

PROFESSIONALISM, INTEGRITY AND CUSTOMER CARE KEY TO EFFECTIVE PRISON MANAGEMENT



A good prison officer is professional, disciplined, humble, cautious, patriotic and committed to upholding human rights while serving inmates, staff and the public with integrity.

This was the message delivered by the Uganda Prisons Service Spokesperson, Senior Commissioner of Prisons in charge of Corporate Affairs Frank Baine, during a customer care and public relations training for senior prison officers from the East Central Region held at Mukono Resort Hotel in Mukono District.

The training brought together District Prisons Commanders, Officers in Charge, Staff Officers, Clinical Officers and Social Workers under the leadership of the Regional Prisons Commander, Assistant Commissioner of Prisons Mary Tamale.



Mr. Baine emphasized that effective prison management requires professionalism in prisoner management, staff

administration, communication and service delivery. He urged officers to treat inmates, visitors and their families with dignity and respect while ensuring strict adherence to the law especially the Prisons Act, Prisons Standing Orders and the Constitution of Uganda.

He further cautioned officers against the misuse of social media, noting that responsible communication protects both the image of the Uganda Prisons Service and national security interests.

The spokesperson also encouraged officers to strengthen engagement with communities, local leaders and other stakeholders, saying that positive relations help promote rehabilitation, reintegration and public confidence in correctional services.

Mr. Baine noted that customer care and public relations training has over the years transformed service delivery within the Uganda Prisons Service. He said the programme has improved communication, enhanced professionalism, strengthened stakeholder relations and contributed to a more positive public perception of the institution.

On staff welfare, Mr. Baine highlighted the implementation of the Parish Development Model (PDM) in prison communities, a Presidential initiative aimed at increasing household incomes and improving livelihoods. He encouraged officers to actively participate in the programme and other income-generating activities as a way of strengthening their financial stability and preparing for life after retirement.

He also urged officers to embrace financial discipline and become ambassadors of good customer care, public relations and financial literacy in their workplaces and communities.

The training forms part of the Uganda Prisons Service's continued efforts to build a professional, accountable and people-centred institution that delivers quality correctional services while maintaining public trust and confidence.

