



# UGANDA NATIONAL BUREAU OF STANDARDS



**STATISTICAL ABSTRACT**

**FY 2023/2024**

**DECEMBER 2024**

## **FOREWORD**

This statistical abstract covers developments in the standardization carried out by the Uganda National Bureau of Standards (the Bureau), in accordance with the UNBS Act Cap 210 and other regulations where UNBS is the lead agency.

The abstract provides statistics gathered from administrative data collected within the Bureau during the course of its operations. The production of this Statistical Abstract is facilitated by the Uganda Bureau of Statistics (UBOS) to meet the diverse data and information needs of the various stakeholders.

This statistical abstract is the Fourth in a series envisaged to be produced annually under the auspices of the Third Plan for National Statistical Development (PNSD III).

While a considerable part of these statistics is also available in other publications, those that are included in this abstract provide greater detail and coverage.

The UNBS statistical abstract, therefore, is one of UNBS' efforts aimed at enhancing data and information dissemination to the public.

The Bureau would like to appreciate the continued cooperation of all its departments and divisions in providing the requisite data to produce this publication.

The Bureau welcomes feedback from stakeholders, aimed at enhancing the quality of its future publications.

Copies of this publication are available at the Bureau's Head Office located at Standards House, Plot 2-12 By-pass Link, Bweyogerere Industrial and Business Park, Kampala, and the official UNBS website: <https://unbs.go.ug/>

It is my sincere hope that the statistical information in this publication will be useful to the readers and will guide in decision making.



**Eng. James N. Kasigwa**  
**EXECUTIVE DIRECTOR**

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## LIST OF ACRONYMS

<b>ARSO</b>	African Organization for Standardization
<b>COC</b>	Certificate of Conformity
<b>CRW</b>	Certificate of Roadworthiness
<b>EAC</b>	East African Community
<b>EAS</b>	East African Standard
<b>F&amp;A</b>	Finance and Administration
<b>GOU</b>	Government of Uganda
<b>HRD</b>	Human resource department
<b>HRIMS</b>	Human resource information management system
<b>ICT</b>	Information Communication Technology
<b>IEC</b>	International Electrotechnical Commission
<b>ISO</b>	International Organization for Standardization
<b>LIMS</b>	Laboratory Information Management System
<b>NCR</b>	Non-Conformity Report
<b>NML</b>	National Metrology Laboratory
<b>NSI</b>	National Standard Indicator
<b>NTR</b>	Non-Tax Revenue
<b>PT</b>	Proficiency Testing
<b>PVoC</b>	Pre-Export Verification of Conformity
<b>SIMo</b>	Standards Information Management System
<b>MMSME's</b>	Micro, Small and Medium-sized Enterprises
<b>TC</b>	Technical Committee
<b>UNBS</b>	Uganda National Bureau of Standards
<b>US</b>	Uganda Standard

## EXECUTIVE SUMMARY

This Statistical Abstract is a publication of the Uganda National Bureau of Standards. It provides a statistical summary of the major events and occurrences indicators in the areas of Standards, Quality Assurance, Metrology and Testing. The publication is the fourth in the series envisaged to be produced annually under the auspices of the Third Plan for National Statistical Development (PNSD III).

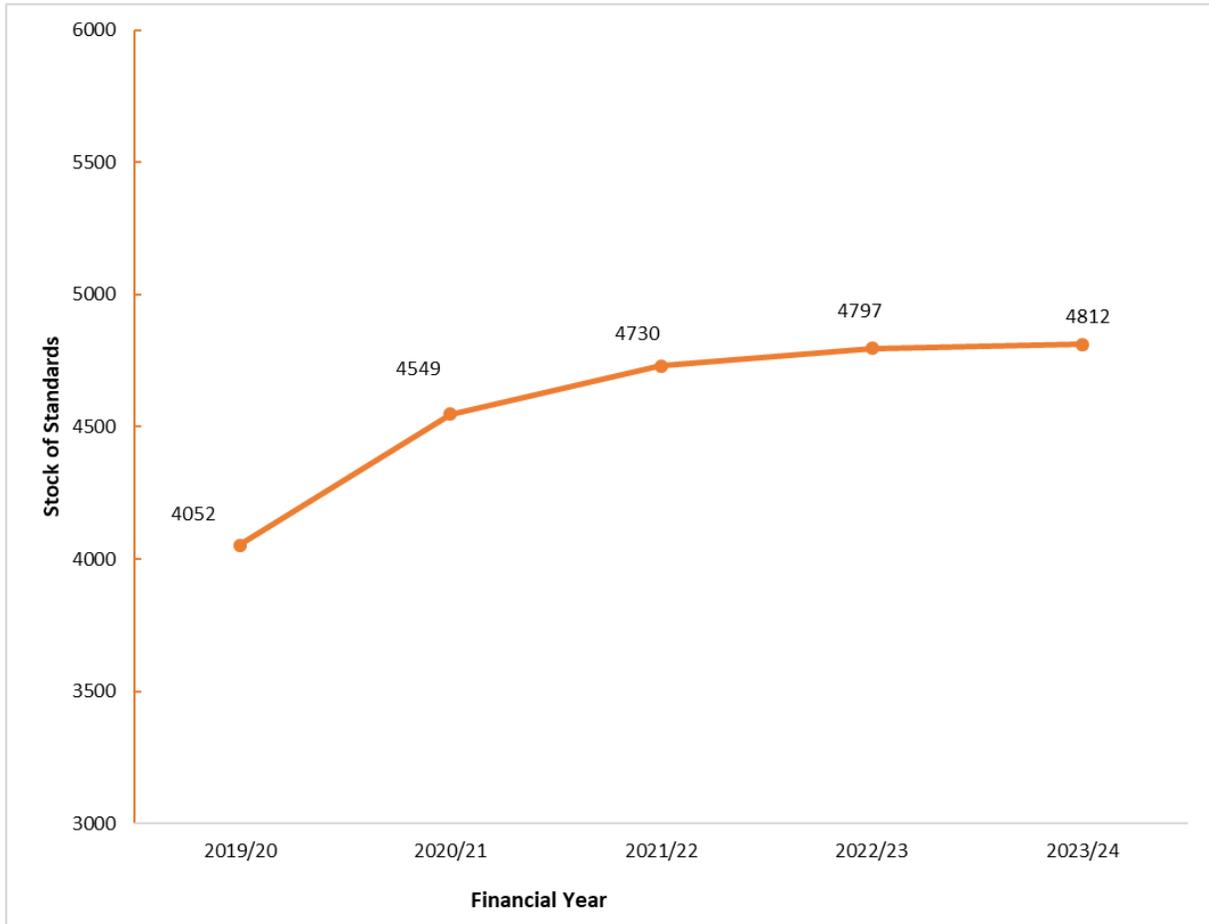
The Table below shows a summary of data about UNBS' key performance indicators from the FY 2019/20 to the FY 2023/24

*Table 1: UNBS Key performance indicators*

S/N	Key Performance Indicator	2019/20	2020/21	2021/22	2022/23	2023/24
1.	Number of standards developed	505	457	428	389	41
2.	Total Stock of standards	4052	4549	4730	4797	4812
3.	Stock of Indigenous Uganda standards		765	773	774	767
4.	Stock of adopted regional standards		579	623	642	652
5.	Stock of adopted international standards		3205	3334	3381	3393
6.	Number of samples tested	19,796	24,014	26,217	25,287	26,521
7.	Number of equipment calibrated	3,354	4,233	6,629	5,678	7,117
8.	Number of certification permits issued	2,729	3,424	4,225	4,886	4,951
9.	Number of certification applications received	3,145	4,527	5,696	6,301	6,914
10.	Percentage of certification permits issued (out of total applications received)	86.8%	75.6%	74.2%	77.5%	71.6%
11.	Turnaround time to issue certification certificate (Days)	154	155	137	125	132
12.	Number of Ugandan certified products accessing Regional and International Markets.	2,776	3,576	4,200	4,942	5,930
13.	Number of permits issued to Micro & Small Enterprises	201	547	639	1,114	1,251
14.	Number of private laboratories recognized	13	13	14	21	25
15.	Number of market outlets inspected	7,345	10,614	11,982	4,537	2,453
16.	Number of equipment verified	1,063,277	1,217,915	1,274,641	924,692	1,388,575
17.	Number of profiled import consignments inspected	153,256	177,203	236,819	282,886	293,924
18.	Number of staff	435	439	444	492	538
19.	G.O.U (Released-Bn)	57.91	58.55	64.07	46.619	56.651
20.	NTR (Collected-Bn)	38.169	38.55	60.77	60.697	80.477
21.	Percentage of NTR Contribution to Total Budget	65.9%	65.8%	94.8%	130.2%	142.1%

