

## PUBLIC PROCUREMENT IN SCHOOLS: KEY TAKEAWAYS FROM THE NEW PPDA GUIDELINES.



*Keihangara Seed Secondary School in Ibanda District*

• MERRY •  
*Christmas*  
AND  
HAPPY NEW YEAR

*The Board, Management and Staff of the Public Procurement and Disposal of Public Assets Authority (PPDA) extend warm wishes to our stakeholders and the people of Uganda. Merry Christmas and a Prosperous New Year.*

*As we reflect on the year, we thank you for your continued trust and partnership in promoting transparency, accountability and value for money in public procurement. We look forward to serving you in the coming year as we continue Regulating for Results.*

### INSIDE STORIES:



**PPDA's Hilda Mwesigwa shines in the Journey to the C-Suite Programme**



**Special Interest Groups: a New Dawn for Inclusive Public Procurement in Uganda**



**PPDA Local Content Unit Hosts Strategic Breakfast Meeting On Performance, Compliance, And Inclusive Procurement**

## FOREWORD

Dear reader, I once again welcome you to this quarterly publication from PPDA, a platform through which we share progress, insights, and lessons that continue to shape Uganda's public procurement and disposal landscape. In line with our mantra, "Regulating for Results" we continue to work towards strengthening efficiency, transparency and value for money across the public sector. And we are equally committed to documenting the stories, innovations, and voices behind this progress.

In this edition, we highlight several important developments. We begin with an overview of the new PPDA Guidelines for public procurement in schools, a timely intervention aimed at improving planning, accountability and value for money within educational institutions across the country.

We also celebrate excellence within the Authority, featuring our Manager Performance Monitoring Ms. Hilda Mwesigwa's outstanding experience in the Journey to the C-Suite Programme, a testament to our commitment to nurturing leadership and professional growth.

Our mandate to promote inclusivity and local economic empowerment features prominently as well. The Local Content Unit's strategic breakfast meeting brought together key players to assess performance, compliance and opportunities for inclusive procurement. This conversation is reinforced by a detailed account of how the PPDA's local content agenda enabled Uganda's local printers to secure major electoral procurement contracts—a clear example of policy translating into tangible national benefit.

Furthermore, we highlight the growing role of Special Interest Groups (SIGs) in public procurement, reflecting deliberate efforts to ensure that women, youth, and persons with disabilities have equitable access to government business.

To refresh our memory, we provide a snapshot of PPDA facts, figures and tidbits, offering a quick view of trends and performance indicators that define our work.



*Canon Benson Turamye*  
EXECUTIVE DIRECTOR

Innovation remains at the core of our operations, and in this edition we proudly introduce iTop, our new integrated platform for IT service delivery—designed to enhance efficiency, reliability, and user experience.

We also present findings from the recent Customer Service Satisfaction Survey, underlining the feedback, achievements and improvement areas that guide our continuous pursuit of excellence.

Lastly, our leisure page offers a lighter moment for our readers, because while the work of public procurement is serious, we recognise the importance of balance.

As you go through this edition, I invite you to reflect on the collective progress we continue to make as a country in improving public procurement systems. I thank our stakeholders for their continued cooperation and commitment, and I reaffirm PPDA's dedication to building a procurement system that is inclusive, transparent, and transformative.

**Canon Benson Turamye**  
**EXECUTIVE DIRECTOR.**

## PUBLIC PROCUREMENT IN SCHOOLS: KEY TAKEAWAYS FROM THE NEW PPDA GUIDELINES.



*Keihangara Seed Secondary School in Ibanda District*

Public procurement lies at the heart of effective service delivery. When managed well, it ensures that schools are built, medicines are delivered, and roads are constructed at the right cost and quality. However, when procurement processes lack transparency, the result is waste of resources, inflated contracts, and other malpractices. The Public Procurement and Disposal of Public Assets Authority (PPDA) exists to prevent such outcomes and promote value for money in public spending.

It is against this background that, pursuant to Sections 43 and 134 of the PPDA Act, Cap. 205, the Authority has issued Guideline No. 2 of 2025 to streamline the management of procurement and disposal of public assets in schools. Government aided schools are

public institutions entrusted with public funds. For some time, however, they largely operated outside the ambit of PPDA's regulatory oversight. This was not only due to their sheer number—over 2,000 institutions nationwide—but also because of their unique nature as Procuring and Disposing Entities (PDEs). However, as the Authority continues to strengthen its capacity, it has become possible to expand regulatory coverage to ensure that all PDEs, including schools, are effectively monitored to guarantee value for money for the taxpayer. The new framework brings schools more closely under the PPDA's oversight, closing long-standing gaps in accountability and compliance.

