



THE ATOMIC ENERGY COUNCIL CLIENT CHARTER
2025-2029

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Approved by:



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SECRETARY & CHIEF EXECUTIVE OFFICER

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LIST OF ACRONYMS AND ABBREVIATIONS

AEC	Atomic Energy Council
AER	Atomic Energy Regulations
CEO	Chief Executive Officer
EMF	Electronic Magnetic Frequency
FAQs	Frequently Asked Questions
GoU	Government of Uganda
HVL	High Voltage Lines
IAEA	International Atomic Energy Agency
MDAs	Ministries, Departments and Agencies
MEMD	Ministry of Energy and Mineral Development
NEMA	National Environment Management Authority
NORM	Naturally Occurring Radioactive Materials
URA	Uganda Revenue Authority
PNGs	Pulsed Neutron Generators
RWM	Radioactive Waste Management
RERC	Radiological Emergency Response Committee

FOREWORD

As Uganda continues to harness the potential of atomic energy for sustainable development, the Atomic Energy Council (AEC) remains steadfast in its regulatory role and commitment to ensuring the safe, secure, and peaceful use of nuclear technology.

Over the years, the AEC has made progress in strengthening the regulatory framework, building institutional capacity, and raising awareness about radiation protection, radiation safety and nuclear security in the country. The next five (5) years present new opportunities and challenges, and this Charter serves as a roadmap for delivering on Councils' mandate while upholding the highest standards of integrity, professionalism, and innovation.

The 2025-2029 Client Charter reflects our dedication to excellence in service delivery, transparency, and accountability. It outlines the commitments for the Atomic Energy Council as mandated by the Atomic Energy Act, Cap 154, the service standards and values that guide service delivery to our clients and stakeholders.

This charter provides a clear articulation of the services AEC offers, the expectations of clients, and the feedback mechanisms that ensure continuous improvement in Council's work. At its core, the Charter is designed to enhance public trust and foster a collaborative environment towards the vision of a nation safe and secure from harmful radiation.

I invite all stakeholders to appreciate this Charter and actively participate in its implementation. Together, we can create a future where atomic energy is harnessed safely, securely and responsibly for the socio-economic development of our nation.

We look forward to serving you with integrity, professionalism, and a strong sense of purpose as we move towards our vision of a nation safe and secure from harmful radiation.

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1.0 INTRODUCTION

The Atomic Energy Council (AEC) is committed to its mission to regulate the peaceful applications of atomic energy for the benefit of all Ugandans, ensuring that it contributes to the country's sustainable development goals. This Client Charter will guide Council's efforts in addressing the challenges and opportunities ahead, to harness the full potential of nuclear technology for energy security, economic growth, and environmental sustainability.

The strategic goal outlined in this Charter is guided by the Council's mandate to protect the public, the environment, and future generations from the potential risks associated with radiation and nuclear activities. The charter is meant to improve regulatory oversight and the quality of services offered to the users of ionizing radiation in Uganda.

2.0 STRATEGIC GOAL

To ensure safe and secure applications of atomic energy technologies towards Uganda's development agenda.

3.0 MANDATE

AEC was established by the Atomic Energy Act, Cap 154, to regulate peaceful applications of atomic energy in the country and ensure protection and safety of individuals, society, and the environment from the dangers of ionizing radiation through enforcement of compliance of regulatory requirements according to international safety standards.

The execution of this mandate is in the following forms:

- i. To regulate the peaceful application and management of ionising radiation for the protection and safety of society and the environment.
- ii. To provide for the regulation of the development of nuclear energy for use in power generation in compliance with international safety requirements.
- iii. To advise government and other agencies on matters within its competence.

4.0 VISION

A nation safe and secure from harmful radiation

5.0 MISSION

To regulate the peaceful applications of atomic energy for the protection of people and the environment from harmful effects of radiation.

6.0 CORE VALUES

- i. Professionalism: We shall execute our responsibilities with high ethical conduct and in a safe and secure manner.
- ii. Transparency: we shall be honest, trustworthy and accountable in our execution of public stewardship.
- iii. Innovativeness: We shall seek out better and efficient ways of delivering excellence in all we do.
- iv. Respect: We shall be courteous and mindful of the different stakeholders' needs and seek out to build teams across divides.
- v. Reliability: We shall be responsible, efficient and dependable in our actions.

7.0 LEGAL AND REGULATORY FRAMEWORK

The Energy Policy for Uganda, 2002 (Now revised in 2023) recommended the establishment of a legal & regulatory framework to govern the peaceful applications of atomic energy in Uganda.

