	<ul style="list-style-type: none"> Assorted stationary 		
	Performance Reports prepared and submitted	<ul style="list-style-type: none"> Frequency of preparing Performance Reports prepared and submitted on time 	<ul style="list-style-type: none"> Prepared Quarterly. Performance report prepared and submitted by 30th of the ensuing month after quarter. 	<ul style="list-style-type: none"> MoFPED, OPM, Parliament, EOC Top Management 	<ul style="list-style-type: none"> Internal planning calendar, statutory requirement 	<ul style="list-style-type: none"> Data collection tools, reviews, performance tracking, field visits 	<ul style="list-style-type: none"> Human resource, computers, M&E system, templates, staff, Excel/SPSS 	<ul style="list-style-type: none"> None 	<ul style="list-style-type: none"> EOC

Equal Opportunities Commission

STRATEGIC/ SPECIFIC OBJECTIVES	OUTPUT/SERVICE DESCRIPTION	KEY PERFORMANCE INDICATOR	STANDARDS IN TERMS OF QUANTITY, TIME, QUALITY, TIME, PROCESS COVERAGE, AND ACCESSIBILITY	TARGET BENEFICIARIE S OF THE SERVICE, INTENDED USERS OF THE SERVICE	ACCESS CRITERIA TO OBTAIN THE SERVICE	METHOD LOGY FOR PROVIDING THE SERVICE	BASIC INFRASTRUCT URE FOR PROVIDING SERVICE, INCLUDE TOOLS, EQUIPMENT	USER FEES	RESPONS IBILITY CENTER/ SERVICE DELIVERY POINT
		<ul style="list-style-type: none"> • Reports prepared and submitted on time 	<ul style="list-style-type: none"> • Annual performance report prepared and submitted by 30th July of every financial year. 						
	Monitoring of EOC strategic plan and projects implementation conducted	<ul style="list-style-type: none"> • Frequency of monitoring projects • Time taken to prepare a monitoring report 	<ul style="list-style-type: none"> • Quarterly monitoring reports prepared and submitted by 30th of the first month of the subsequent quarter. 	<ul style="list-style-type: none"> • EOC Top Management, MoFPED, OPM, Parliament, Development Partners 	<ul style="list-style-type: none"> • Included in annual M&E plan or planning reporting calendar 	<ul style="list-style-type: none"> • Performance tracking, data collection tools, validation meetings, analysis, and 	<ul style="list-style-type: none"> • Human resource, data collection templates, computers, internet, strategic plan log frame 	<ul style="list-style-type: none"> • None 	<ul style="list-style-type: none"> • EOC

STRATEGIC/ SPECIFIC OBJECTIVES	OUTPUT/SERVICE DESCRIPTION	KEY PERFORMANCE INDICATOR	STANDARDS IN TERMS OF QUANTITY, TIME, QUALITY, TIME, PROCESS COVERAGE, AND ACCESSIBILITY	TARGET BENEFICIARIES OF THE SERVICE, INTENDED USERS OF THE SERVICE	ACCESS CRITERIA TO OBTAIN THE SERVICE	METHODOLOGY FOR PROVIDING THE SERVICE	BASIC INFRASTRUCTURE FOR PROVIDING SERVICE, INCLUDE TOOLS, EQUIPMENT	USER FEES	RESPONSIBILITY CENTER/ SERVICE DELIVERY POINT
	Strategic Plan reviewed	<ul style="list-style-type: none"> Frequency of review 	<ul style="list-style-type: none"> Mid-term review after 2.5 years End term review after the completion of the five-year The Strategic Plan implemented in accordance with the approved 	<ul style="list-style-type: none"> EOC Top Management, MoFPED, OPM, Parliament, Development Partners 	<ul style="list-style-type: none"> Included in annual M&E plan or planning reporting calendar 	<ul style="list-style-type: none"> Performance tracking, data collection tools, validation meetings, analysis, 	<ul style="list-style-type: none"> Human Resource, data collection templates, computers, internet, strategic plan legal framework 	<ul style="list-style-type: none"> None 	<ul style="list-style-type: none"> EOC

STRATEGIC/ SPECIFIC OBJECTIVES	OUTPUT/SERVICE DESCRIPTION	KEY PERFORMANCE INDICATOR	STANDARDS IN TERMS OF QUANTITY, QUALITY, TIME, PROCESS COVERAGE, AND ACCESSIBILITY	TARGET BENEFICIARIE S OF THE SERVICE, INTENDED USERS OF THE SERVICE	ACCESS CRITERIA TO OBTAIN THE SERVICE	METHODO LOGY FOR PROVIDING THE SERVICE	BASIC INFRASTRUCT URE FOR PROVIDING SERVICE, INCLUDE TOOLS, EQUIPMENT	USER FEES	RESPONS IBILITY CENTER/ SERVICE DELIVERY POINT
		<ul style="list-style-type: none"> • Reports prepared and submitted 	evaluation framework						
• FINANCE									
	Final accounts prepared and submitted.	<ul style="list-style-type: none"> • Frequency. 	<ul style="list-style-type: none"> • Semi-annual: By the end of 15th February. • For 9 months: By the end of 15th May. • Annual: By end of 30th August. • Annually 	<ul style="list-style-type: none"> • EOC, MOPED, Auditor General 	<ul style="list-style-type: none"> • Online, submissions for departments, performance reports 	<ul style="list-style-type: none"> • Document review, data collection, 	<ul style="list-style-type: none"> • HR, ICT equipment, assorted stationary 	<ul style="list-style-type: none"> • No 	
	Procurement and Disposal	<ul style="list-style-type: none"> • Frequency of preparing 	<ul style="list-style-type: none"> • Annually 	<ul style="list-style-type: none"> • staff, the public, PPDA 	<ul style="list-style-type: none"> • Visit EGP system, Public 	<ul style="list-style-type: none"> • Bidding • Evaluation 	<ul style="list-style-type: none"> • Human resource, 	<ul style="list-style-type: none"> • None 	<ul style="list-style-type: none"> • ODPP Headq

