

UGANDA NATIONAL BUREAU OF STANDARDS



FY 2019/20 STATISTICAL ABSTRACT

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Foreword

This is the fourth edition of the UNBS statistical abstract produced by the Corporate planning Division annually.

The UNBS statistical abstract covers information on developments in the standardization activities carried out by the Bureau. This bulletin covers statistics that are collected within the Bureau during the course of normal operations (administrative data). 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 dissemination to the public.

UNBS welcomes feedback on this publication and other statistics disseminated such as those on the UNBS website. We hope that this publication will greatly benefit its users.

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List of Acronyms

ARSO	African Organization for Standardization
COC	Certificate of Conformity
COMESA	Common Market for Eastern and Southern Africa
CRW	Certificate of Roadworthiness
EAC	East African Community
EAS	East African Standard
F&A	Finance and Administration
GOU	Government of Uganda
HRD	Human resource department
HRIMS	Human resource information management system
ICT	Information communication technology
IEC	International Electrotechnical Commission
ISO	International organization for standardization
LIMS	Laboratory information management system
NCR	Non-Conformity Report
NML	National metrology Laboratory
NSI	national standard Indicator
NTR	Non Tax revenue
PT	Proficiency testing
PVoC	Pre-Export Verification of Conformity
SIMS	Standards Information Management System
SME's	Small and Medium-sized Enterprises
TC	Technical committee
UNBS	Uganda National Bureau of Standards
US	Uganda standard

Glossary

Accreditation	This is the process in which certification of competency, authority, or credibility is presented
Certification	Issuance of a certificate or mark (or both) by a third party to demonstrate that a specific product meets a defined set of requirements such as safety, fitness for use and/or interchangeability characteristics for that product, usually specified in a standard
CODEX Alimentarius	This is a collection of internationally recognized standards, codes of practice, guidelines, and other recommendations relating to foods, food production, and food safety.
Consignment	This refers to a batch of goods destined for or delivered to someone to be sold.
Corrective Actions	These are improvements to an organization's processes taken to eliminate causes of non-conformities or other undesirable situations.
Imports	These refer to goods brought into a jurisdiction, especially across a national border, from an external source.
Inspection	Critical appraisal involving examination, measurement, testing, gauging, and comparison of materials or items. An inspection determines if the material or item is in proper quantity and condition, and if it conforms to the applicable or specified requirements.
Legal metrology	Application of legal requirements to measurements and measuring instruments.
Product Permits	A certificate or mark (or both) issued by a third party to demonstrate that a specific product meets a defined set of requirements such as safety, fitness for use and/or interchangeability characteristics for that product, usually specified in a standard
Standard	A document, established by a consensus of subject matter experts and approved by a recognized body that provides guidance on the design, use or performance of materials, products, processes, services, systems or persons

Executive summary

This edition of the publication provides data on UNBS operations and areas of intervention. The data provided is official statistics that is generated by functions within UNBS while executing their mandate. The data is mainly administrative and a number of extracts have been made from the information management systems used at UNBS.

The table below shows a summary of data about UNBS' key performance indicators from the FY 2014/15 to the FY 2019/20.

Table 1 UNBS Key performance indicators

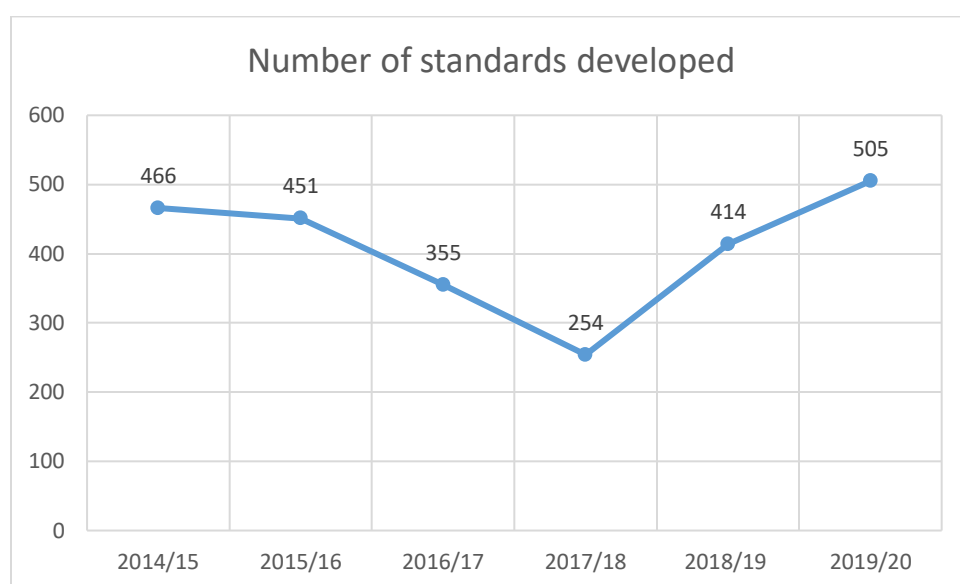
Key Performance Indicator	2014/15	2015/16	2016/17	2017/18	2018/19	2019/20
Number of standards developed	466	451	355	254	414	505
Number of samples tested	9,526	9,883	12,439	14,472	17,770	19,796
Number of equipment calibrated	1,359	1,709	2,677	2,233	3,538	3,354
Number of certification permits issued	562	718	941	849	1,378	2,729
Number of market outlets inspected	1,153	1,093	1,128	2,278	6,646	7,345
Number of equipment verified	720,764	706,939	757,551	848,456	1,000,787	1,063,277
Number of profiled import consignments inspected	80,648	99,980	118,467	133,517	154,196	153,256

Chapter 1: Standards development

One of the core function of Uganda National Bureau of standards is to develop and promote national standards. As of end of FY 2019/20, 3,948 standards were in stock. The major objectives of the function include;

1. Develop and gazette standards in line with national needs and priorities and to maintain relevant data for standardization
2. Improve the collaboration with and awareness among stakeholders to participate in standards development and enhance uptake and implementation of standards for the benefit of society
3. Provide an efficient information service on standardization and related matters

Figure 1 Number of standards Developed



In the figure above, the number of standards developed were back to an increasing trend from FY 2017/18 to FY 2019/20 after a fall from FY 2014/15 to FY 2017/18. This increase is an indicator of the increased demand for national standards and increased partnerships and collaborations with other agencies in the recent periods. The table below illustrates a breakdown of standards developed in the four categories of Engineering, food and agriculture, chemical and consumer products, management and financial services from the FY 2014/15 to FY 2019/20.