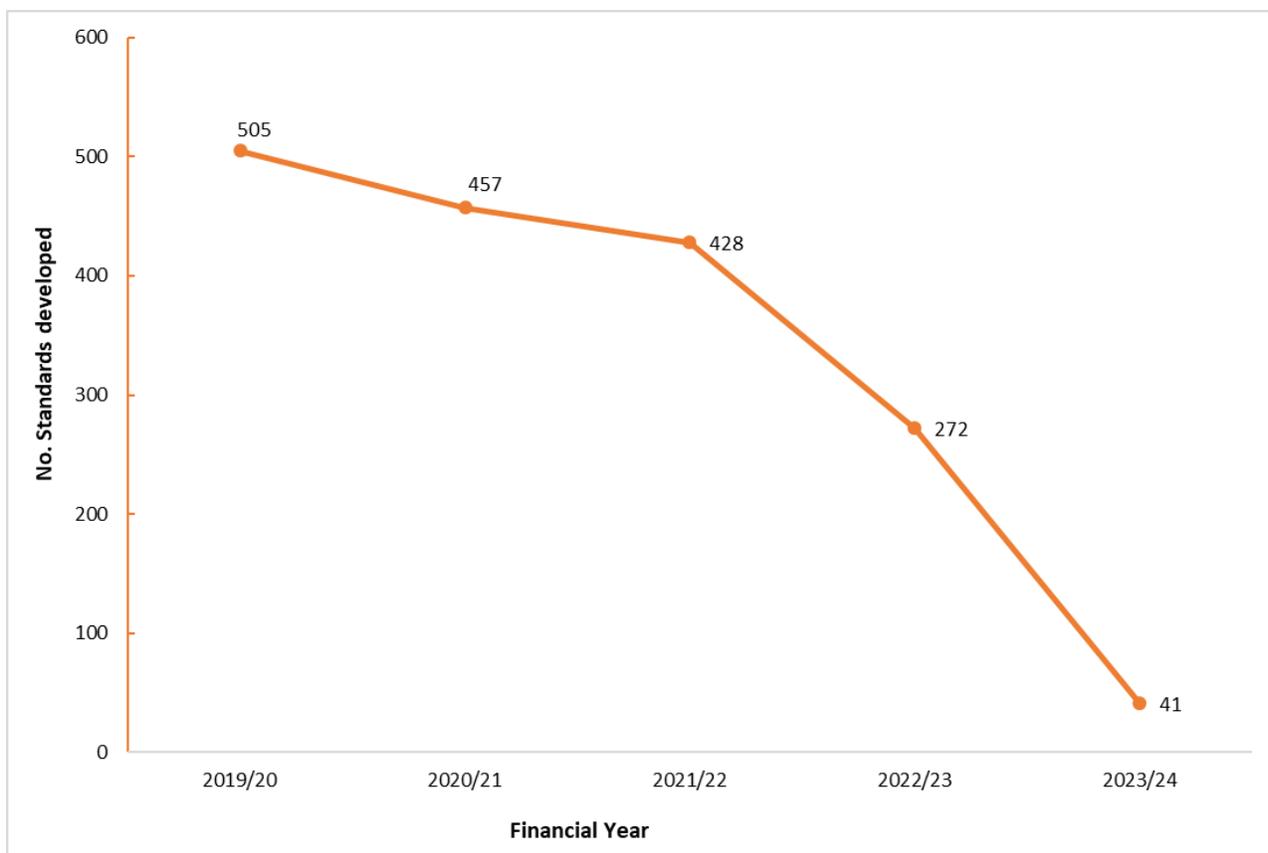
## 1.0 STANDARDS DEVELOPMENT

By the end of FY 2023/24, 4,812 standards were in stock as indicated in the Fig 1 below



*Figure 1: The stock Standards as of 30<sup>th</sup> June 2024*

In the FY 2023/24, 390 standards and 2 Amendments were developed and approved by National Standards Council. During the same period, 93 Final Draft Uganda Standards (FDUS) and 1 Amendment were developed and were awaiting approval by the National Standards Council.



**Figure 2: Number of standards Developed**

The table below illustrates a breakdown of standards developed in the four categories of Engineering, Food and Agriculture, Chemical and Consumer Products, Services and Business Management in from FY 2019/2020 to FY 2023/24.

**Table 2: Summary of performance over the last 5 years**

SN	Standards Development Categories	2019/20	2020/21	2021/22	2022/23	2023/24
<b>i</b>	Engineering	62	88	57	66	0
<b>ii</b>	Food and Agriculture	96	85	52	68	7
<b>iii</b>	Chemicals & Consumer products	212	175	185	131	24
<b>iv</b>	Services and Business Management	34	92	122	124	10
	<b>Total</b>	<b>404</b>	<b>440</b>	<b>416</b>	<b>389</b>	<b>41</b>

## **1.1 THE NATIONAL QUALITY INFRASTRUCTURE PILLARS AND SERVICES**

The National Quality Infrastructure (NQI) is a system comprising the organizations (public and private) together with the policies, relevant legal and regulatory framework, and practices needed to support and enhance the quality, safety, and environmental soundness of goods, services, and processes.

The quality infrastructure is required for the effective operation of domestic markets, and its international recognition is important to enable access to foreign markets. It is a critical element in promoting and sustaining economic development, as well as environmental and social wellbeing. It relies on Standardization; Metrology; Accreditation, Conformity assessment, and Market Surveillance.

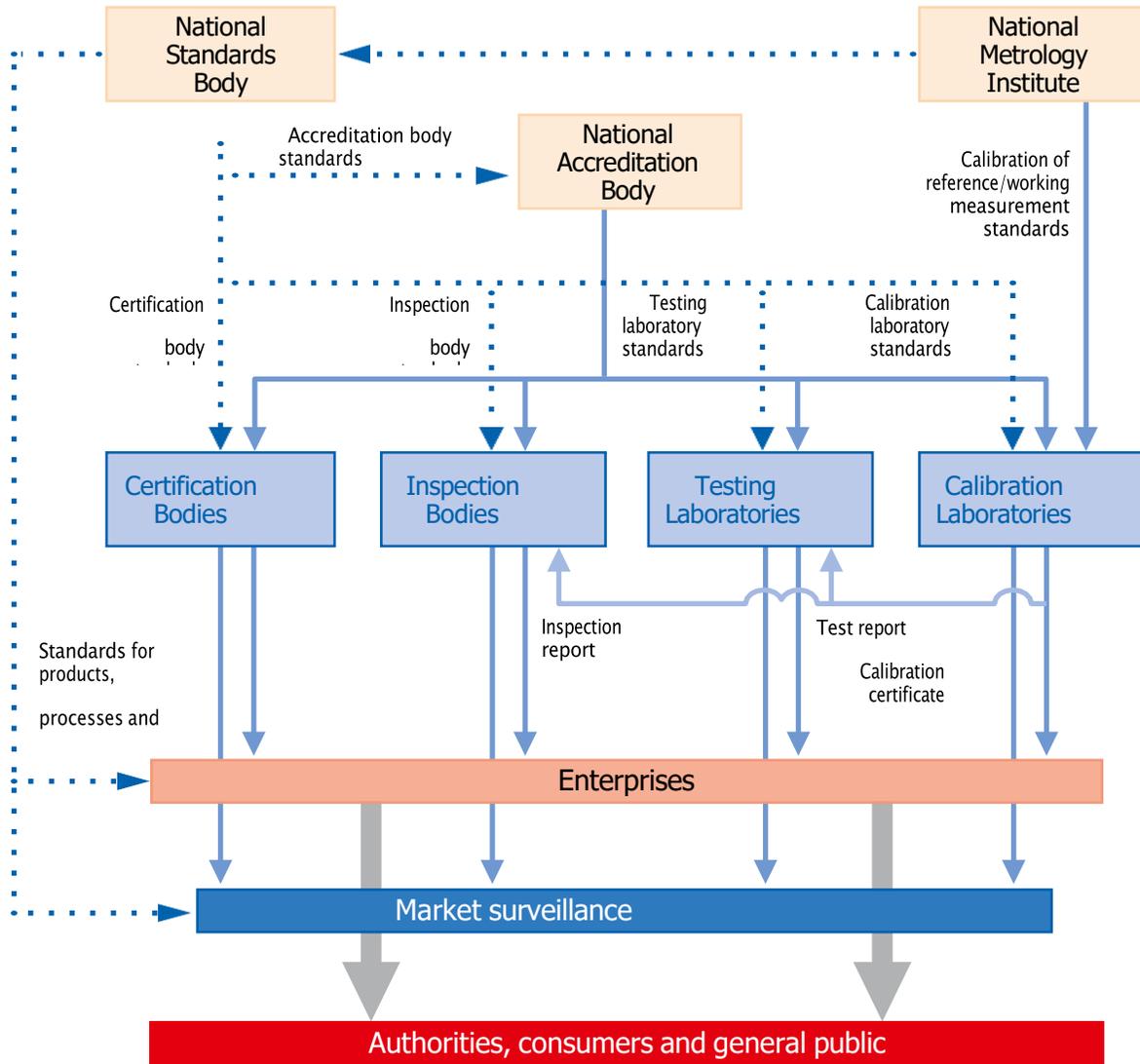
The key institutional pillars in the National Quality Infrastructure system are made up of the high-level institutions; the National Standards Body (NSB), the National Metrology Institute (NMI), and the National Accreditation Body (NAB). All other NQI services, such as Conformity Assessment, Calibration, or Market Surveillance, require these three to operate effectively and efficiently. If one of these three is not available in a country, it may not be possible to develop an effective NQI delivery system.

