



## **UGANDA NATIONAL BUREAU OF STANDARDS**

### **STATISTICAL ABSTRACT**

**FY 2016/2017**

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## **FOREWORD**

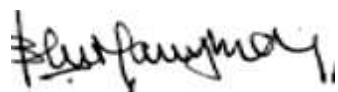
Statistics play a vital role in policy formulation, guidance and implementation. The recent experiences, especially during financial crises have reinforced the importance of statistics to help policy makers and Governments choose the best interventions and to monitor their effects. Uganda National Bureau of Standards (UNBS) has accordingly developed its very first Statistical Abstract which aims at strengthening statistics production within the Bureau.

In line with the Bureau's mission to provide standards, measurements and conformity assessment services for improved quality of life, I take the pleasure to present to you the first edition of the annual statistical abstract.

The 2016/17 UNBS statistical abstract covers data collected from the administrative records of various Departments and Divisions/ Units on their performance to implement the UNBS mandate for the Financial Years 2014/15, 2015/16 and 2016/17. The coverage includes data on standards, measurements, and conformity assessment towards executing the mandate. Information on these service lines is presented on Financial Year (July-June) basis.

The Bureau would like to appreciate the continued cooperation of the various departments in availing the requisite data to produce this abstract. In a special way, I wish to thank the UNBS Planning unit that compiled this publication.

The Bureau also welcomes constructive comments from stakeholders that aim at enhancing the quality of its future publications. It is my sincere hope that the statistical information in this abstract will be used by the readers to make informed decisions.



Dr. Ben Manyindo (PHD)

**Executive Director**

**Vision**

A leading institution of international repute in provision of sustainable standardization services.

**Mission**

To provide standards, measurements and conformity assessment Services for improved quality of life.

**Core values:**

- Customer focus
- Innovation
- Integrity
- Professionalism
- Team work

**Mandate:**

- Formulation and promotion of the use of standards.
- Enforcing standards in protection of the public health and safety and the environment against dangerous and substandard products.
- Ensuring fairness in trade and precision in industry through reliable management systems.
- Strengthening the economy of Uganda by assuring the quality of locally manufactured products to enhance the competitiveness of exports on regional and international markets.

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## LIST OF ACRONYMS

|      |  |
|------|--|
| CCTV | Closed-circuit television                      |
| COC  | Certificate of Conformity                      |
| CRW  | Certificate of Roadworthiness                  |
| EAS  | East African Standard                          |
| ED   | Executive Director                             |
| F&A  | Finance and Administration                     |
| FY   | Financial year                                 |
| HRM  | Human Resource Management                      |
| ICT  | Information and Communication Technology       |
| IEC  | International Electrotechnical Commission      |
| ISO  | International Organization for Standardization |
| LIMS | Laboratory Information Management Systems      |
| M/V  | Motor Vehicles                                 |
| MoU  | Memorandum of Understanding                    |
| MTIC | Ministry of Trade, Industry and Cooperatives   |
| NCR  | Non Conformity Report                          |
| NML  | National Metrology Laboratory                  |
| NSC  | National Standards Council                     |
| NSSF | National Social Security Fund                  |
| PR   | Public Relations                               |
| PT   | Proficiency Testing                            |

|       |  |
|-------|--|
| PVoC  | Pre-Export Verification of Conformity          |
| RUS   | Release Under Seal                             |
| SANAS | South African National Accreditation Programme |
| SCT   | Single Customs Territory                       |
| SME's | Small and Medium-sized Enterprises             |
| SPs   | Service Providers                              |
| UNBS  | Uganda National Bureau of Standards            |
| UPS   | Uninterruptible Power Supply                   |
| US    | Uganda Standard                                |
| WAP   | Wireless Application Protocol                  |

## **EXECUTIVE SUMMARY**

The Statistical Abstract shall be an annual publication compiled by Uganda National Bureau of Standards, which will provide the statistical summary on various indicators for the Bureau. Given that there has not been a document like this before, there aren't many adjustments from a previous edition that need to be incorporated therefore, most of the data presented in this edition are provisional and could be revised in subsequent publications.

This publication is divided into five chapters which are preceded by a glossary of definitions and general information on the Bureau.

Chapter 1 presents statistics from the Standards service line with the following highlights:

### **Standards Development**

- A total of 355 standards were developed in the FY 2016/17
- Most of the standards came from Chemicals and consumer products (124) which is 34.9% of the total standards followed by Food and agriculture (99) at 27.8% Management services and systems (72) and Engineering (60).
- There was a 21.2% decrease in number of standards developed from FY 2015/16 to FY 2016/17.

Chapter 2 presents statistics from the Measurements service line which includes data from Legal metrology and National metrology laboratory with the following highlights:

### **Legal Metrology**

- A total number of 132,013 weighing equipment and 603,456 weights were verified in 2016/17.
- Number of equipment verified increased from 2015/16 to FY 2016/17 with static tanks having the largest increase of 29.69% followed by road tankers at 26.26%, sample 9.45%, weights 8.5%. Bulk measures declined by 13.44%



## **National Metrology Laboratory**

- A total number of 2,677 equipment were calibrated in the FY 2016/17, a rise from 1,709 in 2015/16.
- A total number of 5,745 equipment were calibrated in the 3 financial years from 2014/15 to 2016/17.

