



## CLIENT SERVICE CHARTER

Services Rendered	Customer Obligation	Time line	User charges UGX
<b>Standards Development</b>			
Standards development through technical committee	<ul style="list-style-type: none"> <li>Request for a standard</li> <li>Providing necessary justifying data and information</li> <li>Participate in standards development through TC and public reviews</li> </ul>	6-20 months	Nil
Providing information on available standards	<ul style="list-style-type: none"> <li>Request for the information</li> </ul>	30 minutes	Nil
Sale of standards	<ul style="list-style-type: none"> <li>Request for an existing standard</li> <li>Pay the required fees</li> </ul>	30 minutes	Fees <sup>1</sup> available on UNBS website <a href="http://www.unbs.go.ug">www.unbs.go.ug</a>
<b>Testing</b>			
Testing and release of test report after collection and/or receipt of samples	<ul style="list-style-type: none"> <li>Provide sample in good condition</li> <li>Collect test report upon completion of testing</li> </ul>	1 - 4 weeks depending on sample	Fees <sup>2</sup> available on UNBS website <a href="http://www.unbs.go.ug">www.unbs.go.ug</a>
<b>Certification Department</b>			
Providing information on the UNBS certification process	Request/ inquiry for information on UNBS certification process	48 hours	Nil
<b>Product Certification</b>			
Receive and review application for certification	<ul style="list-style-type: none"> <li>Apply for certification</li> <li>Submit required documentation, labels and markings</li> </ul>	3 days	Nil

<sup>1</sup> This fees varies depending on the number of pages of the standard requested. Standards with many pages cost more.

<sup>2</sup> This fees varies depending on the parameter requested. Some parameters cost more than others

Generate payment notice for audit fees	<ul style="list-style-type: none"> <li>• Payment of audit fees and testing fees</li> <li>• Submit URA Payment Registration Number (PRN)</li> </ul>	7 days	Certification fees policy on UNBS website using the link <a href="https://goo.gl/u9veQe">https://goo.gl/u9veQe</a>
Conduct Audit (Evaluation of documents, factory processes and products)	<ul style="list-style-type: none"> <li>• Prepare and be in production for the audit/evaluation</li> <li>• Provide samples for testing</li> </ul>	Within 30 days after payment	
	<ul style="list-style-type: none"> <li>• Address non-conformances raised in audit</li> </ul>	Within 30 days after audit	
Review and approval of grant/renewal of permit	<ul style="list-style-type: none"> <li>• Receive final audit report</li> <li>• Clarify any issues arising out of the review</li> </ul>	7 days	
Generate payment notice for certification fees	<ul style="list-style-type: none"> <li>• Payment of certification fees (permit fees, surveillance audit fees and testing fees)</li> <li>• Submit URA Payment Registration Number (PRN)</li> </ul>	7 days	Certification fees policy on UNBS website using the link <a href="https://goo.gl/u9veQe">https://goo.gl/u9veQe</a>
Issuance of permit for use of Q Mark	<ul style="list-style-type: none"> <li>• Collect permit from UNBS office, or</li> <li>• Print permit from <a href="http://www.cims.unbs.go.ug">www.cims.unbs.go.ug</a></li> </ul>	1 day after payment	
<b>Management Systems Certification</b>			
Receive and review application for certification	<ul style="list-style-type: none"> <li>• Apply for certification</li> <li>• Submit required documentation</li> </ul>	3 days	Nil
Generate payment notice for audit fees	<ul style="list-style-type: none"> <li>• Payment of audit fees</li> <li>• Submit URA Payment Registration Number (PRN)</li> </ul>	7 days	Certification fees policy on UNBS website using the link <a href="https://goo.gl/u9veQe">https://goo.gl/u9veQe</a>
<ul style="list-style-type: none"> <li>• Conduct Audit (Evaluation of documents and factory processes)</li> <li>• Conduct Stage 1 audit</li> <li>• Provide stage 1 audit report</li> <li>• Conduct stage 2 audit</li> <li>• Provide stage 2 audit report</li> </ul>	<ul style="list-style-type: none"> <li>• Prepare and be available for the <u>stage 1</u> audit</li> </ul>	Within 30 days after payment	
	<ul style="list-style-type: none"> <li>• Address non-conformances raised in stage 1 audit</li> </ul>	Within 30 days after audit (and not exceeding 6 months)	
	<ul style="list-style-type: none"> <li>• Prepare and be available for the <u>stage 2</u> audit</li> </ul>	Within 30 days after stage 1 closure	
	<ul style="list-style-type: none"> <li>• Address non-conformances raised in stage 2 audit</li> </ul>	Within 30 days after stage 2 audit (and not exceeding 6 months)	

