



UGANDA BUREAU OF STATISTICS
Evidence-based



INTERNATIONAL TRADE IN SERVICES

REPORT FOR THE YEAR 2021

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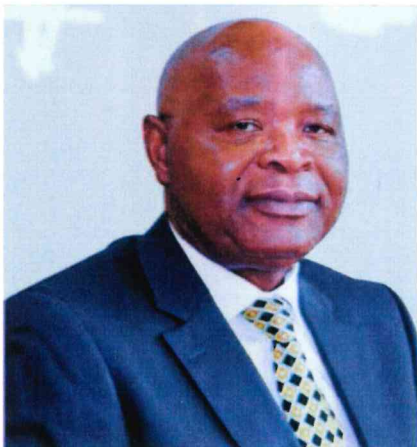
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FOREWORD



The international trade in services statistics has been produced by Uganda Bureau of Statistics.

The statistics for international trade in services is compiled in compliance with the guidelines set out in two manuals namely, balance of payments and international investment position (BPM6) and statistics of international trade in services for the year 2010.

The international trade in services statistics is important for economic analysis and policy-making because it provides insight into the types of services traded by Uganda with the respective countries. The statistics are vital in the compilation of national accounts and balance of payments.

The report gives an analysis of Uganda's international trade in services by broad economic sectors, service categories and trading partners. Details on data sources, scope and coverage of the international trade in services survey and the conceptual framework and definitions used in the compilation, are embedded in the technical notes. Statistical tables are attached in the annexes to facilitate further analysis and research by various stakeholders and users.

The publication of this report has been made possible by the cooperation of business establishments engaged in export and import of services. The Uganda Bureau of Statistics takes this opportunity to appreciate all those people that provided information during this important undertaking.

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LIST OF ACRONYMS

BOP	Balance of Payment
BOU	Bank of Uganda
BPM	Balance of Payments and International Investment Position Manual
COMESA	Common Market for Eastern and Southern Africa
EAC	East African Community
EBOPS	Extended Balance of Payment Services Classification
EU	European Union
FDI	Foreign Direct Investment
GATS	General Agreement on Trade in Services
GDP	Gross Domestic Product
ICT	Information and Communication Technology
ISIC	International Standard Industrial Classification of All Economic Activities
ITS	International Trade in Services
LDC's	Low Developing Countries
MSITS2010	Manual on Statistics of International Trade in Services
n.i.e	Not Included Elsewhere
ROW	Rest of the World
UBOS	Uganda Bureau of Statistics
UIA	Uganda Investment Authority
UNCTAD	United Nations Conference on Trade and Development
URA	Uganda Revenue Authority
VAT	Value Added Tax
WTO	World Trade Organization

EXECUTIVE SUMMARY

The Uganda Bureau of Statistics has been conducting the international trade in services survey since the year 2010, collecting data on trade transactions in services between residents and non-resident institutional units or persons. The main objective of the survey was to generate quantitative information on the flow of import and export of services. The information collected will be used to improve the compilation of gross domestic product and balance of payment statistics as well as to guide trade in services negotiations and policy at regional and international levels.

The survey targeted enterprises that export or import services in the country from five economic sectors of the economy. These included: information and communication, construction, financial and insurance activities, transport and storage, and professional, scientific and technical activities. A total of 587 enterprises were selected out of a frame of 5,865.

Statistics presented are grossed up for the five economic sectors mentioned above, for the years 2018, 2019 and 2020. Revisions have been made on figures for the year 2019 due to submission of new data by some establishments. The revised figures are different from those that were earlier disseminated in the international trade in services report of the year 2021.

From the five sectors, statistics were presented for the service categories as recommended by the manual on statistics of international trade in services and the extended balance of payment services classification, leaving out government goods and services not included elsewhere.

Services Trade Flows

Uganda's total international trade in goods and services amounted to US\$13,609.5 million in the year 2020 compared to US\$13,561.6million recorded in the year 2019. Trade in services accounted for 8.9 percent of the total trade in the year 2020. The survey findings show that on average, trade in services declined annually by 19.7 percent from the year 2018 to the year 2020. Similarly, on average, imports and exports of services declined annually by 23.6 percent and 10.5 percent, respectively.

In the year 2020, imports of services valued at US\$766.6 million accounted for the biggest share of 63.4 percent of total international services trade, while exports of services valued at US\$443.4 million accounted for 36.6 percent. The most imported services were

telecommunications, computer and information services (40.9%), other business services (20.1%) and transport services (17.3%). The main exports were transport services (28.6%), other business services (28.3%) and construction services (20.6%).

The survey indicated that there was an annual decline in services exports of 12.6 percent to US\$443.4 million in the year 2020 from US\$507.2 million in the year 2019. This decline in exports of services was mainly due to the decline in financial services (28.7%), transport services (23.4%), other business services (20.6%) and telecommunications, computer and information services (12.2%). On the other hand, in the year 2020, construction services recorded an annual growth of 16.0 percent, insurance and pension services (13.3 percent) and other services (7.7 percent).

Services imports too declined by 14.2 percent to US\$766.6 million in the year 2020 from US\$893.5 million in the year 2019. This decline was due to the decline in financial services (74.5%), transport services (29.3%) and telecommunications, computer and information services (14.1%). On the other hand, during the year 2020, other business services, and insurance and pension services registered an annual growth of 20.2 percent and 9.4 percent, respectively..

Direction of Services Trade

Most of Uganda's services were sold to other African countries not in the East African Community (33.6 percent), 30.6 percent to East African Community, 20.7 percent to the European Union, and 15.0 percent to the rest of the world. In the year 2020, Uganda imported most services from the East African Community (30.1%), other African countries (28.8%), Asia (13.2%) and the European Union (11.3%)

Services Trade Flows by Economic Sector

In the year 2020, transportation and storage (28.8 percent) and professional, scientific and technical activities (28.5 percent) were the major sectors involved in exportation of services. On the other hand, the financial and insurance activities (25.5%), professional, scientific and technical activities (19.7%), and construction (20.3%) were the sectors that imported most services.

CHAPTER ONE

INTRODUCTION

1.0 Introduction

This chapter provides a brief background to the international trade in services survey, discusses the global and regional trade situation during the year 2021, as well as survey objectives and uses.

1.1 Background

Trade in services represents a major stake for almost every country in the world, whether the least developed countries, developing or developed countries. The least developed countries are a small player in world trade with a one percent share in the year 2020. International trade in services accounted for six percent of the world gross domestic product in the year 2020 (UNCTAD, 2021).

In the year 2020, global services exports were valued at US\$5 trillion, representing 5.9 percent of the world gross domestic product and 22.6 percent of the total world trade in both goods and services. Developing countries' services exports declined by 26 percent (UNCTAD, 2021).

The availability of adequate statistical information would enable Uganda to make informed decisions at multilateral negotiations, attract investments, provide support to existing service sectors, and identify services where competitive and comparative advantage exists, and assist in evaluation of market accessibility. It would also inform investment decisions and national negotiating priorities, provide a statistical backing in settling disputes and facilitate the assessment of liberalisation achieved in the specific services, and markets under the Common Market for Eastern and Southern Africa and the East African Community regional blocs.

Balance of Payment statistics could be understated if information on trade in services is not well captured. This makes trade in services statistics an important input for the government in the management of the macroeconomic policy.

This information will be used for compilation of the gross domestic product and Balance of Payments statistics, as well as to guide trade in services negotiations at regional and international level.

Many trades in services are geographically domestic transactions made international, solely by a difference in country of residence between the buyer and the seller of the service. Trade in services, therefore, often does not involve crossing of an international boundary by the service but only crossing of a border by the consumer/supplier of the service.

The international trade in services survey collects data on trade transactions in services between residents and non-resident institutional units or persons. Services are the result of a production activity that changes conditions of the consuming units or facilitates the exchange of products or financial assets (BPM6).

1.2 Objectives

The main objective of the international trade in services Survey was to generate quantitative information on the flow of international trade in services.

The specific objectives were as follows:

- (1) generate data for different types of services (imports/exports) by country of origin and destination.
- (2) generate annual international trade in services estimates for compiling balance of payments and national accounts statistics.
- (3) develop a robust statistical system to compile, analyse and disseminate international trade in services statistics to guide policy and decision-making including bilateral and multilateral negotiations.
- (4) develop methodologies to estimate trade in service statistics from survey and administrative data sources in line with international best practices.

CHAPTER TWO

METHODOLOGY

2.0 Introduction

The chapter discusses data sources, sampling techniques used, data collection techniques and instruments and up-rating of survey results. The compilation of international trade in services statistics was in accordance with guidelines provided in the manuals on statistics of international trade in Services for the year 2010 and the balance of payments and international investment position (BPM6). The guidelines ensure production of comparable statistics on international trade in services across the globe.

Enterprises were classified by main economic activity according to the international standard industrial classification of all economic activities revision four.

2.1 Data sources

Annual enterprise surveys have been conducted since the year 2010, collecting information using a paper questionnaire that is administered by field interviewers. The design of the questionnaire was in accordance with the survey objectives and anticipated information to be generated.

The data collected covered receipts (exports) and expenses (imports) on different types of services, trading partners, employees by gender and by sector. The data was collected from selected enterprises that fall in the sample.

2.2 Scope and coverage

The survey covered various services from five economic sectors of the economy as classified in the international standard industrial classification of all economic activities, four. The sectors included: information and communication, construction, financial and insurance activities, transport and storage, and professional, scientific and technical activities. Although the guidelines in the manual recommend that statistics be compiled for the 12 service categories as classified by the extended balance of payments classification 2010, the survey covered 11 service categories excluding government goods and services from the five economic sectors mentioned above.

The 12 main clusters of services outlined in balance of payments classification 2010 are as shown below:

1. manufacturing services on physical inputs owned by others.
2. maintenance and repair services not included elsewhere (n.i.e).
3. transport services.
4. travel.

5. construction.
6. insurance and pension services.
7. financial services.
8. charges for the use of intellectual property n.i.e.
9. telecommunications, computer and information services.
10. other business services.
11. personal, cultural and recreational services.
12. government goods and services n.i.e.

2.3 Survey frame

In constructing a sampling frame, the value added tax register from Uganda Revenue Authority was used and this was complemented by the Uganda Business Register for the years 2009/2010. In addition, lists of institutions/associations from regulatory authorities like Uganda Insurance Commission, Association of Uganda Tour Operators, Transporters' Association, as well as Association of Engineers and Constructors were also used to update the sampling frame. In total, the sampling frame consisted of 5,865 eligible enterprises under the five monitored sectors, according to the international standard industrial classification for all economic activities, revision four (ISIC, revision 4) categorization. From this frame, a sample of 587 enterprises was obtained for the respective sectors basing on the turnover with the understanding that it is the large enterprises that normally trade in international services. The survey targeted only enterprises with turnover of UGX 10million and above.

2.4 Sample design

Enterprises were stratified according to industry economic activity by ISIC, revision 4 classification. To determine the number of enterprises to be sampled in each stratum, different sampling methods were used. In strata with few enterprises, it was complete enumeration and, therefore, all enterprises were sampled for example commercial banks, insurance companies and telecommunication companies. For the rest of the strata, only large enterprises that contribute 75% of the total turnover of all enterprises in each stratum were considered. Therefore, from a frame of 5,865 enterprises, a sample of 587 enterprises was selected.

2.5 Survey Organization

Teams comprising field supervisors and interviewers implemented the survey activities. The teams underwent training with the focus on generating competencies in practical questionnaire administration. The Uganda Bureau of Statistics' senior staff coordinated and supervised survey activities for quality control purposes and to ensure compliance with set field practices. Field staff were also trained on how to interact and build rapport with respondents in order to gather relevant information.

