



Repairing Firm

UGANDA NATIONAL BUREAU OF STANDARDS

CLIENT SERVICE CHARTER, 2017

Vision

To be 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

In our drive for service excellence, UNBS is guided by the following Core Values;

- a) Professionalism
- b) Integrity

c) Customer focus

- d) Innovation
- e) Team work -

Standards of Service

We pledge to provide service to our clients professionally efficiently and timely. Below are timeliness within which you should expect to deliver our service to you.

SERVICES OFFERED	CUSTOMER OBLIGATION	TIME LINE	USER CHARGES UGX
STANDARDS DEVELOPMENT			
• Standards development through technical committee	• Request for a standard • Providing necessary justifying data and information • Participate in standards development	20 months	Nil
• Revision of existing standards	• None	5 years	Nil
• Information on available standards	• Request for information	30 minutes	Nil
• Sale of standards	• Request for an existing standard • Pay the required fees	30 minutes	Depends on the standard requested
TESTING			
Factory inspection: Inspection of products after request	Provide product samples	3 weeks	Product inspection fees apply
• Release of test report after collection of samples	Nil	2months	Nil
MANAGEMENT SYSTEMS CERTIFICATION			
Inspection of services after request.	• Fill in application forms from UNBS website • Provide company details including scope, location, etc.	1 day	Payment of applicable fees
Application Review	NIL	2 days	NIL
Management Systems audit (Documents review and onsite audit).	Respond to issues raised	7 days	Payment of applicable fees
Closure of Non-conformities	Address issues raised during audit	45 days	NIL
Issuance of Certificate of Compliance	Fulfilment of requirements of relevant standards • Pay certification application fees	3 days	Payment of applicable certification fees
PRODUCT CERTIFICATION			
Review of application for certification	• Obtain and submit application • Payment of application fees	3 days	Payment of applicable certification fee
Billing for assessment	Payment of audit fees	1 week	Payment of applicable audit fees
Audit/evaluation	Provision of the relevant documents and samples	1 day for onsite audit	NIL
Product evaluation	Submit required sets of test reports	2 months	Fee depends on product and laboratory fees
Closure of non-conformance	Address non-conformances raised during audit as soon as possible.	30 days	NIL
Issue of certification of Quality Mark	Payment of certification fees	3 days	As per statutory requirements
MARKET SURVEILLANCE			
Respond to consumer complaints	Raise the complaints through UNBS official communication channels	5 days	Nil
Market inspection	Providing relevant samples	5 days	NIL
Destruction of Substandard goods	NIL	30 days	NIL
NATIONAL METROLOGY LABORATORY			
Respond to request for quotation (RFQ's)	• Request for calibration • Full payment of applicable fees • Provide necessary resources	2 days	Nil
Carry out accurate calibration in-lab including calibration certificates	• Delivery of calibration item(s) to the UNBS Metrology laboratory and collection of item(s) after calibrations • Provide appropriate and accurate technical information about the equipment.	2 – 10 days	• Depends on the equipment, number of calibration points. • Resolution, accuracy class
Carry out accurate calibration on site including calibration certificates	Provide necessary resources	Depends on the distance, terrain and environment	Payment of applicable fees
Carry out equipment and site survey where necessary.	Provide necessary resources	Depends on the distance, terrain and environment.	Payment of applicable fees
Provide training and sensitization in Metrology	Make a training request	Depends on the type of training required	Payment of applicable fees
LEGAL METROLOGY (WEIGHTS AND MEASURES)			
Verification of measuring equipment for compliance to the standards/statutory regulation (Electricity meter, Weighing scales, road tankers, railway wagon, static tanks, flow meters)			
Test the equipment	Submit Equipment	1 day	Payment of applicable statutory fees
Issue test result	Submit relevant documentation	1 day	Payment of applicable statutory fees
Carryout examination on equipment	Require verification and payment of applicable fees	10 meters per day in house	Payment of applicable statutory fees
PATTERN APPROVAL SERVICE			
Request for Pattern Approval	Submits request for pattern approval	Less than 90 days.	Payment of applicable statutory fees
Assesses for fitness for purpose of use	Submit Relevant Documentation	Depending on the type of equipment	Payment of applicable statutory fees
Conduct test as per the standards	Submit equipment for test	Depends on the type of equipment	Payment of applicable statutory fees
Issue test report	NIL	1 day	NIL
Issues certificate of approval/rejection	Receives the report	1 day	NIL
PRE-PACKAGE CONTROL SERVICE			
labelling requirements Verification - Analysis of a label in house	Submit a label	1 day	Payment of applicable statutory fees
Quantity verification – inspection at the factory or markets	• Provide access for inspection • Provide samples for analysis		
IMPORTS INSPECTION			
Release of consignments not accompanied by Coc/CWR but subject to PVoC	• Apply on the ePortal for clearance by declaring on Sycuda World and uploading other relevant documents in Asycuda World. • Upload valid relevant import documents (invoice, BoL) in Asycuda World	One day if not subjected to testing , 28 days if subjected to testing	Payment for applicable PVoC penalty (15% CIF)
	• Avail samples for testing and payment of applicable testing fees. • Samples must comply with approved standards specifications.		0.5% CIF administration inspection fee
Release of consignments not subject to PVoC and no sampling required for destination inspection	• Apply on the ePortal for clearance by declaring on Asycuda World •Upload valid relevant import documents (invoice, BoL, CoC)	8 hours	0.5% CIF administrative inspection fee
Pre-export verification of conformity to standards (PVOC) Respond to PVOC complaints and appeals	• Submit written request • Provide copies of supporting documents	Response in 2 days	Only where applicable
Acknowledge and resolve PVoC complaints	• Provide supporting documents where applicable	7days	NIL
Issuance of ISM permit and stickers from date of application	• Submit application letter • Provide CoC/CRW or evidence of a complying test reports • Provide packing list • Provide import declaration form • Provide a valid, relevant certificate of analysis.	24 hours	Payment of applicable fees.
Release under seal	Provisional release of consignment still under query to owners premises pending other processes	24 hours	USD 50 per application (UGX equivalent) related to securing cash bond or bank draft 15% CIF value
TRAINING AND CONSULTANCY			
Acknowledge request for training	• Apply for training • Make payment as per applicable charges • Confirm dates schedule and venue	7 days	Depends on the training being undertaken.
Issue certificates after completion of training	• Attend in person	Depends on the training	Payment of applicable fees
FINANCE			
Paying suppliers after delivery and acceptance of goods	• Delivery of goods • Submission of all documents required to support payments • Acknowledgement of payments effected by Bureau • Effect payments for the services rendered by Bureau • Submit to Bureau accurate information regarding bank account details	30 days 0 minutes	Nil
Procurement • Procure, receive and store goods	• Deliver goods to stores • Submit relevant documents	1 day	Nil
Human resource • Staff recruitment	• Apply for available openings	Depends	Nil