Chapter 3 presents statistics from the conformity assessment service line that includes data on laboratory testing and accreditation, certification, imports inspection; with the following highlights:

### **Laboratory Testing**

- The total number of samples tested has increased steadily for the past three years. There was a 25.86% increase in the number of samples tested from 2015/16 to 2016/17.
- Total number of samples tested in 2016/2017 financial year was 12,439.
- Chemistry Lab had the most number of samples tested in 2016/17 which constituted 51.5% of the total number of samples followed by Microbiology Lab at 23.6%, Materials Lab at 17.4% and Electrical Lab at 7.5%.
- The highest increase in the number of samples tested from FY 2015/16 to FY 2016/17 came from Electrical Lab with a 96.86% followed by Chemistry Lab with a 31% increase, Microbiology Lab and Materials Lab at 17.76% and 5.98% respectively.

### **Certification**

- A total of 900 product permits and 30 system permits were issued in FY 2016/17, an increase of 27.5% and 150% respectively from the previous FY.
- 522 audits were conducted in FY 2016/17, an increase of 10.6% from FY 2015/16.

### **Imports Inspection**

- The total number of consignment sites inspected for the FY 2016/17 stood at 118,470 which was a 20% increase from the previous year.

### **Surveillance**

- Number of inspections undertaken at factories, warehouses, supermarkets, shops stood at 1,128 in FY 2016/17 a rise of 3.2% from the previous financial year.
- In the three years FY 2014/15 to FY 2016/17, a total of 3,374 inspections were undertaken.
- 63 complaints were received for goods under compulsory standards in FY 2016/17.

Chapter 4 presents statistics on Finance and administration, Human resource, IT, Public relations and marketing. The major highlights in this chapter are:

- The UNBS budget increased by 36.7% to 28.32 billion Uganda shillings in the FY 2015/2016 from FY 2016/2017.
- The revenues received by UNBS has been growing over the years with a 32.8% increase in the FY 2016/2017 from the previous year.
- Total number of staff at UNBS for financial year 2016/2017 is 297, with a female to male ratio of 27.2%.

Chapter 5 presents a highlight on the prevalence of substandard goods on the market. UNBS has two national standard indicators; that is,

- 1) prevalence of substandard goods on the market; and
- 2) number of certified products accessing regional and international markets.

A baseline survey carried out in 2017 put the prevalence of substandard goods on the market at 54%. A survey on the number of certified products accessing regional and international markets will be conducted in financial year 2018/2019 and results will be published in the next editions of this abstract.

## **GLOSSARY**

|                    |   |
|--------------------|---|
| Accreditation      | This is the process in which certification of competency, authority, or credibility is presented  |
| Certification      | Refers to the confirmation of certain characteristics of an object, person, or organization   |
| 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.  |
| Destruction        | This is the action or process of causing so much damage to something that it no longer exists or cannot be repaired.  |
| Downgrading        | This refers to reverting software (or hardware) back to an older version.   |
| Exports            | These are goods and services produced in the home country to be sold to other countries.  |
| Gratuity           | This refers to a gift or reward, usually of money, for services rendered; something given without claim or obligation   |
| 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   | These indicate that a product has been certified and is safe for consumption.  |
| Re-bagging        | This means placing in another bag.   |
| Retirement        | This is the point where a person stops employment completely.  |
| Standard          | Something considered by an authority or by general consent as a basis of comparison; an approved model.  |
| Surcharge         | This refers to a charge in addition to the usual payment.  |
| Surveillance      | This refers to the act of carefully watching someone or something especially in order to prevent or detect a crime.  |
| Terminal Benefits | These are final entitlements of an employee upon termination of an employment contract.  |
| Waivers           | This is the voluntary relinquishment or surrender of some known right or privilege.  |

## CHAPTER ONE

### STANDARDS DEVELOPMENT

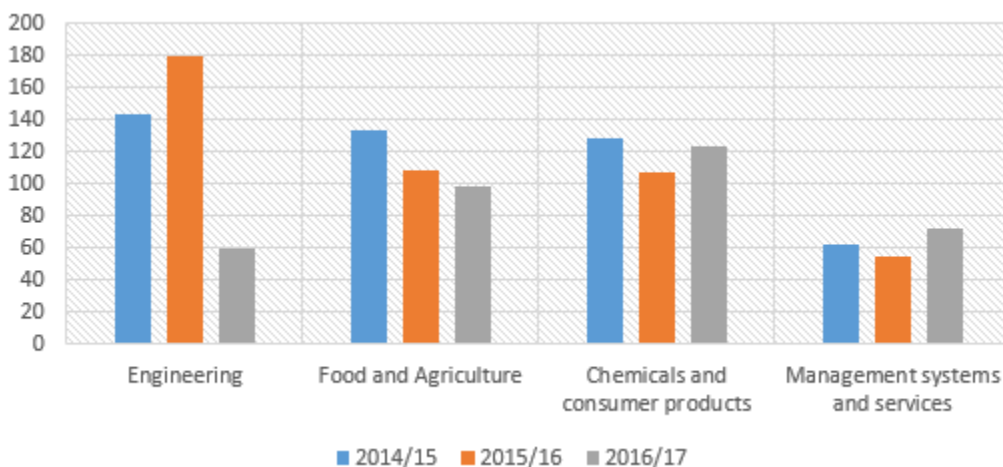
This chapter comprises of statistics from the standards development service line.

355 standards were developed in the financial year 2016/2017 which is 21% general decline in the number of standards developed in 2015/16. This was mainly due to a 61 % decline in the number of engineering standards developed, and a 9% decline in the standards for food and agriculture. Management systems and services, and chemicals and consumer products on the other hand increased by 30% and 15% respectively.

