


# 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>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>Directorate of Citizenship and Immigration Control</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>Uganda Revenue Authority</p>	Tax Identification Number (TIN) issuance	4 hours
	Tax information	Necessary tax information will always be provided to all stakeholders
 <p>Kampala Capital City Authority</p>	City Operator Identification Number (COIN) issuance	5 Minutes
	Trading license issuance	30 Minutes
 <p>National Environment Management Authority</p>	Environmental Impact Assessment certificate (with industrial parks/industrial areas)	2-5 days
	Environmental Impact Assessment certificate (outside industrial parks/industrial areas)	21 days

Agency	Service	Commitment
 <p>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</p>	Tourism and conservation investment information	Necessary information will always be provided
 <p>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</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>Uganda Free Zones Authority</p>	Free Zones License issuance	30 days

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

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