NATIONAL LOTTERIES AND GAMING REGULATORY BOARD

Responsible Gaming

Directive issued by the National Lotteries and Gaming Regulatory Board under Section 5(d) of the Lotteries and Gaming Act Cap 334

Details covered in this Directive:

Directive Subject:	Responsible Gaming
Directive Reference:	01/2025
Directive Issue Date:	16th of October 2025

Directives shall be distributed to all Licensees who are responsible for distributing copies of these Directives to their respective employees, agents, franchisees, shareholders, directors or business associates.

This Directive can be accessed and downloaded on the Board's website at www.lgrb.go.ug

NATIONAL LOTTERIES AND GAMING REGULATORY BOARD

RESPONSIBLE GAMING DIRECTIVES, 2025

(Issued under Section 5(d) of the Lotteries and Gaming Act, Cap. 334 Laws Of Uganda)

In exercise of its mandate to supervise and regulate the establishment and operations of lotteries, gaming, betting, and casinos in Uganda and to protect the citizens from the adverse effects of gaming or betting in Uganda, the National Lotteries and Gaming Regulatory Board (the Board) has issued the following Directives to all licensed Operators of gaming and betting in Uganda in line with Section 5(d) of the Lotteries and Gaming Act, Cap 334 Laws of Uganda.

1. Title

These Directives may be cited as the Responsible Gaming Directives, 2025.

2. Application

These Directives shall apply to all licensees operating gaming and betting activities in Uganda, whether land-based or online.

3. Interpretation

In these Directives, unless the context otherwise requires—

"Act" means the Lotteries and Gaming Act, Cap. 334 as amended from time to time.

"Board" means the National Lotteries and Gaming Regulatory Board established under section 2 of the Act.

"Licensee" means a person or entity licensed by the Board to operate gaming or betting activities.

"Responsible Gaming" means a set of policies, procedures, and practices designed to ensure that gaming and betting is conducted fairly, that players are protected from harm, and that measures exist to prevent and address problem gambling.

"Self-exclusion" means a voluntary agreement by a player to be denied access to gaming or betting services for a specified period.

"Restricted person" means a person entered in the register of restricted persons under these Directives.

"Problem gambling" means gambling behaviour that compromises, disrupts or damages personal, family or occupational pursuits.

4. Responsible Gaming Policy

(1) Every licensee shall maintain a Responsible Gaming Policy committing to responsible gaming, player protection and harm minimization.

(2) The Policy shall provide for—

(a) identification of players at risk of compulsive or addictive gaming;

(b) provision of responsible gaming information to every player;

(c) mechanisms for player self-exclusion and withdrawal of exclusion.

(3) Every licensee shall designate a senior officer to oversee implementation of responsible gaming measures.

(4) Every licensee shall submit its Responsible Gaming Policy to the Board annually for review.

5. Employee Training

(1) Every licensee shall ensure that all employees, including new hires, receive annual training on responsible gaming.

(2) The training shall cover—

(a) responsible gaming definitions;

(b) myths and facts about gaming;

(c) the licensee's responsible gaming policies and strategy;

(d) the problem gambling helpline operated by the Board;

(e) available responsible gaming tools, including limit setting and self-exclusion;

(f) treatment and recovery resources.

(3) Every licensee shall submit an annual training report to the Board.

6. Display of Responsible Gaming Information at Premises

(1) Every licensee shall prominently display posters notifying the public of assistance for problem gambling.

(2) Every licensee shall make available pamphlets or leaflets containing—
(a) the Board's objectives and activities on responsible gaming;
(b) a responsible gaming message with the Board's toll-free helpline;
(c) treatment options and other information as directed by the Board.

(3) The information shall be accessible on all gaming and betting premises.