2.6 Data Collection Methods

The information on transactions in exports and imports of services was collected using a paper questionnaire that was administered to the respondents by trained field interviewers. The required data was collected on an annual basis. The questionnaire was designed in accordance to the survey objectives and anticipated data to be collected.

2.7 Estimation and up-rating Method

In order to get a national representation of international trade in services, sample figures were grossed up.

To gross up the sample results for exports and imports, each sector was considered separately and enterprises were based on their turnover (as recommended by Uganda Investment Authority). The sectors and enterprises were allocated to sub-groups of big (>Uganda shillings 360 million), medium (Uganda shillings 100 million ≤ Uganda shillings 360 million) and small (Uganda shillings 10 million ≤ Uganda shillings 100 million) enterprises. Sample means for each sub-group was calculated and multiplied by the respective total population in each sub-group. The formula used is as below:

N_j = the total number of enterprises in the j^{th} stratum (sector)

N_i = the number of enterprises in the i^{th} sub-group (big, medium, small).

Then

$$N_j = \sum_{i=1}^3 N_i, i = 1, 2, 3$$

n_i is the number of sampled enterprises in the i^{th} sub-group

\bar{X}_i is the average services value for the i^{th} sub-group

T_g is the total sub-group services

T_{SS} is the total services value for the j^{th} stratum.

Therefore, $\bar{X}_i = \frac{1}{n_i} \sum_{i=1}^n X_i$

Total sub-group services, $T_g = \bar{X}_i * N_i$

Total sector (stratum) services, $T_{SS} = \sum_{i=1}^3 T_g$

Therefore, Total estimated Value of traded services (T_V) is given by:

$$T_V = \sum_{j=1}^4 T_{SS}$$

CHAPTER THREE SURVEY FINDINGS

3.0 Overview

The international trade in services survey for the year 2021 collected information on trade transactions in services between residents and non-resident institutional units or persons for the years 2019 and 2020, with revisions on the figures for the year 2019. The statistics presented here are for five sectors of information and communication, construction, financial and insurance activities, transport and storage, and professional, scientific and technical activities.

Statistics on both import and export of services are presented by service-category according to extended balance of payment classification services 2010, economic sector according to international standard industrial classification of all economic activities, revision four and by region.

3.1 Comparison of Uganda's International Merchandise Trade with International Trade in Services

As shown in Table 1 below, Uganda's total international trade in goods and services amounted to US\$13,609.5 million in the year 2020, of which trade in services accounted for 8.9 percent (US\$1,210.0million).

Table 1: Goods and Services Trade Flows for the Year 2018 to the Year 2020 (US\$million)

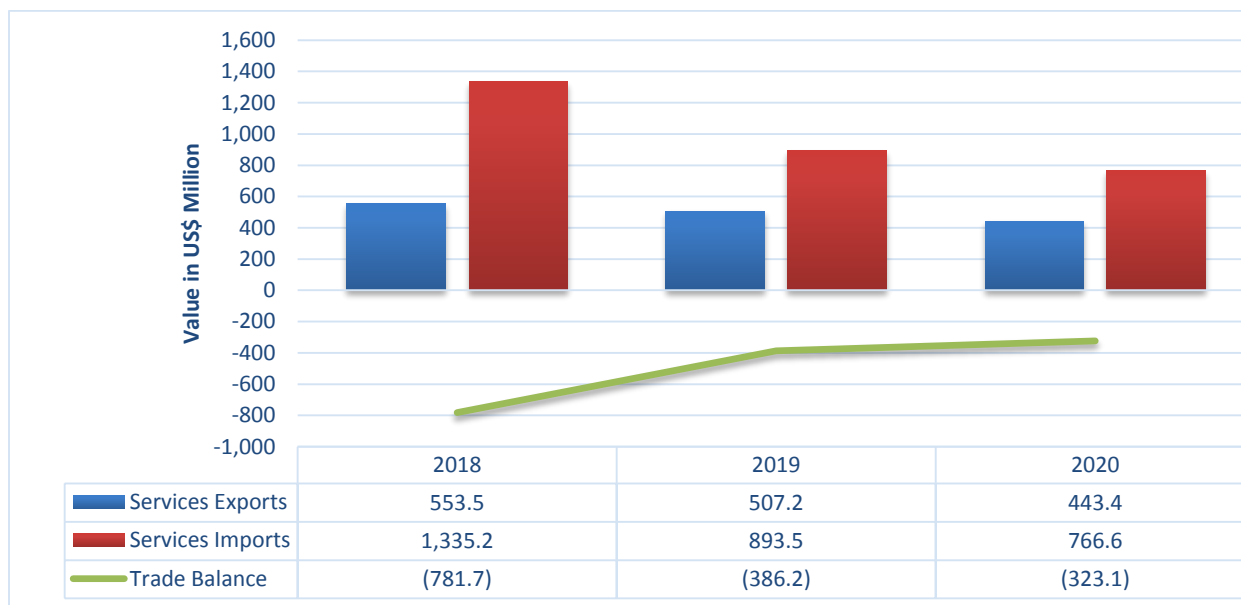
Trade Flow	2018	2019	2020
Exports	4,187.4	4,610.0	4,592.4
Goods	3,634.0	4,095.7	4,149.0
Services	553.4	514.3	443.4
Imports	8,126.1	8,951.5	9,017.1
Goods	6,789.4	7,753.8	8,250.5
Services	1,336.7	1,197.7	766.6
Total trade	12,313.5	13,561.6	13,609.5
Total goods	10,423.4	11,849.5	12,399.5
Total services	1,890.1	1,712.1	1,210.0
Goods % total trade	84.9	82.7	91.1
Services% total trade	15.3	12.6	8.9
Services exports% total exports	13.2	11.2	9.7
Services imports% total imports	16.4	13.4	8.5

Year 2019 figures revised.

3.2 International Trade in services

The survey findings show that on average, trade in services declined by 19.7 percent annually, from the years 2018 to 2020. Imports of services declined by 23.6 percent while export of services declined by 10.5 percent annually, from the year 2018 to the year 2020. Uganda registered a trade deficit in services of US\$323.1million, a 16.3 percent decrease from the year 2019. See figure 1 and appendix 1.

Figure 1: Uganda International Services Trade flow and Balance in US\$Million for the Year 2018 to the Year 2020



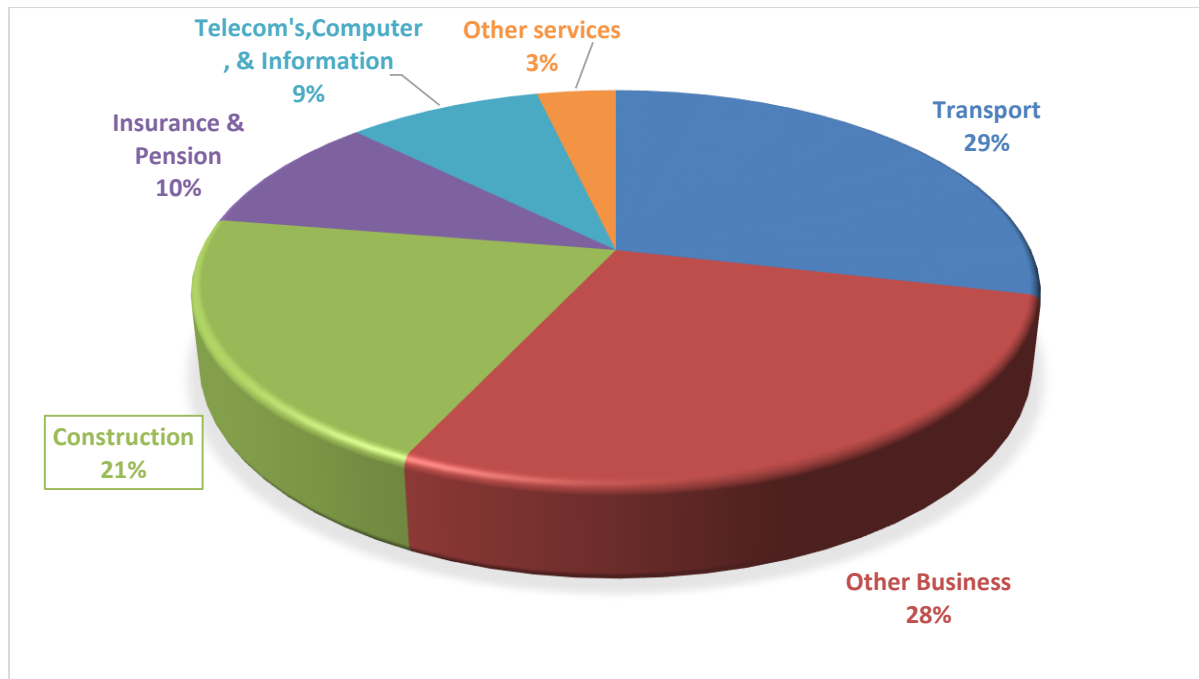
In the year 2020, imports of services accounted for the biggest percentage (63.4) of total services trade while export of services accounted for 36.6 percent.

3.2.1 Export of Services

Uganda' service exports accounted for 9.7 percent of the total exports of goods and services in the year 2020. On average, exports of services recorded an annual decline of 10.5 percent from the year 2018 to the year 2020. See table 1 and appendix 1.

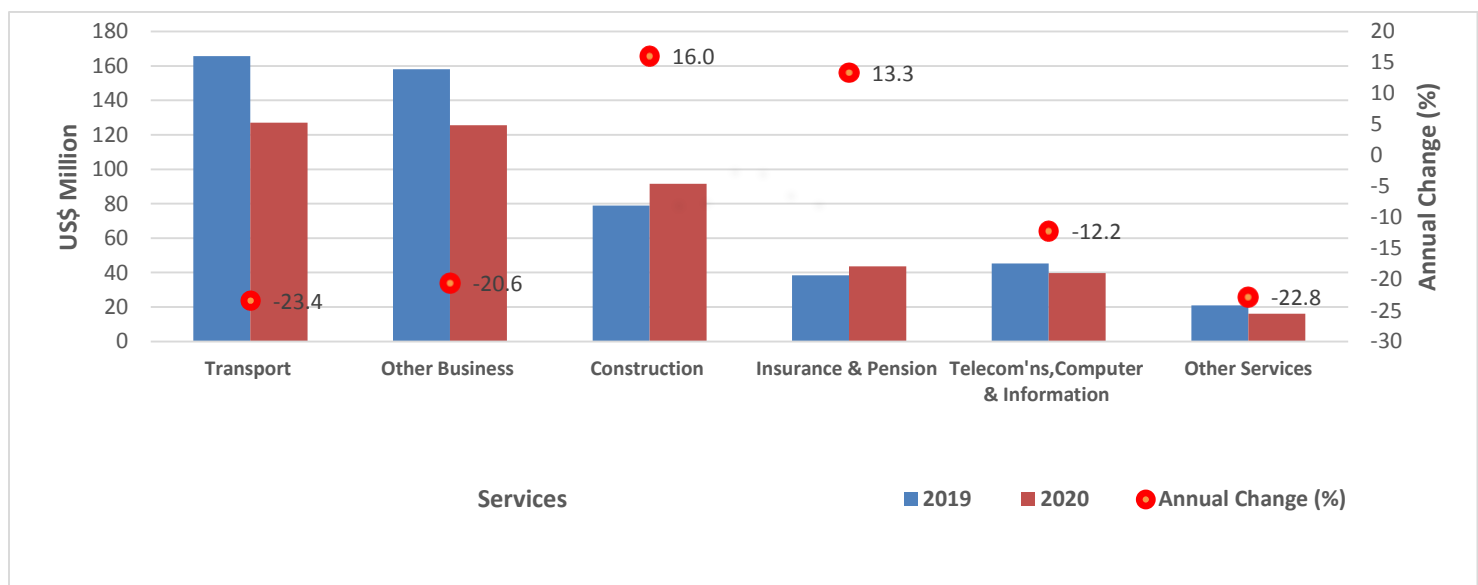
Exports of services represented 36.6 percent (US\$443.4 Million) of Uganda's total services trade during the year 2020, and the main services exports were transport services (28.6%) , other business services (28.3%) and construction services (20.6%) as shown in figure 2 and appendix 2B.

