NBRB NATIONAL BUILDING REVIEW BOARD

Safe Building, Better Living

Building Industry Management System (BIMS)

USER TRAINING MANUAL

Participant Workbook

Participant Name	
Institution	
Date	

Training Modules and Learning Objectives

Module No.	Learning Objectives
	• About NBRB • About BIMS • Role of BIMS • The BIMS Stake holders • Role of the user manual
Module 2	• How to access BIMS • Creating Accounts • Validating Accounts • Logging into the system
Module 3	• Making applications • Verification of professionals • Making payments • Attaching required documents

Module 1:

About the Building Industry Management System (BIMS)

Module 1: About NBRB and BIMS

This Module will focus on:

- About NBRB
- About BIMS
- Role of BIMS
- The BIMS Stake holders
- Role of the user manual

1.1 About NBRB

The Government of Uganda (hereafter GOU) through the Ministry of Works and Transport enacted the Building Control Act, 2013 in a bid to "Consolidate, harmonize and amend the law relating to erection of building, to provide for building standards; to establish a National Building Review Board (hereafter NBRB) and Building Committees; to promote and ensure planned decent and safe building structures that are developed in harmony with the environment and for other related matters".

The National Building Review Board (NBRB) was established to monitor all building developments, determine the fees to be charged by the urban and district building committees for approval of plans, issue building permits and occupation permits and hear and determine appeals from persons dissatisfied with the decisions of the Building Committee, among others.

1.2 About BIMS

What is BIMS? - BIMS – is an acronym for Building Industry Management System which is a web-based interactive application/tool that avails all those intending to apply for building related services a simple interface to facilitate the process.

1.3 Role of BIMS

BIMS Creates a simple, reliable fast and effective way to apply, follow up and process building permits across Uganda. It's a Government of Uganda (GOU) eService through a collaborative effort between the National Building Review Board (NBRB) and the National Information Technology Authority Uganda (NITA-U) to reduce delays and improve efficiency and effectiveness of the building control process.

1.4 The BIMS stakeholders

The manual is aimed at providing guidance to every intending developer that would like to apply for a building permit, building committees across the country and staff at the National Building Review Board.

No.	Stakeholder Category	Activity on the BIMS
1	Citizens/Applicants	• Account creation • Building Permit Applications • Appeals Applications • Notice of construction commencement • Request for routine inspections • Occupation permit applications
1	Building Control Office	• Receive Applications • Categorize applications o Building permit o Occupation permit • Review submitted documents • Prepare Report for Building committee • Receive notice of commencement • Schedule Building Inspection • Issue inspection reports
1	Building Committees	• Ensure compliance with the Act • Review and approve applications based on BCO Report • Issue Building permits • Issue Occupation permits

No.	Stakeholder Category	Activity on the BIMS
1	Engineers	• Confirm preparing engineering drawings • Request for routine inspection • Acceptance to supervise constructions • Fill in inspection booklet
1	Architects	• Confirm preparing submitted architectural drawings • Acceptance to supervise constructions • Request routine inspection • Fill in inspection booklet
1	Surveyors	• Confirm preparing submitted boundary opening report • Acceptance to supervise constructions • Request routine inspection • Fill in inspection booklet
1	NBRB	• Carry out monitoring of the Building Control Activities • Receive appeals • Review Appeals and original applications • Issue decisions on appeals
1	ICT Admins	• Manage the System to ensure uptime • User Management • Backup and recovery
1	URA	• Collection of building control fees
1	URSB	• Confirmation and verification of registered businesses, companies, corporations • Verify agreements and powers of attorney
1	Ministry of Lands	• Verification of Land ownerships
1	NIRA	• Verification of identity

1.5 Role of the User Manual

The manual is aimed at providing guidance to every intending developer that would like to apply for a building permit, building committees across the country and staff at the National Building Review Board.

Training manual equips citizens with knowledge and ability to;

- Access the BIMS over the web
- Create Accounts on the system
- Activate accounts on the system
- Make applications
- Appeals
- Notify commencement

END OF MODULE ACTIVITY - 15 minutes

a. What are some of the benefits of using the BIMS
b. Who are some of the users of the BIMS
c. What are some of the problems you think will hinder usage of the BIMS

Participant Notes:

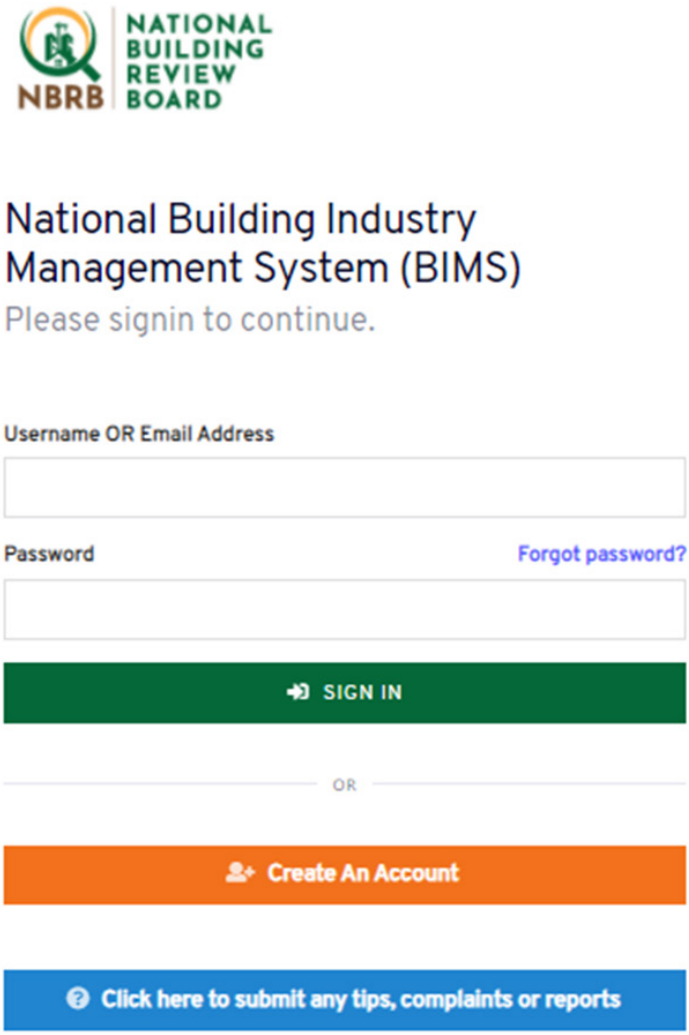
2. MODULE 2 – Accessing BIMS

In this module we shall look at;

- How to access BIMS
- Creating Accounts
- Validating Accounts
- Logging into the system

