

MINISTRY OF LANDS, HOUSING AND
URBAN DEVELOPMENT

CLIENTS' CHARTER
2017/18 – 2020/21

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1.0 INTRODUCTION

The Ministry of Lands, Housing and Urban Development is responsible for providing policy direction, national standards and coordination inter alia, of all matters related to lands, housing and urban development in Uganda. The Ministry is also responsible for putting in place policies, laws and regulations to ensure sustainable land management, planned urban and rural development and decent housing for all.

1.1 The Ministry's Vision

The Ministry's Vision is "Sustainable Land Use, Land Tenure Security, Affordable, Decent Housing and Organized Urban Development."

1.2 The Ministry's Mission

The Ministry's Mission is "To ensure sustainable land management, planned urban and rural development and decent housing for all."

1.3 The Ministry's Mandate

The Ministry's Mandate is "To ensure rational and sustainable use, effective management of land and orderly development of urban and rural areas as well as safe, planned and adequate housing for socio-economic development."

1.4 Ministry's Structure

The Ministry is comprised of three Directorates namely: Land Management, Housing and Physical Planning and Urban Development. The Directorate of Land Management is comprised of the following Departments: Surveys and Mapping; Land Administration; and Land Registration. The Directorate of Housing is comprised of Departments of Human Settlement; and Housing Development and Estates Management. While the Directorate of Physical Planning and Urban Development is comprised of the Departments of Physical Planning; Land Use Regulation and Compliance; and Urban Development.

The Ministry also has two support departments and four specialized units that provide support services to political leadership and technical directorates. The support departments are Finance and Administration, and Planning and Quality Assurance while the specialized units include: Resource Centre; Procurement and Disposal Unit; Policy Analysis Unit; and Internal Audit Unit.

1.5 The Ministry's Functions

- Formulating national policies, strategies and programmes on Lands, Housing and Urban Development;

- Providing policy guidance to land holding authorities for sustainable, orderly development and effective management of land, housing and urban development;
- Initiating and reviewing legislation on land, housing and urban development;
- Setting national standards for sustainable use and development of land and improved housing;
- Ensuring compliance to laws, policies, regulations and standards for the effective management and sustainable development of land, housing and urban centres;
- Monitoring and coordinating national lands, housing and urban development initiatives and policies as they apply to local Governments;
- Providing support supervision and technical back-stopping to Local Governments on matters regarding land, housing and urban development; and
- Maintaining international territorial boundary marks and updating maps.

2.0 MINISTRY'S SERVICE STANDARDS

This Charter provides a description of the Ministry's services and the necessary fees charged for the various services that it delivers. The development of the Clients' Charter is driven by the desire to provide transparent, administrative and technical services to the wider public.

All Departments in the Ministry are open to the public from 8:00am to 5:00p.m on working days, with the exception of the Departments of Land Registration and Land Administration, which close to the public at 3:00pm, to allow for internal processing of transactions lodged by clients.

2.1 Department of Surveys and Mapping

The Department of Surveys & Mapping is responsible for the establishment of survey and geodetic controls, quality checks of cadastral jobs, survey of government land and international boundaries, production and printing of topographical maps. The Department is also responsible for producing a National Atlas.

The Department is located in Entebbe. All documents presented to the Department for processing, shall be received and an Acknowledgement note or stamped reference given by the Department.

SERVICE	STANDARD TIME	COST
Check and process a file for surveyed land/plot up to issuance of Deed plans/prints	10 Days	3,000/= per Job; 150/= per point measured.
Preparation of Deed plans	10 working days	7,500/= per set (Small size) 15,000/= to 30,000/= per set (Big size)
Provision of Survey data	2 working days	10,000/=
Issuance of Instruction to Survey (I/S)	2 working days	5,000/=
Provision of site plan/working print	1 working day	5,000/=
Provision of a hard copy Map/Chart	1 working day	10,000/=
Provision of an electronic version of a Map/Chart	1 working day	75,000/=
Provision of a copy of Map Cartridge	1 working day	10,000/=
Provision of Aerial Photographs	2 working days	15,000/=
Provision of a print out satellite image	2 working days	30,000/=
Provision of a Cadastral standard sheet on Film	2 working days	30,000/=
Provision of Report on Boundary Opening for dispute resolution	10 working days	No cost
Approval of a Land subdivision/mutation	7 working days	20,000/=
Communicate back on any mapping/surveying queries	within 1 week	No cost

* All Payments attract an additional Bank charge which currently is 2,500/=.

2.2 Department of Land Administration

The Department of Land Administration is responsible for supervision of land administration institutions and valuation of land and other properties.