Figure 2: Service Exports by Service-Category in the Year 2020



There was an annual decline in service exports of 12.6 percent (US\$443.6 Million) from US\$507.2 Million in the year 2019. See appendix 1. The main declines were registered in the financial and insurance services (28.7%), transport services (23.4%), other business services (20.6 %) and telecommunications, computer and information services (12.2%). On the other hand, construction services, and insurance and pension services registered an annual growth of 102.3 percent and 3.4 percent, respectively, in the year 2020 as shown in figure 3 below.

Figure 3: Trends in Service Exports by Service-Category, 2019 and 2020



Service Exports by Region in the year 2020

As shown below in figure 4, 33.6 percent of Uganda's services were exported to other African countries not in the East African Community, 30.6 percent to East African Community, 20.7 percent to the European Union and 15.0 percent to the rest of the world. See figure 4 and appendix 4B.

Figure 4: Service Exports by Region in 2020

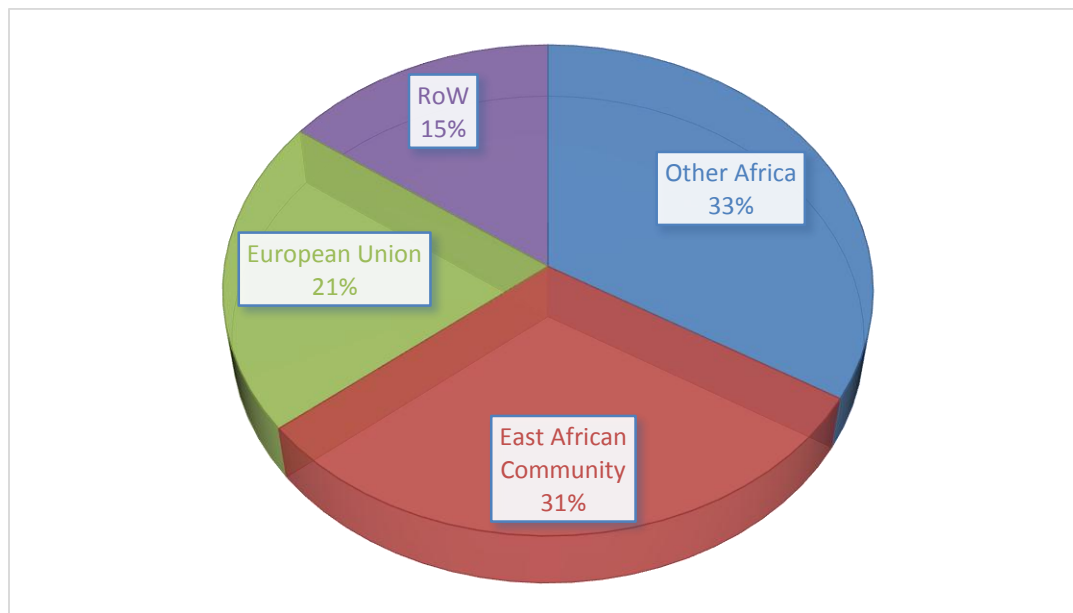
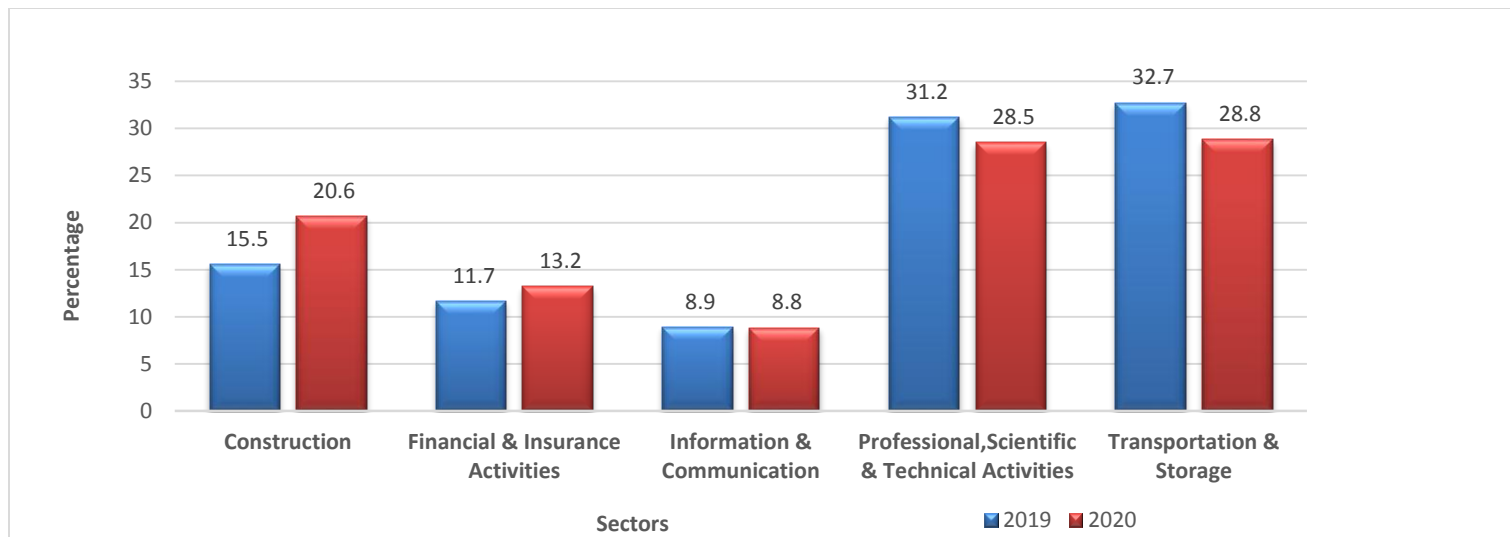
**Services Exports by Economic Sector**

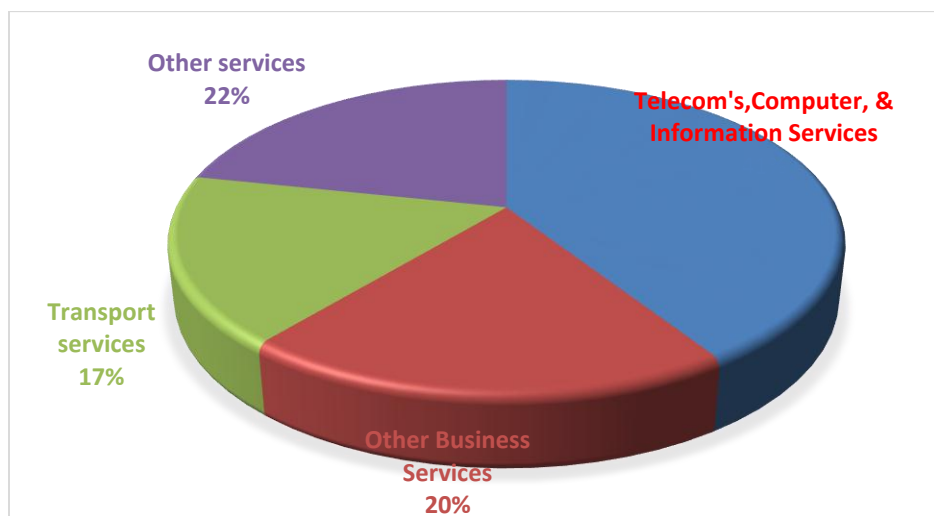
Figure 5 indicates that in the year 2019, transportation and storage sector contributed 28.8 percent and professional, scientific and technical activities contributed 28.5 percent. They were the major sectors involved in exportation of services. See figure 5 and appendix 3B.

Figure 5: Service Exports by Economic Sector in the years 2019 and 2020

3.2.2 Import of Services

Uganda' service imports accounted for 8.5 percent of total imports of goods and services in the year 2020. On average, imports of services recorded an annual decline of 15.9 percent from the year 2018 to the year 2010. See table 1 and appendix 1.

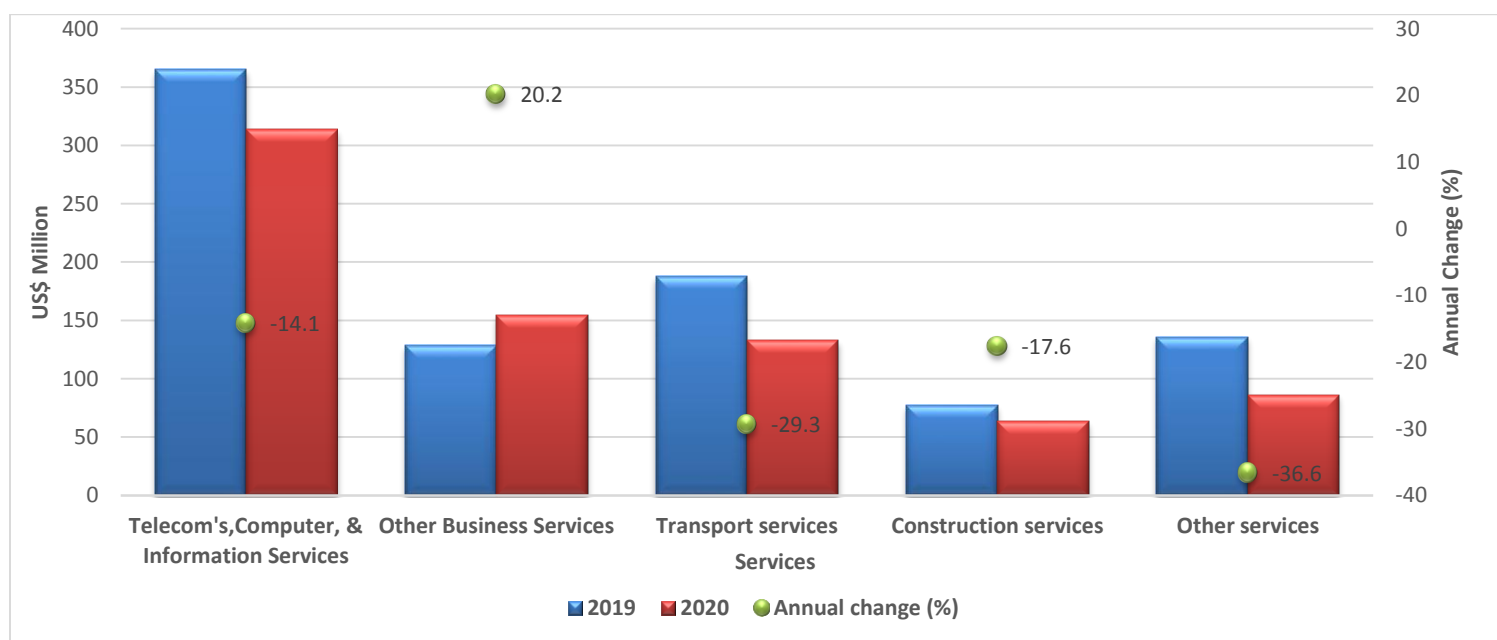
Service imports accounted for 63.4 percent (US\$766.6 million) of total services trade in the year 2020. The most imported services were telecommunications, computer and information services (40.9%), other business services (20.1%) and transport services (17.3%) as indicated in figure 6 and appendix 2B.

Figure 6: Services Imports by Service-Category in 2020

As shown in Appendix 1, service imports declined by 14.2 percent to US\$766.6 million in the year 2020, from US\$893.5 million in 2019.