2.1 How to access BIMS

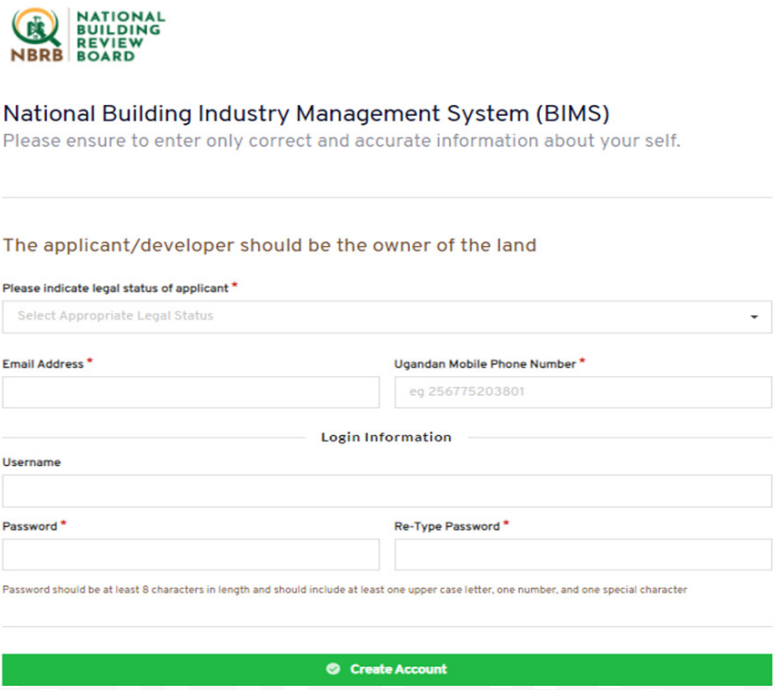
This system is web based and accessed through the link bims.go.ug over a web browser. The system can be accessed over the computer and mobile devices to ease the application process for everyone.
When the link to the system is opened, it gives the user three options



i. Login: This option is for returning users who have already created user accounts on the system. The user will be required to enter their username and password to be able to access the system and their account profile.
ii. Create Account: This Option is available for first time users of the system and allows the user to create an account on the system.
iii. Submit any tips, complaints or reports: This option enables users to submit any comments without necessarily creating accounts.

2.2 Creating Accounts

Before using the system, a user is required to create an account on the system. This is to help the new users access the system and help on record tracking. Creating an account is a-one-time option after which the user will have to login whenever they want to access the system with ease. Password created should be atleast 8 characters long with one upper case, number and special character. Below is an illustration of information that is captured to help one create a user account;



- **Legal status:** This is a drop down option where a user selects either Individual or company or Government entity. Where applicant is an individual, citizenship is required to confirm whether applicant is Ugandan or non-Ugandan. Where applicant is a company or government entity, the registration number and TIN is required to establish whether company is registered or not. This is verified through integration with URSB and URA.
- **NIN:** NIN is National Identification Number which is Identification for the applicant. The NIN shall be verified through Integration with NIRA to confirm the applicants' details. This is applicable where applicant is a Ugandan Citizen.
- **Passport Number:** This is applicable where the applicant is non-Ugandan citizen.
- **Email and Telephone:** The applicant enters their email address and Telephone number that will be used for notification purposes. The email is used for confirmation of an account created.
- **Username and Password:** The username and password combination is a combination that shall be used to uniquely identify an applicant and allow them to access the system and apply for all building related services.
  oTIP: *A user shall be required to memorize their username and password and keep them secret.*
- When setting up a password, the user is asked to re-type the password to confirm their password.
  oTIP: *Always keep your password secret and do not share it with others.*

Once the above information is submitted, the user will receive both an email and SMS where they are requested to verify within 7days. Therefore, you as the user will use the given username or email and password to sign in.

2.3 Account Validation

After creating an account, the user is required to validate the created account. A validation link is sent to the email given which the user needs to follow to validate and make the account available for use.

Rachael, Please verify your account 1 message

From: "National Building Industry Management System (BIMS)" <no-reply@nbrb.go.ug> May 26, 2021 11:06 AM

To: "Rachael" <test@nbrb.go.ug>

Dear [redacted],

You are Almost there! Thanks for creating an account on the National Building Industry Management System (BIMS) Portal. It's our pleasure to have you on board.

Before you get started, please click the link below to verify your email address (We promise not to send you any spam):

https://bims.go.ug/accounts/verify-account/6e8e88697fdb74166add0e3b07fcd547e28b7502

If your account information is not verified by **02nd June, 2021 11:06:26**, which is 7 days from now, it will be suspended.

Feel free to contact us at support@nbrb.go.ug for further assistance.

Best Regards,

National Building Industry Management System (BIMS) Team

Figure 1: Request to verify Created account

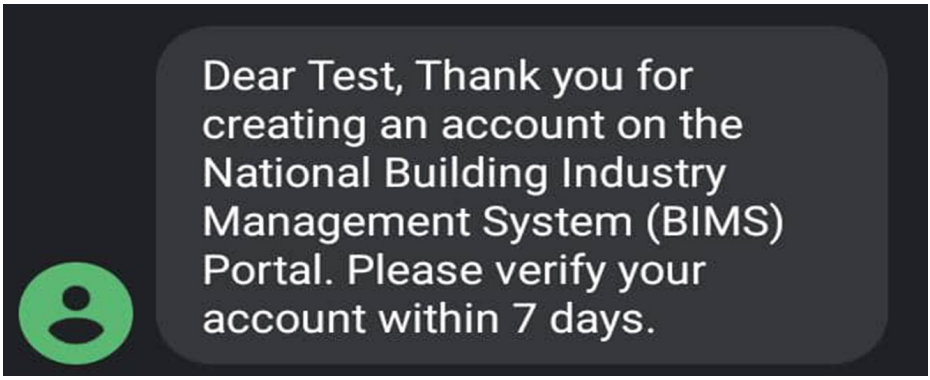
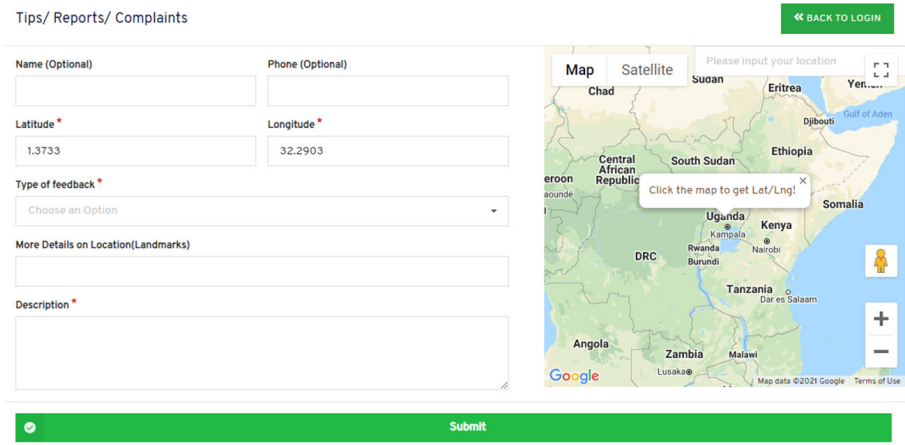


Figure 2: SMS Account Creation Notification

2.4 Click here to submit any tips, complaints or reports

The users are given a chance to submit complaints, reports and any tips without creating accounts. The user inputs name and phone number, which is optional especially for whistle blowers. The GPS coordinates are made compulsory to guide the receiving end on action to be taken. Type of feedback input can either be illegal construction, collapsed building,

accidents or others. The user is further required to put a description or detailed information on the feedback being submitted. All this information is submitted and received at ***support@nbrb.go.ug***



2.5 Logging into the system

After creating and validating your user account, you are required to log into the system in order to be able to perform any action on the system.