Table 2 Standards Developed

Standards Development Categories	2014/15	2015/16	2016/17	2017/18	2018/19	2019/20
Engineering	143	180	60	52	62	125
Food and Agriculture	133	109	99	43	96	110
Chemicals and consumer products	128	107	124	111	212	148
Management systems and services	62	55	72	48	34	122

Table 3 Standards Development Details

Administrative units	Indicator description		Jul-14	2014/15	2015/16	2016/17	2017/18	2018/19	2019/20
Engineering	No. of standards adopted	ISO	261	89	117	34	15	39	61
		IEC	0	19	33	0	0	0	0
	No. of regional standards (EAS)		0	34	5	5	6	0	35
	No. of regional standards (ARSO)	ARSO	-	-	-	-	-	-	-
	No. of regional standards (ASTM)	ASTM	-	-	-	-	-	-	-
	No. of indigenous standards (US)		13	1	15	20	31	23	29
	No. of withdrawn standards		23	48	52	8	7	13	
Food and Agriculture	No. of standards adopted	ISO	6	79	55	43	22	39	11
		CODEX	84	0	34	5	7	4	5
	No. of regional standards (EAS)		0	29	13	29	0	21	62
	No. of regional standards (ARSO)	ARSO	-	-	-	-	-	-	3
	No. of indigenous standards (US)		0	25	8	22	14	32	29
	No. of withdrawn standards		3	72	11	22	12	47	
Chemicals and consumer products	No. of standards adopted (ISO)		25	105	97	60	35	52	99
	No. of regional standards (EAS)		2	16	7	11	0	68	14
	No. of regional standards (ARSO)	ARSO	-	-	-	-	-	-	8
	No. of indigenous standards (US)		13	7	2	53	52	92	25
	No. of withdrawn standards		4	30	14	12	9	33	
Management systems and services	No. of standards adopted (ISO)		41	55	55	71	27	11	124
	No. of regional standards (EAS)		0	0	0	0	0	0	0

	No. of indigenous standards (US)		1	7	0	1	21	23	0
	No. of withdrawn standards		0	4	5	22	0	1	

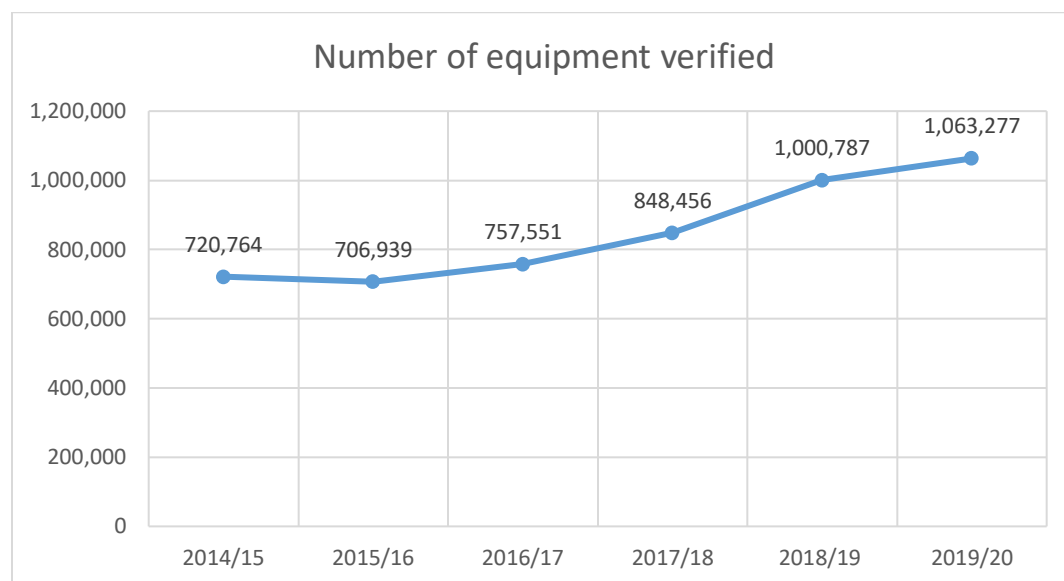
Chapter 2: Measurements

2.1 Legal Metrology

UNBS implements the Weights and Measures Law (Cap 103) 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 2014/15 to the FY 2019/20. The number of equipment have been on an increasing trend to date.

Figure 2 Number of Equipment verified



The table below indicates the weights and measure statistics from the FY 2014/15 to the FY 2019/20.

Table 4 Legal Metrology- Weights and measures

Indicator description	2014/15	2015/16	2016/17	2017/18	2018/19	2019/20
Counter Machines						
Kampala	65,857	63,967	60,106	71,507	75,152	58,569
Jinja	26,973	23,550	25,552	28,506	32,885	27,539
Mbale	12,680	14,544	18,288	19,131	18,487	12,515
Mbarara	13,374	14,227	15,434	14,838	13,167	12,348
Lira	2,195	2,615	3,288	2,812	5,100	3,214
Spring Balances						

Kampala	1,919	1,967	1,390	1,497	1,511	1,063
Jinja	1,253	1,087	852	994	1,030	982
Mbale	648	738	601	824	829	578
Mbarara	1,940	1,969	2,238	1,947	1,856	1,981
Lira	950	1,122	1,057	949	1,257	1,023
Plat Form Scales						
Kampala	1,776	2,511	1,786	2,225	2,261	2,523
Jinja	315	372	292	292	373	345
Mbale	186	413	319	611	459	273
Mbarara	453	473	603	571	872	883
Lira	152	202	207	158	337	455
Weights						
Kampala	297,669	286,184	310,098	351,127	342,075	275,548
Jinja	133,795	115,695	128,370	133,651	153,074	137,949
Mbale	63,015	72,590	73,391	94,987	94,375	62,291
Mbarara	66,831	68,732	74,950	79,862	68,224	61,740
Lira	10,039	12,965	16,647	12,927	18,300	15,995
Fuel Dispensers	13,526	14,480	14,731	15,238	15,743	14,172
Pressure Gauges	337	337	337	323	467	586
Road Tankers	624	1,348	1,702	3,052	2,151	2,151
Bulk Measures	260	305	264	292	266	302
Static Tanks	330	357	463	416	823	838
Consumer goods	3,855	4,189	4,585	4,940	5,510	5,488
Electric Meters	-	-	3,689	23,624	144,471	343,687
Weigh Bridge						190
Total	720,952	706,939	761,240	867,301	1,001,055	1,045,228

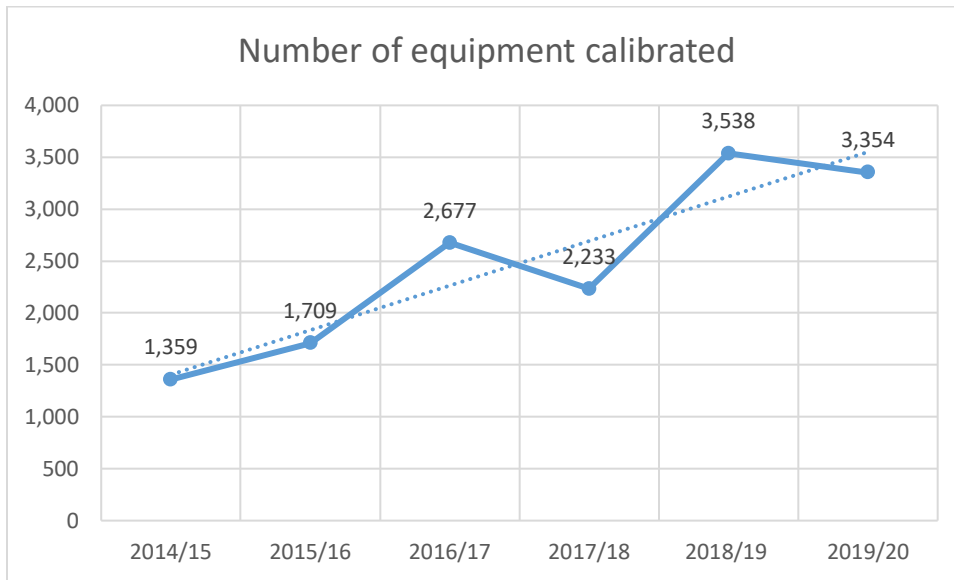
2.2 National Metrology Laboratory

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 process controls of 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 2014/15. The overall trend is increasing as indicated by the linear trend (dotted line).