STRATEGIC/ SPECIFIC OBJECTIVES	OUTPUT/SERVICE DESCRIPTION	KEY PERFORMANCE INDICATOR	STANDARDS IN TERMS OF QUANTITY, TIME, QUALITY, TIME, PROCESS COVERAGE, AND ACCESSIBILITY	TARGET BENEFICIARIE S OF THE SERVICE, INTENDED USERS OF THE SERVICE	ACCESS CRITERIA TO OBTAIN THE SERVICE	METHODOL OGY FOR PROVIDING THE SERVICE	BASIC INFRASTRUCT URE FOR PROVIDING SERVICE, INCLUDE TOOLS, EQUIPMENT	USER FEES	RESPONS IBILITY CENTER/ SERVICE DELIVERY POINT
	services well managed.	procurement plan <ul style="list-style-type: none"> • Composition of the committee • Time taken • Quality • Process time 	<ul style="list-style-type: none"> • Contracts Committee in place. • Term: 3 years' renewable once. • Composition: 5 members including the chairperson. • Within 10 working days from the date of receipt of submission. • 100% compliance to 		media, online, <ul style="list-style-type: none"> • Asset register 	<ul style="list-style-type: none"> • Display of Best Evaluated Bidder Notice 	<ul style="list-style-type: none"> • Vehicles, Reference materials, computer sets, infrastructure, data communication, assorted stationery, 		quarters, PDU

STRATEGIC/ SPECIFIC OBJECTIVES	OUTPUT/SERVIC E DESCRIPTION	KEY PERFORMANCE INDICATOR	STANDARDS IN TERMS OF QUANTITY, TIME, PROCESS COVERAGE, AND ACCESSIBILITY	TARGET BENEFICIARIE S OF THE SERVICE, INTENDED USERS OF THE SERVICE	ACCESS CRITERIA TO OBTAIN THE SERVICE	METHODOLOGY FOR PROVIDING THE SERVICE	BASIC INFRASTRUCT URE FOR PROVIDING SERVICE, INCLUDE TOOLS, EQUIPMENT	USER FEES	RESPONS IBILITY CENTER/ SERVICE DELIVERY POINT
			PPDA Regulations. • Bidding period: • Micro: 2 working days upon publication • Quotations: 5 working days upon publication • Restricted: 10 working days upon publication • Open bidding: 15 working						

STRATEGIC/ SPECIFIC OBJECTIVES	OUTPUT/SERVIC E DESCRIPTION	KEY PERFORMANCE INDICATOR	STANDARDS IN TERMS OF QUANTITY, TIME, PROCESS COVERAGE, AND ACCESSIBILITY	TARGET BENEFICIARIE S OF THE SERVICE, INTENDED USERS OF THE SERVICE	ACCESS CRITERIA TO OBTAIN THE SERVICE	METHODO LOGY FOR PROVIDING THE SERVICE	BASIC INFRASTRUCT URE FOR PROVIDING SERVICE, INCLUDE TOOLS, EQUIPMENT	USER FEES	RESPONS IBILITY CENTER/ SERVICE DELIVERY POINT
			<p>days upon publication</p> <ul style="list-style-type: none"> • Evaluation: • Works – within 20 working days • Supplies and non-consultancy services – within 10 working days • Consultancy services – within 10 working days • Display of the Best Evaluated 						

STRATEGIC/ SPECIFIC OBJECTIVES	OUTPUT/SERVIC E DESCRIPTION	KEY PERFORMANCE INDICATOR	STANDARDS IN TERMS OF QUANTITY, TIME, QUALITY, TIME, PROCESS COVERAGE, AND ACCESSIBILITY	TARGET BENEFICIARIE S OF THE SERVICE, INTENDED USERS OF THE SERVICE	ACCESS CRITERIA TO OBTAIN THE SERVICE	METHODOL OGY FOR PROVIDING THE SERVICE	BASIC INFRASTRUCT URE FOR PROVIDING SERVICE, INCLUDE TOOLS, EQUIPMENT	USER FEES	RESPONS IBILITY CENTER/ SERVICE DELIVERY POINT
		<ul style="list-style-type: none"> Time taken to display the best bidder 	<p>Bidder: within 10 working days after the award.</p> <ul style="list-style-type: none"> Disposal Plan in place. 						
	Procurement reports prepared.	<ul style="list-style-type: none"> Frequency Time taken 	<ul style="list-style-type: none"> Monthly Quarterly. By 15th of the next month in the subsequent quarter. Annual: by 15th of July. By 15th of the subsequent month. 	<ul style="list-style-type: none"> PPDA, MDAs LG 	<ul style="list-style-type: none"> Online, EGP 	Review of documents,	Human resource, ICT	Free	<ul style="list-style-type: none"> PPDA, F&A