Consequently, the Atomic Energy Act, No. 24 of 2008 (Now Cap. 154) was enacted to establish the Atomic Energy Council as a national regulator and to provide a legal and regulatory framework for the peaceful utilization and regulation of atomic energy applications. To further strengthen the regulatory framework, the Atomic Energy Regulations, 2012 and the Atomic Energy (Security of Radioactive Material) Regulations, 2021 were developed and published in the Uganda Gazette for purposes of carrying into effect the provisions of the Act.

8.0 OUR SERVICE DELIVERY COMMITMENTS TO YOU

- i. Provide excellent customer care
- ii. Treat all clients with dignity, courtesy, patience and respect
- iii. Provide accessible, timely and quality services
- iv. Employ and deploy well trained professionally competent staff
- v. Provide services in an honest and transparent manner
- vi. Ensure zero tolerance to corruption
- vii. Act with integrity in accordance with our Code of Conduct.
- viii. Be courteous, professional and responsive to your needs.
- ix. Ensure reliable and accurate information is available to you.

- x. Respect your privacy and keep your personal information confidential
- xi. Monitor our performance against the standards set out
- xii. Open to client feedback on our performance and suggestions for improvement
- xiii. Respond to and resolve complaints in a timely and fair manner
- xiv. Ensure fairness in execution of our activities

9.0 OUR SERVICE DELIVERY STANDARDS

We shall always adhere to and continuously improve the standards of services indicted below.

- i. Specific Regulations are developed for each practice
- ii. Category 1&2 sources are inspected after every 6 months
- iii. Category 3 & 4 sources are inspected after every 1 year
- iv. Category 5 sources are inspected every after 2 years
- v. Inspection reports are sent to facilities within 28days after the inspection
- vi. Authorization is issued within 90 days from the date of receipt of the application
- vii. All radiation workers in the country are monitored every three months
- viii. All orphan and disused radioactive sources are placed under regulatory control
- ix. All suspected sites like caves, mining sites, public buildings, consumer products, waste tailing & Naturally Occurring Radioactive Materials (NORM) waste are inspected at least once every year
- x. Atomic Energy Council participates in all Major Public Events (MPEs) in the country
- xi. AEC Participates in all reported nuclear and radiological emergencies in the country
- xii. At least Four (4) articles are published in print media annually
- xiii. Atomic Energy Council conducts regional stakeholder engagements with local government, industry representatives and media at least once a year
- xiv. Four (4) talk shows are conducted quarterly
- xv. AEC Participates in 3 national events & exhibitions annually
- xvi. Facility training is conducted within a month after a request from the client
- xvii. Random radon assessments are conducted on a regional basis quarterly
- xviii. Application review reports are generated within 8 days from the date of receipt of the application.

- xix. AEC Issues licenses and permits within 30 working days from submission of a complete application
- xx. Applications are processed within 18 working days from the date of receipt of a complete application
- xxi. Issue certificates of registration within 18 days after receipt of application
- xxii. Ensure payment of goods and services rendered to the AEC within 30 days after delivery
- xxiii. Dosimetry reports are sent to facilities within four (4) working days
- xxiv. Our offices are open from 8:00am to 5:00pm, Monday to Friday, excluding public holidays
- xxv. New documents/records categorized in appropriate classification schemes, are filed and dispatched daily
- xxvi. Respond to public and stakeholder inquiries via email, telephone, and social media within 24 hours
- xxvii. Acknowledge receipt of formal written communication within 24 hours and provide a substantive response within 2 working days where necessary
- xxviii. Issue official statements within 4hours of significant developments requiring public communication
- xxix. Conduct one public sensitization campaign annually on radiation safety and regulatory compliance
- xxx. Maintain an updated FAQ section on the AEC website, reviewing and updating content quarterly
- xxxi. Provide accurate and verified information to media houses within 24 hours of a request, subject to necessary approvals
- xxxii. All regulatory decisions will be based on best practices in compliance with national and international standards
- xxxiii. AEC staff treat all clients with courtesy, respect, and professionalism always
- xxxiv. Information on our services, regulations, procedures, application forms and standards will be publically available on the AEC website
- xxxv. Confidentiality of all client information and stakeholders, maintaining privacy and trust.

