

YOUR **ONE** STOP  
GUIDE





## What is the One Stop Centre?

It is the first point of contact for any potential investor and it was established to enable the local and foreign investors easily start up, get the necessary requirements in the shortest time possible.

It allows you to access and apply for various licenses and Permits to operate and do business in Uganda in the shortest time possible under one Roof.

## Who visits the One Stop Centre (OSC)?

1. A person who carries on business activities, and is required to apply for different regulations, licenses facilitation and aftercare services.
2. A person being national or foreign, and carries on business activities or intending to carry on a business activity.

## Who is an Investor?

An individual or a legal entity duly engaged in the business of value adding, manufacturing and like activities which create jobs, introduce new technology and pay due taxes when s/he makes a profit.

## What offices are at the One Stop Centre?



### UIA LICENSING OFFICE

This office is under the Uganda Investment Authority and it is generally charged with the issuance of the Investment License.

### What is done in this office?

- Receiving and appraising Applications for the Investment License
- Guiding and advising investors on;
  - i. *Respective Ministry Requirements and Secondary licenses. Some of the sectors that require regulatory approvals may include: Energy generation, Mining, Banking, Air transport, Pharmaceuticals production, education and health.*
  - ii. *Requirements for the UIA Land in Industrial and Business Parks in Uganda*
  - iii. *Incentives on Acquiring the Investment License*
- Providing Information on the roles of UIA in the Country

*For more information please Call 0414301101*



## UGANDA REGISTRATION SERVICES BUREAU

Company Registration is the first step to formalizing a business in Uganda. The Registration Services Act creates the Uganda Registration Services Bureau to register all business entities in Uganda.

### What services are offered by URSB at the OSC?

- i. *Registration of both the local and foreign Companies*
- ii. *Registration of Business Names*
- iii. *Registration of the Legal Documents*
- iv. *Advisory services on Company Registration*

A Registration Services Bureau Officer in the OSC is at hand to assist and offer advice to prospective Investors.

*For more information you can visit the website [www.ursb.go.ug](http://www.ursb.go.ug) or call 0414301103*



## UGANDA REVENUE AUTHORITY

This Government Agency was established by an Act of Parliament in 1991 as the Central body responsible for Tax and Revenue matters.

### What URA Services do i find at the OSC?

- Tax Payer Identification Number (TIN) Registration
- Providing Information on Uganda's Tax Structure
- Providing Information on the available Tax Incentives
- Advisory services on any other Tax matters.

A tax official in the OSC is available to assist and offer Tax advice. Applications for TIN and taxes can be done online and guidelines can be accessed via the URA website [www.ura.go.ug](http://www.ura.go.ug) or call 0414301104



## UGANDA NATIONAL BUREAU OF STANDARDS (UNBS)

The Mandate of UNBS is to formulate, promote and enforce National Standards to enhance the Competitiveness of Ugandan Products, promote fair trade and protect Consumers.

### What does the UNBS Office at the OSC do?

- Provide information on applicable Uganda Standards for the Investors
- Provide information on Certification of products and systems as per Uganda Standards.
- Provide Information on product testing in the UNBS Laboratory
- Promote and facilitate the adoption and use of standardization services to enhance the quality and competitiveness of locally manufactured products
- Provide advisory services on importing and exporting to investors.



## NATIONAL ENVIRONMENTAL MANAGEMENT AUTHORITY

This is the government institution charged with coordinating, monitoring, regulating and supervising environmental impact/mitigation compliance and management.

### What does the NEMA Office at the OSC do for the Investors?

- Providing information and advice to Investors on Environmental regulations and requirements.
- Attending to the Environmental Impact Assessment (EIA) requirements and follow up with NEMA and other lead Agencies for successful project implementation
- Offering Aftercare Services in liason with NEMA to ensure Investors already issued with EIA Certification comply with the Environmental laws and Standards.

### Is my project required to visit the NEMA office?

Yes, you are required, if you're Project is involved in:

