



**MINISTRY OF LANDS, HOUSING & URBAN
DEVELOPMENT**

**ACCESS TO
INFORMATION MANUAL**

MINISTRY OF LANDS, HOUSING AND URBAN DEVELOPMENT

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Foreword

This Access to Information Manual is published in line with Section 7 of the Access to Information Act (ATIA), 2005. The Act gives effect to the provisions of Section 41 of the 1995 Constitution, and the Access to Information Act (ATIA), 2005 which provides for the right of access to information in the possession of the State.

This Manual contains information to provide for the right of access to information and broad categories of information held by the Ministry. It contains information on procedures for obtaining access to that information and related matters. It provides the postal; physical; and online addresses, and contacts of the Ministry, and especially the contact of the Information Officer, who is the Permanent Secretary and his/her, authorized officers to perform the functions of implementing and coordinating the access to information initiatives on behalf of the Ministry.

A broad description of the Ministry subject areas on which the Ministry holds records and an index of the categories of records held under various subject areas is provided. Other documents available online are listed on the Ministry **Website: www.mlhud.go.ug**.

Sufficient detail, including the nature of all formal and informal procedures available to facilitate a request for access to information is provided. The manual also contains information on requirements, procedures, fees charged to access service delivery in the Ministry and the time it takes to deliver the services.

A description of the arrangement or provision for a person by consultation, representation or otherwise, to participate in or influence the formulation of policy; and description of remedies available in respect of an act or a failure to act by the Ministry to provide Information are included.

This Manual shall next be up dated in December, 2013. As the Chief Executive of this Ministry, I do hope, the public, finds this manual useful in accessing information as provided for under the Law and that you will effectively engage the Ministry in the pursuit of your rights to information.

Dorcas W.Okalany (Mrs.)
PERMANENT SECRETARY

1.0 DESCRIPTION OF THE MINISTRY AND IT'S FUNCTIONS

The Ministry of Lands, Housing & Urban Development is responsible for providing policy direction, setting national standards and the coordination of all matters concerning lands, housing and urban development in Uganda. It is responsible for putting in place policies and initiating laws that ensure sustainable land management; promote sustainable housing for all and foster orderly urban development in the country.

Our Vision is “Sustainable Land Use, Land Tenure Security, Affordable, Decent Housing and Organized Urban Development”.

The Mission is: “To ensure sustainable land management, planned urban and rural development and decent housing for all”.

Our Mandate is “To ensure a rational; sustainable and effective use and management of land and orderly development of urban and rural areas as well as safe, planned and adequate housing for socio-economic development”.

The Ministry comprises 3 Directorates of Land Management; Housing; Urban Development & Physical Planning. Its departments include: Land Administration; Land Registration (Office of Titles); Surveys and Mapping; Planning and Quality Assurance; Finance & Administration; Human Settlements; Housing Development and Estates Management; Land Use Regulation and Compliance; Physical Planning; and Urban Development.

The main roles and functions of the Ministry are to:

i) Formulate national policies, strategies and programmes in the lands, housing and urban development sub-sectors;

- ii) Initiate, review and make amendments to existing legislation in the lands, housing and urban development sub-sectors;
- iii) Set national standards for matters regarding the sustainable use and development of land and provision of safe, planned and improved housing/human settlements;
- iv) Monitor and coordinate initiatives in the Local Governments as regards the lands, housing and urban development sector;
- v) Provide support supervision and technical back-stopping to Local Governments on matters regarding lands, housing and urban development;
- vi) Make new maps and update existing ones;
- vii) Liaise with relevant stakeholders for the mobilization of resources in support of national lands, housing and urban development initiatives;
- viii) Liaise with neighboring countries for the proper maintenance of territorial boundaries;
- ix) Provide guidance and effective management of lands, housing and urbanization;
- x) Mobilization of financial and technical assistance for the development of the lands, housing and urban development sector.

2.0 THE MINISTRY'S PHYSICAL LOCATION AND CONTACT ADDRESSES

Email address of CEO/ Information Officer	ps@mlhud.go.ug
Email address of Focal Point Officer	dennisfo@mlhud.go.ug ; dennisfo2002@yahoo.com
Postal address	PO Box 7096 Kampala, Uganda.
Physical address	Century Building, Parliament Avenue Plot 13/15, Kampala., Uganda.
Phone Numbers	+256 414 230879, +256 414 373511, Toll free: 0800100004
Website Address	www.mlhud.go.ug

3.0 ADDRESS OF OFFICES WHERE INFORMATION REQUESTS CAN BE MADE

An information request may be made directly to the office of the Chief Executive Officer/Information Officer of the Ministry i.e. the Office of the Permanent Secretary, which is the overall coordinating Office with the public. However, there are other offices where information requests may be channeled by virtue of their statutory, administrative and/or delegated functions. These include the offices of the Commissioner, Land Registration; Commissioner, Land Administration; Commissioner, Surveys & Mapping; Commissioner, Human Settlements; Commissioner, Physical Planning; Commissioner, Land Use, Regulation and Compliance; Commissioner Urban Development; and Commissioner, Housing Development & Estates Management.