The NSB, the NMI, and the NAB must ensure that the output of the NQI gets international acceptance and recognition. The NMI and the NAB need to conduct inter-laboratory comparisons and peer reviews, whereas the NSB needs to comply with Annex 3 of the WTO TBT Agreement.

The conformity assessment services, including inspection, testing, and certification, are used to confirm to the parties of a transaction as to whether a product or a service complies with a standard or a technical regulation. The competency of the conformity assessment services is assured through accreditation, and their measurement capability through calibration.

Calibration is not considered a conformity assessment service per se, but it is a necessary link in the value chain of conformity assessment services. Without the ability to determine length, mass, volume, time, temperature, and many other derived metrology quantities, no technical standards could exist for products or services.

Calibration ensures that measuring equipment is traceably calibrated to the national measurement standards maintained by the NMI, which in turn are calibrated to international measurement standards.

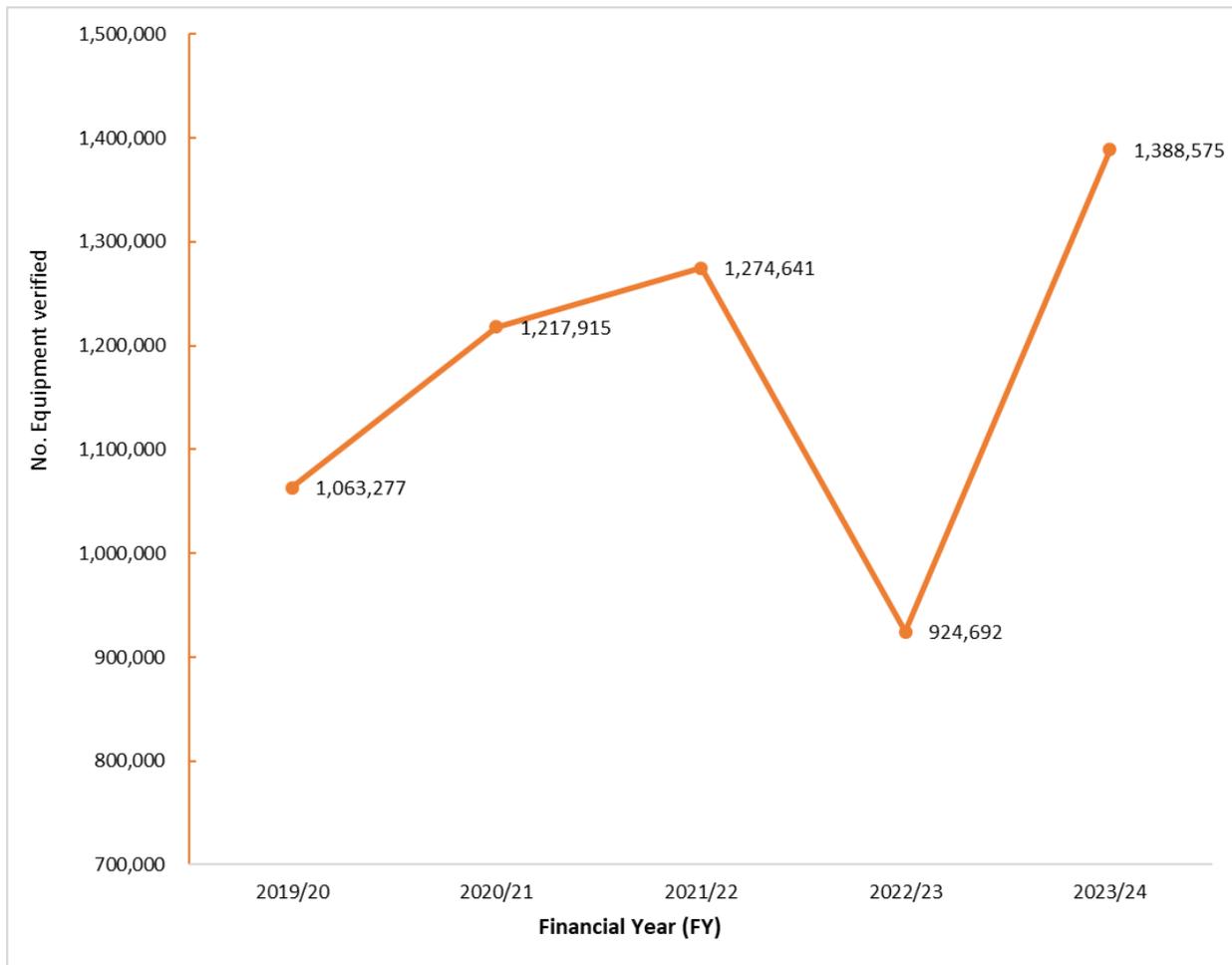


Source: ISO Good Standardization Practices

## 2.0 MEASUREMENTS

### 2.1 Legal Metrology

UNBS implements the Weights and Measures Act (Cap 84) of the Laws of Uganda. The main objective is to ensure that the equipment used for trade is verified for correct measurements and accuracy at regular intervals as required by the Law and therefore protects society from the consequences of wrong measurements. The figure below indicates the number of equipment verified from the FY 2019/20 to the FY 2023/24. The number of equipment have been on an increasing trend to date.



*Figure 3: Number of Equipment verified*

### 2.2 National Metrology Laboratory

The UNBS NML handles both scientific and industrial measurements. The role of the laboratory is to maintain the primary measurement standards and ensure that all measurements performed in

the country in all spheres and fields of life are comparable, linked and traceable to the International System of units (SI).

This in turn helps to support fair trade, interoperability, technological development and transfer. Accurate measurements in the process controls factors like temperature, dimensions and mass have greatly contributed to the quality of Ugandan products and their acceptability in the region and internationally.

The figure below illustrates the number of equipment calibrated since the FY 2019/20 to 2023/24.

