

Uganda Post Limited

UGA

Basic Services						
1	Maximum weight limit admitted			PREDES V 2.0	Pre-advice of international dispatch information - origin post	Yes
1.1	Surface parcels (kg)	30		RESDDES V 1.1	Dispatch receipt information (response to a PREDES) – destination post	Yes
1.2	Air (or priority) parcels (kg)	30		5.1.5	Ready to start transmitting data to partners wishing to receive data	Yes
2	Maximum size admitted			5.1.6	Other messages transmitted	
2.1	Surface parcels			PRECON	Pre-advice of international consignment – origin post	Yes
2.1.1	2m x 2m x 2m (or 3m length & greatest circumference)	No		RESCON	Response to a PRECON – destination post	Yes
2.1.2	1.5m x 1.5m x 1.5m (or 3m length & greatest circumference)	Yes		CARDIT	Carrier documents international transport – origin post	Yes
2.1.3	1.05m x 1.05m x 1.05m (or 2m length & greatest circumference)	No		RESDIT	Response to a CARDIT – destination post	Yes
2.2	Air parcels			6	Home delivery	
2.2.1	2m x 2m x 2m (or 3m length & greatest circumference)	No		6.1	Initial delivery attempt at physical delivery of parcels to addressee	No
2.2.2	1.5m x 1.5m x 1.5m (or 3m length & greatest circumference)	No		6.2	If initial delivery attempt unsuccessful, card left for addressee	
2.2.3	1.05m x 1.05m x 1.05m (or 2m length & greatest circumference)	Yes		6.3	Addressee has option of paying taxes or duties and taking physical delivery of the item	Yes
Supplementary services				6.4	There are governmental or legally binding restrictions mean that there are certain limitations in implementing home delivery.	No
3	Cumbersome parcels admitted	Yes		6.5	Nature of this governmental or legally binding restriction.	
4	Maximum size admitted			7	Signature of acceptance	
4.1	Surface parcels			7.1	When a parcel is delivered or handed over	
	Metres for any one dimension			7.1.1	a signature of acceptance is obtained	Yes
	Metres for length & greatest circumference			7.1.2	captured data from an identity card are registered	Yes
4.2	Air parcels			7.1.3	another form of evidence of receipt is obtained	Yes
	Metres for any one dimension			7.1.4	Nature of this evidence	
	Metres for length & greatest circumference				National ID, Passport, driving permit, Employee ID, Refugee ID, Student ID.	
Parcels service features				7.2	Ordinary parcels	
5	Electronic exchange of information			7.2.1	Signature of the addressee or his agent	Yes
5.1.1	Use a track and trace system	Yes		7.2.2	Signature of a de facto agent	Yes
5.1.2	Mandatory tracking events transmitted			7.3	Insured parcels	
EMC	Departure from outward office of exchange	Yes		7.3.1	Signature of the addressee or his agent	Yes
EMD	Arrival at inward office of exchange	Yes		7.3.2	Signature of a de facto agent	Yes
EMH	Attempted/Unsuccessful delivery	Yes		Insured parcel service		
EMI	Final delivery	Yes		8	Insured surface parcels admitted	Yes
5.1.3	Optional tracking events transmitted			8.1	Maximum insured value for surface parcels (SDR)	130
EMA	Posting/collection	Yes		9	Insured air parcels admitted	Yes
EMB	Arrival at outward office of exchange	Yes		9.1	Maximum insured value for air parcels (SDR)	130
EME	Held by Customs	Yes		9.2	Maximum insured value when the provisions of the Parcel Post Regulations are not applied	
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					

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	Yes			
12.1	If yes, parcels delivered by special messenger	Yes			
12.3	Charge collected at time of delivery to addressee	Yes			
12.4	Amount collected per parcel (SDR)	1.5			
Parcels with advice of delivery					
13	Admission of advice of delivery for				
13.1	ordinary parcels	Yes			
13.2	insured parcels	Yes			
Parcels for delivery free of charges and fees					
14	Parcels for delivery free of charges and fees admitted	Yes			
Fragile parcel					
15	Fragile parcels admitted	No			
Consignment service					
16	Consignment service by bilateral agreements provided	No			
Integrated logistics service					
17	integrated logistics service by bilateral agreements provided	Yes			
Addresses for bilateral agreements					
18	Contact details of the person responsible for questions concerning bilateral agreements				
Name:	Mr CHARLES OPIO OGWAL				
Function:	COMPANY SECRETARY				
Address:	UGANDA POST LIMITED P.O. BOX 7106 KAMPALA.				
Tel:	1: (+256)414252367 2: (+256) 414255511				
Fax:	(+256)414346450				
E-mail	copio@ugapost.co.ug damuhwezi@ugapost.co.ug				
Admissible radioactive material and infectious substances					
19	Radioactive materials admitted in				
19.1	Air Parcels		Inbound parcels	No	
			Outbound parcels	No	
19.2	Insured parcels		Inbound parcels	No	
			Outbound parcels	No	
20	Infected substances admitted in				
20.1	Air Parcels		Inbound parcels	No	
			Outbound parcels	No	
20.2	Insured parcels		Inbound parcels	No	
			Outbound parcels	No	
Supplementary charges - Customs					
21	Non-dutiable parcels				
21.1	Threshold level below which parcels are free of customs duties and other taxes	Yes			
21.2	Exemption threshold				
	Local currency		UGX.	175000/=	
	USD		USD	50	
	Comments:				
	Charges based on Customs Policies applicable in Uganda				
22	Dutiable parcels				
22.1	Customs clearance fee collected for parcels subject to import customs clearance	No			
	Comments:				
23	Customs clearance fee collected for for all items declared at customs	No			
	Comments:				
24	Administration fees collected for parcels subject to export customs clearance	No			
	Comments:				
Special charges - Storage					
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			
25.1	Amount of charge per day/per parcel				
	Local currency		UGX.	1,000	