The user is required to type the address https://bims.go.ug into the web address which will bring a page similar to the one below. You are then supposed to enter your username and password (the ones created in the previous step) then click the sign in button.

NATIONAL BUILDING REVIEW BOARD

NBRB

National Building Industry Management System (BIMS)

Please signin to continue.

Username OR Email Address

Password

Forgot password?

SIGN IN

OR

Create An Account

Click here to submit any tips, complaints or reports

After logging into your account, you are able to view a window similar to the following;

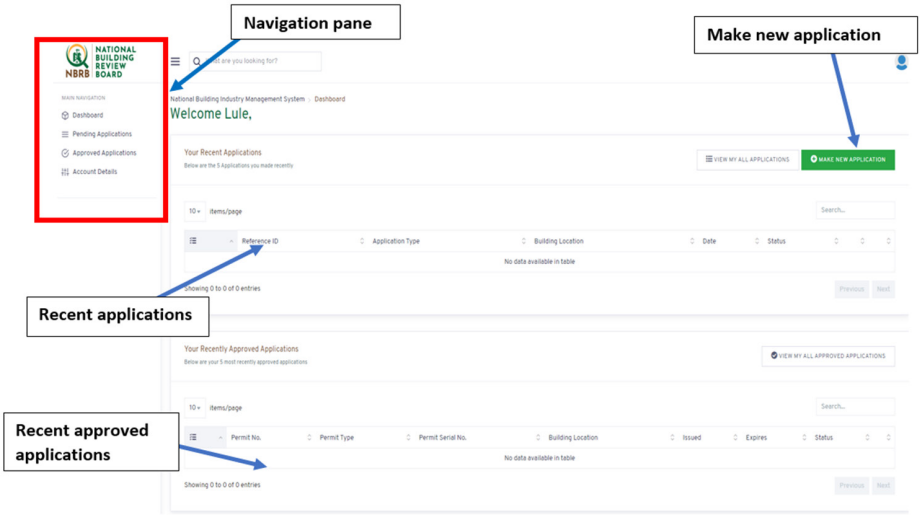


Figure 3: Typical BIMS user home page

From the user home page, you are able to see recent applications as indicated by the arrows.

a. **Navigation Pane:** Displays the various menu options that a user can select from to view different information on the system. On the home page, dashboard is automatically displayed on the screen whenever a user logs on to the system.

b. **Make New Application:** This option is selected by a user whenever they want to make a new application on the system
   - *The different applications will be seen in the next module*

c. **Pending Applications:** When selected from the system dashboard, this option shows all applications that have been submitted by the user and are pending approval.

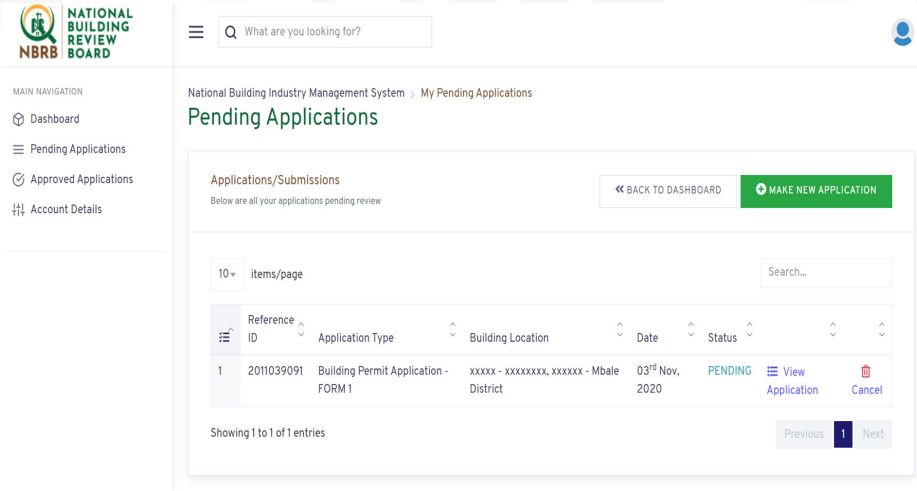
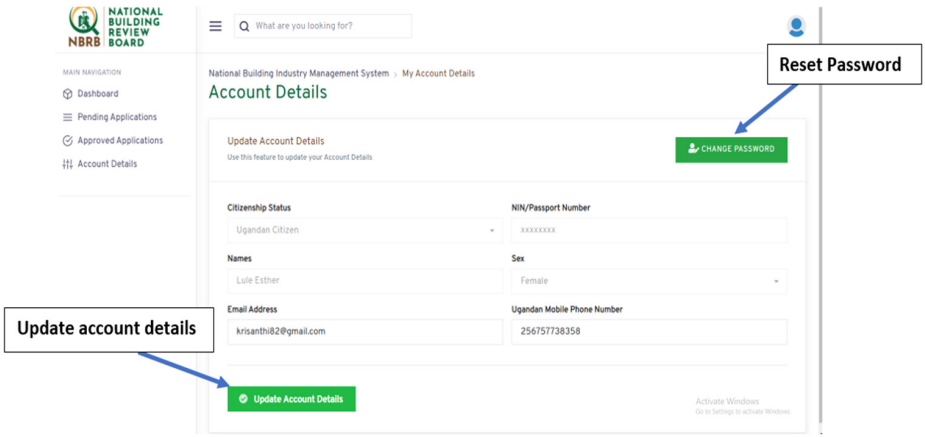


Figure 4: Illustration Showing pending user applications

d. Approved Applications: Once your application has been approved or denied, you will receive both an email and SMS notification. Or you can check the approved section to see which applications have been approved as seen below.

e. Account Update: The system allows users to update their accounts (Change emails, or phone number). NIN and the associated Identification details, cannot be changed once entered and verified



f. **Password Reset:** When a user forgets their password, the system allows you to reset your password. The user clicks on the forgot password link and is asked to enter their email address where the link to reset the password is sent. By following the link, the user is able to reset the password to a new one that can be used to login to the system.