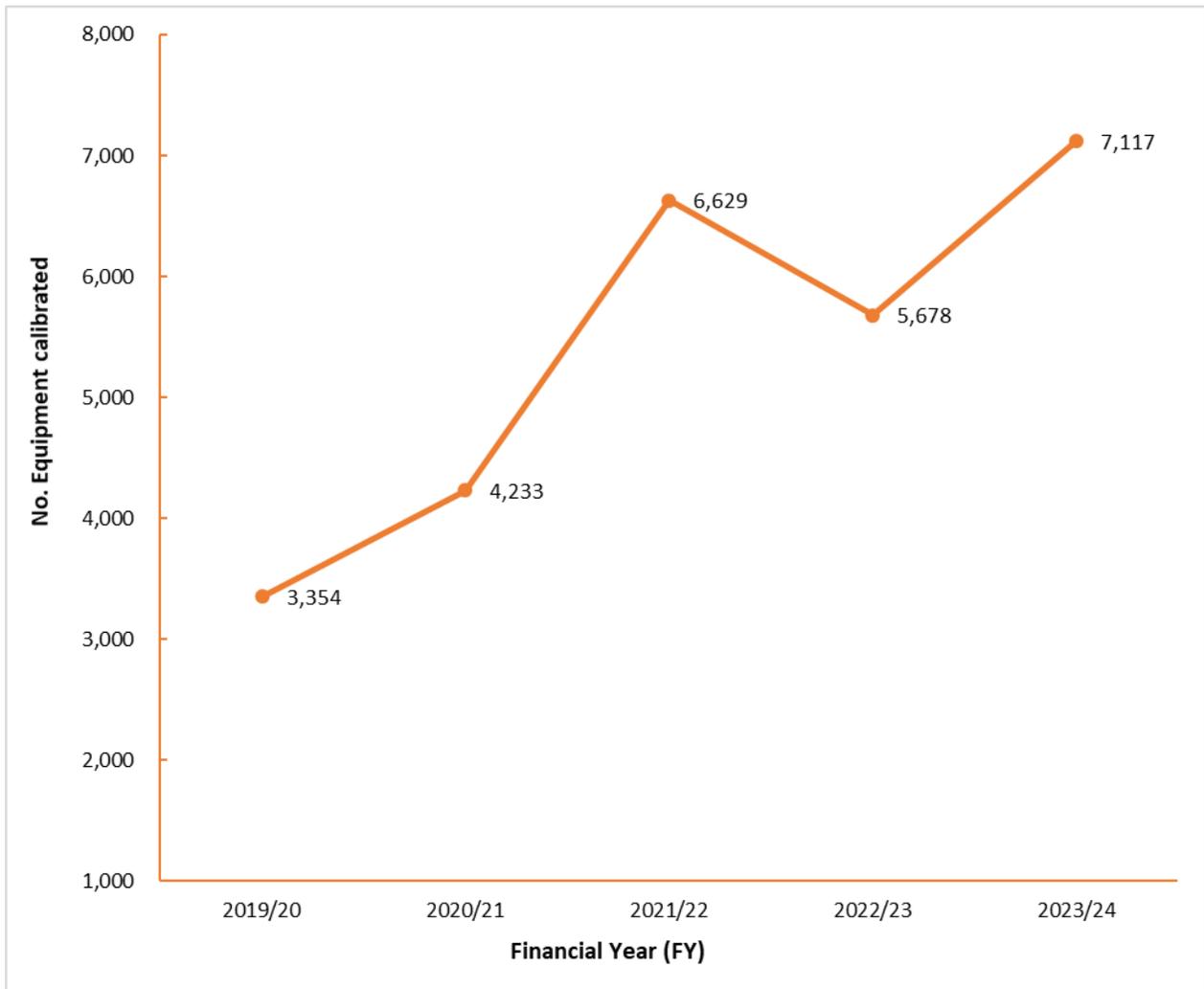


Figure 4: Number of Equipment Calibrated

### 3.0 CONFORMITY ASSESMENT

#### 3.1 Imports inspection

UNBS undertakes inspection of imported consignments to prevent Uganda from being a dumping ground for substandard imports, protect consumers/the public, and the environment from harmful/substandard products, promote fair trade and ensure value for money. The Figure below illustrates the trend in the number of consignments inspected from the FY 2019/20 to FY2023/24.

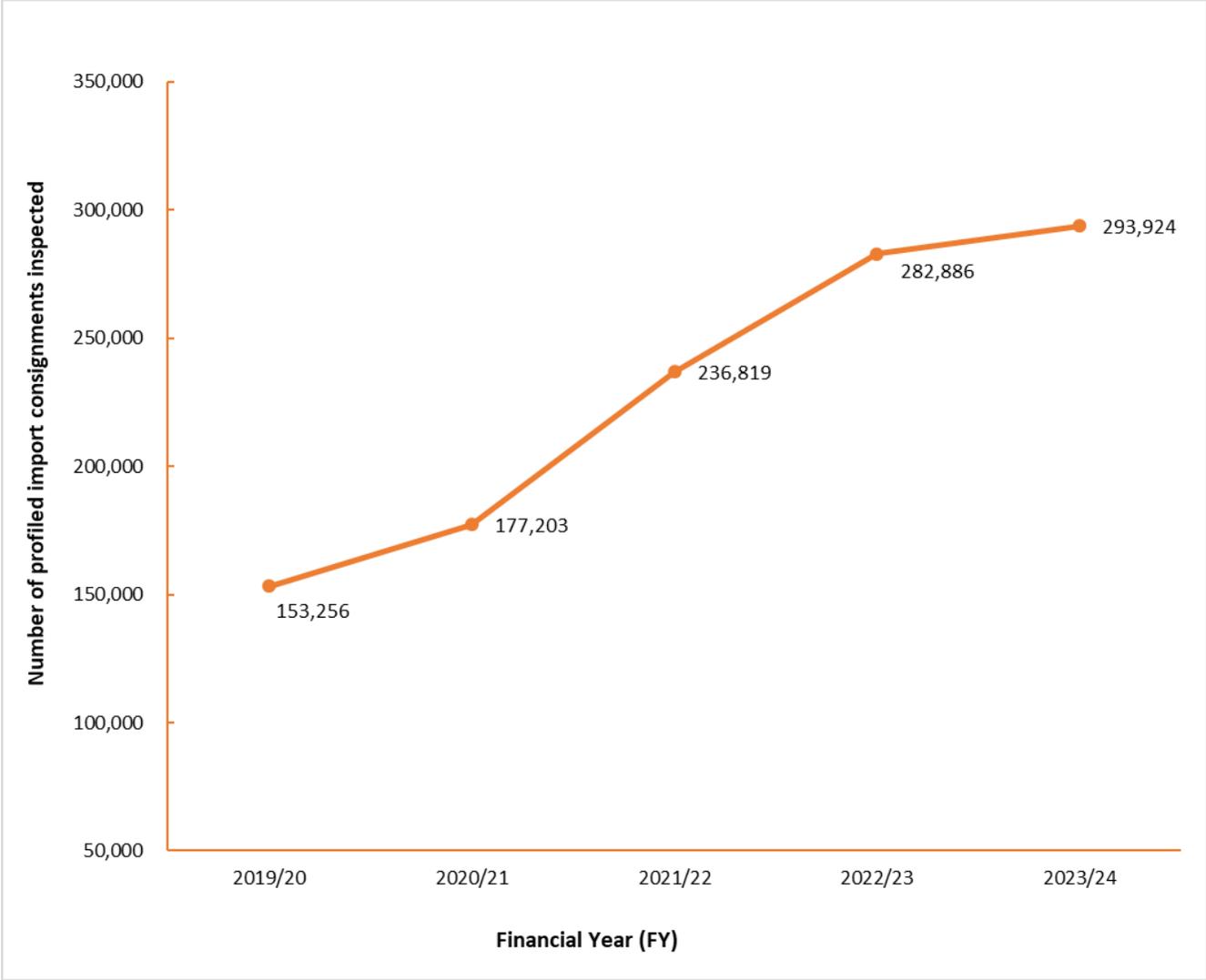


Figure 5: Number of Import consignments inspected

### 3.1.2 Inspections by category

Table 3: Inspections by category

Category	2019/2020	2020/2021	2021/2022	2022/2023	2023/2024
PVOC	109,527	117,338	65,189	82,083	58,475
DI	43,729	59,865	171,630	129,555	235,449
<b>Total</b>	<b>153,256</b>	<b>177,203</b>	<b>236,819</b>	<b>282,886</b>	<b>293,924</b>

### 3.2 Laboratory Testing

The number of samples tested has been on an increasing trend from FY 2019/20 to FY 2023/24 as illustrated in the Figure below. The increase in testing is attributed to an increase in demand for testing services in the country and most importantly the implementation of the Uganda National Bureau of Standards (Certification) Regulations, 2021 & the Uganda National Bureau of Standards (Certification) (Amendment) Regulations, 2022.

that made certification of products covered by compulsory Uganda standards mandatory.