Figure 3 Number of Equipment Calibrated



The table below illustrates the statistics relating to calibration of equipment since the FY 2014/15.

Table 5 National Metrology Laboratory- Calibration of Equipment

Description	2014/15	2015/16	2016/17	2017/18	2018/19	2019/20
Mass						
Balances/scales						
Weigh bridges	396	602	946	673	1007	969
Analytical Balances						
Platform & Top load balances						
Crane weighers						
Fillers (auto, gas, volume)						
Tensile testers						
Mass pieces						
Standard weights	253	34	327	317	458	554
Roller weights						
Pressure tester dead weights						
Dimensional						
Vernier Calipers & Micrometers	118	177	152	178	282	231
Dial gauges						
Steel rulers/tapes						
Temperature and Density						
Thermometry						
Liquid in glass, PRT & thermocouples	172	273	384	490	710	553
Ovens/mantles						
Water baths & Incubators						

Temperature controllers						
Vacuum coolers & Cold rooms						
Density measures						
Hydrometers						
Density meters	1	25	23	78	101	171
Volume and flow						
Flow						
Flow meter						
Road and rail wagons(tankers)	35	17	72	32	25	24
Volumetric						
Proving tanks & Verification cans						
Single-mark-flasks						
Storage tanks						
Volume fillers	144	163	262	254	299	323
Pipettes & burettes						
Graduated cylinders						
Electrical and Instrumentation						
PH & Conductivity meters						
Millimeters						
voltmeters, ammeters & ohmmeters	88	219	238	321	317	342
Moisture						
Force and Torque						
Compression machines						
Torque wrenches	25	9	24	50	45	59
Pressure						
Pressure gauges						
Pressure balances	127	190	249	255	294	220
Pressure sensors						

Chapter 3: Conformity Assessment

3.1 Imports inspection

UNBS undertakes inspection of imported consignments to prevent Uganda from being a dumping ground for substandard imports, protecting consumers/the public and the environment from harmful/substandard products, promote fair trade and to ensure value for money. The figure below illustrates the trend in the number of consignments inspected since the FY 2014/15.

Figure 4 Number of Import consignments inspected

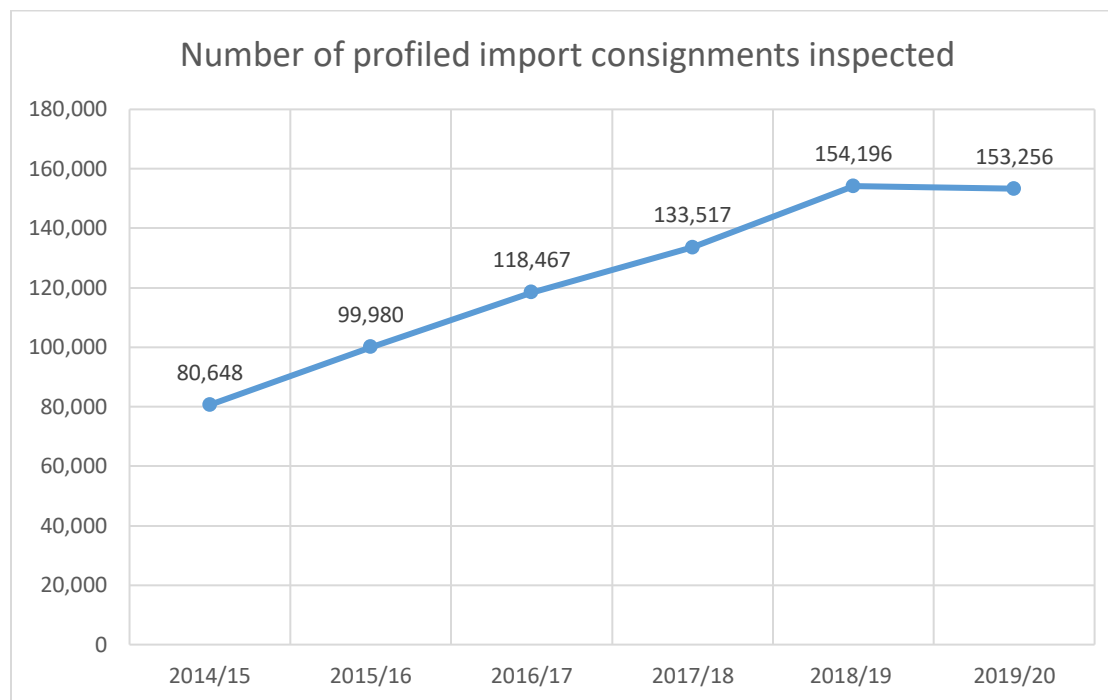


Table 6 Imports inspection statistics

Indicator description	2014/15	2015/16	2016/17	2017/18	2018/19	2019/20
Total Inspections	80,648	99,980	118,467	133,517	154,651	153,250
CoCs	16,265	16,595	18,976	24,486	54,112	48,893
CWRs	24,432	20,156	29,823	36,966	22,655	60,052
Destination Inspections				38,629	77,378	43,729
NCRs	436	664	629	499	506	576
Corrective Actions	1,830	1,956	2,667	4,312	1,459	3194
Goods RUS	293	135	390	458	324	664
Seized Goods	99	135	100	103	99	119
Samples	809	588	1,596	2,798	2,580	1967

3.2 Laboratory Testing

One of the key functions of UNBS is to establish and operate national testing laboratories to assist industry and other stakeholders from the private and public sectors in testing of product samples as part of

conformity assessment. Under this mandate, which is legally provided for under the UNBS Act, UNBS is required to;

- a) Provide for the testing of locally manufactured or imported commodities with a view to determining whether such commodities conform to standard specification.
- b) Make arrangements or provide facilities for the examinations, testing or analysis of commodities and any material or substance from which or with which and the manner in which they may be manufactured, produced, processed or treated.

The testing function is realized through the UNBS Testing Department, which falls under the Directorate of Standards. The Testing Department receives product samples from clients and tests them against standards or customer specifications, using standard test methods and procedures. After testing, a Certificate of Analysis or Test Report is issued to the client. Samples are received from both internal (UNBS) and external clients, from both public and private sectors.

As of 30th June 2020, the Testing Department consisted of 4 laboratories which are at Division level namely:

1. Chemistry laboratory,
2. Microbiology laboratory,
3. Engineering Materials laboratory,
4. Electrical laboratory

The Petroleum Laboratory was still being operated jointly with the Ministry of Energy and Mineral Development (MEMD) although plans were under way to have a UNBS fully owned petroleum lab after construction of the new labs at Bweyogerere.

The Chemistry and Microbiology laboratories are internationally accredited by SANAS under facility number T0200. The UNBS Testing Department is also a Proficiency Testing Service provider for the matrices of Edible Oil and alcoholic spirits within the EAC, COMESA and other countries.

The number of samples tested has been on an increasing trend from FY 2014/15 to FY 2019/20 as illustrated in the figure below. The increase in testing is attributed to the an increase in demand for testing services in the country and most importantly the implementation of the distinctive mark regulations that made certification of products covered by compulsory standards mandatory.