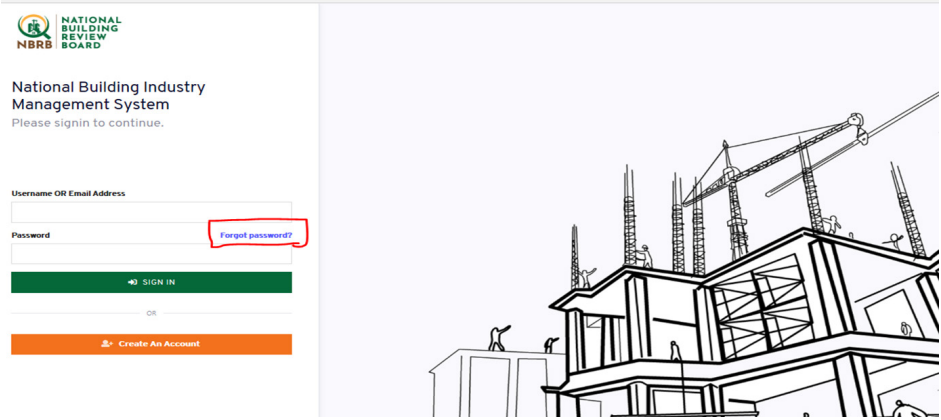


Figure 5: Forgot Password option

END OF MODULE ACTIVITY – 30 mins

a. Open your browser and type the web address for accessing the Building Industry Management Information System (BIMS)
b. Create a user account on the system (enter correctly all the required fields)
c. Open your email (the one used to create the account) and verify the account created
d. After verifying the account, go back to the system home page and sign into the account created by providing a user name and password
e. Following the dashboard links, answer the following questions
   - How many approved applications are in your account
   - How many Pending applications do you have
f. Using the Update account option, please do the following
   - Add another name to your details
   - Change your password

Participant Notes:

MODULE 3 – MAKING APPLICATIONS

This module covers the core of the work done by those intending to start building/ construction and gives guidance on how one makes applications. Under this module we shall cover the following;

- Making applications
- Verification of professionals
- Making payments
- Attaching required documents

3.1 Making Applications

After logging into the system using the username and password created in the previous module, the user will click on the option for Make New Application which is available on the dashboard as illustrated below.

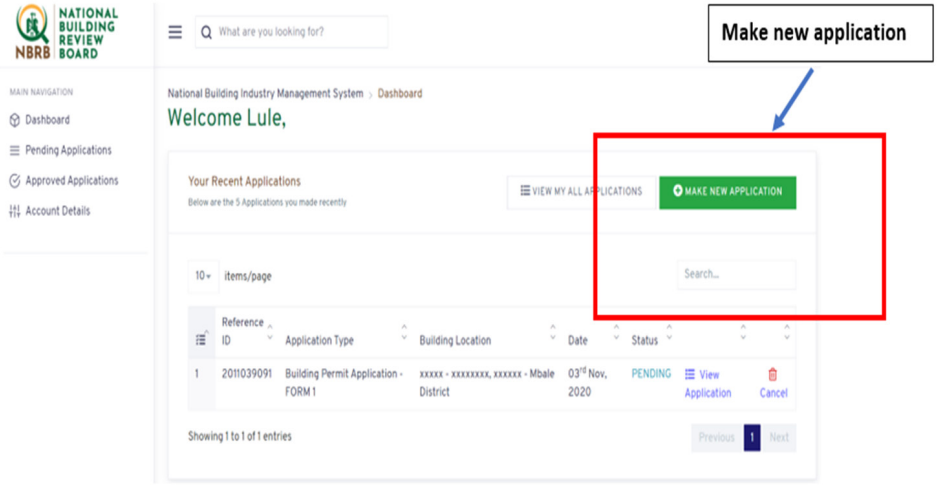


Figure 6: Illustration of the make new application option

After clicking the make new application option, you click on a drop down list which then displays the different applications that one is able to do on the BIMS.

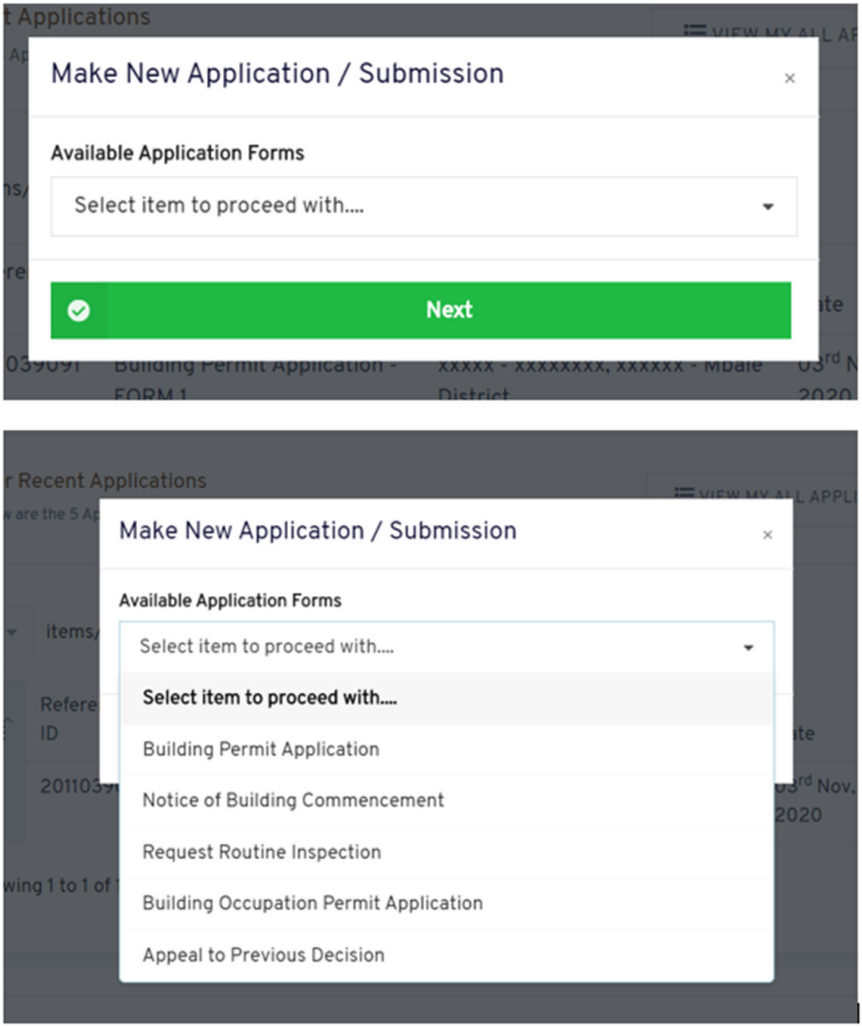
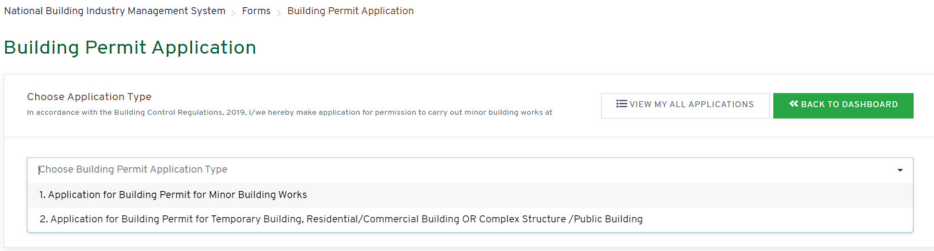


Figure 7: New Application Options

3.2 Building Permit Application

When one wants to apply for a building permit, they choose this option. After choosing to apply for a building permit, they will be required to choose what kind of building they want an application for. Below is an illustration showing the available building permit application options.

