

Uganda Post Limited

UGA

Basic Services			CARDIT	Carrier documents international transport – origin post	Yes
1	Maximum weight limit admitted		RESDIT	Response to a CARDIT – destination post	Yes
1.1	Surface parcels (kg)	30	6	Home delivery	
1.2	Air (or priority) parcels (kg)	30	6.1	Initial delivery attempt at physical delivery of parcels to addressee	No
2	Maximum size admitted		6.2	If initial delivery attempt unsuccessful, card left for addressee	
2.1	Surface parcels		6.3	Addressee has option of paying taxes or duties and taking physical delivery of the item	Yes
2.1.1	2m x 2m x 2m (or 3m length & greatest circumference)	Yes	6.4	There are governmental or legally binding restrictions mean that there are certain limitations in implementing home delivery.	No
2.1.2	1.5m x 1.5m x 1.5m (or 3m length & greatest circumference)	No	6.5	Nature of this governmental or legally binding restriction.	
2.1.3	1.05m x 1.05m x 1.05m (or 2m length & greatest circumference)	No	7	Signature of acceptance	
2.2	Air parcels		7.1	When a parcel is delivered or handed over	
2.2.1	2m x 2m x 2m (or 3m length & greatest circumference)	No	7.1.1	a signature of acceptance is obtained	Yes
2.2.2	1.5m x 1.5m x 1.5m (or 3m length & greatest circumference)	Yes	7.1.2	captured data from an identity card are registered	Yes
2.2.3	1.05m x 1.05m x 1.05m (or 2m length & greatest circumference)	No	7.1.3	another form of evidence of receipt is obtained	Yes
			7.1.4	Nature of this evidence	
				Passport, driving permit, voters card, National ID, Employee ID, etc	
			7.2	Ordinary parcels	
			7.2.1	Signature of the addressee or his agent	Yes
			7.2.2	Signature of a de facto agent	Yes
			7.3	Insured parcels	
			7.3.1	Signature of the addressee or his agent	Yes
			7.3.2	Signature of a de facto agent	Yes
Supplementary services					
3	Cumbersome parcels admitted	No			
Parcels service features					
5	Electronic exchange of information				
5.1.1	Use a track and trace system	Yes			
5.1.2	Mandatory tracking events transmitted				
EMC	Departure from outward office of exchange	Yes			
EMD	Arrival at inward office of exchange	Yes			
EMH	Attempted/Unsuccessful delivery	Yes			
EMI	Final delivery	Yes			
5.1.3	Optional tracking events transmitted				
EMA	Posting/collection	Yes			
EMB	Arrival at outward office of exchange	Yes			
EME	Held by Customs	Yes			
EMF	Out of Customs/Departure from inward office of exchange	Yes			
EMG	Arrival at delivery office	Yes			
EMJ	Arrival at transit office of exchange	Yes			
EMK	Departure from transit office of exchange	Yes			
5.1.4	Dispatch messages transmitted				
PREDES V 2.0	Pre-advice of international dispatch information - origin post	Yes			
RESDES V 1.1	Dispatch receipt information (response to a PREDES) – destination post	Yes			
5.1.5	Ready to start transmitting data to partners wishing to receive data	Yes			
5.1.6	Other messages transmitted				
PRECON	Pre-advice of international consignment – origin post	Yes			
RESCON	Response to a PRECON – destination post	Yes			
			Insured parcel service		
			8	Insured surface parcels admitted	No
			9	Insured air parcels admitted	No
			10	Marking used for insured parcels	
			10.1	CP 74 pink label used	No
			10.2	CP 73 label and pink “insured” label used	No
			Cash-on-delivery service for parcel		
			11.1	Acceptance of Cash-on-delivery (COD) service for parcels	
			11.1.1	outbound COD parcels	No
			11.1.2	inbound COD parcels	No
			Express delivery service		
			12	Express parcel delivery service provided	No