4.0 FORMAL AND INFORMAL PROCEDURES TO FACILITATE A REQUEST FOR ACCESS

Formal Procedure to access Administrative Records

Step 1: Submit a written request to the Office of the Permanent Secretary. The request should include: Name of the one making the request, who must avail their Physical and Postal addresses, telephone and email contacts. The request should give a description of the record, its name, if known, and a brief description of the contents. If the request is being made on behalf of another person, it should be indicated. The signature of the person making the request and date of submission should be provided. If a Client is unable to write, an oral request maybe made, but which will be reduced into writing by an authorized member of staff. The Client must provide sufficient detail in the request letter to enable the Permanent Secretary identify the record and the person making the request.

Step 2: Present the Request and a photocopy of the same, to the Ministry's Security Registry. The photocopy will be stamped 'received' and returned to the client as an acknowledgement of receipt. The Request will then be forwarded to the Office of Permanent Secretary for consideration and action.

Step 3: Once approved, the Client will be contacted and referred to the Accounts Section to pick a pay slip and effect payment of the prescribed fees. The Cashier will inform the client at which bank to make the payment.

Step 4: The Client pays the amount in the bank and obtains a receipt that is presented to the Ministry. On verification of the receipt, the record requested for will be retrieved for processing.

Step 5: The client presents the pay slip within 21 working days, to access the records. Once completed, the clients photocopy will be stamped 'Completed' and returned to the client.

Formal Procedure to access Land & Surveys Related Records

Step 1: Make a written request for a search addressed to the relevant Department, giving the description of the information needed.

Step 2 : Present the request to the relevant department The request will be forwarded to the Records Section to establish the file's availability, before the Client is sent to the Accounts Section to pick a pay slip and pay UShs 10,000/=. The Cashier will advise the bearer at which bank to make the payment.

Step 3: The Client pays that amount in the bank and obtains a receipt that is presented to the Ministry. On verification of the receipt, the record requested for is retrieved for physical inspection, and a search letter will be issued to the client.

Informal Procedure

Step 1: Submit a written request to the Permanent Secretary. The request should include: the Name of the person making the request who must avail their Physical and Postal address(es), telephone and email contacts. The request should give a description of the record, its name, if known, and a brief description of the contents. If the request is being made on behalf of another person, it should be indicated. The signature of the person making the request and the date of submission should be provided.

If a Client is unable to write, an oral request will be made, which will be reduced into writing by an authorized member of staff. The Client must provide sufficient detail on the request to enable the Permanent Secretary identify the record and the one making the request.

Step 2: Present the Request and a photocopy of the same, to the Office of the Permanent Secretary for consideration. The Request is forwarded for the necessary approval regardless of payment of fees.

Step 3: Once approved, the Client will be availed the necessary records for a specified period of time to be inspected within the Ministry premises. If rejected, the reasons for the rejection will be communicated to the client.

5.0 INDEX OF SUBJECT CATEGORIES OF RECORDS HELD

The Ministry maintains records on the following categories and subject matters as indicated here below. However, a category or subject matter in this Manual does not imply that a request for access to the said records shall be always honoured. Some of the records held by the Ministry belong to third parties, and the Ministry shall always take the protection of third party confidential information very seriously. In particular, where the Ministry acts as a professional advisor to clients, many of the records held are confidential, while others are subject to legal privilege and still others are the property of Cabinet or the clients and not the Ministry.

Requests for access to these records will therefore be considered very carefully on a case by case basis in accordance with the provisions of the Law.

List of subject categories of records held

- ▶ Access to Information
- ▶ Appointments, Promotions and Transfers
- ▶ Bills & Amendments
- ▶ Boards / Commissions
- ▶ Budget and Finance matters
- ▶ Capacity building and Training
- ▶ Celebrations
- ▶ Compensation

- ▶ Complaints
- ▶ Compulsory Acquisition
- ▶ Conferences Seminars & Workshops
- ▶ Correspondence with other sectors
- ▶ Cross cutting issues
- ▶ Departed Asians Properties
- ▶ Directives / Circulars/ Notices
- ▶ Donor support to the Sector
- ▶ East African Community
- ▶ Estates Management
- ▶ Exhibitions ▶ Government invitation lists
- ▶ Government Land
- ▶ Government Programmes
- ▶ Human Settlements
- ▶ Housing Development ▶ Inquiries and investigations ▶ International / District boundaries
- ▶ Inspections
- ▶ Land Acquisition
- ▶ Land Disputes
- ▶ Land Evictions
- ▶ Land Fund
- ▶ Land Registration
- ▶ Land Use
- ▶ Land Management & Administration ▶ Law review
- ▶ Legal Reviews and Amendments
- ▶ Licenses

