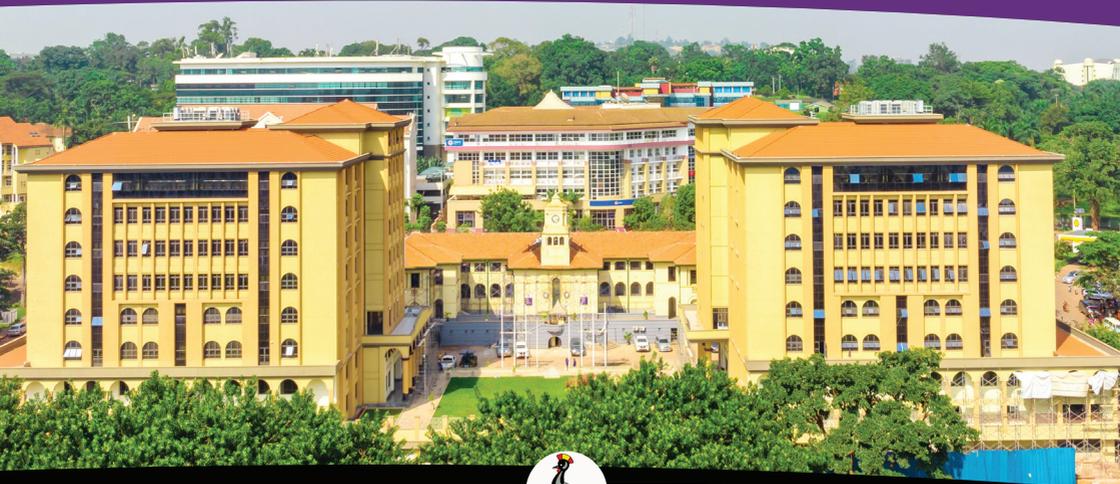




THE JUDICIARY

THE JUDICIARY CLIENT CHARTER



November, 2025



THE JUDICIARY



ABOUT THE ELECTRONIC COURT CASE MANAGEMENT INFORMATION SYSTEM (ECCMIS)

Transition from manual system to ECCMIS

Enables electronic case management from filing to judgment.



Find out the status of your case

Log on to ECCMIS to access and follow the status of your case.



E-File from anywhere, anytime

File a case with convenience from anywhere at any time.



Electronic payments made easy with ECCMIS

Online payment of court fees, fines, filing fees, and bail and deposit transactions, using mobile money, Visa, EFT, etc.

Integration with Government

Ability to interface with other Government institutions and agencies such as DPP, URA, NIRA, Uganda Prison Services etc.



E-Notification

Automatic notification to Parties on any stage of the system. On any update made to the case.



E-filing of cases

File documents electronically, access information for all case types across all jurisdictions and reducing the burden of paperwork.



On-line support

Access free on-line support regarding the ECCMIS topic-oriented, procedural or reference information.

www.eccmis.judiciary.go.ug

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FOREWORD

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

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

To achieve the above, the Judiciary, in consultation with key stakeholders, has developed this client charter, which specifies service delivery commitments and standards by which its performance will be measured. The client charter also provides the staff of the Judiciary with clear standards to strive for during service delivery and the mechanisms by which the people shall participate in the dispensation of justice without compromising the independence, impartiality, transparency, professionalism, integrity, accessibility and effectiveness of the Courts of Judicature.

This Charter contributes to the transformation agenda of strengthening the administration of justice. It is part of the initiatives towards the continuous improvement of the judicial process to provide timely and quality services to the people of Uganda.

The Judiciary, as a service provider, is committed to implementing this client charter as a social contract with its clients. I therefore, call upon the staff of the Judiciary and our clients to embrace the provisions of this Charter.

Alfonse Chigamoy Owiny – Dollo

CHIEF JUSTICE



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1.0 INTRODUCTION

The Judiciary recognises the importance of ensuring that all people and entities interacting with the Judiciary receive speedy, fair and quality services. This client charter therefore aims to improve access to justice by reducing barriers and ensuring equitable and timely access to court services, information, and facilities.

1.1 Our Mandate

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

1.2 The purpose of the client charter

To inform the public about the Judiciary services and service delivery standards, steps to take in case of dissatisfaction with our services, and what is expected from the client.

1.3 Objectives of the Client Charter

- a. To inform the public on the nature, categories and standards of services to expect from the Judiciary
- b. To enhance public confidence, trust and faith in the Judiciary.
- c. To strengthen client engagement and participation.
- d. To promote transparency and accountability.

