

| Rank | District | Complaints | %Rating | Rank | District | Complaints | %Rating |
|-------------|-----------------|-------------------|----------------|-------------|-----------------|-------------------|----------------|
| 1 | Kampala | 165 | 21.7% | 32 | Madi-Okollo | 6 | 0.8% |
| 2 | Wakiso | 36 | 4.7% | 33 | Kabale | 6 | 0.8% |
| 3 | Buikwe | 20 | 2.6% | 34 | Kisoro | 6 | 0.8% |
| 4 | Mbale | 18 | 2.4% | 35 | Apac | 6 | 0.8% |
| 5 | Masaka | 17 | 2.2% | 36 | Adjumani | 6 | 0.8% |
| 6 | Jinja | 16 | 2.1% | 37 | Kitagwenda | 5 | 0.7% |
| 7 | Lira | 16 | 2.1% | 38 | Kiboga | 5 | 0.7% |
| 8 | Mbarara | 14 | 1.8% | 39 | Ntungamo | 5 | 0.7% |
| 9 | Arua | 12 | 1.6% | 40 | Kumi | 5 | 0.7% |
| 10 | Hoima | 12 | 1.6% | 41 | Nakapiripirit | 5 | 0.7% |
| 11 | Moyo | 12 | 1.6% | 42 | Kween | 5 | 0.7% |
| 12 | Kasese | 11 | 1.4% | 43 | Mayuge | 5 | 0.7% |
| 13 | Kalungu | 11 | 1.4% | 44 | Rubanda | 5 | 0.7% |
| 14 | Masindi | 10 | 1.3% | 45 | Budaka | 5 | 0.7% |
| 15 | Yumbe | 9 | 1.2% | 46 | Sironko | 5 | 0.7% |
| 16 | Rukungiri | 9 | 1.2% | 47 | Lamwo | 5 | 0.7% |
| 17 | Tororo | 9 | 1.2% | 48 | Kyenjojo | 5 | 0.7% |
| 18 | Bundibugyo | 8 | 1.1% | 49 | Katakwi | 5 | 0.7% |
| 19 | Lwengo | 8 | 1.1% | 50 | Kiryandongo | 4 | 0.5% |
| 20 | Mukono | 8 | 1.1% | 51 | Ngora | 4 | 0.5% |
| 21 | Kayunga | 8 | 1.1% | 52 | Kagadi | 4 | 0.5% |
| 22 | Kabarole | 8 | 1.1% | 53 | Moroto | 4 | 0.5% |
| 23 | Luweero | 7 | 0.9% | 54 | Namayingo | 4 | 0.5% |
| 24 | Kagadi | 7 | 0.9% | 55 | Alebtong | 4 | 0.5% |
| 25 | Kyegegwa | 7 | 0.9% | 56 | Mpigi | 4 | 0.5% |
| 26 | Mityana | 7 | 0.9% | 57 | Kamuli | 4 | 0.5% |
| 27 | Busia | 7 | 0.9% | 58 | Iganga | 4 | 0.5% |
| 28 | Butaleja | 6 | 0.8% | 59 | Kaliro | 4 | 0.5% |
| 29 | Soroti | 6 | 0.8% | 60 | Bushenyi | 3 | 0.4% |
| 30 | Isingiro | 6 | 0.8% | 61 | Nakaseke | 3 | 0.4% |
| 31 | Gulu | 6 | 0.8% | 62 | Nwoya | 3 | 0.4% |

