

BUGANDA LAND BOARD



**CLIENTS' CHARTER
2017**

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FOREWORD

Buganda Land Board is an organization established by the Kingdom of Buganda to manage its land and estates that were returned under the Traditional Rulers Restitution of Assets and Properties ACT, Cap 247 and its subsequent agreements.

The key policy actions are geared towards effective, efficient and entrepreneurial land management in the Kingdom and beyond. The Kingdom relies primarily on agriculture and commerce for its economic sustainability. These sectors form about 70% of the Kingdoms' GDP. These sources are heavily dependent on land.

The social and cultural organization of the society as reflected in the systems of property ownership, Kingship, and lineage are inextricably linked to land. Land thus covers every facet of life in Buganda. The efficiency with which land is managed determines the level of social harmony, economic progress and living environment.

The land management regime in Uganda is characterized by several constraints including land related conflicts before courts of law, haphazard land development, weak institutional framework and capacity, corruption and inadequate legislative framework. This is where Buganda Land Board as the biggest landlord and key player in the sector comes in to influence or participate in order to bridge these inadequacies.

The organizational reforms were first incorporated in its 2010 strategic corporate plan and re-enforced in the 2016-2018 corporate plan that was launched at Speke Resort Munyonyo. This positioned Buganda Land Board to foresee challenges in the industry and lead in making proactive adjustments.

Pilots on a number of institutional reforms and undertakings such as the Land Management and Information System (LMIS), the Land Electronic card innovation, Registration Projects among others have now become characteristic of Buganda Land Board.

This Clients' Charter serves to show our responsiveness to clients and determination to reduce the cost and time of doing business. As an instrument, it facilitates efficient and transparent service delivery by availing all the necessary information about Buganda Land Board and its operations thereby meeting our goal of facilitating communities with security of tenure.

This Charter should not be seen as a straightjacket static document. In view of the ever dynamic environment, the associated complexities, coupled with desire to offer the best service, this document may when need arises be subject to review. It is our hope that it shall be useful to all our stakeholders.

Kyewalabye - Male D
Managing Director
Buganda Land Board

Buganda Land Board

Vision

“Every piece of land to be an asset to the registered owner.”

Mission

“Ensuring sustainable and optimum utilization of land and securing tenancy to achieve financial and economic independence for communities.”

PART A. INTRODUCTION

1.0. Buganda Land Board

Buganda Land Board (BLB) is a professional body set up by His Majesty the Kabaka of Buganda to manage the Kingdom land returned under the Restitution of Assets and Properties Act of 1993. Such properties include among others; The Kabaka's official 350 sq. miles of land, Namasole's 10 sq miles of land, Banalinya's Land, Kabaka's lake, Former Omulamuzi and Omuwanika's Official Residencies at Mengo, Land Adjacent to the Mengo Lubiri on which Buganda Ministerial Houses used to stand and all Bassekabaka's Tombs.

Furthermore, the assets under its mandate extend to include all those assets as outlined by the M.O.U between the President of Uganda and His Majesty the Kabaka. They include former estates of Buganda Kingdom comprising of;

- Land in urban centres or towns
- Land where former administration headquarters i.e. Counties and Sub counties were situated
- Land in rural or peri-urban areas not claimed, utilized or occupied by any lawful or bonafide occupant

- Land on Mityana Road (Jjeza Farm)
- Former Buganda Kingdom Markets

A committee comprising of representatives from Mengo and Central Governments was set up to oversee the transition.

