

**CASE STUDY RESEARCH:
Impact of COVID-19 Pandemic on Business Registries**

The European Business Registry Association (EBRA), together with our peer organizations International Association of Commercial Administrators (IACA), Corporate Registers Forum (CRF) and ASORLAC, is seeking member feedback on the impact of the COVID-19 Pandemic on business registries.

Therefore, we ask that you briefly answer the following questions by close of business on **2nd April 2021**. We are looking for descriptive and specific answers, but please quantify where possible.

We will publish the Case Studies in full, and we will provide short commentary identifying themes and common threads across organizations.

Should you need any clarifications or have any practical questions, please contact please contact us at survey@ebra.be.

E-mail address*:

Country*: *Uganda*

Jurisdiction:

Institution*: *Uganda Registration Services Bureau*

1. COVID-19 in your country

Please outline in general terms how COVID-19 has affected life and the economy in your jurisdiction.

- Limited person to person interactions in favor of virtual approaches
- Limited economic activities and options leading to low purchasing power
- Archaic business lines abandoned for a new normal.
- Change in priorities

2. Impact of COVID-19 on workload and operations

Please describe and possibly quantify the impact you have observed on workload and service times (e.g. number of new businesses, number of secured transactions filings, change in demand for specific documents, etc.). Please outline and describe any reorganization measures you have implemented to address the challenges related to everyday operations (e.g. remote work, virtual collaboration tools, mail filings, scheduled visits, personal protective equipment for employees, etc.).

- Virtual registrations. The registry fast-tracked online services as a result of the lockdown arising out of COVID 19 pandemic. With limited movement there was a necessity for alternatives to delivery and conveyance of filings and related applications. Currently, all new registrations and filing of Annual returns is done online, in addition to limited resolutions.
- Change management and associated resistance. Although the only option during lockdown was for online registration, the migration process was in tandem with stakeholder management.

- Self-reliance. In house developed systems appeared more forth coming especially with the lockdown. This innovation has become a way of life, awakening the talent hitherto ignored.

3. Impact of COVID-19 on development projects and strategy

Please describe whether you have had to reschedule (accelerate or delay) any planned projects. Additionally, please provide details of sustainable, long-term interventions you have implemented to address immediate challenges (i.e. eID solutions, online filings, simplification of procedures, etc.). If any, please identify specific processes you had in place prior to the pandemic that you would say made you better prepared to cope with the new challenges.

- A number of planned activities were rescheduled to fit in the COVID 19 SOPs. These include Business registration clinics that had hitherto been operated in busy commercial centers.
- Low Budget support and change in funding priorities.

4. COVID-19 and companies

In this section please describe the measures that your organization and/or the authorities in your jurisdiction have undertaken to simplify doing business in your country and adjust to the public health recommendations (e.g. removing administrative procedures, holding annual shareholder meetings online, extended filing deadlines, etc.)

- All digital, All online. Virtual accessibility to services emphasized.
- Relaxed compliance and enforcement of penalties to accommodate AGM requirements.

5. The “New Normal”

Please share your organization’s vision for the “New Normal”. In this section, please explain any initiatives or projects you are planning to undertake in order to be better prepared for preserving business continuity and maintaining service quality in the medium and long term.

- Online registration
- Virtual stakeholder engagements.
- Appropriate legal reforms to accommodate such principles as virtual meetings.

6. Please share anything else you find relevant in the context of coping with the COVID-19 pandemic that you haven’t mentioned before. If you would like to submit any supporting information related to your response, please e-mail your file to survey@ebra.be, with clear reference to your country and jurisdiction.

- N/A

7. Contact details

Please provide contact details (name and e-mail address) for the author of the case study for your jurisdiction. Please be advised that the contact details will be published and shared together with the content:

Name*: Robert Mugabe

Email address*: Robert.mugabe@ursb.go.ug

**Mandatory field*