





Uganda Investment Authority - One Stop Centre

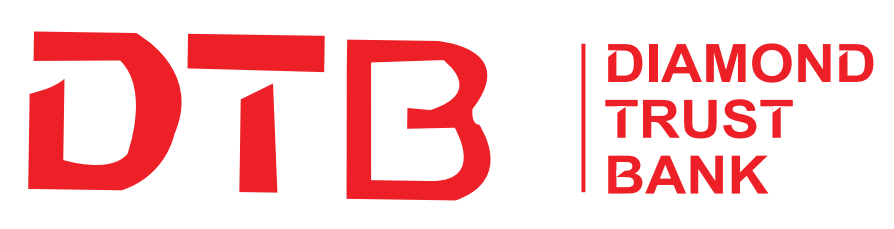






Client Service Charter

Dear Esteemed Client,

We will continuously work towards improving the Standards of Service and your experience at the Uganda Investment Authority One Stop Centre.

Our commitment to you

Agency	Service	Commitment
 <p>Uganda Investment Authority</p>	Business and investment advisory	Necessary information will always be provided
	Investment license issuance	48 hours
 <p>URSBU UGANDA REGISTRATION SERVICES BUREAU</p>	Reservation of business or company name	1 hour
	New company registration and issuance of certificate	4 hours
	Processing of company forms	4 hours
	Business name registration and issuance of certificate	3 hours
	Registration of documents	3 hours
	Registration of change of particulars	3 hours
	Application for search of records with search report	3 hours
	Advisory services on business registration, intellectual property, civil registration and insolvency matters	30 minutes
 <p>IMMIGRATION UGANDA FACILITATING LEGAL & ORDERLY IMMIGRATION</p>	Work permit issuance	4 days
	Special pass issuance	48 hours
	Dependent's pass issuance	48 hours
	Certificate of residence issuance	3 weeks
	Student's pass issuance	48 hours
	Uganda visa issuance	24 hours
	Organizational code issuance	48 hours
 <p>URA Uganda Revenue Authority DEVELOPING UGANDA TOGETHER</p>	Tax Identification Number (TIN) issuance	4 hours
	Tax information	Necessary tax information will always be provided to all stakeholders
 <p>KCCA KAMPALA CAPITAL CITY AUTHORITY For a better City</p>	City Operator Identification Number (COIN) issuance	1 hour
	Trading license issuance	24 hours
 <p>NEMA National Environment Management Authority ENSURING SUSTAINABLE DEVELOPMENT</p>	Environmental Impact Assessment certificate (with industrial parks/industrial areas)	2-5 days
	Environmental Impact Assessment certificate (outside industrial parks/industrial areas)	21 days

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 <p>DTB DIAMOND TRUST BANK</p>	Cash deposits (excluding bulk cash) at the teller counter	15 minutes
	Issuance of duplicate statement of accounts (current year)	15 minutes
	Drafts	30 minutes
	Issuance of personalized cheque book	7 working days
	Issuance of personalized debit card	7 working days
	Stop payment (time spent in queue)	15 minutes
 <p>The Giants Club UGANDA THE GIANTS CLUB CONSERVATION & TOURISM INVESTMENT FORUM</p>	Tourism and conservation investment information	Necessary information will always be provided
 <p>UNBS UGANDA NATIONAL BUREAU OF STANDARDS</p>	Product certification (with in Uganda)	30 days
	Product certification (outside Uganda)	45 days
 <p>MINISTRY OF LANDS, HOUSING AND URBAN DEVELOPMENT</p>	Land title verification	24 hours
 <p>UMEME Powering Uganda</p>	Inspecting your premises	2 working days
	Standard connection (no pole or one pole)	5 working days
	Non-standard connection (schemes and more than one pole)	30 working days
	Reconnection	48 hours
	Resolution of technical complaints	12 hours
	Resolution of non-technical complaints	48 hours
	Replacement of faulty/vandalized transformers	7 working days
	Notification of planned shutdowns	48 hours
 <p>NATIONAL WATER AND SEWERAGE CORPORATION</p>	Industrial water connection	21 days
 <p>UFZA UGANDA FREE ZONES AUTHORITY Invest in the Heart of Africa</p>	Free Zones License issuance	30 days

Should we fall short of this promise, do not hesitate to reach us through the following channels :

Toll Free : 0800 300 366/0800 300 336

Help desk : +256 750 306 880 / +256 750 306 890

Tel : +256 417 788 300

Email : ebizhelpdesk@gou.go.ug or info@ugandainvest.go.ug