Section 134 empowers the Authority to issue and Gazette guidelines to help implement the objectives of the Act. In the same spirit, Section 43 allows PPDA to approve alternative procurement systems for entities that may not fully meet the standard procedures under the law. Together, these provisions provide the legal basis for extending regulatory oversight to schools—an important step toward promoting transparency and accountability in the education sector.

While the procedures in the Schools' Guideline largely mirror those in the national public procurement laws, a few key areas have been tailored to reflect the unique context of schools. The Guideline adapts the Act, Regulations, and other instruments to the school envi-

ronment but does not replace them. Users are therefore advised to consult the Act and Regulations for detailed provisions.

In schools, the Head Teacher, Principal, or Director serves as the Accounting Officer — just as Permanent Secretaries, Town Clerks, and Chief Administrative Officers do in their respective entities. They are ultimately responsible for managing school funds and ensuring that procurement processes support efficient service delivery.

The Guideline serves as a reference for Accounting Officers and all school staff involved in procurement and disposal, including contracts and evaluation committees, and Boards of Governors or Management Committees who approve the procurement and disposal plans. The Accounting Officer is responsible for providing key information to ensure proper implementation and guidance of all stakeholders in the procurement and disposal process.

For purposes of monitoring performance and ensuring compliance with the law, schools that are fully decentralized shall submit quarterly reports on procurement and disposal activities to the Authority, with copies to the Chief Administrative Officer (CAO) of the District or to the Town Clerk of the respective City or Municipality. Schools under the Central Government shall submit quarterly reports to the Authority, copying the Accounting Officer of the Ministry of Education and Sports or the Accounting Officer of the Kampala Capital City Authority (KCCA). Tertiary institutions, like universities and technical institutes which are already regulated like other government entities, fall outside

institutes which are already regulated like other government entities, fall outside the scope of this new guideline.

Another unique provision in the Guideline relates to the option of trading school fees with parents for food items. Where a school has parents who are farmers, such parents may apply to supply food items in lieu of school fees, through the Expression of Interest. A market survey shall be conducted to determine the prevailing prices of the food items, and a report with recommendations from the Procurement and Disposal Unit (PDU) shall be submitted to the Contracts Committee for consideration. The school shall enter into an MOU with the parent. The school shall also document and maintain records in the procurement process including the negotiations undertaken, if any. Upon delivery, verification shall be carried out at the school to confirm the quality and quantity of the goods received.

Stakeholders may trade labour for school fees. Parents or learners willing to provide services such as cleaning or compound maintenance can submit proposals, which the school may approve through its procurement structures and formalize via an MOU. For learners, it shall apply to those over 18 years, and services shall mainly occur during holidays to avoid disrupting the academic calendar.

The Guideline also provides for the disposal of school assets. It is well known that schools periodically dispose of items such as old furniture, computers, vehicles, and other assets that are no longer in use. All these provisions, and more, are clearly outlined in the Guideline. Stakeholders are therefore encouraged to download and familiarize themselves with the Guideline, which is available on the PPDA web portal. In doing so, we shall foster a school environment that ensures the transparent, efficient, and accountable utilization of public resources.



**PPDA**  
PUBLIC PROCUREMENT AND DISPOSAL  
OF PUBLIC ASSETS AUTHORITY  
"Regulating for Results"

## Did you know?

In government schools, parents who are farmers can now supply food items instead of school fees through transparent public procurement procedures.

**All government-aided schools must now submit quarterly procurement and disposal reports to PPDA ensuring compliance and performance monitoring.**

Together, we build a culture of transparency and trust.

Similarly, parents or learners (18+) may offer services like cleaning or maintenance under formal agreements. This innovation ensures fairness and documentation in every exchange.

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## PPDA'S HILDA MWESIGWA SHINES IN THE JOURNEY TO THE C-SUITE PROGRAMME



**Hilda K. Mwesigwa, Manager Performance Monitoring**

PPDA's Hilda Mwesigwa shines in the Journey to the C-Suite Programme

PPDA continues to demonstrate its commitment to nurturing the next generation of public-sector leaders, and this was demonstrated in the prestigious Journey to the C-Suite Leadership Programme 2025.

The programme, featured in the New Vision newspaper of November 17, 2025, brought together 27 exceptional young professionals from multiple sectors—public service, finance, oil and gas, ICT, and the creative industry—for an intensive leadership and executive-readiness experience. The cohort spent weeks undergoing training in strategic thinking, ethical leadership, innovation, personal branding, collaboration, and professional discipline.

In the training, PPDA's Manager Performance Monitoring, Hilda Mwesigwa, emerged as one of the standout achievers. Her exceptional

performance earned her a special award during the graduation ceremony held at Sheraton Kampala Hotel, where she was recognised for discipline, consistency, teamwork, and executive potential. In addition to her certificate of completion, she also received a souvenir gift pack, presented to top achievers as a symbol of excellence and dedication throughout the programme.

