



UNBS CLIENT SERVICE CHARTER FINANCIAL YEAR 2022/2023

Services Rendered	Customer Obligation	UNBS Obligation	Timeline	User Charges UGX
STANDARDS DEPARTMENT				
Standards Development	Request for development of standard	UNBS acknowledgement and response	30mins-1hour	Nil
	providing of necessary data and information to justify request for a standard		1-7days	
	Participate in standards development through Technical Committee and public reviews		6-20months	
Request for information	Request for the information	Provision of necessary information	30 minutes	Nil
Sale of Uganda Standards	Request for purchase of a standard	Advise on standard requested for and process for purchase	30 minutes	minimum 10,000- maximum 110,000/-
	Paying the required fees			
Sale of regional and international Standards	Paying the required fees	Advise on payment process	1day	Charge depends on original publisher catalogue price
TESTING DEPARTMENT				
Receiving of samples	Submit sample in good condition	Receive and document sample	2 hours	Nil
	Submit non-perishable sample	Receive non-perishable samples	Monday to Friday 8:00 am - 3:00 pm	Nil



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	Submit perishable sample	Receive perishable samples	Monday to Wednesday 8 :00 am-3:00 pm	Nil
Receiving payment	Pay testing fees through URA portal	Provide information on fees	Instant on https://unbs.go.ug/e-services/testing-fees/	According to product category/assessment
		Provide information on how to pay	Instant on https://unbs.go.ug/e-services/payment-guide/	Depends on product category, test parameters and bank charges
		Provide information in person	30 minutes at sample reception or by phone 0800 133 133; 0713 227 580	Nil
Issuing test report	Providing correct email address to receive test report	Test report emailed to the client	1- 20 working depending on sample (except e.g. cement- 25 working days)	Nil
Customer relations	Submit complaint/compliment/feedback to sample reception/manager	Acknowledge feedback	1 day	Nil
		Provide formal feedback e.g. complaint solution or resolution	1 -20 working days (except e.g. cement 25 working days)	Nil
		Provide information on web page or UNBS app	Instant on https://play.google.com/store/apps/details?id=go.ug.unbs.app&hl=en&gl=US	Nil



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	Progress of testing of sample using sample reference number	Instant on https://unbs.go.ug//e-services/samples-analysis-status/	Instant on https://unbs.go.ug//e-services/samples-analysis-status/	Nil
CERTIFICATION DEPARTMENT				
Request for information	Request/inquiry for information on UNBS certification process	Providing information on the UNBS certification process	1 hour	Nil
PRODUCT CERTIFICATION				
Certification Application	Apply for certification	Receive and Review application for certification	3days	Nil
	submit required documentation, labels and markings			
Receiving Payment	Payment of audit fees and testing fees	Generate payment notice for audit	5days	
	Submit URA Payment Registration Number (PRN)			
Audit	Prepare and be in production for the audit/evaluation	Conduct Audit (Evaluation of documents, factory processes and products)	30days after payment	
	Provide samples for testing			
	Address non-conformances raised in audit			
Audit reports	receive final audit report	Review and approval of grant/renewal of permit	5 days	
	clarify any issues arising out of review			



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receiving payment for certification	Payment of certification fees (permit fees, surveillance audit fees and testing fees)	Generate payment notice for certification fees	5 days	
	Submit URA Payment Registration Number (PRN)			
Certification permit	Collect permit from UNBS office, or print permit from UNBS website through certification web portal www.cims.unbs.go.ug .	Issuance of permit for use of Q Mark	1 day after payment	Nil
MANAGEMENT SYSTEMS CERTIFICATION				
Application for certification	Apply for certification	Receive and Review application for certification	3days	Nil
	Submit required documentation			
Generating Payment notice	payment of audit fees	Generate payment notice fo audit fees	5days	minimum maximum
	Submit URA Payment Registration Number (PRN)			
Conducting Audit	Prepare and be available for the stage 1 audit	Conduct Audit (Evaluation of documents, factory processes) Conduct Stage 1 audit Provide stage 1 audit report	30days after payment	minimum maximum
	Address non-conformances raised in stage 1 audit		30days after audit	Nil
	Prepare and be available for the stage 2 audit	Conduct stage 2 audit	30days after stage 1 closure	Nil



