

## **FREQUENTLY ASKED QUESTIONS AND ANSWERS**

### **Is it possible for me to reserve a company/business name online?**

Yes. Please visit our website ([www.ursb.go.ug](http://www.ursb.go.ug)), click on E-Services, Business Registration, click Name reservation and fill in the application form. OR click (<https://ursb.go.ug/name-reservation/>)

### **After reservation of a Company Name, what's next?**

After reservation, you file Form 20-Appointing Directors & Secretary, Form 18-Address of the company, draft Memorandum & Articles of Association). Also file Form A1 and S-18-, attach copy of valid I.D for each subscriber and a passport photograph, then use this link to submit these scanned forms with proof of the payments. <https://ursb.go.ug/registrations/>

### **How can I register a Business name or Company online?**

You will have to first reserve the name online by filling in all required details using this link; <https://ursb.go.ug/name-reservation/>. After approval of the name, you will sign and fill in the registration form(s), attach a copy of valid I.Ds, payment receipt and one passport photo for each member, scan and use this link to apply for registration; <https://ursb.go.ug/registrations/>

### **What is the turn-around time after I submit online?**

After submitting your documents online, we will send you a confirmation email with a reference number within 48 hours. You will receive a notification email & Message showing that your documents have been worked on.

### **How do I track the status of my submission?**

Please use the tracking number you received after submission to follow up by calling our Toll-Free number **0800 100 006** or WhatsApp **0712 448 448** or send an email to: **ursb@ursb.go.ug**

### **In what format do I upload documents online?**

Please make sure that the documents are scanned in the right format. This is either TIFF or JPEG images, preferably TIFF.DPI of 300 or less and image size of 1MB.

## **I have failed to upload the Memorandum and Articles of association for my company online. What should I do?**

You can download the simplified memorandum and articles of association from our website (<https://ursb.go.ug/business-registration-forms/>), fill them in and upload online.

## **How do I create an account for Annual Returns submission?**

- a. Go to the URSB website [www.ursb.go.ug](http://www.ursb.go.ug). Select annual/marriage returns (at the right-hand corner of the web page).
- b. Click "create new account" and fill in your personal information as required
- c. If you are representing a company, select the option of company representation and enter the 14-digit Company Registration number. If you don't know it, click the yellow pop-up message which leads you to the database where you can retrieve the company registration number.
- d. Copy and fill in the Company Registration number as required.
- e. Attach the following documents: copy of your National ID or Passport or driving licenses and form 20 or previously form 7 (Particulars for Directors and Secretary) or resolution/ powers of attorney for representation. Click 'Submit'.
- f. You will then receive an email response containing your user name and link to activate your account, click the link and log into the account (enter user name and password).
- g. Once logged in, click 'select your representation' (a yellow tab in the top right corner) to select the company whose annual return you want to file.
- h. Choose 'new application for annual return filing' and fill in all required information page by page. Save each page before proceeding to the next.
- i. Once you get to the payment page, the system will enquire whether or not payment has been made. If you click yes, then proceed to enter the PRN of the payment made. If you click no, the system will provide the assessment with a PRN.
- j. After assessment, make payment either by mobile money, bank, cheque or any mode of payment listed on the URA portal and ensure that the Payment Registration Number (PRN) is quoted.
- k. You will then receive notification of payment and status of application via your email

I. You will receive a copy of the registered Annual Returns through email.

**What do I do to get hard copies of my company/resolution/business name registered online?**

Submit the physical copies with valid identification and payment receipt to our nearest office for stamping.

**How do I submit resolutions online.?**

Go to our website, click on E-services, submit Resolutions, and fill in the required details in the interface and process as guided. <https://ursb.go.ug/submit-resolution/>

**What kind of resolutions do we submit online?**

- a. Resolutions to open up a Bank account
- b. Resolutions to appoint an Attorney.
- c. Resolutions to change a company Address
- d. Resolutions to appoint a director such as a Pharmacist.

**What can I do to change a company's name?**

You will have to first reserve the new company name and file a resolution to change name. We will then issue you with a gazette notice, which you will submit to the Uganda Gazette for 14 days. Thereafter, submit this gazette notice to URSB and we shall give you a new certificate with a new Company Name.

**How are Foreign companies registered in Uganda?**

A foreign company is a company which is incorporated in another country. If such a company wishes to carry out business in Uganda, it must be registered.