1.4 The Judiciary Structure

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

1.4.1 Courts of Judicature

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



1.4.2 Administrative Registries

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

1.4.3 Departments

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

1.4.4 Units

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

1.5 Vision

Justice for All

1.6 Mission

To efficiently and effectively administer justice

1.7 Core Values

The strategic direction of the Judiciary and result areas are based on its Constitutional mandate and core values that form the basis for its operations. These values shall guide the implementation of this Charter.



a. Independence

The Judiciary commits to operate freely without interference or taking directives from, or being controlled by any person or authority.

b. Impartiality

The Judiciary commits to perform its mandate with respect and without fear, favour, affection or ill will, bias or prejudice.

c. Transparency

The Judiciary commits to openness in all its activities in the administration and delivery of justice, and dissemination of information.

d. Accountability

The Judiciary commits to taking responsibility for its actions and will be answerable to the people of Uganda.

e. Professionalism

The Judiciary commits to delivering its mandate efficiently, fairly and within reasonable time.

f. Integrity

The Judiciary in carrying out its mandate, shall demonstrate the highest standards of honesty, transparency and impartiality.

g. Equality

The Judiciary shall accord equal treatment to all persons who appear before the courts, without distinction. The Judiciary is committed to making justice services accessible to all regardless of sex, race, colour, ethnic origin, tribe, birth, creed or religion, social or economic standing, political opinion or disability.



2.0 GENERAL SERVICES AND COMMITMENTS

2.1 General services

- a. **Adjudication of civil and criminal matters.** This involves hearing and deciding cases brought before the courts, interpreting laws, examining evidence, applying legal principles, issuing judgments and rulings, and executing court orders and decrees.
- b. **Alternative Dispute Resolution (ADR).** The Judiciary embraces all forms of alternative dispute resolution including mediation arbitration, reconciliation, negotiation, conciliation, neutral evaluation, settlement conference, plea-bargaining as ADR mechanisms.
- c. Enrolment of advocates and licencing
- d. Licencing and disciplining court bailiffs.
- e. Collection of Government revenue through court fees and fines.
- f. Custody of bail money and security for costs and other deposits
- g. Refund bail money
- h. Certification of documents.
- i. Custody of wills.
- j. Administering oaths.
- k. Library services.
- l. Inquests (inquiry into whether death of a person was caused by unlawful act or an omission).

2.2 Commitments

Our service delivery commitments are to-

- a. provide justice to all individuals, irrespective of socio and economic status;
- b. provide accessible, timely and quality Judiciary services;
- c. employ and deploy well trained, professionally competent judicial, administrative and other staff, and continuously build their capacity to deliver quality services;
- d. accord justice to all manner of people without fear or favour, affection or ill-will;



- e. provide services in an honest and transparent manner;
- f. uphold the principles of fairness and impartiality in the administration of justice;
- g. provide clear and transparent communication to all clients;
- h. treat all court users with dignity, courtesy, patience and respect;
- i. uphold the principles of justice, equality and affirmative action;
- j. ensure that adequate compensation is awarded to victims of wrongs;
- k. uphold the confidentiality and privacy of client information, respecting the sensitivity of matters;
- l. provide timely and appropriate actions on service delivery-related complaints;
- m. ensure accountability to clients and the public;
- n. provide excellent customer care;
- o. enforce zero tolerance to corruption;
- p. promptly share information through our website, official publications, media, outreach campaigns and court open days; and
- q. ensure that an officer is assigned to handle duties of an officer on leave.

2.2.2 Commitments on cross-cutting issues

a. Gender responsiveness

- i. Use dedicated means to quickly dispose of gender based cases.
- ii. Collaborate with stakeholders on gender responsiveness.
- iii. Use gender-responsive procedures.
- iv. Provide information about legal rights and procedures.
- v. Collect and analyse gender-disaggregated data.

b. Women and children

- i. Provide child care centre and children waiting rooms.
- ii. Treat children with courtesy and safeguard their dignity and identity.