2.0. Areas of Coverage

Some of the villages covered under the 350 sq. miles and the 2013 returned estate include;

KAMPALA (KYADONDO)

Rubaga, Mulago, Masajja, Mengo, Kabowa, Mengo-Mbuga, Kakeeka, Kitebi, Mengo-Lubiri, Najjanankumbi, Mutundwe, Namirembe, Kasubi-Lubya, Makindye, Kibuye, Lukuli, Nanganda, Kasubi, Nakulabye, Namungoona, Bwaise, Kazo, Konge, Buziga, Katwe, Kiruddu, Salaama, Munyonyo, Lukuli, Nanganda, Luwafu, Nakinyuguzi, Katuuso, Nyanama, Busega - Kibumbiro, Mutungo Kitiko, Mengo Kisenyi, Lugoba, Wamala, Kagoma, Jinja Kalooli, Maganjo, Luzira, Kitunzi.

WAKISO (BUSIRO)

Masajja, Mpunga, Kisimbiri, Budo, Nakigalala, Kyebando-Busiro, Serinya, Malangata, Bukuku, Kitula & Budali, Kyanuna, Bumera, Bananya & Lugazi, Buwule, Mawugulu, Namayumba & Kasaga, Buswa, Kitata & Nakulamudde, Lukoma, Kasenge, Bulika, Sempya, Masulita, Nansana, Nazziba, Seguku, ubowa, Namasuba,

Maganjo, Nabweru, Bunamwaya. Jinja Kawempe, Kabulengwa, Wamala, Kisimu, Buddo & Nabbingo, Zana & Lufuka, Ndejje.

MUKONO (KYAGGWE)

Kibale, Njagalakakomo, Makusu, Kitovu, Kisinsi, Sai, Kalengera, Nakibanga, Kisiga, Kasubi & Kikoma, Kibuye, Kitala, Lugula & Mbulamite, Kakukulu, Buyiki, Nongo & Kauku, Kisiguka, Dilwe, Kakula, Kikandwa, Nakanyonyi, Mbugwe, Nabale, Nkulagirira & Kaini, Nanga & Kiwafu, Kasawo, Mawoto, kasabwa & Nakidindiri, Namwezi, Kiwunga, Vuluga, Makota, Lugala, Buwaba, Bukaya, Bukule, Nantabulirwa, Njeru, Kalagi Town.

MPIGI (BUTAMBALA & MAWOKOTA)

Lugala, Kaweri, Kabuye, Lukalu, Kyenajanja, Buliga, Bwala, Ntolomwe, Kawango, Ndeese, Ngandwa, Bukandula, Kiryanongo, Nseke, Tiribogo, Kansenyi

MASAKA (BUDDU)

Bugo, Kinvunikidde, Kitunga, Mulema, Kayanja, Butale, Ndola, Sunga, Bokirongo, Kisawo, Kityabama, Masiga, Bulayi, Bugere, Gayaza, Nkenge, Nsalu, Bukoko, Katwe, Nakayiba, Kimanya.

Other areas include;

All former Buganda Kingdom Official Land and its Ssaza and Ggombolola seats located in the various counties of Kyaddondo, Busiro, Buddu, Kyaggwe, Buweekula, Mawogola, Ssingo, Mawokota, Kkooki, Buluuli, Bugerere,

Kabula, Butambala, Gomba, Ssesse, Buvuma, Busujju, Bulemeezi.

3.0. Occupancy on Kabaka's Land

Buganda Land Board recognizes tenants by occupancy as stipulated by the law and encourages as well as facilitates voluntary regularized occupancy and security of tenure through registration and title acquisition. BLB also encourages tenants to fulfill their rights and responsibilities for example by paying nominal ground rent (Busuulu).

Occupancy falls in three categories;

- Existing settlers
- Those deriving their interest through bibanja acquisition.
- Those seeking new parcels of land from BLB (direct allocations).

Tenants by occupancy can opt to remain as such, and pay the nominal ground rent as stipulated in law.

They however have an option to upgrade their tenure by securing leasehold land titles.

Those seeking new parcels are particularly encouraged to secure land titles. They however must ensure that any compensations to sitting occupants if any is made.

PART B. BLB LEASE PROCESS

Below is the Lease processing cycle starting with registration to the final stage of acquiring a Leasehold Certificate of Title.



