

**28th QUALITY OF SERVICE DEVELOPMENT GROUP (QSDG)
MEETING – ITU-T STUDY GROUP 12, QUESTION 12/12**

3rd – 7th October 2011

Kampala, Uganda

DELEGATES ARRIVAL AND UGANDA COUNTRY INFORMATION

VENUE

The 28th ITU-T QSDG 2011 will be held from 3 - 7 October 2011 at the **Kampala Serena International Conference Centre in Kampala City, Uganda.**

INTRODUCTION

Dear Visitor,

Welcome to Uganda otherwise known as “The Pearl of Africa”. This welcome pack is designed to address your immediate needs and make your stay comfortable. We also look forward to receiving honest feedback from you. This would help us re-evaluate and address our visitors’ concerns to facilitate improved services where required.

The Uganda Communications Commission warmly welcomes you to Uganda and we hope you will have a memorable visit. In this manual we have endeavoured to give you as much information as possible for a non Ugandan on a visit. In case your information need is not full addressed, please contact the UCC using the contact numbers indicated on the first page.

Most of the country especially around the capital Kampala is safe for travel and residence. The upcountry is equally quite safe, although it would be advisable to seek advice regarding upcountry areas one intends to visit. A briefing should be sought the person responsible for your visit.

Included in this pack is more elaborate information concerning Uganda. Please read carefully and if there are any queries, do not hesitate to ask any of the staff of the Commission.

CURRENCY

The currency of Uganda is the Uganda Shillings (-). The notes and coins that are currently in circulation are:

- Bank notes: UGX 50,000/=, UGX 20,000/- UGX 10,000/- UGX 5,000/- UGX 1,000/-
- Coins: 500 shillings, 200 shillings, 100 shillings, 50 shillings

The exchange rate varies from time to time. Currently, it stands at between shillings 2,350 to 2,380 per US \$1.00. It is a common practice in these forex bureaus to offer better exchange rates for higher denomination notes - \$100 than the small denominations. And these notes should all be dated from 2001 onwards. The following are the current exchange rates:

US\$1 = UGX 2,370/-

£1 = UGX 3,858/-

Eur 1 = UGX 3,355/-

FOREX BUREAUS AND BANKING

Uganda has a liberalised economy. Hence, there are numerous forex bureaux in Kampala and the main towns across the country. A number of international and regional banks exist. These include Bank of Africa, Barclays Bank, Standard Chartered, Stanbic, Tropical African Bank, and Cairo bank – just to mention a few. We also have money transfer services from Western Union and Money Gram in most of our local and international banks.

Mobile money transfer (e-banking) by major telecommunications operators, such as MTN Uganda, Uganda Telecom Limited and Airtel, is also a booming business. Almost all credit cards (Visa, Barclays, American Express, Master card, etc) are accepted in a few restaurants, hotels and shopping centres.

AIR TRAVEL

Entebbe International Airport, Uganda's main international airport is located on the shore of Lake Victoria, about 32km (20 miles) south of Kampala, the capital city of Uganda. The Airport is open 24 hours with full amenities of an international airport. Some of the international and regional flights that ply the Entebbe route are KLM, Emirates, Kenya Airways, British Airways, South African Airways, SN Brussels, Egypt Air and Ethiopian Airlines.

VISA REQUIREMENTS

All travellers to Uganda must be in possession of a valid passport issued and recognised by their government. Visas are issued at Ugandan Missions abroad and also at entry/exit points. The duration for the visitor's visa varies, with a maximum of three months. Here below are the various visa fees:

- Single Entry-US\$ 30;

- Multiple-entry 6-month visa - US\$80,
- Multiple-entry 1-year visa - US\$160.

It is possible to obtain your visitor's visa on arrival at Entebbe airport. Multi-entry visas are not available at the airport, but can be obtained from Ugandan embassies in foreign countries. You should present your application and US\$50 in cash to the immigration officer. The airline will normally have distributed the visa application form prior to landing in Entebbe. Delegates are able to obtain foreign exchange at the forex bureaux inside the arrival terminal.

Nationals from the COMESA (Common Market for Eastern and Southern Africa) member countries are exempt from visa requirement into Uganda. COMESA countries are Angola, Burundi, Comoros, Eritrea, Kenya, Malawi, Mauritius, Madagascar, Rwanda, Seychelles, Swaziland, Tanzania, Zambia, Zimbabwe.