Figure 5 Number of product samples tested

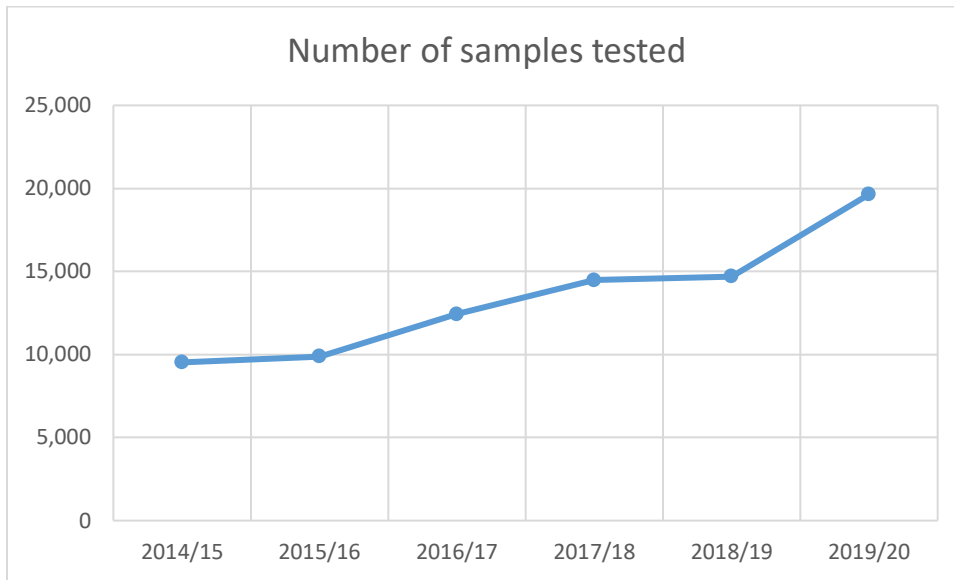


Table 7 Samples Tested

Laboratory	2014/15	2015/16	2016/17	2017/18	2018/19	2019/20
No of samples tested						
Chemistry Lab	4,889	4,876	6,406	6,421	8,669	10,044
Microbiology Lab	2,470	2,489	2,931	3,698	4,679	5,773
Electrical Engineering Lab	320	477	939	992	1,355	639
Engineering Materials Lab	1,847	2,041	2,163	3,361	3,067	3,182
No of PT samples tested	8	17	41	74	44	55
Np of PT matrices provided	1	1	2	2	2	2
Number of Labs accredited	2	2	2	2	2	2

The UNBS testing function is automated through the laboratory information management system (LIMS). The data submitted through LIMS indicate majority of the samples tested are Certification samples (samples submitted by clients seeking certification of their products), followed by private samples, import inspection (samples obtained from the inspection of imports), samples and lastly market surveillance samples (Samples obtained by market surveillance function). The failure rates of products submitted for

testing is also computed. This is disaggregated by laboratory, sample source and submission category as indicated in the table below.

Table 8 Data obtained/computed from LIMS

FY		2016/2017	2017/2018	2018/19	2019/20	
	Sample sources	Imports inspection	1,581	2,820	3,253	2,238
		Private samples	6,504	6,809	8,334	7,353
		Market surveillance	940	1,422	1,630	1,152
		Certification	1,096	2,205	3,802	8,744
Failure rate	Labs	Chemistry	25.62%	29%	30%	34.25%
		Microbiology	21.14%	22%	20%	19.63%
		Electrical	47.52%	34%	35%	32.34%
		Materials	22.76%	25%	27%	25.09%
	Sample sources	Certification	29.20%	22.63%	22%	26.99%
		Imports inspection	22.07%	22.45%	21%	19.75%
		Private samples	21.68%	24.78%	27%	26.19%
		Market surveillance	56.91%	51.20%	56%	51.39%
	Submission category	Involuntary submission	35.07	32%	32%	30.50%
		Voluntary submission	22.76	24%	25%	27.98%
Over all		25.83%	26.76%	27.30%	28.42%	

The most frequent products in the UNBS Laboratories and the Products with the highest failure rates are illustrated in Annex 1 and Annex 2 respectively.

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. 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.

In the FY 2019/20, 2705 product and 24 system certification permits were issued. Majority of the permits issued were food and food products (55.6%) followed by chemicals (32.3%). 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.

Table 9 Certification permit categories

Category	Permits	%
Food	1503	55.6
Chemicals	873	32.3
Engineering	329	12.2
Total	2705	100

Figure 6 Number of certification permits issued

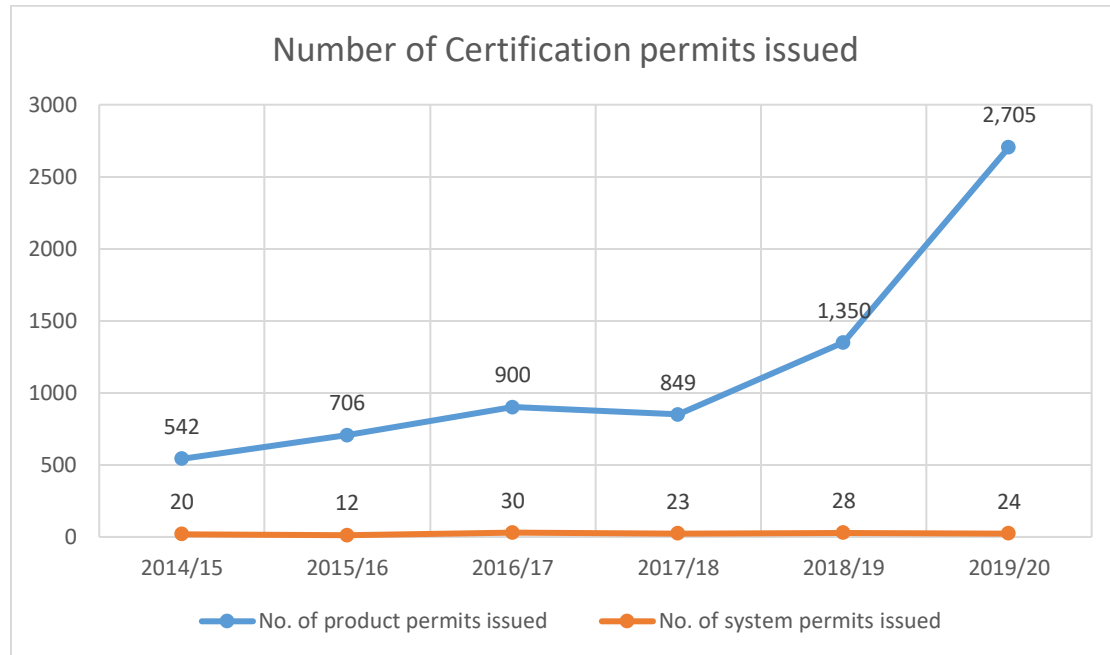


Table 10 Certification Activities

Indicator description	2014/15	2015/16	2016/17	2017/18	2018/19	2019/20
No. of product permits issued	542	706	900	849	1,350	2,705
No. of system permits issued	20	12	30	23	28	24
No. of Audits	298	472	522	668	1,418	3,184
No. of SME's inspected/supported	456	140	40	256	1,466	1,372
No. of SME's products certified	30	60	14	12	201	201
No. of companies provided with Technical assistance (trainings undertaken)	20	22	11	33	33	70
No. of SME's registered					1,466	1,168

3.4 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. 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 year under review the department conducted 7,345 inspections of industries, supermarkets, warehouses, wholesale shops and retail outlets all over the country and made 679 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 2016/17 to the FY 2019/20. The increase in number of inspections conducted is attributed to a scale up of market surveillance activities to rid the substandard goods in the market.

