



**Public Procurement & Disposal  
of Public Assets Authority**  
*"Regulating for Results"*

# **SERVICE DELIVERY STANDARDS**

2025/26-2029/30





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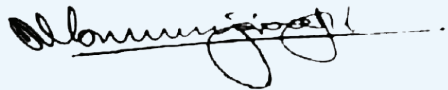
## **SERVICE DELIVERY STANDARDS**

2025/26-2029/30

## STATEMENT BY THE CHAIRPERSON, BOARD OF DIRECTORS

At the Public Procurement and Disposal of Public Assets Authority (PPDA), we recognize that effective service delivery is not only a constitutional obligation but also a cornerstone of good governance, accountability, and sustainable national development. The citizens of Uganda expect public institutions to deliver services that are efficient, transparent, timely, and responsive to their needs. Meeting these expectations requires deliberate efforts to establish clear standards that guide how services are planned, delivered, and assessed.

In this regard, the Authority has embraced the development of Service Delivery Standards (SDS) as a framework for ensuring consistency, fairness, and measurable performance in the execution of its mandate. These Standards serve both as a tool for internal improvement and as a basis for external accountability, thereby strengthening confidence among citizens, stakeholders, and partners. They reflect our commitment to continuous improvement and to ensuring that procurement and disposal processes deliver real value for money in support of Uganda's development agenda.



**Julius K. Ishungisa**  
Board Chairperson

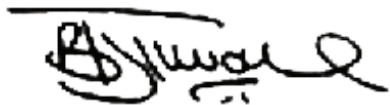


## MESSAGE FROM THE EXECUTIVE DIRECTOR

The National Development Plan (NDP IV) makes it mandatory for all Ministries, Departments and Agencies to develop Service Delivery Standards that align to the institutional mandate. This is because Government institutions have both a legal and moral duty to provide services that meet agreed standards of time, quality, cost, and coverage. To this end, all Ministries, Departments, and Agencies are required to adopt SDS to ensure efficiency, responsiveness, and the delivery of accessible, adequate, high-quality, timely, and cost-effective services.

Documenting SDS enables compliance checks, monitoring, and evaluation of Government performance as well as clarify employee expectations, highlight performance gaps, and guide corrective action. They support Citizenry, Civil Society, and Development Partner oversight, providing a tool for both internal and external accountability. In addition, SDS form a foundation for Institutional Strategic Plans and Budgets, Client Charters, employee performance plans, and frameworks for inspection, monitoring, evaluation, and audit.

To all our stakeholders, this document therefore constitutes the Service Delivery Standards of PPDA, and we commit ourselves to delivering in accordance with these commitments.



**Canon Benson Turamye**  
Executive Director



## 10. INTRODUCTION

As part of the Public Service Reform Program, the Government of Uganda introduced initiatives to improve service delivery and strengthen transparency and accountability. Guided by Circular Standing Instruction No. 2 of 2006, the Ministry of Public Service issued Establishment Notice No. 3 of 2011 to direct the development, documentation, dissemination, and implementation of Service Delivery Standards (SDS) by all Government Ministries, Departments, and Agencies. This requirement was reinforced under the National Development Plan IV, which requires all MDAs to have up to date Service Delivery Standards that are well aligned to it.

To note is that Government institutions have both a legal and moral duty to provide services that meet agreed standards of time, quality, cost, and coverage. All MDAs are therefore required to adopt Service Delivery Standards to ensure efficiency, responsiveness, and the delivery of accessible, adequate, high-quality, timely, and cost-effective services to the population.

Documenting Service Delivery Standards enables compliance checks, monitoring and evaluation of Government performance. Service delivery should be based on documented agreed upon parameters. Service Delivery Standards therefore are intended to clarify expectations, highlight performance gaps, and guide corrective action. They support citizens, civil society, and development partner oversight, providing a tool for both internal and external accountability.



## 2.0 BACKGROUND

The Public Procurement and Disposal of Public Assets Authority (PPDA) is the principal regulator for the public procurement and asset disposal system in Uganda as provided for under the PPDA Act, Cap 205.

