

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	Agency	Service	Commitment
 <p>Uganda Investment Authority your investment is our business</p>	Business and investment advisory	Necessary information will always be provided	 <p>Diamond Trust Bank DTB DIAMOND TRUST BANK</p>	Cash deposits (excluding bulk cash) at the teller counter	15 minutes
	Investment license issuance	48 hours		Issuance of duplicate statement of accounts (current year)	15 minutes
 <p>UGANDA REGISTRATION SERVICES BUREAU</p>	Reservation of business or company name	1 hour		Drafts	30 minutes
	New company registration and issuance of certificate	4 hours		Issuance of personalized cheque book	7 working days
	Processing of company forms	4 hours		Issuance of personalized debit card	7 working days
	Business name registration and issuance of certificate	3 hours		Stop payment (time spent in queue)	15 minutes
	Registration of documents	3 hours		Tourism and conservation investment information	Necessary information will always be provided
	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>DIRECTORATE OF CITIZENSHIP AND IMMIGRATION CONTROL IMMIGRATION UGANDA FACILITATING LEGAL & ORDERLY IMMIGRATION</p>	Work permit issuance	4 days	 <p>Uganda National Bureau of Standards UNBS</p>	Product certification (within Uganda)	30 days
	Special pass issuance	48 hours		Product certification (outside Uganda)	45 days
	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>Uganda Revenue Authority DEVELOPING UGANDA TOGETHER</p>	Tax Identification Number (TIN) issuance	4 hours	 <p>Ministry of Lands, Housing and Urban Development MINISTRY OF LANDS, HOUSING AND URBAN DEVELOPMENT</p>	Land title verification	24 hours
	Tax information	Necessary tax information will always be provided to all stakeholders			
 <p>KAMPALA CAPITAL CITY AUTHORITY KCCA For a better City</p>	City Operator Identification Number (COIN) issuance	5 Minutes			
	Trading license issuance	30 Minutes			
 <p>NATIONAL ENVIRONMENT MANAGEMENT AUTHORITY NEMA ENSURING SUSTAINABLE DEVELOPMENT</p>	Environmental Impact Assessment certificate (within industrial parks/industrial areas)	2-5 days	 <p>UMEME Powering Uganda</p>	Inspecting your premises	2 working days
	Environmental Impact Assessment certificate (outside industrial parks/industrial areas)	21 days		Standard connection (no pole or one pole)	5 working 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