867 samples were picked, 320 (37%) of which passed the lab tests and 485 (56%) failed the lab tests as shown in table 5 and figure 3 below.

Figure 7 Number of Market outlets inspected

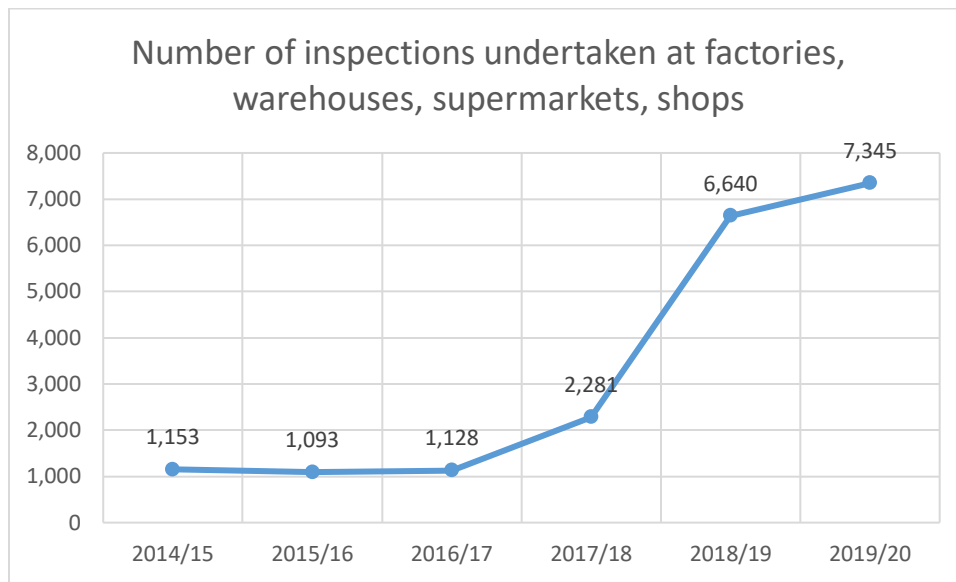


Table 11 Categories of businesses inspected FY 2019/20

Region	Supermarkets	Shops and Distribution Outlets	Manufacturing facilities	Hardware shops	Distribution trucks	Containers	Others	Total
Central	157	491	373	91	2,817	26	37	3,992
Eastern	88	314	40	18	663	-	36	1,159
Northern	33	338	105	6	338	-	17	837
Western	130	638	38	64	470	-	17	1,357
Total	408	1,781	556	179	4,288	26	107	7,345

Table 12 summary of Seizures made FY 2019/20

Region	Supermarkets	Shops and Distribution Outlets	Manufacturing facilities	Hardware shops	Distribution trucks	Total
Central	37	78	106	7	101	329
Eastern	16	58	13	1	21	109
Northern	6	69	38	2	1	116
Western	8	97	16	2	2	125
Total	67	302	173	12	125	679

Table 13 Market surveillance Activities

Indicator description	2014/15	2015/16	2016/17	2017/18	2018/19	2019/20
No. of inspections undertaken at factories, warehouses, supermarkets, shops	1,153	1,093	1,128	2,281	6,640	7,345
No of cases under inquiry and prosecution	7	21	51	38	62	30
Number of seizures				252	660	679

Chapter 4: Management and Financial services

4.1 Finance

UNBS obtains funding for its activities through GOU releases and Appropriation in Aid (NTR). The NTR revenue sources include the fees that clients pay to access some of the services that include; Verification fees, testing fees, calibration fees, certification fees, inspection fees, sale of standards.

The figure below shows the revenue UNBS has been receiving from the various revenue sources since the FY 2014/15. The revenue has been steadily growing mainly because of a significant growth in NTR collections over the years as shown in the figure below. However, in the FY 2019/20, Total GoU revenue is equal to Grand total of revenue because of consolidation of NTR into GoU. However the share of NTR to total revenue was high (66%).

Figure 8 Funding

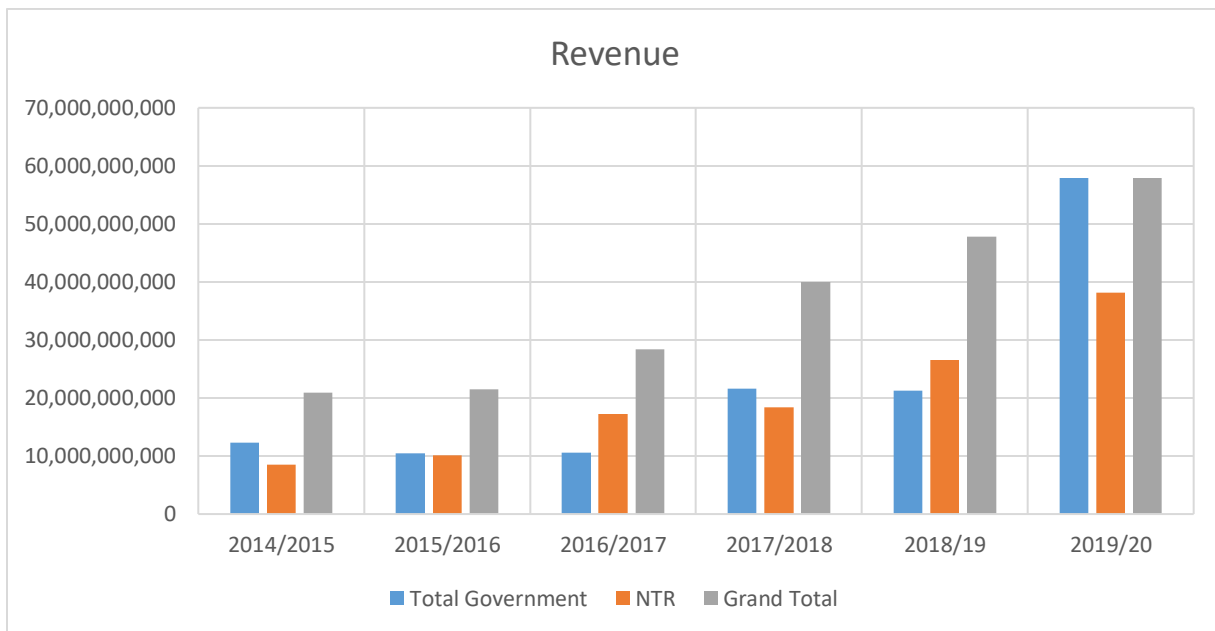


Table 14 Funding

Revenue source	2014/2015	2015/2016	2016/2017	2017/2018	2018/19	2019/20
Government Recurrent	8,793,771,306	7,569,897,239	8,602,496,009	11,993,461,000	11,671,661,000	47,015,004,915
Government Development	3,565,924,768	2,839,398,641	1,991,401,837	9,579,748,000	9,579,748,000	10,895,612,201
<i>Total Government</i>	<i>12,359,696,074</i>	<i>10,409,295,880</i>	<i>10,593,897,846</i>	<i>21,573,209,000</i>	<i>21,251,409,000</i>	<i>57,910,617,116</i>
NTR	8,477,956,021	10,172,835,598	17,253,192,943	18,396,336,100	26,590,000,000	38,168,955,765
Projects	50,276,470	937,604,135	525,266,636	-	-	
Grand Total	20,887,928,565	21,519,735,613	28,372,357,425	39,969,545,100	47,841,409,000	57,910,617,116