**Table 1 - Number of standards developed from 2014/15 to 2016/17**

| Administrative units                   | 2014/15 | 2015/16 | 2016/17 | Total |
|--|---------|---------|---------|-------|
| <b>Engineering</b>                     | 143     | 180     | 60      | 383   |
| <b>Food and Agriculture</b>            | 133     | 109     | 99      | 341   |
| <b>Chemicals and consumer products</b> | 128     | 107     | 124     | 359   |
| <b>Management systems and services</b> | 62      | 55      | 72      | 189   |
| <b>Total</b>                           | 466     | 451     | 355     | 1,272 |

**Figure 1 - Illustration of standards developed from 2014/15 to 2016/17 by administrative unit**

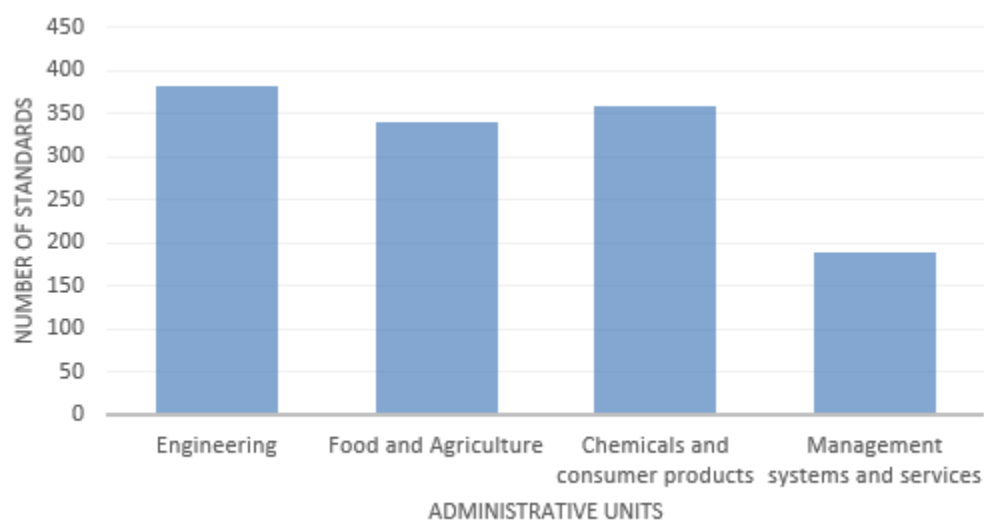


The breakdown of the standards developed in the past three financial years is as below:

**Table 2 - Breakdown of standards developed from 2014/15 to 2016/17**

| Administrative units                   | Indicator description            |       | 2014/15 | 2015/16 | 2016/17 | Total |
|--|----------------------------------|-------|---------|---------|---------|-------|
| <b>Engineering</b>                     | No. of standards adopted         | ISO   | 97      | 128     | 34      | 259   |
|  |                                  | IEC   | 19      | 32      | 0       | 51    |
|  | No. of regional standards (EAS)  |       | 26      | 5       | 5       | 36    |
|  | No. of indigenous standards (US) |       | 1       | 15      | 21      | 37    |
|  | No. of withdrawn standards       |       | 58      | 53      | 18      | 129   |
| <b>Food and Agriculture</b>            | No. of standards adopted         | ISO   | 79      | 55      | 44      | 178   |
|  |                                  | CODEX | 0       | 34      | 5       | 39    |
|  | No. of regional standards (EAS)  |       | 29      | 12      | 28      | 69    |
|  | No. of indigenous standards (US) |       | 25      | 8       | 22      | 55    |
|  | No. of withdrawn standards       |       | 72      | 12      | 27      | 111   |
| <b>Chemicals and consumer products</b> | No. of standards adopted (ISO)   |       | 105     | 98      | 61      | 264   |
|  | No. of regional standards (EAS)  |       | 16      | 7       | 11      | 34    |
|  | No. of indigenous standards (US) |       | 7       | 2       | 52      | 61    |
|  | No. of withdrawn standards       |       | 22      | 13      | 1       | 36    |
| <b>Management systems and services</b> | No. of standards adopted (ISO)   |       | 55      | 55      | 72      | 182   |
|  | No. of regional standards (EAS)  |       | 0       | 0       | 0       | 0     |
|  | No. of indigenous standards (US) |       | 7       | 0       | 0       | 7     |
|  | No. of withdrawn standards       |       | 4       | 5       | 24      | 33    |

**Figure 2 - Total Number of standards developed over the 3 FYs**



## **CHAPTER TWO**

### **MEASUREMENTS**

This chapter comprises of statistics from the measurements service line and includes data on Legal Metrology and National metrology laboratory.

#### **2.1 Legal Metrology**

A total of 2,189,131 equipment were verified in the 3 FYs from 2014/15 to 2016/17.

In FY 2016/2017 alone, 761,240 equipment were verified up from 706,939 in the previous FY which is a 7.68% increase.

Considering 2015/2016 as the base year, weighing equipment in the financial year 2016/2017 generally increased with weights increasing by 8.5%, weighing equipment 1.74%, fuel dispensers 1.73%, road tankers 26.26%, bulk measures 13.44%, static tanks 29.69% and sample 9.45%.