- ▶ Litigation
- ▶ Maps
- ▶ Manifesto Pledges
- ▶ Ministry Projects
- ▶ National Planning Authority
- ▶ Parliamentary matters
- ▶ Physical Planning
- ▶ Policy Development
- ▶ Pool Houses
- ▶ Personnel and administrative matters
- ▶ Procurement
- ▶ Rates / Rent
- ▶ Resettlement
- ▶ Retrenchment
- ▶ Security
- ▶ Senior management matters
- ▶ Statutory Bodies / Commissions
- ▶ Staff welfare
- ▶ Support services
- ▶ Surveys & Mapping
- ▶ Technical Support to the Ministry
- ▶ Theft & Forgery
- ▶ Top Policy matters
- ▶ Travel abroad
- ▶ Traditional Rulers sites & assets
- ▶ Urban Development
- ▶ Valuation matters
- ▶ Vehicle management and repairs
- ▶ Women and Development

6.0 NOTICE REGARDING RECORDS AVAILABLE WITHOUT A REQUEST TO ACCESS

This is the second Manual to be published and the categories of records that are automatically available without a person having to request access are on the website (www.mlhud.go.ug) in the Downloads section.

7.0 SERVICES AVAILABLE TO THE PUBLIC AND PROCEDURES TO GAIN ACCESS TO THE SERVICES

A) Approve Physical Plans (Structure and Detailed Plans)

Step 1: Local Government Authority Identifies need for Planning / Review of the Existing Plan and Causes preparation of Plans;

Step 2: A Plan is prepared in close consultation with the Authority and other Stakeholders.

Step 3: Stakeholders are guided on the plan proposals and agree on the best option.

Step 4: The Proposed Plan is posted in various locations for review i.e. ninety (90) days for Structure Plan; and six (6) weeks for Detailed Plan.

Step 5: The Plan is submitted to the Local Government Authority for Approval.

Step 6: The Plan is submitted to the National Physical Planning Board for Approval and Gazettement, after which it is sent to the Local Government for implementation in accordance with the relevant Laws, Regulations and Guidelines.

B) Approve a Condominium Plan

Step 1: The Developer submits a Concept Note to a registered Architect.

Step 2: The Registered Architect prepares the Condominium together with other professionals e.g. a Structural Engineer, Cadastral Surveyor and Property Manager to ensure that the standards are followed. The plan is prepared in quadruplets.

Step 3: The relevant Authority for approval of plans receives the four copies; stamps them and send one copy to the Departments of Land Registration and Land Administration for verification of ownership, Landuse and any encumbrances on the Title.

Step 4: The Plan is forwarded to Department of Housing Development and Estates Management for verification of compliance with the Condominium law and regulations. Non compliant plans are sent back to the Architect with comments.

Step 5: After vetting, the compliant plan is sent back to the relevant authority for tax assessment and payment.

Step 6: The relevant Authority approves the plan and sends the plans to the Department of Land Registration, in the Ministry for titling and registration.

C) Physical search on a Land Title

Step 1: Make a written Request for a search to the Office of Titles giving the description of the land:

For Mailo

County, Block & Plot No;

For Leasehold

Leasehold Register Volume & Folio No;

For Freehold

Freehold Register Volume & Folio No.

Step 2 : The application is presented to the Office of Titles / Department of Land Registration and stamped “received’ and approved by a Registrar of Titles on behalf of the Commissioner. The application is forwarded to the Records Section to retrieve the file then the client is sent to the Cashier to pick a pay slip and pay US\$10,000/=. The Cashier advises the bearer at which bank to make the payment.

Step 3: The applicant pays that amount in the bank and obtains a receipt that is presented to the Land Office. On verification of the receipt, the registry copy will be retrieved and a search letter will be signed by a Registrar of Titles and issued to the bearer within two days after presenting the Bank receipt..

Documents required: Application letter for a Search Fees paid through the bank: 10,000/= (Search fee)

D) Acquire a Freehold Land Title

Step 1: The Applicant must have in his/her possession fully completed Forms 4, 10, 19, 23; a set of three (3) authentic deed plans, three (3) Passport Photographs, Area Land Committee Report, District Land Officer Technical Report, Receipts of Payment and a forwarding letter requesting for a Freehold title signed by the District Land Officer of the respective District where the land is located.

Step 2: The Applicant presents the full set of original documents in duplicate and a photocopy of the same, to the Department of Land Administration for Checking. The Photocopy will be stamped ‘Received’

and returned to the Applicant as an acknowledgment of receipt. The Applicant checks with the Department of Land Administration after ten (10) working days to confirm their approval or rejection.