Table 15 Non Tax revenue sources

Revenue source	2014/2015	2015/2016	2016/2017	2017/2018	2018/19	2019/20
Verification fees	2,732,718,508	2,533,124,050	3,562,714,368	5,771,847,226	7,137,951,540	7,331,374,144
Laboratory testing	864,476,832	948,634,000	1,107,503,130	1,664,746,358	4,166,733,866	4,096,081,504
Calibration fees	237,694,640	352,979,243	417,785,200	481,812,357	666,248,101	550,339,300
Certification fees	832,500,239	888,341,565	1,132,292,173	1,274,745,500	1,723,234,800	3,009,786,000
Professional fees (Training and advisory)	61,342,200	146,427,500	160,795,000	104,500,000	134,452,300	141,250,000
Inspection fees	3,551,887,853	5,378,144,080	10,414,636,737	15,750,785,020	18,640,365,968	22,902,463,700
Sale of standards	54,209,000	57,467,500	211,502,220	88,787,418	113,472,716	120,121,117
Miscellaneous income	143,126,749	-132,282,340	245,964,115	265,332,626	39,927,516	17,540,000
Total	8,477,956,021	10,172,835,598	17,253,192,943	25,402,556,505	32,622,386,807	38,168,955,765

4.2 Human resource

Uganda National Bureau of Standards closed the financial year 2019/20 with a total staff number of 435 staff. This is a significant increase from last financial year that closed at 337 staff. The staff are distributed among the departments and divisions as follows;

Table 16 Staff distribution

S/N	Department	No. Of Staff		
		2017/18	2018/19	2019/20
1	Internal Audit	3	5	8
2	Certification	20	23	39
3	Corporate planning	2	3	3
4	ED Office	8	9	11
5	F&A	51	60	62
6	HRD	12	10	11
7	ICT	8	10	9
8	Imports Inspection	43	59	76
9	Legal	2	2	3
10	Legal Metrology	30	41	57
11	NML	8	13	15
12	Public Relations	9	10	11
13	Procurement and Disposal	3	3	6
15	Standards	21	23	34
16	Surveillance	8	16	27
17	Testing	37	43	63
18	Graduate Interns	28	7	-
	TOTAL	293	337	435

The male/female (gender) ratio profile is approximately 3:1 (325 males and 110 female staff) which is consistent with the ratio at the end of the last financial year.

4.3 Information Technology

The ICT function at UNBS is responsible for giving support in ICT infrastructure to standardization activities. Over the years, ICT department has developed a number of ICT solutions that have enabled most UNBS services to be automated. The table below indicates the ICT programmes built since the FY 2014/15 to date.

Table 17 ICT systems Developed

Year	Programmes	Notes
2014/2015	E-Portal	Imports Clearing
2015/2016	LIMS	Laboratory information management
	Online support	Support to stakeholders
	Mobile payments	Easy method of payment via mobile networks
	sure Bill	Telephone usage billing
	Ticketing system	ICT support reporting tool
2016/2017	SIMS	Standards development process and tracking progress
	Mobile App	Information and processing tool
	HRMIS	It enables staff to apply for jobs, be appraised online, apply for leave online, access payroll and pay slips online
	Web store	Buy standards online
	Generator power monitoring	Power monitoring
	Website	Information sharing
2017/2018	Certification Information Management System (CIMS)	It enables online applications for certification, billing, schedules for auditing companies, audit reports, Certification reviews and recommendations for permits, executive decisions and e-permits, Extracting report etc.
	Equipment's Register	It handles all information about UNBS assets/equipment , allocations to staff , dates, procurement costs and extracting reports
	Trucks Information Management system	Handles information on trucks calibration, certificates, payments, and extracting reports
2018/19	HRIMS Development	New features were added
	Trucks Verification Information Management System	New features were added

	Standards Information Management System	Developed
	E-MINZANI IMS	Developed
	Certification information management system (CIMS)	Development and additional features
	LIMS	Development, Support and Maintenance
	UNBS APP Version 1.1.2	New features were added
	E-Portal:	Re-structure of new submission data-sets based on package weights
2019/20	E-MINZANI IMS Development	E-Minzani system developed, Launched and implemented. Updated E-Minzani mobile Apps & was installed on 31 POS terminals A step by step video guide was created for inspectors to use while updating their E-Minzani mobile Apps & also setting their devices to use SIM Cards
	Human Resource IMS integration with Time & Attendance System	Integrated HRMIS with the new Time & Attendance system. Time & Attendance system installed in the Standards House & regional offices of Mbale, Lira, Katwe, NML, Jinja, Mbarara, Gulu & Entebbe.
	LIMS upgrade	Enhanced LAB analysis interface to auto populate specifications configured by standards department and auto Pass /Fail samples. Enhanced the reporting module to add clients' payments on credited and debited transaction statements.
	Development of an Audit Module in CIMS	Audit Module was developed.
	E-Portal System update	<ul style="list-style-type: none"> • PVOC auto-clearance process module was developed and Launched. • An audit module was developed & implemented in the E-Portal system • Completed development & Implementation of ePortal API that enables integration with the SCIPA DTS. • Made technical API documentation for DTS integration with CIMS. To be shared with SCIPA team. • Reviewed the E-Portal system & URA APIs

4.4 Public relations and marketing

Public relations and marketing at UNBS is to Increase the visibility and enhance the corporate image of UNBS to meet the current and emerging demands of the economy. A number of activities are undertaken in this function that include; stakeholder engagement and sensitization among others. The table below shows the statistics of the function since FY 2014/15 to date.

Table 18 Public relations and Marketing

Indicator description	2014/15	2015/16	2016/17	2017/18	2018/19	2019/20
No. of internal publications (magazines, newsletters)	18	20	16	14	16	8
No. of media publications	30	50	48	295	269	329
No. of stakeholder engagements (sensitization activities)	15	25	7	30	33	14
No. of internal activities or celebrations	8	10	5	6	3	2
No. of trade fairs exhibitions	7	10	10	16	9	8
No. of TV/ Radio talk shows and Announcements	20	30	46	34	55	29

Chapter 5: 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.

