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# Vote:119

 Uganda Registration Services Bureau

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## V1: Vote Overview

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### I. Vote Mission Statement

“To provide accessible, reliable and innovative registration services for a formalized economy”.

### II. Strategic Objective

URSB's Strategic objectives

- i. Strengthen Institutional Capacity of URSB to deliver on its mandate
- ii. Improve access to Registration Services
- iii. Enhance Public and Stakeholder awareness of URSB Services
- iv. Strengthen Research and advisory function

### III. Major Achievements in 2019/20

#### A) PHYSICAL PERFORMANCE

During the period under review, URSB registered 17368 new companies, 32304 business names, 40540 legal documents, 1105 debentures, 2382 chattels, 8599 marriage returns from Faith Based Organizations and districts, 714 Customary marriages, 330 churches licensed, 859 local Trademarks, 1300 foreign Trademarks, 924 Foreign Trademark renewals and 618 Local Trademark renewals, 50 copyrights and 25 industrial designs.

URSB collected a total of UGX: 28.651 Bn Non-Tax Revenue by 5th March, 2020 and envisages continued trend exponential growth in NTR collections.

#### B) AUTOMATION OF REGISTRATION SERVICES

URSB developed Security Interest in Movable Property Electronic System which allows secured creditors to register their security interests in movable assets online and provide financial institutions with a platform by which they can inform other lenders (and buyers of chattels) about their interest in a particular chattel, thus reducing the risk that the buyer might fraudulently take a loan against the chattel or dispose of it without informing the financial institution. It has created an enabling environment for individuals and entrepreneurs to use un-utilized (or under-utilized) movable assets or chattels such as plant and machinery, accounts receivables, inventory, crops and livestock as well as intangible chattels such as patents, trademarks and intellectual property rights as collateral for accessing credit. It is envisaged that this will address the challenge of sky rocketed interest rates due to high risks for lenders thus enhancing quality of credit portfolio through increased competitiveness in the financial market which eases doing business.

Development of an online portal, the National Marriage Registration System (NMRS), which was deployed to facilitate online filing of marriage returns and maintain an electronic marriage register. The System is currently deployed at head office and regional offices. The roll out to all marriage duty bearers including CAOs, SCCs, TCs, and church leaders and Imams across the country has commenced with Kampala. When fully rolled out, it will enable filing of marriage returns and processing civil marriage applications to be done with ease online.

#### C) STAKEHOLDER ENGAGEMENTS

The bureau conducted stakeholder workshops and trained 57 (28 males: 29 females) from micro deposit taking institutions, SACCOs, money lenders and commercial banks in the Eastern region and a total of 242 Bank staff (141 males :101 females) from DFCU Bank, Tropical Bank, Bank of Baroda, Post Bank, Diamond Trust Bank, EFC, UGAFODE & FINCA Uganda Ltd on Security Interest in Movable Property Registry System.

URSB carried out awareness and sensitization workshops on; copyright and collective management of copyright and related rights for the performing artists in Western Uganda and 108 87 (males: 21 females) were sensitized; Industrial Designs to create awareness on the Industrial Design registration system as a tool to create a competitive advantage for companies producing new and unique products and a total of 117 (90 males: 27 females) were sensitized.

The bureau conducted a national consultative workshop on Intellectual Property and Traditional Knowledge to review the draft National Traditional Knowledge Action Plan in view of the current practices in Uganda and a total of 104 (78 males: 26 females) participated.

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URSB in conjunction with ARIPO and WIPO conducted a workshop on the Patent Cooperation Treaty and 40 Participants (17 females and 23 males) from universities and research institutions, legal practitioners were sensitized on PCT, International Patent filing system.

URSB conducted a meeting with Uganda Federation of Movie Industry (UFMI) and Pearl wood movie producers on dispute resolution in respect to distribution of their movies. 283 participants (201 males and 82 females) participated in the meeting.

URSB conducted a three-day Intellectual Property Sensitization engagement at Mbarara University of Science and Technology through their innovation hub and sensitized the students on Intellectual Property Rights Intellectual Property.

URSB conducted a meeting with the management of Ernest Cook Ultra Sound Research and Education Institute under Mengo hospital. A total of 78 participants (52 males and 26 females) were sensitized on the benefits of Intellectual Property protection.

