



CLIENT SERVICE CHARTER

November 2016

The Client Service Charter for Electricity Regulatory Authority sets out the minimum standards of service excellence that stakeholders can expect to receive from ERA when an enquiry or complaint is made.

1.0 WHO WE ARE

Electricity Regulatory Authority (ERA) is a Statutory Body established in the year 2000 in accordance with the Electricity Act, 1999 (Chapter 145 Laws of Uganda), to guide the liberalization of the Electricity Supply Industry (ESI) of Uganda and regulate the generation, transmission, distribution, sale, export & import of electrical energy in Uganda.

ERA contributes to the development of a vibrant, well-regulated, private sector-driven electricity sector, capable of supporting Uganda's sustainable development and promoting the country's strategic interests in the regional Electricity Supply Industry.

OUR VISION is to be an effective regulator that promotes safe, efficient, reliable and sustainable electricity supply.

OUR MISSION is to regulate the Electricity Industry for efficient and reliable supply at equitable prices.

2.0 OUR VALUES

In seeking to achieve the **Vision and Mission**, ERA is guided by the following core values:

- a. Professionalism;
- b. Integrity;
- c. Innovation;
- d. Transparency and Accountability;
- e. Equal and Fair Opportunity;
- f. Stakeholder sensitivity; and
- g. Team work

3.0 OUR COMMITMENT TO YOU

We are committed to respecting the rights of our stakeholders, including:

- I. The right to fair and equal treatment;
- II. The right to review and appeal a decision made by the Authority, in accordance with the Electricity Act;
- III. The right to lodge a complaint;
- IV. The right to privacy and confidentiality;
- V. The right to access information as established under the Access to Information Act, 2005; [and services in a manner which meets stakeholders' needs];
- VI. The right to participate at any scheduled stakeholder activity, for which the stakeholder is eligible to attend; and such other rights established under the Laws of Uganda in respect of the ESI.

4.0 OUR SERVICE GUARANTEE

We will provide you with quality service by:

- a. Identifying ourselves when we speak to you;
- b. Seeking to understand your requirements and to identify what is important to you;
- c. Treating you with respect and courtesy;
- d. maintaining confidentiality where required and in accordance with the relevant laws on information storage and access;
- e. Giving you clear, accurate, timely and relevant information or provide assistance in locating the said information, as is reasonable possible, and;
- f. Ensuring that our social media platforms are easy to use and constantly updated with the current information, activities and services on the ESI.

5.0 OUR SERVICE STANDARDS

Communication

When you communicate with ERA, we will:

- a. be courteous;
- b. treat you fairly and professionally;
- c. be responsive to your requests;
- d. be sensitive to diversity issues;
- e. be transparent and accountable; and
- f. adhere to best regulatory and professional practices.

Service Delivery

When we perform services for you, we will:

- a. explain our services and deliverables to you;
- b. aim to exceed your expectations;
- c. demonstrate technical and professional competence in providing the services; and
- d. maintain customer confidentiality in accordance with the relevant laws on information storage and access.

Service Evaluation

After we have performed our service, we will:

- a. Use our stakeholder satisfaction survey to seek feedback from our stakeholder base on our performance;
- b. review the feedback you provide to us and consider measures to further improve our service delivery ; and
- c. continue to respect stakeholder confidentiality.

6.0 HOW WE WILL BE ACCOUNTABLE

We undertake to:


- a. Monitor our performance against the standards set out in the regulations and publish performance information on our web site: www.era.or.ug; and
- b. Be open to feedback on our performance, and suggestions for improvement from our stakeholders.

7. TO HELP US HELP YOU

- a. Tell us if you have special needs so we can accommodate them;
- a. Let us know if you need an interpreter to use our services;
- b. Treat our staff with courtesy and respect;
- c. Provide clear details of relevant facts, persons and dates when you made a complaint to your power company;
- d. Respond to requests for additional information by the Authority accurately, thoroughly and in a timely manner;
- e. Provide prompt updates on any changes in your circumstances;
- f. Abide by any and all legal requirements and other obligations that stakeholders are required to meet, in order to be eligible for services sought;
- g. Provide suggestions for improvement, to address any difficulties you are experiencing; and
- h. Attend scheduled meetings punctually.

8. HOW TO CONTACT US

General inquiries and feedback should be sent to Electricity Regulatory Authority by:

 +256 200 506 000, +256 414 341 852, 0393 260 166

 info@era.or.ug

 &  0776 188 188

 @ERA_Uganda

 Electricity Regulatory Authority