| | | | | | | | |
|----|------------|---|------|-----|-------------|-----|--------|
| 63 | Zombo | 3 | 0.4% | 94 | Maracha | 2 | 0.3% |
| 64 | Amuru | 3 | 0.4% | 95 | Bugweri | 2 | 0.3% |
| 65 | Butebo | 3 | 0.4% | 96 | Obongi | 2 | 0.3% |
| 66 | Bukedea | 3 | 0.4% | 97 | Serere | 2 | 0.3% |
| 67 | Rukiga | 3 | 0.4% | 98 | Luuka | 2 | 0.3% |
| 68 | Bulambuli | 3 | 0.4% | 99 | Lyantonde | 2 | 0.3% |
| 69 | Namisindwa | 3 | 0.4% | 100 | Nakasongola | 2 | 0.3% |
| 70 | Buyende | 3 | 0.4% | 101 | Ntoroko | 2 | 0.3% |
| 71 | Pallisa | 3 | 0.4% | 102 | Bududa | 2 | 0.3% |
| 72 | Kalangala | 3 | 0.4% | 103 | Agago | 2 | 0.3% |
| 73 | Amolatar | 3 | 0.4% | 104 | Mubende | 2 | 0.3% |
| 74 | Kapchorwa | 3 | 0.4% | 105 | Kole | 2 | 0.3% |
| 75 | Kikuube | 3 | 0.4% | 106 | Kanungu | 2 | 0.3% |
| 76 | Butambala | 3 | 0.4% | 107 | Pader | 2 | 0.3% |
| 77 | Kyotera | 3 | 0.4% | 108 | Ibanda | 1 | 0.1% |
| 78 | Rubirizi | 3 | 0.4% | 109 | Terego | 1 | 0.1% |
| 79 | Kitgum | 2 | 0.3% | 110 | Omoror | 1 | 0.1% |
| 80 | Abim | 2 | 0.3% | 111 | Nebbi | 1 | 0.1% |
| 81 | Sheema | 2 | 0.3% | 112 | Kaberamaido | 1 | 0.1% |
| 82 | Kibaale | 2 | 0.3% | 113 | Manafwa | 1 | 0.1% |
| 83 | Bukwo | 2 | 0.3% | 114 | Buvuma | 1 | 0.1% |
| 84 | Rwampara | 2 | 0.3% | 115 | Napak | 1 | 0.1% |
| 85 | Amuria | 2 | 0.3% | 116 | Gomba | 1 | 0.1% |
| 86 | Kamwenge | 2 | 0.3% | 117 | Mitooma | 1 | 0.1% |
| 87 | Oyam | 2 | 0.3% | 118 | Sembabule | 1 | 0.1% |
| 88 | Rakai | 2 | 0.3% | 119 | Namutumba | 1 | 0.1% |
| 89 | Buhweju | 2 | 0.3% | 120 | Otuke | 1 | 0.1% |
| 90 | Koboko | 2 | 0.3% | 121 | Kazo | 1 | 0.1% |
| 91 | Bugiri | 2 | 0.3% | 122 | Kibuku | 1 | 0.1% |
| 92 | Bunyangabu | 2 | 0.3% | | Total | 761 | 100.0% |
| 93 | Kakumiro | 2 | 0.3% | | | | |