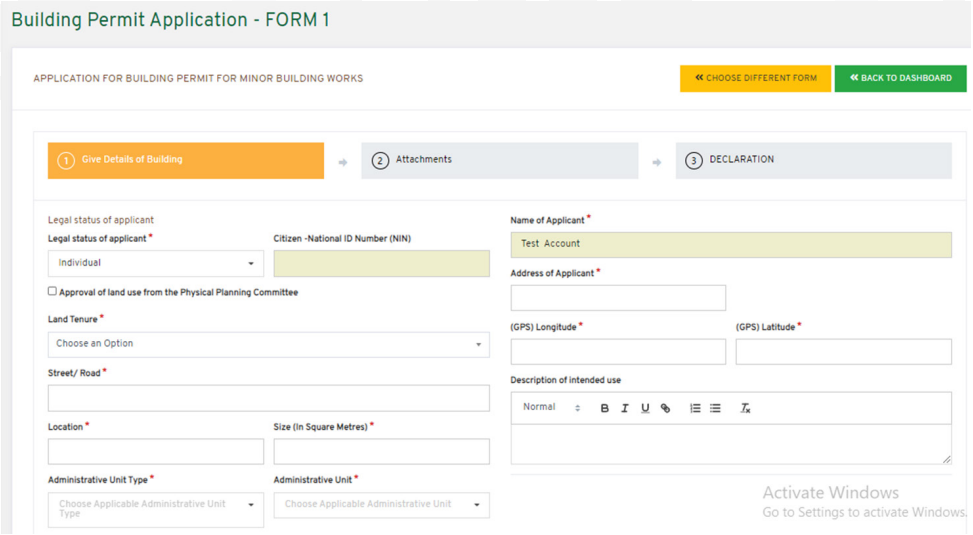


3.3 Minor Building Works:

Minor building works means a building operation of a single storey dwelling constructed of temporary, semi-permanent or permanent materials such as mud and wattle, mud bricks, burnt bricks, concrete blocks or timber boards and not more than thirty square meters in floor area.

When applying for a permit for minor building works, the applicant is required to fill Building Permit Application Form 1 with the details as indicated below;

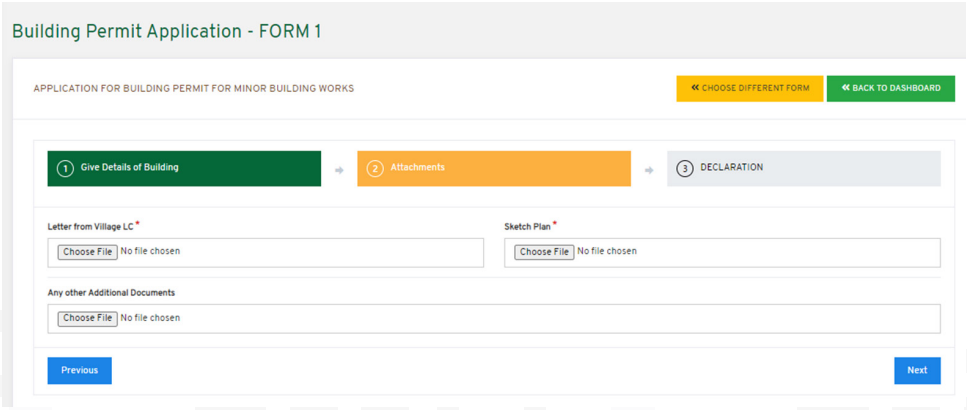
- Legal status of the applicant
- GPS location
- Plot No
- Block No
- Street
- Location
- Building size in Square meters
- Administrative unit Type (Municipality, City, District or town council)
- The Administrative unit



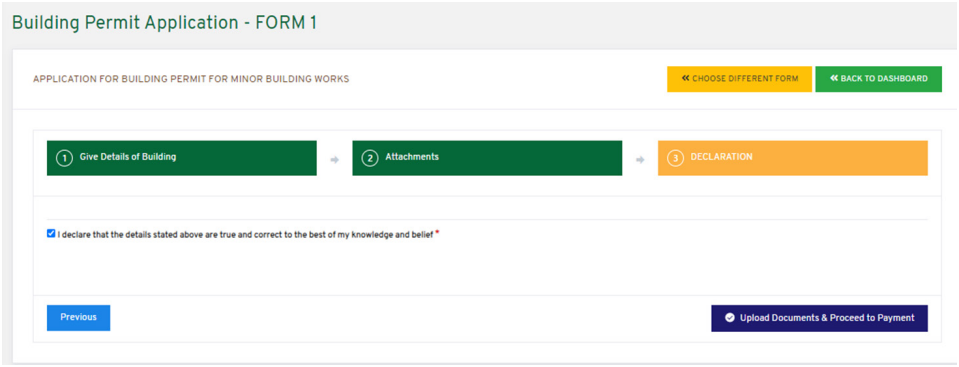
After entering the Details the user clicks next and is taken to the next window where details of the application are required.

The following details are required as attachments;

- Letter from LC1
- Proof of land ownership
- Letter of Approval of Land use
- Sketch Plan



The user clicks to browse and selects the documents and after all documents are selected, clicks upload and proceed to payment.
After clicking upload and proceed, the user has to declare that all the details stated are correct to the best of his/her knowledge.



The user is then taken to the summary of the application details showing all the application sections; application details, Assessment and attachments. At this point, the user is given a chance to edit any information if necessary else the user then proceeds to make payment. PRN is generated and payment options shown.

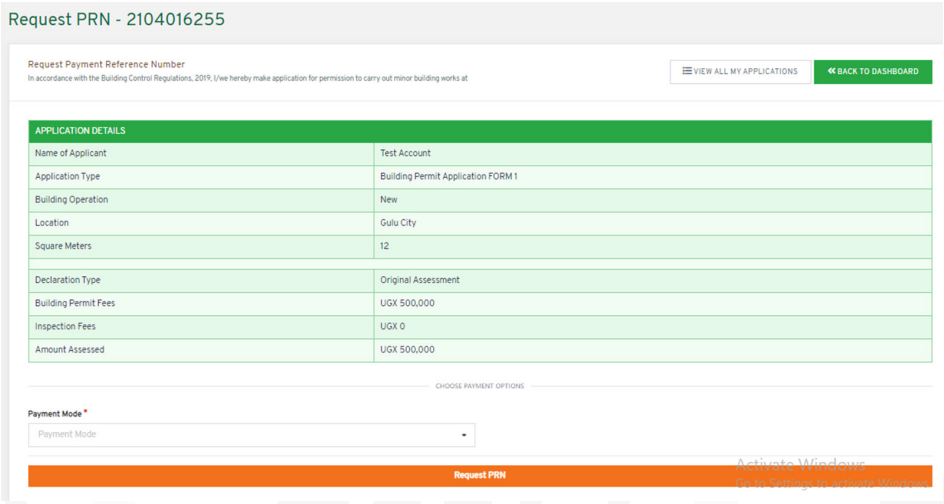


Figure 8: Request PRN Window

The following payment modes are available;

- Cheque Payments (CHQ)
- Direct Debit (DD)
- Electronic Funds Transfer (EFT)
- MasterCard VISA (Online)
- MTN Mobile Money and Airtel Money (MOBPMT)
- Over the counter Bank Payment (CASH)
- Point of Sale (POSPMT)
- Real Time Gross Settlement (RTGS)

Once the Request PRN option is selected, a PRN is generated that allows the applicant to go ahead and make the payment. After making payment the applicant proceeds to application submission.