Currently, the UNBS strategic plan for statistics is being developed that will 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 19 National standard Indicators

Indicator	2014/15	2015/16	2016/17	2018/19	2018/19	2019/20
Level of prevalence of substandard imported and locally produced products on the Ugandan Market.	-	-	54%	51%	50%	50%
Number of Ugandan certified products accessing Regional International Markets.	562	718	941	849	1,378	2,776

Table 20 UNBS Output indicators

Indicator	METADATA														Comments	Source of discrepancies between national and global figures
	Description								Baseline	Available data						
	Definition & Standard Classification	Unit of Measure	Disaggregation	Compilation practices	Data Source	Computation method	Accessibility and availability of Data	Periodicity of production		2014/2015	2015/2016	2016/2017	2017/2018	2018/2019		
Uganda National Bureau Of standards (UNBS)																
Number of standards developed	This is the number of standards developed / harmonized / adopted	Number	National/Regional/international, Engineering/chemical and Consumer products/Management and Services/Food and Agriculture	Data generated from routine activities at UNBS & used to compile the indicator	Administrative data from Standards Department	Count of standards developed	UNBS statistical abstract , UNBS annual report, National gazette	Bi annually, Annually	466	451	357	254	414	505	None	None
Number of certification permits issued	This is the number of certification permits issued	Number	National, Regional ,Products/Services	Data obtained from Routine certification activities by UNBS & used to compile this indicator	Administrative data from Certification Department	Count of certification permits issued	UNBS statistical abstract , UNBS annual report	Quarterly, Bi annually, Annually	542	718	941	872	1,378	2,729	None	None

Number of product samples tested	This is the number of product samples tested in UNBS laboratories	Number	National, laboratory	Data generated from routine testing activities at UNBS and used to compile this indicator	Administrative data from Testing Department	Count of product samples tested	UNBS statistical abstract , UNBS annual report, UNBS laboratory Data analytical report	Quarterly, Annually	9526	9883	12439	14472	17,770	19,796	None	None
Number of equipment calibrated	This is the number of industrial equipment calibrated	Number	National	Data generated from routine calibration activities at UNBS	Administrative data from National Metrology Laboratory	Count of equipment calibrated	UNBS statistical abstract , UNBS annual report	Quarterly, Biannually, Annually	1359	1709	2677	2233	3538	3,354	None	None
Number of consignments inspected	This is the number of import consignment inspected	Number	National	Data generated from routine Import inspection activities at UNBS and used to compile this indicator	Administrative data Imports inspection Department	Count of consignment inspected	UNBS statistical abstract , UNBS annual report	Quarterly, Biannually, Annually	76618	99980	118467	133517	154,196	153,256	None	None
Number of equipment verified	This is the number of equipment verified	Number	National, Regional	Data generated from routine activities at UNBS and used to compile this indicator	Administrative data	Count of equipment verified	UNBS statistical abstract , UNBS annual report	Monthly, Quarterly, Biannually, Annually	720764	706939	757551	848456	1000787	1063277	None	None

Number of market outlet inspections conducted.	This is the number of market outlets inspected	Number	National, Regional	Data generated from routine market surveillance activities at UNBS and used to compile this indicator	Administrative data from Market Surveillance Department	Count of market outlets inspected	UNBS statistical abstract , UNBS annual report	Quarterly, Bi annually, Annually	1153	1093	1128	2278	6646	7345	None	None
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Table 21 UNBS intermediate outcome indicators

Indicator	METADATA														Comments / limitations	source of discrepancies between national and global figures
	Description								Baseline	Available data						
	Definition & Standard Classification	Unit of Measure	Disaggregation	Compilation practices	Data Source	Computation method	Accessibility and availability of Data	Periodicity of production		2014/15	2015/2016	2016/2017	2017/2018	2018/2019		
Uganda National Bureau Of standards (UNBS)																
MPS, BFP and Annual Report in place	This is the availability of MPS, BFP and Annual report	Yes/No	Agency	This indicator is qualitative data based on whether MPS, BFP, Annual report are available or not	Administrative data from Corporate Planning Division	If the MPS, BFP and annual report are in place we code the indicator as Yes or else No.	Upon request from Corporate Planning Division at UNBS	Annual	Yes	Yes	Yes	Yes	Yes	Yes	None	None
No of sub-programmes with updated administrative data online	This is the number of sub-programmes that have administrative data online	Number	Agency	The number of sub-programmes with administrative data online are counted	Administrative data from ICT department at UNBS	The number of sub-programmes with administrative data online are counted	UNBS statistical abstract	Annually	1	6	12	15	18	18	None	None

Statistical Abstract in place	This is the availability of the statistical Abstract	Yes/No	Agency	This indicator is qualitative data based on whether Statistical abstract is available or not	Administrative data from Corporate Planning Division of UNBS	If the statistical abstract is in place we code the indicator as Yes, else No.	Upon request from Corporate Planning Division at UNBS	Annually	No	No	Yes	Yes	Yes	Yes	None	None
Final Accounts in place.	The presence of final accounts.	Yes/No	Agency	This indicator is qualitative data based on whether Final accounts are available or not	Administrative data from Finance and Administration Department of UNBS	If the final accounts are in place we code the indicator as Yes or else No.	Upon request from Finance and Administration Department of UNBS	Annually	Yes	Yes	Yes	Yes	Yes	Yes	None	None

Annexes

Annex 1: Highest frequency products in UNBS testing Laboratories.

Table 22 Highest frequency products in Electrical laboratory

	Product Name	Total samples	Failure rate
1.	Solar Lantern	115	11
2.	Single-core overhead Aluminium conductors (AAC, ACSR)	47	34
3.	Self-ballasted LED Lamps for General Lighting Service	40	68
4.	Television sets	39	10
5.	Rechargeable Starter Batteries (only 12V batteries not less than 30Ah capacity)	37	51
6.	Rechargeable stationary (solar) lead acid batteries (From 4Ah capacity)	35	60
7.	Electric Switches	30	0
8.	Socket outlets for appliances	27	0
9.	Multi-core flexible electric cable	24	17
10.	Solar Panels	22	59
11.	Electric Fan (Table fans, Stand fans and Wall fans)	18	0
12.	Electric Blenders/Grinders	15	33
13.	Multi-core armoured electric cable	15	7
14.	Primary batteries (Dry cells)	15	7
15.	Flat irons	13	31
16.	Multi-core flat twin electric cable	13	31
17.	Portable socket-outlets (extension cables)	13	69
18.	Rechargeable lead acid batteries (From 4Ah capacity)	13	69
19.	Amplified Audio system	12	0

Table 23 Highest frequency products in Materials laboratory

	Product Name	Total samples	Failure rate
1.	Steel reinforcement bars	345	21
2.	Ladies open shoes (Open and Closed types)	310	7
3.	Flat and carrier plastic bags	182	24
4.	Garden Hoe (Plain and Fork Hoes)	153	14
5.	Non-Medical Face Masks : Ministry of Health	129	60
6.	Men`s Open and Closed shoes	118	7
7.	Pre-painted metal coated steel sheets and coils specifications	108	6
8.	Toilet paper	96	66
9.	Chain link for fencing	82	12
10.	Flexible polyurethane foams - Polyester type	80	35
11.	Hollow steel section	70	36

12.	Scholastic Stationery - Books	70	67
13.	Nails	65	3
14.	Adhesive cement	55	4
15.	Wood poles and blocks for power and telecommunication lines (SHORT TEST)	52	6
16.	Tiles (ceramic, floor, granite)	51	12
17.	Ply wood	41	2
18.	Paper Serviettes/ Napkins	40	43
19.	Sufurias & saucepans (aluminium cooking utensils)	38	61
20.	Corrugated boxes	34	3

Table 24 Highest frequency products in Microbiology Laboratory

	Product Name	Total samples	Failure rate
1.	Carbonated and Non-carbonated soft drinks.	612	33
2.	Bread.	478	5
3.	Instant hand sanitizers.	464	21
4.	Milled maize (Corn) products.	444	6
5.	Skin care creams, lotions and Gels.	275	15
6.	Milled maize (Corn) products	263	9
7.	Yoghurt.	220	23
8.	Packaged mineral waters.	186	42
9.	Biscuits.	171	0
10.	Potato crisps.	142	44
11.	UHT milk.	114	1
12.	Disposable adult absorbent (incontinence) products.	109	3
13.	Food grain snacks.	105	3
14.	Still table wine	102	33
15.	Kombucha drink.	98	35
16.	Fruit juice drinks.	88	20
17.	Fortified wheat flour	87	6
18.	Hair Creams, lotions and Gels.	87	8
19.	Composite flour.	60	33
20.	Brown sugar.	58	33
21.	Chemical hair relaxers and hair waving products.	56	5
22.	Bath preparations - Synthetic detergent based foam baths and shower gels.	51	22