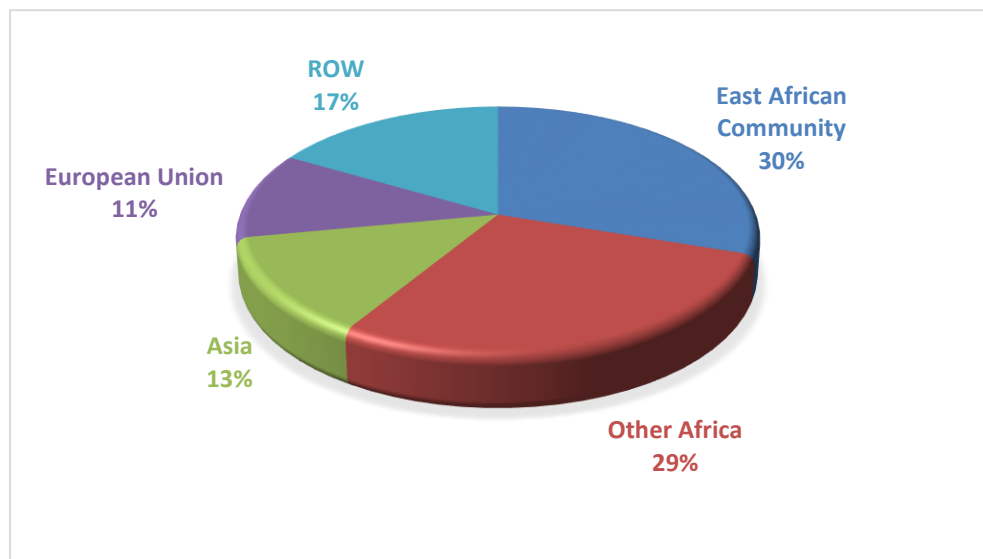
This decline was due to a decline in transport services (29.3%), telecommunications, computer, and information services (14.1%) and other services (16.6%). An annual growth of 20.2 percent was registered in other business services. See figure 7 below.

Figure 7: Trends in Services Imports by Service-Category, 2019 and 2020



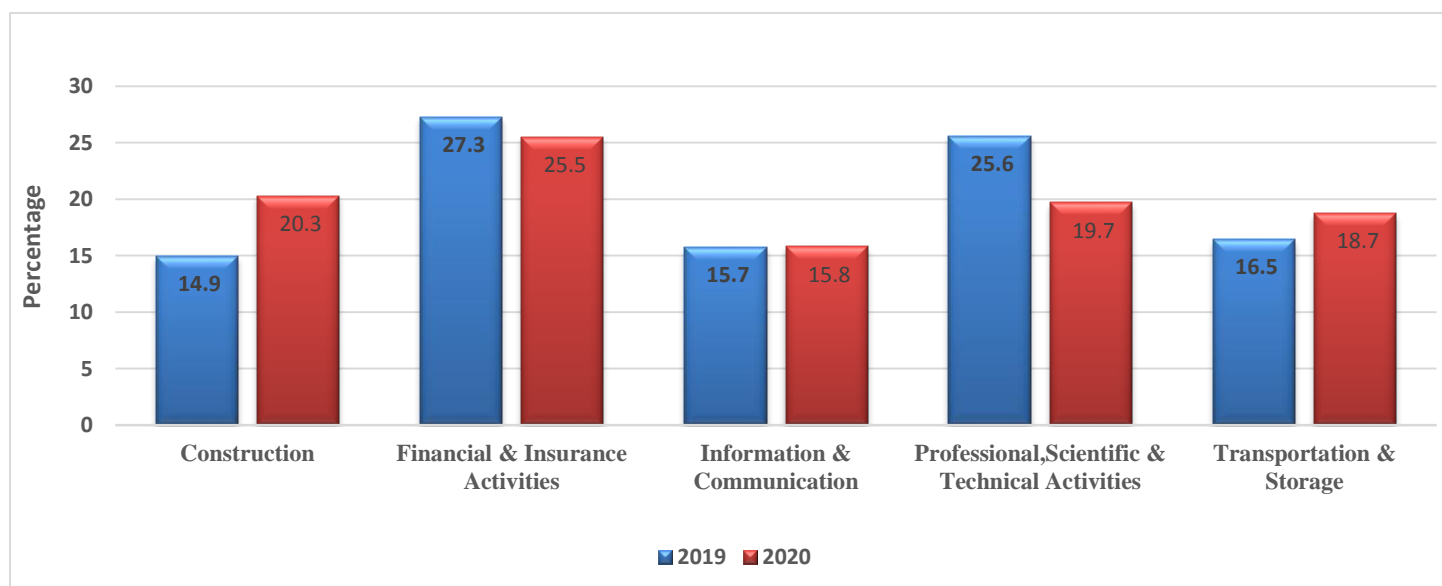
Service Imports by Region

In the year 2020, most of Uganda's imports were from the East African Community (30.1%), other African countries (28.8%), Asia (13.2 %) and European Union (11.3 %). See figure 8 and appendix 4B

Figure 8: Service Imports by Region in 2020

Service Imports by Economic Sector

The survey indicated that in the year 2020, most services were imported by these sectors: financial and insurance activities (25.5%), professional, scientific and technical activities (19.7%), and construction (20.3%). See figure 9 and appendix 3B.

Figure 9: Service Imports by Economic Sector in 2020

CHAPTER FOUR

CHALLENGES, POLICY RECOMMENDATIONS AND CONCLUSION

4.0 Introduction

This chapter presents the challenges faced during the survey, highlights recommendations and conclusion.

4.1 Challenges

Unlike trade in goods that are recorded by customs offices, services are not directly captured due to their immateriality, or intangibility. This makes their measuring so challenging since these services have to be tracked down through the various establishments/institutions that trade in services.

Inadequate and unreliable data has been the major challenge faced during the survey. This has been due to low response rates in most of the sectors caused by fear of some enterprises being taxed in the future.

A number of call-backs were required for the data collectors to eventually access data from the establishments. This is not only time consuming but also affects the timeliness of the report.

Due to COVID-19 pandemic, a few enterprises maintained their operations and overall stability. Many enterprises experienced a halt in operations and some of them faced closure. In some enterprises, staff that used to respond to the survey were laid off and some staff were working from their homes.

4.2 Recommendations

To begin with, the Uganda Bureau of Statistics Act, needs to be amended and given a stronger mandate in collecting data so that legal action can be taken against persistent non-respondents.

Secondly, there is need for more public sensitisation in order to emphasise the importance and objectives of the international trade in services survey.

There is also need to increase funding for international trade in services in order to support the increase on coverage for better estimates, and to cater for endless call-backs involved in data collection.

Finally, there is need for the Uganda government to increase resources in promoting the transport and communication sectors, as well as innovation in the information and communication technology sectors that have been observed to drive all other sectors of the economy around the world.

4.3 Conclusions

It's clear that services represent a significant importance in determining economic growth, development and job creation around the world.

Findings of Uganda's international trade in services survey for the year 2021 was acquired from five sectors namely, information and communication, financial and insurance activities, transport and storage, construction and professional, scientific and technical activities. The findings reveal that transport services and other business services were the most exported services whereas, telecommunications, computer and information services and other business services were the most imported services in the year 2020.

APPENDICES

Appendix 1: Service Trade Flows in US\$Million, for the year 2018 to the year 2020

Trade Flow	2018	2019	2020
Services Exports	553.5	507.2	443.4
Services Imports	1,335.2	893.5	766.6
Total services	1,888.7	1,400.7	1,210.0
Trade Balance	-781.7	-386.2	-323.1
% Change (Services Exports)		-8.3	-12.6
% Change (Services Imports)		-33.1	-14.2
% Change (Total Services)		-25.8	-13.6
% Change (Trade Balance)		-50.6	-16.3

Appendix 2A: Services by Service-Category in US\$Million, for the year 2018 to the year 2020

Service Category	Exports			Imports		
	2018	2019	2020	2018	2019	2020
Transport services	225.2	165.8	127.0	319.7	187.5	132.6
Other Business Services	91.2	158.1	125.6	216.0	128.5	154.4
Construction services	105.6	78.9	91.5	62.7	76.9	63.4
Insurance and Pension Services	42.3	38.4	43.5	60.0	21.7	23.7
Telecommunications, Computer and Information Services	66.2	45.2	39.7	435.1	364.8	313.5
Financial Services	22.7	20.6	14.7	212.4	69.4	17.7
Travel services	0.3	0.2	0.8	23.0	22.1	20.2
Charges for the Use of Intellectual Property n.i.e	-	-	0.5	6.1	13.2	27.0
Manufacturing	-	0.0	0.1	0.0	0.2	0.2
Maintenance & Repair Services n.i.e	-	-	-	0.0	9.0	8.4
Other personal, cultural, and recreational services	-	-	-	-	0.3	5.6
Grand Total	553.5	507.2	443.4	1,335.2	893.5	766.6

Appendix 2B: Services by Service-Category (Percent Share), for the year 2018 to the year 2020

Service Category	Exports			Imports		
	2018	2019	2020	2018	2019	2020
Transport services	40.7	32.7	28.6	23.9	21.0	17.3
Other Business Services	16.5	31.2	28.3	16.2	14.4	20.1
Construction services	19.1	15.5	20.6	4.7	8.6	8.3
Insurance and Pension Services	7.6	7.6	9.8	4.5	2.4	3.1
Telecommunications, Computer and Information Services	12.0	8.9	9.0	32.6	40.8	40.9
Financial Services	4.1	4.1	3.3	15.9	7.8	2.3
Travel services	0.1	0.0	0.2	1.7	2.5	2.6
Charges for the Use of Intellectual Property n.i.e	-	-	0.1	0.5	1.5	3.5
Manufacturing	-	0.0	0.0	0.0	0.0	0.0
Maintenance and Repair Services n.i.e	-	-	-	0.0	1.0	1.1
Other personal, cultural, and recreational service	-	-	-	-	0.0	0.7
Grand Total	100	100	100	100	100	100

Appendix 3A: Services by Economic Sector in US\$Million, for the year 2018 to the year 2020

Economic Sector	Exports			Imports		
	2018	2019	2020	2018	2019	2020
Construction	105.6	78.9	91.5	222.9	133.5	155.3
Financial and Insurance Activities	65.1	59.2	58.6	498.0	243.6	195.6
Information and Communication	61.7	45.1	39.2	134.1	140.6	121.0
Professional, Scientific and Technical Activities	95.6	158.2	126.4	213.5	228.7	151.0
Transportation and Storage	225.4	165.9	127.8	266.6	147.1	143.7
Grand Total	553.5	507.2	443.4	1,335.2	893.5	766.6

Appendix 3B: Services by Economic Sector (Percent Share), for the year 2018 to the year 2020

Economic Sector	Exports			Imports		
	2018	2019	2020	2018	2019	2020
Construction	19.1	15.5	20.6	16.7	14.9	20.3
Financial and Insurance Activities	11.8	11.7	13.2	37.3	27.3	25.5
Information and Communication	11.2	8.9	8.8	10.0	15.7	15.8
Professional, Scientific and Technical Activities	17.3	31.2	28.5	16.0	25.6	19.7
Transportation and Storage	40.7	32.7	28.8	20.0	16.5	18.7
Grand Total	100	100	100	100	100	100

Appendix 4A: Services by Region in US\$Million, for the year 2018 to the year 2020

Region	Exports			Imports		
	2018	2019	2020	2018	2019	2020
Asia	8.0	11.4	15.6	173.5	110.8	100.9
East African Community	174.2	151.9	135.8	445.7	259.9	230.7
European Union	99.0	112.9	91.8	258.6	166.3	86.5
Middle East	1.9	1.6	1.3	70.0	40.7	30.3
North America/Caribbean	126.1	44.5	31.9	77.5	46.4	40.6
Other Africa	128.9	158.8	149.1	208.3	206.7	220.6
ROW	15.4	26.2	17.9	101.6	62.6	57.1
Grand Total	553.5	507.2	443.4	1,335.2	893.5	766.6

