

CUSTOMER CARE AND PUBLIC RELATIONS TRAINING EQUIPS CENTRAL REGION OFFICERS TO DELIVER PROFESSIONAL AND PEOPLE-CENTRED CORRECTIONAL SERVICES



Senior Commissioner of Prisons in charge of Cooperation and Corporate Affairs and Service Spokesperson, Frank Baine Mayanja conducted a Customer Care and Public Relations training for Officers in Charge of Prisons from the Central Administrative Region.

The training focused on patriotism, professionalism, integrity, prison management, protecting the Uganda Prisons Service brand and reputation, smartness, mindset change, financial literacy, community and stakeholder engagement, and the proper treatment of inmates in line with the United Nations Standard Minimum Rules for the Treatment of Prisoners.



SCP Baine said continuous customer care and public relations training has helped shape the Uganda Prisons Service into a more professional and people-centred institution.

These trainings have improved staff conduct, strengthened public trust, enhanced cooperation with stakeholders and communities, and contributed to better service delivery.

He urged officers to lead by example and ensure that every member of staff upholds the core values of the Uganda Prisons Service in the execution of their duties. He noted that discipline, respect and accountability are essential for maintaining public confidence in the institution.

Mr. Baine also encouraged officers to strengthen partnerships with local leaders, government agencies, civil society organizations and the communities surrounding prison facilities. He said effective engagement with stakeholders promotes transparency, supports rehabilitation programmes and creates a positive image of the Service.

He further reminded officers that every interaction with inmates, visitors, staff and members of the public reflects the image of the Uganda Prisons Service. He called on all officers to remain committed to continuous learning, teamwork and excellence in service delivery as the Service continues to modernize and fulfill its constitutional mandate.