To register a foreign company, the following documents are required:

- a. Certified copies of Memorandum and Articles of Association/Charter/Constitution and Certificate from the country of origin duly witnessed.
- b. Registration forms:
  - Form 24 – Particulars of Directors and Secretary
  - Form 13 – Statement of all subsisting charges
  - Form 25 – List of names and address of persons resident in Uganda

Form 26 - Address of the registered or principal office of a company incorporated outside Uganda authorized to accept service on behalf of the company. Fees are \$470

### **How can I register an NGO/Non profit making organisation?**

NGOs are registered as companies limited by guarantee. To register this type of company, you will have to apply for reservation of its name first by clicking on this link (<https://ursb.go.ug/name-reservation/>) and fill in the online form before submitting.

After the name has been approved, download company forms: Form 20-Appointing Directors & Secretary, Form 18-Address of the company, Memorandum & Articles of Association), S-18- off our website (<https://ursb.go.ug/business-registration-forms/>) attach a copy of valid I.D for each subscriber and a passport photograph, then use this link to submit the scanned forms with proof of the payments. <https://ursb.go.ug/registrations/>

### **How do I do self-assessment for a Company Limited by Guarantee?**

Go to the URA portal and click e-services payment registration then other NTR, then select Uganda Registration Services Bureau.

\*PLEASE Ensure that the TAX PAYER NAME is the company name not your name\*. You can then look for Business Registration Department, followed by company registration, then look for reservation of company name. It is 20,000ugx (You can pay either VISA/Bank/Mobile money or Pay way).

Then stamp duty for incorporation of a company with no nominal share capital is 35,000ugx.

3rd payment is Registration fees of a company with no nominal share capital which is 80,000ugx

4th payment is for Forms 18&20; Local - Registration fees for company forms for a limited company is 20,000ugx

### **How do I change from a private limited company to a Single Member Company (SMC)?**

This is how it is done.

1. The private ltd company MUST have been registered in 2012 and beyond.

2. Draft resolutions to change from private limited company to SMC (these should be signed off by all directors)
3. Indicate change of directorship in the resolutions and accompany it with a new Form 20.
4. Submit a transfer of shares form, valuation report from a Certified Public Accountant, a new Form 1 for Single Member companies, edited Memorandum and Articles of association and Allotment of Shares Form.

### **How do I do Self-Assessment?**

#### **For Business name;**

1. Go to the URA portal and click E-SERVICES
2. For payment registration go to OTHER NTR, then select Uganda Registration Services Bureau - Business Registration Department - business name registration and look for registration of a business name.
3. Fees are 24,000ugx.

#### **For Resolutions**

1. Go to the URA portal and click E-SERVICES
2. Payment registration go to OTHER NTR then select Uganda Registration Services Bureau - Business Registration Department - company registration and look for local filing fees for company resolution first 3 copies.
3. Fees are 20,000ugx. You can pay by either VISA/Bank/Mobile money or Pay way.1

#### **For Certification**

1. Go to the URA portal and click E-SERVICES
2. Payment registration - go to OTHER NTR then select Uganda Registration Services Bureau - Business Registration Department - company registration and look for local filing fees for certification fees-any company documents first 3 copies.
3. Fees are 20,000ugx per document. You can pay by either VISA/Bank/Mobile money or Pay way.

### **For Searches**

1. Go to the URA portal and click E-SERVICES
2. Payment registration – go to OTHER NTR then select Uganda Registration Services Bureau - Business Registration Department then company registration and look for Search/inspection fees-Registrar of companies.
3. Fees are 25,000ugx. You can pay by either VISA/Bank/Mobile money or Pay way.

### **For Legal Documents**

1. Go to the URA portal and click E-SERVICES THEN payment registration then other NTR then select Uganda Registration Services Bureau - Business Registration Department then company registration then Registration of Documents then STAMP DUTY-DOCUMENTS OF MONETARY VALUE. \_ the portal will give you 10,000 then enter the **number of copies** to suit the actual charge of the document.

