



# DAIRY DEVELOPMENT AUTHORITY

## FINAL DRAFT DDA CLIENT CHARTER

Plot 1 Kafu Road, Nakasero P.O Box 34006 Kampala

Tel: +256 -414-343901/414-343903.

Email: [info@dda.or.ug](mailto:info@dda.or.ug), Website: [www.dda.or.ug](http://www.dda.or.ug)

## **FOREWORD**

### **Dear Esteemed Clients**

It is with utmost pride that I reach you through a document that sets out to cement our partnership by establishing the guidelines on how we shall be interacting on a daily basis.

The Board of Directors is grateful to all the DDA stakeholders for the continued support and improved working relationship that the staff enjoys with you which has led to a better corporate image.

We at Dairy Development Authority are committed to being an open and accountable organization with a strong client-focused culture.

We welcome your feedback to ensure we meet our standards and continuously improve our service delivery.

We are confident that the rights and obligations herein will be jealously observed by our staff and appreciated by the client.

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**Chairperson –Board of Directors**

## **PREAMBLE**

The Dairy Development Authority Client Charter spells out the rights and obligations of the client and guides DDA in upholding these rights and facilitating the client to meet their obligations.

The Charter acts as a reference point for the DDA's clients in managing their interaction with DDA and provides the service body with the necessary benchmark for its Client service standards by recognizing its clients as viable partners in the dairy –sub-sector.

This Charter establishes high standards of service that you, our clients, can expect from us. It is a social contract between DDA as a service provider and the recipients of its services. It provides information about how you can comment on our service, including how to lodge complaints, give compliments or make suggestions.

The document guarantees, Dairy Development Authority as the regulatory and a development body and its various stakeholders, a meaningful relationship.

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## **1.0 WHO ARE WE**

Dairy Development Authority is a statutory body, under the Ministry of Agriculture, Animal Industry and Fisheries (MAAIF) established under the Dairy Industry Act, 1998 CAP 85, with a mandate to regulate and develop the dairy sub-sector.

### **1.1 DDA VISION**

“A dynamic, profitable well regulated dairy sector”.

### **1.2 DDA MISSION STATEMENT**

“To provide efficient development and regulatory services for increased production, processing and marketing of quality milk and dairy products for improved incomes and food security for dairy farmers in Uganda”.

### **1.3 DDA STRATEGIC OBJECTIVE**

“To provide proper coordination and efficient implementation of all government policies which are designed to achieve and maintain self –sufficiency in the production of milk in Uganda by promoting production and competition in the dairy industry and monitoring the market for milk and dairy products”.

## **DDA CORE VALUES**

**TEAMWORK:** We listen to and respect each other whilst working together to achieve mutually beneficial results.

**INTEGRITY:** We shall be honest in behavior and action and keep committed to our promises.

**ACCOUNTABILITY:** We shall hold office in public trust and shall be responsible for our actions or inactions.

**PROFESSIONALISM:** We shall adhere to the DDA code of conduct and ethics, with high degree of competence and best practices.

**LOYALTY:** We shall be committed to the policies and programmes of the Government at the National and Local levels.

## **2.0 HOW WE ARE ORGANISED TO SERVE YOU**

Dairy Development Authority is administered by a Board of Directors, which is the policy body entrusted with oversight of the organization. The Management of DDA is headed by the Executive Director.

### **2.1 REGULATORY SERVICES**

- Registering and issuing licenses to dairy businesses (processing plants for milk and milk products, milk cooler and freezer operators, stores used or intended to be used for the storage of milk and milk products, transporters of milk and milk products, dealers of dairy equipment, and importers of milk and milk products).
- Inspecting milk handling premises, equipment and import/export consignments as per the dairy regulations, standards and environmental requirements.
- Ensuring Quality and safety of milk and milk products (monitoring through verification and evaluation: Testing of milk and milk products in the laboratory and on spot testing and market surveillance).
- Enforcing of dairy standards and regulations to curb malpractices i.e. Use of none recommended containers to carry/transport milk, boiling milk in un hygienic environment for commercial purposes, adulterating milk and milk products with water, chemicals and other contaminants.
- Training dairy stakeholders on value addition, good milk handling practices.
- Giving technical advises related to milk and milk processing techniques, dairy regulations and standards.

### **2.2 DAIRY DEVELOPMENT SERVICES**

- Providing inputs to stakeholders e.g. milk handling equipment
- Improving human resources capacity for the development of the dairy sector
- Supporting dairy farmers' organizations to do collective milk marketing and assisting them to access milk chilling equipment
- Supporting various dairy development activities such as dairy extension, dairy breeding, dairy research, dairy training, dairy products development and general market promotion, including promotion of dairy export
- Act as an arbitrator in any conflict between stakeholders and processors;
- Coordinating all dairy processing and marketing promotional activities, such as seminars, trade fairs and workshops;
- Pooling dairy processing and marketing data;

- Advising the Government on research priorities of the dairy industry and among others.
- Support dairy farmers with in-puts.
- Conduct promotion and awareness campaigns.
- Lead the implementation of the National Dairy policies.
- Mobilize dairy stakeholders for identification of needs and formulation of interventions for development of the Dairy industry.
- Assist milk producers to do collective milk marketing.
- Mentor and strengthen dairy stakeholders Associations.
- Provide Laboratory analysis services for milk and dairy products.
- Ensure compliance to dairy standards and regulations.
- Ensure good quality and safe milk and dairy products of both locally processed and imported.
- Regulate and control the market for milk and dairy products to promote fair competition in the market.
- Train Stakeholders for the dairy sector.
- Act as an arbitrator in any conflict between dairy stake holders.
- Manage the dissemination of information regarding the performance of the dairy sector with regard to production, processing, marketing and consumption.