Appendix 4B: Services by Region (Percent share), for the year 2018 to the year 2020

Region	Exports			Imports		
	2018	2019	2020	2018	2019	2020
Asia	1.5	2.2	3.5	13.0	12.4	13.2
East African Community	31.5	29.9	30.6	33.4	29.1	30.1
European Union	17.9	22.3	20.7	19.4	18.6	11.3
Middle East	0.3	0.3	0.3	5.2	4.6	3.9
North America/Caribbean	22.8	8.8	7.2	5.8	5.2	5.3
Other Africa	23.3	31.3	33.6	15.6	23.1	28.8
ROW	2.8	5.2	4.0	7.6	7.0	7.4
Grand Total	100	100	100	100	100	100

Appendix 5: Services by Economic Sector and Service - Category in US\$ Million, for the year 2018 to the year 2020

Economic Sector/Service-Category	Exports			Imports		
	2018	2019	2020	2018	2019	2020
CONSTRUCTION	105.6	78.9	91.5	222.9	133.5	155.3
Construction services	105.6	78.9	91.5	62.7	76.9	63.4
Insurance and Pension Services	-	-	-	6.6	4.1	4.0
Other Business Services	-	-	-	106.1	3.0	39.9
Other personal, cultural, and recreational service	-	-	-	-	0.3	5.5
Telecommunications, Computer and Information Services	-	-	-	31.9	38.0	30.1
Transport services	-	-	-	15.6	11.2	12.4
FINANCIAL AND INSURANCE ACTIVITIES	65.1	59.2	58.6	498.0	243.6	195.6
Charges for the Use of Intellectual Property not included elsewhere (n.i.e)	-	-	-	5.3	11.1	9.8
Financial Services	22.7	20.6	14.7	212.4	69.4	17.7
Insurance and Pension Services	42.3	38.4	43.5	53.1	17.3	19.5
Maintenance and Repair Services n.i.e	-	-	-	0.0	0.0	0.0
Manufacturing	-	-	-	0.0	0.0	0.0
Other Business Services	-	-	-	61.5	69.3	69.8
Other personal, cultural, and recreational service	-	-	-	-	-	0.0
Telecommunications, Computer and Information Services	-	0.1	0.3	163.9	75.6	78.5
Transport services	0.1	0.1	0.1	1.4	0.0	0.1
Travel services	-	-	-	0.3	0.8	0.1
INFORMATION AND COMMUNICATION	61.7	45.1	39.2	134.1	140.6	121.0
Charges for the Use of Intellectual Property n.i.e	-	-	0.5	0.7	2.0	17.1
Insurance and Pension Services	-	-	-	0.2	0.3	0.2
Maintenance and Repair Services n.i.e	-	-	-	-	-	-
Manufacturing	-	-	-	-	0.2	0.1
Other Business Services	-	-	-	0.1	0.2	0.4
Telecommunications, Computer and Information Services	61.7	45.1	38.7	87.2	92.2	102.6
Transport services	-	-	-	45.9	45.9	0.5
Travel services	-	-	-	-	-	-
PROFESSIONAL, SCIENTIFIC AND TECHNICAL ACTIVITIES	95.6	158.2	126.4	213.5	228.7	151.0
Charges for the Use of Intellectual Property n.i.e	-	-	-	0.1	0.1	-
Insurance and Pension Services	-	-	-	0.1	-	-
Maintenance and Repair Services n.i.e	-	-	-	-	-	0.1
Other Business Services	91.1	158.1	125.6	48.0	56.0	44.3
Telecommunications, Computer and Information Services	4.5	0.0	0.7	152.0	159.1	102.3
Transport services	-	0.1	0.1	13.3	13.5	4.3
TRANSPORTATION AND STORAGE	225.4	165.9	127.8	266.6	147.1	143.7
Construction services	-	-	-	0.0	-	-
Insurance and Pension Services	-	-	-	-	0.1	0.1
Maintenance and Repair Services n.i.e	-	-	-	-	9.0	8.2
Manufacturing	-	0.0	0.1	-	-	-
Other Business Services	0.1	-	-	0.2	-	-
Telecommunications, Computer and Information Services	-	-	-	0.1	-	-
Transport services	225.1	165.6	126.9	243.6	116.8	115.3
Travel services	0.3	0.2	0.8	22.7	21.3	20.1
Grand Total	553.5	507.2	443.4	1,335.2	893.5	766.6

Appendix 6: Services by Economic Sector, Service-Category and Region, for the year 2018 to the year 2020

Economic Sector/Service-Category/Region	Exports			Imports		
	2018	2019	2020	2018	2019	2020
CONSTRUCTION	105.6	78.9	91.5	222.9	133.5	155.3
Construction services	105.6	78.9	91.5	62.7	76.9	63.4
Asia	-	-	-	15.0	14.4	14.8
East African Community	1.6	1.8	1.7	5.4	5.4	5.4
European Union	-	-	-	34.2	47.4	34.9
Other Africa	104.0	77.1	89.8	4.3	4.3	4.3
ROW	-	-	-	3.8	5.3	3.9
Insurance & Pension Services	-	-	-	6.6	4.1	4.0
Asia	-	-	-	6.6	4.1	4.0
Other Business Services	-	-	-	106.1	3.0	39.9
Asia	-	-	-	1.1	1.1	1.1
European Union	-	-	-	91.7	-	-
Other Africa	-	-	-	13.2	1.3	25.7
ROW	-	-	-	0.1	0.7	13.1
Other personal, cultural, and recreational service	-	-	-	-	0.3	5.5
East African Community	-	-	-	-	0.3	5.5
Telecommunications, Computer and Information Services	-	-	-	31.9	38.0	30.1
Asia	-	-	-	0.7	0.7	0.7
East African Community	-	-	-	4.0	4.8	3.7
European Union	-	-	-	0.8	0.8	0.8
Middle East	-	-	-	11.8	14.1	10.9
Other Africa	-	-	-	-	0.0	0.5
ROW	-	-	-	14.7	17.6	13.6
Transport services	-	-	-	15.6	11.2	12.4
Asia	-	-	-	0.0	0.0	0.0
East African Community	-	-	-	12.2	11.2	12.4
European Union	-	-	-	1.3	-	-
Other Africa	-	-	-	2.0	-	-
FINANCIAL AND INSURANCE ACTIVITIES	65.1	59.2	58.6	498.0	243.6	195.6
Charges for the Use of Intellectual Property n.i.e	-	-	-	5.3	11.1	9.8
Middle East	-	-	-	-	3.7	-
Other Africa	-	-	-	5.3	7.3	9.8
Financial Services	22.7	20.6	14.7	212.4	69.4	17.7
Asia	0.9	1.0	1.9	0.4	0.1	0.1
East African Community	2.4	1.4	1.7	2.0	1.9	3.6
European Union	8.9	7.9	0.9	76.5	59.0	1.6
Middle East	1.6	1.2	1.0	48.1	0.8	0.8
North America/Caribbean	5.2	5.4	5.0	33.9	3.9	5.5
Other Africa	2.0	1.1	1.7	1.1	0.2	2.7
ROW	1.6	2.5	2.5	50.4	3.5	3.4
Insurance & Pension Services	42.3	38.4	43.5	53.1	17.3	19.5
Asia	1.2	1.1	1.5	1.2	1.0	1.1
East African Community	36.7	32.9	37.3	39.9	5.2	4.7
European Union	0.0	0.0	0.0	0.8	0.4	1.9
Middle East	-	-	-	-	0.2	0.1
Other Africa	3.9	4.1	3.4	5.7	4.2	4.7
ROW	0.4	0.4	1.3	5.3	6.3	7.1
Maintenance & Repair Services n.i.e	-	-	-	0.0	0.0	0.0
ROW	-	-	-	0.0	0.0	0.0
Manufacturing	-	-	-	0.0	0.0	0.0
East African Community	-	-	-	-	-	0.0

Economic Sector/Service-Category/Region	Exports			Imports		
	2018	2019	2020	2018	2019	2020
ROW	-	-	-	0.0	0.0	0.0
Other Business Services	-	-	-	61.5	69.3	69.8
Asia	-	-	-	0.0	0.4	0.5
East African Community	-	-	-	30.4	30.0	31.3
European Union	-	-	-	0.0	4.4	0.1
Middle East	-	-	-	-	-	0.0
North America/Caribbean	-	-	-	28.4	26.6	27.3
Other Africa	-	-	-	2.7	7.3	10.0
ROW	-	-	-	0.0	0.6	0.6
Other personal, cultural, and recreational service	-	-	-	-	-	0.0
Other Africa	-	-	-	-	-	0.0
ROW	-	-	-	-	-	0.0
Telecommunications, Computer, & Information Services	-	0.1	0.3	163.9	75.6	78.5
Asia	-	-	-	3.6	5.3	5.1
East African Community	-	0.1	0.3	151.5	58.1	58.5
European Union	-	0.0	0.0	1.8	3.9	4.0
Middle East	-	-	-	-	1.0	1.1
North America/Caribbean	-	0.0	-	1.6	2.1	2.3
Other Africa	-	-	-	1.8	2.0	2.2
ROW	-	-	-	3.6	3.2	5.1
Transport services	0.1	0.1	0.1	1.4	0.0	0.1
Asia	0.1	0.0	0.1	-	-	-
East African Community	-	-	-	0.0	0.0	0.1
European Union	-	-	-	1.4	-	-
Middle East	0.0	0.0	0.0	-	-	-
Travel services	-	-	-	0.3	0.8	0.1
Asia	-	-	-	0.0	0.3	-
East African Community	-	-	-	0.1	0.0	0.0
European Union	-	-	-	0.0	0.3	0.0
Middle East	-	-	-	0.0	-	-
North America/Caribbean	-	-	-	0.0	-	-
Other Africa	-	-	-	0.1	0.0	-
ROW	-	-	-	0.1	0.1	0.0
INFORMATION AND COMMUNICATION	61.7	45.1	39.2	134.1	140.6	121.0
Charges for the Use of Intellectual Property n.i.e	-	-	0.5	0.7	2.0	17.1
Asia	-	-	0.2	-	0.3	-
European Union	-	-	-	-	0.1	0.0
North America/Caribbean	-	-	0.2	-	0.2	-
Other Africa	-	-	0.1	0.7	1.1	17.1
ROW	-	-	0.1	-	0.3	-
Insurance & Pension Services	-	-	-	0.2	0.3	0.2
Asia	-	-	-	0.0	0.0	0.0
European Union	-	-	-	0.0	0.0	0.0
Middle East	-	-	-	0.1	0.2	0.1
North America/Caribbean	-	-	-	-	-	-
ROW	-	-	-	0.0	0.0	0.0
Manufacturing	-	-	-	-	0.2	0.1
Asia	-	-	-	-	0.2	0.1
Other Business Services	-	-	-	0.1	0.2	0.4
East African Community	-	-	-	-	-	-
European Union	-	-	-	-	0.0	0.2
North America/Caribbean	-	-	-	0.1	0.1	0.1
Other Africa	-	-	-	-	0.0	0.0
ROW	-	-	-	-	-	0.0
Telecommunications, Computer and Information Services	61.7	45.1	38.7	87.2	92.2	102.6