Speaking at the event, Mwesigwa delivered a personal and inspiring reflection on her journey. She attributed the award to her quest for excellence in whatever she does.

Her story resonated with attendees as a testament to resilience, self-drive, and the determination that has shaped her leadership path.

Programme organizers expressed gratitude to institutions like PPDA for supporting their staff to participate in strategic leadership development programmes. They further acknowledged PPDA's contribution to mentorship, discipline, and executive grooming within the public sector.

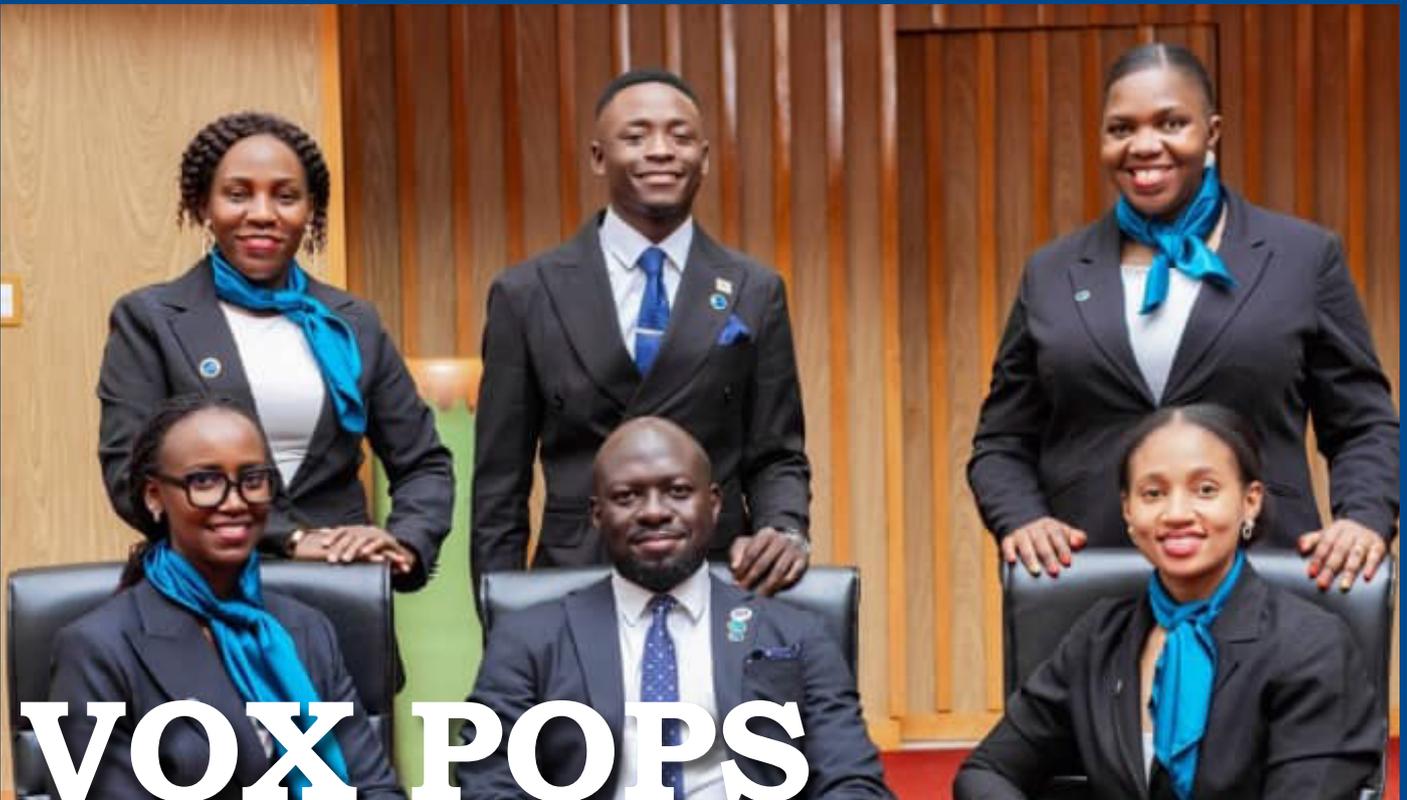
Mwesigwa's success is not only a personal achievement but also a reflection of PPDA's ongoing efforts to strengthen internal capacity and empowering its emerging leaders. As the Authority continues to promote a culture of excellence, her accomplishment stands as a powerful example of how investment in leadership development directly enhances institutional capability and future succession planning.

Her colleagues and supervisors congratulate her and wish her continued growth as she advances in her leadership journey - from promising professional to future C-Suite leader.