Step 3: Once approved, the documents will be forwarded to the Office of Titles for issuance of a Freehold Land Title. The applicant checks after ten (10) working days.

Step 4: The applicant presents the photocopy given to him/her by the Department of Land Administration stamped 'Received' (as an acknowledgment of submission of documents) and identification documents on collecting the Freehold Title. The applicant signs for the Title and the 'acknowledgment document, (the photocopy), will be stamped 'Returned' on completion.

Documents required: Form 4, 10, 19, 23, a set of Deed Plans, set of Passport photographs, General receipts of Payment and a Requesting letter.

Fees paid at the Ministry: Registration fees – 10,000; Assurance of Title - 20,000/=; issuance of the Title – 20,000/=.

E) Acquire a Leasehold Land Title

Step 1: The Applicant must have in his/her possession fully completed Forms 8, 10, 18, 23, a set of three (3) authentic deed plans, three (3) Passport photographs, Area land committee report, District land office technical report, Receipts of payment and a forwarding letter requesting for a Leasehold Title signed by the District Land Officer of the respective District where the land is located.

Step 2: The Applicant presents the full set of original documents and a photocopy of the same, to the Department of Land Administration for Checking. The Photocopy will be stamped 'Received' and returned to

the Applicant, as an acknowledgment of receipt. The Applicant should check with the Department of Land Administration after ten (10) working days to confirm the approval or rejection of his/her application, and will be given a letter advising him/her on the fees to be paid.

Step 3: Once approved, the documents will be forwarded to the Office of Titles for preparation and issuance of Lease agreements. The applicant checks after ten (10) working days to pick up the Lease agreements for signing and sealing by the Chairperson and the Secretary of the respective District Land Board and to Pay Stamp Duty, which is 1% of the Premium 1% of the annual rent multiplied by the number of years granted.

Step 4: The applicant presents fully signed and sealed lease documents by the District Land Board Chairperson and Secretary and lease agreements embossed by URA. The applicant will then be given a photocopy of the lease agreements stamped 'Received' as an acknowledgment of receipt.

Step 5: The applicant presents the photocopy (acknowledgment) given to him/her by the Office of Titles stamped 'Received' and identification documents on collecting the Leasehold Title. The applicant will then sign for the Title and the Photocopy (acknowledgment) will then be stamped 'Returned' on completion.

Documents required: Form 8, 10, 18, 23, set of Deed Plans, set of Passport photographs, General receipts of Payment and a Requesting letter.

Fees paid at the URA: 1% of the Premium and Ground Rent

Fees paid at the Ministry / District: Registration fees – 10,000;
Assurance of Title – 20,000/=; issuance of the Title – 20,000/=;
Preparation of Lease – 20,000/=.

F) Convert a Leasehold to a Freehold Land Title

Step 1: The Applicant must have in his/her possession fully completed Forms 5 & 19 in duplicate, a set of three (3) authentic deed plans, Duplicate Certificate of Title, three (3) Passport Photographs, Receipts of Payment and a forwarding letter requesting for a conversion from Leasehold to Freehold title signed by the District Land Officer of the respective District where the land is located.

If the land was titled after the coming into force of the 1998 Land Act (CAP 227), then a Surrender Deed/Agreement of the Lease is required. It is prepared by the Secretary District Land Board (DLB) to be executed by the DLB and the applicant / registered proprietor.

Step 2: The Applicant presents the full set of original documents and a photocopy of the same, to the Department of Land Administration for Checking. The Photocopy is stamped 'Received' and returned to the Applicant as an acknowledgment of receipt. The Applicant should check with the Department of Land Administration after ten (10) working days to confirm the approval or rejection of his/her application and will be given a letter advising him/her of the fees to be paid.

Step 3: Once approved, the documents are forwarded to the Department of Land Registration for issuance of a Freehold Title. The applicant should check after ten (10) working days

Step 4: The Applicant presents the photocopy (acknowledgment) given to him/her by the Department of Land Administration stamped 'Received' and identification documents on collecting the Freehold Title after twenty (20) working days. The applicant will then sign and the Photocopy (acknowledgment) will be stamped 'Returned' on completion.

Documents required: Forms 4, 5, 10, 19, & 23, Duplicate Certificate of Title, set of Deed Plans, set of Passport photographs, General receipts of Payment and a Requesting letter.

Fees paid at the Ministry: Stamp duty- 5,000/= and Registration fees for the Surrender Deed – 10,000/=; Registration fees – 10,000; Assurance of Title – 20,000/=; issuance of the Title – 20,000/=.

G) Transfer land under Leasehold and Freehold

Step 1: The Applicant must have in his/her possession fully completed set of Transfer forms which include a Transfer form and two (2) Consent forms, A photocopy of the duplicate certificate of title and two (2) authentic Passport photographs of the buyer and seller.