**Table 3 - Number of Equipment verified from 2014/15 to 2016/17**

| <b>Indicator description</b> |         | <b>2014/15</b> | <b>2015/16</b> | <b>2016/17</b> | <b>Total</b> |
|------------------------------|---------|----------------|----------------|----------------|--------------|
| <b>Counter Machines</b>      | Kampala | 65,857         | 63,967         | 60,106         | 189,930      |
|                              | Jinja   | 26,973         | 23,550         | 25,552         | 76,075       |
|                              | Mbale   | 12,680         | 14,544         | 18,288         | 45,512       |
|                              | Mbarara | 13,374         | 14,227         | 15,434         | 43,035       |
|                              | Lira    | 2,195          | 2,615          | 3,288          | 8,098        |
| <b>Spring Balances</b>       | Kampala | 1,919          | 1,967          | 1,390          | 5,276        |
|                              | Jinja   | 1,253          | 1,087          | 852            | 3,192        |
|                              | Mbale   | 648            | 738            | 601            | 1,987        |
|                              | Mbarara | 1,940          | 1,969          | 2,238          | 6,147        |
|                              | Lira    | 950            | 1,122          | 1,057          | 3,129        |
| <b>Plat Form Scales</b>      | Kampala | 1,776          | 2,511          | 1,786          | 6,073        |
|                              | Jinja   | 315            | 372            | 292            | 979          |
|                              | Mbale   | 186            | 413            | 319            | 918          |
|                              | Mbarara | 453            | 473            | 603            | 1,529        |
|                              | Lira    | 152            | 202            | 207            | 561          |
| <b>Weights</b>               | Kampala | 297,669        | 286,184        | 310,098        | 893,951      |
|                              | Jinja   | 133,795        | 115,695        | 128,370        | 377,860      |
|                              | Mbale   | 63,015         | 72,590         | 73,391         | 208,996      |
|                              | Mbarara | 66,831         | 68,732         | 74,950         | 210,513      |
|                              | Lira    | 10,039         | 12,965         | 16,647         | 39,651       |
| <b>Fuel Dispensers</b>       |         | 13,526         | 14,480         | 14,731         | 42,737       |
| <b>Pressure Gauges</b>       |         | 337            | 337            | 337            | 1,011        |
| <b>Road Tankers</b>          |         | 624            | 1,348          | 1,702          | 3,674        |
| <b>Bulk Measures</b>         |         | 260            | 305            | 264            | 829          |
| <b>Static Tanks</b>          |         | 330            | 357            | 463            | 1,150        |
| <b>Sample</b>                |         | 3,855          | 4,189          | 4,585          | 12,629       |
| <b>Electric Meters</b>       |         | -              | -              | 3,689          | 3,689        |

### **Weighing equipment and weights by region**

Kampala had the most number of weights and weighing equipment verified over the three financial years which represents 51.6% and 52.2% respectively. This was followed by Jinja which had 21.8% of the weights verified and 20.45% of the weighing equipment verified.



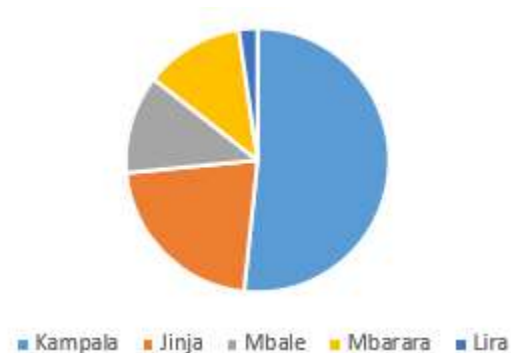
**Table 4 - Weighing equipment and weights by region**

|                           |         | 2014/15 | 2015/16 | 2016/17 | Total     |
|---------------------------|---------|---------|---------|---------|-----------|
| <b>Weighing equipment</b> | Kampala | 69,552  | 68,445  | 63,282  | 201,279   |
|                           | Jinja   | 28,541  | 25,009  | 26,696  | 80,246    |
|                           | Mbale   | 13,514  | 15,695  | 19,208  | 48,417    |
|                           | Mbarara | 15,767  | 16,669  | 18,275  | 50,711    |
|                           | Lira    | 3,297   | 3,939   | 4,552   | 11,788    |
| <b>Total</b>              |         | 130,671 | 129,757 | 132,013 | 392,441   |
| <b>weights</b>            | Kampala | 297,669 | 286,184 | 310,098 | 893,951   |
|                           | Jinja   | 133,795 | 115,695 | 128,370 | 377,860   |
|                           | Mbale   | 63,015  | 72,590  | 73,391  | 208,996   |
|                           | Mbarara | 66,831  | 68,732  | 74,950  | 210,513   |
|                           | Lira    | 10,039  | 12,965  | 16,647  | 39,651    |
| <b>Total</b>              |         | 571,349 | 556,166 | 603,456 | 1,730,971 |

**Figure 3 - Weighing equipment by region**



**Figure 4 - Weights by region from 2014/15 to 2016/17**



## 2.2 National Metrology Laboratory

There was a 56.6% increase in the total number of equipment calibrated in the FY 2016/2017. This was a rise from 2,677 equipment calibrated in 2015/2016 to 5,745 equipment calibrated in 2016/2017.