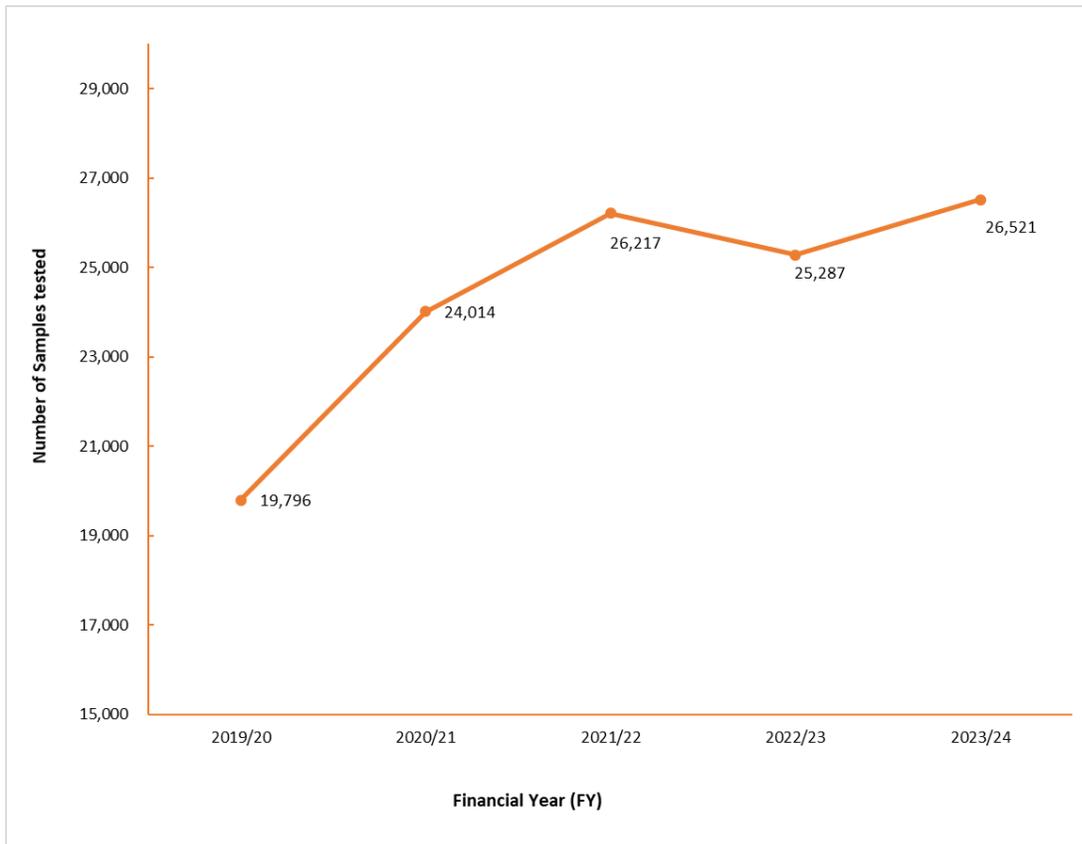


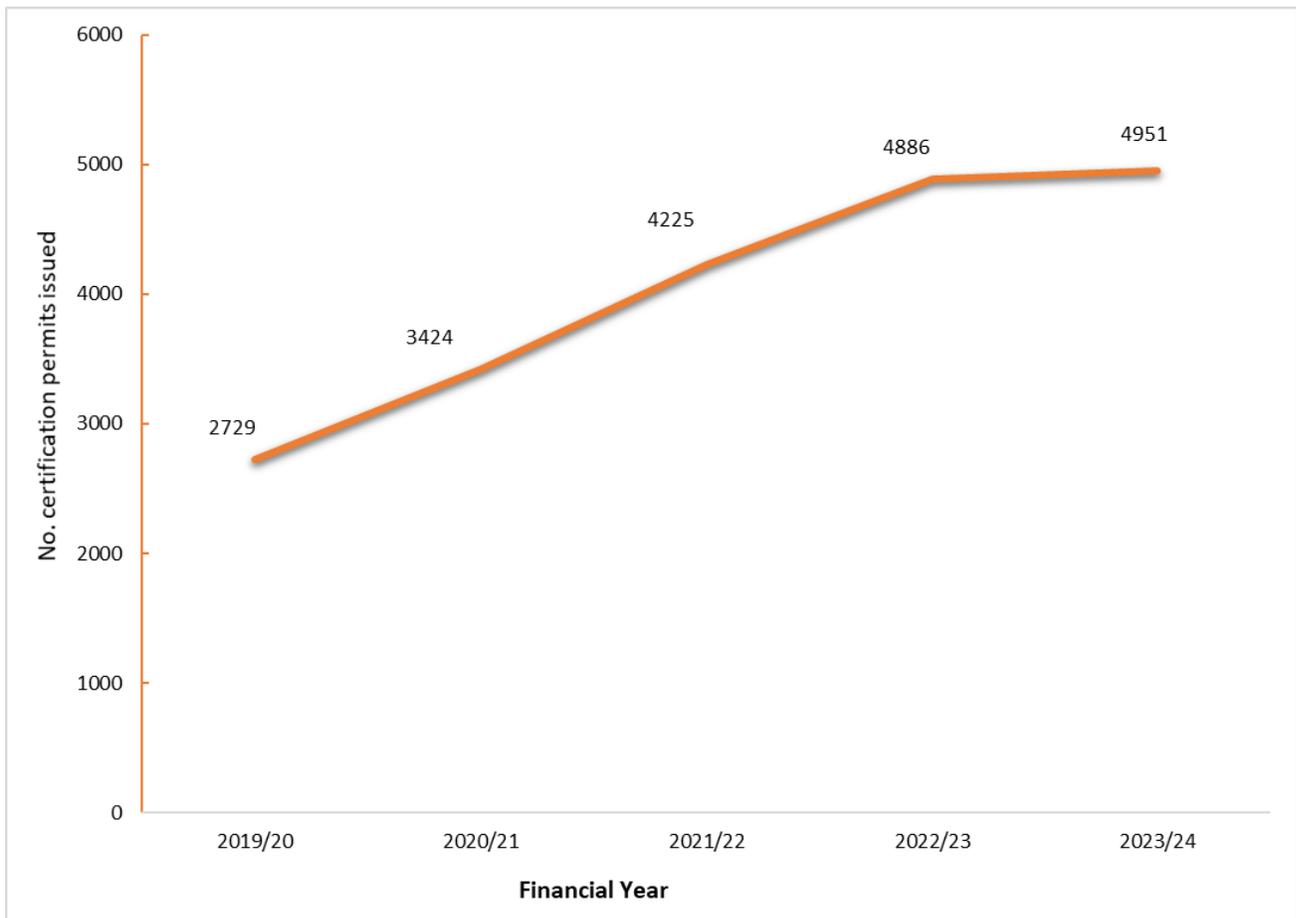
Figure 6: Number of product samples tested

### 3.3 Certification

UNBS is the custodian of the principal seal of quality in Uganda, the Q-Mark (Distinctive Mark). The Q-Mark provides consumers with assurance that products meet standard requirements, and are safe and fit for purpose in accordance with the Uganda National Bureau of Standards (Certification) Regulations, 2021 & the Uganda National Bureau of Standards (Certification) (Amendment) Regulations, 2022.

The Q-Mark is awarded for products that have been tested against specific requirements in UNBS or UNBS-recognized laboratories, whose production has been audited and found compliant to requirements of quality control and quality assurance.

The number of certification permits issued have been on an increasing trend. This was as a result of the introduction of distinctive mark regulation that made certification of products mandatory for products covered with compulsory standards. The trend is indicated in the graph below.