URSB in collaboration with Uganda Communications Commission, Media Council and anti-pornography committee held a joint sensitization workshop for users and producers of audio-visual works in Mbarara. A total of 273 participants (169 males and 104 females) were sensitized on copyright law, licensing regimes of UCC for video exhibitors, cinema halls, video and audio producers and distributors.

Stakeholder Engagements were carried out with foreign missions, religious leaders, cultural institutions, Sub county Chiefs and Town Clerks to emphasize their different roles in marriage registration. Engagements were also held with Pastors of the National Born-Again Churches of Uganda at Natete, Nakaseke, Bundibugyo, Luwero, Kisugu, Ndejje University and Bugiri. The engagements were aimed at enhancing registration of churches and ensuring compliance under the Marriage Act. Further, Stakeholder engagements were conducted in the one-stop shops of Busia, Hoima, Masindi, Kabale and Kisoro to increase awareness of TREP activities and enhance access to registration services.

The bureau participated in a number of sensitization programs which include; 27th National Agricultural show Jinja, enable Youth Training in Gulu, U.S - Africa Business Week exhibition in Luwero district and sensitized business communities on the benefits of business formalization.

URSB represented Uganda and participated in: - Assemblies of the member states of WIPO in Geneva for fifty-ninth series of meetings on the administration of IP in the global economy; 43rd Session of the Administrative Council of ARIPO which took place in Monrovia, Liberia on Intellectual Property protection and value addition for business competitiveness and sustainable development in Africa; 2nd Technical Workshop in Harare, Zimbabwe on Intellectual Property Databases and Technology Transfers for ARIPO and the IP Offices of ARIPO member states; a conference in Seoul, Korea on appropriate technology under the theme, "Innovation for prosperity, prosperity for people" on ways of promoting prosperity driven by intellectual property through enhanced bilateral exchange and cooperation in Intellectual Property Systems amongst different Countries.

URSB hosted the Regional Insolvency Conferences in November 13th -15th 2019, under the theme, Business Rescue and Cross Boarder Insolvency, Defying Gravity. The Conference aimed at exploring ways to build strong and effective Insolvency Systems and Regimes.

The Bureau launched the Insolvency Practitioners Association in the reporting period. The Association brings together registered Insolvency Practitioners (Advocates, Accountants and Chartered Secretaries) who are regulated by the Official Receiver. URSB carried out Community Social Responsibility (CSR) in Gulu Diocese in Northern Uganda under the theme 'Wheels for Wealth' drive, and a total of 16-wheel chairs were donated to pupils with disabilities from Gulu Primary School, a government run church founded school under the Church of Uganda, Diocese of Northern Uganda. Also, food, clothing and dry ration donations were made to Mukisa Foundation in Kampala, a home for abandoned, physically disabled children.

### D) MOBILE REGISTRATION CLINICS

The bureau conducted mobile business registration clinics in Kamuli, Makindye, William street Kampala, Kaabong, Soroti, Mpigi, Entebbe, Kapchorwa, Kwen, Hoima, Iganga, Mpigi, Masaka, Adjumani, Kasese and Bukwo. A total of 564 business names, 67 legal documents, and 189 new companies were registered on spot.

### E) MEDIA CAMPAIGNS

The Bureau conducted media programs to create awareness of the services offered by the Bureau. Such as Radio and Television talk shows, infomercials in different languages of the country. The key messages focused on sensitisation of the public on the need to position their businesses competitively through registering them while formalising the economy, strengthening the basic unit of society by registering all marriages conducted, encouraging creativity and innovation through protecting and promoting of Intellectual Property rights. Newspaper articles, television talk-shows, radio talk-shows were held in different media houses

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for both English and local languages notably on Bukedde TV, NTV, Radio Sanyu, Capital FM, Namirembe FM, radio Bilal and radio Simba among others. A total of 23 talk- shows on television, 15 on radio were aired, with the topic of discussion zeroing around URSB Mandate range and related services. 14 legal notices to drive compliance and announce service updates were run majorly in New Vision newspaper, while 3 notices were run in Bukedde newspaper for Luganda readers Exhibitions and mass market activities are the other areas where the Bureau concentrated.

