

# **THE PERMANENT MISSION OF THE REPUBLIC OF UGANDA TO THE UNITED NATIONS**

## **MISSION SERVICE CHARTER**

The Permanent Mission of the Republic of Uganda to the United Nations derives its obligations from the Mission Service Charter of the Ministry of Foreign Affairs of Uganda.

### **FOREWORD**

It is my singular honor and privilege to present the Mission Service Charter to our clients, partners and stakeholders.

The Charter provides an overview of our objectives and operations. It aims at creating awareness of our commitment to the provision of quality services to our clients and engaging with our partners.

It defines the Mission's commitment to our clients and partners, our standards and mechanisms for redress where our services fall short of expectations.

The Mission is committed to the periodic evaluation of its performance based on the implementation of this Charter, hence the provision of our contacts to enhance regular feedback from our clients and partners to enable us continuously improve our services and engagement.



Adonia Ayebare

### **Permanent Representative**

### **OUR VISION**

A secure and peaceful nation with prosperous people

### **OUR MISSION**

To promote and protect Uganda's interests abroad and within the United Nations

### **OUR MANDATE**

To articulate and implement Uganda's foreign policy within the United Nations.

## **OUR STRATEGIC OBJECTIVES**

- To promote multilateral cooperation within the United Nations
- To promote Regional and International Peace and Security.
- To promote Uganda's exports, Foreign Direct Investment, tourism and technology transfer.
- To mobilize bilateral and multilateral resources for development.
- To promote International Law and Commitments and ensure reporting obligations on International Treaties and Conventions.
- To provide Diplomatic, Protocol and Consular services at home and abroad
- To mobilize and facilitate Ugandans in the diaspora to contribute towards social economic development of Uganda.
- To promote Uganda's public Diplomacy to enhance our image abroad.
- To contribute towards strengthening Institutional capacity of the Ministry of Foreign Affairs and other institutions.

## **OUR CLIENTS AND PARTNERS**

- The United Nations Secretariat, Funds, Programmes and Agencies.
- Permanent and Observer Missions accredited to the United Nations.
- The government and people of the host Country.
- The people of Uganda including those in the diaspora.
- Government ministries, Parastatals and other institutions/agencies in Uganda.
- Foreigners, Private sector, investors and non-governmental organisations.
- Mission staff.

## **OUR SERVICES**

We provide the following services;

- Coordinate regional and international peace and security issues
- Effective representation of Uganda at the United Nations
- Multilateral and bilateral diplomacy, Consular and Protocol services
- Management and diaspora relations
- Information, linkages and contacts on Trade, Tourism and Investment opportunities, education and culture.
- Dissemination of information on Uganda's Foreign Policy
- Liaison with Uganda Government Ministries and other entities

## **OUR SERVICE STANDARDS**

We are committed to providing the highest possible standards of service to our clients and partners according to the following schedule:

- From Monday to Friday during official working hours.
- Closed during United Nations Holidays
- For emergency concerns, we are open 24 hours a day. We can be reached on our mobile/cell phones where necessary.

## COMMITMENTS

### *To our Clients and Partners:*

In our interaction with our clients and partners, we are committed to:

- Uphold professionalism and integrity.
- Provide effective and efficient service.
- Treat information shared with our clients and partners with confidentiality
- Respect the host Government's laws, rules and regulations.

### *From our clients, to ensure that you receive quality service, you can assist us by;*

- Providing accurate, timely information and documentation to facilitate prompt action.
- Upholding Professionalism and integrity in your interaction with us.
- Treating our staff courteously and with respect.
- Observing and respecting our procedures, rules and regulations.
- Observing and respecting the host Government's rules and regulations.

## FEED BACK

### **Complaints, comments and suggestions:**

We greatly welcome feedback on our performance to enable us deliver better service. Your complaints, comments or suggestions will be handled promptly.

In case you are not satisfied and wish to make a formal complaint, you may write to H.E the Permanent Representative of the Republic of Uganda to the United Nations, New York.

### **Contact Us**

You may wish to contact us as follows:

- For normal business, we are open from 9:00am to 5:00pm.
- For emergency, mobile/cell telephone contacts can be obtained through the front desk which is open 24 hours.

### **Address:**

The Permanent Mission of the Republic of Uganda to the United Nations

Uganda House

336 East 45<sup>th</sup> Street

New York, N.Y 10017

**Telephone:** (212) 949 0110

**Fax** : (212) 687 4517

**Email** : [admin@ugandaunny.com](mailto:admin@ugandaunny.com)

**Website:** [Newyork.mofa.go.ug](http://Newyork.mofa.go.ug)

## **REVIEW OF THE CHARTER**

This Mission Service Charter shall be reviewed periodically to ensure that it keeps in tandem with new developments in Uganda's Foreign Policy and to accommodate lessons learnt from implementation of the current one.