Others countries exempt from visa requirements to Uganda are Antigua, Bahamas, Barbados, Belize, Fiji, Gambia, Grenada, Jamaica, Lesotho, Malta, Sierra Leone, Singapore, Solomon Islands, St Vincent & The Grenadines, Tonga, Vanuatu, Italy (Only Diplomatic Passports), Cyprus.

Please note that American nationals, British, and just about all Commonwealth nationals and European nationals that make up the vast majority of visitors to Uganda do need a visa to travel to Uganda.

TRANSPORTATION

Transport will be provided to delegates on arrival, to & from the meeting venue and on departure.

HEALTH REQUIREMENTS

There are not any health requirements for temporary entry to Uganda. However, travellers to Uganda must have an international Inoculation Certificate against Yellow Fever (although a strict requirement being requested to present it for inspection at any entry point into the country would be rare).

LANGUAGE

English is the official language with Swahili being the second official national Language

ELECTRICITY

The electricity supply in Uganda is 240 Volts ac 50 Hz. Sockets are usually 13 Amp, square pin in most buildings.

INSURANCE

It is strongly advisable that all delegates travel with full cover Travel Insurance.

FORUM COSTS

Where participation to the forum is free, no charges are levied. However, participants are advised to settle their accommodation and related bills during their stay Kampala.

TIME DIFFERENCE

Uganda moves with East African Standard time. GMT+3

TELEPHONE SERVICES:

The country code is + 256

LOCAL COORDINATOR IN UGANDA

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ACCOMMODATION

There are international-standard hotels in Kampala City and the major urban areas in Uganda. Kampala is rich in hotel and accommodation facilities, ranging from three-star to five-star hotels. There are also a lot cheaper and more pocket-friendly but convenient hotels as indicated below. Information can be obtained from the Uganda Tourist Board. Note that most places will add 18 per cent VAT to any bill.

However, we encourage delegates to reside at or near the venue (*Serena Hotel International Conference Centre*) at the negotiated rates. Here below are the rates for ITU/QSDG Meeting scheduled for Kampala Serena International Conference Centre, Kampala, Uganda from October 3rd -7th, 2011:

Hotel	Single Occupancy	Double Occupancy
Serena Hotel <i>International Conference Centre Kampala</i> <i>Kintu Road P. O. Box 7814, Kampala</i> <i>Tel: +256-41-4309000; +256-31-2309000</i> <i>Fax: +256-41-4259130</i> <i>E-mail: kampala@serena.co.ug</i> <i>Website: www.serenahotels.com</i>	\$256	\$280
Speke Hotel (1996) Limited <i>Plot 7-9 Nile Avenue P.O. Box 7036, Kampala</i> <i>Tel: +256-41-4343828, 4259221/4</i> <i>Fax: +256-41-4235345</i> <i>E-mail: spekehotel@spekehotel.com</i> <i>Website: www.spekehotel.com</i>	\$103	\$140
Grand Imperial Hotel <i>Plot 6/6A Nile Avenue P. O. Box 7195, Kampala</i> <i>Tel: +256-41-4250681/8 Fax: +256-41-4250606</i> <i>E-mail: imperial@starcom.co.ug</i>	\$95	\$125
Hotel Africana <i>Plot 2 to 4 Wampewo Avenue, Kololo</i> <i>P. O. Box 10218, Kampala</i> <i>Tel: +256-41-4348080/6, 4348082, 4348083</i> <i>Fax: +256-41-4348090/1</i> <i>E-mail: africana@hotelafricana.com</i> <i>Website: www.hotelafricana.com</i>	\$98	\$117
Fang Fang Hotel <i>Plot 9 Ssezibwa Road, Nakasero</i> <i>P. O. Box 6323, Kampala</i> <i>Tel: +256-41-4235828</i> <i>Fax: +256-41-4233620</i> <i>E-mail: fangfanghotel@yahoo.com</i> <i>Website: www.fangfang.co.ug</i>	\$89	\$100
Fairway Hotel Plot 3 Kafu Road <i>P. O. Box 4595, Kampala</i> <i>Tel: +256-41-4259571/5, 4257171, 4259574, 4257172</i> <i>Fax: +256-41-4234160, 423356</i> <i>Mobile: +256-77-2311302</i> <i>E-mail: fairway@fairwayhotel.com or fairway@starcom.co.ug</i> <i>Website: fairwayhotel.com</i>	\$67	\$87
Holiday Express Hotel Plot 16/18 Luwum Street <i>P. O. Box 9923, Kampala</i> <i>Tel: +256-41-4262858/9, 4253451/455</i> <i>E-mail: holidayexpress@utlonline.com</i> <i>Website: www.holidayexpresshotel.com</i>	\$45	\$55
Tourist Hotel Plot 9 Market Street, Nakasero <i>P. O. Box 7036, Kampala</i> <i>Tel: +256-41-4251471; 077-2777792; Fax: +256-41-4251473</i> <i>E-mail: tourist@spekehotel.com</i> <i>Website: www.touristhotel.net</i>	\$35	\$40