7. Display of Responsible Gaming Information Online

(1) Every licensee offering online gaming or betting shall display prominently on its website—
(a) the licensee's full name and address;
(b) a statement that the licensee is licensed and regulated by the Board;
(c) the licensee's telephone number;
(d) a warning that persons below the legal gaming or betting age are prohibited;
(e) the slogan: *"Betting is addictive and can be psychologically harmful"*;
(f) the current time and elapsed playtime;
(g) active links to dispute resolution, treatment resources, a self-exclusion form, and game rules.

8. Gaming and Betting Employees

(1) No person shall be employed in a gaming or betting premises if that person—
(a) is below the legal gambling age;
(b) is a politically exposed person;
(c) is on the register of excluded persons;
(d) has been convicted of a crime.

(2) An employee shall cease to be eligible for employment if he or she becomes disqualified after engagement.

9. Prohibition of Credit and Inducements

(1) A licensee shall not—

(a) offer or facilitate credit to players for gambling;

(b) make offers designed to induce persons to gamble or conditional on a player gambling repeatedly or continuously over longer time periods;

(c) participate in arrangements intended to induce gambling.

10. Time and Wagering Limits

(1) Every licensee shall allow players to set limits on time and money spent.

(2) Limits shall include—

(a) deposit limits on a daily, weekly or monthly basis;

(b) spending limits on a daily, weekly or monthly basis;

(c) time-based limits on a daily basis.

(3) A licensee shall take reasonable steps to prevent players from overriding their limits.

11. Self-Exclusion

(1) Any person may voluntarily enter into a self-exclusion agreement with a licensee.

(2) A licensee shall notify the Board of all self-exclusion agreements.

(3) Subject to the provisions of the Data Protection and Privacy Act in force, the Board shall maintain a register of self-excluded persons and notify all licensees.

(4) A licensee shall—

(a) enforce self-exclusion and refuse service to excluded persons;

(b) prevent marketing materials from reaching excluded persons;

(c) remove excluded persons from marketing databases within two days of notification;

(d) close accounts of excluded persons and refund balances;

(e) prevent access to gaming or betting services during the exclusion period.

12. Restricted Persons

(1) A person may apply to the Board-

(a) to be registered as a restricted person prohibited from gaming or betting.

(b) to register a person as restricted.

(2) A restricted person may apply to the Board for removal from the register.

(3) Removal applications initiated by third parties on behalf of the restricted person shall require the express consent of the individual concerned and will be subject to the Board's review and approval.

13. Alcohol Restrictions

(1) A licensee shall not allow—

(a) visibly intoxicated persons to participate in gaming or betting activities;

(b) service of alcohol to visibly intoxicated persons on gaming or betting premises.

(2) No person shall participate in gaming or betting while intoxicated.

14. Penalties for Non-Compliance

(1) Any licensee who fails to comply with these Directives commits a breach of licence conditions.

(2) The Board may impose an express fine on the licensee for each breach, not exceeding forty-eight (48) currency points, in accordance with the Act.

(3) In addition to imposing an express fine as stipulated in (2), the Board may take the following actions:

(a) Suspend or revoke the operator's licence.

(b) Issue a compliance notice requiring corrective action within a specified period.

(c) Recommend prosecution under Part IX of the Act, where the non-compliance constitutes an offence.

(4) Each day on which a violation continues constitutes a separate breach, and penalties may accumulate accordingly.

(5) Express fines shall be paid to the Uganda Revenue Authority through the following channels:

(i) Bank transfer to a designated account.

(ii) Mobile money platforms (e.g., MTN Mobile Money, Airtel Money).

(iii) Designated Online payment portals

(6) Express fines must be paid within thirty (30) days from the date of notification.

(7) Failure to pay the express fine within the stipulated period shall incur a surcharge of fifty percent (50%) of the original penalty amount.

(8) Continued non-payment may result in:

(i) Suspension or revocation of the licensee's licence.

(ii) Denial of renewal of the license or processing of any new licence application until all fines are settled.

(iii) Legal action to recover the outstanding amount.

Issued this 16th **day of** October **2025.**

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Board Chairperson,

National Lotteries and Gaming Regulatory Board