**Figure 7: Number of certification permits issued**

### 3.3.1 Certification Activities

The range of certification activities conducted by the Bureau from FY 2019/20 to FY 2023/24 are presented in Table 4 below

*Table 4: Certification Activities*

Indicator description	2019/20	2020/21	2021/22	2022/23	2024/24
No. of product permits issued	2,729	3,424	4,225	4,886	4,951
No. of system permits issued	24	14	26	33	34
No. of Audits	3,109	5,701	6,793	8,351	8,605
No. of MSME's inspected/supported	1,372	826	358	539	658
No. of MSME's products certified	201	547	639	1,114	1,251
No. of companies provided with Technical assistance (trainings undertaken)	76	43	372	31	28
No. of MSME's registered	2,634	3,161	447	113	148

### 3.4 Market Surveillance

UNBS undertakes market surveillance activities to remove substandard goods from the market both to ensure consumer safety and to create a level playing field for the local and imported goods in accordance with the Uganda National Bureau of Standards (Market Surveillance and Enforcement of Compulsory Standard Specifications) (Amendment) Regulations, 2022.

These activities are important in ensuring socio-economic transformation of our people and the development of our local manufacturing industry in the long term.

UNBS carries out regular market inspections to ensure that traders are selling quality products in right quantities. Any substandard goods found on the market are seized by UNBS Market Surveillance inspectors. During the FY 2022/23, the Bureau conducted 2,453 inspections of industries, supermarkets, warehouses, wholesale shops and retail outlets all over the country and made 249 seizures of products that were not meeting the minimum safety and quality standards.

The performance of the function has been increasing tremendously as illustrated by the line graph below from the FY 2019/20 to the FY 2023/24.

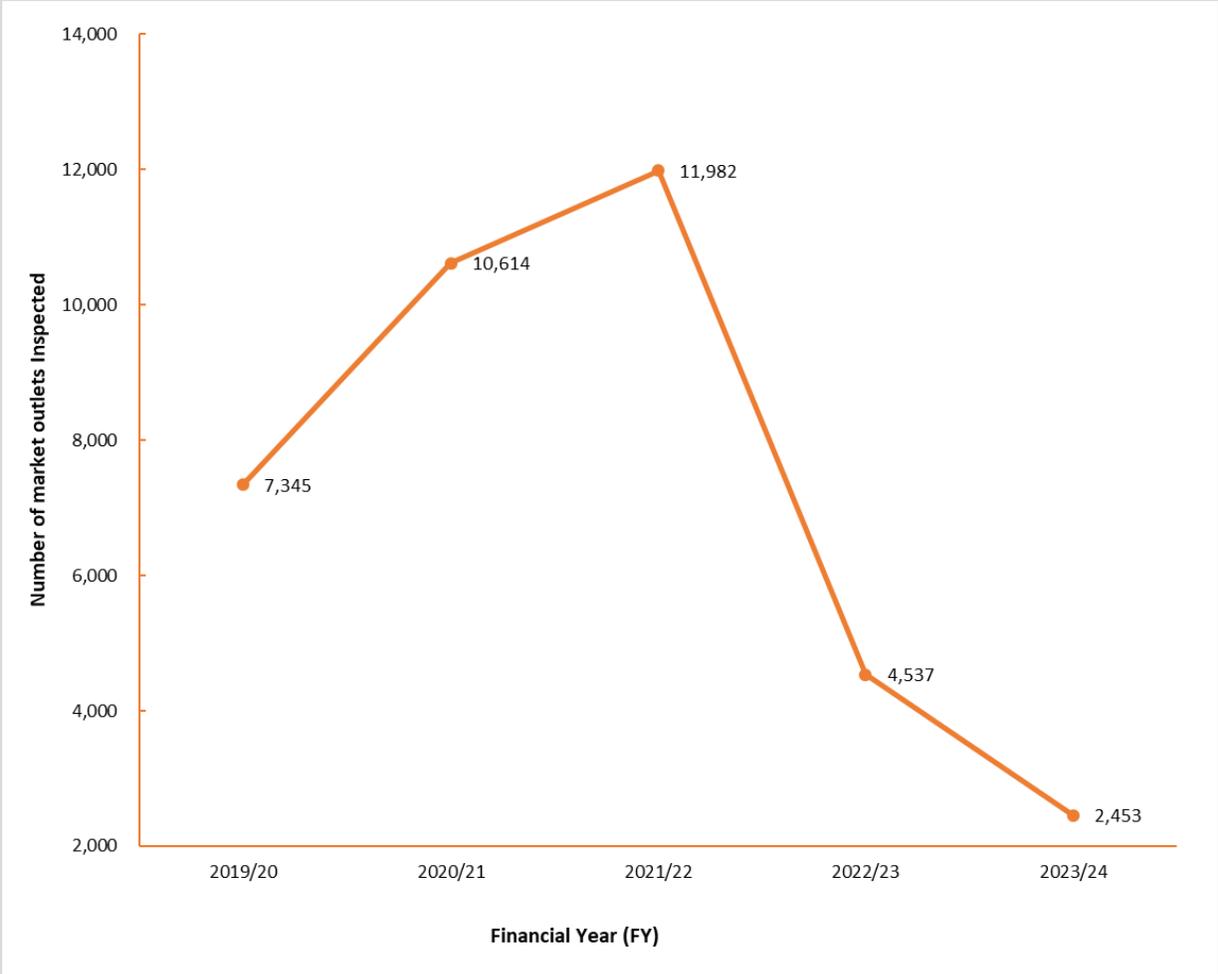


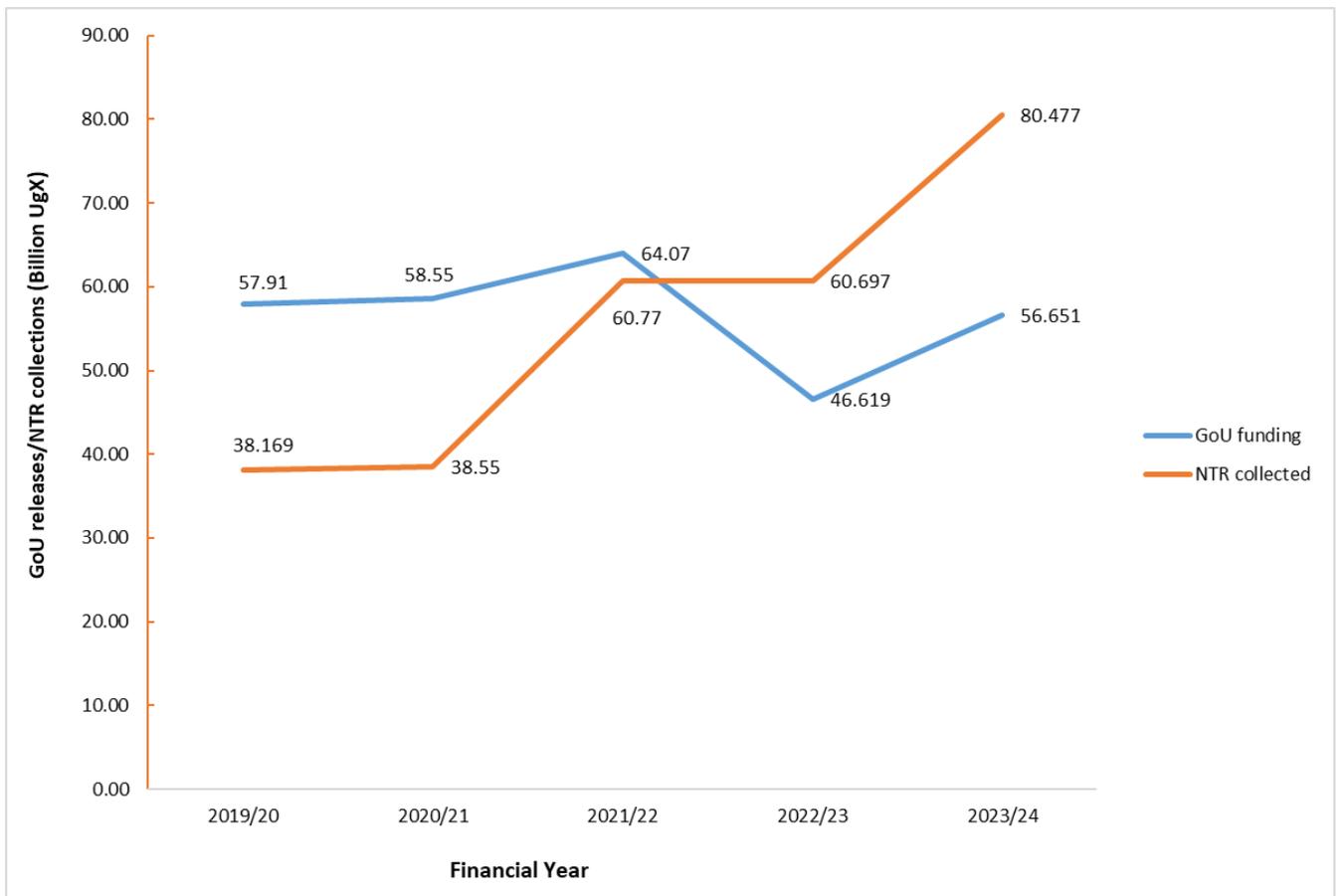
Figure 8: Number of Market outlets inspected