RESTAURANT GUIDE

In Kampala, you can find a wide range of different restaurants:

French

- Café de Paris, Plot 7 Yusuf Lule Road, Tel: +256-41-4344240; +256-71-2344240
- Le Petit Bistro, Ggaba Road Kansanga, Tel: +256-77-2403080

Italian

- Mamba Point Restaurant, 22 Akii Bua Rd, Nakasero Tel: +256-77-2243225
- Pizzeria Mammamia, Speke Hotel, Nile Avenue Tel: +256-41-4346340; +256-77-2630211
- Villa Flora, 62 Lumumba Avenue, Tel: +256-41-4347273 (open daily)

Chinese

- Fang Fang Restaurant, Roof Terrace Communication House, Plot 1 Colville Street Tel: +256-41- 4344806, +256-31-2 260681
- China Plate, 11 Cooper Road, Kisementi, Tel: +256-41-4233888
- Chopsticks, Equatorial Hotel, William Street, Tel: +256-41-4250781/5

Ethiopian

- Fasika Restaurant, Kabalagala Gaba Road Tel: +256-41-4510441; +256-77-2303716

Indian:

- Khana Khazana, 20 Acacia Avenue, Kololo Tel: +256-41-4233049; +256-41-4347346
- Sam's Restaurant, 78 Kampala Road, Tel: +256-41-4251694
- Restaurant Misono (Japanese), Lenana Road, Tel: +256-41 4568959

Fast Food:

- Dominos Pizza, Plot 14 Kampala Road, +256-41-4251513
- Steers Food Court, Kampala Road, Tel: +256-41-4231623; +256-77-2770011
- Krua Thai, Windsor Crescent (off Acacia Avenue) Kitante, Tel: +256-41-4234852; +256-71-2777433
- Food court, 2nd Floor Garden City, Yusuf Lule Road

Lebanese:

- Al-Fiesta, 12 Lumumba Avenue, Nakasero Kampala. Tel: +256-71-2664488; +256-75-2617772

Security

Ugandans are known for their hospitality and friendliness towards each other and visitors alike. Although all Ugandans are very helpful, it is always advisable to be cautious when dealing with strangers. Police officers are very helpful and are easily identified by their uniforms although some may be plain-clothes. Like everywhere in the world valuables should always be safeguarded or left in the hotel safe box. If you

do not know where to obtain a certain service or you are not sure always contact the Hotel Information Desk.

SHOPPING CENTRES

- **The Shop Rite** - Commercial Centre
- **The Game** – Commercial Centre + Supermarket
- **Garden City** - CBD
- **Nakumatt Oasis** – CBD (24-hour shopping)

CULTURAL PLACES

- Kasubi Tombs - Kasubi
- Uganda Martyrs Shrine - Namugongo
- Uganda Museum - Kira Road, Kamwokya

GENERAL ENTERTAINMENT

- National Theatre - **Tel:** +256-41 4225506
Parliament Avenue
Kampala
- Cineplex Garden City, Yusuf Lule Road **Tel:** +256-31-2261 416
www.cineplex.co.ug
- Ndere Troupe **Tel:** +256-41-4288123; +256- 41-488222. Mobile: +256-77-2200104
- Ndere Centre for Development Theatre
Kigoowa (Take the Kisaasi road from Ntinda Trading Centre)
Kampala, Uganda
P.O. Box 11353, Kampala

There are also exhilarating activities on offer. These include White-water rafting, touring the source of the River Nile, Bungee Jumping and many others. There is a very active nightlife in Kampala, with various nightclubs and casinos. Examples of these hi-life entertainment places are Ange Noir, Club Silk, Club Rouge, Cineplex, and Boda Boda.