Review and approval of grant/renewal of certificate	Clarify any issues arising out of the review	Within 14 working days	
Generate payment notice for certification fees	<ul style="list-style-type: none"> <li>• Payment of certification fees</li> <li>• Submit URA Payment Registration Number (PRN)</li> </ul>	Within 14 working days	Certification fees policy on UNBS website using the link <a href="https://goo.gl/u9veQe">https://goo.gl/u9veQe</a>
Issuance of certificate	<ul style="list-style-type: none"> <li>• Collect permit from UNBS office</li> </ul>	Within 2 working days after payment	
<b>Training</b>			
Conduct training as per request by client or UNBS training calendar	<ul style="list-style-type: none"> <li>• Apply for training</li> <li>• Make payments for the training</li> <li>• Confirm dates and venue for training</li> </ul>	5 days	Training fees and calendar on UNBS website <a href="http://www.unbs.go.ug">www.unbs.go.ug</a>
Issue certificate upon completion of training	<ul style="list-style-type: none"> <li>• Attend training on scheduled dates</li> </ul>	1 day	For onsite training - Depends on training requested and number of days
<b>National Metrology Laboratory</b>			
Respond to request for quotation (RFQ's)	<ul style="list-style-type: none"> <li>• Request for calibration,</li> <li>• Provide appropriate and accurate technical information about the equipment to be calibrated.</li> </ul>	2 days	Nil
Carry out equipment and site survey where necessary.	<ul style="list-style-type: none"> <li>• Provide appropriate and accurate technical information about the equipment during site visits.</li> </ul>	5 days	Depends on the Distance
Carry out accurate calibration in-lab including calibration certificates	<ul style="list-style-type: none"> <li>• Full payment of applicable fees,</li> <li>• Delivery of calibration item (s) to the UNBS Metrology laboratory and,</li> <li>• Collection of item (s) and certificates after calibrations.</li> </ul>	2 – 10 days	Depends on the number of equipment, number of calibration points, Resolution, accuracy class.
Carry out accurate calibration on site including calibration certificates	<ul style="list-style-type: none"> <li>• Full payment of applicable fees and Logistics,</li> <li>• Provide necessary resources (e.g. water for calibration of Tanks),</li> <li>• Collection of item(s) and certificates after calibrations.</li> </ul>	2 – 21 days	Depends on the number of equipment, number of calibration points, resolution and accuracy class.
<b>Legal Metrology (Weights and Measures)</b>			
<b>Verification of measuring equipment</b>			

Test the equipment	Submit Equipment	1 day	Payment of applicable statutory fees
<b>Pattern Approval service</b>			
Request for Pattern Approval	Submit request for pattern approval	Less than 90 days.	Payment of applicable statutory fees
<b>Pre-package control service</b>			
Quantity verification – inspection at the factory or markets	<ul style="list-style-type: none"> <li>• Provide access for inspection</li> <li>• Provide samples for analysis</li> </ul>	1 day	Payment of applicable statutory fees
<b>Imports Inspection</b>			
<b>Release of consignments not accompanied by Coc/CWR but subject to PVoC</b>	<ul style="list-style-type: none"> <li>• Apply on ePortal for clearance and upload valid relevant documents.</li> <li>• Avail samples for testing</li> </ul>	One day if not subjected to testing, 28 days if subjected to testing	Payment for applicable PVoC penalty (15% CIF)  0.5% CIF administration inspection fee
<b>Release of consignments not subject to PVoC and no sampling required for destination inspection</b>	<ul style="list-style-type: none"> <li>• Apply on the ePortal for clearance and upload valid relevant documents</li> </ul>	8 hours	0.5% CIF administrative inspection fee
Respond to PVoC complaints and appeals	<ul style="list-style-type: none"> <li>• Submit written request and provide supporting documents</li> </ul>	2 days	Only where applicable
Issuance of ISM permit and stickers from date of application	<ul style="list-style-type: none"> <li>• Submit application letter</li> <li>• Provide CoC/CRW or evidence of a complying test reports</li> </ul>	24 hours	Payment of applicable fees.

Release under seal	<ul style="list-style-type: none"> <li>Provisional release of consignment still under query to owners premises pending other processes</li> </ul>	24 hours	USD 50 per application (UGX equivalent) related to securing cash bond or bank draft 15% CIF value
<b>Training and consultancy</b>			
Acknowledge request for training	<ul style="list-style-type: none"> <li>Apply for training</li> <li>Make payment as per applicable charges</li> <li>Confirm dates schedule and venue</li> </ul>	7 days	Depends on the training being undertaken.
Issue certificates after completion of training	<ul style="list-style-type: none"> <li>Attend in person</li> </ul>	Depends on the training	Payment of applicable fees
<b>Finance</b>			
Paying suppliers after delivery and acceptance of goods	<ul style="list-style-type: none"> <li>Delivery of goods</li> <li>Submission of all documents required.</li> </ul>	30 days	Nil
<b>Office Hours: Monday - Friday 08:00-17:00hrs</b>			