The vision of the PPDA is “*A Dynamic Facilitator of the Public Procurement and Asset Disposal System for Sustainable National Development.*” To this end, the cardinal role of the Authority is to superintend an effective procurement and disposal system in line with the provisions of the law.

The mission of the Authority is: “*To Promote Service Delivery Through Effective Regulation of the Public Procurement and Disposal System.*”

In line with the National Objectives and Directives Principles of State Policy, No. XXVI, of the Constitution of the Republic of Uganda, 1995, "All public offices shall be held in trust for the people." Accordingly, public servants are enjoined, to deliver excellent services to the public in terms of time, quantity, quality, cost and coverage. It is in this regard that, as a government agency, the Authority ought to have and to publicize its Service Delivery Standards.



Under Section 6 of the PPDA Act Cap, 205, the Authority exists to:

- a) ensure the application of fair, competitive, transparent, nondiscriminatory and value for money procurement and disposal standards and practices;
- b) advise Government, local governments and other procuring and disposing entities on procurement and disposal policies, systems and practices and where necessary, on their harmonization;
- c) set standards for the public procurement and disposal systems in Uganda;
- d) monitor compliance of procuring and disposing entities; and
- e) build procurement and disposal capacity in Uganda

To meet its obligations under the Constitution and the PPDA Act, the Authority must establish standards that drive efficiency, effectiveness, and accountability in service delivery. These standards are designed to ensure that PPDA keeps pace with the country's growing demand for services that are accessible, adequate, timely, cost-effective, and of high quality. These Service Delivery Standards have therefore been developed to provide a clear framework for performance, consistency, and continuous improvement.



### 3.0 WHAT ARE SERVICE DELIVERY STANDARDS?


According to the guidelines issued by the Ministry of Public Service and the guidance of the National Planning Authority, Service Delivery Standards are;

- a) The minimum level of expected services in terms of quality, quantity, processes, time, cost and coverage that a sector, an institution or individual commits to deliver to their clients or those that the clients should expect to receive.
- b) The established, accepted and evidence-based technical specifications or basis for comparison; and
- c) The norms, standard operating procedures, protocols, baselines or charters which are the minimum requirements that institutions must adhere to.

### 4.0 WHY SERVICE DELIVERY STANDARDS IN THE PUBLIC SERVICE?

Development, documentation and dissemination of Service Delivery Standards is intended to:

- a) Improve citizens' access to information on services delivered and enhance capacity of citizens to demand for services due to them.
- b) Enhance public service performance and accountability.
- c) Promote performance reporting and compliance by Public Service Organizations against set standards at Regional, National, Sector and Local levels.
- d) Ensure the feedback from service recipients through client surveys, household surveys and national service delivery surveys is aligned with set standards.

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- e) Provide uniformity and consistency in the delivery of services at the national, sector and local levels.
  - f) Enforce quality assurance mechanisms and best practices for service delivery against International, Regional, National, Sector and Local levels.
  - g) Promote coordination and synergy at National, Sector and Local levels.
  - h) Improve gender and equity responsiveness.
  - i) Trigger social and economic improvement through equitable access to and control of resources.
  - j) Promote equity for marginalized groups.

## 5.0 IMPLEMENTATION OF THE PPDA SERVICE DELIVERY STANDARDS

The PPDA Service Delivery Standards are linked to the Authority's Strategic Plan 2025/26-2029/30. The Authority is responsible for the mainstreaming of the Service Delivery Standards in the budgeting, implementation and monitoring of service delivery.

The Authority shall build the capacity of staff to enhance their competencies in compliance and adherence to standards in service delivery.



## 6.0 KEY SERVICES OFFERED BY PPDA

1. PPDA Website – General information, updates, guidelines, and resources
2. Advisory/ Guidance to PDEs and providers on public procurement and disposal of public assets
3. Carry out audits and compliance checks on PDEs
4. PPDA Library – All legal documents, (the Act, regulations, guidelines, forms, etc.) at one Centre on the PPDA web portal
5. e-GP (Electronic Government Procurement) – Registration to participate in online bidding and to access procurement opportunities
6. GPP (Government Procurement Portal) – Procurement plans, notices, and contract information
7. Contract Reference Portal– Access government of Uganda awarded and completed contract details and compliance
8. Suspended Providers List – Check providers restricted from public procurement
9. Special Interest Groups-Join and access special groups of women, the youth and the disabled, obtain bidding opportunities as well



## 7.0 MONITORING AND EVALUATION OF SERVICE DELIVERY STANDARDS

The PPDA Service Delivery Standards shall be monitored by the Authority, the Ministry of Public Service and the National Planning Authority. Service delivery shall be monitored and evaluated through:

- a) Monitoring & Evaluation activities
- b) Community, citizen/client scorecards.
- c) Client service delivery satisfaction surveys.
- d) National Service Delivery Surveys.