She also won an airline ticket to the destination of her choice.



**PPDA Managers Hilda Mwesigwa (right) and Richard Obasoni (left) pose with fellow participants of the Journey to the C-Suite Cohort during one of the sessions**



## VOX POPS

### WHAT PPDA MANAGERS SAY ABOUT THEIR EXPERIENCE GOING THROUGH THE JOURNEY TO THE C-SUITE PROGRAMME (JTC)

**Hilda K. Mwesigye - Manager Performance Monitoring**

“The Journey to the C-Suite was a practical and transformative programme. I valued the blended learning approach and the peer-to-peer sharing, especially within sector clusters where we exchanged expertise in aviation, governance, finance, ESG, technology and procurement compliance. Group work strengthened our collaboration and problem-solving skills; my team, Alliance Ascend, emerged second with a cash prize. Key lessons for me were that leadership is service, character sustains you, personal branding matters, growth requires discomfort and integrity is everything. I highly recommend this programme to anyone aspiring to grow in leadership.”

**Richard Obasoni - Manager Finance**

“What stood out for me was the mode of delivery. It was less theory and more practical, real-life experiences shared by actual C-suite leaders. Hearing seasoned CEOs openly discuss their challenges, mistakes and lessons from over 15 years in the field was transformative. It bridged

the gap many upcoming executives face when they step into roles without enough real-world exposure. The storytelling approach made the lessons memorable and immediately applicable. I also valued the opportunity to connect and network with a cohort of intelligent, forward-thinking peers in the market space. It was a truly enriching experience.”

**Sophia Nassali Masagazi, Manager Legal Affairs**

“The Journey to the C-Suite was a transformative opportunity for us as PPDA leaders. It reaffirmed that leadership is not about titles but about lifting others and shaping systems grounded in integrity. The programme’s immersive learning, mentorship and strategic insights challenged my assumptions and deepened my understanding of executive leadership. I learned that authentic leadership starts with self-awareness, courage and the willingness to evolve. As I continue this journey, I am committed to leading with intention and contributing to a more visionary, ethical and human-centred PPDA.”

## PPDA LOCAL CONTENT UNIT HOSTS STRATEGIC BREAKFAST MEETING ON PERFORMANCE, COMPLIANCE, AND INCLUSIVE PROCUREMENT



**Director Performance Monitoring, Dr. Aloysius Byaruhanga, hands over presents to representatives of Government Entities that demonstrated strong commitment to implementing reservation schemes and promoting inclusive procurement. The entities include PPDA, Bank of Uganda (BoU), Kampala Capital City Authority (KCCA), Ministry of Defence and Veteran Affairs (MoDVA) and Uganda Registration Services Bureau (URSB).**



**By Hannah Blessed Padde**

On 30 October 2025, the Local Content unit of the Public Procurement and Disposal of Public Assets Authority (PPDA) convened a high-level breakfast meeting to review national progress in implementing local

content and inclusive procurement. The event brought together key government entities including Bank of Uganda, Uganda Revenue Authority, Uganda Electricity Distribution Company Limited, Ministry of Tourism, and Kampala Capital City Authority, among others. The meeting provided a platform for reflection on the extent to which the country has advanced local content implementation in alignment with national development frameworks and procurement regulations.

Opening the meeting, the Director Performance Monitoring Central Government, Dr. Aloysius Byaruhanga

underscored government's growing emphasis on supporting Ugandan participation in the national economy through public procurement. He noted that public procurement continues to constitute a significant share of the national budget, making it a powerful tool for job creation, enterprise development, and social empowerment. He emphasized that public procurement decisions directly determine how national wealth reaches communities, strengthening government revenue, creating employment, and stimulating local productivity. With the President having established a team within State House to closely monitor

local content outcomes, the Director stressed that PPDA and procuring entities must remain proactive in demonstrating measurable results, rather than waiting for external oversight.

He highlighted the need for government procuring and disposing entities to ensure that procurement consistently strengthens Ugandan businesses, supports marginalized groups, and creates opportunities for youth, women, and persons with disabilities. He reminded participants that PPDA's responsibility is not only to track compliance but to support entities to achieve sustainable development goals through collaboration rather than policing. He noted that practitioners must be prepared to show how their public procurement decisions contribute to national development and address the long-standing issue of dependence on imports, which continues to strain the economy.

During the meeting, the Manager Local Content, Ronald Tumuhairwe, presented the status of implementation of reservation schemes and local participation targets. He commended entities that have already aligned their procurement practices with the National Development Plan (NDP IV), acknowledging their role in advancing sustainable public procurement and inclusive growth. PPDA has been keen on ensuring that local content strengthens domestic enterprises and enhances competitiveness of Ugandan products and services both locally and regionally. Tumuhairwe emphasized that in accordance with PPDA guidelines issued in March 2024, entities are expected to channel at least 15% of their

procurement plans to special interest groups, while also demonstrating strong reservation commitments to local providers.