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Audit report	Address non-conformance raised in stage 2 audit	Provide stage 2 audit report	30 days after stage 2 audit	Nil
Renewal of certificate	Clarify any issues arising out of the review	Review and approval of grant/renewal of certificate	14 working days	minimum and maximum
Payment notice for certification fees	Payment of certification fees	Generate payment notice for certification fees	14 working days	minimum-maximum
	submit URA Payment Registration Number (PRN)			
Issuance of certificate	Collect permit from UNBS office	Issuance of certificate	1 day	Nil
NATIONAL METROLOGY LABORATORY				
Respond to request for quotation (RFQ's)	Request for calibration	Respond to request for quotation (RFQ's)	1 day	Nil
	Provide appropriate and accurate technical information about the equipment to be calibrated			
Carry out equipment and site survey where necessary	Provide appropriate and accurate technical information about the equipment during site visits	Carry out equipment and site survey where necessary	5days	Depends on the Distance
Calibration on site/in lab	Full payment of applicable fees	Carry out accurate calibration in-lab including calibration certificates	10 days	Depends on the number of equipment, number of calibration points, resolution, accuracy class
	Delivery of calibration item(s) to the UNBS Metrology laboratory			
	Collection of item(s) and certificates and calibrations			



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	Full Payment of applicable fees and logistics			Depends on the number of equipment, number of calibration points, resolution, accuracy class
	provide necessary resources (e.g. water for calibration of tanks)			
	Collection of item(s) and certificates after calibrations	Carry out calibration on site including calibration certificates	21days	
Audit	Prepare and be available for the stage 2 audit	Conduct stage 2 audit		
Audit report	Address non-conformance raised in stage 2 audit	Provide stage 2 audit report		
Renewal of certificate	Clarify any issues arising out of the review	Review and approval of grant/renewal of certificate		
Receiving payment	Payment of certification fees	Generate payment notice for certification fees		
	submit URA Payment Registration Number (PRN)			
Issuance of certificate	Collect permit from UNBS office	Issuance of certificate		
TRAINING & ADVISORY				
Training and Advisory	Apply for training	Acknowledge request for training	5 days	Training fees and calendar on UNBS site www.unbs.go.ug .
	Make payments for the training as per applicable charges	Issue receipt/payment confirmation		



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	Confirm dates and venue for training	advise on payment process and platform		For Onsite training- depends on training requested and number of days
Certificate Issuance	Attend training on scheduled dates	Issue certificate upon completion	Depends on the training duration	
FINANCE				
Payment	Delivery of goods and submission of all documents required	Process payment upon receipt of all required documentation	5days	Nil
IMPORTS				
Release of consignments accompanied by CoC or CRW (electronic)	(i) Apply normally for customs clearance and properly upload CoC or CRW		instant	(i) Nil for valid CoCs/CRWs
	(ii) Upload other valid relevant import documents (invoice; BoL)			
	(iii) Upload valid CoC or CRW traceable to PVOC Service Providers			
	(iv) Payment of applicable fees			
Release of consignments accompanied by CoC or CRW (manual)	(i) Apply normally for customs clearance and properly upload CoC or CRW		3 hours	(i) Nil for valid CoCs/CRWs
	(ii) Upload other valid relevant import documents (invoice; BoL)			



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	(iii) Upload or present valid CoC or CRW traceable to PVOC Service Providers			
	(iv) Payment of applicable fees			
Release of consignments not accompanied by CoC/CRW but subject to PVoC	(i) Apply on the ePortal for clearance by declaring on Asycuda World and uploading other relevant documents in Asycuda World		1 day if not subjected to Testing; 35 work days if subjected to testing, 2 days for Used Motor vehicle subjected to destination inspection	(i) 15% of CIF value (Penalty); (ii) Testing fees depend on parameter to be tested but range from UGX 1,000 to 190,000 per parameter. (iii) 0.5% CIF administration inspection fee (USD235 minimum) iv Inspection fees for Used Motor vehicles USD 140
	(ii) Upload valid relevant import documents (invoice; BoL) in Asycuda World			
	(iii) Payment of applicable PVoC penalty (15% CIF) & inspection admin fee			
	(iv) Avail samples for testing and payment of applicable Testing fees			
	(v) Samples must comply with approved standard specifications vi) 15% Penalty for Used Motor Vehicles only applicable to those imported from countries with Service Providers.i.e Japan,UAE,United Kingdom, South Africa, Singapore.			
Release of consignments not subject to PVoC and no sampling	(i) Apply for clearance by submitting customs declaration normally on Asycuda World		8 hours	<i>0.5% CIF administrative inspection fee</i>