From the monitoring and evaluation, reports will be compiled highlighting trends in application of Service Delivery Standards, outlining specific areas for interventions and recommendations for improvement, among other tasks.

## 8.0 PERIODIC REPORTING ON COMPLIANCE TO SERVICE DELIVERY STANDARDS

From quarterly reports, the Authority shall compile an annual report on the implementation of Service Delivery Standards to the Ministry of Public Service.



## 9.0 THE PRINCIPLES FOR THE DESIGN, APPLICATION AND MONITORING OF THE SERVICE DELIVERY STANDARDS

These service delivery standards have been developed basing on the Authority core values, which are:

- i. Integrity;
- ii. Customer Focus;
- iii. Professionalism;
- iv. Innovation; and
- v. Team work.

## 10.0 ANCHOR FOR THE SERVICE DELIVERY STANDARDS

The PPDA Service Delivery Standards will anchored on the core functions of the Authority as embedded under the four Strategic Objectives under the Strategic Plan, namely;

- a) Enhancing Regulation of the Public Procurement and Asset Disposal System;
- b) Promoting Procurement and Disposal Capacity Building and Stakeholder Engagement;
- c) Promoting Sustainable and Inclusive Procurement and Disposal; and
- d) Strengthening Institutional Capacity of the Authority.

## 11.0 PPDA SERVICE DELIVERY STANDARDS

<i>Strategic Objective</i>	<i>Output service description</i>	<i>Key performance indicator (quality, quantity, time, process accessibility, coverage)</i>	<i>Standard</i>	<i>Target beneficiary</i>	<i>Access criteria</i>	<i>Methodology for providing service</i>	<i>Inputs</i>	<i>User fee where applicable</i>	<i>Responsibility Centre</i>
<b>Enhance Regulation of the Public Procurement and Asset Disposal System</b>	<i>Accreditation</i>	<i>Request considered and responded to, in line with the law</i>	<i>With in 21 days on receipt of request.</i>	<i>PDEs</i>	<i>Written request to the Authority</i>	<i>Meetings of the Management Advisory Committee (MAC) and of the Board.  Physical presence where applicable</i>	<i>Existing office facilities.  Fuel and allowances where field visits are required</i>	<b>N/A</b>	<i>PPDA head office and regional offices  (Dep Of Legal and Board Affairs)</i>
	<i>Request for Deviations on Standard Bidding Documents (SBDs)</i>	<i>Request considered and responded to, in line with the law</i>	<i>Within 10 days</i>	<i>PDEs and other stakeholders</i>	<i>Written request to the Authority</i>	<i>Perusal of the provisions of the law and consideration of the request</i>	<i>Existing Office facilities</i>	<b>NA</b>	<i>PPDA head office and regional offices</i>
	<i>Handling of suspension requests</i>	<i>Suspension requests considered and responded to, in line with the law</i>	<i>Within 21 days on receipt of request</i>	<i>PDEs and other stakeholders</i>	<i>Written request to the Authority</i>	<i>Meetings of the Management Advisory</i>	<i>Existing office facilities.</i>	<b>NA</b>	<i>PPDA head office and regional</i>