1.0. Registration

Buganda Land Board recognizes the existing relationship between the Landlord and the Tenant (Kibanja Holder). Registration therefore ensures that this relationship is regularized, harmonized and benefiting to all parties.

1.1. Eligibility

- Any person (citizen or non-citizen) is eligible to apply for registration.
- All areas covered by our jurisdiction apart from those that have been reserved

by the Buganda Kingdom Cabinet or have restrictions imposed upon them by Government Controlling Authorities such as NEMA are not eligible for registration.

1.2. Reserves

Reserved land includes all that land identified by cabinet as land comprising of cultural sites, royal palaces as well as land reserved for planned use and settlements. These include;

- Former Minister's village Mengo
- Kabaka's Lake in Ndeeba
- Jinja Mawuno (Kawempe)
- Kansanga-Nabutiti
- Munyonyo Landing site
- Kigo-Kazi Busabala
- Former Magistrate's seat at Kakeeka
- Nantabulirwa
- Kisinsi
- Mujjaguzo at Kabowa
- Nakigalala
- Buswa
- Land adjacent to Muganzirwazza
- Mengo-Kisenyi
- Former Buganda Medical stores at Kakeeka

Note: Applications on reserved land are not normally entertained. However, for land reserved for development, applications are subjected to National, District and Local physical development plans as approved by the relevant authorities.

1.3. Requirements of Registration.

The client is required to avail the following to

kick start the registration process.

- I. Proof of kibanja/land ownership documents including; sales/purchase agreements, gift deeds, copies of wills, letters of administration, certificates of titles, introduction letters etc.
- II. Sketch or directional map
- III. 3 passport photos for the applicant, or for each applicant (in case of more than one applicant).
- IV. Photo of plot or development on the land
- V. Pay the necessary fees (see fees schedule) in the bank to apply, verify, register, plan and survey the kibanja.

1.4. Verification of ownership

This stage involves the Branch Manager, Land Inspector, any other Buganda Land Board Staff, Kabaka's Chiefs, neighbors and Local Authorities who verify ownership and authenticate documents.

In event of disputes a file will not be opened until such disputes are resolved.

1.5. Physical Planning Inspection

The Physical Planning Inspection is done to cross check; Plans or existing development on the land against planning standards. The following key issues are put under consideration;

- Considers nature of shelter
- Accessibility
- Types of roads

- Building line; Front/Side/Rear
- Plot size
- User (Residential/Commercial or Other)
- Method of; Water supply/Surface water disposal/Sewerage/Refuse disposal

This is checked together with the relevant planning authorities of the area (e.g. urban planning authorities like KCCA)

2.0. Survey Process at Buganda Land Board

All surveys must be authorized by Buganda Land Board.

They are undertaken by Buganda Land Board through its own survey unit and out sourced survey firms.

Out sourced survey firms are pre-qualified on an annual basis and these are;

- Pearl Consult
- Landsurv Surveyors

Paid up clients are notified on the due date for field survey after which the job processing commences with relevant planning and survey officers at the Land Offices. The process usually takes up to two months and a set of deed plans produced at the end of the exercise.

3.0. Lease Offer Stage

In order for a client to qualify to go on this stage the following must have been adhered to; Completion of registration and survey processes.

Client should have committed a premium deposit which is paid on Buganda Land Board Account No. 9030005607948, Stanbic Bank Forest Mall Branch, SWIFT CODE: SBICUGKX
The lease offer clearly stipulates the following;

- Duration of lease
- Premium to be paid which is less the initial deposit
- The premium payable is dependent on size, location and capital value.
- Ground Rent (G/Rent)
- Title Charges

Refer to schedule for assessment of Premium/ Ground Rent and Title Charges.

4.0. Signing Lease Agreements

The offer invites the client to meet its terms. Once the terms have been met then agreements are signed in duplicate. The client is notified to pick agreements for perusal, signing and witnessing. On return the client attaches two recent passport photos of person executing the agreement.