Step 2: The Applicant presents the documents to the Valuation Division for valuation assessment for Stamp duty. The Applicant should check with the Valuation Division after a period of three (3) working days to pick the form and proceed to pay stamp duty and registration fees in the Bank. Stamp duty is 1% of the value of the land as shall have been assessed by the Assistant Commissioner/Valuation.

Step 3: Pay the fees in the Bank; obtain a receipt and have your Transfer form embossed. Get consent from the Controlling Authority of the Leasehold Title. Submit all documentation together with the Duplicate Certificate of Title, receipts and photocopies of all documents to the Leasehold/Freehold Registry.

Step 4: The photocopy will be stamped 'Received' as an acknowledgment of receipt and returned to the client. The applicant should check after ten (10) working days.

Step 5: The Applicant presents identification documents and the Photocopies (acknowledgment) to collect the Duplicate Certificate of Title. The applicant signs for the Title and the Photocopy will be stamped 'Returned' on completion.

Documents required: Duplicate Certificate of Title, set of Passport photographs, embossed Transfer form and consent form and General Receipts of Payment.

Fees paid: Stamp duty- 1.5% of the value of the land; and Registration fees

– 10,000/=; Consent fees – 10,000/=; If it is a company an additional 5,000/=.

H) Transfer Mailo land

Step 1: The Applicant must have in his/her possession fully completed set of Transfer forms which include a Transfer form and two (2) Consent forms, A photocopy of the duplicate certificate of title and two (2) Authentic Passport photographs of the buyer and seller.

Step 2: The Applicant presents the documents to the Valuation Division for valuation assessment for Stamp duty. The Applicant checks with the Valuation Division after a period of three (3) working days to pick the form and proceed to pay stamp duty and registration fees in the Bank. Stamp duty is 1% of the value of the land. Assessment for payment of Registration fees is done by the respective District Cashiers.

Step 3: Pay the fees in the Bank; obtain a receipt and have your Transfer form embossed. Submit all documentation together with the Duplicate Certificate of Title, receipts and photocopies of all documents to the Mailo Registry.

Step 4: The photocopy will be stamped 'Received' as an acknowledgment of receipt. The applicant should check after ten (10) working days.

Step 5: The Applicant presents identification documents and the Photocopies to collect the Duplicate Certificate of Title. The applicant signs for the Title and the Photocopy will be stamped 'Returned' on completion.

Documents required: Duplicate Certificate of Title, set of Passport photographs, embossed Transfer form and consent form and General Receipts of Payment.

Fees paid: Stamp duty- 1% of the value of the land; and Registration fees – 10,000/= (Extra plots - 5,000/= each company seal attracts additional 5000/=)

1) Carry out a sub division on Mailo land

Step 1: The Applicant must have in his/her possession a duplicate Certificate of Title, fully filled Mutation Form, and two (2) authentic Passport photographs of the owner (seller). The Mutation Form must have been stamped by a registered Surveyor accompanied by PPA Form 2 under the Physical Planning Act, 2010, fully filled by the registered owner, dated and signed by all the necessary Parties.

Step 2: The Applicant presents the Originals and a Photocopy of the documents to the Mailo registry for checking and approval of the subdivision, in order to proceed. The documents will be received and the photocopy will be stamped 'Received', as an acknowledgment, and returned to the Applicant.

Step 3: The Applicant checks after five (5) working days to collect the documents. The applicant will present the photocopy (acknowledgment) of the documents stamped 'received' and on collection will be stamped 'Returned'.

Step 4: The Applicant presents to the Mailo Registry an Approved Mutation Form from the District Surveyor, with an Area Schedule, Receipts of checking fees, Deed Plan fees, registration fees, a duplicate Certificate of title and passport photographs, and a set of the same documents but in photocopy. The photocopy will be stamped 'Received' as an acknowledgment of receipt and returned to the applicant.

Step 5: The applicant checks after ten (10) to twenty five (25) working days.

Step 6: The Applicant presents identification documents and the Photocopies (acknowledgment) to collect the Duplicate Certificates of Title. The applicant will sign for the Titles and the 'Photocopy will be stamped 'Returned' on completion.

Documents required: Duplicate Certificate of Title, Mutation Form set of Passport photographs, Deed Prints, and General receipts of Payment.

Fees paid: Registration fees – 10,000/= per title created.

J) Register a Caveat

Step 1: The Applicant must have in his/her possession two sets of embossed caveat documents duly witnessed by an Advocate signed by the person who is placing the caveat (Deponent) and dated; Statutory Declaration signed by the Deponent & a Commissioner for Oaths and two (2) Passport photographs of the person placing the Caveat.

Step 2: The Applicant presents the full set of original documents and a photocopy of the same documents, to the Office of Tittles for processing. The Photocopy will be stamped 'Received', as an acknowledgment of receipt and returned to the Applicant.