PAYMENT REGISTRATION SLIP
FOR PAYMENTS OF
BUILDING CONTROL FEES

01/04/2021 12:37:08

CONTACT DETAILS
info@nbrb.go.ug
Tel: 0800 220746
Form No: NBRB 005

Name: Test Account
NIN/TIN: 12345
Phone: 256771811380
Email: test@nbrb.go.ug

PRN: 2210000023051

PAYMENT DETAILS

Declaration Type	Fee Name	Amount Payable
Original Assessment	Building Permission	UGX 500,000
Declaration Reference No.		5381010421

CHEQUE ONLY			CASH ONLY	
Bank	Cheque No	Amount	Currency	Amount
			50,000	
Amount in Words:			20,000	
			10,000	
			5,000	
			2,000	
			1,000	
Paid By	Signature		500	
			Others	
			Total	

Note:

1. All Building Control Fees shall be paid to Uganda Revenue Authority
2. Applications for Permits which are not paid with in 21 days from the date of submission shall automatically be rejected.

Figure 8.1: View of PRN document generated

PARTICIPANT ACTIVITY – 30 minutes

a. Login in to the system with your previously created username and password
b. Navigate to make new application option and make an application for minor buidling works
c. Write down the challenges faced during the application

Participant Notes:

3.3 Temporary Building, Residential/Commercial Building or Complex Structure/public building

This application is done using Building Permit Application Form 2 and requires the applicant to provide the information as indicated in the picture below;

The following application key details are required;

a. **Legal status of applicant:** This allows the applicant to indicate if the application is being done for an individual or company/registered business. For individuals, they will be required to enter their NIN which will be verified with integration to NIRA and for companies, verification of TIN and Business Registration Number (BRN) with URSB and URA will be done to confirm authenticity.
b. **Applicant particulars:** Names, physical address, Postal address, Telephone contacts

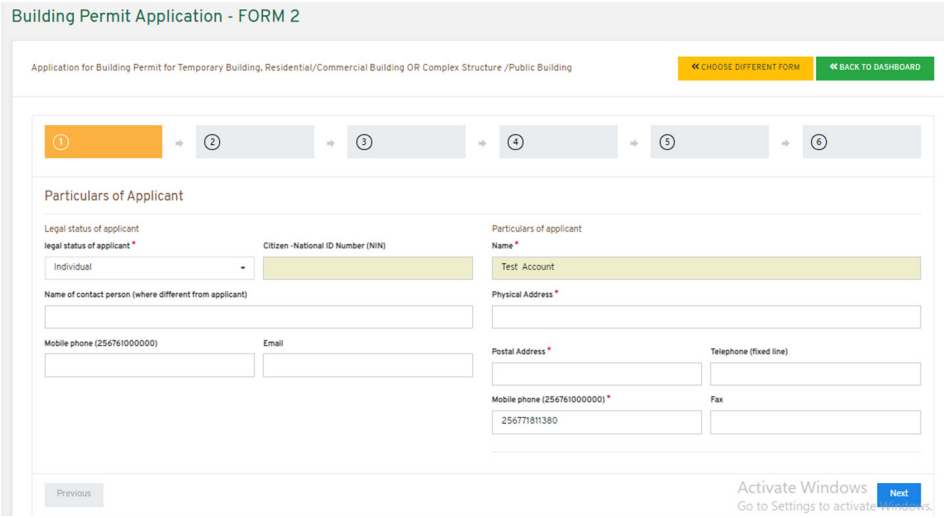


Figure 9: Particulars of the applicant

c. **Land matters:** The applicant is required to submit approval of land use from the Physical Planning Committee and also declare the land tenure to be used and provide supporting documents.

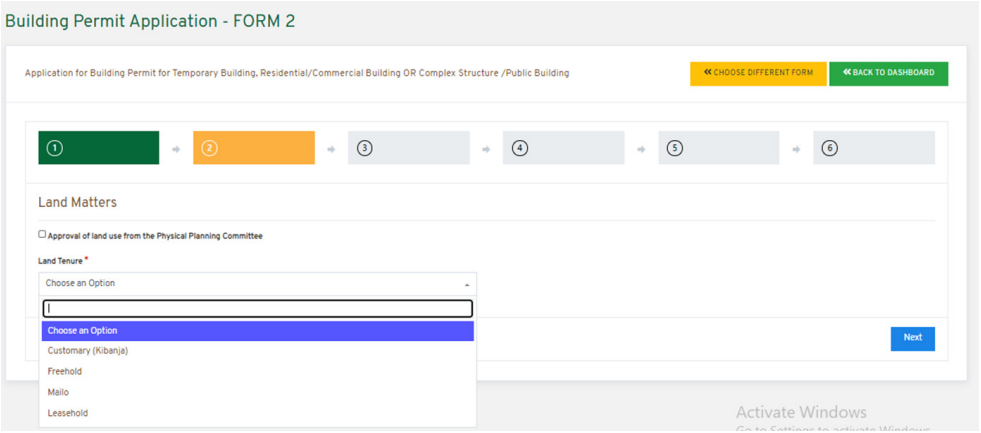


Figure 9.1: land matters

d. **Location Details:** Administrative Unit type (City, Municipality or District), administrative name, GPS locations, Building size in Square meters, Plot and Block Number, Description of building category (Category A or Category B or Temporary)

- Category A
- Category B
- Temporary building

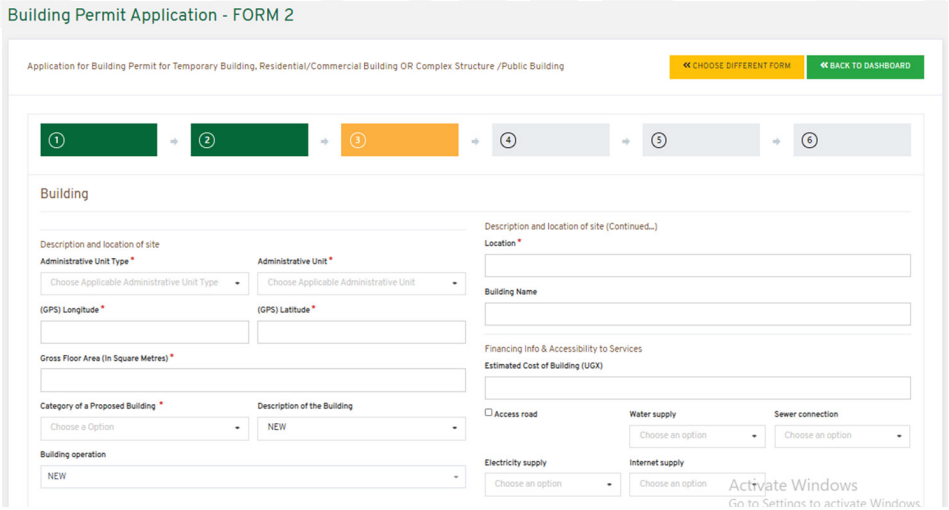


Figure 9.2: Building details

a. Professionals engaged: Details of the following professionals shall be required and selected from drop down list for selection.