Parcels with advice of delivery			Supplementary charges - Customs		
13	Admission of advice of delivery for		21	Non-dutiable parcels	
13.1	ordinary parcels	Yes	21.1	Threshold level below which parcels are free of customs duties and other taxes	Yes
13.2	insured parcels	Yes	21.2	Exemption threshold	
Parcels for delivery free of charges and fees				Local currency	UGX. 190000/=
14	Parcels for delivery free of charges and fees admitted	Yes		USD	50
Fragile parcel				Comments:	
15	Fragile parcels admitted	Yes		Charges based on Customs rules in Uganda	
Consignment service			22	Dutiable parcels	
16	Consignment service by bilateral agreements provided	No	22.1	Customs clearance fee collected for parcels subject to import customs clearance	No
Integrated logistics service				Comments:	
17	integrated logistics service by bilateral agreements provided	Yes	23	Customs clearance fee collected for all items declared at customs	No
Addresses for bilateral agreements				Comments:	
18	Contact details of the person responsible for questions concerning bilateral agreements		24	Administration fees collected for parcels subject to export customs clearance	No
Name:	Mr SSEKIDDE ANDREW			Comments:	
Function:	HEAD OF BUSINESS SERVICES		Special charges - Storage		
Address:	UGANDA POST LIMITED P.O. BOX 7106 KAMPALA.		25	Storage charge collected on a parcel when it is kept beyond the prescribed period, or in the event of return to sender/redirection	Yes
Tel:	1: (+256)414252367 2: (+256) 414255511		25.1	Amount of charge per day/per parcel	
Fax:	(+256)414346450			Local currency	UGX.1,000
E-mail	assekidde@ugapost.co.ug juwera@ugapost.co.ug			SDR	0.3
Admissible radioactive material and infectious substances			25.2	Period of charge, if not daily	
19	Radioactive materials admitted in		Special delivery charges		
19.1	Air Parcels		26	Delivery charges collected at the time of delivery in response to the advice of arrival	Yes
		Inbound parcels No	26.1	Amount of charge	
		Outbound parcels No		Local currency	UGX.7,000
19.2	Insured parcels			SDR	1.50
		Inbound parcels No	Special charges – Poste restante		
		Outbound parcels No	27	Poste restante service provided	Yes
20	Infected substances admitted in		27.1	Amount of charge per parcel	
20.1	Air Parcels			Local currency	UGX.3,000
		Inbound parcels No		SDR	0.8
		Outbound parcels No	27.2	Basis for charge if not an amount per parcel	
20.2	Insured parcels				
		Inbound parcels No			
		Outbound parcels No			

Special provisions - Treatment of parcels wrongly accepted		
28	Parcels returned to sender	Yes
Delivery areas		
29	Parcels delivered to	
29.1	all addresses	Yes
29.2	specific areas only	No
	Comments:	
Collection		
30	Collection of parcels at post offices provided for	
30.1	all addresses	Yes
30.2	specific areas only	No
	Comments:	
Delivery procedures for parcels for which customs duty and taxes are payable		
31	Procedure for parcels for which customs duty is payable	
31.1	Pick up of parcel at the customs office	No
31.2	Addressee's address with collection of customs duties and taxes at the time of delivery	No
31.3	Delivery to the addressee's address after payment of customs duties and taxes	No
31.4	Over the counter at the local post office with immediate payment of customs duties and taxes	Yes
31.5	Other	
	Delivery can also be made to the addressee's address on request for a fee after payment of customs duties.	
Period of retention		
32	Period of retention for parcels	
32.1	Normal period	2 Month(s)
32.2	Exceptional period	1 Month(s)
33	Retention for parcels for which notice could not be sent or addressed to poste restante	
33.1	Normal period	2 Month(s)
33.2	Exceptional period	1 Month(s)
Parcels automatically retained		
34	A list of contact e-mail addresses for accounting and verification notes is temporarily being maintained and published outside the compendia; please refer to International Bureau circular 75/2020. The UPU contact person for any updates to this list is jean-marc.coeffic@upu.int.	
Office name:	Kampala Parcels Office	
Name:	Mr Muhwezi Daraus	
Function:	Manager Central Sorting Centre	
Address:	P.O Box 7106, Kampala, Uganda	
Tel:	1: (+256)414255569 2: (+)	
Fax:	(+256)414346450	
E-Mail:	damuhwezi@ugapost.co.ug gokidi@ugapost.co.ug	
Requests for withdrawal from the post or alteration, or correction of address		
35	Requests for withdrawal from the post accepted	Yes
35.1	Central office (in destination country) to which requests must be sent	
Office name:	Kampala Parcels Office	
Name:	Mr Muhwezi Daraus Jim	
Function:	Manager Central Sorting Center	
Address:	P.O. Box 7106, Kampala.	
Tel:	1: (+256)414255569 2: (+)	
Fax:	(+256)414346450	
E-Mail:	damuhwezi@ugapost.co.ug mmurungi@ugapost.co.ug	
Special provisions - Force majeure		
36	Liability admitted in cases of force majeure	No
36.1	Liability admitted for insured parcels on board ships or aircraft used by designated operators	No
36.2	Addressee/sender's reservations admitted at the time of delivery	Yes
Special provisions - Customs declarations		
37	Number of CN 23 customs declarations required for inbound parcels	3
37.1	Number of CN 23 customs declarations required for parcels in transit	3
37.2	Languages in which CN 23 customs declarations can be completed	English
Special provisions - Method of dispatching accompanying documents		
38	Documents affixed to the relevant parcels	Yes
38.1	Documents attached to the parcels bill	No
Service to customers		
39	On-line tracking provided	Yes
39.1	Web site address to access information	