### F) EXPANSION OF TECHNOLOGY AND INNOVATION SUPPORT CENTERS (TISCs)

The Bureau established three Technology Innovation Support Centers (TISC) at Kampala International University (KIU), Faculty of Engineering in Kabale University, Ndejje University and the main Library of Makerere University, bringing the total number of TISC Centers in Uganda to 28. Access to these centers enables Researches access quality patent and non-patent databases that improves the quality of their research.

In addition, URSB conducted Technology Innovation and Support Center workshops at; Uganda Industrial Research Institute (UIRI), Lira University and Makerere University in a bid to promote innovation and protection of Intellectual Property rights.

## IV. Medium Term Plans

### Objective Strategic Action

Strengthen Institutional Capacity of URSB to deliver its services

Strengthen Financial Management System

Develop Human Rights Observance Policy

Develop Board and Staff capacity Development strategy

Operationalize URSB structure

Strengthen Internal Audit function

Strengthen Enforcement and Compliance

Develop a Resource mobilization Plan

Improve access to Registration Services

Fully automate Registration Services

Strengthen existing and rollout new service centres

Create and strengthen Partnerships

Streamline Service delivery Standards

Develop Strategy to empower women and youth formalize

Strengthen Business Rehabilitation and Rescue Framework

Establish and operationalize new Registries

Enhance Public and Stakeholder awareness of URSB Services

Conduct Stakeholder mapping for clustering awareness needs

Develop a communication strategy

Conduct public and media campaigns

Establish recognition and reward guidelines

Strengthen Corporate Social responsibility function

Strengthen Research and advisory function

Develop a Research Strategy

Conduct Regular Policy and Other Surveys

Strengthen M&E

Operationalize URSB's Strategic Plan for Statistics

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### V. Summary of Past Performance and Medium Term Budget Allocations

Table 5.1: Overview of Vote Expenditures (US\$ Billion)

	2018/19 Outturn	2019/20		2020/21	MTEF Budget Projections				
		Approved Budget	Expenditure by End Dec		2021/22	2022/23	2023/24	2024/25	
<b>Recurrent</b>									
Wage	8.521	8.980	4.137	8.980	8.980	8.980	8.980	8.980	
Non Wage	6.113	16.092	6.830	16.092	19.310	23.172	27.806	33.368	
<b>Devt.</b>									
GoU	0.710	0.405	0.057	0.405	0.405	0.405	0.405	0.405	
Ext. Fin.	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	
<b>GoU Total</b>	<b>15.343</b>	<b>25.476</b>	<b>11.024</b>	<b>25.476</b>	<b>28.695</b>	<b>32.557</b>	<b>37.191</b>	<b>42.752</b>	
<b>Total GoU+Ext Fin (MTEF)</b>	<b>15.343</b>	<b>25.476</b>	<b>11.024</b>	<b>25.476</b>	<b>28.695</b>	<b>32.557</b>	<b>37.191</b>	<b>42.752</b>	
Arrears	0.175	1.426	1.419	0.032	0.000	0.000	0.000	0.000	
<b>Total Budget</b>	<b>15.518</b>	<b>26.903</b>	<b>12.443</b>	<b>25.508</b>	<b>28.695</b>	<b>32.557</b>	<b>37.191</b>	<b>42.752</b>	
<b>A.I.A Total</b>	<b>10.283</b>	<b>0.000</b>	<b>0.000</b>	<b>0.000</b>	<b>0.000</b>	<b>0.000</b>	<b>0.000</b>	<b>0.000</b>	
<b>Grand Total</b>	<b>25.801</b>	<b>26.903</b>	<b>12.443</b>	<b>25.508</b>	<b>28.695</b>	<b>32.557</b>	<b>37.191</b>	<b>42.752</b>	
<b>Total Vote Budget Excluding Arrears</b>	<b>25.627</b>	<b>25.476</b>	<b>11.024</b>	<b>25.476</b>	<b>28.695</b>	<b>32.557</b>	<b>37.191</b>	<b>42.752</b>	