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required for destination inspection	(ii) Upload valid relevant import documents (invoice; BoL; CoO)			(USD 235 minimum)
Consignments whose value is less than USD1,000 and not high risk	(i) Apply for clearance by submitting customs declaration normally on Asycuda World (ii) upload all relevant customs documents (iii) submit letter to UNBS requesting for threshold clearance (iv) Inspector at bond sends inspection/verification report		8 hours	Nil
Resolve and respond to appeals and enquiries	(i) Submit written request		initial response 2 days 7 working days to resolve	Only where applicable
	(ii) Provide copies of supporting documents			
	(iii) Provide true and accurate information			
Acknowledge and resolve PVoC complaints	(i) Provide true and accurate information		7 days	Nil
	(ii) Provide supporting documents where applicable			
Issuance of DTS permit and stickers from date of application (due in late 2019)	(i) Submit application letter		24 hours	(i) payment of applicable sticker fees
	(ii) Provide CoC/CRW or evidence of a complying test report			
	(iii) Provide packing list			
	(iv) Provide Import declaration Form			
	(v) Provide a valid, relevant certificate of analysis			

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Quality assurance of samples received	(i) Provide adequate samples		1 day	
Carry out of tests for samples	(ii) Payment for applicable testing fees, (iii) Sign the sample submission form		14 days except for products whose actual test period is more than 14 days	
Verification and release of test certificates			2days	
Respond to appeals and communications of all sorts	(iv) Submit written application, Submit any related documentation		2days	
Provisional release of consignments still under query to owners premises pending other processes	(i) Apply on e-Portal for release under seal (ii) provide supporting documents where applicable (iii) make necessary payment of administrative fee and provide bond guarantee/bank draft		24 hours	USD 50 per application (UGX equivalent); bank guarantee/ bond or bank draft 15% CIF value
Release of consignments accompanied by CoC or CRW	Client Lodges a declaration with a valid COC/CRW		8 hours	
	Client pays all the relevant Taxes			
	Selectivity is triggered for UNBS			
	Manual validation of COC/CRW with information in the e-Portal/ UeSW			(i) Nil for valid CoCs/CRWs
	SCT Liaison re-routes to BLUE lane of conforming consignments to enable movement to the Boarder			

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	Boarder Inspectors verify consignment (s) and if the conform, they are re-routed to GREEN Lane			
Release of consignments not accompanied by CoC or CRW	For Consignment (s) without COC/CRW, assessments are generated for clients (admin fees, PVOG Penalty, Lab Fees)			(i) 15% of CIF value (Penalty); (ii) Testing fees depend on product but ranges from UGX 100,000 to 160,000 per sample (iii) 0.5% CIF administration inspection fee (minimum USD235) (iv) Payment of RUS fees (\$50)
	Client pays all fees & deposits a non cash bond in favour of UNBS to SCT Liaison			
	SCT Liaison re-routes to BLUE lane of such consignments (Enable Movement to the Boarder)			
	Boarder Inspectors conduct physical sampling and RUS to client premises			
	Samples presented to Lab awaiting final release		48 hours	
PUBLIC RELATIONS AND MARKETING				
Providing UNBS information to the public	Client request for information		30minutes	Nil
Customer Support/Complaint Handling through E-channels of WhatsApp, social media pages and toll free	Client complaint received through E-channels or walk in		Depends on the nature of complaint	Nil
walk ins without appointment			30minutes	free