**Table 5 - Number of equipment calibrated from 2014/15 to 2016/17**

| <b>Indicator</b>           | <b>Description</b>  | <b>2014/15</b> | <b>2015/16</b> | <b>2016/17</b> | <b>Total</b> | <b>%increase</b> |
|----------------------------|---|----------------|----------------|----------------|--------------|------------------|
| <b>Weigh bridges</b>       | Weigh bridges   | 32             | 96             | 126            | 254          | 31.3             |
| <b>Balances/scales</b>     | Analytical Balances<br>Platform & Top load balances<br>Crane weighers<br>Fillers(auto, gas, volume)<br>Tensile testers                      | 364            | 506            | 820            | 1690         | 62.1             |
| <b>Dimensional Measure</b> | Vernier Calipers & Micrometers<br>Dial gauges<br>Steel rulers/tapes   | 118            | 177            | 152            | 447          | -14.1            |
| <b>Thermometry</b>         | Liquid in glass, PRT & Thermocouples<br>Ovens/mantles<br>Water baths & Incubators<br>Temperature controllers<br>Vacuum coolers & Cold rooms | 172            | 273            | 384            | 829          | 40.7             |
| <b>Flow</b>                | Flow meter<br>Road and rail wagons(tankers)   | 35             | 17             | 72             | 124          | 323.5            |
| <b>Volumetric</b>          | Proving tanks & Verification cans<br>single-mark-flasks<br>storage tanks<br>volume fillers<br>pipettes & burettes<br>graduated cylinders    | 144            | 163            | 262            | 569          | 60.7             |
| <b>Electrical</b>          | PH & Conductivity meters<br>Millimeters<br>voltmeters, ammeters & ohmmeters   | 88             | 219            | 238            | 545          | 8.7              |
| <b>Force measures</b>      | Compression machines  | 25             | 9              | 24             | 58           | 166.7            |
| <b>Pressure</b>            | pressure gauges<br>pressure balances<br>pressure sensors  | 127            | 190            | 249            | 566          | 31.1             |
| <b>Density measures</b>    | Hydrometers<br>density meters   | 1              | 25             | 23             | 49           | -8.0             |

|                        |  |      |      |      |      |       |
|------------------------|--|------|------|------|------|-------|
| <b>Mass pieces</b>     | Standard weights<br>Roller weights<br>pressure tester dead weights | 253  | 34   | 327  | 614  | 861.8 |
| <b>Total Equipment</b> |  | 1359 | 1709 | 2677 | 5745 | 56.6  |

**CHAPTER THREE**  
**COMFORMITY ASSESSMENT**

This chapter consists of statistics from conformity assessment service line and includes data from Import inspection, certification, laboratory testing and accreditation.

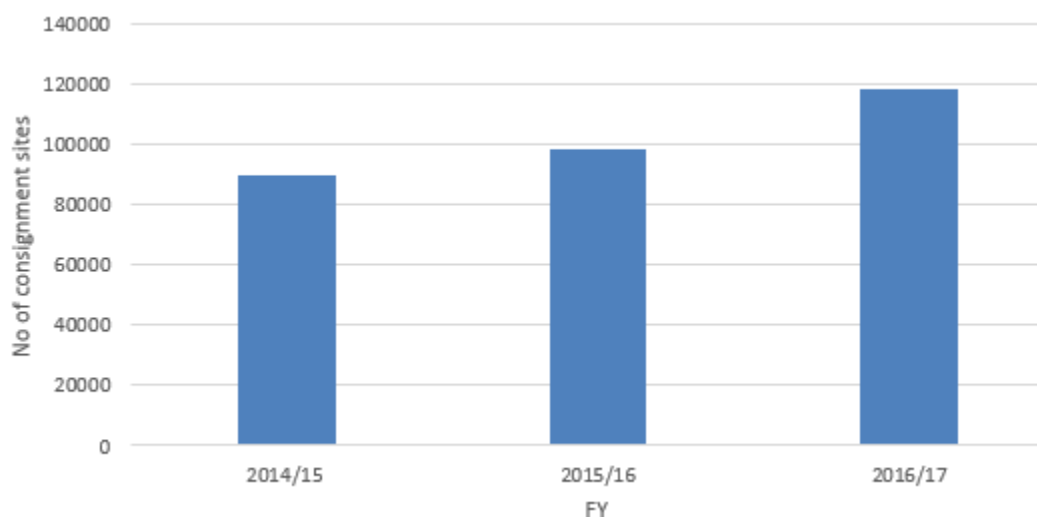
**3.1 Imports Inspection**

Total number of consignment sites inspected increased by 20% in the FY 2016/2017. A total of 89,618 inspections were carried out in the FY 2014/15, 98,393 and 118,470 inspections in FY 2015/16 and 2016/17 respectively. In FY 2016/17, Number of inspected declarations increased 13%, Number of PVoC CoCs issued increased by 14.3%, Number of PVoC CRWs issued increased by 47.96% while number of PVoC NCRs reduced by 5.27% from the previous financial year.

**Table 6 - Consignment sites inspected 2014/15-2016/17**

| <b>Indicator description</b>                    | <b>2014/15</b> | <b>2015/16</b> | <b>2016/17</b> |
|---|----------------|----------------|----------------|
| <b>No. of inspected declarations</b>            | 48,485         | 60,978         | 69,042         |
| <b>No. of PVoC CoCs Issued</b>                  | 16,265         | 16,595         | 18,976         |
| <b>No. of PVoC CRWs Issued</b>                  | 24,432         | 20,156         | 29,823         |
| <b>No. of PVoC NCRs</b>                         | 436            | 664            | 629            |
| <b>No. of PVoC corrective actions</b>           | 1830           | 1956           | 2667           |
| <b>No. of goods releases under seal</b>         | 293            | 135            | 390            |
| <b>No. of goods sampled for quality testing</b> | 446            | 466            | 1,301          |
| <b>No. of goods sampled for routine testing</b> | 363            | 122            | 295            |
| <b>No. of consignments seized</b>               | 99             | 135            | 100            |

**Figure 5 - Number of consignment sites inspected**



### 3.2 Laboratory Testing

During the year 2016/2017 most of the samples tested were in the chemistry laboratory representing 51.5% followed by microbiology which represented 23.6%. The other labs Electrical and materials accounted for 7.5% and 17.5% respectively. Samples tested in 2016/17 increased by 25.86% from the previous year. Electrical and chemistry had the most percentage increase of 96.8% and 31.3% respectively. The comparison over the years is illustrated graphically in figure 6 below.