For companies; clients should attach certified copies of Certificate of Incorporation, Memorandum and Articles of Association and Company resolution.

5.0. Title processing

All clients with returned lease agreements are eligible for title processing. The process begins with assessment and payment of relevant Government dues (stamp duty, title registration fees etc) and subsequent lodgment of the agreement with the relevant Ministry of Lands Zonal or District Land Offices.

Registry notifies the BLB Legal Officer who picks the Certificate of Title for onward transmission to the client.

6.0. Benefits of Leasing

- Facilitates client with security of Land Tenure
- Provides easy access to finance as registered land can act as collateral
- Titling adds value to your land
- Acquisition of a Leasehold Certificate of Title prevents potential encroachments

PART C. CONSENT

1.0. Acquiring a Kibanja on Kabaka's Land

A person can acquire a Kibanja either through purchase, gift, beneficiary, direct application to Buganda Land Board as a developer and direct leasing.

For all these acquisitions it is paramount that the landlord consents to the acquisitions.

1.1. How to attain a kibanja

- Meeting of the minds. (Purchaser and seller)
- Contact Buganda Land Board
- A Kibanja purchase form is picked, filled and taken to BLB representatives i.e. the Branch Manager and Kabaka's Chiefs.
- Physical inspection of the Kibanja and verification is done
- The person selling must have registered with BLB or else is required to register.
- After all specified terms have been met, consent is granted. So the purchaser or new tenant submits to Buganda Land Board a copy of the Kibanja Purchase Form to register his individual interest.

2.0. Other types of Consent

- **Consent to Transfer** (legal matter); given to whoever wishes to transfer his interest having obtained, a title or lease offer upon payment of an assessed fee to Buganda Land Board 2% of the capital value. Apply to the BLB Managing Director (MD) in writing.
- **Consent to Mortgage** (legal matter); Charged on whoever has a Leasehold Title and wants to pledge it as security to acquire a loan facility – 200,000 Uganda Shillings regardless of size or location of the Land. Apply in writing to the BLB - MD
- **Consent to Subdivide** (physical planning); Charged on whoever wants to sub-divide his leasehold interest. Apply in writing to the BLB – MD
- **Consent to Sub-Lease** (legal matter) charged on whoever sets out to sublease part of his/her registered interest to another party. Apply in writing to the BLB – MD
- **Consent to Sublease a condominium** (legal matter) Consent is given to clients with interest of a condominium. A charge of 3% of the sale value is paid. Apply in writing to the MD Buganda Land Board.

PART D. OTHER PRODUCTS & SERVICES

1.0. Lease Access Finance Initiative (LAFI)

Buganda Land Board came up with an apt solution where it partners with financial institutions to help clients who are financially constrained but want to secure tenancy to acquire loans in order to facilitate the exercise. To date BLB works with seventeen financial institutions under this arrangement and they include: Centenary Rural Development Bank, Opportunity Bank, Tropical Bank, Housing Finance Bank, Post Bank and others. Many more are coming on board.

1.1. Benefits of LAFI

- I. It enables clients to access finance on friendlier terms in order secure tenancy.
- II. On part of the financial institutions it increases the number of loan applications with meaningful collateral.
- III. A wider client base for Buganda Land Board of Title holders on Kabaka's land.

1.2. Obligations of the parties

The clients go through the normal Buganda Land Board's Lease Processing

- I. Kibanja Occupants
 - Provide requirements for registration and survey
 - Be in possession of an account with

- the financial institution
 - Have a steady income for loan repayment
- II. Buganda Land Board
- Ascertain applicant's ownership of the kibanja
 - Process applicant's information
 - Provide a valuation estimate for the client to the Financial Institution
 - Process through to a Leasehold Title
 - Present to Financial Institution the client's title as collateral
- III. Financial Institutions
- a. Assess client's credit worthiness
 - b. Advance estimated dues to Buganda Land Board
 - c. Hold all securities until loan is cleared

1.3. Process Flow

- Application for this facility is made available both at Buganda Land Board and participating financial institutions.
- The duly filled application forms should be forwarded to Buganda Land Board for preliminary scrutiny.
- The applicant is required to pay at least 20% of the pre-determined costs for lease processing inclusive of survey fees.
- Buganda Land Board forwards valuation estimates needed to process the lease for the client to the financial institution.
- The financial institution is required to make the necessary payments to enable BLB process the title.