No.	SERVICE	STANDARD TIME	COST
1	Processing upcountry instructions to prepare land title (both leasehold and freehold)	10 working days	<ul style="list-style-type: none"> • Registration fee- 10.000/= • Issue of certificate of title-20.000/= • 2Assurance of title 5% of premium or 20.000/= in case of freehold • Preparation of lease- 20.000/=
2	Provide technical advice (formal/informal)	5 working days	<ul style="list-style-type: none"> • No cost
3	Give Consents to transfer	10 working days	<ul style="list-style-type: none"> • Consent fee- 10.000/=; for a single plot- 5000=
4	Processing extensions on expired initial leases	10 working days	<ul style="list-style-type: none"> • Registration fee- 10.000/= • Preparation of lease- 20.000/= • Issue of certificate of title-20.000/= • Assurance of title- 20.000/= • Extension/ application fee-20.000=
5	Processing of extensions of running leases	5 working days	<ul style="list-style-type: none"> • Registration fee- 10.000/= • Extension/application fee-20.000=
6	Processing renewal of expired leases	10 working days	<ul style="list-style-type: none"> • Registration fee- 10.000/= • Preparation of lease- 20.000/= • Assurance of title- 20.000/=

No.	SERVICE	STANDARD TIME	COST
			<ul style="list-style-type: none"> • Issue of certificate of title-20.000/= • Application/extension fee-20.000=
7	Processing Variation of terms leases	5 working days	<ul style="list-style-type: none"> • Registration fee-10.000/= • Variation fee-20.000/= <p>8(Premium and Ground Rent must have been assessed and paid)</p>
8	Processing conversions from customary tenure to freehold	10 working days	<ul style="list-style-type: none"> • Registration-10.000/= • Assurance of title-20.000/= • Issue of certificate-20.000/= • Application fee-50.000/=
9	Conversions from leasehold to freeholds	10 working days	<ul style="list-style-type: none"> • 100.000= urban • 40.000= rural • Registration fee-10.000= • Issue of certificate-20.000= • Assurance of title-20.000= • Application fee-20.000=
10	Process grant of leaseholds	10 working days	<ul style="list-style-type: none"> • Preparation of lease-20.000= • Registration-10.000= • Issue of certificate of title-20.000=

No.	SERVICE	STANDARD TIME	COST
			<ul style="list-style-type: none"> • Assurance of title-20.000= • Application fee-20.000=
11	Process grant of freeholds	10 working days	<ul style="list-style-type: none"> • Registration-10.000= • Assurance of title-20.000= • Issue of certificate of title-20.000=
12	Searching for information from the Land Registry on ownership, status of land, plot number	2 working day	<ul style="list-style-type: none"> • Search fee-10.000=
13	Search for information in the map records office to establish status of the land	10 working days	<ul style="list-style-type: none"> • Search fee-10.000=
14	Processing building plans for Mailo Land and rural freeholds	10 working days	<ul style="list-style-type: none"> • Search fee-10.000=
15	Process building plans for development of leaseholds and urban freeholds	10 working days	<ul style="list-style-type: none"> • Search fee-10.000=
16	Valuation for stamp duty	3 working days (within Kampala and neighbourhood) ; 5 working days (up country)	No Cost
17	Valuation for probate	5 working days (within Kampala and neighbourhood)	No Cost

No.	SERVICE	STANDARD TIME	COST
		5 working days(up country)	
18	Valuation for rental purpose	5 working days after field inspection Visit (within Kampala and neighbourhood) ; 10 working days(up country) after field inspection Visit	No Cost
19	Valuation for compensation	15 working days (depending on the magnitude of cases).	No Cost
20	Valuation for boarding off	20 working days after inspection	No Cost
21	Determination of Premium and Ground Rent	2 working days	No Cost
22	Advice on compensation Rates	5 working days	No Cost
23	Valuation for sale and/or purchase.	3 working days (within Kampala and neighbourhood) ; 5 working days(up country)	No Cost

No.	SERVICE	STANDARD TIME	COST
24	Supervision and approval of valuation reports by consultants on land acquisition for roads, way leaves and others in public interest	20 working days	No Cost

2.3 Department of Land Registration / Office of Titles

The Department is responsible for issuance of Certificates of Title, general conveyance, keeping custody of the national land register, coordination, inspection, monitoring and back-up technical support relating to land registration and acquisition processes to Local Governments.

Leasehold and Freehold documents presented to the Department/ Office of Titles shall be received and stamped at the Receiving /Dispatch room on the first floor, Room 19 at the Ministry Headquarters. While MZO documents shall be received at the respective MZO's Reception.