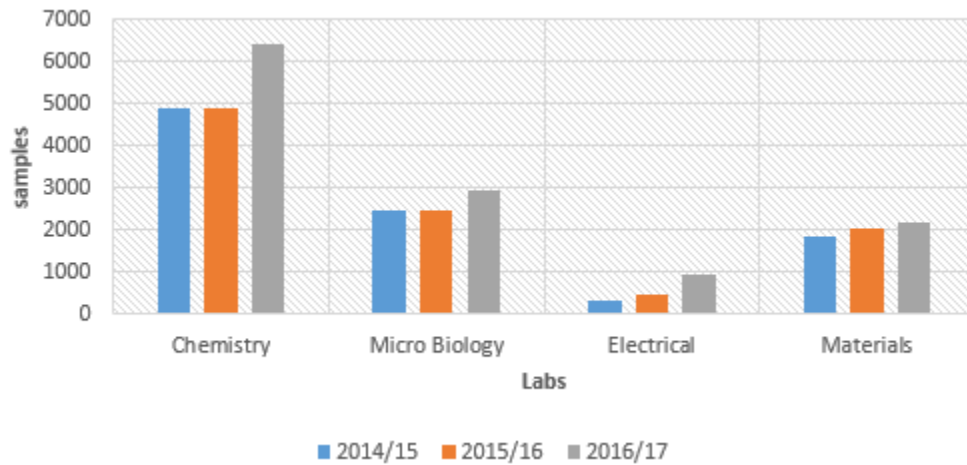
**Table 7 - Samples Tested**

| Indicator description                          |               | 2014/15 | 2015/16 | 2016/17 |
|--|---------------|---------|---------|---------|
| <b>No. of samples tested</b>                   | Chemistry     | 4889    | 4876    | 6406    |
|  | Micro Biology | 2470    | 2489    | 2931    |
|  | Electrical    | 320     | 477     | 939     |
|  | Materials     | 1847    | 2041    | 2163    |
| <b>No. of PT schemes participated in</b>       |               | 8       | 17      |         |
| <b>No. of PT schemes provided by UNBS Labs</b> |               | 0       | 1       | 2       |
| <b>Number of labs accredited</b>               |               | 0       | 1       | 1       |

**Figure 6 - 2016/2017 Samples tested by Lab**



**Figure 7 - Illustration of samples tested from 2014/15 to 2016/17**



### 3.3 Certification

In the financial year 2016/2017, 900 product permits and 30 system permits were issued which represents an increase of 27.5% and 150% respectively from the previous financial year.

In the 3 FYs, a total of 2,148 product permits and 62 system permits were issued.

**Table 8 - Certification statistics**

| Indicator description                               | 2014/15      | 2015/16      | 2016/17      | Total        |
|---|--------------|--------------|--------------|--------------|
| No. of Audits                                       | 298          | 472          | 522          | 1,292        |
| No. of product permits issued                       | 542          | 706          | 900          | 2,148        |
| No. of system permits issued                        | 20           | 12           | 30           | 62           |
| No. of SME's inspected/supported                    | 456          | 140          | 40           | 636          |
| No. of SME's products certified                     | 30           | 60           | 14           | 104          |
| No. of companies provided with Technical assistance | 20           | 22           | 11           | 53           |
| <b>Total</b>  | <b>1,366</b> | <b>1,412</b> | <b>1,517</b> | <b>4,295</b> |

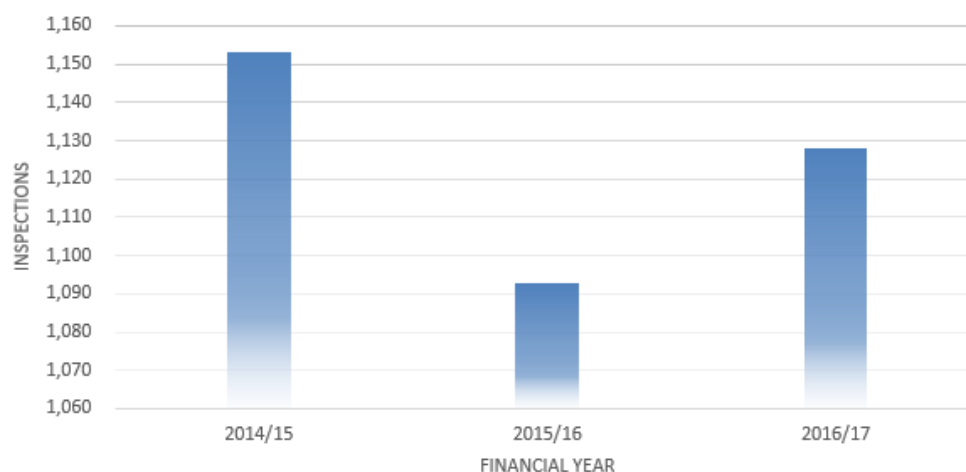
### 3.4 Surveillance

The number of market outlets inspected increased by 3.2% in the FY 2016/2017 from the previous FY; i.e. From 1,093 to 1,128 inspections.

**Table 9 - Surveillance statistics**

| Indicator description   | 2014/15 | 2015/16 | 2016/17 | Total |
|---|---------|---------|---------|-------|
| No. of inspections undertaken at factories, warehouses, supermarkets, shops | 1153    | 1093    | 1128    | 3374  |
| No. of complaints received for goods under compulsory standards             | 44      | 17      | 63      | 124   |
| No of cases under inquiry and prosecution                                   | 7       | 21      | 51      | 79    |
| No. of partnership building meetings held                                   | 11      | 15      | 10      | 36    |
| No. of stakeholder Standards awareness & guidance workshops held            | 2       | 3       |         | 5     |

**Figure 8 - Market outlets inspected**



## CHAPTER FOUR

### MANAGEMENT AND SUPPORT SERVICES

This chapter presents statistics on Finance and administration, human resource, information technology, public relations and marketing.