- Buganda Land Board presents to financial institutions the client's title as collateral.

2.0. Land Banking

The essence behind the land banking phenomenon is to enable tenants on Kabaka's land to surrender part of their interest on their respective bibanja (holdings) to Buganda Land Board (landlord) in return for leasehold Certificates of Titles on the remainder. **This is voluntary and it is agreed upon by the two parties according to Section 36 of the Land Act.**

2.1. Benefits of Land Banking

- I. First and foremost it enables tenants on Kabaka's land with security of land tenure by having titles.
- II. Secondly having titled land opens up business and development opportunities for clients as it can easily be used as collateral.
- III. The core principle behind Land Banking is to encourage optimal land use and better living through planned settlement on part of tenants. This direct intervention on part of landlord helps in land and property appreciation.

2.2. Land Banking & Acquisition Process Flow

I. Pre-activities

The first stage involves engaging in informal talks with prospective clients

II. **Verification**

- Physical inspection carried out by a Land Banking Officer and a brief prepared
- Survey to be carried to establish the status and acreage
- Valuation done basing on current values or commissioned
- Clearance by the Legal Department

III. **Final Stage**

- Files are presented to Internal Land Banking Committee for assessment
- Clearance given by finance on modes of payment and commission
- Files finally present to the Land Acquisition and Disposal Committee for clearance

3.0. Land for Investment

- I. Land reserved for investment.** This is land set aside on the basis of its viability for potential investment. Although the nature of the investment is dictated by the organization's physical planning this can be adjusted depending either on its feasibility or requirements of the investor provided it has been agreed and cleared by Buganda Land Board.
- II. Land identified by would-be investors.** Investors can identify a piece of land and approach Buganda Land Board with a view of securing leasehold.

3.1. Criteria for qualification

- I. Copy of Identification
- II. Proposed business development concept, estimated project cost and Ghant chart showing implementation phases along with time frames
- III. Bank statement for at least 12 months for company, six months for an individual (proof of financial ability to undertake project)
- IV. Copies of all certified legal Documents i.e. Business registration certificate, Certificate of incorporation, memorandum and articles of association, list of operational Licenses if applicable.
- V. Certified License for the Business for local companies/investment certificate for international companies.
- VI. Tax receipts for local companies (Proforma and VAT for previous year)
- VII. Audited books of accounts for the most previous year.
- VIII. Historical Cash low for the Business for the past one year. (where applicable)
- IX. Projected cash low.

4.0. E-Leasing

This was set up for those clients who for various reasons do not have time to come to Buganda Land Board Branches. These clients can lodge their application via the internet and make payments as well.

How to apply for a lease using the internet?

- I. Log onto Buganda Land Board Website; www.bugandalandboard.or.ug and fill in an application form.
- II. Client makes on-line payment to Buganda Land Board account; Centenary Rural Development Bank A/C no.2210600029. Upon payment client is required to notify Buganda Land Board.
- III. The client is required to avail the following either by post or in a scanned format; two sized passport photographs, proof of ownership documents, copy of bank payment slip, photo of plot and a directional/sketch map.
- IV. The application then goes through the normal lease process at Buganda Land Board.
- V. The client is updated at each stage electronically via mail or telephone communication up to issuance of title.