### **For a Company by shares**

1. Go to the URA portal and click E-SERVICES THEN
2. Payment registration then go to OTHER NTR then select Tax payers' name, \*PLEASE Ensure that the TAX PAYER NAME is the company name not your name\*. Select the District/City, County/ municipality, then sub county/Town Council and then select the Ministry/department/Agency. The Department is Business registration, Tax Head name, select the appropriate.
3. Then stamp duty-incorporation of company limited by shares, in Gross amount, you will put your share capital then in additional fees, you put 35,000. It will give you a total.

NOTE: Companies limited by shares with a share capital above 5 Million, pay 1% of the share capital declared as registration fees.

## **CIVIL REGISTRATION**

### **How do I submit my marriage application?**

Scan the marriage application documents and submit to [marriages@ursb.go.ug](mailto:marriages@ursb.go.ug)

## **How do I get a single status letter?**

Please send your marriage status applications to [marriages@ursb.go.ug](mailto:marriages@ursb.go.ug)

### **REQUIREMENTS**

This letter is issued to Ugandans wishing to have their marriages performed outside Uganda. The letter confirms that the applicant is single and has capacity to enter into a marriage. The applicant presents the following documents in support of his or her application;

- a) A recommendation letter from the LC1 chairperson of the locality where the applicant resides.
- b) A photocopy of the applicant's long birth certificate to prove parentage.
- c) Proof of nationality for example a passport or national Identity card.
- d) A registered statutory declaration from the applicants to prove that he/she is single.
- e) A registered statutory declaration from the parent to prove that their son/daughter is single.

Fees Payable: Ug Shs. 25,000/-

### **How to file marriage returns.**

An individual couple can file their marriage with the registrar of marriages by providing the following;

- A form F from the church/mosque
- Copies of national IDs of the couple
- Proof of payment of 35,000/-
- A cover letter from the church or Muslim Supreme council.

Scan all the documents and send them to [marriages@ursb.go.ug](mailto:marriages@ursb.go.ug)

### **What is required to conduct a Civil Marriage in Kampala?**

1. Proof of citizenship for example a voter's card, passport or national identity card,
2. An LC 1 letter to prove residence in that particular district for at least 15 days.
3. A passport size photograph for identification.
4. Registered Marriage affidavits.
5. A notice of marriage is published on the Registrar of Marriages notice board for 21 days.

6. Fees Payable; 320,000/- (Where one of the parties to the marriage is Ugandan or a refugee) and \$200 for foreigners. If there is no objection to the notice of marriage, the ceremony takes place after 21 days you will be married.

NOTE: we also require a filled Form A with Passport size photographs attached, a valid phone number one of the couple must be included. This Form is downloaded from the website.

All Civil Registration Services, the applications with supporting documents should be scanned and sent to [marriages@ursb.go.ug](mailto:marriages@ursb.go.ug) . All documents should be scanned as PDF and sent as a single document of many pages.

Marriages are celebrated from Monday to Friday, between 10am and 4pm. The parties appear with two witnesses before the Registrar who performs the ceremony and thereafter issues them with a Marriage Certificate.

### **What is the Process of registration of a Customary Marriage?**

To register a customary marriage, you will have to:

1. Buy a customary marriage form from URSB or from the office of the Town clerk/sub-county of the respective district.
2. Present this form to the Sub county chief or town clerk. (for signing and stamping)
3. Attach 2 passport photographs and copies of Valid IDs-preferably National IDs or Passports.
4. Attach a cover letter (forwarding letter) from the Sub county chief or Town Clerk.
5. Submit to any URSB office for registration (20000/-) and (40000/- if registered after 6 months)
6. Pay 25000/- for certification.

### **How is Licensing a Place of Worship to Celebrate Marriages done?**

You will have to;

1. Submit an original application letter to the Min. of Justice and Constitution Affairs through the registrar General.
- Indicate the religious denomination, district, county, subcounty, parish and village of the church. Where the church is an affiliate of an already registered church, submit a recommendation letter from the mother church.

2. Certified copy of the certificate of registration from either The NGO Board or registrar of companies.
3. A certified copy of the church's land title or registered tenancy agreement.
4. Copies of approved building plans of the church.
5. Academic qualifications and valid identification of the proposed marriage celebrants.
6. selected photographs of the church's premises (interior and Exterior)
7. Inspection report from the Registrar of Marriages.
8. Proof of payment of 200,000/-

### **How to do a self-assessment**

#### **Getting the PRN payment;**

Go to the URA portal and click E-SERVICES;

1. Click payment registration
2. Then other NTR then select the TAX PAYER NAME
3. Select the District/City
4. Select Sub county/town council
5. Select Ministry/Department/agency as Uganda Registration Services Bureau.
6. Then Civil Registration Department then Church, Hindu and Islamic marriages then drop down to Search/Inspection on the marriage register National.