STRATEGIC/ SPECIFIC OBJECTIVES	OUTPUT/SERVICE DESCRIPTION	KEY PERFORMANCE INDICATOR	STANDARDS IN TERMS OF QUANTITY, TIME, QUALITY, TIME, PROCESS COVERAGE, AND ACCESSIBILITY	TARGET BENEFICIARIES OF THE SERVICE, INTENDED USERS OF THE SERVICE	ACCESS CRITERIA TO OBTAIN THE SERVICE	METHODOLOGY FOR PROVIDING THE SERVICE	BASIC INFRASTRUCTURE FOR PROVIDING SERVICE; INCLUDE TOOLS, EQUIPMENT	USER FEES	RESPONSIBILITY CENTER/ SERVICE DELIVERY POINT
	Audit reports prepared and submitted.	<ul style="list-style-type: none"> Frequency of preparing Audit reports Time taken to submit Internal accountability 	<ul style="list-style-type: none"> Quarterly: By 15th of the subsequent month of the next quarter. Within 60 days from the date of payment. 	<ul style="list-style-type: none"> Auditor General Accountant General and AOG Internal auditor general 	<ul style="list-style-type: none"> Exit meeting Staff Meetings Reports, 	<ul style="list-style-type: none"> Review of documents, Interviews, Site inspections Physical Verification Evaluate 	<ul style="list-style-type: none"> ICT equipment's, Human Resource Assorted stationery, allowances, and logistics 	<ul style="list-style-type: none"> Free 	<ul style="list-style-type: none"> Internal Audit Unit
	Board of Survey conducted	<ul style="list-style-type: none"> Frequency 	<ul style="list-style-type: none"> Once a year. 	<ul style="list-style-type: none"> Accountant General, MoFPED, OAG 	<ul style="list-style-type: none"> Entry meeting, Board of survey report, 	<ul style="list-style-type: none"> Stock taking, Asset Verification and stores 	<ul style="list-style-type: none"> ICT and HR Board of Survey Committee 	<ul style="list-style-type: none"> Free service 	<ul style="list-style-type: none"> Finance and Administration Department

STRATEGIC/SPECIFIC OBJECTIVES	OUTPUT/SERVICE DESCRIPTION	KEY PERFORMANCE INDICATOR	STANDARDS IN TERMS OF QUANTITY, TIME, QUALITY, PROCESS COVERAGE, AND ACCESSIBILITY	TARGET BENEFICIARIES OF THE SERVICE, INTENDED USERS OF THE SERVICE	ACCESS CRITERIA TO OBTAIN THE SERVICE	METHODOLOGY FOR PROVIDING THE SERVICE	BASIC INFRASTRUCTURE FOR PROVIDING SERVICE, INCLUDE TOOLS, EQUIPMENT	USER FEES	RESPONSIBILITY CENTER/ SERVICE DELIVERY POINT
					assets register	ledger verification, Data collection			
DEPARTMENT OF RESEARCH MONITORING AND EVALUATION									
To strengthen compliance with equal opportunities and affirmative action in public and private institutions for more	Annual report on the state of equal opportunities in Uganda FY prepared and disseminated	<ul style="list-style-type: none"> Coverage frequency Time taken to collect Data 	<ul style="list-style-type: none"> Research must be conducted in all the four regions of the country on the different thematic areas Annual 	<ul style="list-style-type: none"> MDA's, LGs, CSOs, FBOs private sector, Media fraternity 	<ul style="list-style-type: none"> Stakeholder consultant Dissemination 	<ul style="list-style-type: none"> Field visit Data collection Research tools Desk review 	<ul style="list-style-type: none"> ICT equipment Assorted Stationery HR transport facilities allowance 	<ul style="list-style-type: none"> Free 	<ul style="list-style-type: none"> Research department EOC

STRATEGIC/ SPECIFIC OBJECTIVES	OUTPUT/SERVICE DESCRIPTION	KEY PERFORMANCE INDICATOR	STANDARDS IN TERMS OF QUANTITY, TIME, PROCESS COVERAGE, AND ACCESSIBILITY	TARGET BENEFICIARIES OF THE SERVICE, INTENDED USERS OF THE SERVICE	ACCESS CRITERIA TO OBTAIN THE SERVICE	METHODOLOGY FOR PROVIDING THE SERVICE	BASIC INFRASTRUCTURE FOR PROVIDING SERVICE, INCLUDE TOOLS, EQUIPMENT	USER FEES	RESPONSIBILITY CENTER/ SERVICE DELIVERY POINT
inclusive and sustainable development		<ul style="list-style-type: none"> Time taken to prepare and submit report 	<ul style="list-style-type: none"> Data collected quarterly Data analysis quarterly within 21 days Annual report on the state of equal opportunities compiled by 31st august 						
	Compliance audits in government and private	<ul style="list-style-type: none"> Coverage Frequency 	<ul style="list-style-type: none"> Compliance Audits conducted in all 	<ul style="list-style-type: none"> MDA's, LGs, CSOs, FBOs private sector, 	<ul style="list-style-type: none"> Stakeholder consultation 	<ul style="list-style-type: none"> Field visit Research tools Checklist 	<ul style="list-style-type: none"> ICT equipment Assorted Stationery 	<ul style="list-style-type: none"> Free 	<ul style="list-style-type: none"> Research department