### VI. Budget By Economic Classification

Table V6.1 2019/20 and 2020/21 Budget Allocations by Item

<i>Billion Uganda Shillings</i>	2019/20 Approved Budget				2020/21 Draft Estimates		
	GoU	Ext. Fin	AIA	Total	GoU	Ext. Fin	Total
<b>Output Class : Outputs Provided</b>	<b>25.071</b>	<b>0.000</b>	<b>0.000</b>	<b>25.071</b>	<b>25.071</b>	<b>0.000</b>	<b>25.071</b>
211 Wages and Salaries	11.997	0.000	0.000	11.997	12.853	0.000	12.853
212 Social Contributions	0.844	0.000	0.000	0.844	0.898	0.000	0.898
213 Other Employee Costs	2.861	0.000	0.000	2.861	3.013	0.000	3.013
221 General Expenses	4.915	0.000	0.000	4.915	3.916	0.000	3.916
222 Communications	0.373	0.000	0.000	0.373	0.525	0.000	0.525
223 Utility and Property Expenses	1.788	0.000	0.000	1.788	1.839	0.000	1.839
224 Supplies and Services	0.097	0.000	0.000	0.097	0.096	0.000	0.096
225 Professional Services	0.197	0.000	0.000	0.197	0.061	0.000	0.061
227 Travel and Transport	1.610	0.000	0.000	1.610	1.502	0.000	1.502
228 Maintenance	0.278	0.000	0.000	0.278	0.299	0.000	0.299
282 Miscellaneous Other Expenses	0.110	0.000	0.000	0.110	0.069	0.000	0.069
<b>Output Class : Capital Purchases</b>	<b>0.405</b>	<b>0.000</b>	<b>0.000</b>	<b>0.405</b>	<b>0.405</b>	<b>0.000</b>	<b>0.405</b>
312 FIXED ASSETS	0.405	0.000	0.000	0.405	0.405	0.000	0.405
<b>Output Class : Arrears</b>	<b>1.426</b>	<b>0.000</b>	<b>0.000</b>	<b>1.426</b>	<b>0.032</b>	<b>0.000</b>	<b>0.032</b>

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321 DOMESTIC	1.426	0.000	0.000	1.426	0.032	0.000	0.032
<b>Grand Total :</b>	<b>26.903</b>	<b>0.000</b>	<b>0.000</b>	<b>26.903</b>	<b>25.508</b>	<b>0.000</b>	<b>25.508</b>
<b>Total excluding Arrears</b>	<b>25.476</b>	<b>0.000</b>	<b>0.000</b>	<b>25.476</b>	<b>25.476</b>	<b>0.000</b>	<b>25.476</b>

## VII. Budget By Programme And Subprogramme

Table V7.1: Past Expenditure Outturns and Medium Term Projections by Programme and SubProgramme

Billion Uganda shillings	FY 2018/19 Outturn	FY 2019/20		2020-21 Proposed Budget	Medium Term Projections			
		Approved Budget	Spent By End Dec		2021-22	2022-23	2023-24	2024-25
<b>20 Lawful Registration Services</b>	<b>5.669</b>	<b>4.484</b>	<b>1.923</b>	<b>4.111</b>	<b>5.425</b>	<b>8.000</b>	<b>13.000</b>	<b>16.000</b>
02 Civil Registration Services	1.255	0.972	0.462	1.120	1.301	1.601	3.700	4.700
03 Intellectual Property Rights	1.966	1.635	0.730	1.323	1.714	2.714	4.000	4.000
04 Business Registration Services	2.254	1.681	0.691	1.472	1.715	2.415	3.800	4.800
08 Insolvency Services	0.195	0.195	0.040	0.195	0.695	1.270	1.500	2.500
<b>25 General administration, planning, policy and support services</b>	<b>20.132</b>	<b>22.419</b>	<b>10.521</b>	<b>21.397</b>	<b>23.270</b>	<b>24.557</b>	<b>24.191</b>	<b>26.752</b>
01 Office of the Registrar General	3.746	4.243	1.907	3.788	3.773	3.000	3.000	3.000
05 Finance and Administration	13.312	15.746	7.768	15.406	16.369	17.369	17.369	17.369
06 Regional Offices	1.752	1.555	0.612	1.380	1.411	2.111	2.111	4.111
07 Internal Audit	0.410	0.469	0.177	0.419	1.311	1.671	1.306	1.867
1431 Institutional Support to URSB	0.913	0.405	0.057	0.000	0.000	0.000	0.000	0.000
1648 Retooling of Uganda Registration Services Bureau	0.000	0.000	0.000	0.405	0.405	0.405	0.405	0.405
<b>Total for the Vote</b>	<b>25.801</b>	<b>26.903</b>	<b>12.443</b>	<b>25.508</b>	<b>28.695</b>	<b>32.557</b>	<b>37.191</b>	<b>42.752</b>
<b>Total Excluding Arrears</b>	<b>25.627</b>	<b>25.476</b>	<b>11.024</b>	<b>25.476</b>	<b>28.695</b>	<b>32.557</b>	<b>37.191</b>	<b>42.752</b>