## 4.0 MANAGEMENT AND FINANCIAL SERVICES

### 4.1 Finance and Administration

#### 4.1.1 Government of Uganda budget allocations versus Non-tax revenue (NTR) collections by UNBS

The government budget allocations to UNBS have been increasing since FY 2019/20 to FY 2021/22. The NTR collected has equally been increasing of the same period. However, the FY 2022/23 had a sharp drop in the budget allocation from UGX 64.07 Bn to UGX 46.619Bn and a slight rise was realized in FY 2023/2024 to UGX 56.651 Bn (Fig 11)



*Figure 9: GoU budget allocations and NTR collections by UNBS*

### 4.2 Human resource

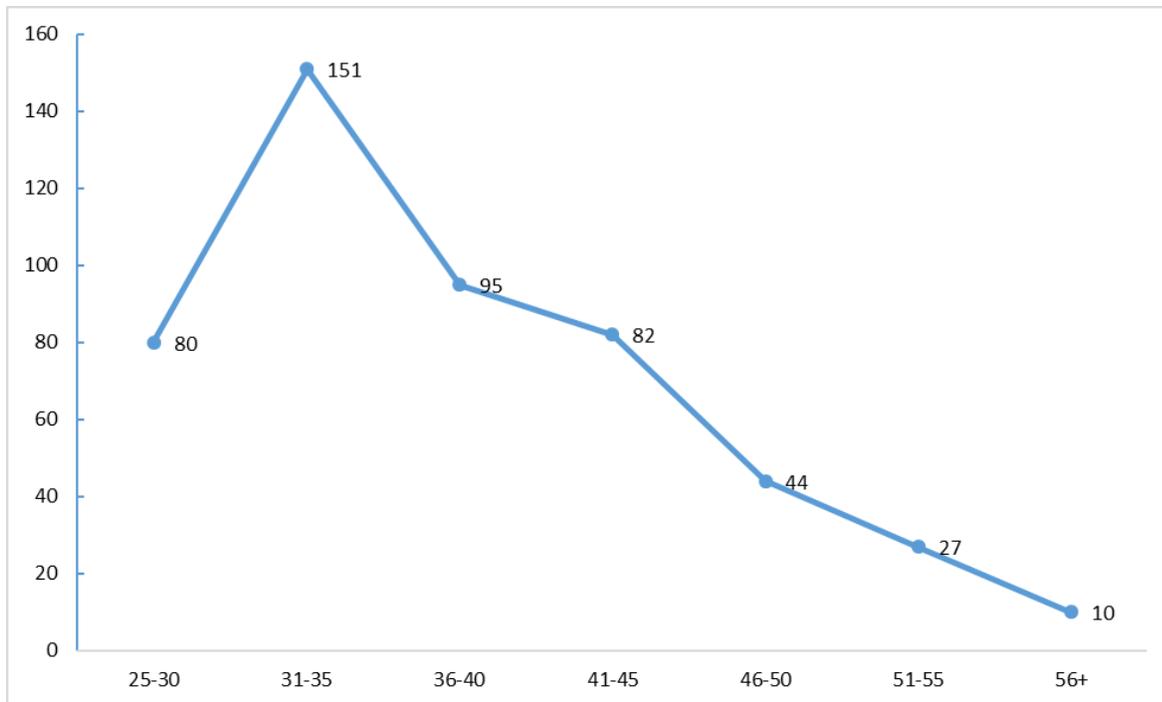
The Bureau's staff establishment has increased from 438 in the FY 2019/20 to 538 in FY 2023/24. Table 5 shows the distribution of the staff per department.

Table 5: UNBS Staff distribution

S/N	Department/Division	No. of Staff				
		2019/20	2020/21	2021/22	2022/23	2023/24
1	Audit	8	7	7	7	8
2	Certification	39	38	39	48	53
3	Corporate planning	3	3	3	3	3
4	ED's Office	11	12	12	11	14
5	Finance & Administration	62	62	64	68	69
6	HRD	11	11	11	10	11
7	ICT	9	9	10	9	11
8	Imports Inspection	76	74	71	91	93
9	Legal	3	4	4	5	4
10	Legal Metrology	57	59	60	57	63
11	National Metrology Lab	15	16	16	16	25
12	Public Relations	11	11	12	13	13
13	PDU	6	6	5	5	4
14	Standards	34	35	36	36	41
15	Surveillance	27	27	27	37	40
16	Testing	63	65	66	76	86
17	Contract staff			1	0	0
	<b>Total</b>	<b>435</b>	<b>439</b>	<b>444</b>	<b>492</b>	<b>538</b>

#### 4.2.1 Staff Distribution by Age

As seen from the graph, the majority of staff are in the age group of between 31 years to 35 years, indicating that the Bureau's workforce is still relatively young.



*Figure 10: Staff distribution by age*

### **4.3 Public relations and marketing**

The Marketing and Public Relations Office undertook a number of activities between July 2023 and June 2024 to raise awareness and promote positive corporate image of UNBS as summarized below:

#### **4.3.1 Ensuring Public Visibility of UNBS Services and Promotion of Standards through the Media.**

UNBS maintained a vibrant presence on the mainstream and digital media platforms with mainly positive coverage and reports of UNBS activities and standards work.

Notable among others include; national awareness campaigns on food safety in schools, Fuel marking and quality Monitoring, south Susan ban on Uganda maize exports, quality of tyres on the market, UNBS COSASE appearances in Parliament and leadership crisis National awareness campaigns on prevention of aflatoxins, presentation of UNBS COSASE Report in parliament, World Standards Day, PVoC for Used Motor vehicles public , the Standards Essay Competitions for students in tertiary institutions, Fuel marking and quality Monitoring sensitisations in south

western, Rwenzori ,eastern and west Nile sub regions, Uganda, Maize Quality standards awareness campaign, Digital Conformity Marking(DCM) programs among others.

#### 4.3.2 Stakeholder Engagement

For the period under review, the Office ensured regular engagement with UNBS key stakeholders conducted twenty (20) stakeholders’ engagements with external stakeholders.