No.	Service	Standard Time	Cost*
1	Conduct a physical / personal search on a registered piece of land at the Land Registry or through the eBIZ portal	2 days	Ug shs 10,000
2	Register Mortgages	10 working days	Stamp duty: 0.5% of the Mortgage sum. Registration fees: Ushs 20,000 and 2,000 for any extra copy. For Companies Ushs 20,000
3	Register Transfers on Certificates of Title	10 working days	Stamp duty: 1.5% of value of land. Registration fees: Ushs 10,000
4	Register a Caveat	5 working days	Stamp duty: Ushs 5,000

			Registration fees: Ushs 10,000
5	Remove a Caveat (Based on requests by another party other than the person who placed it)	70 working days	Stamp duty: Ushs 5,000 Registration fees: Ushs 10,000 per Title
6	Withdraw a Caveat (Based on requests by the person who placed it)	5 working days	Stamp duty: Ushs 5,000 Registration fees: Ushs 10,000
7	Register a Court Order / Decree	3 working days	Ug shs 10,000
8	Rectify the Land Register (with notice)	45 working days	No cost
9	Rectify the Land Register or Register correction of errors on a Certificates of Title (without notice)	5 working days	No cost if the error was done by the Land Registry Ug shs 10,000/= if the error was by the Applicant
10	Register Administrators or executors of a Will on Certificate of Title	10 working days	Ug shs 10,000
11	Sub divide a Certificate of Title	10 – 20 working days	Ug shs 10,000 per Certificate of Title
12	Issue a Condominium Certificate of Title	45 working days	Ug shs 10,000 per Certificate of Title
13	Issue Special Certificates of Title (To replace Owners copy)	45 working days	Registration fees: Ug shs 15,000 Gazettement fees : paid to Uganda Printing & Publishing Corporation
14	Issue a Substitute Certificate of Title (To replace Registry Copy)	10 working days	No cost
15	Issue a fresh Leasehold & Freehold Certificate of Title	10 working days	Ug shs 10,000

16	Extend a Lease on Certificate of Title (For a running Lease)	5 working days	Ug shs 10,000
17	Extend a Lease on Certificate of Title (For an expired Lease)	10 working days	Ug shs 10,000
18	Register Variation of a Lease	10 working days	Stamp Duty Ug shs 10,000 Registration fees: Ug shs 10,000
19	Register Surrender of a Lease	10 working days	Registration fees: Ug shs 10,000 Stamp Duty Ug shs 5,000
20	Register a Certificate of re-possession & purchase of Certificate of Title	5 working days	Ug shs 10,000
21	Register change of names, address, mobile number and email	5 working days	Ug shs 10,000
22	Register a Trust / Trustees	14 working days	Ug shs 65,000
23	Update or change the registered Trustees	10 working days	Ug shs 30,000
24	Consent for a Trust to acquire land	10 working days	Ug shs 20,000
25	Correction and re-execution or correction only of defective documents	15 working days	No cost
26	Provision of information from the closed FC and MRV registers or from Microfilm	2 working days	15,000/=
27	Provide certified copies of Registry documents	2 working days	15,000/= - Registry copy 2,000/= per page

Condominium fees			
	Application for processing of a hearing in case of intended appeal		10,000/=
	Application for cancellation of a land title		10,000/=
	Submission of an ordinary complaint		10,000/=
	Any other matter related to proceedings		10,000/=
	Submission of a condominium plan, (including for subdivision or consolidation)		20,000/=
	Submission of a phased condominium plan		10,000/=
	Application to issue certificate of titles in request of a unit		10,000/=
	Lodgment for registration		Transfer, lease, sub-lease, mortgage or release of mortgage, caveat or withdrawal of caveat - 10,000/= Any transaction above not in the prescribed form – 15,000/= Any transaction above (except a transfer), where the instrument is lodged in triplicate or quadruplicate attracts an additional fee – 2,000/=
	Every dealing necessitating the Registrar of Titles to dispatch through post office by registered mail		5,000/=
	Lodgement for entry or removal of a copy of a decree of execution or order of Court		10,000/=
	Lodgement of any instrument or other		5,000/=

	document whose purpose is to deal with or effect more than one certificate of title for each memorial or entry after the first		
	Perusal of power of attorney, a memorandum and articles of association of a charter or other written constitution of a corporate body		5,000/=
	Lodgement of rules for management and of the property of the corporation		5,000/=
	Lodgement of an instrument of amendment or revocation of rules		5,000/=
	Application for registration of an easement or restrictive covenant		5,000/=
	Filing of notice of termination of condominium status		5,000/=
	Entry of a legal representative		5,000/=
	Application to note change of address		5,000/=
	Certification of documents per page		2,000/=
	Replacement of a lost certificate of title		15,000/=
	Any other matter or thing not otherwise prescribed		10,000/=