## VIII. Programme Performance and Medium Term Plans

Table V8.1: Programme Outcome and Outcome Indicators ( Only applicable for FY 2020/21)

<b>Programme :</b>	20 Lawful Registration Services				
<b>Programme Objective :</b>	The Strategic Objectives of URSB are: 1. Strengthen Legal, Policy and Institutional framework 2. Improve access to registration services				
<b>Responsible Officer:</b>	Bemanya Twebaze				
<b>Programme Outcome:</b>	Enhanced access to registration services to all Ugandans				
<i>Sector Outcomes contributed to by the Programme Outcome</i>					
<b>1. Commercial justice and the environment for competitiveness strengthened</b>					
<b>Outcome Indicators</b>	<b>Performance Targets</b>				
			<b>2020/21</b>	<b>2021/22</b>	<b>2022/23</b>

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	Baseline	Base year	Target	Projection	Projection
• Proportion of Stakeholders complying with Marriage Returns requirements	65%	2017	70%	75%	80%
• Average time taken to register a Business	2	2017	2	1	1
• Proportion of stakeholders satisfied with Intellectual Property protection services	80%	2017	85%	90%	95%
<b>SubProgramme: 02 Civil Registration Services</b>					
<i>Output: 01 Civil, Customary Marriages and Licensing of Churches</i>					
No. of Civil,customary Marriages from central and			7,039	7,120	7,462
No. of Faith Based Marriage Returns			13,834	14,626	14,880
No. of Churches licenced			385	390	396
<b>SubProgramme: 03 Intellectual Property Rights</b>					
<i>Output: 02 Patents, trademarks, copyrights, Industrial design registrations</i>					
No. of Local &foreign trademarks registered			4,162	4,289	4,464
No. Copyrights registered			89	95	128
No. of Patents registered			5	8	14
<b>SubProgramme: 04 Business Registration Services</b>					
<i>Output: 03 Companies, Business names, Chattels and Legal Documents</i>					
No. of Companies registered			22,540	23,459	24,562
No. of Debentures/Mortgages registered			1,687	1,719	1,846
No. of Chattels registered			410	460	2,382
<b>SubProgramme: 08 Insolvency Services</b>					
<i>Output: 04 Company Liquidation</i>					
Number of resolutions to wind up and receiverships			85	90	95
No. of Insolvency Practitioners Registered			45	55	65
No. of Liabilities settled			40	45	55
<b>Programme :</b>	25 General administration, planning, policy and support services				
<b>Programme Objective</b>	Enhance public and stakeholder awareness of URSB services.				
:	Strengthen Research and Advisory function.				
<b>Responsible Officer:</b>	Bemanya Twebaze				
<b>Programme Outcome:</b>	Efficient and Effective delivery of URSB Services				
<i>Sector Outcomes contributed to by the Programme Outcome</i>					
<b>1. Commercial justice and the environment for competitiveness strengthened</b>					
Outcome Indicators	Performance Targets				
			2020/21	2021/22	2022/23