OFFICE HOURS: MONDAY - FRIDAY 08:00-17:00HRS

For further information, please call our toll free line: 0800 133 133 or visit our website: www.unbs.go.ug or e-mail: info@unbs.go.ug info@unbs.go.ug



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Services Offered	Customer Obligation	Time line	User charges UGX
Standards Development			
• Standards development through technical committee	• Request for a standard •Providing necessary justifying data and information •Participate in standards development	20 months	Nil
• Revision of existing standards	• None	5 years	Nil
• Information on available standards	• Request for information	30 minutes	Nil
• Sale of standards	• Request for an existing standard •Pay the required fees	30 minutes	Depends on the standard requested
Testing			
Factory inspection: Inspection of products after request	Provide product samples	3 weeks	Product inspection fees apply
• Release of test report after collection of samples	Nil	2months	Nil
Management Systems Certification			
Inspection of services after request.	• Fill in application forms from UNBS website •Provide company details including scope, location, etc.	1 day	Payment of applicable fees
Application Review	NIL	2 days	NIL
Management Systems audit (Documents review and onsite audit).	Respond to issues raised	7 days	Payment of applicable fees
Closure of Non-conformities	Address issues raised during audit	45 days	NIL
Issuance of Certificate of Compliance	Fulfilment of requirements of relevant standards •Pay certification application fees	3 days	Payment of applicable certification fees
Product certification			
Review of application for certification	• Obtain and submit application • Payment of application fees	3 days	Payment of applicable certification fee
Billing for assessment	Payment of audit fees	1 week	Payment of applicable audit fees
Audit/evaluation	Provision of the relevant documents and samples	1 day for onsite audit	NIL
Product evaluation	Submit required sets of test reports	2 months	Fee depends on product and laboratory fees
Closure of non-conformance	Address non-conformances raised during audit as soon as possible.	30 days	NIL
Issue of certification of Quality Mark	Payment of certification fees	3 days	As per statutory requirements
Market surveillance			
Respond to consumer complaints	Raise the complaints through UNBS official communication channels	5 days	Nil
Market inspection	Providing relevant samples	5 days	NIL
Destruction of Substandard goods	NIL	30 days	NIL
National Metrology Laboratory			
Respond to request for quotation (RFQ's)	• Request for calibration •Full payment of applicable fees •Provide necessary resources	2 days	Nil
Carry out accurate calibration in-lab including calibration certificates	• Delivery of calibration item(s) to the UNBS Metrology laboratory and collection of item(s) after calibrations • Provide appropriate and accurate technical information about the equipment.	2 – 10 days	• Depends on the equipment, number of calibration points. • Resolution, accuracy class
Carry out accurate calibration on site including calibration certificates	Provide necessary resources	Depends on the distance, terrain and environment	Payment of applicable fees
Carry out equipment and site survey where necessary.	Provide necessary resources	Depends on the distance, terrain and environment.	Payment of applicable fees
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Legal Metrology (Weights and Measures)			
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Pattern Approval service			
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Assesses for fitness for purpose of use	Submit Relevant Documentation	Depending on the type of equipment	Payment of applicable statutory fees
Conduct test as per the standards	Submit equipment for test	Depends on the type of equipment	Payment of applicable statutory fees
Issue test report	NIL	1 day	NIL
Issues certificate of approval/rejection	Receives the report	1 day	NIL
Pre-package control service			
labelling requirements Verification - Analysis of a label in house	Submit a label	1 day	Payment of applicable statutory fees
Quantity verification – inspection at the factory or markets	• Provide access for inspection •Provide samples for analysis		
Imports Inspection			
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Human resource •Staff recruitment	• Apply for available openings	Depends	Nil

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