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SDR	0.3								Delivery can also be made to the addressee's address on request for a fee after payment of customs duties.
25.2	Period of charge, if not daily								
Special delivery charges									
26	Delivery charges collected at the time of delivery in response to the advice of arrival	Yes							
26.1	Amount of charge								
	Local currency								UGX.7,000
	SDR								2
Special charges – Poste restante									
27	Poste restante service provided	Yes							
27.1	Amount of charge per parcel								
	Local currency								UGX 10,000
	SDR								3
27.2	Basis for charge if not an amount per parcel								
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								
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							

Date of last update : 02.05.2023

Special provisions - Customs declarations			Languages English																																																					
37	Number of CN 23 customs declarations required for inbound parcels	2	National Holidays																																																					
37.1	Number of CN 23 customs declarations required for parcels in transit	3	41.1 National holidays																																																					
37.2	Languages in which CN 23 customs declarations can be completed	English	National holiday in 2022																																																					
Special provisions - Method of dispatching accompanying documents			<table border="1"> <thead> <tr> <th>Month</th> <th>Day(s)</th> <th>National Holidays - Description</th> </tr> </thead> <tbody> <tr><td>January</td><td>1</td><td>New Year's day</td></tr> <tr><td>January</td><td>26</td><td>Liberation Day</td></tr> <tr><td>February</td><td>16</td><td>Remembrance of Archbishop Janani Luwum</td></tr> <tr><td>March</td><td>8</td><td>International Women's Day</td></tr> <tr><td>April</td><td>8</td><td>Burial day of the Rt Hon. Speaker of Parliament of Uganda</td></tr> <tr><td>April</td><td>15</td><td>Good Friday</td></tr> <tr><td>April</td><td>17</td><td>Easter Sunday</td></tr> <tr><td>April</td><td>18</td><td>Easter Monday</td></tr> <tr><td>May</td><td>1</td><td>International Labour Day</td></tr> <tr><td>May</td><td>12</td><td>President Elect Swearing-in ceremony</td></tr> <tr><td>May</td><td>3</td><td>Eid-al-Fitr</td></tr> <tr><td>June</td><td>3</td><td>Martyrs Day</td></tr> <tr><td>July</td><td>10</td><td>Eid-al-adha</td></tr> <tr><td>October</td><td>9</td><td>Uganda's Independence Day</td></tr> <tr><td>December</td><td>25</td><td>Christmas Day</td></tr> <tr><td>December</td><td>26</td><td>Boxing Day</td></tr> </tbody> </table>			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	8	Burial day of the Rt Hon. Speaker of Parliament of Uganda	April	15	Good Friday	April	17	Easter Sunday	April	18	Easter Monday	May	1	International Labour Day	May	12	President Elect Swearing-in ceremony	May	3	Eid-al-Fitr	June	3	Martyrs Day	July	10	Eid-al-adha	October	9	Uganda's Independence Day	December	25	Christmas Day	December	26	Boxing Day
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38	Documents affixed to the relevant parcels	Yes	National holiday in 2023																																																					
38.1	Documents attached to the parcels bill	No	<table border="1"> <thead> <tr> <th>Month</th> <th>Day(s)</th> <th>National Holidays - Description</th> </tr> </thead> <tbody> <tr><td>January</td><td>1</td><td>New Year's Day</td></tr> <tr><td>January</td><td>26</td><td>Liberation Day</td></tr> <tr><td>February</td><td>16</td><td>Remembrance of Archbishop Janani Luwum</td></tr> <tr><td>March</td><td>8</td><td>International Women's Day</td></tr> <tr><td>April</td><td>7</td><td>Good Friday</td></tr> <tr><td>April</td><td>9</td><td>Easter Sunday</td></tr> <tr><td>April</td><td>10</td><td>Easter Monday</td></tr> <tr><td>April</td><td>22</td><td>Eid-al-Fitr</td></tr> <tr><td>May</td><td>1</td><td>International Labour Day</td></tr> <tr><td>June</td><td>3</td><td>Uganda Martyrs Day</td></tr> <tr><td>June</td><td>29</td><td>Eid al-Adha</td></tr> <tr><td>October</td><td>9</td><td>Independence Day</td></tr> <tr><td>December</td><td>25</td><td>Christmas Day</td></tr> </tbody> </table>			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	7	Good Friday	April	9	Easter Sunday	April	10	Easter Monday	April	22	Eid-al-Fitr	May	1	International Labour Day	June	3	Uganda Martyrs Day	June	29	Eid al-Adha	October	9	Independence Day	December	25	Christmas Day									
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Service to customers																																																								
39	On-line tracking provided	Yes																																																						
39.1	Web site address to access information	http://www.ugapost.co.ug , https://www.eposta.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	08:30-13:00	13:01-16:00																																																						
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Saturday	-	-																																																						
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December	26	Boxing Day
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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	No
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)	0.4

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	08:30-13:00	13:01-16:00
Tuesday	08:30-13:00	13:01-16:00
Wednesday	08:30-13:00	13:01-16:00
Thursday	08:30-13:00	13:01-16:00
Friday	08:30-13:00	13:01-16:00
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