						<i>Committee (MAC) and of the Board. Physical presence where applicable.</i>	<i>Fuel and allowances where field visits are required</i>		<i>offices (Dep Of Legal and Board Affairs)</i>
<i>Advisory requests</i>	<i>Request considered and responded to, in line with the law</i>	<i>5 days upon receipt of the request</i>	<i>All clients</i>	<i>Written request to the Authority</i>	<i>Perusal of the provisions of the law and consideration of the request</i>	<i>Existing office facilities</i>	<b>NA</b>	<i>PPDA head office and regional offices</i>	
<i>Conduct Integrity Surveys</i>	<i>Biennial Integrity survey report</i>	<i>Integrity surveys conducted at least once in every two years.</i>	<i>All stakeholders</i>		<i>Research undertaken by staff or outsourced</i>	<i>Existing office facilities and/or procurement of a research firm</i>	<b>NA</b>	<i>PPDA head office and regional offices</i>	
<i>Issuance of Audit report after exit meetings</i>	<i>Final Audit report</i>	<i>10 working days</i>	<i>Audited entity and all stakeholders</i>	<i>PPDA web portal and Written request to the Authority</i>	<i>Field visits and perusal of documents</i>	<i>Existing office facilities and field visits</i>	<b>NA</b>	<i>PPDA head office and regional offices</i>	
<i>Carrying out procurement investigations</i>	<i>Investigation's report</i>	<i>Report produced within 21 working days</i>	<i>Investigated PDE, whistleblower(s) and other</i>	<i>Request for report</i>	<i>Undertake investigations on PDE</i>	<i>Existing office resources.</i>	<b>NA</b>	<i>PPDA head office and regional offices</i>	

	<i>Conduct Compliance Checks</i>	<i>Report</i>	<i>Report produced within 5 working days</i>	<i>PDEs and other stakeholders</i>	<i>Request for report</i>	<i>Undertake compliance checks of PDEs</i>	<i>Existing office resources plus transport and allowances where applicable</i>	<i>NA</i>	<i>PPDA head office and regional offices</i>
	<i>Conduct Inspections in HSEs</i>	<i>Report</i>	<i>Report produced within 5 working days</i>	<i>HSEs and other stakeholders</i>	<i>Request for report</i>	<i>Perusal of documents and Inspection of selected HSEs</i>	<i>Existing office resources and fuel where applicable</i>	<i>NA</i>	
	<i>Publishing annual procurement and audit reports</i>	<i>Report</i>	<i>By 30<sup>th</sup> October</i>	<i>PDES and stakeholders</i>	<i>Request for report</i>	<i>Perusal of documents and auditing of selected PDEs</i>	<i>Existing office resources and fuel where applicable</i>	<i>NA</i>	<i>PPDA head office and regional offices</i>
	<i>Publishing performance monitoring reports</i>	<i>Report</i>	<i>Quarterly before 15<sup>th</sup> day in new quarter</i>	<i>PDES and stakeholders</i>	<i>Request for report</i>	<i>Perusal of documents and compiling report</i>	<i>Existing office resources and fuel where applicable</i>	<i>NA</i>	<i>PPDA head office and regional offices</i>

<b>Promote Procurement and Disposal Capacity Building and Stakeholder Engagement</b>	<i>Conduct supply driven Trainings</i>	<i>Training report</i>	<i>Daily training depending on the subject</i>	<i>All stakeholders</i>	<i>Authority workplan</i>	<i>Workshops and seminars</i>	<i>Staff man hours and fuel where applicable</i>	<i>NA</i>	<i>PPDA head office and regional offices</i>
	<i>Conduct demand driven Trainings</i>	<i>Training report</i>	<i>Daily training depending on the subject</i>	<i>All stakeholders</i>	<i>Written request to the Authority</i>	<i>Workshops and seminars both online and physical</i>	<i>Staff man hours and fuel where applicable</i>	<i>550,000 per day</i>	<i>PPDA head office and regional offices</i>
	<i>Maintaining a list and average prices for common user items</i>	<i>Report on the list of common user items</i>	<i>Annual report</i>	<i>All stakeholders</i>	<i>Request to the PPDA and visit to the website</i>	<i>Research</i>	<i>Office facilities and procurement of a provider</i>	<i>NA</i>	<i>Online and PPDA head office and regional offices</i>
	<i>Carrying out training needs assessment</i>	<i>Training needs assessment reports</i>	<i>Bi-annual</i>	<i>All stakeholders</i>	<i>Request to the PPDA and visit to the website</i>	<i>Surveys</i>	<i>Office facilities and procurement of a provider</i>	<i>NA</i>	<i>Online and PPDA head office and regional offices</i>
	<i>Manage Phone calls</i>	<i>Response to official phone calls during working hours</i>	<i>Instant</i>	<i>All callers</i>	<i>Calling the official telephone lines +256-414-311100, +256-414-311810, +256-414-311800 and +256-414-311820</i>	<i>Responding to phone calls</i>	<i>Office facilities</i>	<i>NA</i>	<i>PPDA head office and regional offices</i>