**Table 6: Stakeholder Engagements Conducted**

No	Category of Stakeholders	Planned participants	Actual Participants	Public Concern Addressed
1.	Policy makers, Local Government Officials, civil Society, Media, and District/city Political leaders –in Acholi Sub region-Gulu	50	56	Improving food safety for learners in schools and institutions of learning
2.	Head teachers, School Directors/owners, Members of Boards and Parents Teachers Associations (PTA), Stores masters, Procurement officers in schools, Media, in Acholi Sub region-Gulu	100	85	Food safety standards, requirements, and Roles of the different value chain players in schools and other institutions of learning
3.	Weights and Measures Licensed technicians/mechanics	200	113	Review of the weights and measures repairing procedures, operations of the UNBS licensed technicians to foster fair trade.
4.	Operators of butcheries within Kampala Metropolitan region	100	56	Sensitization on simplified Information, Education and Communication materials based on Uganda Standard for Hygienic Requirements for Butcheries (US 736:2019) to ensure quality and safe meat on the market.
5.	Maize flour and grain manufacturers, traders, exporters, Grain Council of Uganda, MAAIF and the media	300	239	To improve compliance to quality standards of maize grain and Maize flour and compete on the national, regional, and international market

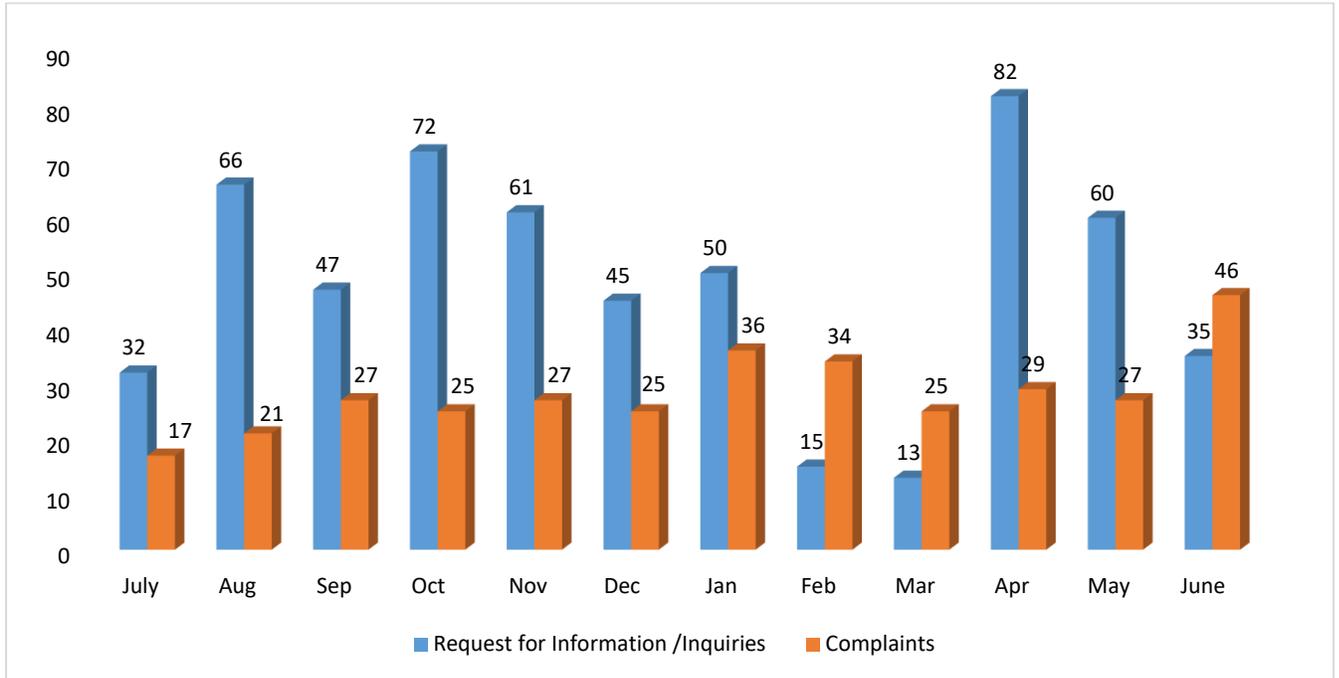
No	Category of Stakeholders	Planned participants	Actual Participants	Public Concern Addressed
6.	Head teachers, School Directors/owners, Members of Boards and Parents Teachers Associations(PTA), Stores masters, Procurement officers in schools, Media, in Bugisu, Busoga,Teso, Sebei,and Bukedi Sub regions-Mbale	100	84	Food safety standards, requirements, and Roles of the different value chain players in schools and other institutions of learning
7.	University Students and youths in Kampala International University in Kansanga	100	45	Sensitisation on the Role of Standards and how to participate in the African Regional essay competitions on Standards
8.	University Students and youths at Uganda Christian University in Mukono	100	30	Sensitisation on the Role of Standards and how to participate in the African Regional essay competitions on Standards
9.	University Students and youths at Uganda Christian University in Mukono	50	12	Sensitisation on the Role of Standards and how to participate in the African Regional essay competitions on Standards
10.	Wholesalers, Retailers, Consumers, Media and Local Leaders in eastern regions-Mbale City	200	217	To enlighten stakeholders on fuel quality and quantity, promote standards usage, compliance and fair trade to ensure quality of petroleum products in the entire supply chain in Uganda.
11.	Importers and Dealers in Second-hand Spare Parts for Motor vehicles	50	35	To discuss challenges in the implementation of PVoC for used spare parts of motor vehicles whose standards specifications and testing modalities are not clear
12.	Executive members of Business Associations in the private sector - Trade	50	36	How UNBS can facilitate their businesses, trade and Industry and improve working relationship between UNBS and the business community.

No	Category of Stakeholders	Planned participants	Actual Participants	Public Concern Addressed
13.	Executive members of Business Associations in the private sector-Industry	50	30	How UNBS can facilitate their businesses, trade and Industry and improve working relationship between UNBS and the business community.
14.	Consolidators of general goods	50	18	Discuss the implementation of the Pre-Export Verification of Conformity to Standards (PVoC) program among consolidators and get solutions to the challenges faced by the consolidators
15	Clearing Agents	100	135	Sensitisation on the Imports Inspection regulations and procedures
16	District Official, MDAs, and Media in Rwenzori sub region	150	200	Sensitisation on Fuel Quality and Quantity in the Rwenzori Sub region
17.	Maize stores owners, aggregators, traders and local government officials in mubende	100	85	Sensitisation on the UNBS certification process, fees and requirements, Maize grain and maize flour standards and UNBS Mandate and procedures
18.	District officials, media, Political leaders, fuel retailers and dealers and opinion leaders in west Nile sub region	150	136	Sensitisation on Fuel Quality and Quantity requirements, UNBS mandate and consumer protection issues
19.	Super market owners and operators in Kampala,Mukono and Wakiso area	100	73	Digital Conformity Marking program, requirements and enforcement roadmap, Certification and best practices required of business owners to ensure sale of safe and certified products
20.	Dealers, traders, importers, users ,regulators and manufacturers of Refrigeration appliances and heat pumps	60	54	Sensitisation and awareness workshop on the draft Uganda standards for Refrigeration appliances and heat pumps

### 4.3.3 Customer Feedback Management

Through the UNBS Toll free line, digital platforms (email and twitter), customer care and front desks, the office registered and attended to customer feedback inform of complaints, and requests for information/inquiries on UNBS mandate.

The feedback received for the period under review is summarised as follows;



**Figure 11: Customer Feedback – July 2023-June 2024**

Customer satisfaction surveys on the quality of UNBS services were conducted for five technical departments and the results are summarized below;

**Table 7: Customer satisfaction**

UNBS Services	Satisfaction Rate	Overall satisfaction	Customer
Testing/Laboratories	83.9%	<b>72.7%</b>	
Imports Inspection	68.4%		
Market Surveillance	76.9%		
Legal Metrology	57.8%		
National Metrology Laboratories	76.5%		

## 5.0 NATIONAL STANDARD INDICATOR FRAMEWORK (NSI)

UNBS being a government body is part of the national standard indicator framework. This is part of the national statistical system (NSS) that is used to track data on indicators from MDAs. It was implemented through the Plan for national statistical development (PNSD) that was aligned with the recently completed NDP II. The 3rd PNSD, has been developed aligned to NDP III. The major reason behind this was to harmonize government reporting and enhance accountability.

In collaboration with UBOS, and other oversight agencies like OPM, NPA and MoFPED that operate the national statistical system, Meta data was developed track the indicators UNBS produced during the implementation of NDP II in the tables below.

### 5.1 Level I Indicators

Currently, the UNBS strategic plan for statistics was developed to enable UNBS track her performance indicator under NDP III.

UNBS has 2 national standard indicators that include;

1. Level of prevalence of substandard imported and locally produced products on the Ugandan Market.
2. Number of Ugandan certified products accessing Regional International Markets.

**Table 8: National standard Indicators**

<b>Indicator</b>	<b>2019/20</b>	<b>2020/21</b>	<b>2021/22</b>	<b>2022/23</b>	<b>2023/24</b>
Level of prevalence of substandard imported and locally produced products on the Ugandan Market.	50%	49%	51%	58%	56%
Number of Ugandan certified products accessing Regional International Markets.	2,776	3,576	4,200	4,942	5,930