The presentation revealed steady progress but also highlighted gaps that need urgent attention. Data presented for the previous financial year showed that of UGX 32 trillion in tracked procurement value, only 16% was reserved for local providers and 4.75% for special interest groups. For the current financial year, early submissions showed that while 67% of entities had filed their procurement plans, less than 1% of the value so far had been reserved for special interest groups, and only 28% for local providers. In addition, many submissions lacked full information, while some entities had not yet complied with required reporting. Tumuhairwe stressed that intentional planning, better data reporting, and improved coordination are necessary if the country is to deliver meaningful growth through procurement.

The meeting proceeded with a highly engaging panel discussion featuring Chebet Ruth from Uganda Revenue Authority, Male Lawrence from Bank of Uganda, and Innocent Byamukama from Uganda Electricity Distribution Company Limited. The panelists shared experiences, success stories, and challenges encountered while implementing local content strategies within their respective institutions. They offered practical advice on improving compliance, strengthening supplier development, creating opportunities for new entrants, and leveraging procurement as a development lever in both rural and urban economies. Participants also asked

questions and received guidance on how to improve internal tracking, reporting, and consistency with PPDA guidelines.

A key highlight of the event was the recognition of entities that had demonstrated strong commitment to implementing reservation schemes and promoting inclusive procurement. Organizations such as KCCA, Bank of Uganda, UNBS, and URSB were applauded for ensuring that significant portions of their procurement budgets benefited local providers and special interest groups. In the spirit of leading by example, PPDA also honored its own Head of the Procurement and Disposal Unit, Carol Niwagaba, for her consistent adherence to reservation requirements and her championing of sustainable and inclusive procurement practices internally.

The breakfast meeting concluded with renewed commitment from all parties to deepen collaboration, improve compliance, and embed local content principles across government procurement. Participants agreed that public procurement must continue evolving from a purely procedural function into a deliberate driver of national development, job creation, enterprise growth, and economic empowerment. With continued tracking, engagement, and capacity building, PPDA reaffirmed its dedication to supporting entities to contribute meaningfully to a self-sustaining economy rooted in local participation, inclusion, and shared prosperity.

## SPECIAL INTEREST GROUPS: A NEW DAWN FOR INCLUSIVE PUBLIC PROCUREMENT IN UGANDA



*Members of the PPDA Local Content Team interact with local cloth manufacturers exhibiting at the Uganda Manufacturers Association (UMA) Independence Exhibition on 8 October 2025. From right: Michael Abaine, Senior Officer Local Content, and Ronald Tumuhairwe, Manager Local Content (third right)*



**Dalia Hassam, Senior Officer: Procurement and Disposal Capacity Building**

Public procurement remains one of the most strategic levers for stimulating economic inclusion and national development. With nearly 60% of Uganda's national budget flowing through public procurement, ensuring equitable access to these opportunities is not only a legal obligation but also an economic imperative. Uganda is now embracing a new era of inclusive procurement that

recognizes the untapped potential of Special Interest Groups (SIGs), namely women, youth and Persons with Disabilities (PWDs). These groups represent a significant share of the national population, yet for decades remained on the sidelines of public procurement. Recent policy reforms are now reversing this trend.

Uganda's demographic profile underscores the urgency of this shift. The 2024 Census shows that youth aged 18 to 30 constitute 23% of the population, while 78% of Ugandans are below the age of 35, making Uganda one of the world's youngest populations. Children aged 17 and below account for 50.5%, forming the next pipeline of youth entrepreneurs over the coming decade and a half. Women represent approximately 51% of Uganda's population, with an estimated 23,590,000 million females compared to 22,310,000

million males. Persons with Disabilities constitute 13.2% of the population, an increase from 4.4 million in 2014 to about 5.5 million in 2024. These statistics highlight the scale of SIGs and the immense opportunity cost of excluding them from public procurement.

Historically, SIGs have been significantly underrepresented in public procurement. Despite comprising more than half of the population, women-led enterprises have struggled to access procurement opportunities. Only 1% of the 44% of registered women-led businesses participate in public procurement, and even those that do mostly secure low-value contracts that limit profitability and long-term growth. Youth-led and PWD-led enterprises fare no better, together accounting for only about two percent of the total value of public procurement. This limited participation has slowed



**Ronald Tumuhairwe, PPDA Manager Local Content (right), tours a youth exhibitor's stall during the Independence Exhibition at the UMA Show Grounds in Kampala**

enhancing competitiveness to ensure that SIG enterprises can meaningfully participate in procurement processes.