- iii. Avail children in conflict with the law with a conducive environment.
- iv. Use simple language and provide interpretation services to litigants in the language they understand.
- v. Provide for procedural flexibility to accommodate the needs of the expecting mothers. This includes allowing them to sit down during proceedings, additional time for hearings and providing breaks, among others.

c. The elderly and persons with disabilities (PWDs)

- i. Provide physical spaces that are accessible.
- ii. Provide sign language interpreters.
- iii. Provide accessible formats for documents.
- iv. Allow the presence of personal care attendants.
- v. Provide for procedural flexibility to accommodate the needs of the elderly and persons with disabilities. This includes allowing them to sit down during proceedings, additional time for hearings and providing breaks, among others.

d. HIV/AIDS

- i. Ensure confidentiality and privacy in cases involving HIV/AIDS.
- ii. Prevent HIV/AIDS related stigma and biases.
- iii. Uphold the legal protections and rights of persons living with HIV/AIDS.
- iv. Collaborate with relevant stakeholders dealing with HIV/AIDS.

e. Natural Resources, Environment and Climate Change

- i. Expeditiously handle cases related to natural resources, environment and climate change.
- ii. Train judicial officers to effectively handle natural resources, environmental and climate-related cases.
- iii. Collaborate with environmental and climate change agencies.



f. Infectious Diseases

- i. Implement and enforce public health and safety measures to minimize the risk of transmission.

g. Conduct online hearings.

- i. Electronic filings and delivery of judgments and rulings.
- ii. Ensure up-to-date information on disease outbreak measures at court premises.
- iii. Promote immunisation, where necessary and possible.

h. Sexual Harassment

- i. Commit to protect court users from sexual harassment by staff of the Judiciary.
- ii. Sensitise the Judiciary staff and court users about the evils of sexual harassment cases;
- iii. Provide the reporting mechanism for handling sexual harassment complaints;
- iv. Take action towards eliminating sexual harassment in the Judiciary.



3.0 OUR STANDARDS

To ensure that our commitments are adhered to, we therefore set our standards as hereunder-

- a. The Judiciary commits to observing working hours from **Monday to Friday: 8:00am-12:45pm** and **2:00pm-5:00pm** excluding but may work outside the working hours due to exigencies of duty.
- b. provide a safe, accessible and convenient working environment;
- c. exhibit the highest level of integrity, respect all court users, be courteous, polite and dress formally;
- d. ensure safe custody of and preserve the integrity of court files, exhibits, documents and official records;
- e. decisions of court shall be delivered within 60 days after the close of hearing; and 90 days for the Supreme Court;
- f. respond to all correspondences received within fourteen (14) working days;
- g. respond to complaints within fourteen days (14) and 30 days working days for those requiring full investigation;
- h. deliver bail rulings within 30 days in line with paragraph 8 of the Bail Guidelines;
- i. refund bail money within twenty-one (21) working days from the date of submission of the application documents;
- j. ensure payment for goods and services rendered to the Judiciary within 30 days after delivery;
- k. enrol Advocates within fourteen (14) working days after submission by the Law Council;
- l. renew advocates' licences within seven (7) working days after filling the application;
- m. award and renew court bailiffs' licences within seven (7) working days from receipt of the application;
- n. issue notice of revoked licenses of court bailiffs within seven (7) working days;
- o. the Judiciary Toll free lines operate Monday to Friday from 8:00am – 5:00pm excluding public holidays;



- p. the Judiciary observes vacation periods when the courts entertain only criminal matters and urgent civil matters as follows:
- i. **23rd December – 7th January** (all courts)
 - ii. **1st to 31st August** (Supreme Court and Court of Appeal)
 - iii. **15th July – 15th August** (High Court and Magistrates Courts)



4.0 RIGHTS AND OBLIGATIONS OF CLIENTS

Our clients are those who seek, are affected or benefit from the Judiciary services, they include court users, organs and agencies of the State which accord the Courts assistance as may be required to ensure the effectiveness of the courts.

4.1 Rights of the clients

Our clients have a right to-

- a. access information upon application;
- b. a fair, speedy and public hearing;
- c. a copy of the proceedings at a prescribed fee;
- d. lodge complaints and receive timely responses;
- e. the identity of a member of staff serving them;
- f. certified copies of Court documents at a prescribed fee; and
- g. to a copy of the judgment/ ruling including an electronic Judgement/ ruling.

4.2 Client obligations

The clients of the Judiciary shall-

- a. report on time to attend to their court matter(s);
- b. observe orderliness in court and its premises;
- c. abide by court rules, procedures and instructions;
- d. pay all the necessary court fees, obtain receipts and keep the receipts safely;
- e. provide correct and honest information to the courts;
- f. carry no deadly weapon to court;
- g. respect the staff of the Judiciary and court users;
- h. refrain from engaging in corruption;
- i. report unprofessional conduct by any member of staff of the Judiciary or court user;
- j. avoid use of offensive and obscene language/gestures in court;
- k. avoid rowdy behavior or causing chaos such as singing ,chanting or shouting within the precincts of Court;
- l. provide feedback about court services rendered;



- m. dress decently in court and its premises and not wear outfits with offensive writings, drawings or signs;
- n. refrain from idling at court premises;
- o. refrain from vending at court premises;
- p. keep phones and other electronic devices off or in silent mode during court proceedings;
- q. desist from eating food during court proceedings. and where necessary they should seek permission from the presiding officer to adjourn or step out;
- r. file appropriate documents; and
- s. respect Court judgments and orders;

4.3 Court fees

Court fees are prescribed by law. The fees are also published on the Judiciary website, notice boards and are embedded in the Electronic Court Case Management Information System (ECCMIS).