Step 3: The Applicant checks with the Office of Titles after ten (10) working days to confirm entry of the caveat upon the register.

Documents required: Caveat, Affidavit, set of Passport photographs, and General receipts of Payment.

Fees paid: Stamp duty- 10,000/= and Registration fees – 15,000/= . if caveat affects more than 1 title 5,000/= is paid per extra title.

K) Removal of a Caveat based on a request by the person who placed it

Step 1: The Applicant must have in his/her possession an embossed letter called an ‘Application for Removal of Caveat’, one (1) passport photo and general receipts of payment of stamp duty and registration fees.

Step 2: The Applicant presents the document together with a photocopy of the same, to the Department of Land Registration for processing. The Photocopy will be stamped ‘Received’ and returned to the Applicant, as an acknowledgment of receipt.

Step 3: The Applicant should check with the Office of Titles after five (5) working days for verification of identity in person.

Step 4: The Applicant checks with the photocopy stamped on ‘Received’ (acknowledgment) at the Office of Titles after another five (5) working days to confirm that the caveat has been removed from the Register.

Documents required: Letter of Withdrawal of Caveat, set of Passport photographs, and General receipts of Payment.

Fees paid: Stamp duty- 5,000/= and Registration fees – 10,000/=.

L) Removal of a Caveat based on a request by another person other than the person who placed it

Step 1: The Applicant must have in his/her possession an embossed letter called a 'Withdrawal of Caveat' or 'Removal of Caveat', one (1) passport photo, description of the land affected, and general receipts of payment of stamp duty and registration fees.

Step 2: The Applicant presents the documents together with a photocopy of the same, to Office of Titles for processing. The Photocopy will be stamped 'Received' and returned to the Applicant as an acknowledgment of receipt.

Step 3: The Applicant checks with the Office Titles after ten (10) working days for the sixty (60) days to establish if the 60 days notice to the person who placed the caveat was posted to show cause why the caveat should not be removed. Notice to the Caveator is posted and a receipt obtained, that is placed on the file.

Step 4: The Office of Titles writes a letter notifying all parties that the 60 days have ended (lapsed) without communication from the parties and will go ahead to remove the said caveat.

Step 5: The Applicant should check with the photocopy stamped on 'Received' (acknowledgment) at the Department of Land Registration after ten (10) working days to confirm that the caveat has been removed from the Register.

Documents required: Letter seeking removal of Caveat, one Passport photograph, Evidence to show Postage to the Caveator and General receipts of Payment.

Fees paid: Registration fees – 10,000/=.

M) Amendment of a Certificate and rectify the Register

Step 1: The Applicant makes a complaint to the Office of Titles in writing of the error upon the Register.

Step 2: The Applicant presents the letter of Complaint together with the Duplicate Certificate of title and a set of photocopies, which will be stamped 'Received' as an acknowledgment of receipt and returned to the Applicant.

Step 3: The Applicant checks after fifteen (15) working days to confirm the rectification of the Register and the Duplicate Title.

Documents required: Complaint Letter and Duplicate Certificate of Title.

Fees paid: No fees required.

N) Amendment of a Certificate and rectification of the Register with Notice

Step 1: The Applicant makes a complaint to the Office of Titles in writing of the error upon the Register.

Step 2: The Applicant presents the letter of Complaint and a set of photocopies, which will be stamped 'Received' as an acknowledgment of receipt and returned to the Applicant.

Step 3: The Applicant checks after five (5) working days to confirm that the issuance of a Notice of the intended rectification of the Register.

Step 4: All parties involved shall have received a letter from the Office of Titles inviting them for a hearing of the matter before hand.

Step 5: The Office of Titles shall issue a twenty one (21) days' notice to confirm the rectification of the Register.

Fees paid: No fees required.

O) Register a Mortgage

Step 1: The Applicant must have in his/her possession two sets of embossed, duly signed, dated and witnessed Mortgage Deeds; Duplicate Certificate of Title and two (2) Passport photographs of the person registering the Mortgage.

Step 2: The Applicant presents the full set of original documents and a photocopy of the same, to Department of Land Registration for processing. The Photocopy will be stamped 'Received' as an acknowledgment of receipt and returned to the Applicant. The Applicant checks with the Office of Titles after ten (10) working days to confirm entry of the Mortgage upon the register.

Step 3: The Applicant upon presentation of the photocopy stamped "Received" (the acknowledgment) shall collect the Duplicate Certificate of Title together with a Mortgage deed. The Photocopy will be Stamped "Returned" on completion.

Documents required: 2 sets of Mortgage deeds, Duplicate Certificate of Title, set of Passport photographs, and General receipts of Payment.

Fees paid: Stamp duty- 0.05% of the value of the Mortgage and Registration fees – 15,000/=. If it is a Company, an additional 5,000/= is paid for perusal of company records. If the Mortgage affects more than one Title, 5000/= is paid for each extra plot.