<i>Attend to guest; walk-ins with appointments</i>	<i>Guests received and attended to</i>	<i>Instant</i>	<i>Guests on appointment</i>	<i>Visit to the offices</i>	<i>Guests received and attended to</i>	<i>Office facilities</i>	<i>NA</i>	<i>PPDA head office and regional offices</i>
<i>Attend to guest; walk-ins without appointments</i>	<i>Guests received and attended to</i>	<i>Maximum 30 minutes</i>	<i>Guests without appointment</i>	<i>Visit to the offices</i>	<i>Guests received and attended to</i>	<i>Office facilities</i>	<i>NA</i>	<i>PPDA head office and regional offices</i>
<i>Respond to e-mails</i>	<i>Reply to all official emails</i>	<i>Within a day</i>	<i>All persons emailing the Authority</i>	<i>Writing to the Authority on official emails</i>	<i>Responding to the emails</i>	<i>Office facilities</i>	<i>NA</i>	<i>PPDA head office and regional offices</i>
<i>Responding to Letters (hard copy)</i>	<i>Replying or taking action on all hard copy letters written to the Authority</i>	<i>Maximum of 7 days</i>	<i>Authors of letter(s) and other stakeholders</i>	<i>Writing to the Authority. Following up on mail, phone or physical visits</i>	<i>Responding to letter or calling the Author</i>	<i>Office facilities</i>	<i>NA</i>	<i>PPDA head office and regional offices</i>
<i>e-GP Registration/renewal and issuance of certificate</i>	<i>Certificates issued to all applicants</i>	<i>Not more than 5 days from the day of submitting the application</i>	<i>Applicants</i>	<i>Apply online. Log in on the e-GP portal</i>	<i>Assessing applications and approving or advising applicants</i>	<i>Office facilities</i>	<i>UGX 150,000/ = or 187,500/ = or</i>	<i>Online or physical visits to offices.</i>

					<i>Following up on mail, phone or physical visits</i>			<i>US\$ 120 or US\$ 100 depending on the category</i>	
	<i>Responding to social media (including weekend)</i>	<i>Replying or taking action on all social media posts</i>	<i>Maximum of 24 hours</i>	<i>Social media netizens</i>	<i>Posting on the Authority platform or direct message</i>	<i>Logging in and taking necessary action</i>	<i>Office facilities</i>		
<b>Strengthen Institutional Capacity</b>	<i>Filling vacant positions externally</i>	<i>Issuance of appointment letters</i>	<i>Not more than 2 months</i>	<i>Applicants</i>	<i>Apply online. Following up on mail, phone or physical visits</i>	<i>Recruitment process; shortlist, interviews and appointment</i>	<i>Office facilities</i>	<i>NA</i>	<i>Online or PPDA head office and regional offices</i>
	<i>Filling vacant positions (internally)</i>	<i>Issuance of appointment letters</i>	<i>5 Weeks</i>	<i>Applicants and other stakeholders</i>	<i>Applying and following up on mail, phone, or visits to the Authority</i>	<i>Recruitment process; shortlist, interviews and appointment</i>	<i>Office facilities</i>	<i>NA</i>	<i>Online or PPDA head office and regional offices</i>
	<i>Filling Vacant positions (Directors and Managers)</i>	<i>Issuance of appointment letters</i>	<i>Not more than 3 months</i>	<i>Applicants and other stakeholders</i>	<i>Applying and following up on mail, phone, or visits to the Authority</i>	<i>Recruitment process; shortlist, interviews and appointment</i>	<i>Office facilities</i>	<i>NA</i>	<i>Online or PPDA head office and regional offices</i>



**Head Office**

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**Western Regional Office**

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**Eastern Regional Office**

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