

Kampala Office:

Acacia Place, 4th Floor
Plot 6 Acacia Avenue, Kololo
P.O. Box 35501, Kampala-Uganda
+256 (0) 312 235 225

Kalangala Office:

Plot 5 – 6, Mwena Road
Kalangala Town Council
Kalangala – Bugala Island
+256 (0) 312 253 510/11

www.kis.co.ug

CUSTOMER SERVICE GUIDELINES INLIGHT OF THE CORONA VIRUS (COVID-19) PANDEMIC.

To ensure safety of our valued customers, staff and the public and given the Ministry of health guidelines and the President's directives on the Corona Virus preventive measures, **Kalangala Infrastructure Services Ltd (KIS)** is providing below guidelines to maintain uninterrupted service delivery across our Ferry, Water and Power operations.

1. Adhere to our safety guidelines issued at our ferry ports and on the ferries.
2. Limit visits to our offices/billing centers due to limited number of staff we are maintaining at our office unless for emergency cases.
3. We have various digital channels easily accessible; Your requests can be submitted through the following channels where a dedicated team is available for timely responses; **WhatsApp: 0788-166887**, **Facebook: KIS Ltd.**, **Twitter: @kis_ltd**, **Email: Administration@kis.co.ug**, and **Tollfree helpline: 0800253500**.
4. For power and water payments use our readily available mobile platform by dialing ***210*500#** (both MTN & Airtel).
5. You can also use the Finance Trust Bank (FTB) Mobile payment Platform to buy KIS Power. Dial ***224#** and follow the prompts.
6. Immediately report any unsafe incidences on our water & power networks including outages using any of the above advised channels.

Working together and by adhering to the issued safety standard operating procedures and Government guidelines we shall fight the Covid-19 Pandemic.

At KIS, Safety is First!

MANAGEMENT

Directors: Prof. John Senfuma*, David Mpanga*, Pauline Among*, Patrick Birungi*, Matome Thenga**, Ravi Dhanani***

*Ugandan, **South African, *** British



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OKULAMBIKA BAKASITOMA BAFTE KU BIRAGIRO EBIPYA MU MPEEREZA YAFTE MU KISEERA KINO EKYA AKAWUKA KA CORONA AKELEETA EKIRWADDE KYA COVID-19.

Mu kaweeefube w'okunyweza okwerinda kwa bakasitoma, abakozi baffe wamu n'abantu babulijjo era nga tugoberera ebiragiro ebyaweereddwa ekitongole ky'ebyobulamu n'omukulembeze w'eggwanga ku kwewala akawuka ka corona, ekitongole kya **KIS** kiwa ebiragiro bino wammanga okunyweza n'obutataaganyizibwa mu mpeereza yaffe ey'Ebiddyeri, Amazzi n'Amasanyalaze.

1. Goberera era gondera ebiragiro byaffe ebiweereddwa ku by'okwerinda ku bifo byaffe ebiddyeri webigoba ne ku biddyeri kwenyini.
2. Kendeenza okujja ku wooffiisi zaffe kubanga mu kiseera kino tugenda kusigazaawo abakozi batono ddala okusobola okukola ku bigwatebiraze.
3. Mukozese emikutu gyaffe emirala egyatekebawo okusobola okufuna obuyambi mu bwangu. Mugino mulimu; **Essimu etali yakusasulira: 0800253500, WhatsApp: 0788166887, Facebook: KIS Ltd., Twitter: @kis_ltd, Email: administration@kis.co.ug**
4. Okugula amasanyalaze n'okusasula amazzi ga KIS ku Mobile Money nyiga: ***210*500#** ogoberere endagiro.
5. Osobola n'okugulira amasanyalaze ku mukutu gwa **Finance Trust Bank**, nyiga: ***224#** ogoberere endagiro.
6. Loopa amangu ddala obuzibu bwonna ku mpeereza zaffe ng'oyita ku mikutu gyaffe egyo waggulu.

Nga tukwatidde wamu nga tugoberera ebiragiro ebyo waggulu era n'ebya Gavumenti, tujja kusobola okulwanyisa akawuka ka corona n'ekirwadde kya Covid-19.

Ku KIS, okwerinda kyekisooka.

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