Inclusive procurement is more than a regulatory requirement; it is a deliberate development strategy. By empowering SIGs, Uganda stands to benefit from stronger local enterprise growth, increased employment opportunities, a more diverse supplier base and enhanced economic resilience. With SIGs forming a large proportion of the population, their full inclusion is essential for sustainable national development.

The introduction of reservation schemes marks a defining moment in Uganda's procurement landscape. With effective implementation, continuous monitoring and active collaboration across government, civil society and the private sector, SIGs are poised to become central players in driving Uganda's socio-economic transformation. For more details, Guideline No. 11 of 2024 on reservation schemes is available on the PPDA website ([www.ppda.go.ug](http://www.ppda.go.ug)).

enterprise development, constrained job creation and reduced the contribution of SIG-led businesses to national economic growth.

In response to these disparities, the Government of Uganda has introduced transformative legal and policy reforms aimed at enhancing SIG participation. The amended PPDA Act, Cap 205, which was gazetted on 22nd March 2024, provides for reservation schemes under Section 63 (2) specifically designed to promote the participation of registered associations of women, youth and PWDs. Guideline No. 11 of 2024 operationalizes this provision by requiring Procuring and Disposing Entities to reserve 15% of their procurement budgets for SIGs. It further stipulates that procurements valued at UGX 30,000,000 and below within Central Government entities, and those valued at UGX 10,000,000 and below within Local Governments, must be exclusively reserved for registered SIG associations. If fully implemented, these

measures will significantly elevate SIG participation and establish public procurement as a powerful tool for inclusive economic empowerment.

To ensure that SIG enterprises are ready to benefit from these opportunities, PPDA has intensified registration and capacity-building initiatives. On 21<sup>st</sup> November 2024, the Authority issued a nationwide call inviting SIG-owned enterprises to register on the National Special Interest Groups Database. Building on the responses received, PPDA conducted a one-day training on 22<sup>nd</sup> January 2025 for youth groups and enterprises that had expressed interest but were not yet registered on the Electronic Government Procurement (e-GP) platform. On 18<sup>th</sup> September 2025, the Procurement and Disposal Capacity Building Department held an online sensitization for women, youth and PWDs on preference and reservation schemes. These interventions are aimed at strengthening compliance, improving digital readiness and



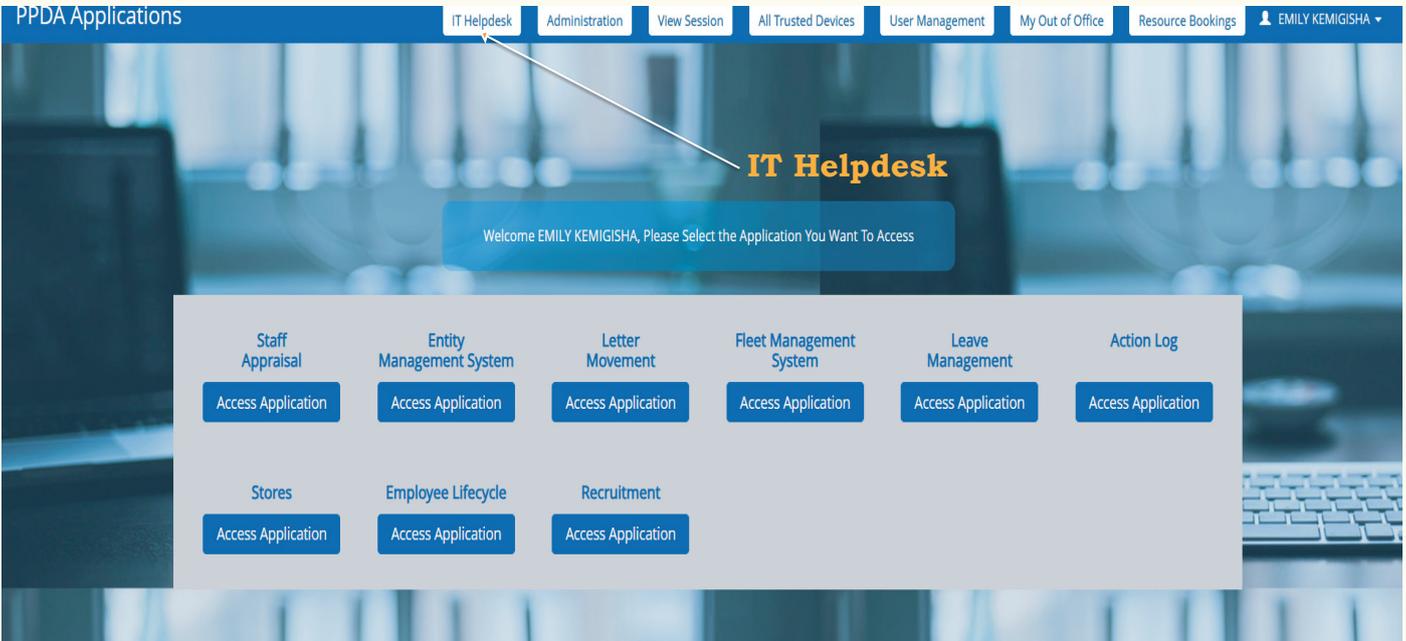
**RESERVATION SCHEMES TO PROMOTE THE PARTICIPATION OF LOCAL PROVIDERS IN PUBLIC PROCUREMENT**