It automatically brings Ugx 25,000/-. Fill in all boxes marked \*, you will get a form that comes with a number that begin with 22..... then you can pay either by Mobile money or bank or pay way or visa

### **INTELLECTUAL PROPERTY**

#### **What is the procedure for registration of intellectual property services such as trademarks, copyright, patents and utility models?**

For all intellectual property applications and inquiries submit your request to [ip@ursb.go.ug](mailto:ip@ursb.go.ug)

#### **How Do I register a Trademark/Logo?**

1. You first carry out a search on the Intellectual Property register (25000/-),
2. File a Trademark registration application form (50000/-). The application will be examined, if the application is granted, it should be advertised in the Uganda

Gazette for 60 days, there after a Certificate of registration will be issued after payment of 100,000/- if there is no opposition after expiry of the 60 days.

### **How to do self-assessment.**

1. Go to the URA portal and click E-SERVICES THEN;
2. Click payment registration
3. Then other NTR then select the TAX PAYER NAME
4. Select the District/City
5. Select Sub county/town council
6. Select Ministry/Department/agency as Uganda Registration Services Bureau.

Intellectual Property Registration Department and follow through LOCAL THEN TRADE MARKS THEN TRADEMARKS THEN APPLICATION FOR A TRADE MARK.

That is one payment. Next payment for search, do the same but after last trademark, look for SEARCH FEES FOR ONE CLASS

When payment is done, copies put together (2 forms then one plain paper where you will paste all the 6 copies of the logo), scan well and send to [ip@ursb.go.ug](mailto:ip@ursb.go.ug)  
The team will evaluate and get back to you.

## **INSOLVENCY**

### **What are the requirements and procedure for Insolvency Practitioner Registration?**

The Insolvency Practitioner must be a registered Accountant, Chattered Secretary or a Lawyer with the Law Council, and pays Uganda Shillings 150,000 and fill in a simple form. You should also submit;

1. Certified copies of the qualifications of the applicant.
2. Certified membership of your professional body.
3. Evidence of professional indemnity required under section 204(1) of the Act and regulations 193 and 196 of the insolvency Regulations 2013.
4. Evidence of a bank account for insolvency matters.
5. 2 passport photos.

Any other document that the Official Receiver may require for purposes of compliance with the Act and Regulations.

Upon certification, the Official Receiver will issue you with a certificate of registration which is renewed every calendar year.

### **HOW DO I PAY USING MOBILE MONEY?**

\*Mobile money (165/185)-payments-fees and taxes-URA-Pay with PRN (put the PRN of 22....) \*

**MTN MOBILE MONEY** (\*165\*4\*5\*1\*1# Enter PRN Number, press OK, Enter your Mobile Money PIN. Ok)

**AIRTEL MONEY** (\*185\*4\*7\*1# Enter PRN Number, press OK, Enter your Mobile Money PIN. Ok)

### **GENERAL FAQS**

#### **Are your offices open?**

All our Branch and Regional Offices are open and observing standard operating procedures as guided by the Ministry of Health. We are open from 08:00am to 05:00pm Monday to Friday.

#### **Where is URSB located?**

1. In Kampala, our head office is located at Plot 1, Baskerville Avenue, Kololo. We also have branch offices at Georgian House, Plot 5 George Street. Other branches are located at:
  - Posta Uganda Kampala Road
  - Sekaziga House, Level 1 Nakivubo Mews Opposite Park Yard Market,
  - UIA Offices at Twed Plaza (1<sup>st</sup> Floor) Lumumba Avenue.
2. Mbale – Plot 3, Park Crescent. Ministry of Justice and Constitutional Affairs
3. Mbarara– Plot 1, Kamukuzi Hill
4. Gulu – Plot 6B Princess Road
5. Arua – Plot 42/44 Packwach road

#### **How do I contact URSB in case of any inquiry?**

Contact us on our Toll-Free Line 0800 100 006 or WhatsApp – 0712 448 448.

Email: [ursb@ursb.go.ug](mailto:ursb@ursb.go.ug)