



URSB SERVICE CONTINUITY AMIDST THE COVID-19 PERIOD

In light of recent developments with regard to COVID-19 URSB has put in place measures to protect Staff and Clients against the spread of the pandemic in accordance with the guidelines from the Ministry of Health and H.E the President of the Republic of Uganda.

The measures include the reduction in the number of staff that will interact directly with the Clients and as a result some services will be transacted electronically, others will be scaled down while the remaining ones will be conducted at the URSB offices countrywide.

1. Services to be transacted electronically

Applications for the following services will be received on email:

- a. Business Registration
 - ✓ name reservations: reservations@ursb.go.ug
 - ✓ certifications: certifications@ursb.go.ug
 - ✓ searches: search@ursb.go.ug
- b. Intellectual Property
 - ✓ Copyright, patents, utility models, industrial designs and applications: ip@ursb.go.ug
 - ✓ For trademark searches and preliminary advice: ip@ursb.go.ug
- c. Civil Registration
 - ✓ Searches and certifications – applicants to send scans to email: ursb@ursb.go.ug or whatsapp the same to 0712 448 448
- d. Insolvency
 - All clients are advised to send scanned documents to insol@ursb.go.ug

The services below will be transacted online and accessed through the URSB website on www.ursb.go.ug

- ✓ Filing of marriage returns on the National Marriage Returns System (NMRS)
- ✓ Filing of annual returns

2. Services to be scaled down

In accordance with the Ministry of Health guidance on social distancing the following services will be scaled down

- a. Civil weddings – the number of marriages will be reduced to 4 per day and only 5 people will be allowed into the marriage room (the couple, two witnesses and the Registrar)
- b. The procedure for submission of business registration documents is amended as follows:
 - Clients will submit their documents at a designated desk and leave the premises immediately
 - SMS messages notifying receipt of documents will be sent to clients immediately
 - SMS alerts will be sent to clients notifying them to pick up registered work
 - SMS alerts will be sent to clients for queried work

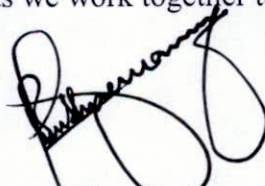
These measures have been put in place to ensure timely delivery of services amidst the current situation.

Our offices at the headquarters, branches and regional centres will remain open to facilitate service delivery.

For inquiries and further clarification contact us on:

1. Email: ursb@ursb.go.ug
2. Telephone: 0417 338100/000
3. WhatsApp: 0712448448
4. Toll free line: 0800 100 006
5. Social media: URSBHQ (both facebook and twitter)

Let us cooperate and keep each other safe as we work together to fight the spread of COVID-19.



Bemanya Twebaze

REGISTRAR GENERAL