STRATEGIC/ SPECIFIC OBJECTIVES	OUTPUT/SERVICE DESCRIPTION	KEY PERFORMANCE INDICATOR	STANDARDS IN TERMS OF QUANTITY, TIME, PROCESS COVERAGE, AND ACCESSIBILITY	TARGET BENEFICIARIE S OF THE SERVICE, INTENDED USERS OF THE SERVICE	ACCESS CRITERIA TO OBTAIN THE SERVICE	METHODOLOGY FOR PROVIDING THE SERVICE	BASIC INFRASTRUCTURE FOR PROVIDING SERVICE, INCLUDE TOOLS, EQUIPMENT	USER FEES	RESPONSIBILITY CENTER/ SERVICE DELIVERY POINT
	programs conducted	<ul style="list-style-type: none"> Time taken to collect Data Time taken to prepare and submit report 	<ul style="list-style-type: none"> government programs Problem identification Quarterly Data collected within 21working days Data analysis within 20 working days Compliance audit report prepared and submitted within 10days 	Media fraternity	<ul style="list-style-type: none"> Dissemination meetings 	<ul style="list-style-type: none"> Data collection 	<ul style="list-style-type: none"> HR transport facilities allowance 		<ul style="list-style-type: none"> EOC

STRATEGIC / SPECIFIC OBJECTIVES	OUTPUT/SERVICE DESCRIPTION	KEY PERFORMANCE INDICATOR	STANDARDS IN TERMS OF QUANTITY, TIME, PROCESS COVERAGE, AND ACCESSIBILITY	TARGET BENEFICIARIES OF THE SERVICE, INTENDED USERS OF THE SERVICE	ACCESS CRITERIA TO OBTAIN THE SERVICE	METHODOLOGY FOR PROVIDING THE SERVICE	BASIC INFRASTRUCTURE FOR PROVIDING SERVICE, INCLUDE TOOLS, EQUIPMENT	USER FEES	RESPONSIBILITY CENTER/ SERVICE DELIVERY POINT
			of the first month of the subsequent quarter						
	Research studies conducted in thematic areas to identify gaps in order to improve access participation and quality of social services	<ul style="list-style-type: none"> • Coverage • Frequency • Time taken to collect Data • Time taken to prepare and submit report 	<ul style="list-style-type: none"> • Research conducted in all the four regions of the country on the different thematic areas • Problem identification • Quarterly • Data collected quarterly 	<ul style="list-style-type: none"> • MDA's, LGs, CSOs, FBOs, private sector, Media fraternity 	<ul style="list-style-type: none"> • Stakeholder consultation • Dissemination meetings, websites • Formal requests 	<ul style="list-style-type: none"> • Field visit • Research tools • Desk review 	<ul style="list-style-type: none"> • ICT equipment • Assorted Stationery • HR transport facilities allowance 	<ul style="list-style-type: none"> • Free 	<ul style="list-style-type: none"> • Research department • EOC

STRATEGIC/ SPECIFIC OBJECTIVES	OUTPUT/SERVICE DESCRIPTION	KEY PERFORMANCE INDICATOR	STANDARDS IN TERMS OF QUANTITY, TIME, QUALITY, TIME, PROCESS COVERAGE, AND ACCESSIBILITY	TARGET BENEFICIARIES OF THE SERVICE, INTENDED USERS OF THE SERVICE	ACCESS CRITERIA TO OBTAIN THE SERVICE	METHODOLOGY FOR PROVIDING THE SERVICE	BASIC INFRASTRUCTURE FOR PROVIDING SERVICE, INCLUDE TOOLS, EQUIPMENT	USER FEES	RESPONSIBILITY CENTER/ SERVICE DELIVERY POINT
			<ul style="list-style-type: none"> Data analysis within 21 days Study report compiled by end of the quarter 						
	Proportion of EOC recommendations in the Annual report on the state of Equal opportunities in Uganda implemented	<ul style="list-style-type: none"> Coverage Frequency Time taken to collect Data Time taken to prepare and submit report 	<ul style="list-style-type: none"> Monitoring recommendations with the respective agency on the different thematic areas Annual Data collected within 	<ul style="list-style-type: none"> MDA's, LGs, CSOs, FBOs private sector 	<ul style="list-style-type: none"> Stakeholder consultant Dissemination 	<ul style="list-style-type: none"> Field visit Checklist Desk review 	<ul style="list-style-type: none"> ICT equipment Assorted Stationery HR transport facilities allowance 	<ul style="list-style-type: none"> Free 	<ul style="list-style-type: none"> Research department EOC