**Procurements Reserved for National Providers**

Reserved Procurements by Threshold to National Providers	
Category of Procurement	Value of Procurement (UGX)
Road works	UGX 15 Billion and below
Other public works	UGX 10 Billion and below
Consultancy Services for design and supervision works	UGX 5 Billion and below
Other Consultancy Services	UGX 300 Million and below
Non-Consultancy Services	UGX 300 Million and below
Locally manufactured supplies	UGX 1 Billion and below

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## INTRODUCING ITOP: A NEW ERA OF IT SERVICE DELIVERY AT PPDA



**By Wilson Byekwaso -  
Manager IT**

A Fresh Digital Breeze in PPDA  
Introducing iTop: Your New IT Helpdesk Companion!  
There's a fresh wave of excitement in the IT Unit—and it's about to roll out across the entire authority. Say hello to iTop, our brand-new IT Helpdesk Service Management tool, designed to transform how we request support, track issues, and connect with the IT team accessible via  
<https://helpdesk.ppda.go.ug>

### So, what exactly is iTop?

iTop is an intuitive, modern platform that centralizes all IT service requests in one easy-to-use space. Whether you need help with your computer, EMIS, Kerio, OCR, network access, or any technical glitch, iTop will be your go-to point of contact. Instead of sending emails or calling multiple people, staff will now have one unified space to report issues, follow up on requests, and access self-help resources.

Think of iTop as your digital bridge to the IT Unit—organized, responsive, and always on. No more guessing who to email. No more waiting without updates. Everything is logged, tracked, and resolved through one organized hub.

It is designed to bring clarity, speed, and efficiency to IT support across the Authority.

As PPDA continues to modernize its internal operations, iTop

arrives as a key part of our digital transformation journey—streamlining communication, strengthening accountability, and giving every staff member a smoother way to get technical help.

### Why we're excited about it.

- 1. Clear and Fast Communication**  
All requests reach the right IT technician instantly—no more wondering who handles what.
- 2. Real-Time Tracking**  
You'll know the status of your request at every stage: logged, in progress, on hold, or resolved.
- 3. Faster Problem Resolution**  
Structured workflows help the IT team assign, prioritize, and resolve issues efficiently.
- 4. Better Planning for the Future**  
With rich data analytics, the IT Unit can detect recurring issues and plan targeted improvements to enhance staff productivity.

## How iTop Fits into PPDA's Growth

This initiative supports PPDA's commitment to modern, efficient, and citizen-focused service delivery by strengthening internal systems. A digitally empowered workforce ultimately leads to better service output and improved institutional performance; Regulating for Results.

### What this means for you

Expect a simpler, more reliable way to interact with IT support. When something goes wrong, you won't waste time looking for the right contact. Just log into iTop, submit your request, and let the system—and the IT team—handle the rest.

And for those who love a bit of self-service, iTop also comes with a knowledge base filled with FAQs- quick tips to empower you to solve small issues on your own.

Coming soon to your workstation  
The rollout is just around the corner! The IT Unit will share training power point presentations and a step-by-step guide so everyone can get comfortable using iTop. Trust us, you'll wonder how we ever managed without it.

We encourage all staff to embrace this new tool, explore its features, and enjoy a more streamlined experience with IT support.

Welcome to a Smarter, Friendlier  
IT Support Experience  
Welcome to iTop!

## AN INSIGHT INTO CUSTOMER SERVICE SATISFACTION AT THE PPDA



**By Josephine Nangabo**

At the Public Procurement and Disposal of Public Assets Authority (PPDA), we understand that excellent customer service is the foundation of strong relationships with our stakeholders. As we continue to improve our service delivery, gaining a clear understanding of our client's experiences and expectations remains a top priority.

To ensure that our services are responsive, effective and aligned with stakeholder needs, the

PPDA has put in place several mechanisms to gather feedback and they include;

- Surveys and questionnaires, conducted regularly after stakeholder interactions to measure satisfaction levels and identify areas that require improvement.
- Focus group discussions, bringing together key stakeholders to gain deeper insights into their experiences with the PPDA processes.
- Open feedback channels, including email, phone calls and social media platforms to allow stakeholders to freely share concerns, suggestions and recommendations.