Table 25 High frequency products in Chemistry Laboratory

	Product Name	Total samples	Failure rate (%)
1.	Fortified Edible fats and Oils	722	65
2.	Milled Maize (Corn) Products	553	45
3.	Carbonated and Non-Carbonated Soft Drinks	544	16
4.	Bread	511	15
5.	Skin Creams, Lotions & Gels	440	37
6.	Dry Beans	392	63
7.	Instant coffee	360	33
8.	Gin	306	26
9.	Yoghurt	219	16
10.	Packaged Drinking Water	204	56
11.	Petroleum Jelly	196	50
12.	Biscuits	182	15
13.	Laundry Soap	157	13
14.	Vodka	154	22
15.	Textiles - Cotton T-shirts	136	35
16.	Food grain snacks	133	26
17.	Instant cereal composite flour	133	20
18.	Milled Maize (Corn) Products	132	47
19.	Potable Water	130	58
20.	Still Table Wine -	123	54
21.	UHT Milk	113	28
22.	Fortified Food Grade Salt	112	30
23.	Milled Rice	112	14
24.	Disposable Baby Diapers	111	7
25.	Matt Emulsion Paint for Interior and Exterior use	111	41
26.	Kombucha Drink	102	30

Annex 2: Most failed samples in UNBS testing laboratories.

Table 26 Highest Failure rates in Chemistry laboratory

	Product Name	Total samples	Failure rate (%)
1.	Chewing gum and Bubble um	28	100
2.	Processed Cereal-based foods for Infants and young children	14	100
3.	Cleaning chemicals for use in the food industry	10	100
4.	Lipstick	7	100
5.	Powdered (Icing) sugar	7	100
6.	Soya Protein Products-	4	100
7.	Synthetic hair extensions (weaves, braids, wigs, hair pieces) - FOR STANDARDS DEVELOPMENT	4	100
8.	Edible Ices and Ice Mixes.	3	100
9.	Antibacterial toilet soap Solid	2	100
10.	Auto-refinishing Paint - Specification - Part 2: Nitrocellulose resin based	2	100
11.	Fortified wine.	2	100
12.	Herbal tea	2	100
13.	Organic Fertilizer	2	100
14.	Specification for Limestone for chemical industries	2	100
15.	Whey Powder	2	100
16.	Avocado Oil for Cosmetic Industry	1	100
17.	Chemical depilatories (Hair removing creams)	1	100
18.	Cooked Food	1	100
19.	Dextrose mono hydrated (glucose powder)	1	100
20.	Dog feed	1	100
21.	Edible Olive Oil	1	100
22.	Milk Powders and Cream Powder	1	100
23.	Pilau Masala	1	100
24.	Potable Water filter	1	100
25.	Powdered Silver Cyprinid (Mukene)	1	100
26.	Pulse flour	1	100
27.	Sorghum Flour	1	100
28.	Sweet potato flour	1	100
29.	Tea Masala	1	100
30.	Unsweetened Condensed Milk	1	100
31.	Whole or Ground (Powdered) Cinnamon	1	100

Table 27 Highest failure rates in Microbiology Laboratory

	Product Name	Total samples	Failure rate
1.	cotton wool	3	100
2.	Banana (Matooke) flour.	2	100
3.	Curry powder.	2	100
4.	Green coffee	2	100
5.	Herbal tea (Powder)	2	100
6.	Matooke flour	2	100
7.	Dairy ice cream.	1	100
8.	Face pack (Cosmetic mask)	1	100
9.	Plantain (Gonja)	1	100
10.	Processed cereal-based foods for infants and young children.	1	100
11.	Sorghum flour.	1	100
12.	Sweet potato flour	1	100
13.	Tea Masala.	1	100
14.	Cereal based baby food.	6	83
15.	Soya Protein Products	6	83
16.	Minced meat	13	69
17.	Disinfectants/sanitizers.	24	67
18.	Cooked cured ham.	9	67
19.	Dried fruits.	6	67
20.	Cassava flour.	3	67
21.	Tomato ketchup	3	67
22.	Malted Cereal Beverages.	17	65
23.	Fermented non-alcoholic Cereal Beverage.	16	63
24.	Dressed Poultry	44	59
25.	Instant cereal composite flour.	7	57
26.	Frozen fish fillets	13	54
27.	Millet flour	19	53
28.	Body powders.	14	50

Table 28 Highest failure rates in Materials laboratory

	Product Name	Total samples	Failure rate
1.	AXE	4	100
2.	Building lime	3	100
3.	Shovels	3	100
4.	Spring Mattresses	3	100
5.	Fishing nets - Specification	2	100
6.	Photocopying/printing paper	1	100
7.	Pillows for domestic use Part 2: Plumage filled	1	100

8.	Reflective Jacket	1	100
9.	Sand	1	100
10.	School bags	1	100
11.	School Clothing's: Knee-high stockings and ankle socks	1	100
12.	Stainless Steel Tank	1	100
13.	Surgical gowns	1	100
14.	UPDF Dinner Plate	1	100
15.	UPDF Tea Cup	1	100
16.	Non-medical face masks	28	93
17.	Bed sheets and Pillow cases	11	91
18.	Natural Sack Kraft	7	86
19.	Door Padlocks	6	83
20.	Wheel barrow	16	81
21.	Preform drawing	26	81
22.	Medical Face Mask	5	80
23.	Ceiling	7	71

Table 29 Highest failure products in Electrical laboratory

	Product Name	Total samples	Failure rate
1.	Compact Fluorescent Lamps for General Lighting Service (energy saver)	10	100
2.	Solar kits	6	100
3.	Rechargeable Solar Batteries (only 12V batteries not less than 30Ah capacity)	3	100
4.	Solar Home Systems	3	100
5.	Portable socket-outlets fitted with flexible supply cables	2	100
6.	Electric Hotplate	1	100
7.	Flexible arc welding electrode cable	1	100
8.	Portable Generator sets	1	100
9.	Portable Generator sets (RIC engine gensets)	1	100
10.	Portable socket-outlets without flexible supply cables	1	100
11.	Uninterruptible power systems (UPS)	1	100
12.	LED Lamps for General Lighting Service	8	75
13.	Portable socket-outlets (extension cables)	13	69
14.	Rechargeable lead acid batteries (From 4Ah capacity)	13	69
15.	Self-ballasted LED Lamps for General Lighting Service	40	68
16.	Inverters/Inverter-Chargers	9	67
17.	Rechargeable stationary (solar) lead acid batteries (From 4Ah capacity)	35	60
18.	Electric Kettles	10	60

19.	Solar Panels	22	59
20.	Rechargeable Starter Batteries (only 12V batteries not less than 30Ah capacity)	37	51
21.	Rechargeable lead acid starter batteries (only 12V batteries not less than 30Ah capacity)	8	50
22.	Electric Fridges / Freezers	2	50