STRATEGIC/ SPECIFIC OBJECTIVES	OUTPUT/SERVICE DESCRIPTION	KEY PERFORMANCE INDICATOR	STANDARDS IN TERMS OF QUANTITY, QUALITY, TIME, PROCESS COVERAGE, AND ACCESSIBILITY	TARGET BENEFICIARIES OF THE SERVICE, INTENDED USERS OF THE SERVICE	ACCESS CRITERIA TO OBTAIN THE SERVICE	METHODOLOGY FOR PROVIDING THE SERVICE	BASIC INFRASTRUCTURE FOR PROVIDING SERVICE, INCLUDE TOOLS, EQUIPMENT	USER FEES	RESPONSIBILITY CENTER/ SERVICE DELIVERY POINT
			21 working days <ul style="list-style-type: none"> Data analysis within 21 days Monitoring report on implementation compiled by 31st August of a financial year 						
	Internal M&E carried out	<ul style="list-style-type: none"> Coverage Frequency Time taken to collect Data Time taken to prepare 	<ul style="list-style-type: none"> Monitoring of organization implementation as per the Work plans & MPS Quarterly 	<ul style="list-style-type: none"> NPA Ministry of gender Ministry of finance OPM, 	<ul style="list-style-type: none"> Stakeholder consultant 	<ul style="list-style-type: none"> Field visit Review of departmental quarterly reports Check list 	<ul style="list-style-type: none"> ICT equipment Assorted Stationery HR transport 	<ul style="list-style-type: none"> Free 	<ul style="list-style-type: none"> Research department EOC

STRATEGIC/SPECIFIC OBJECTIVES	OUTPUT/SERVICE DESCRIPTION	KEY PERFORMANCE INDICATOR	STANDARDS IN TERMS OF QUANTITY, TIME, PROCESS COVERAGE, AND ACCESSIBILITY	TARGET BENEFICIARIES OF THE SERVICE, INTENDED USERS OF THE SERVICE	ACCESS CRITERIA TO OBTAIN THE SERVICE	METHODOLOGY FOR PROVIDING THE SERVICE	BASIC INFRASTRUCTURE FOR PROVIDING SERVICE, INCLUDE TOOLS, EQUIPMENT	USER FEES	RESPONSIBILITY CENTER/ SERVICE DELIVERY POINT
		and submit report	<ul style="list-style-type: none"> Data collected within 14 working days Internal M&E report compiled by 15th of the first month in the new quarter 				facilities allowance		
DEPARTMENT OF LEGAL SERVICE AND INVESTIGATIONS									
Increase access to social justice to the marginalized and	Complaints received from Eastern, Western, northern and central regions	Percentage of complaints received, investigated and resolved	<ul style="list-style-type: none"> 100% of complaints received and registered. All Complaints investigated and resolved 	<ul style="list-style-type: none"> Marginalized groups across Uganda. Citizens, MDAs, LGs 	<ul style="list-style-type: none"> Lodging complaints Referrals by external 	<ul style="list-style-type: none"> Investigations, ADRs Public Awareness Tribunals 	<ul style="list-style-type: none"> HR, ICT equipment, assorted stationery, vehicles and allowances, 	<ul style="list-style-type: none"> free 	<ul style="list-style-type: none"> EOC Legal department

STRATEGIC/ SPECIFIC OBJECTIVES	OUTPUT/SERVICE DESCRIPTION	KEY PERFORMANCE INDICATOR	STANDARDS IN TERMS OF QUANTITY, TIME, PROCESS COVERAGE, AND ACCESSIBILITY	TARGET BENEFICIARIES OF THE SERVICE, INTENDED USERS OF THE SERVICE	ACCESS CRITERIA TO OBTAIN THE SERVICE	METHODOLOGY FOR PROVIDING THE SERVICE	BASIC INFRASTRUCTURE FOR PROVIDING SERVICE, INCLUDE TOOLS, EQUIPMENT	USER FEES	RESPONSIBILITY CENTER/ SERVICE DELIVERY POINT
discriminated groups on violations of economic, social and cultural rights.	investigated and resolved, Disposed.	<ul style="list-style-type: none"> Time taken to resolve a complaint 	within 60 days from the time of receipt		stakeholders <ul style="list-style-type: none"> Attend legal Clinics and Public Inquiry Use of toll free line, use of EOC website ,client Walk-ins' Registered complaint s 	<ul style="list-style-type: none"> locus field visits, Mediation EOC's own investigation 			