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<http://www.ugapost.co.ug>

39.2 Languages in which track and trace information is available
English

Service to designated operators

40. User of the Internet-based Inquiry System (IBIS) Yes

40.1 Details of office(s) responsible for handling parcel post inquiries

Office name: Customer Satisfaction & Quality of Service
Name: Ms Nakibuule Josephine
Function: Customer Satisfaction & Quality of Service Officer
Address: P.O. BOX 7106 KAMPALA.
PLOT 35 KAMPALA ROAD.
Tel: 1: (+256)414255511
2: (+)
Fax: (+256)414346450
E-Mail: customercare@ugapost.co.ug
damuhwezi@ugapost.co.ug

Hours of service and days(s) on which the inquiry service is operating

Opening Hours (Local)

Day	Opening hours 1	Opening hours 2
Monday	08:00-13:00	14:00-17:00
Tuesday	08:00-13:00	14:00-17:00
Wednesday	08:00-13:00	14:00-17:00
Thursday	-	14:00-17:00
Friday	08:00-13:00	14:00-17:00
Saturday	09:00-14:00	-
Sunday	-	-

Languages English

National Holidays**41.1 National holidays**

National holiday in 2020

Month	Day(s)	National Holidays - Description
January	1	New Year's Day
January	26	Liberation Day
February	16	Remembrance of Archbishop Janani Luwum
March	8	International Women's Day
April	10	Good Friday
April	12	Easter Sunday
April	13	Easter Monday
May	1	International Labour Day
June	3	Uganda Martyrs Day

May	25	Eid-al-Fitr
June	9	National Heroes Day
July	31	Eid-ul-adha
October	9	Uganda's Independence Day
December	25	Christmas Day
December	26	Boxing Day

National holiday in 2021

Month	Day(s)	National Holidays - Description
January	1	New Year's day
January	14	Election of President and Members of Parliament
January	15	Election of President and Members of Parliament
January	20	Election of Mayors and LC5 Chairpersons
January	26	Liberation Day
February	16	Remembrance of Archbishop Janani Luwum
March	8	International Women's Day
April	2	Good Friday
April	4	Easter Sunday
April	5	Easter Monday
May	1	International Labour Day
May	13	Eid-al-Fitr
June	3	Martyrs Day
July	20	Eid-al-adha
October	9	Uganda's Independence Day
December	25	Christmas Day
December	26	Boxing Day

Regional Holidays**41.2 Regional holidays**

Regional holiday in

Month	Day(s)	Regional/Local Holidays – Localities and description
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Cancellation of fees**42 Fees cancelled when they concern**

42.1	parcels returned to sender	Yes
42.2	parcels redirected to a third party	Yes
42.3	parcels abandoned by the sender	Yes
42.4	parcels lost or destroyed	Yes
42.5	parcels rifled or damaged	Yes

Redirection within the country of destination

43.1	Redirection done without a request from the sender or addressee	No
43.2	Redirection fee charged	Yes
43.3	Amount of redirection fee (SDR)	0.3

Comments:

Miscellaneous provisions – operation of the parcel service

44.1	Postal parcel services operated by the designated postal operator	Yes
44.2	Postal parcel services operated by a transport company or companies	No
44.3	Service provided throughout the country	Yes

Postcodes	Localities

Office(s) of exchange handling parcels**45 Details of office(s) of exchange responsible for handling parcel post**

Office name: KAMPALA PARCELS OFFICE
 IMPC code: UGKLAB
 Name: Mr Muhwezi Daraus
 Function: Manager Central Sorting Centre
 Address: P.O Box 7106, Kampala, Uganda
 Tel: 1: (+256)414255569
 2: (+256)
 Fax: (+256)414346450
 E-Mail: damuhwezi@ugapost.co.ug
 mmurungi@ugapost.co.ug