10.0 SCOPE OF SERVICES AND FUNCTIONS OF AEC

The scope of services and functions of AEC include the following:

- i. To define the exposures of ionizing radiation that is excluded from the application of the Act on the basis of their not being amenable to regulatory control.
- ii. To issue authorizations and grant exemptions for the possession and use of radiation sources.
- iii. To define the detailed obligations, including financial conditions, to be imposed on persons who undertake any practice under the Act.
- iv. To conduct inspections to assess radiation safety and security conditions and compliance with the Act and the regulations and other requirements specified in an authorization.
- v. To take such action as is necessary to enforce the requirements of the Act and of any regulations or authorizations.
- vi. To ensure that corrective action is taken if unsafe or potentially unsafe conditions are detected.
- vii. To ensure proper documentation, storage and retrieval of records relating to the safety of facilities and activities of ionising radiation.
- viii. To establish and inform authorized persons of any requirements for systematic safety reassessment or periodic safety review.
- ix. To prescribe and collect fees for authorizations, inspections and other related service.
- x. To advise other Government Authorities and Organizations on matters within the competence of the council.
- xi. To assist in emergency response to radiological incidents and accidents.
- xii. To initiate, recommend or provide support on intervention relating to radiological emergencies, as may be appropriate.
- xiii. To maintain contact for information exchange and cooperation with regulatory bodies of other countries and relevant international organisations.
- xiv. To establish appropriate mechanisms to inform the public about the regulatory process and radiation safety aspects of the regulated practices.
- xv. To monitor and appraise radiation workers, the public, the environment on the extent of radiation exposure.
- xvi. To ensure proper collection and dissemination of information and advice to the public generally, and to authorized persons, regarding measures necessary or desirable to be taken to reduce exposure to prescribed limits.

xvii. To perform any other function that is incidental or consequential to its functions under the Act.

11.0 SERVICES OFFERED BY AEC IN DETAIL

11.1 Notification and authorization

The AEC implements notification and authorizations procedures on all radiation facilities and activities in the country, especially radiation sources, as a regulatory control measure. It is a process that leads to granting a license, permit or registration of a certificate depending on the risk category of the radiation sources or practice to applicants that want to use a particular radiation source. Permits or licenses are issued for various purposes, including possess/use, import/export, transport, sale, loan/lease, and transfer, among others. Some authorizations also include using radiation premises or decommissioning a facility with radioactive materials.

11.2 Licensing of facilities and activities

License fees are stipulated under Schedule 6 of the Atomic Energy Regulations, 2012. Fees are paid through the URA Portal.

License/Permit	Fees (Ugx)	Valid Period
Notification of practice	20,000	New practice
Possess and Use category 1 & 2	800,000	1 year
Possess and Use category 3 & 4	500,000	2 years
Import/Export category 1 & 2	800,000	6 months/once
Import/Export category 3 & 4	500,000	6 months/once
Transport and Store radioactive source	200,000	6 months
Decommission, Sell, Transfer category 1 & 2	800,000	Open/once
Decommission, Sell, Transfer category 3 & 4	500,000	Open/once
Authorization to use radiation premises category 1 & 2	800,000	Open/once
Authorization to use radiation premises category 3 & 4	800,000	Open/once

Note:
Fees are Paid Through
the URA Portal

AEC does not directly receive license fees



11.3 Inspection and enforcement

The AEC uses a proactive approach in its regulatory work by conducting announced and unannounced inspections on premises of persons using equipment that use or

apply atomic energy. During these inspections, AEC verifies, among other things: qualifications of the staff managing the equipment, availability of adequate and appropriate personal protective gears for the practice, performance of the radiation-generating equipment, sealed radioactive source leakage, adequacy of the shielding of the premises, radiation dose records, and key nuclear security measures mainly for the facilities with sealed radioactive sources and radioactive waste. Enforcement actions are also taken to ensure compliance of operators with relevant regulatory requirements and license conditions for the safety and protection of society and the environment from the dangers of ionizing radiation.

11.4 Radioactive waste management

Radioactive waste is a type of hazardous waste that contains radioactive material and is usually a result of many activities, including nuclear medicine, nuclear research, nuclear power generation, rare-earth mining, nuclear gauging among others. The AEC, therefore, puts in place Radioactive Waste Management Regulations that provide the requirements and responsibilities as well as clearly defining the mandate for safe management of radioactive waste, i.e. processing/conditioning, storage and disposal.

11.5 Regulation of non-ionizing radiation

Section 1(3) of the Atomic Energy Act Cap, 154 and the Atomic Energy (Application of provisions of the Atomic Energy, Cap 154 to sources of Electromagnetic Radiation) Order, 2023 stipulates that the Council may, apply the provisions of the Act to sources of electromagnetic radiation other than X-rays and gamma rays. This provision obliges the Council to regulate applications of non-ionizing radiation as well, including RF sources to ensure they are safe for the society and the environment.