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	Baseline	Base year	Target	Projection	Projection
• Proportion of Stakeholders satisfied with URSB Services	85%	2017	90%	93%	95%
<b>SubProgramme: 01 Office of the Registrar General</b>					
<i>Output: 01 Policy, Consultation, Planning and Monitoring Services</i>					
No. of M&E Reports			2	2	2
<b>SubProgramme: 05 Finance and Administration</b>					
<i>Output: 01 Policy, Consultation, Planning and Monitoring Services</i>					
No. of M&E Reports			4	4	4
Change in amount of NTR collected			54,000,000	58,000,000	62,000,000
<b>SubProgramme: 06 Regional Offices</b>					
<i>Output: 01 Policy, Consultation, Planning and Monitoring Services</i>					
No. of M&E Reports			2	2	2

### IX. Major Capital Investments And Changes In Resource Allocation

**Table 9.1: Major Capital Investment (Capital Purchases outputs over 0.5Billion)**

N/A

### X. Vote Challenges and Plans To Improve Performance

#### Vote Challenges

- Low MTEF Budget allocation that continue to affect our capacity to further automate service processes, decentralize services, carryout more public awareness campaigns among others
- Low staffing level, presently at 53%, which affects delivery of the Bureau's mandate.
- Uncompetitive staff remuneration

#### Plans to improve Vote Performance

The Bureau plans to improve performance through fully automation of registration services, implementation of ISO to improve on business processes, increasing staffing level, retooling.

### XI Off Budget Support

**Table 11.1 Off-Budget Support by Sub-Programme**

N/A

### XII. Vote Cross Cutting Policy And Other Budgetary Issues

**Table 12.1: Cross- Cutting Policy Issues**

**Issue Type:** HIV/AIDS

<b>Objective :</b>	To contribute to ending of HIV/AIDS as a public health threat at workplace
<b>Issue of Concern :</b>	Sensitize staff on HIV/AIDS Stigma

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<b>Planned Interventions :</b>	Sensitization of staff on HIV/AIDS Distribution of condoms to staff
<b>Budget Allocation (Billion) :</b>	0.070
<b>Performance Indicators:</b>	Number of counseling and testing programmes undertaken. Whether staff are sensitized on HIV/AIDS

**Issue Type: Gender**

<b>Objective :</b>	To create an environment where opportunities and responsibilities are shared equitably between men and women
<b>Issue of Concern :</b>	Constraints in systems to capture gender disaggregated data
<b>Planned Interventions :</b>	Collection of gender dis aggregated data to inform decision making Promoting equal access to and utilization of URSB services by women, youth and Persons With Disabilities Upgrade of systems
<b>Budget Allocation (Billion) :</b>	0.030
<b>Performance Indicators:</b>	Whether performance data is gender disaggregated or not. Number of actions taken based on data analyzed

**Issue Type: Enviroment**

<b>Objective :</b>	To minimize the impact of business processes on the natural environment and the community
<b>Issue of Concern :</b>	Disposal of ICT waste and non degradable materials
<b>Planned Interventions :</b>	Automation of work processes Carryout tree planting during the Community Social Responsibility events. Implementation of managed print solution.
<b>Budget Allocation (Billion) :</b>	0.030
<b>Performance Indicators:</b>	Whether Community Social Responsibility event is conducted

### XIII. Personnel Information

**Table 13.1 Staff Establishment Analysis**

Title	Salary Scale	Number Of Approved Positions	Number Of Filled Positions
Manager Planning	RB 3	2	1
Manager, Accounts	RB 3	1	0
Senior Business Registration Officer	RB 4	4	3
Records Officer	RB 5	4	3
Statistician/Planner	RB 5	2	1

**Table 13.2 Staff Recruitment Plan**

Post Title	Salary Scale	No. Of Approved Posts	No Of Filled Posts	Vacant Posts	No. of Posts Cleared for Filling FY2020/21	Gross Salary Per Month (UGX)	Total Annual Salary (UGX)
Manager Planning	RB 3	2	1	1	1	6,728,000	80,736,000
Manager, Accounts	RB 3	1	0	1	1	6,728,000	80,736,000



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Records Officer	RB 5	4	3	1	1	4,256,000	51,072,000
Senior Business Registration Officer	RB 4	4	3	1	1	5,240,000	62,880,000
Statistician/Planner	RB 5	2	1	1	1	4,256,000	51,072,000
<b>Total</b>		13	8	5	5	27,208,000	326,496,000