Economic Sector/Service-Category/Region	Exports			Imports		
	2018	2019	2020	2018	2019	2020
Asia	-	-	-	47.4	50.5	49.9
East African Community	24.3	17.3	5.7	7.6	7.2	3.9
European Union	27.4	19.5	27.5	6.6	6.9	9.6
Middle East	0.3	0.2	-	2.6	4.1	5.0
North America/Caribbean	-	-	-	2.4	3.1	3.5
Other Africa	7.6	5.3	3.0	20.2	19.8	30.2
ROW	2.0	2.8	2.5	0.5	0.5	0.4
Transport services	-	-	-	45.9	45.9	0.5
Asia	-	-	-	0.4	0.4	0.2
East African Community	-	-	-	30.5	30.5	-
European Union	-	-	-	1.4	1.4	-
Middle East	-	-	-	0.3	0.3	0.2
North America/Caribbean	-	-	-	-	-	0.0
Other Africa	-	-	-	0.1	0.1	-
ROW	-	-	-	13.2	13.2	0.1
PROFESSIONAL,SCIENTIFIC AND TECHNICAL ACTIVITIES	95.6	158.2	126.4	213.5	228.7	151.0
Charges for the Use of Intellectual Property n.i.e	-	-	-	0.1	0.1	-
Other Africa	-	-	-	0.1	0.1	-
Insurance & Pension Services	-	-	-	0.1	-	-
Asia	-	-	-	0.1	-	-
Middle East	-	-	-	0.1	-	-
Maintenance & Repair Services n.i.e	-	-	-	-	-	0.1
North America/Caribbean	-	-	-	-	-	0.1
Other Business Services	91.1	158.1	125.6	48.0	56.0	44.3
Asia	-	0.3	2.9	1.9	0.2	0.5
East African Community	7.7	18.9	26.8	2.2	7.6	5.3
European Union	54.0	77.3	55.8	40.4	39.9	31.6
Middle East	-	-	-	0.2	0.1	0.1
North America/Caribbean	19.3	36.6	23.9	-	-	0.5
Other Africa	3.1	5.6	5.5	3.3	7.4	6.3
ROW	7.0	19.3	10.7	-	0.8	-
Telecommunications, Computer, & Information Services	4.5	0.0	0.7	152.0	159.1	102.3
Asia	-	-	-	-	-	0.8
East African Community	1.3	0.0	0.7	2.9	3.1	2.0
European Union	1.0	-	-	-	-	-
Middle East	-	-	-	-	4.1	0.3
North America/Caribbean	0.8	-	-	9.1	9.2	0.0
Other Africa	0.9	-	-	140.0	142.0	99.2
ROW	0.6	-	-	-	0.7	-
Transport services	-	0.1	0.1	13.3	13.5	4.3
Asia	-	-	-	11.5	11.7	4.2
European Union	-	0.1	0.1	-	-	-
Other Africa	-	-	-	1.8	1.8	0.1
TRANSPORTATION AND STORAGE	225.4	165.9	127.8	266.6	147.1	143.7
Construction services	-	-	-	0.0	-	-
East African Community	-	-	-	0.0	-	-
Insurance & Pension Services	-	-	-	-	0.1	0.1
East African Community	-	-	-	-	0.1	0.1
European Union	-	-	-	-	-	-
Maintenance & Repair Services n.i.e	-	-	-	-	9.0	8.2
Middle East	-	-	-	-	5.4	4.9
Other Africa	-	-	-	-	3.6	3.3
Manufacturing	-	0.0	0.1	-	-	-
Other Africa	-	0.0	0.1	-	-	-
Other Business Services	0.1	-	-	0.2	-	-

Economic Sector/Service-Category/Region	Exports			Imports		
	2018	2019	2020	2018	2019	2020
East African Community	0.1	-	-	0.2	-	-
Telecommunications, Computer and Information Services	-	-	-	0.1	-	-
Middle East	-	-	-	0.1	-	-
Transport services	225.1	165.6	126.9	243.6	116.8	115.3
Asia	5.8	8.9	8.7	83.6	19.9	17.8
East African Community	100.1	79.4	61.7	134.0	73.2	73.9
European Union	7.4	8.0	7.2	1.7	1.7	1.7
Middle East	-	0.1	0.3	6.8	6.9	6.8
North America/Caribbean	100.7	2.3	2.6	2.1	1.1	1.1
Other Africa	7.3	65.6	45.6	5.7	4.2	4.4
ROW	3.8	1.2	0.8	9.8	9.7	9.6
Travel services	0.3	0.2	0.8	22.7	21.3	20.1
Asia	-	-	0.2	-	-	-
East African Community	-	-	-	22.7	21.3	20.1
European Union	0.2	0.1	0.4	-	-	-
North America/Caribbean	0.1	0.1	0.2	-	-	-
Grand Total	553.5	507.2	443.4	1,335.2	893.5	766.6

Appendix 7: Technical Notes

Concepts and definitions

Compilation of international trade in services statistics follows closely the principles and guidelines set out by the International Monetary Fund's balance of payments and international investment position manual, sixth edition (BPM6). These guidelines include the definitions, valuation, classification and recording of trade in services between residents and non-residents.

The compilation of statistics on trade in services is hinged on two important concepts of transaction and residence as used in the balance of payments. A transaction is taken as the interaction between two institutional units by mutual agreement that reflects the creation, transformation, exchange, transfer or extinction of economic value, and involves changes in the volume, composition or value of an institutional unit's assets and liabilities. On the other hand, residence is used in the identification of transactions between residents and non-residents, the same way it is used in the 2008 system of national accounts.

In compiling statistics on trade in services, political boundaries may not always coincide with those appropriate for economic purposes. Therefore, the economic territory is used as the relevant geographical area for characterizing residence. This helps to identify each institutional unit as a resident unit of only one economic territory, as determined by its centre of predominant economic interest.

1. Services

The definition of services follows the International Monetary Fund balance of payments and international investment position manual, sixth edition (BPM6) classification. It reads as follows: "Services are the result of a production activity that changes the conditions of the consuming units or facilitates the exchange of products or financial assets."

Services are not generally separate items over which ownership rights can be established and cannot generally be separated from their production

2. Residency

According to the manual on statistics of international trade in services 2010, the residence of an institutional unit is the economic territory with which it has the strongest connection, constituting its center of predominant economic interest. An institutional unit is resident in an economic territory when there exists, within the economic territory, some location, dwelling, place of production, or other premises on which or from which the unit engages and intends to continue engaging, either indefinitely or over a finite but long period of time, in economic activities

and transactions on a significant scale. An institutional unit or person that has spent in a country for a period of one year and above is treated as a resident of that country.

3. Valuation

Service transactions, internationally, are valued at market prices, for instance, the value of the transaction agreed upon between the supplier and the consumer at the time when the service is created, transformed, exchanged, transferred, or extinguished.

4. Classification

Uganda's international trade in services is classified broadly into the following 12 extended balance of payment services classification 2010 categories, as recommended in the manual on statistics of international trade in services 2010. These include:

1. manufacturing services on physical inputs owned by others.
2. maintenance and repair services not included elsewhere (n.i.e).
3. transport services.
4. travel.
5. construction
6. insurance and pension services.
7. financial services.
8. charges for the use of intellectual property n.i.e.
9. telecommunications, computer and information services.
10. other business services
11. personal, cultural, and recreational services.
12. government goods and services n.i.e

4.1 Manufacturing services on physical inputs owned by others

Manufacturing services on physical inputs owned by others, include activities such as processing, assembly, labelling and packing, that are undertaken by enterprises that do not own the goods but a fee paid by the owner.

4.2 Maintenance and repair services not included elsewhere (n.i.e)

Maintenance and repair services n.i.e. includes maintenance and repair work by residents on goods that are owned by non-residents (and vice versa). Maintenance and repairs on ships, aircraft and other transport equipment, in particular, are included in this item.

4.3 Transport Services

Transport covers the process of carriage of people and objects from one location to another as well as related supporting and auxiliary services and rentals (charters) of carriers with crew. Postal and courier services are also included.

4.4 Travel

Travel is defined as covering goods and services for own use or to be given away, acquired from an economy by non-residents during visits to that economy. It covers stays of any length, provided that there is no change in residence.

4.5 Construction

Construction covers the creation, management, renovation, repair or extension of fixed assets in the form of buildings, land improvements of an engineering nature and other constructions such as roads, bridges and dams.

4.6 Insurance and pension services

An insurance and pension service covers the provision to non-residents of various types of insurance by resident insurance enterprises, and vice versa.

4.7 Financial services

Financial services cover financial intermediation and auxiliary services, except those of insurance enterprises and pension schemes.

4.8 Charges for the use of intellectual property n.i.e

Charges for the use of proprietary rights, such as patents, trademarks, copyrights, industrial processes and designs, trade secrets, and franchises, where rights arise from research and development, as well as from marketing.

Charges for licences to reproduce and/or distribute intellectual property embodied in produced originals or prototypes, such as copyrights on books and manuscripts, computer software, cinematographic works and sound recordings, and related rights, such as for the recording of live performances and for television, cable or satellite broadcast.

4.9 Telecommunications, computer, and information services

Telecommunications services covers the broadcast or transmission of sound, images, data, or other information by telephone, telex, telegram, radio and television cable transmission, radio and television satellite, electronic mail, facsimile, etc, and includes business network services, teleconferencing and support services.

Computer services consist of hardware - and software-related services and data processing services

Information services consist of News agency services and other information services.

4.10 Other business services

This involves three sub-components: research and development services, professional and management consulting services and technical, trade-related and other business services.

4.11 Personal, cultural, and recreational services

Personal, cultural, and recreational services comprise two sub-components: audiovisual and related services and other personal, cultural, and recreational services.

Audio-visual and related services cover services associated with audio-visual activities (movies, music, radio and television) as well as services relating to the performing arts.

Other personal, cultural, and recreational services is divided into four components: health services, education services, heritage and recreational services and other personal services.

4.12 Government goods and services not included elsewhere (n.i.e)

Government goods and services n.i.e. covers:

- goods and services supplied by and to enclaves, such as embassies and military bases.
- goods and services acquired from the host economy by diplomats, consular staff and military personnel located abroad and their dependants.
- services supplied by and to governments and not included in other categories of services.

**Appendix 8:
Questionnaire**



UGANDA BUREAU OF STATISTICS

International Trade in Services Survey 2021



Purpose of the survey

The purpose of this survey is to collect information on trade transactions in services between residents and non-resident institutional units or persons. It particularly targets enterprises/persons that export or import services in the country. This information will be used for compilation of the gross domestic product and the balance of payments statistics, as well as guiding trade in service negotiations at regional and international level.

Authority

The information is collected under the provisions of the **Uganda Bureau of Statistics Act, 1998**.

Confidentiality

The information provided in this form will remain strictly confidential as per the Uganda Bureau of Statistics Act.

Yours faithfully

Aliziki K Lubega

FOR EXECUTIVE DIRECTOR

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To be filled by UBOS Staff:

Name of Interviewer	
Interviewer's Telephone number	
Date of interview	
Name and Signature of Supervisor	

If you have any difficulties in completing this form, please contact:

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Definitions

Export of services

Export of services comprises all services that are delivered by the company (based in Uganda) to companies, persons or other units that are not normally based in Uganda (even though they may reside in Uganda for short periods). Exports comprise all services to foreign buyers, even where the service may not be delivered from Uganda to abroad. Other units in the same group are also regarded as foreign buyers (parent company, subsidiaries, and branches).

The export of services via the internet is also included where this takes place between Ugandan companies and companies, persons, etc that are not based in Uganda. Where a company or enterprise based in Uganda delivers services to another unit in the same group (parent company, subsidiaries, and branches) abroad, this is regarded as export and will be included.

Import of services

Import of services comprises all services that are delivered to the company by entities that are not based in Uganda (companies/entities and private individuals etc. registered abroad). Import comprises all purchases of services from foreign sellers, even where the service may not be delivered from abroad to Uganda. Other units in the same group are also regarded as foreign sellers (parent company, subsidiaries, and branches).

The import of services via the internet is also included where this takes place between Ugandan companies and companies, persons etc that are not based in Uganda. Where a company or enterprise based in Uganda receives services from another unit in the same group (parent company, subsidiaries, and branches) abroad, this is regarded as import and will be included.