In this regard, AEC conducts periodic assessments of radiofrequency exposure levels from telecommunication systems and electromagnetic exposure levels from High Voltage Lines. The assessments are conducted along High Voltage power transmission lines and locations suspected to be in the radiation beam from telecommunication systems to determine the level of Electro Magnetic Frequency (EMF) radiation exposure received by the public and surrounding environment.

AEC has prepared the Atomic Energy (Non-Ionizing Radiation Protection) Regulations yet to be gazetted to stipulate the requirements for the protection of the public and environment from the effects that may arise due to the exposure from the sources of non-ionizing radiation.

11.6 Dosimetry Services to occupationally exposed workers

Section 13 of the Atomic Energy Act, Cap 154 mandates the Atomic Energy Council to operate and maintain a Dosimetry service for monitoring and appraising the radiation workers, the public and the environment on the extent of radiation exposure for their safety. In fulfilment of the above, AEC:

- i. Maintains and updates a national register of radiation workers and their occupational dose exposure records from the facilities with radiation sources across the Country.
- ii. Procures and issues personal dosimeters to all radiation workers who meet the basic requirements for dosimetry services.
- iii. Provides dosimetry reports to radiation workers through their respective facilities.
- iv. Carries out investigation inspections to identify the possible causes of abnormal radiation doses of the radiation workers.
- v. Carries out inspections to verify compliance with the occupational exposure protection requirements of the AEA and AER, 2012.

11.7 Radiological Emergency Response

Atomic Energy Council is mandated to provide assistance during radiological emergencies in the Country. The Radiological Emergency Response Committee (RERC) was established under the Atomic Energy Act, Cap154. The Committee is comprised of Members from different Ministries, Departments and Agencies of Government. The Functions of the committee include.

- i. To prepare a national emergency preparedness and response plan, which is in its final stages of approval.
- ii. To ensure that arrangements are in place for a timely, managed, controlled, coordinated and effective response at the scene and at the local, regional, national and international level, to any nuclear and radiological emergency.
- iii. To prepare and periodically review emergency preparedness, response action levels and intervention levels.

11.8 Regulation of Nuclear Power

The Government of Uganda expressed interest in the integration of nuclear power in the electricity generation mix, to enhance energy security and sustainability among others. Given that Uganda is currently in phase 1 of the nuclear infrastructure development, the major focus has been on human resource development and

capacity building among the staff of the Atomic Energy Council and relevant stakeholders. In light of the above, AEC is;

- i. Finalizing the Siting Regulations for Nuclear Power Plants.
- ii. Conducting stakeholder engagement for the awareness of the regulatory activities during the siting of Nuclear Power Industry.
- iii. AEC has issued guidelines to support the siting, licensing of nuclear installations and safety of research reactors.

11.9 Public Awareness

Atomic Energy Council carries out public awareness campaigns to ensure that all stakeholders understand the mandate in the regulation of peaceful applications of atomic energy. To fulfill this, AEC.

- i. Conducts regional radio and TV talk shows across the country.
- ii. Organizes regional sensitization workshops for clients and stakeholders.
- iii. Publishes articles in print and electronic media.
- iv. Participates in workshops organized by clients and various registered associations.
- v. Participate in various national celebrations and exhibitions.
- vi. Carries out corporate social responsibility activities.
- vii. Conducts high level stakeholder engagements.

11.10 Quality Assurance Assessments

AEC conducts quality assurance assessments through quarterly visits to facilities. The purpose is to evaluate the quality of services provided to its clients and identify any areas of improvement that require management intervention. The information during this exercise is obtained through interviews with facility administrators and staff as well as the issuance of questionnaires on the different issues of interest by AEC. The findings of the quality assurance assessment visits are integrated in AEC's planning for future improvement.

12.0 CLIENT RIGHTS

Our clients have a right to.

- i. Access information subject to restrictions imposed by the law.
- ii. Be respected by AEC staff.
- iii. Timely handling of applications.
- iv. Equity and fair treatment before the law.
- v. Pay the correct fees.

- vi. Courteous, professional & quality services.
- vii. Access AEC offices subject to institutional procedures.
- viii. Timely, clear and accurate responses to: enquiries, complaints and requests.
- ix. Sensitization about obligations.
- x. Confidentiality.
- xi. Informed consent.
- xii. Access to feedback on AEC services.
- xiii. Clear communication about our processes, timelines, costs and potential challenges.
- xiv. Timely payments for services offered.

13.0 CLIENT OBLIGATIONS

Our clients shall have the following obligations.