i. Name and address of architect
ii. Name of the structural engineer
iii. Name of services engineer (mechanical and electrical)
iv. Name of Quantity Surveyor
v. Name of land surveyor

Note: *The system will send notification to the selected professionals to confirm involvement with the application. Application process is not considered complete until this confirmation has been received.*

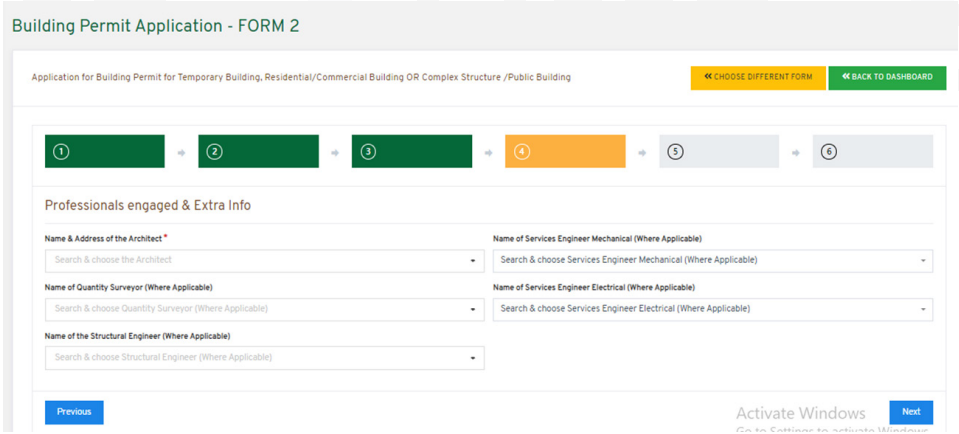


Figure 9.3: Professionals

After submitting the details of professionals and clicking next, the applicant is taken to the page where more supporting documents are submitted.

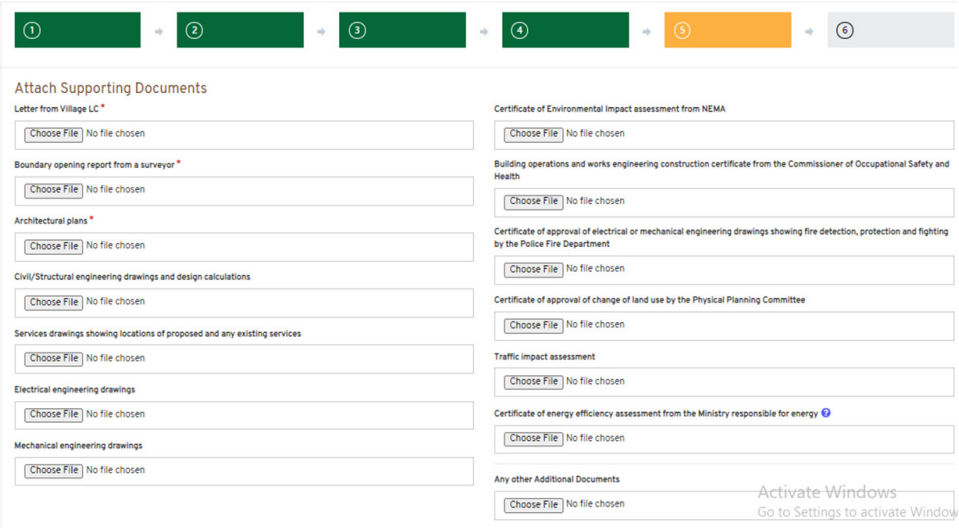


Figure 9.4: Document upload

List of required Details at this stage

- Boundary Opening report
- Site plan
- Architectural Drawings
- Site drainage Plan
- Electrical and mechanical engineering drawings
- Certificate of Environment Impact assessment from NEMA
- Traffic Impact assessment
- Certificate of energy efficiency

The applicant/user then has to declare that all documents submitted are true and correct. After this, the applicant then proceeds to summary page then generates the PRN and makes payment.

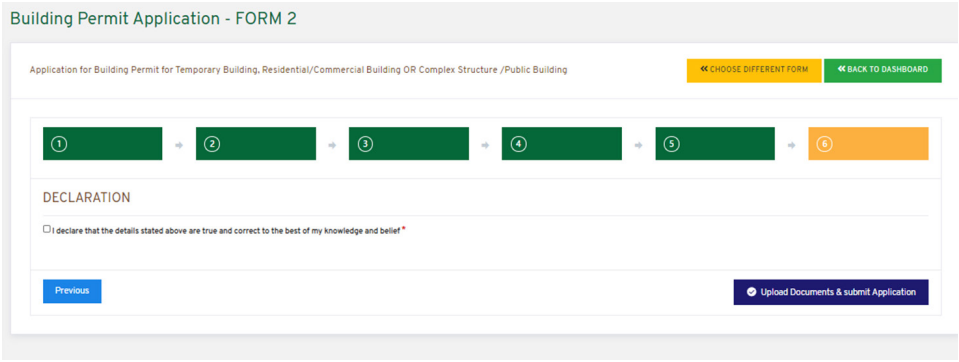


Figure 9.5: Declaration

PARTICIPANT ACTIVITY – 45 minutes

a) Login in to the system with your previously created username and password
b) Navigate to make new application option and make an application for form two Category B
c) Write down the challenges faced during the application

Participant Notes:

3.3 Notice of Commencement of Building Operations

After being issued with a building permit, the system allows a building permit bearer to log in to the system and confirm when they want to start building. The system checks the permit for validity before the applicant submits request to start building. Therefore this application can only be done when one has an approved building permit since reference is made to the previous permit.

At this stage the applicant is able to change the professionals assigned to the project if there is need to. The new professionals received emails notifying them about the application to commence building operations.