STRATEGIC/ SPECIFIC OBJECTIVES	OUTPUT/SERVICE DESCRIPTION	KEY PERFORMANCE INDICATOR	STANDARDS IN TERMS OF QUANTITY, QUALITY, TIME, PROCESS COVERAGE, AND ACCESSIBILITY	TARGET BENEFICIARIES OF THE SERVICE. INTENDED USERS OF THE SERVICE	ACCESS CRITERIA TO OBTAIN THE SERVICE	METHODOLOGY FOR PROVIDING THE SERVICE	BASIC INFRASTRUCTURE FOR PROVIDING SERVICE, INCLUDE TOOLS, EQUIPMENT	USER FEES	RESPONSIBILITY CENTER/ SERVICE DELIVERY POINT
	Pre-tribunal sessions conducted in all regions.	<ul style="list-style-type: none"> Coverage Frequency Time taken to prepare and submit reports 	<ul style="list-style-type: none"> All regions must have a pre-tribunal At least one tribunal session per region per quarter Within 7 days after the tribunal session 	<ul style="list-style-type: none"> Marginalized groups and individuals across Uganda. 	<ul style="list-style-type: none"> Complaints that meet the admissibility threshold. 	<ul style="list-style-type: none"> Case Conferencing with legal officers, field visits, consultations, document review 	<ul style="list-style-type: none"> Recording tools, clerks, legal officers, members of the commission (HR), tribunal rooms, Stationery 	<ul style="list-style-type: none"> None 	<ul style="list-style-type: none"> Legal Services and Investigations department.
	Tribunal and Alternative Dispute Resolution (ADR) sessions conducted	<ul style="list-style-type: none"> Coverage Frequency per region 	<ul style="list-style-type: none"> Tribunal and ADR sessions conducted across all regions. Quarterly 	<ul style="list-style-type: none"> Marginalized groups 	<ul style="list-style-type: none"> Complaints that proceed to hearing after 	<ul style="list-style-type: none"> Formal tribunal sessions with legal representation 	<ul style="list-style-type: none"> Tribunal room, human resource, voice recordings. 	<ul style="list-style-type: none"> None 	<ul style="list-style-type: none"> Legal Services and Investigations

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	across all regions				investigations	tion and ruling.	<ul style="list-style-type: none"> HR, audio recordings, computers, venue, logistics, and allowances 		depart ment.
	Public Inquires held in all regions	<ul style="list-style-type: none"> frequency of public inquiries frequency of offering Psycho Social Support sessions provided 	<ul style="list-style-type: none"> At least once a quarter Quarterly 	<ul style="list-style-type: none"> Marginalized groups and individuals across Uganda. 	<ul style="list-style-type: none"> Identification of systemic issues, Reports 	<ul style="list-style-type: none"> Public hearings, barazas, and field visits 	<ul style="list-style-type: none"> HR, audio recordings, computers, venue, logistics, and allowances 	<ul style="list-style-type: none"> None 	<ul style="list-style-type: none"> Legal Services and Investigations department.

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Enhance the responsiveness of national policies, laws, and programmes to equal opportunities and affirmative action for inclusive growth	Policies, laws, and bills examined for compliance with Equal Opportunities reviewed	<ul style="list-style-type: none"> • % of Policies, Existing laws, and bills. • frequency of reviewing laws 	<ul style="list-style-type: none"> • 100% Policies, Existing laws and bills examined in conformity to EOC guidelines • Annual 	<ul style="list-style-type: none"> • Legislators, MDAs, and marginalized groups 	<ul style="list-style-type: none"> • Bills and policies identified by EOC for review 	<ul style="list-style-type: none"> • Legal and Policy analysis, stakeholder Consultations. • Document review or desk review, filed visits 	<ul style="list-style-type: none"> • Human Resource, ICT materials, logistics, and allowances 	<ul style="list-style-type: none"> • None 	<ul style="list-style-type: none"> • Legal Services and Investigations Department.
	Capacity building for	<ul style="list-style-type: none"> • frequency of the training 	<ul style="list-style-type: none"> • At least once annually 	<ul style="list-style-type: none"> • EOC Legal services and 	<ul style="list-style-type: none"> • Identified through annual 	<ul style="list-style-type: none"> • training workshops, use of 	<ul style="list-style-type: none"> • HR, handbooks, training 	<ul style="list-style-type: none"> • None 	<ul style="list-style-type: none"> • Legal Services and

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	legal staff Conducted			Investigations Staff	training needs assessment plan • Law books and journals purchase and subscription to professional bodies and online research libraries paid.	manuals, and case law, document review • Bench marking	manuals, meals, stationery, allowance		Investigations department.

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Promote a positive public mindset among and towards the vulnerable groups for equitable participation, and access to livelihood as well as development	Paralegals trained in all regions of Uganda	<ul style="list-style-type: none"> % of paralegals trained Frequency Quality Time taken to submit training reports 	<ul style="list-style-type: none"> 100% of the paralegals trained/inducted after recruitment. Quarterly The training MUST conform to the existing laws, policies regulations relating to gender equity Within 7 days after the training 	<ul style="list-style-type: none"> CDO's, Local Leaders, representatives of marginalized groups, civil society actors. 	<ul style="list-style-type: none"> 	<ul style="list-style-type: none"> Training facilitators, human resource, handbooks, statutes, training hall, projector, stationery, meals 	<ul style="list-style-type: none"> None 	<ul style="list-style-type: none"> Legal Services and Investigations department. 	