#### 4.1 Finance and administration

The UNBS budget over the years has been significantly increasing with a 36.7% increase from FY 2015/2016 to 2016/2017. The increase in budget is mainly due to increase in NTR revenues. The GOU budget over the years has not changed significantly.

#### Revenues

The revenues received by UNBS has been growing over the years with a 31.8% increase in the FY 2016/2017 from the previous year. The increase is largely attributed to increase in Non-tax revenue which has increased by 69.6% in the financial year 2016/2017. The contribution of NTR to total revenue has increased from 40.5% in 2014/2015 financial year to 60.8% in the financial year 2016/2017.

**Table 10 - Summary of revenue**

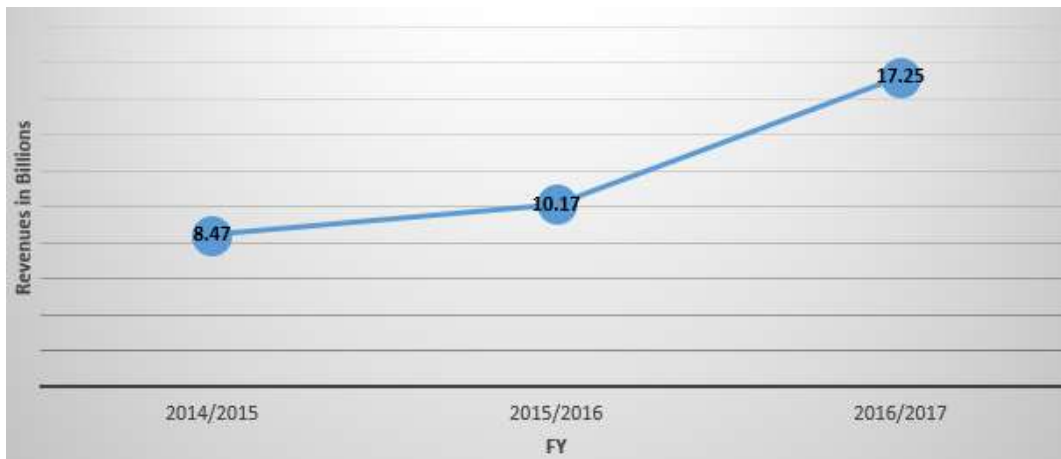
| Revenue source                | 2014/2015      | 2015/2016      | 2016/2017      |
|-------------------------------|----------------|----------------|----------------|
| <b>Government Recurrent</b>   | 8,793,771,306  | 7,569,897,239  | 8,602,496,009  |
| <b>Government Development</b> | 3,565,924,768  | 2,839,398,641  | 1,991,401,837  |
| <b>Total Government</b>       | 12,359,696,074 | 10,409,295,880 | 10,593,897,846 |
| <b>NTR</b>                    | 8,477,956,021  | 10,172,835,598 | 17,253,192,943 |
| <b>Projects</b>               | 50,276,470     | 937,604,135    | 525,266,636    |
| <b>Grand Total</b>            | 20,887,928,565 | 21,519,735,613 | 28,372,357,425 |



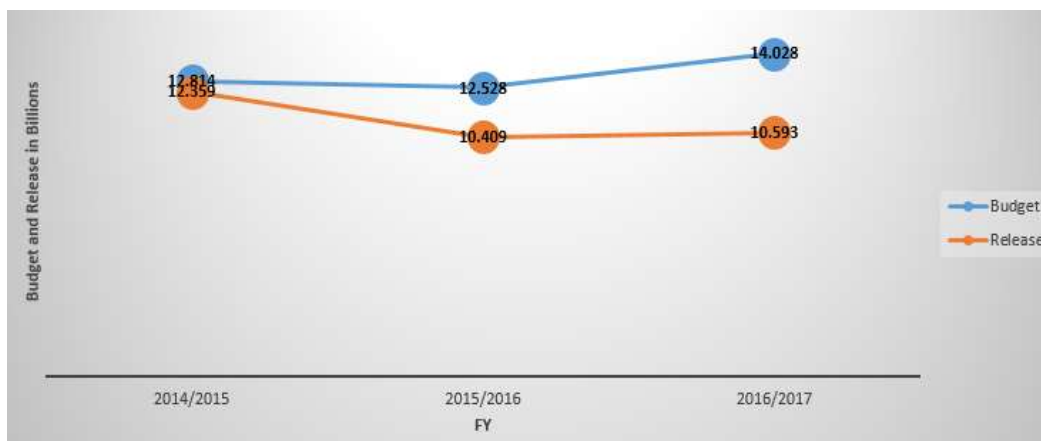
**Table 11 - NTR revenue collections (excluding gain/loss on foreign exchange)**

| Revenue source                           | 2014/2015            | 2015/2016             | 2016/2017             |
|--|----------------------|-----------------------|-----------------------|
| Verification fees                        | 2,732,718,508        | 2,533,124,050         | 3,562,714,368         |
| Laboratory testing                       | 864,476,832          | 948,634,000           | 1,107,503,130         |
| Calibration fees                         | 237,694,640          | 352,979,243           | 417,785,200           |
| Certification fees                       | 832,500,239          | 888,341,565           | 1,132,292,173         |
| Professional fees(Training and advisory) | 61,342,200           | 146,427,500           | 160,795,000           |
| Inspection fees                          | 3,551,887,853        | 5,378,144,080         | 10,414,636,737        |
| Sale of standards                        | 54,209,000           | 57,467,500            | 211,502,220           |
| Miscellaneous income                     | 143,126,749          | (132,282,340)         | 245,964,115           |
| <b>Total</b>                             | <b>8,477,956,021</b> | <b>10,172,835,598</b> | <b>17,253,192,943</b> |

**Figure 9 - Movement of NTR**



**Figure 10 - GOU Approved Budget vs release over the years.**



## Expenditure

The expenditure in the FY 2016/2017 increased by 22.6% from the previous financial year.