Economic territory largely coincides with the country's customs territory, which is the territory in which the customs law of a country apply in full. The economic territory includes the land area, air space, territorial waters including areas over which jurisdiction is exercised over fishing rights and rights to fuels or minerals, in a marine territory - islands that belong to the territory, and territorial enclaves in the rest of the world (embassies, consulates, military bases, scientific stations information and immigration offices, aid agencies, central bank representative offices with diplomatic status).

Residence: The residence of each institutional unit is the economic territory with which it has the strongest connection, expressed as its center of predominant economic interest. Each institutional unit is a resident of one and only one economic territory determined by its center of predominant economic interest. An institutional unit is resident in an economic territory when there exists, within the economic territory, some location, dwelling, place of production, or other premises on which or from which the unit engages and intends to continue engaging, either indefinitely or over a finite but long period of time, in economic activities and transactions on a significant scale. *For an institutional unit or person that has spent in a country for a period of one year and above, is treated as a resident of that country.*

Foreign counterpart: All transactions with a foreign counterpart (e.g foreign customer, supplier) should be included in this form. Foreign counterparts are defined as all legal persons and/or businesses registered outside the economic territory of Uganda, Uganda-owned subsidiaries and branches abroad, and persons living abroad regardless of citizenship.

1. Business Name and Address:

Name of Business	
Address	
Company telephone	
Fax	
Company email	
District	
Division\Sub-county	
Zone/Village	
Street and plot No.	
Name of the Building	

2. Information about respondent/officer responsible

Name of Respondent		
Title of Respondent		
Telephone		
Email		
Signature and Stamp		Date

3. General information about the business *(Write in space provided)*

A. Which year did the business start operating in Uganda?	
B. What is the business registration number?	
C. What is the business TIN number?	

4. Please state the enterprise's activities.

A. Main business activity	
B. Secondary activities	1)
	2)

5. Please state the number of persons that worked in the business for the last two years.

Year	2019		2020	
	Male	Female	Male	Female
Full-time employees				
Part-time employees (maximum ever employed at a particular time)				
Unpaid helpers				

6. Expenses on staff, in USDollars

Year	2019	2020
Ugandans		
Non-Ugandans (Short Term)		
Non-Ugandans (Long Term)		
Total		

7. Ownership of the business**A. State the type of Legal ownership of this business (Choose one)**

1. Sole proprietorship <input type="checkbox"/>	2. Partnership <input type="checkbox"/>	3. Private Limited Company <input type="checkbox"/>
4. Public Limited Company <input type="checkbox"/>	5. Statutory Corporation <input type="checkbox"/>	6. Parastatal <input type="checkbox"/>
7. Government <input type="checkbox"/>	8. Cooperative <input type="checkbox"/>	9. Joint Government/Statutory <input type="checkbox"/>
10. Religious Organization <input type="checkbox"/>	11. NGO <input type="checkbox"/>	
12. Other Specify) <input type="text"/>		

B. What is the status of the company? (Tick only one)

Head Company	<input type="checkbox"/>
Branch/subsidiary	<input type="checkbox"/>
Other(Specify)	<input type="text"/>

8. Current shareholding of the company

Shareholder	Residency Status	Percentage
Ugandan	Resident	
	Non-resident	
Non-Nationals	Resident	
	Non-resident	
Total		100%

9. Does this business sell services to foreign buyers or buy services from foreign sellers?*(Tick one)*

Yes	
No	

10. Did this company import or export services in the last two years? *(Tick only one)*

Only Import	
Only Export	
Both Import and Export	

11. When did your enterprise start to export or import services?

Year	
------	--

Exports of Services for 2019 and 2020

For your operations in Uganda, please, report the value of services sold to customers abroad (revenue earned)

REPORT IN THOUSAND US DOLLARS (*Exchange rates for conversion: 2019:1\$=Shs.3714.26 and 2020: 1\$=Shs.3, 738.73*)

Type of Service <i>(Include Transactions concluded over the internet)</i> Does the figure provided include VAT? Yes <input type="checkbox"/> No <input type="checkbox"/>	Ref No.	Exports During 2019					Exports During 2020				
		Please, enter Name of the Country				Total Expenses	Please, enter Name of the Country				Total Expenses
		Country1	Country2	Country3	Other Countries		Country1	Country2	Country3	Other Countries	
		\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000
Processing	1.1										
Assembly	1.2										
Labeling	1.3										
Packing	1.4										
Fees charged by foreign businesses for maintenance and repair work on ships, aircrafts, and other transport	2										

Type of Service <i>(Include Transactions concluded over the internet)</i> Does the figure provided include VAT? Yes <input type="checkbox"/> No <input type="checkbox"/>	Ref No.	Exports During 2019					Exports During 2020				
		Please, enter Name of the Country				Total Expenses	Please, enter Name of the Country				Total Expenses
		Country1	Country2	Country3	Other Countries	Country1	Country2	Country3	Other Countries		
		\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000
equipment owned by your business.											
Transport	3										
Sea transport	3.1										
Passenger	3.1.1										
Freight	3.1.2										
Other(Specify)	3.1.3										
Air transport	3.2										
Passenger	3.2.1										
Freight	3.2.2										
Other(Specify)	3.2.3										

Type of Service <i>(Include Transactions concluded over the internet)</i> Does the figure provided include VAT? Yes <input type="checkbox"/> No <input type="checkbox"/>	Ref No.	Exports During 2019					Exports During 2020				
		Please, enter Name of the Country				Total Expenses	Please, enter Name of the Country				Total Expenses
		Country1	Country2	Country3	Other Countries	Country1	Country2	Country3	Other Countries		
		\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000
Other modes of transport	3.3										
Passenger	3.3.1										
Freight	3.3.2										
Other(Specify)	3.3.3										
Postal and courier services	3.4										
Space transport	3.5										
Rail transport	3.6										
Passenger	3.6.1										
Freight	3.6.2										
Other(Specify)	3.6.3										
Road transport	3.7										

Type of Service <i>(Include Transactions concluded over the internet)</i> Does the figure provided include VAT? Yes <input type="checkbox"/> No <input type="checkbox"/>	Ref No.	Exports During 2019					Exports During 2020				
		Please, enter Name of the Country				Total Expenses	Please, enter Name of the Country				Total Expenses
		Country1	Country2	Country3	Other Countries	Country1	Country2	Country3	Other Countries		
		\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000
Passenger	3.7.1										
Freight	3.7.2										
Other(Specify)	3.7.3										
Inland waterway transport	3.8										
Passenger	3.8.1										
Freight	3.8.2										
Other(Specify)	3.8.3										
Pipeline transport	3.9										
Electricity transmission	3.10										
Other supporting and auxiliary transport services	3.11										
Business	4.1										

Type of Service <i>(Include Transactions concluded over the internet)</i> Does the figure provided include VAT? Yes <input type="checkbox"/> No <input type="checkbox"/>	Ref No.	Exports During 2019					Exports During 2020				
		Please, enter Name of the Country				Total Expenses	Please, enter Name of the Country				Total Expenses
		Country1	Country2	Country3	Other Countries	Country1	Country2	Country3	Other Countries		
		\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000
Acquisition of goods and services by border, seasonal, and other short term workers	4.1.1										
Other(Specify)	4.1.2										
Personal	4.2										
Health-related	4.2.1										
Education-related	4.2.2										
Other(Specify)	4.2.3										
Construction abroad	5.1										
Total revenue received by your business for construction outside Uganda. (Include any goods and services that are purchased in order to complete	5.1.1										

Type of Service <i>(Include Transactions concluded over the internet)</i> Does the figure provided include VAT? Yes <input type="checkbox"/> No <input type="checkbox"/>	Ref No.	Exports During 2019					Exports During 2020				
		Please, enter Name of the Country				Total Expenses	Please, enter Name of the Country				Total Expenses
		Country1	Country2	Country3	Other Countries	Country1	Country2	Country3	Other Countries		
		\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000
construction, regardless of country of origin)											
Construction in the reporting economy	5.2										
Goods e.g. bricks purchased outside of Uganda by your business for construction outside Uganda.	5.2.1										
Services ,e.g. engineering expertise you purchased outside of Uganda for construction outside Uganda(exclude any Uganda labour purchases)	5.2.2										
Life Insurance	6.1.1										
Freight insurance	6.1.2										

Type of Service <i>(Include Transactions concluded over the internet)</i> Does the figure provided include VAT? Yes <input type="checkbox"/> No <input type="checkbox"/>	Ref No.	Exports During 2019					Exports During 2020				
		Please, enter Name of the Country				Total Expenses	Please, enter Name of the Country				Total Expenses
		Country1	Country2	Country3	Other Countries		Country1	Country2	Country3	Other Countries	
		\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000
Other direct insurance	6.1.3										
Reinsurance	6.2										
Auxiliary insurance services	6.3										
Pension services	6.4.1										
Standardized guarantee services	6.4.2										
Explicitly charged and other financial services	7.1										
Financial intermediation services indirectly measured(FISIM)	7.2										
Franchises and trademarks licensing fees	8.1										

Type of Service <i>(Include Transactions concluded over the internet)</i> Does the figure provided include VAT? Yes <input type="checkbox"/> No <input type="checkbox"/>	Ref No.	Exports During 2019					Exports During 2020				
		Please, enter Name of the Country				Total Expenses	Please, enter Name of the Country				Total Expenses
		Country1	Country2	Country3	Other Countries	Country1	Country2	Country3	Other Countries		
		\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000
Licenses for the use of outcomes of research and development	8.2										
Licenses to reproduce and/or distribute computer software	8.3										
Licenses to reproduce and/or distribute audio-visual products	8.4										
Licenses to reproduce and/or distribute audio-visual products	8.4.1										
Licenses to reproduce and/or distribute other products	8.4.2										
Telecommunication services	9.1										
Computer software	9.2.1										

Type of Service <i>(Include Transactions concluded over the internet)</i> Does the figure provided include VAT? Yes <input type="checkbox"/> No <input type="checkbox"/>	Ref No.	Exports During 2019					Exports During 2020				
		Please, enter Name of the Country				Total Expenses	Please, enter Name of the Country				Total Expenses
		Country1	Country2	Country3	Other Countries	Country1	Country2	Country3	Other Countries		
		\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000
Other computer services	9.2.2										
News agency services	9.3.1										
Other information services	9.3.2										
Research and development services	10.1										
Work undertaken on a systematic basis to increase the stock of knowledge	10.1.1										
Provision of customized and non-customized research and development services	10.1.1.1										
Sale of proprietary rights arising from research and development	10.1.1.2										
Patents	10.1.1.2.1										

Type of Service <i>(Include Transactions concluded over the internet)</i> Does the figure provided include VAT? Yes <input type="checkbox"/> No <input type="checkbox"/>	Ref No.	Exports During 2019					Exports During 2020				
		Please, enter Name of the Country				Total Expenses	Please, enter Name of the Country				Total Expenses
		Country1	Country2	Country3	Other Countries	Country1	Country2	Country3	Other Countries		
		\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000
Copyrights arising from research and development.	10.1.1.2.2										
Industrial processes and designs	10.1.1.2.3										
Other	10.1.1.2.4										
Other	10.1.2										
Legal services	10.2.1.1										
Accounting, auditing, bookkeeping, and tax consulting services.	10.2.1.2										
Business and management consulting and public relations services	10.2.1.3										

Type of Service <i>(Include Transactions concluded over the internet)</i> Does the figure provided include VAT? Yes <input type="checkbox"/> No <input type="checkbox"/>	Ref No.	Exports During 2019					Exports During 2020				
		Please, enter Name of the Country				Total Expenses	Please, enter Name of the Country				Total Expenses
		Country1	Country2	Country3	Other Countries	Country1	Country2	Country3	Other Countries		
		\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000
Advertising, market research, and public opinion polling services	10.2.2										
Convention, trade-fair and exhibition organization services	10.2.2.1										
Architectural services	10.3.1.1										
Engineering services	10.3.1.2										
Scientific and other technical services	10.3.1.3										
Waste treatment and de-pollution	10.3.2.1										
Services incidental to agriculture, forestry and fishing	10.3.2.2										

