





1. The following agencies provide services at the One Stop Centre (OSC) as provided for under Section 11(2) of the **Investment Code Act 2019 (as amended)**.
2. UIA signed SLAs with respective OSC Ministry, Department or Agency (MDAs) in compliance with **Sections 11 (1)-(3) of the Investment Code Act Cap 74**, clearly defining service delivery commitments.
3. The table below provides a Client Charter for the One Stop Centre SLAs MDAs service delivery commitments

	OSC MDA	ONE STOP CENTRE SERVICES	KEY SERVICE COMMITMENTS <small>(provided the applicant submits all requirements)</small>
1.	 Uganda Investment Authority www.ugandainvest.go.ug	<ol style="list-style-type: none"> 1. Processing of Investment Licenses at No Cost. 2. Business and investment advisory. 3. Sector specific incentives. 4. Policy formulation and advocacy for investors. 5. Aftercare services including operational support, licensing assistance, and investor linkages. 	<ol style="list-style-type: none"> 1. Investment License issued within 24 hours. 2. Advisory services immediate.
2.	 Uganda Registration Services Bureau www.ursb.go.ug	<ol style="list-style-type: none"> 1. Reservation of business or company name 2. Registration of a new company 3. Processing company forms 4. Business Name Registration 5. Registration of forms 	<ol style="list-style-type: none"> 1. Business name reserved within 1 hour. 2. Company incorporated within 4 hours. 3. Company forms processed within 4 hours.
3.	 Uganda Revenue Authority www.ura.go.ug	<ol style="list-style-type: none"> 1. Tax Incentives based on T&Cs. 2. Tax information. 3. Issuance of Tax Identification Number (TIN). 4. Tax Advisory and related services. 	<ol style="list-style-type: none"> 1. TIN issued instantly for Ugandan individuals with a National ID. 2. Non individuals and international individuals are issued with a TIN within 24 hours.
4.	 National Citizenship and Immigration Control https://immigration.go.ug	<ol style="list-style-type: none"> 1. Issuance of Organization Code. 2. Issuance of Work Permits. 3. Issuance of Special Passes. 4. Issuance of Dependent Pass. 5. Issuance of Certificate of Residence. 6. Issuance of Student Pass. 7. Issuance of Visa. 8. Advisory services regarding all immigration facilities, regulations and requirements. 	<ol style="list-style-type: none"> 1. Organization Code issued within 2 days. 2. Work Permit issued within 10 days. 3. Special Pass issued within 5 days. 4. Dependent's Pass issued within 5 days. 5. Certificate of Residence issued within 4 weeks. 6. Student Pass issued within 5 days. 7. Uganda Visa issued within 2 days.

<p>5.</p>	 <p>National Environment Management Authority https://www.nema.go.ug/en/</p>	<ol style="list-style-type: none"> 1. Issuance of Environmental and Social Impact Assessment (ESIA) Certificate 2. Advisory services regarding environmental regulations and requirements 	<ol style="list-style-type: none"> 1. ESIA Certificate issued within 21 working days 2. ESIA for big infrastructure projects takes up 60 days
<p>6.</p>	 <p>UGANDA NATIONAL BUREAU OF STANDARDS <i>Quality Everywhere</i></p> <p>Uganda National Bureau of Standards https://www.unbs.go.ug/</p>	<ol style="list-style-type: none"> 1. Product Certification 2. Information on product and service standards and certification (Q-Mark) 3. Requests for purchase of available standards 4. Requests for development of sector specific standards 5. Product Certification 6. Requirements for product testing 7. Advisory services on inspection and pre-verification of conformity (PVoC) of goods to be imported into Uganda 	<ol style="list-style-type: none"> 1. Product Certification issued within 30 days 2. Development of New Standards within 6-12 months 3. Search and Purchase of standards takes 30 minutes 4. Product and system certification application 30 Minutes 5. Advisory services- Immediate
<p>7.</p>	 <p>Ministry of Lands, Housing and Urban Development https://mlhud.go.ug</p>	<ol style="list-style-type: none"> 1. Verification of land titles 2. Advisory on land acquisition, housing, and urban planning 3. Enabling investors to track the status of their transactions, transfers, mortgages, caveats in different Ministry Zonal Offices 4. Complaint handling 	<ol style="list-style-type: none"> 1. Land title search and verification results within 24 hours.
<p>8.</p>	 <p>Uganda Electricity Distribution Company Limited https://www.uedcl.co.ug/</p>	<ol style="list-style-type: none"> 1. Standard connection (no pole or one pole) within 5 days 2. Non standard connection (more than one pole) within 30 days 3. Reconnection within 24 hours 4. Resolution of technical complaints within 12 hours 5. Resolution of non-technical complaints within 48 hours 6. Replacement of faulty/ vandalized transformers within 7 days 7. Notification of planned shutdowns within 48 hours 	<ol style="list-style-type: none"> 1. Site inspection 2. Connection/ reconnection 3. Resolution of technical complaints 4. Replacement of faults 5. Notification of planned shutdowns 6. Capacity upgrade applications

9.	 <p>National Water and Sewerage Corporation https://www.nwsc.co.ug</p>	<ol style="list-style-type: none"> 1. Connection/ Reconnection 2. Replacement of faults 3. Notification of planned shutdowns 4. Advisory services on water and sewerage requirements 	<ol style="list-style-type: none"> 1. Industrial water connection within 30 days.
10.	 <p>National Social Security Fund https://www.nssfug.org/</p>	<ol style="list-style-type: none"> 1. Employee / Employer Registration 2. Clearance Certificate application 3. Information on Investment products (Real Estate, etc.) 4. General information about NSSF services (Claims, Contributions, Smart Life for private sector) 	<ol style="list-style-type: none"> 1. Processing time for standard requests within 48 hours 2. Enrolling on NSSF SMART LIFE Saving - Instant
11.	 <p>Capital Markets Authority https://cmauganda.co.ug</p>	<ol style="list-style-type: none"> 1. Information on investing in Capital Markets 2. Information on the licensing requirements for prospective market intermediaries and or service providers in the capital markets industry 3. Educating businesses with capital raising options available in the capital markets. 	<ol style="list-style-type: none"> 1. Processing time for standard requests within 24 hours.
12.	 <p>Uganda Tourism Board https://utb.go.ug</p>	<ol style="list-style-type: none"> 1. Promoting Uganda as a Competitive Tourism Destination 2. Licensing of Tourism Operators 3. Fostering cooperation in the tourism sector. 	<ol style="list-style-type: none"> 1. Processing time for standard requests within 48 hours 2. Immediate provision of all the information related to tourism in Uganda.
13.	 <p>Kampala City Council Authority www.kcca.go.ug</p>	<ol style="list-style-type: none"> 1. Advisory services 2. Coin registration 3. Trade license application and issuance 4. Local service tax 5. Property rates 6. All Kcca fees & tax type assessments 	<ol style="list-style-type: none"> 1. COIN issued within 5 minutes. 2. Trading license issued within 30 minutes
14.	 <p>Pearl Bank https://www.pearlbank.co.ug</p>	<ol style="list-style-type: none"> 1. Account opening 2. Loan Products 3. Deposits and Withdrawals 4. MTN / AIRTEL Mobile Money Services 5. NTR Payments for URA, URSB, IMMIGRATION, NSSF, Land Search, NWSC, UEDCL 	<ol style="list-style-type: none"> 1. Immediately / Instant on counter services



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