4.3.1 Mode of payment

Payments can be made through-

- a. Banks;
- b. Mobile money;
- c. Point-of-Sale (POS) equipment and
- d. Other electronic payment systems

4.3.2 Free Services

The following services are free-

- a. Fixing of hearing dates;
- b. Serving Court notices, summons and warrants by Court officials;
- c. Production warrants;
- d. Visiting locus (place or property in dispute);
- e. Handling administrative and criminal matters;
- f. Mediation by a Court accredited mediator;
- g. A copy of Judgment; and
- h. Processing of bail refund and security deposit funds.



5.0 DISSEMINATION AND IMPLEMENTATION OF THE CLIENT CHARTER

5.1 Dissemination channels

The Client Charter will be disseminated through-

- a. court open days;
- b. the Judiciary call centre;
- c. the Judiciary events;
- d. trainings;
- e. Court User Committees;
- f. Regional Coordination Committees (RCCs);
- g. District Coordination Committees (DCCs);
- h. social media platforms;
- i. other media platforms;
- j. press releases;
- k. publications; and
- l. at Court hearings.

5.2 Accountability to the Public

The Judiciary shall be accountable to the public through-

- a. Judgments and rulings.
- b. Annual Performance Reports.
- c. Opening of the New Law Year.
- d. Periodic publications.
- e. Policy statements
- f. Court open days.

5.3 Review of the Client Charter

This client charter will be reviewed after five (5) years.



6.0 FEEDBACK MECHANISMS AND COMPLAINTS HANDLING

We welcome feedback about our services and suggestions on how we can improve service delivery. We commit ourselves to taking your complaints and dealing with them as quickly as possible. However, complaints against decisions of court should be addressed through appeals or applications for review or revision to the appropriate courts.

Complaints shall be received and processed in accordance with Regulation 28 and 29 of the Administration of the Judiciary (Inspectorate of Courts) Regulations, 2023.

Notwithstanding paragraph (b) above, a person may contact any of the following offices-

1. Office of the Permanent Secretary/Secretary to the Judiciary
2. Chambers of the Chief Registrar
3. The Inspectorate of Courts
4. Regional Inspectors of Courts
5. Deputy Registrar at the High Court Circuit

CONTACT INFORMATION

Means of Communication	Address
Toll free telephone	0800 111 900 and 0800 225 587
Website	www.judiciary.go.ug
Email	info@judiciary.go.ug
Head Office	Judiciary Headquarters , Plot 2, The Square, P.O. Box 7085 Kampala, Uganda Tel: 256 414 233 420/2, Fax: 256414 344 116



Social Media	WhatsApp channel: JudiciaryUG You tube channel: JudiciaryUganda Instagram: judiciaryug Facebook: JudiciaryUG X: JudiciaryUG
Contact Offices	Office of the Permanent Secretary/Secretary to the Judiciary, High Court Building office No. F16
	Chambers of the Chief Registrar, High Court Building office No. G1
	The Inspectorate of Courts, Supreme Court, Level 4.
Other Avenues	Suggestion boxes at courts
	Court open days

MEMBERS OF THE TASK FORCE

NAME	TITLE	SIGNATURE
Ms. Maureen Kasande	Under Secretary – Chairperson	
H/W Lamunu Pamella Ocaya	Ag. Chief Registrar	
H/W Kintu Simon Zirintusa	Registrar	
H/W Chemeri Jessica	Deputy Registrar	
Mrs. Tumwine N. Apophia	Commissioner Human Resource Management – Secretary	
Ms. Sheila Wamboga	Principal Communications Officer	
Mr. Kagoro Julius Caesar	Principal Policy Analyst	



THE JUDICIARY

FIVE STEPS TO BAIL REFUND

STEP 1

Apply in writing to the court that granted the bail. Contents of the application should include; the full name of the applicant, address, phone contact and bank account details/Mobile Money number registered in the name of the applicant.



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