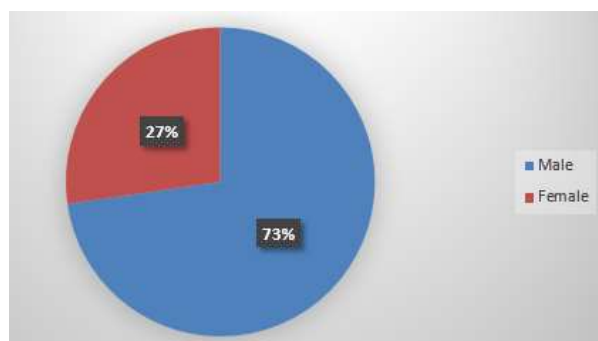
|                    | 2014/2015      | 2015/2016      | 2016/2017      |
|--------------------|----------------|----------------|----------------|
| <b>Budget</b>      | 18,914,370,394 | 20,728,194,000 | 28,328,194,000 |
| <b>Expenditure</b> | 20,179,193,220 | 20,161,523,260 | 24,708,016,549 |

## 4.2 Human resource

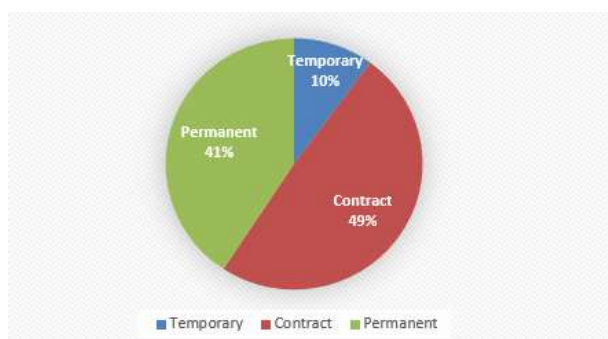
Total number of staff for financial year 2016/2017 is 297, with a female to male ratio of 27.2%. This is an increase from the previous financial year which stands at 25.9%. Of the 297 staff, 121 staff are permanent, 146 are contract and 30 are temporary.

30 students were offered internship places and 50 staff were recruited in the FY 2016/2017.

**Figure 11 - Gender distribution**



**Figure 12 - Employment status**



### 4.3 Information Technology

A total of 12 programs were developed from 2014/2015 to financial year 2016/2017. 1 program was developed in 2014/2015, 5 in 2015/2016 and 6 in 2016/2017 financial year.

**Table 12 - ICT Programmes 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 | Online standards           | Standards development  |
|           | 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 |
|           | Webstore                   | Buy standards online   |
|           | Generator power monitoring | Power monitoring   |
|           | Website                    | Information sharing  |

### 4.4 Public relations and Marketing

The number of stake holder engagements reduced in the financial year 2016/2017 as compared to the previous financial year. The internal activities too declined by 50% from the previous years. The table below shows the summary of public relations and marketing from 2014/15 financial year to 2016/2017 financial year.

**Table 13 - Public relations and marketing**

| <b>Indicator description</b>                                     | <b>2014/15</b> | <b>2015/16</b> | <b>2016/17</b> | <b>Total</b> |
|--|----------------|----------------|----------------|--------------|
| <b>No. of internal publications (magazines, newsletters)</b>     | 18             | 20             | 16             | 54           |
| <b>No. of newspaper publications</b>                             | 30             | 50             | 48             | 128          |
| <b>No. of stakeholder engagements (sensitization activities)</b> | 15             | 25             | 7              | 47           |
| <b>No. of internal activities or celebrations</b>                | 8              | 10             | 5              | 23           |
| <b>No. of trade fairs exhibitions</b>                            | 7              | 10             | 10             | 27           |
| <b>No. of TV/ Radio talk shows and Announcements</b>             | 20             | 30             | 46             | 96           |

## CHAPTER FIVE

### PREVALENCE OF SUBSTANDARD GOODS ON THE MARKET

This chapter presents highlights on the prevalence of substandard goods on the market, one of the national standard indicators of UNBS.

Currently the prevalence of substandard goods on the market stands at 54% according to results from a survey conducted in 2017. This was determined by scientifically testing the product samples at the UNBS laboratories.

Prevalence as perceived by consumers is at 80% in 2017 from 88% at baseline in 2013. Areas along the border points (Kenya, south Sudan, and DR Congo) showed the highest prevalence rates all above 80% while areas in the Centre showed the lowest rates.

80.1% of the respondents have ever bought a good and found it substandard.

79.4% of the consumers in 2017 up from 71% in 2013 know a substandard product

The proportion of consumers knowingly buying substandard products is at 10.9% down from 28% at baseline in 2013. 69.8% knowingly buy substandard products because of low prices.

More than 50% of the respondents in the survey demonstrated knowledge of UNBS as an institution that develops and enforces standards.

Of the 165 gazetted import clearing points (including customs bonded warehouses), UNBS has presence on 5 boarder points (including Mombasa) and 17 customs bonded ware houses.