P) Register a Court Order/Decree/Warrant of Attachment

Step 1: The Applicant must have in his/her possession a duly sealed and authentic certified copy of a Court Order or Decree or Warrant of Attachment.

Step 2: The Applicant obtains a bank payment advice form to pay ten thousand (10,000/=) as a registration fee from the Cashier.

Step 3: The Applicant presents the Court Order and Receipt, with a photocopy of the same, to the Office of Titles for registration of the Court Order. The photocopy will be stamped 'Received' as an acknowledgment of receipt and returned to the Applicant.

Step 4: The Applicant should check after ten (10) working days to confirm entry of the court order upon the Register.

Documents required: Court Order and General Receipts of Payment.

Fees paid: Registration fees – 10,000/=.

Q) Register Administrators or executors of a Will on a Land Title

Step 1: The Applicant must have in his/her possession the Duplicate Certificate of Title; authentic Letters of Administration; a request letter for registration of their names as the administrators two (2) passport size photographs and receipts showing payment of Registration fees.

Step 2: The Applicant presents the full set of original documents and a photocopy of the same, to the Department of Land Registration for processing. The Photocopy will be stamped 'Received' as an acknowledgment and returned to the Applicant. The Applicant should

check with the Department of Land Registration after ten (10) working days to collect the Duplicate Certificate of Title.

Step 3: The Applicant upon presentation of the photocopy stamped “Received” (acknowledgement) collects the Duplicate Certificate of Title. The Photocopy will be Stamped “Returned’ on completion.

Documents required: Application, Duplicate Certificate of Title, Certified Letters of Administration or Probates, Passport Photographs and General receipts of Payment.

Fees paid: Registration fees – 10,000/=.

R) How to acquire a Special Certificate of Title/Replace a lost or damaged Title

Step 1: The Applicant must have in his/her possession an application for a Special Title, Statutory declaration attached to application duly filled, signed by the applicant and witnessed by a Commissioner for Oaths and two (2) Passport size photographs of the person requesting for the Special Certificate of Title. The Applicant must have paid shillings fifteen thousand (15,000/=) as Registration fees; shillings ten thousand (10,000/=) as Stamp Duty- shillings five thousand (5000/=) on the Application & shillings five thousand (5,000/=) on the declaration.

Step 2: The Applicant presents the full set of original documents and a photocopy of the same, to Office of Titles for processing. The Photocopy will be stamped ‘Received’ as an acknowledgment and returned to the Applicant.

Step 3: The Applicant should check with the Office of Titles after five (5) working days to pick a letter to the Uganda Gazette for notification of the public on the impending issuance of a Special Certificate of Title.

Step 4: After thirty (30) days notification, the Applicant presents a receipt for the Gazette to the Department of Land Registration for confirmation of the publication.

Step 5: The Office of Titles verifies the receipt and the Gazette notice and proceeds to issue a Special Certificate of Title.

Step 6: After ten (10) days, the Applicant, upon presentation of the photocopy stamped “Received” (acknowledgment) collects the Special Certificate of Title. The Photocopy will be Stamped “Returned’ on completion.

Documents required: Letter of Application for Special Title, Statutory Declaration, Gazette Extract, Passport Photographs and General receipts of Payment.

Fees paid: Registration fees – 15,000/=, Stamp Duty – 10,000/=.

S) Acquire a Substitute Certificate of Title/Replace a missing Registry copy or White Page.

Step 1: The Applicant must have in his/her possession a transaction to be registered, a Duplicate Certificate of Title and a request letter for a Substitute, a Passport size Photograph and a set of Photocopies of all the documents.

Step 2: The Applicant presents the full set of original documents and a photocopy of the same, to the Commissioner Land Registration for processing of the Substitute Certificate of Title. The Photocopy will be stamped ‘Received’ as an acknowledgment and returned to the Applicant.

Step 3: The Applicant should check with the Office of Titles after ten (10) working days to confirm the replacement of the original Registry Copy.

Documents required: Letter of Application for Substitute, Passport Photograph.

Fees paid: No fees paid.

T) Register a Variation of a Lease

Step 1: The Applicant must have in his/her possession a letter from the Controlling Authority for variation of the Lease; a Duplicate Certificate of Title and two (2) Passport size photographs. If the variation involves change of land use then form PPA 3 is included.

Step 2: The Applicant submits the documents to the Department of Land Administration (Valuation Division) for assessment of revised ground rent and premium per annual and collects the file after three (3) working days to confirm the assessment.

Step 3: The Department of Land Administration forwards the file to the Office of Titles for drafting of the Variation deeds.

Step 4: The Applicant collects the variation deeds after five (5) working days and takes them for payment of stamp duty and Registration fees and endorsement by the District Land Board.