Hours of service and days(s) on which the OE is operating

Opening Hours (Local)

Day	Opening hours 1	Opening hours 2
Monday	08:00-13:00	14:00-17:00
Tuesday	08:00-13:00	14:00-17:00
Wednesday	08:00-13:00	14:00-17:00
Thursday	08:00-13:00	14:00-17:00
Friday	08:00-13:00	14:00-17:00
Saturday	09:00-14:00	-
Sunday	-	-

Observations/Comments

Delivery standards**46-47 See the annexes.****Barcode****48 Barcode sample used on all outward international postal parcels.**

Parcel delivery standards - Air parcel

OE Name KAMPALA PARCELS OFFICE
 IMPC Code UGKLAB
 Tel (+256)414255569
 Fax (+256)414346450
 Hours of operation Mon-Fri: 08:00 - 17:00; Sat: 09:00 - 14:00; Sun: Closed

From the airport of destination to the addressee

<i>Arrival at the airport</i>		<i>Days of delivery by zone</i>		
Day	Time	Zone 1	Zone 2	Zone 3
Monday	00:00 - 06:00	Wednesday	Thursday	Friday
Monday	06:01 - 23:59	Thursday	Friday	Monday+1
Tuesday	00:00 - 06:00	Thursday	Friday	Monday
Tuesday	06:01 - 23:59	Friday	Monday	Tuesday+1
Wednesday	00:00 - 06:00	Friday	Monday	Tuesday
Wednesday	06:01 - 23:59	Monday	Tuesday	Wednesday+1
Thursday	00:00 - 06:00	Monday	Tuesday	Wednesday
Thursday	06:01 - 23:59	Tuesday	Wednesday	Thursday+1
Friday	00:00 - 06:00	Tuesday	Wednesday	Thursday
Friday	06:01 - 23:59	Wednesday	Thursday	Friday+1
Saturday	00:00 - 23:59	Wednesday	Thursday	Friday
Sunday	00:00 - 23:59	Wednesday	Thursday	Friday

Definition of zones

Zone 1:

Postcodes	Cities
	Kampala GPO and branch offices

Zone 2:

Postcodes	Cities
	Upcountry main offices

Zone 3:

Postcodes	Cities
	Upcountry mini offices

Arrival at office of exchange: 12:30

Customs clearance times: On customers' response to calling notes

Items subject to customs duty: 3 days

Items not subject to customs duty:

2 Days

Comments:

Parcel delivery standards - Surface parcel

OE Name KAMPALA PARCELS OFFICE
 IMPC Code UGKLAB
 Tel (+256)414255569
 Fax (+256)414346450
 Hours of operation Mon-Fri: 08:00 - 17:00; Sat: 09:00 - 14:00; Sun: Closed
 From the airport/port/office of exchange of destination to the addressee

<i>Arrival at the airport</i>		<i>Days of delivery by zone</i>		
Day	Time	Zone 1	Zone 2	Zone 3
Monday	00:00 - 06:00	Wednesday	Thursday	Friday
Monday	06:01 - 23:59	Thursday	Friday	Monday+1
Tuesday	00:00 - 06:00	Thursday	Friday	Monday
Tuesday	06:01 - 23:59	Friday	Monday	Tuesday+1
Wednesday	00:00 - 06:00	Friday	Monday	Tuesday
Wednesday	06:01 - 23:59	Monday	Tuesday	Wednesday+1
Thursday	00:00 - 06:00	Monday	Tuesday	Wednesday
Thursday	06:01 - 23:59	Tuesday	Wednesday	Thursday+1
Friday	00:00 - 06:00	Tuesday	Wednesday	Thursday
Friday	06:01 - 23:59	Wednesday	Thursday	Friday+1
Saturday	00:00 - 23:59	Wednesday	Thursday	Friday
Sunday	00:00 - 23:59	Wednesday	Thursday	Friday

Definition of zones

Zone 1:

Postcodes	Cities
	Kampala GPO and branch offices

Zone 2:

Postcodes	Cities
	Upcountry main offices

Zone 3:

Postcodes	Cities
	Upcountry mini offices

Arrival at office of exchange: 12:30

Customs clearance times: On customers' response to calling notes

Items subject to customs duty: 3 days

Items not subject to customs duty: 2 days

Comments:

Last validation date: Da V1 01/11/2020