Type of Service <i>(Include Transactions concluded over the internet)</i> Does the figure provided include VAT? Yes <input type="checkbox"/> No <input type="checkbox"/>	Ref No.	Exports During 2019					Exports During 2020				
		Please, enter Name of the Country				Total Expenses	Please, enter Name of the Country				Total Expenses
		Country1	Country2	Country3	Other Countries	Country1	Country2	Country3	Other Countries		
		\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000
Services incidental to mining ,and oil and gas extraction	10.3.2.3										
Operating leasing services	10.3.3										
Trade-related services	10.3.4										
Other business services n.i.e	10.3.5										
Personal, cultural, and recreational services	11										
Audio-visual and related services	11.1										
Audio-visual services	11.1.1										
Artistic related services	11.1.2										
Other personal, cultural, and recreational services	11.2										

Type of Service <i>(Include Transactions concluded over the internet)</i> Does the figure provided include VAT? Yes <input type="checkbox"/> No <input type="checkbox"/>	Ref No.	Exports During 2019					Exports During 2020				
		Please, enter Name of the Country				Total Expenses	Please, enter Name of the Country				Total Expenses
		Country1	Country2	Country3	Other Countries	Country1	Country2	Country3	Other Countries		
		\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000
Health services	11.2.1										
Education services	11.2.2										
Heritage and recreational services	11.2.3										
Other personal services	11.2.4										

Imports of Services for 2019 and 2020

For your operations in Uganda, Please Report the value of services purchased from suppliers abroad (Expenses)

REPORT IN THOUSAND US DOLLARS *(Exchange rates for conversion; 2019:1\$=Shs. 3,714.26 and 2020: 1\$=Shs. 3,738.73)*

Type of Service <i>(Include Transactions concluded over the internet)</i> Does the figure provided include VAT? Yes <input type="checkbox"/> No <input type="checkbox"/>	Ref No.	Imports During 2019					Imports During 2020				
		Please, enter Name of the Country				Total Expenses	Please, enter Name of the Country				Total Expenses
		Country1	Country2	Country3	Other Countries		Country1	Country2	Country3	Other Countries	
		\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000
Processing	1.1										
Assembly	1.2										
Labeling	1.3										
Packing	1.4										
Fees charged by foreign businesses for maintenance and repair work on ships, aircrafts, and other transport equipment owned by your business.	2										

Type of Service <i>(Include Transactions concluded over the internet)</i> Does the figure provided include VAT? Yes <input type="checkbox"/> No <input type="checkbox"/>	Ref No.	Imports During 2019					Imports During 2020				
		Please, enter Name of the Country				Total Expenses	Please, enter Name of the Country				Total Expenses
		Country1	Country2	Country3	Other Countries	Country1	Country2	Country3	Other Countries		
		\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000
Transport	3										
Sea transport	3.1										
Passenger	3.1.1										
Freight	3.1.2										
Other(Specify)	3.1.3										
Air transport	3.2										
Passenger	3.2.1										
Freight	3.2.2										
Other(Specify)	3.2.3										
Other modes of transport	3.3										

Type of Service <i>(Include Transactions concluded over the internet)</i> Does the figure provided include VAT? Yes <input type="checkbox"/> No <input type="checkbox"/>	Ref No.	Imports During 2019					Imports During 2020				
		Please, enter Name of the Country				Total Expenses	Please, enter Name of the Country				Total Expenses
		Country1	Country2	Country3	Other Countries	Country1	Country2	Country3	Other Countries		
		\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000
Passenger	3.3.1										
Freight	3.3.2										
Other(Specify)	3.3.3										
Postal and courier services	3.4										
Space transport	3.5										
Rail transport	3.6										
Passenger	3.6.1										
Freight	3.6.2										
Other(Specify)	3.6.3										
Road transport	3.7										
Passenger	3.7.1										

Type of Service <i>(Include Transactions concluded over the internet)</i> Does the figure provided include VAT? Yes <input type="checkbox"/> No <input type="checkbox"/>	Ref No.	Imports During 2019					Imports During 2020				
		Please, enter Name of the Country				Total Expenses	Please, enter Name of the Country				Total Expenses
		Country1	Country2	Country3	Other Countries		Country1	Country2	Country3	Other Countries	
		\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000
Freight	3.7.2										
Other(Specify)	3.7.3										
Inland waterway transport	3.8										
Passenger	3.8.1										
Freight	3.8.2										
Other(Specify)	3.8.3										
Pipeline transport	3.9										
Electricity transmission	3.10										
Other supporting and auxiliary transport services	3.11										
Business	4.1										

Type of Service <i>(Include Transactions concluded over the internet)</i> Does the figure provided include VAT? Yes <input type="checkbox"/> No <input type="checkbox"/>	Ref No.	Imports During 2019					Imports During 2020				
		Please, enter Name of the Country				Total Expenses	Please, enter Name of the Country				Total Expenses
		Country1	Country2	Country3	Other Countries	Country1	Country2	Country3	Other Countries		
		\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000
Acquisition of goods and services by border, seasonal, and other short term workers	4.1.1										
Other(Specify)	4.1.2										
Personal	4.2										
Health-related	4.2.1										
Education-related	4.2.2										
Other(Specify)	4.2.3										
Construction abroad	5.1										
Total revenue received by your business for construction outside Uganda. (Include any goods and services that are purchased in order to complete	5.1.1										

Type of Service <i>(Include Transactions concluded over the internet)</i> Does the figure provided include VAT? Yes <input type="checkbox"/> No <input type="checkbox"/>	Ref No.	Imports During 2019					Imports During 2020				
		Please, enter Name of the Country				Total Expenses	Please, enter Name of the Country				Total Expenses
		Country1	Country2	Country3	Other Countries	Country1	Country2	Country3	Other Countries		
		\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000
construction, regardless of country of origin)											
Construction in the reporting economy	5.2										
Goods e.g. bricks purchased outside of Uganda by your business for construction outside Uganda.	5.2.1										
Services ,e.g. engineering expertise you purchased outside of Uganda for construction outside Uganda(exclude any Uganda labour purchases)	5.2.2										
Life Insurance	6.1.1										
Freight insurance	6.1.2										

Type of Service <i>(Include Transactions concluded over the internet)</i> Does the figure provided include VAT? Yes <input type="checkbox"/> No <input type="checkbox"/>	Ref No.	Imports During 2019					Imports During 2020				
		Please, enter Name of the Country				Total Expenses	Please, enter Name of the Country				Total Expenses
		Country1	Country2	Country3	Other Countries	Country1	Country2	Country3	Other Countries		
		\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000
Other direct insurance	6.1.3										
Reinsurance	6.2										
Auxiliary insurance services	6.3										
Pension services	6.4.1										
Standardized guarantee services	6.4.2										
Explicitly charged and other financial services	7.1										
Financial intermediation services indirectly measured(FISIM)	7.2										
Franchises and trademarks licensing fees	8.1										

Type of Service <i>(Include Transactions concluded over the internet)</i> Does the figure provided include VAT? Yes <input type="checkbox"/> No <input type="checkbox"/>	Ref No.	Imports During 2019					Imports During 2020				
		Please, enter Name of the Country				Total Expenses	Please, enter Name of the Country				Total Expenses
		Country1	Country2	Country3	Other Countries		Country1	Country2	Country3	Other Countries	
		\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000
Licenses for the use of outcomes of research and development	8.2										
Licenses to reproduce and/or distribute computer software	8.3										
Licenses to reproduce and/or distribute audio-visual products	8.4										
Licenses to reproduce and/or distribute audio-visual products	8.4.1										
Licenses to reproduce and/or distribute other products	8.4.2										
Telecommunication services	9.1										
Computer software	9.2.1										

Type of Service <i>(Include Transactions concluded over the internet)</i> Does the figure provided include VAT? Yes <input type="checkbox"/> No <input type="checkbox"/>	Ref No.	Imports During 2019					Imports During 2020				
		Please, enter Name of the Country				Total Expenses	Please, enter Name of the Country				Total Expenses
		Country1	Country2	Country3	Other Countries	Country1	Country2	Country3	Other Countries		
		\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000
Other computer services	9.2.2										
News agency services	9.3.1										
Other information services	9.3.2										
Research and development services	10.1										
Work undertaken on a systematic basis to increase the stock of knowledge	10.1.1										
Provision of customized and non-customized research and development services	10.1.1.1										
Sale of proprietary rights arising from research and development	10.1.1.2										
Patents	10.1.1.2.1										

Type of Service <i>(Include Transactions concluded over the internet)</i> Does the figure provided include VAT? Yes <input type="checkbox"/> No <input type="checkbox"/>	Ref No.	Imports During 2019					Imports During 2020				
		Please, enter Name of the Country				Total Expenses	Please, enter Name of the Country				Total Expenses
		Country1	Country2	Country3	Other Countries	Country1	Country2	Country3	Other Countries		
		\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000
Copyrights arising from research and development.	10.1.1.2.2										
Industrial processes and designs	10.1.1.2.3										
Other	10.1.1.2.4										
Other	10.1.2										
Legal services	10.2.1.1										
Accounting, auditing, bookkeeping, and tax consulting services.	10.2.1.2										
Business and management consulting and public relations services	10.2.1.3										

Type of Service <i>(Include Transactions concluded over the internet)</i> Does the figure provided include VAT? Yes <input type="checkbox"/> No <input type="checkbox"/>	Ref No.	Imports During 2019					Imports During 2020				
		Please, enter Name of the Country				Total Expenses	Please, enter Name of the Country				Total Expenses
		Country1	Country2	Country3	Other Countries	Country1	Country2	Country3	Other Countries		
		\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000
Advertising, market research, and public opinion polling services	10.2.2										
Convention, trade-fair and exhibition organization services	10.2.2.1										
Architectural services	10.3.1.1										
Engineering services	10.3.1.2										
Scientific and other technical services	10.3.1.3										
Waste treatment and de-pollution	10.3.2.1										
Services incidental to agriculture, forestry and fishing	10.3.2.2										

Type of Service <i>(Include Transactions concluded over the internet)</i> Does the figure provided include VAT? Yes <input type="checkbox"/> No <input type="checkbox"/>	Ref No.	Imports During 2019					Imports During 2020				
		Please, enter Name of the Country				Total Expenses	Please, enter Name of the Country				Total Expenses
		Country1	Country2	Country3	Other Countries	Country1	Country2	Country3	Other Countries		
		\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000
Services incidental to mining ,and oil and gas extraction	10.3.2.3										
Operating leasing services	10.3.3										
Trade-related services	10.3.4										
Other business services n.i.e	10.3.5										
Personal, cultural, and recreational services	11										
Audio-visual and related services	11.1										
Audio-visual services	11.1.1										
Artistic related services	11.1.2										
Other personal, cultural, and recreational services	11.2										

Type of Service <i>(Include Transactions concluded over the internet)</i> Does the figure provided include VAT? Yes <input type="checkbox"/> No <input type="checkbox"/>	Ref No.	Imports During 2019					Imports During 2020				
		Please, enter Name of the Country				Total Expenses	Please, enter Name of the Country				Total Expenses
		Country1	Country2	Country3	Other Countries	Country1	Country2	Country3	Other Countries		
		\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000
Health services	11.2.1										
Education services	11.2.2										
Heritage and recreational services	11.2.3										
Other personal services	11.2.4										

14. Please, give some of the challenges faced in providing the service by the institution.

I.
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II.
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III.
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15. Please, propose how the government and other stakeholders could address the above challenges.

I.
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II.
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III.
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THANK YOU FOR RESPONDING