5.0 Leasing for Telephone Masts

This product is designed to benefit unregistered tenants on Kabaka's land who would wish to sublease to a Mast or Tower company but have no lease on the said land. This would require the tenant to acquire a certificate of title with help of the tripartite

agreement. The agreement is made between three (3) parties i.e.; The Kabaka of Buganda (land lord), the tenant and the Mast or Tower Company. It clearly stipulates that:

- o The unregistered tenant must get a lease
- o Lease has to be paid by the Mast or Tower Company directly to Buganda Land Board in names of the tenant
- o The lease should cover the whole area of the tenant's plot of land and not limited to the Mast/Tower Company's area of interest
- o The Mast or Tower Company pays 50% mast rent to both the land lord and the tenant

After the lease has been processed, the tenant is given consent to Sublease to the Mast or Tower Company.

6.0 Land Electronic Card (LE-Card)

This is a Buganda Land Board land management innovation through a secure smart card to minimize fraud during land transactions. The uniqueness of this smart card is its;

- ❑ *Ability to avail real-time data to tenants in time of need and query.*
- ❑ *Saves the owner from carrying a lot of documents during the transaction.*
- ❑ *It's convenient and simplifies transactions i.e transactions can be done at any time and day.*

- It fights fraud and impersonation*
- It's secure*

This smart card uses the Biometric palm vein technology which links the tenant identity to his/her land records.

For an Individual to acquire the LE. Card he or she pays 100.000/= whereas a Company pays 200.000/= in a single Issuance. One card applies for multiple pieces of land one owns.

7.0 Busuulu Collection

Busuulu is collected in according to the Land Act cap 227 and the Land Amendment Act 2010 Section 31 where it is stated after subsection (3c) and (3d), District land boards were given a mandate to assess their nominal ground rent (busuulu) and where the board did not determine the annual nominal **ground rent** payable by a **tenant by occupancy** within six months after the commencement of the Land (Amendment) Act, the ground rent was to be determined by the Minister of Lands. BLB collects nominal ground rent as set by the District Land Boards or by the Minister of Lands, Housing and Urban Development as indicated in section E (charges).

8.0 External Services

Buganda Land Board opened up to provide land related services to clients who need services outside the Kingdom land. This is as result of the professionalism and experience in land related matters gained over the years. The inadequacy of specific trained and licensed professionals like surveyors and valuers also calls for BLB that has the man power to extend services to other land tenure systems in the country. The services provided include:

- Land Surveying
- Land related legal services
- Valuation
- Land title processing and other land related services (Land Conveyancing)

PART E. SCHEDULE & CHARGES

1.0. Schedule

ACTIVITY	TIMEFRAME
Registration	2 weeks
Survey	2 months
Lease Committee	2 months
Agreements	2 weeks
Titling	2 months

2.0. Registration & Survey Fees:

Charges are levied according to size and location of the land to be surveyed. The sizes are always bundled in ranges.

AREA	CHARGES
Below 1 Acre	1,200,000/=
1 to 3 Acres	1,675,000/=
3 to 10 Acres	1,960,000/=
10 to 30 Acres	2,160,000/=
Above 30	Negotiable

Note: *The charges include registration, inspection, verification fees by local authorities and survey fees. Under the cost of survey, government dues (at the land offices) are inclusive as well as survey handling fees for the surveyors.*

3.0. Physical Planning Fees

Consent to plan & survey report 500,000/= (these fees constitute a detailed survey report and fees for a private licenced physical planner services).

4.0. Legal Fees

Legal charges are based on premium paid by client. These constitute fees involved in drawing of lease offers and agreements by court advocates.

The fees vary between 200,000/= to 350,000/= depending on the final total payable premium.

5.0. Computation of Premium and Ground Rent Charges

Computation of premium charges is based on capital value and the size of the plot and does not exceed 10% of the capital value of the land. This is in line with the government chief valuer guidelines of 2009. The capital values of land in different locations is periodically revised by a certified/ licenced valuer.

Illustrations

- I. **Capital Value** of land/plot = Size of plot (acreage) x Capital value of an acre.