- a) Urban development
- b) Transportation

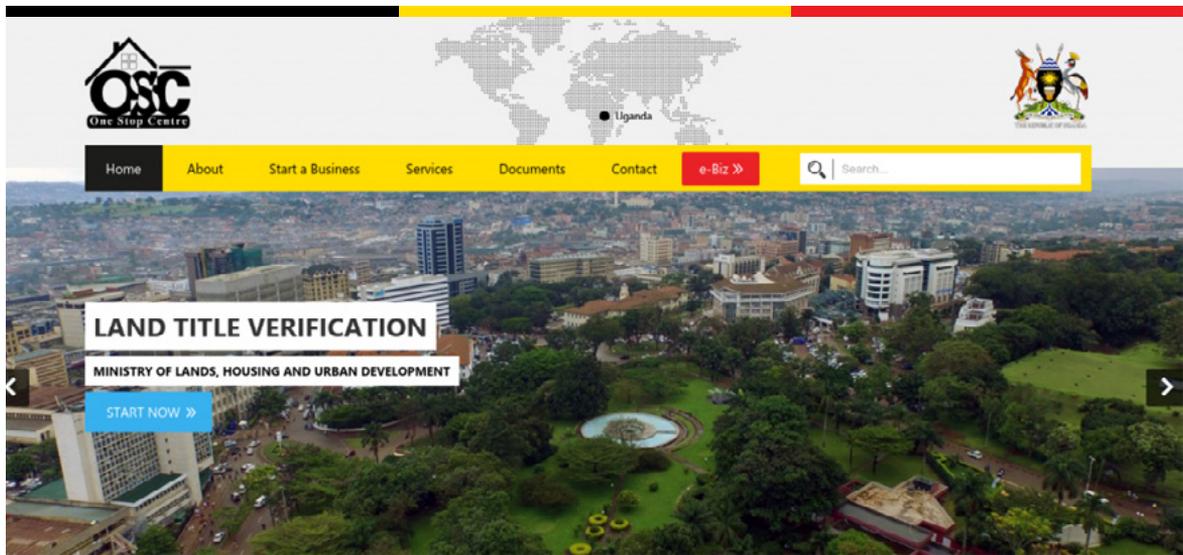
- c) Activities around or on dams, rivers and water resources
- d) Aerial spraying
- e) Mining including quarrying and open cast extraction
- f) Forestry – related activities
- g) Agriculture
- h) Processing and manufacturing industries
- i) Electrical infrastructure
- j) National Conservation areas



## IMMIGRATION UGANDA

- Organizational coding to facilitate E-Visas and Permits
- Processing of the work permits, Dependent passes, Special Passes, Student Passes, Certificate of Residence, Visas, Extension of Visitors' Passes, and Multiple Visas.
- Processing Ugandan Citizenship and Dual Citizenship
- Information on other Immigration related issues

*For more information, call 0414301102*



## THE WEB PORTAL (eBIZ)

The electronic One Stop Centre for investors web portal [www.eBiz.go.ug](http://www.eBiz.go.ug) is now operational and allows businesses and individuals to use one entry point to apply for various licenses and permits required for doing business in Uganda.

### The services currently offered include:

Searching for a business name and reserving it  
Verifying land ownership through applying for land verification/ search letter

### How do I use the e-Biz to verify land Title Ownership & Reserve a Business Name?

- Access the eBiz system via a web browser and type the address([www.ebiz.go.ug](http://www.ebiz.go.ug))
- Request for an account on the eBiz log in page
- Enter your user name and password when you get one

- You will be guided step by step and you can start a new application
- If you need assistance please call our help desk toll free lines: 0800300366 & 0800300336

## Steps for verifying land title details

1. Prepare an e – application
2. Define / determine payment method
3. Upload the proof of payment
4. The ministry of Housing, Lands and Urban Development officer will then accept the request for verification/search letter
5. The e-application is processed within the system
6. The land verification/search processing results are recorded

## How do I submit an e-application?

1. Start the e-application
2. Select the service you require
3. Enter/edit your particulars
4. Enter the land details/address
5. Complete thee-application
6. An e-application for name reservation or land verification is generated and printed out
7. Accept the slip and submit
8. A payment assessment slip is generated and the user acknowledges it
9. Currently the services are paid for in the bank
10. The payment is verified by Uganda Revenue Authority in the eBiz system
11. The officer at the Ministry of Housing, Land and Urban Development or Uganda Registration Services Bureau receives the e-application
12. The required data is then processed via the eBiz system and the results communicated to the user via email

## When will the other services on the eBiz be available?

By the end of the year (2016). The systems of the integrated entities are being harmonized to provide a fully transactional system.

## When fully functional, the online services will include:

- Applying for a business name
- Business Registration
- Investment License Issuance
- KKCA Trading License
- Tax Identification Number (TIN) for company
- TIN for Company Directors
- Work Permit
- Special Pass
- Environment Impact Assessment Certificate
- Payment for all the services online by credit card, Debit Card, Mobile Money or Bank Transfer

## After I have visited the OSC what do I expect?

- Easy and Timely Business start up in Uganda.
- Manufacture of quality products that meet national and international standards
- Operating in a legally friendly environment with Government support.
- After care services and Monitoring to ensure better operations
- Expect Government support
- Expect Business contacts to enable



**Telephone:** 0414 301000

**Toll free Helpline:** 0800300366 & 0800300336

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

#### **DISCLAIMER**

*This Information is strictly for purposes of guidance to our Investors and is subject to change on amendment of the Investment code and other regulations governing Investments.*