2.4 Department of Physical Planning

No.	SERVICE	STANDARD TIME	COST
1	Prepare Physical Development Plans	9 months (subject to timely release of facilitation)	Costs vary and are met by clients.
2	Prepare Local (Detailed)Physical Development Plans	6 months	Costs vary and are met by clients.
3	Consider and approve plans by the National Physical Planning Board	60 working days	Cost varies according to the category of the Physical Development Plan.
4	Communication of Board's decisions to Local Governments	7 working days after the Board's sitting	No Cost
5	Consider and respond to requests for Change of use by the National Physical Planning Board.	60 working days	No Cost
6	Provide Feedback to LGs on Planning clearance/guidance	5 working days	No Cost
7	Gazettement of approved Physical Development Plans	6 months after approval by the National Physical Planning Board.	No Cost
8	Availing land use information &/or plans to users	2 working days	Reproduction costs met by Clients.
9	Induction of new LG Physical Planning staff	Within first year of their appointment	No Cost
10	Provide technical support in the preparation of Physical Development Plans.	Throughout the entire process.	Cost varies and met by clients.
11	Respond to Physical Planning Committee minutes submitted by Local Governments	14 working days	No cost.

2.5 Department of Land Use Regulation and Compliance

The Department of Land Use Regulation and Compliance is responsible for formulation of land use related policies, plans and regulations. It also provides technical support and guidance to Local Governments in the field of land use regulation, monitoring and evaluation, and systematization of the land use compliance monitoring function and practice.

No	Service	Standard Time	Cost
1	Monitor, Inspect and Supervise Local Governments and Urban Councils for Land Use Compliance	Once a year for districts & Town Councils. <ul style="list-style-type: none"> Twice a year for Municipalities. Quarterly for KCCA Divisions	No Cost
2	Provide feedback to inspected LGs on corrective actions required of them	2 weeks after inspection	No Cost
3	Publish a 'State of Land use Compliance Report'	Once every two years	No Cost
4	Respond to requests by LGs & other MDAs for Technical Support in the area of land use regulation & compliance	Within 1 month of receipt of request	No Cost
5	Respond to Requests for change of User	Within five(5) working	No Cost

2.6 Department of Urban Development

The Department of Urban Development is responsible for formulation of urban policies, regulations, development and review of relevant laws, standard setting to enhance orderly urban development.

No.	Service	Standard Time	Cost
1	Provide quarterly updates on the National Urban Policy and Strategic Urban Development Plan for Uganda.	Every first week on the following Quarter	No Cost
2.	Hold four National Urban Forum Workshops/Public Debates every year.	Second week of August, November, February and April	No Cost
3.	Provide technical support to the Municipal-wide Development Forums once at least every quarter.	March, June, September & December every year	No Cost
4.	Carry out publicity campaign activities under the National Urban Campaign programme targeting schools, universities, civil society, religious groups, Government Departments, Local Governments and the general public.	Continuous	No Cost
5.	Carry out quarterly monitoring and inspection of urban sector to	March, June, September &	No Cost

No.	Service	Standard Time	Cost
	assess performance and produce a report and disseminate the findings for appropriate action.	December every year	
6.	Publish and disseminate information on the urban citizenship rights and responsibilities of the urban poor once a quarter.	March, June, September & December every year	No Cost
7.	Compile and update a national urban indicators database on an annual basis	By June 30th every year.	No Cost
8.	Publish the State of the National Urban Sector Report annually and disseminate it to stakeholders	October every year.	No Cost
9	Provide quarterly updates on the National Urban Policy and Strategic Urban Development Plan for Uganda.	Every first week of the following Quarter	No Cost
10	Hold four National Urban Forum Workshops/Public Debates every year.	Second week of August, November, February and April	No Cost

