



**DIRECTORATE OF INTERPOL
& INTERNATIONAL RELATIONS
UGANDA POLICE FORCE**



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Our Ref: **INT/C/VOLXIII/70**

Your Ref: Executive Director
Uganda External Recruitment Association
Kampala.



7th May, 2021

Date:

COMMENCEMENT OF ON-LINE APPLICATION OF CERTIFICATE OF GOOD CONDUCT (COG)

Effective 17th May 2021 the Certificate of Good Conduct booking will be done on-line. Meanwhile from 10th to 16th May, 2021 processing of Certificate of Good Conduct will be closed to enable us upgrade from the current system to the new one.

However, only those that have paid for certificate of good conduct before 8th May, 2021 will be worked upon during this time of closure.

As for now each applicant will be required to have an e-mail address to use to open an account. However, consideration can be given to Companies to use one e-mail to book, more than one not exceeding 20.

For that to happen the Company will provide the e-mail to us (INTERPOL) for configuration. The guideline for online application are contained in the UPF web site.

Copy of Public Notice with details of the on-line application procedures is attached.

This is to request you to circulate this information to all your member Companies that would wish to train their staff on use of the application. For more information contact **SSP MAYEGU MOSES Tel: 0707308658.**

Regards.

Charles R. Birungi
Ag. Director INTERPOL and International Relations.

Copy to:

- Inspector General of Police
- PS. MOGLSD



UGANDA POLICE FORCE

PUBLIC NOTICE

ONLINE APPLICATION FOR THE CERTIFICATE OF GOOD CONDUCT AND POLICE CLEARANCE CERTIFICATE

INTRODUCTION

The Uganda Police Force is mandated under section 2 and 3 of the identification of the offenders Act Cap 119 (1960) and Police Act Cap. 303 (2006) as ammended to take and keep criminal records of all persons who have committed crime.

Increasingly, to protect and guard their interest from criminal elements, Countries and Organizations all over the world have over times put additional measures to identify and apprehend criminals. Such measures include the taking of fingerprints which are used for national identification, issuance of passports, visas, employment, joining academic institutions etc.

This has therefore made the demand and applications for certificate of good conduct increase significantly. In 2020, 33,720 applicants were processed. Since the beginning of 2021 (from January to April) a total of 36,016 applicants have been processed so far.

Cognizant of the threat of the spread of COVID -19 and to minimize congestion at the Directorate of INTERPOL Headquarters' which is mandated to issue certificates of good conduct, UPF is launching online services effective 2nd May 2021.

This is being done with aim of:

- a. Reducing on the overcrowding at the Directorate of INTERPOL and International Relations
- b. Reducing on the time spent in the process of acquiring the certificates of good conduct.
- c. Helping the public to track the status of their applications.

- d. Ensuring efficiency in the payment for the certificate of good conduct hence increasing on the revenue collection.

SUMMARY OF THE PROCESS.

1. Login into UPF website-www.upf.go.ug and click on the service tab OR type service.upf.go.ug in the browser.
2. Generate PRN form.
3. Make payments using any bank, Mobile money or visa card.
4. Book the date of appointment.
5. On the date of appointment come to INTERPOL for finger prints with the following items;
 - a. Two passport size photos, proof of payments, photocopy of Bio data page of the passport and National ID for the Ugandan citizens.
6. After taking finger prints 5 to 7 days, you will be notified by a message on your email address when the certificate is ready for collection.

Details of the process are as below;

A. LOG IN AND CREATE AN ACCOUNT

1. Visit Uganda Police Website on www.upf.go.ug and click on Service tab
2. Or type service.upf.go.ug in the browser
3. Click on Register to create an account if you don't have one, else click on Login
 - a. Please agree to the terms and conditions by clicking in boxes on left and click next
 - b. This account is created once
 - c. An active email address is required to create an account
4. A link will be sent to your email to activate your account and a Log in page will be opened for you to enter your email and password that you entered while creating an account.

Note: The steps above apply to those who have never created an account in the system. Those with accounts, just click on login to start your application process.

B. BIO DATA REQUIREMENT

1. Once successfully logged in, click on New Applicant button
2. Fill in all the required fields.
 - a. All fields marked with **a red star are mandatory**

- b. **Passport Number is Mandatory** for Non-Ugandans
- c. **NIN is Mandatory** for Ugandans
- d. In case a Reason for Certificate application is not provided, please choose Others and specify the reason

Warning: The Details entered here will be the details to appear on your Certificate. So, any incorrect information entered at this level will affect the output of your certificate.

C. PAYMENT INFORMATION

1. Select the type of service you are applying for
2. Select your favorite mode of payment
3. Preview your entered information and if its correct Proceed
4. Payment slip with PRN will be generated where you will make your payments
5. Payment can be done through the bank, mobile money and visa card.

Note: This PRN expires after 21 days where after you will be required to regenerate it.

D. BOOKING PROCESS

1. After making payment of the selected service, login in your account
2. Select Complete Application
3. Select the Applications that you have made payments for. (This is for the case of companies that book for more than one applicant.)
4. Click Proceed

NB: You will only Proceed if and only if payment has been completed.

5. Select Book for an Appointment to book for the date of your convenience
 - a) Do not book on Weekends and Public Holidays
 - b) Dates with red color means are fully booked

E. Applicants from outside Uganda

The process remains the same but the mode of payment is only by visa cards or master cards for the amount payable in U\$30.

Then the applicant will have to send the original finger prints, scanned copy of the valid passport, scanned copy of the exit visa from Entebbe International Airport, an application letter

addressed to Director INTERPOL and International relations and a copy of the payment receipt generated from URA.

PLEASE NOTE THE FOLLOWING:

- i. Every step taken you will receive an email to confirm an activity done and to remind of the next process especially after booking for an appointment
- ii. Print out a booking receipt as you will require it at the entrance
- iii. Only those booked for a specific date will be worked on. In case you miss to appear on the date you booked, you will be required to re-book for another date.
- iv. You will be required to move with two (2) passport size photos and a copy of your National ID or Passport
- v. The system will keep you updated on the processes of your application until your certificate is ready for picking.
- vi. NB: The fees remains unchanged for the two certificates, that is 76,000 shillings for the certificate of good conduct and 23,000 shillings for the police clearance.

In case of any inquiries contact the following people;

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