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opportunities									
	Functional Mobile legal clinic services conducted	<ul style="list-style-type: none"> coverage Frequency 	<ul style="list-style-type: none"> Mobile legal services conducted in all regions in Uganda At least once a quarter per region 	<ul style="list-style-type: none"> Rural communities, vulnerable populations 	<ul style="list-style-type: none"> Community request or EOC outreach Plan. 	<ul style="list-style-type: none"> Community Outreach, Legal education training workshops. 	<ul style="list-style-type: none"> Trainers, IEC materials, Vehicles, HR, ICT Equipment 	<ul style="list-style-type: none"> None 	<ul style="list-style-type: none"> Legal Services and Investigations department
DEPARTMENT OF COMPLIANCE AND ENFORCEMENT									
To strengthen compliance with	Compliance of Programme BFPs to	<ul style="list-style-type: none"> Percentage of Compliance of 	<ul style="list-style-type: none"> 100%BFPs Must be assessed for compliance 	<ul style="list-style-type: none"> MDAs, LGS, MoFPED 	<ul style="list-style-type: none"> Online, work plans 	<ul style="list-style-type: none"> Literature review, consultation, 	<ul style="list-style-type: none"> GEMIS, Stationary, Human Resource, 	<ul style="list-style-type: none"> Free 	<ul style="list-style-type: none"> Compliance and Enforc

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equal opportunities and affirmative action in public and private institutions for more inclusive and sustainable development	Gender and Equity in planning and budgeting requirements assessed (MDAs and LGs)	<ul style="list-style-type: none"> Programme BFPs Frequency of assessment 	<ul style="list-style-type: none"> with Gender and equity Annually Correct as per the timelines The BFP must conform to the guidelines a per budgeting timelines (PFMA act) 			stakeholders' engagement	Computer hardware and software, assorted stationery		ement Department
	Private sector actors in the	<ul style="list-style-type: none"> Proportion of Private sector 	<ul style="list-style-type: none"> All private sector actor 	<ul style="list-style-type: none"> Private sector 	<ul style="list-style-type: none"> Registration, 	<ul style="list-style-type: none"> Data Collection 	<ul style="list-style-type: none"> HR, logistics allowances, 	<ul style="list-style-type: none"> N/A 	<ul style="list-style-type: none"> Compliance

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	ATMs (Agro-industrialization, Tourism, Manufacturing and Science, Technology and Innovation Transfer Programmes mapped for Equal Opportunities and affirmative action	actors Programmes for compliance and enforcement of Equal Opportunities and Affirmative Action	Must comply to Equal opportunities and affirmative action • All must conform to the regulations as per the EOC act.	actors in ATMs, MDAs		and Analysis, Data, • Field visits	ICT material, stationery		and Enforce ment Depart ment

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	Statistical Abstract developed	<ul style="list-style-type: none"> Frequency of developing 	<ul style="list-style-type: none"> Abstracts developed annually 	<ul style="list-style-type: none"> MDAs, CSOs, Parliament, development partners and vulnerable communities 	<ul style="list-style-type: none"> Online, hardcopies 	<ul style="list-style-type: none"> Data analysis and publication 	<ul style="list-style-type: none"> HR, logistics allowances, ICT Equipment 	<ul style="list-style-type: none"> N/A 	<ul style="list-style-type: none"> Compliance and Enforcement Department
	Assessment guidelines for international conventions/Treaties developed and implemented, reviewed.	<ul style="list-style-type: none"> Frequency of reviewing the guidelines 	<ul style="list-style-type: none"> Assessment guidelines reviewed after every 5years 	<ul style="list-style-type: none"> MDAs, International bodies, parliament 	<ul style="list-style-type: none"> Appointment, online, subscriptions 	<ul style="list-style-type: none"> Mapping, forming a development group, formulation recommendations, 	<ul style="list-style-type: none"> HR, Logistics allowances. 	<ul style="list-style-type: none"> N/A 	<ul style="list-style-type: none"> Compliance and Enforcement Department

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						and peer review)			
	Gender and Equity Management Information System (GEMIS) updated	<ul style="list-style-type: none"> • Frequency of updating • Time taken to prepare a report 	<ul style="list-style-type: none"> • quarterly • Reports prepared within the first 10 days of the first month of the subsequent quarter 	<ul style="list-style-type: none"> • MDAs, MoGLSD 	<ul style="list-style-type: none"> • annual subscription, online 	<ul style="list-style-type: none"> • Analysis of new user requirements, • Iterative development of required module or changes, - migrating data, training, • Testing and Feedback, 	<ul style="list-style-type: none"> • HR, GEMIS, ICT equipment, logistics 	<ul style="list-style-type: none"> • Annual subscription 	<ul style="list-style-type: none"> • Compliance and Enforcement Department

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						<ul style="list-style-type: none"> Deployment of updated system 			
	Capacity building of ATMS on Equal Opportunities and Affirmative Action trainings conducted	<ul style="list-style-type: none"> frequency of the training 	<ul style="list-style-type: none"> Annually 	<ul style="list-style-type: none"> LGs MDA 	<ul style="list-style-type: none"> Training needs assessment 	<ul style="list-style-type: none"> Training, field visits, document review, data analysis 	<ul style="list-style-type: none"> Stationery, ICT equipment, 	<ul style="list-style-type: none"> N/A 	<ul style="list-style-type: none"> Compliance and Enforce ment Department
	Gender and Equity commitments in	<ul style="list-style-type: none"> frequency of tracking gender issues 	<ul style="list-style-type: none"> Gender and equity commitments tracked 	<ul style="list-style-type: none"> ATMS, MDAs, LGs 	<ul style="list-style-type: none"> Online, Budgets 	<ul style="list-style-type: none"> Data collection, analyzing, and 	<ul style="list-style-type: none"> GEMIS, stationery, ICT equipment 	<ul style="list-style-type: none"> N/A 	<ul style="list-style-type: none"> Compliance and Enforce

