UGANDA NURSES AND MIDWIVES COUNCIL

PUBLIC STATEMENT

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STATEMENT ON THE HIGH NUMBER OF CLIENTS AT UNMC OFFICES THIS WEEK

This week, social media platforms have been awash with videos, comments and concerns regarding the large number of clients and congestion at the Uganda Nurses and Midwives Council (UNMC) offices located at Aga House, Mawanda Road.

The Council wishes to inform its clients, stakeholders and the general public that the increased number of clients is largely attributed to several factors, including the recent job advertisements, particularly by the Health Service Commission; improved turnaround time in processing certificates and licenses; and the coincidence of these activities with the peak period for annual practicing licence renewals.

Measures Taken to Manage the Increased Number of Clients

To address the situation and ensure that all clients are served, the Council has instituted the following measures:

1. **Extended working hours:** The Council has extended its working hours beyond the normal 8:00 a.m. to 5:00 p.m. schedule, with staff continuing to serve clients until all those present have been attended to.
2. **Prioritization of client services:** All planned Council engagements have been temporarily suspended to allow staff to concentrate on attending to clients and addressing the increased demand for services.

The Council has taken note of the public's concerns and requests for services to be brought closer to clients through regional offices. In this regard, the Council wishes to clarify and provide the following information:

1. **Existing regional presence:** The Council currently operates 13 regional satellite centres hosted at Regional Referral Hospitals across the country. These centres are overseen by Principal Nursing Officers (PNOs) and they were trained in the use of the Online Registration and Licensure System.
2. **Improvement in document delivery:** As part of the ongoing upgrades to the Online Registration and Licensure System, the Council plans to introduce a feature that will enable clients to select their preferred regional location for the delivery and collection of original documents. Once this feature is operational, the Council will facilitate the dispatch of documents to the selected locations, thereby reducing the need for clients to travel to the head office.
3. **Construction of a permanent head office:** In September 2025, the Council started the construction of its permanent head office on its own land at Block 28, Makerere-Kavuule. The new building is expected to address the current space constraints by providing adequate accommodation for clients, staff and the infrastructure required to enhance registration and licensure services.

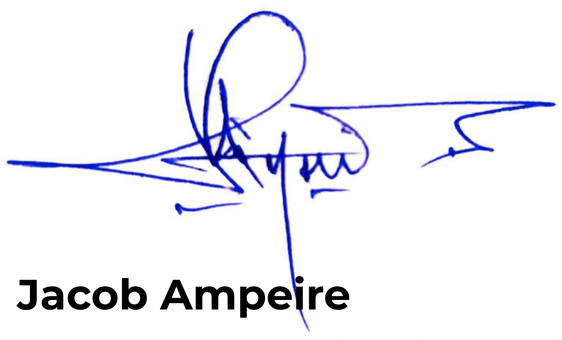
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1. **Strengthening regional service delivery:** The Council plans to progressively operationalize and strengthen regional services through the recruitment of additional staff and the establishment of appropriate ICT infrastructure. This will be pursued after the completion of the new head office construction project which will improve access to services across the country.

OUR APPEAL

The Council appreciates the patience and understanding of all its clients during this period of increased demand for services. We appeal to clients to remain calm, patient and cooperative as our staff work diligently to attend to everyone.

We assure all our clients and stakeholders that the Council remains committed to providing accessible, efficient and professional services, guided by its core values of mutual respect, integrity and commitment.



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