### **3.0 DDA SERVICE STANDARDS**

- All DDA offices shall remain accessible to our clients between 8.00 a.m.to 5.00 p.m. during working hours
- We promise to attend to all our clients within a reasonable time on arrival to our respective offices.
- We commit to resolve the issues raised in reasonable time.
- We promise to acknowledge receipt of a customer complaint within one day of its receipt.
- Our staff shall identify themselves to you by name and title and treat you politely, fairly, courteously and considerately at all times.
- We shall not discriminate our clients based on place of origin, colour, race, gender, religion, ethnic group, political conviction or other personal considerations.
- You can also communicate to us at any time via e-mail. info@dda.or.ug: Dairy Development Authority and Twitter: # Dairy Development Authority.
- During working hours, our clients can reach out to us on the following telephone lines, **Tel: +256 -414-343901/414-343903.**

**1. Head Office**

Plot1 Kafu Road, Nakasero  
P.O Box 34006 Kampala, Uganda  
Tel:+256414 343901/3  
E- mail: **Info @dda.or.ug**  
Website: **www.dda.or.ug**

**2. South Western Regional Office**

Plot 3, High Street Mbarara  
P.O Box 1398 Mbarara Uganda  
Tel. +256 485421017  
+256 4854 21106  
E-mail: **Info @dda.or.ug**  
Website: **www.dda.or.ug**

**3. DDA National Dairy Laboratory**

1<sup>st</sup>2Floors, DDA Building  
UMA Show Grounds,  
Lugogo, Kampala:  
+256 414 343903  
E- mail: **Info @dda.or.ug**  
Website:**www.dda.or.ug**

**4. Eastern Regional office**

Plot 22, Soroti Avenue  
Soroti, Uganda.  
E- mail: **Info @dda.or.ug**  
Website:**www.dda.or.ug**

**5. Malaba/Busia**

Dairy Import /Export  
Inspection Desk  
Custom Verification Office  
Malaba/Busia Boarder Post  
E-mail: **Info@dda.or.ug**  
**Website: www.dda.or.ug**



**6. Entebbe Dairy Training School.**

Entebbe Dairy Training School

P.O Box257, Entebbe

+256 414 662 217

E-Mail: **Info @dda.or.ug**

**Website: www.dda.or.ug**

**7. Entebbe Airport office**

Dairy Import /Export

Inspection Desk-Airport Office

Entebbe

E-mail:Info@dda.or.ug

**Website: www.dda.or.ug**

**4.0 EXPECTATIONS FROM OUR CLIENTS**

- Giving timely feedback.
- Providing us with timely, necessary and accurate information.
- Helping us establish a reasonable time for our response to you.
- Treating our employees with courtesy and respect.
- Attending appointments and meetings punctually whenever invited.
- Providing goods and services in accordance with our specifications.
- Complying with the requirements of the relevant legislations and regulations.
- Avoiding offering gifts, favours or inducement to our staff with intention to compromise integrity.

**5.0 YOUR FEED BACK**

1. We value and appreciate your feedback and use it to monitor and improve our performance. We would be pleased to know if:

- You are happy with our service.
- You feel we are not meeting our service commitments to you.
- You have ideas on how we can improve our service to you.

2. Feedback to DDA is invaluable for the following reasons;

- It enables us know how we are performing against the parameters put in place.
- Through this, we are constantly kept in a position to determine our strategic direction.

- It also provides a basis for the short term activities we must carry out in order to satisfy our client.
- DDA is committed to placing the client first and shall undertake all possible measures to achieve this.

## **6.0 FEEDBACK AND COMPLAINTS MECHANISM**

If you have a problem, suggestion or a complaint, you can use the following communication channels:

- Speak to the person who has been attending to you.
- Speak to that persons' supervisor.
- Write to us using the address given at the end of this document.
- Call us on Telephone number +256-41- 343901/3
- Use our Email: **info@dda.or.ug**
- Website: **www.dda.or.ug**
- Our offices are open from 8.00 a.m.-1.00 p.m. and from 2.00 p.m.-5.00 p.m. on Weekdays except Public holidays.

Other tools to be used to generate feedback from clients shall include;

- Suggestion boxes
- The Client Feedback Form

## **7.0 APPEAL MECHANISM**

- If you are not satisfied with the response from the action officer attending to you or with the way your complaint is handled, you may refer to the Head of Department.
- If you are not satisfied with the response given by the Head of Department, then you may refer to the Executive Director, if you are still not satisfied, you may appeal to the DDA Board.
- We will investigate the circumstances leading to complaints and take necessary steps to ensure that similar problems are avoided.

## **8.0 REPORTING PERFORMANCE AND ACCOUNTABILITY**

We shall monitor and evaluate our services against the standards we have set in this Charter and report annually on how well we have met the standards. We will regularly review our Charter so that it remains relevant and accurate.

## **9.0 COMMITMENT TO PERFORMANCE IMPROVEMENT**

We, the Board, Management and Staff commit ourselves to the principles, values, commitments and service standards outlined in this Charter.

### **To comment on this charter**

**Email: [info@dda.or.ug](mailto:info@dda.or.ug)**

For Complaints, Compliments, Queries or Questions? You may write to us at;

The Executive Director  
Dairy Development Authority  
Plot 1, Kafu Road, Nakasero  
P.O Box 34006, Kampala, Uganda.