- i. Provide accurate and complete information when applying for licenses or other services.
- ii. Submit applications, reports, and other required documents in a timely manner.
- iii. Treat AEC staff with courtesy and respect.
- iv. Pay the correct fees at the right time as required by the law.
- v. Promptly report unprofessional conduct by staff.
- vi. Provide correct and honest information required.
- vii. Comply with the legal requirements of the Atomic Energy Act Cap 154 and all regulations made there under, and other radiation safety requirements, recommendations and conditions specified in authorization.
- viii. Raise concerns through official channels of communication
- ix. Support AEC's inspections by providing access to facilities, documentation, and personnel as required.
- x. Provide feedback on the services received to help AEC improve service quality.
- xi. Provide AEC staff with a conducive, safe and secure working environment.
- xii. Report abandoned radioactive sources promptly.

14.0 FEEDBACK AND COMPLAINTS MANAGEMENT MECHANISM

Atomic Energy Council values feedback from clients and all stakeholders for the purposes of improving service delivery. AEC is committed to offering quality services based on core values, the mission and mandate.

The tools generated to provide feedback shall include but not limited to:

- Call centre line +256 417101700
- Toll free line 0800100488(For emergencies)
- Website www.atomiccouncil.go.ug
- Correspondences/ Enquiries/complaints: admin@atomiccouncil.go.ug
- Verbal complaints: approach front desk officers at Plot 40, Bukoto Street, P.o Box. 7044, Kampala.

15.0 REGULATED FACILITIES AND ACTIVITIES

AEC regulates facilities and activities that involve or include the production, processing, handling, use, storage, transport or disposal of natural and artificial radioactive material. These are in the fields of medical, industrial, agricultural and research as indicated in Section 2 (1) of the Atomic Energy Act, Cap 154. These include.

No.	Practice	Practice/Purpose	Examples of Equipment
1	Medical	Diagnostic Radiology	Fixed X-ray Machine, Mobile X-ray Machine, Mammography, Dental X-rays, Bone densitometers, Catheterizers.
		Interventional Radiology	C-arm, Fluoroscopy, Computed Tomography
		Nuclear Medicine	Treatment Sources, calibration sources
		Radiotherapy	LINACS, Teletherapy, Brachytherapy, Calibration sources
		Sterilization-Irradiators	X-ray Blood Irradiator
2	Industrial	Nuclear Gauging	Fixed gauges, Mobile gauges (Moisture, Level, Density, etc.),

		Industrial Radiography (IR)	X-ray (IR), Gamma & Beta (IR)
		Well Logging	Well logging sources, Collar markers, Pulsed Neutron Generators (PNGs)
3	Security	Cargo Scanning	Baggage scanners, X-ray Cargo scanners, Gamma cargo scanners, Mobile Van scanners
		Full Body Scanning	Whole body scanners
4	Education, Agriculture & Research	Education and Research work	X-ray Fluorescent, Laboratory sources, calibration sources
Other Activities			
5	Environmental Radiation Monitoring	Atomic Energy Council conducts inspections in mining sites and caves to determine the ambient radiation or the radon concentration levels in those sites	
6	Non-ionizing Radiation (NIR) Practices/Activities	AEC is currently assessing exposure from the sources of NIR specifically. • Telecommunications masts • High Voltage Power Transmission Lines • Magnetic Resonance Imaging (MRI) machines • Power stations and substations among others	

16.0 ACCOUNTABILITY

The Atomic Energy Council shall provide accountability through.

- i. The Annual Performance reports.
- ii. Quarterly Performance reports.
- iii. Publications and articles in print and electronic media.

- iv. Regional workshops.
- v. Annual Internal and external audits.
- vi. Annual Joint Sector Reviews.
- vii. Integrated Regulatory Review Service missions and Advisory Missions conducted by the International Atomic Energy Agency (IAEA).
- viii. Quality Assurance Assessment
- ix. Media briefings.

17.0 COMMUNICATION CHANNELS

The AEC values open communication with its clients and stakeholders. The following channels are available for communication:

- Office Location: Plot 40, Bukoto Street, P.o Box 7044, Kampala
- Website: www.atomiccouncil.go.ug
- Email: admin@atomiccouncil.go.ug
- Phone: +256417101700
- Toll free -0800100488 (for emergencies)
- Social media: AECUganda
- Walk-in Services: Clients may visit our offices during official working hours 8:00 AM – 5:00 PM, Monday to Friday.

18.0 CONCLUSION

The Atomic Energy Council Uganda is committed to ensuring the safe and secure applications of atomic nuclear energy technologies towards Uganda's development agenda. Through this Client Charter, we pledge to provide efficient, transparent, and high-quality services to our stakeholders, ensuring the safe applications of atomic technology in Uganda for the benefit of all citizens.