Our recent customer satisfaction survey provided valuable insights into how stakeholders perceive our services. An impressive 89% of respondents reported being satisfied with the services provided, many highlighting the professionalism

and responsiveness of PPDA staff as major strengths.

However, stakeholders also identified key areas for improvement, such as the need for clearer and more consistent communication regarding procurement processes and timelines. Many also emphasized the importance of ongoing training workshops to better understand procurement regulations and procedures.

In direct response to the feedback received, the PPDA has introduced several initiatives to enhance service delivery. We are strengthening our communication channels to

ensure stakeholders receive timely and transparent updates throughout the procurement process, our procurement and capacity building training offerings have been expanded to include targeted workshops designed to equip different stakeholder groups with essential procurement knowledge and skills. We are also actively incorporating stakeholder suggestions into our operations, reinforcing our commitment to listening and responding to their needs.

At the PPDA, customer satisfaction is more than a goal, it is a reflection of our core value of customer focus and one of the

driving forces behind our mission to promote effective service delivery through the sound regulation of the public procurement and disposal system. We remain committed to listening to our stakeholders, understanding their needs and continuously enhancing our services.

As we move forward, we encourage all stakeholders to share their experiences and insights through our quarterly customer satisfaction surveys, as this collaboration is vital to building a transparent, efficient and inclusive procurement environment in Uganda.



## YOUTH OWNED ENTERPRISE

Means an enterprise that is registered with the relevant government body, and is at least **51%** youth owned, controlled by youth and of majority youth leadership. Youth are aged between 18-30



FOR MORE  
DETAILS

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 #Promoting Inclusive Procurement

## FACTS, FIGURES AND TITBITS

### Let's jog our memory on accreditation.

- **Why does procurement sometimes take long?**  
Because the law demands fairness, non-discrimination and value for money.
- **But did you know that Procuring Disposing Entities (PDEs) can legally fast-track processes through Accreditation under Section 43 of the PPDA Act?**  
Accreditation is a legal, transparent mechanism that allows PDEs to apply faster, context-specific procurement methods without compromising value for money or the principles of fairness, transparency and competition.

### Were you aware?

- The PPDA Act recognises that unique situations require flexible procurement approaches.
- Section 43 of the PPDA Act, Cap 205, allows PDEs to request alternative methods when normal procedures are impractical.
- Accreditation does not mean bypassing accountability—it means applying a lawful alternative.
- Therefore, procurement delays are not always due to process; sometimes PDEs fail to utilise available legal mechanisms.
- PPDA has, and will continue to support PDEs on accreditation requests.
- Special sectors like medicine and medical supplies have their own alternative procurement systems for national efficiency. (Refer to The Public Procurement and Disposal of Public Assets Procurement of Medicines and Medical Supplies, Regulations, 2014.)

## SAGACIOUSLY SPEAKING



01

If you reveal your secrets to the wind, you should not blame the wind for revealing them to the trees. — Gibran Khalil Gibran (1883–1931), Lebanese–American writer, poet, and visual artist.

02

You need power only when you want to do something harmful, otherwise love is enough to get everything done. - Charlie Chaplin (1889–1977) a British actor, filmmaker, and composer

03

An honest man in politics shines more than he would elsewhere. Samuel Langhorne Clemens, (1835-1910) known by the pen name Mark Twain, an American writer, humorist, and essayist.

04

Two things are infinite: the universe and human stupidity; and I'm not sure about the universe. Anonymous.

05

Where people are promising you much, bring a small bag. Anonymous

06

Even a fool is thought wise if he remains silent. — The Bible, Proverbs 17:28



## THIS IS NO LAUGHING MATTER



To a few people, “drink responsibly” simply means don’t waste alcohol by spilling it.



When you ask me what I am doing today, and I say "nothing," it does not mean I am free. It means I am doing nothing.



I dislike overhearing a couple arguing in public when I’ve missed the beginning and can’t figure out whose side, I’m on



When someone asks what I did over the weekend, I squint and ask, "Why, what did you hear?"



Don't bother walking a mile in my shoes. That would be boring. Spend 30 seconds in my head. That'll freak you right out.



Sometimes, someone unexpected comes into your life out of nowhere, makes your heart race, and changes you forever. We call those people cops.



My luck is like a bald guy who just won a comb.



**PUBLIC PROCUREMENT AND DISPOSAL  
OF PUBLIC ASSETS AUTHORITY**  
*“Regulating for Results”*

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## Our Adresses

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### Western Regional Office

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