Institutions

| Rank | Institution | Complaints | %Rating |
|------|--|------------|---------|
| 1 | District Administration | 293 | 38.5% |
| 2 | Uganda Police | 41 | 5.4% |
| 3 | Ministry of Education & Sports | 20 | 2.6% |
| 4 | Kampala Capital City Authority | 19 | 2.5% |
| 5 | Uganda Prisons Services | 19 | 2.5% |
| 6 | Universities & Tertiary Institutions | 19 | 2.5% |
| 7 | Judiciary | 16 | 2.1% |
| 8 | Ministry of Lands, Housing & Urban Development | 15 | 2.0% |
| 9 | Municipal & Town Councils | 15 | 2.0% |
| 10 | Private Organizations | 14 | 1.8% |
| 11 | National Identification & Registration Authority | 11 | 1.4% |
| 12 | Uganda National Roads Authority | 11 | 1.4% |
| 13 | Hospitals and Health Centers | 9 | 1.2% |
| 14 | Ministry of Finance, Planning and Economic Development | 9 | 1.2% |
| 15 | Uganda Railways Corporation | 9 | 1.2% |
| 16 | Directorate of Public Prosecutions | 7 | 0.9% |
| 17 | Ministry of Local Government | 7 | 0.9% |
| 18 | Ministry of Gender, Labor & Social Development | 6 | 0.8% |
| 19 | Ministry of Health | 6 | 0.8% |
| 20 | Parliament of Uganda | 6 | 0.8% |
| 21 | Uganda Revenue Authority | 6 | 0.8% |
| 22 | Administrator General | 5 | 0.7% |
| 23 | Banks and financial Institutions | 5 | 0.7% |
| 24 | Head teachers/Primary & Secondary Schools | 5 | 0.7% |
| 25 | Ministry of Defense and Veterans Affairs | 5 | 0.7% |
| 26 | Ministry of Water & Environment | 5 | 0.7% |
| 27 | Ministry of works & Transport | 5 | 0.7% |
| 28 | Health Service Commission | 4 | 0.5% |
| 29 | Inspectorate of Government | 4 | 0.5% |
| 30 | Ministry of Justice & Constitutional Affairs | 4 | 0.5% |
| 31 | Ministry of Public Service | 4 | 0.5% |
| 32 | National Council for Higher Education | 4 | 0.5% |
| 33 | National Resistance Movement | 4 | 0.5% |
| 34 | National Social Security Fund | 4 | 0.5% |
| 35 | Office of the Prime Minister | 4 | 0.5% |
| 36 | Uganda Electricity Transmission Company Limited | 4 | 0.5% |
| 37 | Uganda Land Commission | 4 | 0.5% |
| 38 | Civil Aviation Authority | 3 | 0.4% |

| | | | |
|----|--|-----|--------|
| 39 | Ministry of Agriculture, Animal Industries and Fisheries | 3 | 0.4% |
| 40 | Ministry of Internal Affairs | 3 | 0.4% |
| 41 | National Citizenship & Immigration Control | 3 | 0.4% |
| 42 | National Forestry Authority | 3 | 0.4% |
| 43 | Office of the President | 3 | 0.4% |
| 44 | Uganda Coffee Development Authority | 3 | 0.4% |
| 45 | Capital Markets Authority | 2 | 0.3% |
| 46 | Ministry of East African Community Affairs | 2 | 0.3% |
| 47 | Ministry of Energy & Mineral Development | 2 | 0.3% |
| 48 | Ministry of Trade, Industry & Cooperatives | 2 | 0.3% |
| 49 | National Housing | 2 | 0.3% |
| 50 | Sub Counties | 2 | 0.3% |
| 51 | Uganda Printing & Publishing Corporation | 2 | 0.3% |
| 52 | Electoral Commission | 1 | 0.1% |
| 53 | Electricity Regulatory Authority | 1 | 0.1% |
| 54 | Internal Security Organization | 1 | 0.1% |
| 55 | Judicial Service Commission | 1 | 0.1% |
| 56 | Law Development Center | 1 | 0.1% |
| 57 | Ministry of Foreign Affairs | 1 | 0.1% |
| 58 | Ministry of Science, Technology & Innovation | 1 | 0.1% |
| 59 | National Environment Management Authority | 1 | 0.1% |
| 60 | National Medical Stores | 1 | 0.1% |
| 61 | National Water & Sewerage Corporation | 1 | 0.1% |
| 62 | Office of the Auditor General | 1 | 0.1% |
| 63 | Public Procurement & Disposal of Public Assets Authority | 1 | 0.1% |
| 64 | Rural Electricity Agency | 1 | 0.1% |
| 65 | State House | 1 | 0.1% |
| 66 | Uganda Air Cargo Corporation | 1 | 0.1% |
| 67 | Uganda High Commission- Kenya | 1 | 0.1% |
| 68 | Uganda Investment Authority | 1 | 0.1% |
| 69 | Uganda National Examination Board | 1 | 0.1% |
| 70 | Uganda Registration Services Bureau | 1 | 0.1% |
| 71 | Others | 79 | 10.4% |
| | TOTAL | 761 | 100.0% |