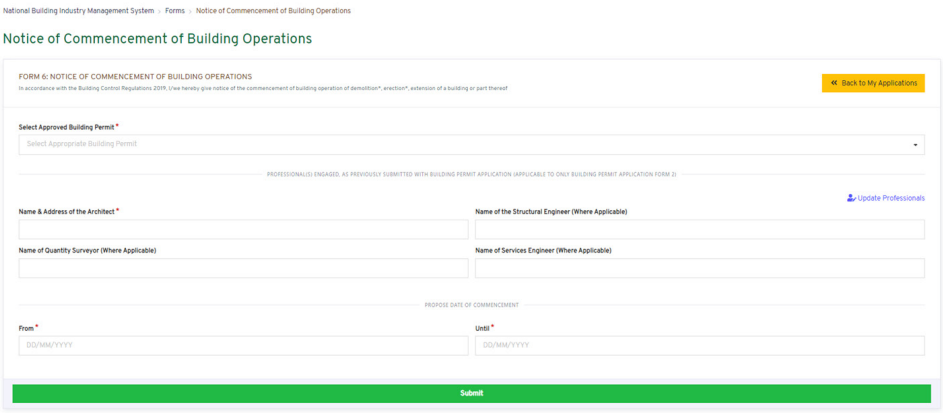


Figure 11: Information Captured at Building Commencement notification

The system allows a supervising engineer to request for routine inspection which inspections are based on the issued inspection card that is issued with the building permit.

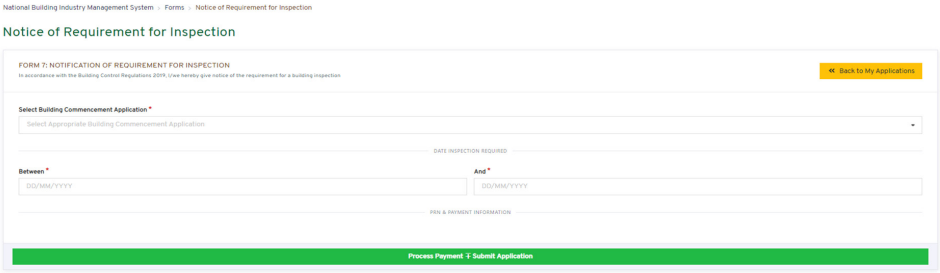


Figure 12: Routine Inspection Application

3.5Appeals

The system allows an applicant to make an appeal to any previous decision taken. Decision can either be an approval, rejection or deferral of an application. Appeals made against decisions made by the Building Committee are received by National Building Review board.

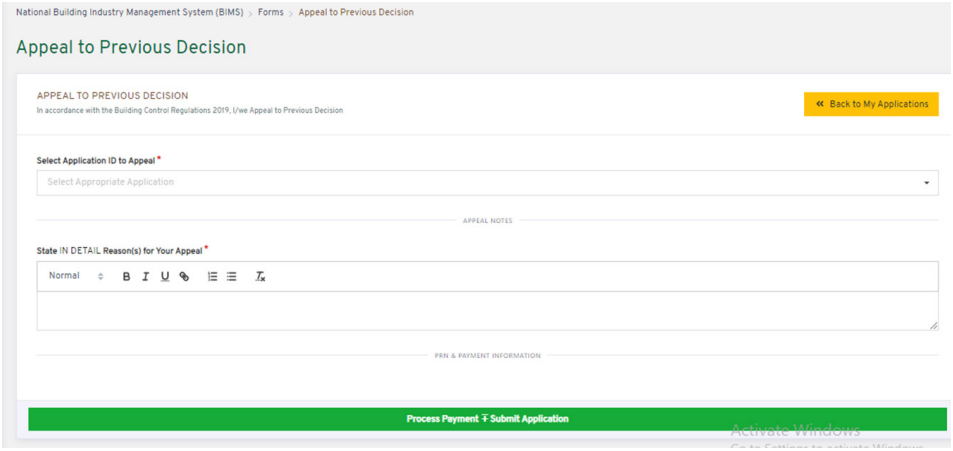


Figure 13: Appeals to previous decision

3.6 Application for Occupation Permit:

The system allows the logged in user to apply for an occupation permit (after construction of for existing structures)

- Select occupation permit type and approval plan
- Submit Application documents ;
  - o Architectural drawings as built
  - o Electrical drawings as built
  - o Mechanical drawings as built
  - o Structural drawings as built
  - o Certificate of practical completion
  - o Inspection booklet fully filled by the professionals
  - o Certificate of fitness of electrical and mechanical installation
- Generate PRN
- Make payment

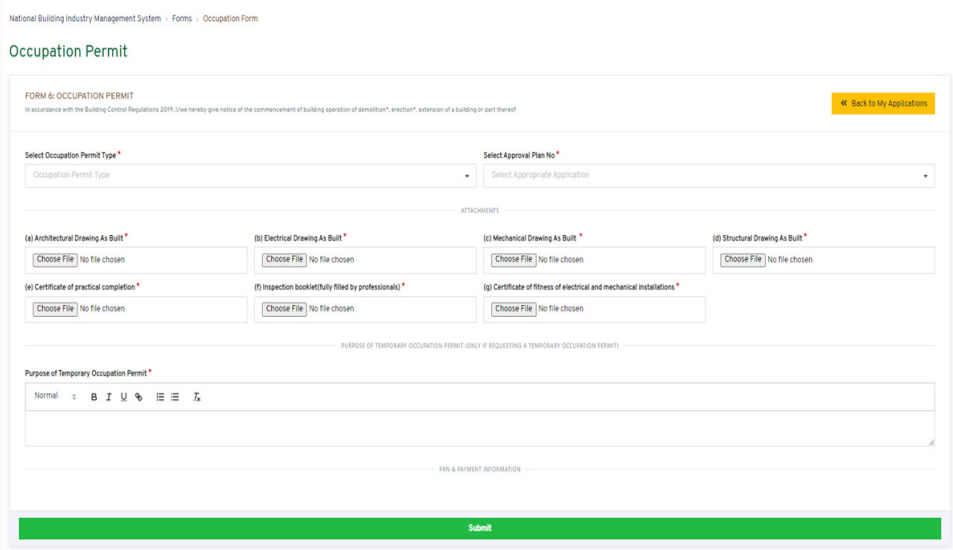
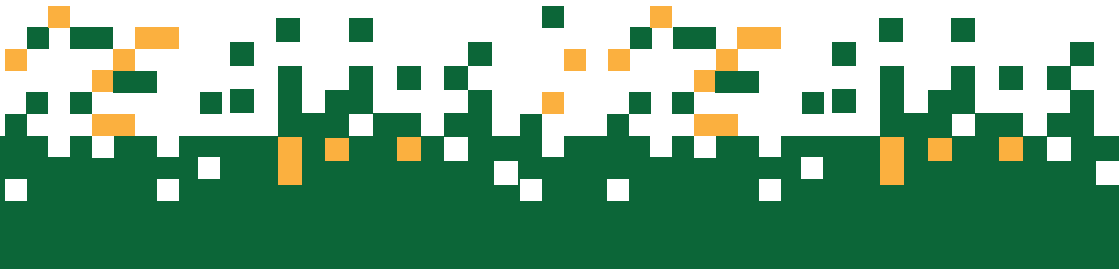


Figure 14: Occupation Permit Application

PARTICIPANT ACTIVITY - 30 Minutes

a. Login to your account and apply for the following
   - Occupation permit
   - Notice of building commencement

b. Comment on the requirements need to submit the applications above

Participant Notes: