



WATER AND ENVIRONMENT INFORMATION SYSTEM

PERMITS & COMPLIANCE MANAGEMENT PORTAL

USER MANUAL

JUNE 2023

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1. INTRODUCTION.

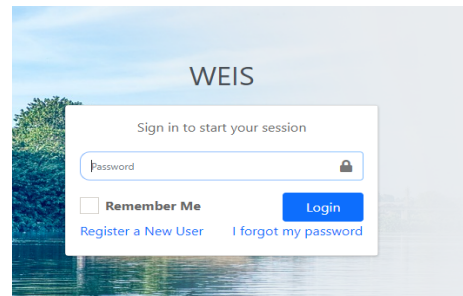
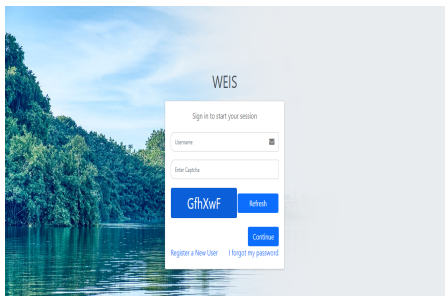
browser (such as Chrome, Firefox, or Edge) on your computer or mobile device. The permits Management portal is a product of the Water and Environment Information System phase two implementation. This was initiated in 2001 and the first implemented in 2018 with a number of both local and international companies coming together to deliver this product. It was first named the ‘WIS’ and later modified to ‘WEiS’ after bringing other units/departments like the Forests Sector Support Department on board.

2. Accessing the database.

- Launch your preferred web
- Type the permits management database URL in the address bar of your web browser then “enter”.

I. am logging in.

All users shall be able to access the database using the different “user login credentials” that shall also determine the user rights/ privileges granted to them.



The login page and procedure are the same at all login stages. The system shall prompt the user to enter the correct login details for them to access the database.

II. User roles and Permissions.

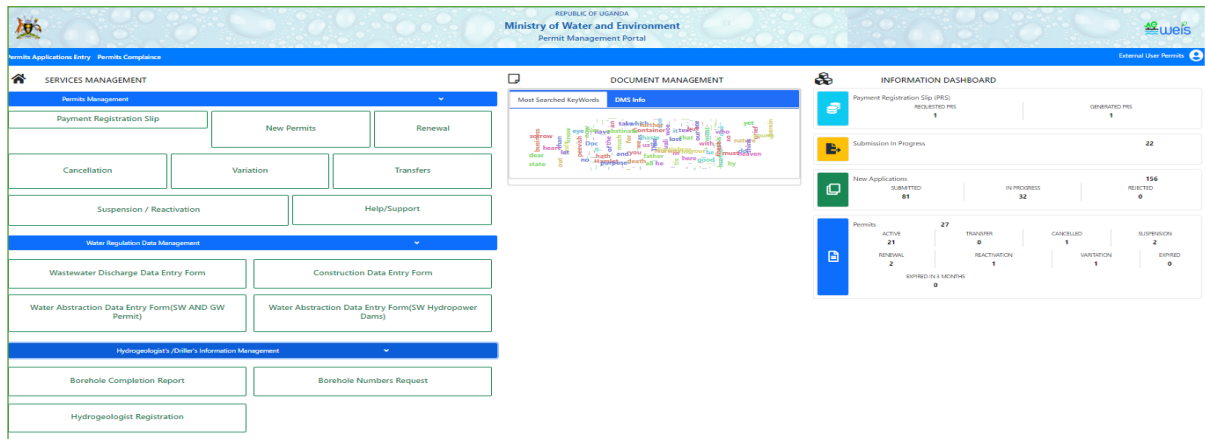
The system grants the user access according to the user role by which they access the portal and different access roles come with different user privileges. the system has different user roles namely with different user rights following their respective designation.

- ✓ Commissioner
- ✓ Assistant commissioner.
- ✓ Principal water officer.
- ✓ Senior water officer.
- ✓ Water officer
- ✓ Data Assistant.
- ✓ External user.

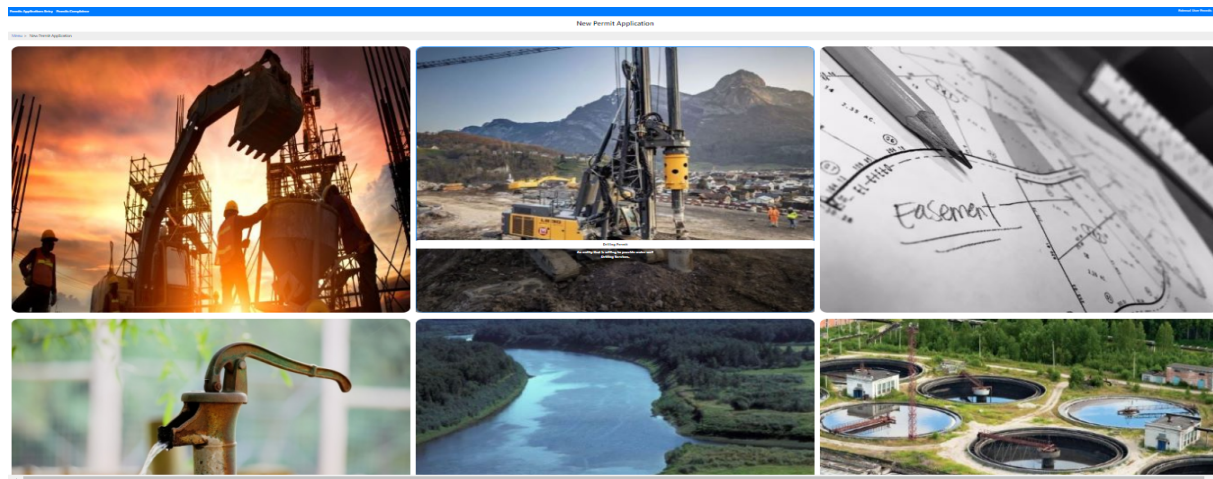
3. The commissioner Dashboards.

i. External User.

After logging in, the external user dashboards are displayed below. The user shall be able to navigate through the system by “selecting” and “clicking” the specific database field as required.



Click “new permit” to apply for new construction, easement, drilling, groundwater abstraction, surface water abstraction, and wastewater discharge permit application as required.



ii. Permits applications.

The screen below shows a construction permit application. Click “the arrow” at every stage to enter information as required.

a. Construction Permit.

The screenshot shows the 'Construction Permit' application form. At the top, it features the logo of the Republic of Uganda and the Ministry of Water and Environment. The page title is 'Construction Permit'. Below the title, there is a breadcrumb trail: 'Menu > New Permit Application > Construction Permit'. A search bar is present with the text 'Application Number' and 'VICTORIA' entered, along with 'Search' and 'New' buttons. The form consists of several sections, each with a 'Permit Holder Name' dropdown menu: 'Name and Addresses', 'Company/Co-Operative Society/Public Corporation/Partnership Name', 'Your Experience', 'Equipment', 'Staff', 'Further Relevant Information', and 'Final Submission'.

The screen below shows the **drilling permit** application; Enter the permit number in the space provided click “search” to get that particular drilling permit information or click “new” to enter new permit details then proceed with the data entry.

b. Drilling Permit.

The screenshot shows the 'Drilling Permit' application form. At the top, it features the logo of the Republic of Uganda and the Ministry of Water and Environment. The page title is 'Drilling Permit'. Below the title, there is a breadcrumb trail: 'Menu > New Permit Application > Drilling Permit'. A search bar is present with the text 'Application Number' and a 'Search' button. A 'New' button is also visible. The form consists of several sections, each with a 'Permit Holder Name' dropdown menu: 'Name And Addresses', 'Company/Public Corporation/CO-Operative Society/NGO/ Partnership Information', 'Company Equipment', and 'Contractors And Driller Details'.

c. Easement Permit.

The user shall click “search” after entering a permit number to view details of the particular permit number. Click “new” to enter new permit details in case the permit number entered does not exist. Therefore, select “new” to enter the new permit number.

The screenshot shows the 'Easement Permit' application form. At the top, there is a header for the Republic of Uganda, Ministry of Water and Environment, and the Permit Management Portal. Below the header, there are navigation links for 'Permits Applications Entry' and 'Permits Compliance', and an 'External User Permits' button. The main title is 'Easement Permit'. Below the title, there is a breadcrumb trail: 'Menu > New Permit Application > Easement Permit'. The form consists of several sections, each with a 'Permit Holder Name' dropdown menu set to 'suresh':

- Application Number* (with 'Search' and 'New' buttons)
- Name And Addresses
- Location Of Land
- Source Of Water
- Easement
- People Affected
- Accompanying Info
- Final Submission Application

d. Groundwater abstraction Permit.

The screen below shows the groundwater abstraction permit click “the drop-down arrow” for more information / to enter information as required for the application.

For every mandatory (*/*) field in the forms; the system shall not save/ submit/ update if the field is not filled.

The screenshot shows the 'Ground Water Abstraction Permit' application form. At the top, there is a header for the Republic of Uganda, Ministry of Water and Environment, and the Permit Management Portal. Below the header, there are navigation links for 'Permits Applications Entry' and 'Permits Compliance', and an 'External User Permits' button. The main title is 'Ground Water Abstraction Permit'. Below the title, there is a breadcrumb trail: 'Menu > New Permit Application > Ground Water Abstraction Permit'. The form consists of several sections, each with a 'Permit Holder Name' dropdown menu set to 'suresh':

- Application Number* (with 'Search' and 'New' buttons)
- Names And Addresses
- Land Required For Water
- Source Of Water
- Details of the Borehole
- Final Submission Application

e. Surface water abstraction Permit.

The screens below show the surface water abstraction permit and the wastewater discharge permit.

The screenshot shows the 'Surface Water Abstraction Permit' application form. At the top, it features the Ministry of Water and Environment logo and the 'Permit Management Portal' title. Below the header, there is a search bar for the 'Application Number' with 'Search' and 'Clear' buttons. The form is organized into several sections: 'Names And Address', 'Land Required For Water', 'Source Of Water', 'Usage Of Water', and 'TECHNICAL DETAILS OF ANY DIVERSION (Gravity Diversion)', 'TECHNICAL DETAILS OF ANY DIVERSION (Pump Diversion)', 'Others Information', and 'Final Submission Application'. Each section has a 'Permit Holder Name' dropdown menu.

The screenshot shows the 'Waste Water Discharge Permit' application form. It includes the same header as the previous form. Below the header, there is a search bar for the 'Application Number' with 'Search' and 'Clear' buttons. The form is organized into several sections: 'Names And Address', 'User Related to The Application', 'Source of Water and Purpose of Water Use', 'Purpose of Water Use', 'Means Of Discharge', 'Mean Of Discharge and Technical Details of Discharge', 'Request', 'Sampling Of The Discharge', 'Other Information', and 'Final Submission Application'. Each section has a 'Permit Holder Name' dropdown menu.

f. Permit cancellation.

If the user needs to cancel the previously approved permit, the permits management portal provides a straightforward process for submitting a permit cancellation request through the form displayed in the screen below.

The screenshot shows the 'Permit Cancellation' form. At the top, it features the Ministry of Water and Environment logo and the 'Permit Management Portal' title. Below the header, there is a search bar for the 'Permit Number' with a 'Search' button. The form is organized into several sections: 'Permit Number', 'Select Permit Type', 'Permit Holder Name', 'Date of Issued', 'Date of permit Approved', 'Date of permit Expiry', 'Reasons for Cancellation', 'Date of permit Cancellation', 'Add Notes About Reasons', 'Permit Cancellation Request Letter (Accepts.pdf,docx less than or equal to 5MB only)', and a checkbox for certifying the information. The 'Permit Cancellation Request Letter' section includes a 'Choose File' button and a text area for the request letter. Below the form, there is a checkbox for certifying the information: 'I certify that the information provided in this form is correct to the best of my knowledge. I also agree that no decision will be made nor action taken with respect to this application until I have provided the necessary information to the Director/Commissioner responsible for permitting.'

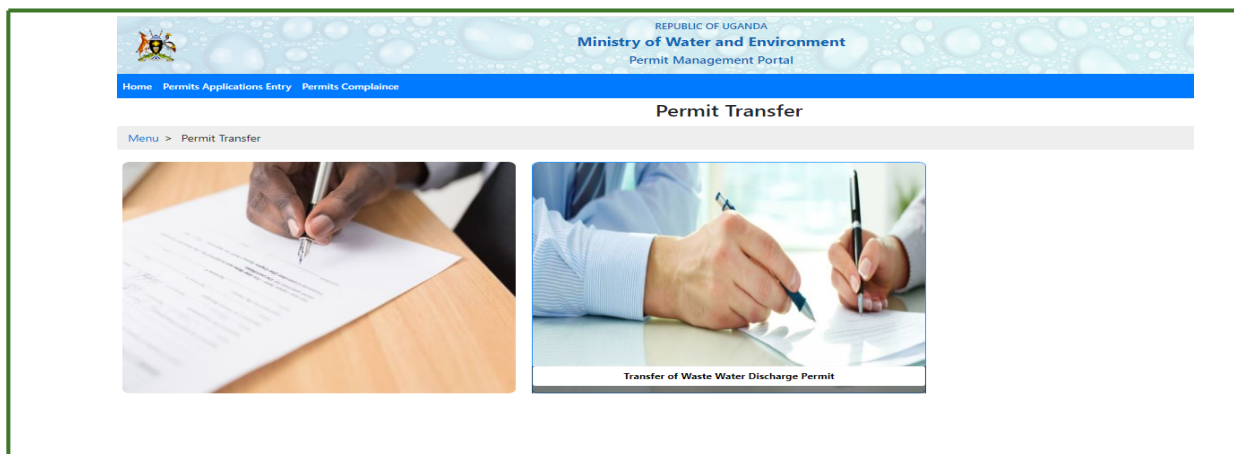
g. Permit Variation.

In case the user may need to make changes or modifications to an existing permit, the user shall initiate a permit variation request through the permits management portal.

The screenshot shows the 'Permit Variation' form within the 'Permits Applications Entry' section of the 'Permits Compliance' portal. The form is titled 'PERMIT VARIATION' and includes several input fields: 'Permit Number' (with a search button), 'Select Permit Type' (dropdown), 'Permit Holder Name', 'Date of Issued', 'Date of permit Approved', 'Date of permit Expiry', 'Reasons of Variation', and 'Date of permit variation Requested'. There is also a section for 'Add Notes About Reasons' and a file upload area for 'Permit Variation Letter'. At the bottom, there is a checkbox for certifying the information provided is correct.

h. Permit Transfer.

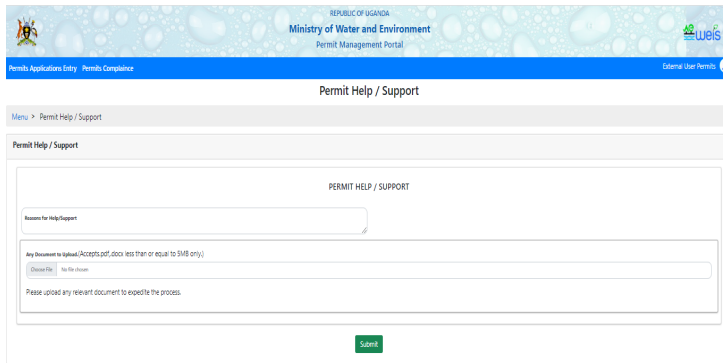
If the user needs/ may be required to transfer an approved permit from one place to another, the permits management portal offers a convenient process for submitting a permit transfer request.



i. Permit Help/Support.

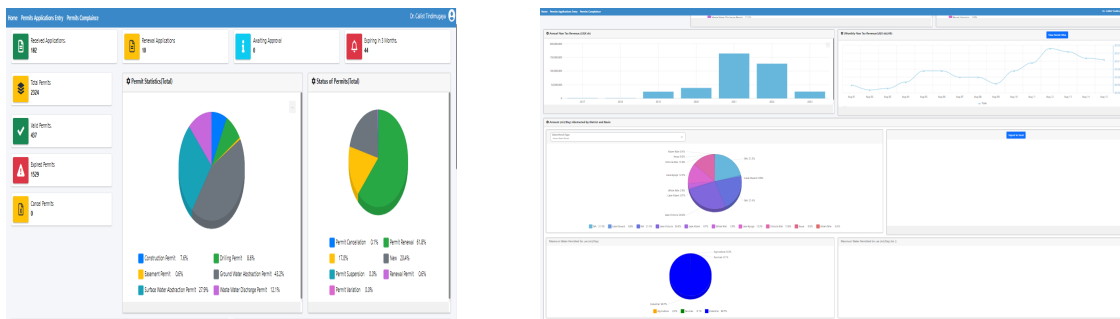
In the permit Help/ Support section the user shall be able to type in the reason/issue in the “reasons for Help/Support” section and also upload relevant documents to expedite the process.

The system shall only accept pdf and docx less than or equal to 5MB.



4. Assistant commissioner/ commissioner.

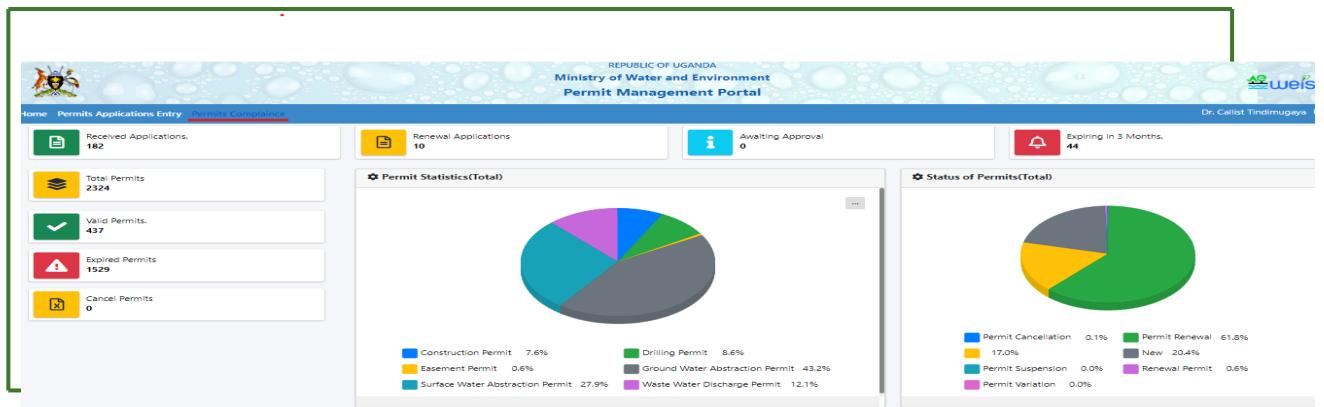
The user shall be able to navigate through the system clicking the required field for data capture and review for the required forms.



The commissioner/ commissioner dashboard provides an advanced and comprehensive view of the permits management portal, allowing the AC/CO to monitor and manage permit-related activities efficiently.

5. Permits compliance database.

The permits management portal shall also link the senior users to the permits compliance database by clicking the “permits compliance” field on the home screen at the commissioner/ Assistant commissioner login.

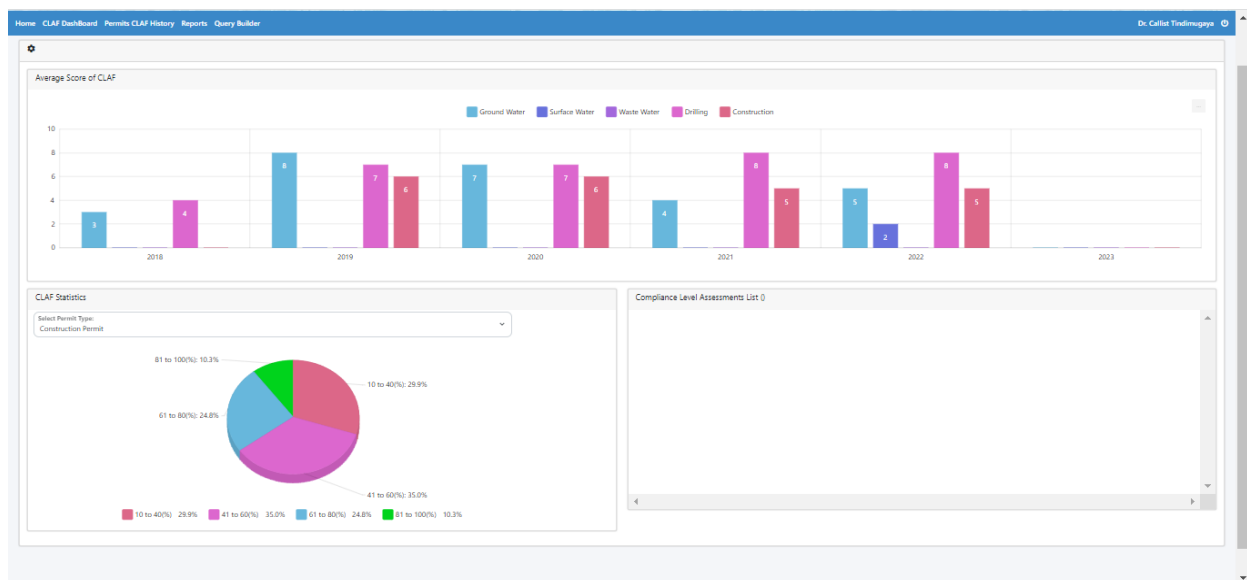


6. Compliance Management database.

The permits compliance database is a crucial component of the permits management portal, designed to ensure adherence to the regulations and conditions associated with issued permits.

a. Home Screen.

In the compliance home screen, the user shall be able to view the average score of CLAF as displayed below. The user shall also click “the arrow” at the **CLAF statistics** segment. Then the system shall display the statistics of different permit types as selected by the user.



b. Compliance Level Assessment Form (CLAF)

Under the CLAF dashboard, the user shall be availed with the received CLAF field and the Monitoring /Act compliance field.

In the received CLAFs filed the user shall be able to view and to also forward the permit holder’s compliance level assessment. Click the forward “arrow” to forward the permit holder’s compliance level assessment.

Home CLAF Dashboard Permits CLAF History Reports Query Builder

Refresh CLAF Monitoring/AC Compliance

Permit Type	Permit Number	Permit Holder Name	Quarter	Percentage(%)	Year	Comments	View	Forward
Water Discharge	KLA10323/04/02/2016	PTSA UGANDA LTD	Q1 - January to March	76	2021			
Ground Water	JAK21024/05/02/2014	NELI SERVICES LTD	Q1 - July to September	80	2022			
Ground Water	MPO12003/03/04/2018	FDIGA LTD - DWD 18794	Q1 - January to March	28.1624763476	2022			
Ground Water	159102/CP-104/02/2016	NORTHERN UNIBELLA OF WATER AND SANITATION - DWD 6723		75	2021			
Ground Water	MPO10748/05/04/2020	Geeta High School	Q1 - October to December	53.7671446274	2021			
Ground Water	JAK10340/05/02/2019	Isara Mwaque	Q4 - April to June	82	2022			
Ground Water	JAK10323/05/02/2020	Seer Park Beverages Company Limited	Q1 - July to September	82	2022			
Drilling	DP14829/20/2020	E-PUS GENERAL ENGINEERING SERVICES LTD.	Q2	90	2022			
Drilling	DP0582/20/2020	ADHRA SOLUTIONS LTD	Q1	84	2022			
Drilling	DP10329/20/2019	SLAMM AGRICULTURE LTD	Q2	84	2022			
Drilling	DP10104/18/02/2016	PHILLI WORKS RTDCA	Q1	84	2021			
Drilling	DP02029/20/2020	CHRISTIAN B.S. EQUATORIAL 2011 FOUNDATION	Q1	88	2022			

Home CLAF Dashboard Permits CLAF History Reports Query Builder

Refresh CLAF Monitoring/AC Compliance

Permit Type	Permit Number	Quarter	Percentage(%)	Year	Officer desc	View	View Comments	Approve
Construction	164612319/1/CPHDW 2017	Q4	46	2021	Assistant Commissioner			
Construction	BUN521207/7CPHDW 2018	Q4	48	2021	Assistant Commissioner			
Construction	KLA12126/1/CPHDW 2014	Q4	64	2021	Senior Water Officer			
Construction	KW11310/7CPHDW 2019	Q2	96	2019	Principle Water Officer			
Construction	KW11310/7CPHDW 2019	Q3	96	2019	Senior Water Officer			
Construction	NB41156/7CPHDW 2019	Q2	64	2019	Principle Water Officer			
Construction	KAP20319/7CPHDW 2019	Q1	16	2019	Assistant Commissioner			
Construction	KS48132/7CPHDW 2018	Q1	46	2019	Water Officer			
Ground Water	CP-201760	Q1 - July to September	96	2022	Commissioner			

c. Permits CLAF History.

In this field, the user shall be able to view the compliance details by clicking “select year” to select the particular details the user would like to view.

Home CLAF Dashboard Permits CLAF History Reports Query Builder

Dr. Callist Tindimugaya

Compliance Details Select Year

Show (10 of 432) entries

Search:

Permit Type	Permit Number	Permit Holder Name	Quarter	Percentage(%)	Year	View
Construction	BUN502023/1/CPHDW 2017	UGANDA ENERGY CREDIT CAPITALISATION COMPANY - Kisoroko	Q4	70	2022	
Construction	ARU104/CP-137/2020/NN	TERRAIN SERVICES LTD - Aji Bridge	Q1	36	2022	
Construction	BSH402020/1/CPHDW 2017	UGANDA ENERGY CREDIT CAPITALISATION COMPANY - Rushobe	Q4	44	2022	
Construction	KAA303023/7CPHDW 2017	TERRAIN SERVICES LTD - Nakasaki Bridge	Q4	34	2022	
Construction	KLA121518/1/CPHDW 2017	ZIBA LIMITED	Q4	42	2022	
Construction	BUN521207/7CPHDW 2018	NDUGUTU POWER COMPANY (U) LTD	Q2	80	2021	
Construction	WAK106/CP-469/2021/NN	TERRAIN SERVICES LIMITED - Namasale	Q4	60	2022	
Construction	HOI551157/1/CPHDW 2019	HYDROMAX (NIKUSI) LTD	Q3	72	2022	
Construction	KAP211688/7CPHDW 2017	SENKOK ATARI (PRIVATE) LIMITED	Q3	62	2022	
Construction	KAS01/CP-02070/2021/RR	SAEMS HYDRO LTD - Nyamwamba SHPP I	Q4	80	2022	

Showing 1 to 10 of 432 entries

Previous 1 2 3 4 5 ... 44 Next

d. Reports.

In this section, the user shall be able to generate insightful and detailed reports that offer a comprehensive view of the compliance activities, trends, and performance. This section provides an overview of the key features and functionalities available for generating reports.

Home CLAF Dashboard Permits CLAF History Reports Query Builder

Dr. Callist Tindimugaya

Reports

Compliance	Permits
Compliance Ranges Report	Canceled Permits
Avg Level Of Permit Compliance	New Permits
Show Compliance	Renewed Permits
Hydro Power Amount Abstracted Report	Expired Permits
Surface Water Amount Abstracted Report	Quarter Wise Permits Report

The user shall be able to select the compliance or permits as required. The screen below shows a report sample as clicked in the system and shall also be able to generate the reports.

REPUBLIC OF UGANDA
Ministry of Water and Environment
Compliance Management Database

Home CLAF Dashboard Permits CLAF History Reports Query Builder Dr. Callist Tindimugaya

Permit Details

Permit Type: --Select Permit-- Status: Canceled Permits From Date: To Date: GENERATE Export to Xls

e. Query builder.

This field allows the users to create custom queries to retrieve specific compliance-related data. With this feature, the user can extract precise information from the permit's compliance records.

The user shall be able to generate, clear, and export the generated data; all fields in this feature are mandatory therefore the user shall be prompted to fill them all for efficiency.

REPUBLIC OF UGANDA
Ministry of Water and Environment
Compliance Management Database

Home CLAF Dashboard Permits CLAF History Reports Query Builder Dr. Callist Tindimugaya

Query Builder

Data Base*: Select DataBase Data Table*: Nothing selected Select Required Column*: Nothing selected Filter Data Column*: Nothing selected

Operator*: Select Operator Enter Value*: AND OR Add

GENERATE Clear Export to Excel

7. FAQs and Trouble Shooting.

This section aims to provide you with solutions to common issues and answers to frequently asked questions to enhance your experience with the system.

1.1. Troubleshooting guidelines.

- Check your internet connection to ensure it is stable.
- Clear your browser's cache and cookies to resolve display issues.

1.2. Common technical Issues and solutions.

- Issue: failed to log in.
 - Double check your login credentials and ensure caps lock is on/off where required.
- Issue: Slow system performance.
 - Close unnecessary browser tabs and applications that might be consuming system resources and also ensure that you have stable internet connectivity.

1.3. Files Uploading and Download issues.

- Issue: unable to upload a document.

- Check the file size and format. Large files may take a long to upload and ensure that you have the necessary permission to upload files.
- Document download errors.
 - Verify your internet connection. If the issue persists, try using a different web browser.

1.4. Reporting Technical Issues.

- ✓ If you encounter unresolved technical issues, kindly report them to the system support team at the Ministry of Water and Environment in the WEIS Coordination room.