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	development Programmes (ATMS) tracked.	in all programs • time taken to prepare and submit report	annually in all programs • Annually			interpreting data			ment Depart ment
	Studies on Emerging contemporary economic issue conducted	• Frequency of conducting Studies on Emerging contemporary economic issues conducted	• At least one study conducted annually	• women, children, youth, Ethnic Minority groups Persons with disabilities, Older Persons, Victims of SGBV,	• Emerging contemporary economic issues that exacerbate existing inequalities, create new ones, particularly for vulnerable	• Research, field visits, document review, Monitoring and Evaluation, • Data analysis	• HR, ICT equipment, stationery, logistics, and allowances	• N/A	• Compli ance and Enforce ment Depart ment

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	International Conventions/Treaties audited on Equal Opportunities and Affirmative Action	<ul style="list-style-type: none"> frequency of the Audits time taken to prepare and submitted audit report 	<ul style="list-style-type: none"> Annually Report prepared and submitted by 31 august of every year 	<ul style="list-style-type: none"> State actors in MDAs, International communities 	<p>populations.</p> <ul style="list-style-type: none"> As targeted by the conventions 	<ul style="list-style-type: none"> Research, Monitoring and evaluations 	<ul style="list-style-type: none"> HR 	<ul style="list-style-type: none"> N/A 	<ul style="list-style-type: none"> Compliance and Enforce ment Department
	Affirmative Action Agenda developed implemented	<ul style="list-style-type: none"> frequency of reviewing 	<ul style="list-style-type: none"> Affirmative action agenda reviewed annually 	<ul style="list-style-type: none"> women, children, PWDS, MDAs CSOs 	<ul style="list-style-type: none"> marginalized persons and group 	<ul style="list-style-type: none"> Stakeholder consultation field visits monitoring and 	<ul style="list-style-type: none"> HR, Allowances 	<ul style="list-style-type: none"> N/A 	<ul style="list-style-type: none"> Compliance and Enforce ment

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	and reviewed (evaluation			Department
	Non-complying entities on gender and equity requirements Summoned	• proportion of non-compliant entities summoned	• All non-compliant entities on gender and equity requirement summoned	• MDAs LGS, private sector	• Registration of GEMIS, Online, assessment reports, MPS	• Field visits, consultations, data collection, Inspection	• HR, Allowances, ICT equipment,	• N/A	• Compliance and Enforce ment Department
	On-spot checks for inclusive accessibility in public institutions conducted (Breast	• frequency of conducting on spot checks	• Annually	• MDAs, LGS, private sector entities	• Assessment, BoQs,	• Monitoring and Evaluation, field visit, consultation	• Allowance, vehicle, HR, ICT equipment	• N/A	• Compliance and Enforce ment Department

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	feeding corners, ECDs, religious corners, physical accessibility, health and safety.	• frequency of Post assessment Feedback sessions conducted	• post assessment feedback sessions conducted quarterly	• All assessed MALGS	• Online, certificatio n, Dialogues, performan ce improvem ent plans	• Stakehold ers consultatio n, field visits	• HR, assorted stationary, Logistic and allowance	• N/A	• Compli ance and Enforce ment Depart ment
	Post assessment Feedback sessions conducted								

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	Specific Gender and equity issue papers and policy Briefs for service delivery gaps and areas of improvements in the Karamoja sub-region developed (one off be specific)	<ul style="list-style-type: none"> frequency 	<ul style="list-style-type: none"> Quarterly 	<ul style="list-style-type: none"> Karamoja sub region and MDAs Parliament 	<ul style="list-style-type: none"> reviews 	<ul style="list-style-type: none"> Consultation, Document review, 	<ul style="list-style-type: none"> HR, ICT equipment, statutory, 	<ul style="list-style-type: none"> N/A 	<ul style="list-style-type: none"> Compliance and Enforcement Department
	Gender and Equity recommendation	<ul style="list-style-type: none"> Percentage of Gender and Equity 	<ul style="list-style-type: none"> 100% of the recommendations gender 	<ul style="list-style-type: none"> LGs, MDAs, private sector 	<ul style="list-style-type: none"> Assessment reports, 	<ul style="list-style-type: none"> Data collection, Monitoring 	<ul style="list-style-type: none"> HR, ICT materials, Stationery 		<ul style="list-style-type: none"> Compliance and

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	itions Enforced on regulatory and compliance advice to entities on equal opportunities and affirmative action.	recommend ations Enforced	and equity enforced			and Evaluation, document review			Enforce ment Depart ment

The Equal Opportunities Commission
Plot 31A, Nile Avenue, 1st Floor Kingdom,
Kampala Building

Website: <http://www.eoc.go.ug>

Telephone: General Line 0414223234

Toll Free Line: 0800100440

Email: info@eoc.go.ug