Step 5: The Applicant returns the embossed documents, dated, signed and sealed by the Chairperson and Secretary of the District Land Board and the owner. A photocopy of all documents will also be submitted, which will be stamped 'Received' as an acknowledgment and returned to the Applicant.

Step 6: The Applicant should check after ten (10) working days to collect the completed Duplicate Certificate of Title.

Documents required: Letter from Controlling Authority for variation of Lease, Duplicate Certificate of Title, variation deeds, set of Passport photographs, and General receipts of Payment.

Fees paid: Stamp duty – 5,000/= and Registration fees – 20,000/=.

8.0 PARTICIPATION IN POLICY FORMULATION AND PERFORMANCE PROCESSES

At the initial stage of Problem definition, the public may submit their policy issues to the Ministry for consideration at dennisfo@mlhud.go.ug and copied to ps@mlhud.go.ug.

An Issues paper will be compiled by the Ministry which may include the views and concerns submitted for consideration.

Draft Policy proposals shall then be prepared and discussed with all relevant stakeholders during consultation meetings that shall be organized by the Ministry. Submissions shall also be received and website discussion blogs shall be put in place to provide feed back into the final draft proposals.

A special input will be made for marginalized and vulnerable groups to ensure that issues of equality and equity are considered.

A final draft Policy document shall then be submitted to Cabinet for its consideration. Stakeholders may, however at this stage, still influence the process through a direct contact of the members of Cabinet.

Once approved implementation begins. Stakeholders may directly or indirectly participate and or influence the implementation and review process arising out of the level of performance by the various stakeholders.

9.0 REMEDIES AVAILABLE IN RESPECT OF FAILURE TO ACT ON A REQUEST

In case of concerns, issues and complaints on the level of service delivery or regarding failure or delays in accessing information the following communication channels are available within the Ministry to report:

You may seek audience with the Spokesperson of the Ministry on telephone no 0414-373-511, Toll Free line 0800100004; Drop your written issue(s) in one of the Ministry Suggestion Boxes or send them to the Ministry via email to: dennisfo@mlhud.go.ug / dennisfo2002@yahoo.com with a copy to ps@mlhud.go.ug; Walk into our offices located at Century Building, Parliamentary Avenue Plot 13/15 and ask for the office of the Ministry Spokesperson/Focal Point Officer.

If one is not satisfied, one may address his/her concerns to the respective head of the Directorate as follows: Director, Land Management, P.O Box 7096, Kampala; Director, Housing, P.O Box 7096, Kampala; Director, Physical Planning & Urban Development P.O Box 7096, Kampala, with a copy to the Permanent Secretary.

As a final resort before going to Courts of Law, the person seeking remedy may appeal directly to: The Permanent Secretary, P.O. Box 7096, Kampala or 0414230879.

10. FEES, RETRIEVAL AND REPRODUCTION COSTS**1. Access fee**

No	Fees	Amount (Ug Shs)
1	Access fee	20,000
2	Photocopying (Each A4 size)	100
3	Photocopying (Each A3 size)	1,500
4.	Photocopying (Each A2 size)	5,000
5.	Photocopying (Each A1 size)	10,000

2. The other fees applicable that are mentioned in the procedures are provided for under the Registration of Titles Act (CAP 230), Land Act (CAP 227), the Land Regulations, 2004 and the Access to Information Regulations, 2011.

NAMES OF LAND FORMS

- **Form 4:** Application for Conversion from Customary tenure to Freehold/Grant of Freehold
 - **Form 5:** Application for Conversion of Leasehold out of former Public Land to Freehold
 - **Form 8:** Application for a Leasehold
 - **Form 10:** Notice of Hearing of Application for Grant of Freehold Leasehold
 - **Form 18:** Lease/Sublease Offer
 - **Form 19:** Freehold Offer
 - **Form 23:** Demarcation Form
 - **Form PPA 2:** Application for Subdivision/Consolidation of Lands and Buildings (Under the Physical Planning Act 2010).
 - **Form PPA 3:** Application for change of use (Under the Physical Planning Act 2010)
- ▶ The mentioned Land Forms are available on the Ministry **website** (**www.mlhud.go.ug**) and at District Land Offices **free of charge**.
- ▶ Allocations of land are done outside the Ministry by the Controlling Authorities, e.g Uganda Land Commission and District Land Boards. The Allocations are processed by Departments of Land Administration and Land Registration (Office of Titles).

- ▶ Deed Plans are processed from Department of Surveys and Mapping (Entebbe) or the respective District Survey Offices. Mutation forms are also processed by Department of Surveys & Mapping or the respective Districts Surveys Offices. Only Subdivisions are approved by the Office of Titles.
- ▶ Disputes on Land are handled by Courts of Law. The Ministry only mediates complaints that can be rectified by administrative measures or where Parties are willing to amicably settle the matter.