II. Conversion of Hectares to acres

$$\text{Acres} = \text{Hectares} \times 2.471$$

For example; a plot at Zana of 0.077 Hectares

$$\text{Acres} = 0.077\text{hec} \times 2.471 = 0.19 \text{ Acres}$$

0.19 Acres is the same as 19 decimals

III. Premium is charged at 10% of capital value

Capital Value; 1 Acre at Zana is 350m/= Therefore a plot of 19 decimals (0.19 Acres)

$$\text{Capital Value} = 0.19 \text{ Acres} \times 350\text{m}/=$$

$$\text{Capital Value of 0.19 Acres} = 66.5\text{m}/=$$

$$\text{Premium} = \text{Capital Value} \times 10\%$$

$$\text{Premium} = 66.5\text{M} \times 10\% = 6.65\text{m}/=$$

IV. Ground rent: It is 1% of capital value or 10% of premium.

$$\text{Ground Rent} = 66,500,000 \times 1\%$$

$$\text{Ground Rent} = 665,000/=$$

V. Revision of Ground rent: This is done in accordance with the terms and conditions stated in the lease agreement. Usually it is done after either 5 or 10yrs.

G/Rent Revision is done at 20% increment

$$\text{G/Rent Revision is } 665,000 \times 120\% \text{ G/}$$

$$\text{Rent Revision} = 798,000/=$$

VI. Extension fee; is 50% of the revised ground rent. So the extension fee for the

above revised ground rent is 798,000 x 50% which is 399,000/=

VII. Consent to transfer: for a **titled** plot is **2%** of its capital value. Using the above example, it will be $(0.190 \times 350,000,000) \times 2\%$ which is **1,330,000/=**. **This is negotiable**

VIII. Consent to sub-divide: Is 1% of its capital value. So, to sub-divide the above plot is $(0.190 \times 350,000,000) \times 1\%$ which is **665,000/=**

IX. Title charges: These are computed as (Number of years Leased x Ground rent + Premium) 1.5% + 345,000/=

$$\text{Title Charges} = (49 \text{ years} \times 665,000 + 6,650,000) \times 1.5\% + 345,000 = 933,525/=$$

Source: Buganda Land Board Land Values per acre of different areas – November 2016

6.0. Busuulu Charges:

Busuulu is charged as assessed by the District Land Boards for those that assessed or by the Minister of Lands, Housing and Urban Development for those that did not assess as indicated below

Rates Used in Busuulu Collection:

Institution	District	City	Municipality	Town Council	Town Board	Rural
District Boards	Masaka		12,000/=	10,000/=		2,500/=
	Luweero			20,000/=		5,000/=
	Nakaseke			30,000/=		5,000/=
	Rakai			30,000/=	20,000/=	5,000/=
	Ssembabule			20,000/=	15,000/=	5,000/=
Minister of Lands, Housing and Urban Dev't		50,000/=	40,000/=	30,000/=	20,000/=	5,000/=

PART F. RESPONSIBILITIES & OBLIGATIONS

1.0. Clients Responsibilities

- I. Clients are required to acknowledge the Royal status of the Institution so as not to be perceived as derogatory or seen to undermine His Majesty and the Kingdom.
- II. Clients have to follow the official procedures outlined by Buganda Land Board while doing business.
- III. There is equal responsibility on part of clients in ensuring that they are dealing with the right representatives from Buganda Land Board. If in doubt client can confirm identity through the given branch contacts.
- IV. All clients are required to make payments on Buganda Land Board bank Accounts.
- V. To treat our representatives with the utmost courtesy and politeness. Abusive language or violent conduct against our staff will be taken up seriously.
- VI. To show consideration, respect and behave in a manner which does not cause undue disruption to staff and other users of our services.

- VII. To maintain confidentiality regarding information about other clients, participants in groups or programs conducted by BLB.
- VIII. To provide complete and accurate information to Buganda Land Board in order to receive the best care.
- IX. Clients are encouraged to ask questions, discuss programs and if in doubt request a second opinion.
- X. To keep appointments or give notice as early as possible if unable to attend.
- XI. Desist from offering bribes, gifts, or any other inducements to staff, or to solicit the same.

2.0 Accountability

Buganda Land Board commits to:

- Report performance of the organization against this Charter
- Producing annual reports on implementation of the Client's Charter each financial year
- Regularly arrange meetings with clients for feedback
- BLB is committed to improving services and the Charter based on the feedback and review.

NOTE: BLB is committed to abide by the laws incidental or related to land management in Uganda including the Constitution and the Land Act.

3.0 Feedback and Complaint Mechanism

Clients' complaints and feedback can be made through the following communication channels.

- Email complaint to Buganda land board administration:

info@bugandalandboard.or.ug
makindye@bugandalandboard.or.ug
nansana@bugandalandboard.or.ug
kibuga@bugandalandboard.or.ug
kyaggwe@bugandalandboard.or.ug
ndeje@bugandalandboard.or.ug

- Call toll free line on 0800140140 or Buganda Land Board office line: 0312-263741/2, 0730-363742 (Head Office) 0730-800808 (Makindye branch), 0730-800832 (Nansana branch), 0730-800813 (Kibuga branch), 0730-800800 (Lufuka-Ndeje branch), 0730-800830 (Kyaggwe branch), 0730-800819 (Njeru Branch), 0730-800806 (Masaka Branch), 0730-800805 (Luweero Branch), 0730-800804 (Mpigi Branch) and 0730-800803 (Mityana Branch)

- Ticketing system: Clients address complaints to the Managing Director through writing. A ticket number for reference and follow up is issued when the letter is handed in at the front desk. Follow up can be done through our Customer Care Desk at the Head office.
- Walk in to BLB administrative headquarters at Masengere Building or go to any of the Branch offices.

SECURE YOUR TENANCY NOW!

BLB BRANCHES

Head Office

- Located at MASENGERE BUILDING, 1st Floor
- Contact: 0312 263741/2, 0730 363742 E-mail; info@bugandalandboard.or.ug

Nansana

- Located at NAKUKUULE, Hoima Road Kibulooka near Seven Sisters Flat
- Contact: 0730 800832 E-mail; nansana@bugandalandboard.or.ug

Makindye

- Located at GGOMBOLOLA HEADQUARTERS opposite Namasole Market
- Contact: 0730 800808 E-mail; makindye@bugandalandboard.or.ug

Kibuga

- Located at MUGANZIRWAZZA BUILDING, Katwe
- Contact: 0730 800813 E-mail; kibuga@bugandalandboard.or.ug

Kyaggwe

- Located at SSAZA HEADQUARTERS, Ggulu - Mukono
- Contact: 0730 800830 E-mail; kyaggwe@bugandalandboard.or.ug

Lufuka-Ndejje

- Located at LUFUKA PLAYGROUND, off Entebbe Road near Hotel Explorer
- Contact: 0730 800800 E-mail; ndeje@bugandalandboard.or.ug

Mpigi

- Located at GGOMBOLOLA HEADQUARTERS
- Contact: 0730 800804 E-mail; mpigi@bugandalandboard.or.ug

Mityana

- Located at SSAZA HEADQUARTERS
- Contact: 0730 800803 E-mail; mityana@bugandalandboard.or.ug

Buddu

- Located at SSAZA HEADQUARTERS
- Contact: 0730 800806 E-mail; buddu@bugandalandboard.or.ug

Luwero

- Located at WORKS OFFICES, Luwero
- Contact: 0730 800805 E-mail; luwero@bugandalandboard.or.ug

Njeru

- Located at NJERU TOWN COUNCIL
- Contact: 0730 800819 E-mail; njeru@bugandalandboard.or.ug