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walk ins with appointment			instant	free
phone calls	calls through toll free/		instant	
Social media inquiries			1day	
Responding to Letters			5days	
Responding to E-mails			1 day	
Customer Satisfaction survey			Per annum	Nil
MARKET SURVEILLANCE				
Services Rendered	Customer Obligation	UNBS Obligation	Timeline	User Charges UGX
Release of impounded trucks	Provide the valid permit and/or verified certification number	Release of the truck and goods	30 minutes	Nil
Release of impounded goods	Transport for the impounded goods	Passing test report for the goods	1 day	Nil or Appropriate test charges where applicable
Communication of inspection findings and/or impounded goods from lab analysis	Picking the communication from the head office	Communication of inspection findings	48hrs	Nil
Unsealing of premises to allow for corrective action	Initiating request for unsealing with required corrective action plan	Verification if corrective action is adequate; Deploy resources to unseal the premises	48hrs	Nil



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Verification of corrective action	Implementing and completing the corrective action	Verification if corrective action is adequate; Deploy resources to unseal the premises	48hrs	Nil
Lifting of Suspension	Implementing and completing the corrective action	Verification of completed corrective action	48hrs	Nil
Responding to Complaints	Describe complaint in an explicit manner and/or provide samples	Verify authenticity and feasibility of the complaint	Depends on the nature of complaint	Nil
Legal Metrology (Weights and Measures)				
Pattern Approval of weighing and measuring equipment	Request for pattern approval of equipment		30 days	All charges are based on
	Provide complete and accurate technical information about the equipment type to be approved.			the Weights and Measures
	Submit at least three samples of the type in good condition.			(Testing and Stamping) fees
	Full payment of assessed pattern evaluation fees.			rules, 2017
	Collect Pattern Approval Certificates			
Energy Meters			90 days	
				Logistics are base on prevailing



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Initial Verification of new weighing and measuring equipment	Request for verification of new equipment.		1-3 days	market prices
	Provide location and number of equipment to be verified.		Depending on complexity	
	If imported provide bill of lading and and other relevant information			
	Deliver the equipment to place of sampling and/or verification.			
	Provide complete and accurate technical information about the equipment to be verified.			
	Pay assessed verification fees.			
	Collect stamped equipment and verification Certificates.			
Energy Meters			1 – 5 days	
			> 5 days Depending on complexity and Quantity	
In service Verification of weighing and measuring equipment (Portable)	Submit a weighing or Measuring instrument to an inspector		1 day	
	Pay assessed verification Fees			
	Collect stamped equipment.			
Energy Meters			3- 5 days	
			> 5 days if special arrangements are to be made	



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In service Verification of weighing and measuring equipment (Immovaeble)	Request for verification services		1 - 10 working days	
	Provide complete and accurate technical information about the equipment to be verified and location		Depending on complexity	
	Provide menial and operational support during verification.			
	Full payment of assessed verification fees and logistics.			
	Collect stamped equipment.			
Energy Meters			> 10 days depending on the Complexity	
Analysis of pre-package labels	Submit the label		1-2 days	
	Pay assessed fees			
	Collect report pre-package			
Quantity inspection and verification at factory	Pay assessed pre-package control fees		1 day	
	Provide access for inspection and Samples			
	Collect pre-package report			



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Validation of Road Tanker calibration/verification at OSBPs	Submit a valid verification certificate, calibration chart and bill of lading to inspector		30 minutes	
	If enroute to renew verification, pay assessed verification fees and submit payment slip.			
Issuance of Weights and Measures Repair License	Fill and submit application form		10 working days	
	Provide certificate of competence in relevant field of repair			
	Payment of applicable license fees			
Investigative Verification	Submit a signed complaint form		1 – 30 working days	
	Provide necessary information		Depending on complexity of the investigation	
	Pay applicable investigation fees where applicable			
	Collect the investigation report			
OFFICE HOURS: MONDAY-FRIDAY 0800-17:00hrs				
Abbreviations				
CoC:	Certificate of Conformity			
CRW	Certificate of Road Worthiness			
BoL	Bill of Lading			



UGANDA NATIONAL BUREAU
OF STANDARDS
Quality Everywhere

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CIF:	Cost, Insurance and Freight
PVOC	Pre-Verification of Conformity
CoO	Certificate of Origin