2.7 Departments of Human Settlements and Housing Development & Estates Management

No.	SERVICE	STANDARD TIME	COST
1	Approve the sale of pool houses after valuation of property	20 working days	No cost
2	Answer queries on sale of pool houses and other housing projects	3 working days	No cost
3	Provide strategic information on Government's Housing policies, plans, programs and strategies	2 working days	No cost
4	Process titles for beneficiaries of housing projects	40 working days	No cost
5	Prepare house type plans	5 working days for individuals and 20 working days for estate developers	No cost
6	Provide technical assistance on structural integrity of buildings	15 working days	No cost
7	Provide technical advice on electrical installations	10 working days	No cost
8	Provide technical advice on quantity surveying matters	4 working days	No cost
9	Prepare Bill of Quantities	25 working days	No cost
10	Prepare schedule of materials / labour	20 working days	No cost
11	Evaluation of bids submitted by Contractors / Consultants	5 working days	No cost
12	Prepare contract documents	2 working days	No cost
13	Evaluation of claims for a contractor	15 working days	No cost
14	Evaluation of fee note for a consultant	5 working days	No cost

2.8 Policy, Planning, Information and Administrative Support Services

The Ministry commits itself to deliver the following service standard. Under the Support Departments (Finance & Administration & Planning & Quality Assurance) and Units (Resource Centre, Policy Analysis Unit & Procurement & Disposal Unit) the following commitments are made:

No.	SERVICE	STANDARD TIME	COST
1	Acknowledge receipt of communication to the Ministry	3 working days	No Cost
2	Compile and distribute Ministerial Policy Statement	by 30th April of each year	No Cost
3	Produce and circulate an Annual performance plan and report	by 30 th September of each year	No Cost
4	Respond to Clients financial related queries (e.g payments, procurement, Pension claims etc)	2 working days	No Cost
5	Provide information responses and clarifications to the electronic and Print Media	2 working days	No Cost
6	Update the MLHUD website with current information	a regular basis	No Cost
7	Provide responses to Access to Information requests	5 working days	Costs to be determined

3.0 CLIENTS RESPONSIBILITIES

The Ministry reasonably expects clients to:

Follow the official procedures while transacting business with the Ministry;

- i. Deal only with Ministry staff clearly identifiable by Ministry Identity Cards worn prominently on their chests;
- ii. To treat our staff with courtesy, politeness, non-abusive language and not threatening;
- iii. Effect payments where required and issued with an official receipt;

- iv. Report an official of the Ministry that asks for the payment of more money than has been advised as the official prescribed charges;
- v. Respond to any requests for information by the Ministry;
- vi. Provide a Mobile phone contact and email address in addition to a Post Office Box Number, as may be required of you;
- vii. Desist from offering bribes, gifts, or any other inducements to staff, or to solicit the same;
- viii. Desist from accepting unofficial 'back door' services; and
- ix. Submit all the required information/documentations as may be required to resolve an issue.

4.0 FEED BACK AND COMPLAINTS HANDLING

Complaints on service delivery can be made by using the following communication channels:

- i. Seek audience with the Spokesperson of the Ministry on telephone no: 0414 373 511, 256 772 463 240, or Toll free line 0800100004 or submit a written complaint to the office of the Permanent Secretary.
- ii. Use email to send a complaint to: dennisfo@mlhud.go.ug; dennisfo2002@yahoo.com and copied to ps@mlhud.go.ug,
- iii. Walk into our offices located at Century Building, Plot 13/15, Parliament Avenue and ask for the office of the Ministry Spokesperson located in the basement.

5.0 APPEALS MECHANISM

Where a client is not satisfied with the response given by the Ministry's spokesperson, an appeal can be made to the respective head of the Directorate as follows:

- ✓ Director Land Management; Director Housing; Director Physical Planning & Urban Development P.O Box 7096, Kampala. Clients are advised to always give a copy to the Permanent Secretary.
- ✓ As a final resort, clients may appeal directly to: The Permanent Secretary, with a copy to the Minister, P. O. Box 7096, Kampala; Tel. No: 0414 230879; email:ps@mlhud.go.ug

6.0 ACCOUNTABILITY

The Ministry commits to:

- ✓ Report on the performance of the Ministry against this Charter and produce annual reports on the implementation of the Client Charter each financial year;
- ✓ Regularly arrange Open days to interact and receive feedback from Clients.

7.0 COMMITMENT TO PERFORMANCE IMPROVEMENT

In order to address service gaps that negatively impact our commitments in this charter, we shall:

- ✓ Strengthen sensitization of all our stakeholders on the Charter;
- ✓ Regularly monitor implementation of commitments against this Charter;
- ✓ Periodically evaluate the quality of the services provided;
- ✓ Review and appropriately redesign our service delivery mechanisms.

We commit ourselves to the implementation of this Clients' Charter with a focus on attaining sustainable land use; Land tenure security; affordable, decent housing and organized urban development.

FOR GOD AND MY COUNTRY

MINISTRY OF LANDS, HOUSING AND URBAN DEVELOPMENT

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