



MINISTRY OF ICT & NATIONAL GUIDANCE

A Knowledge and Productive Society driven by ICT & National Ideology

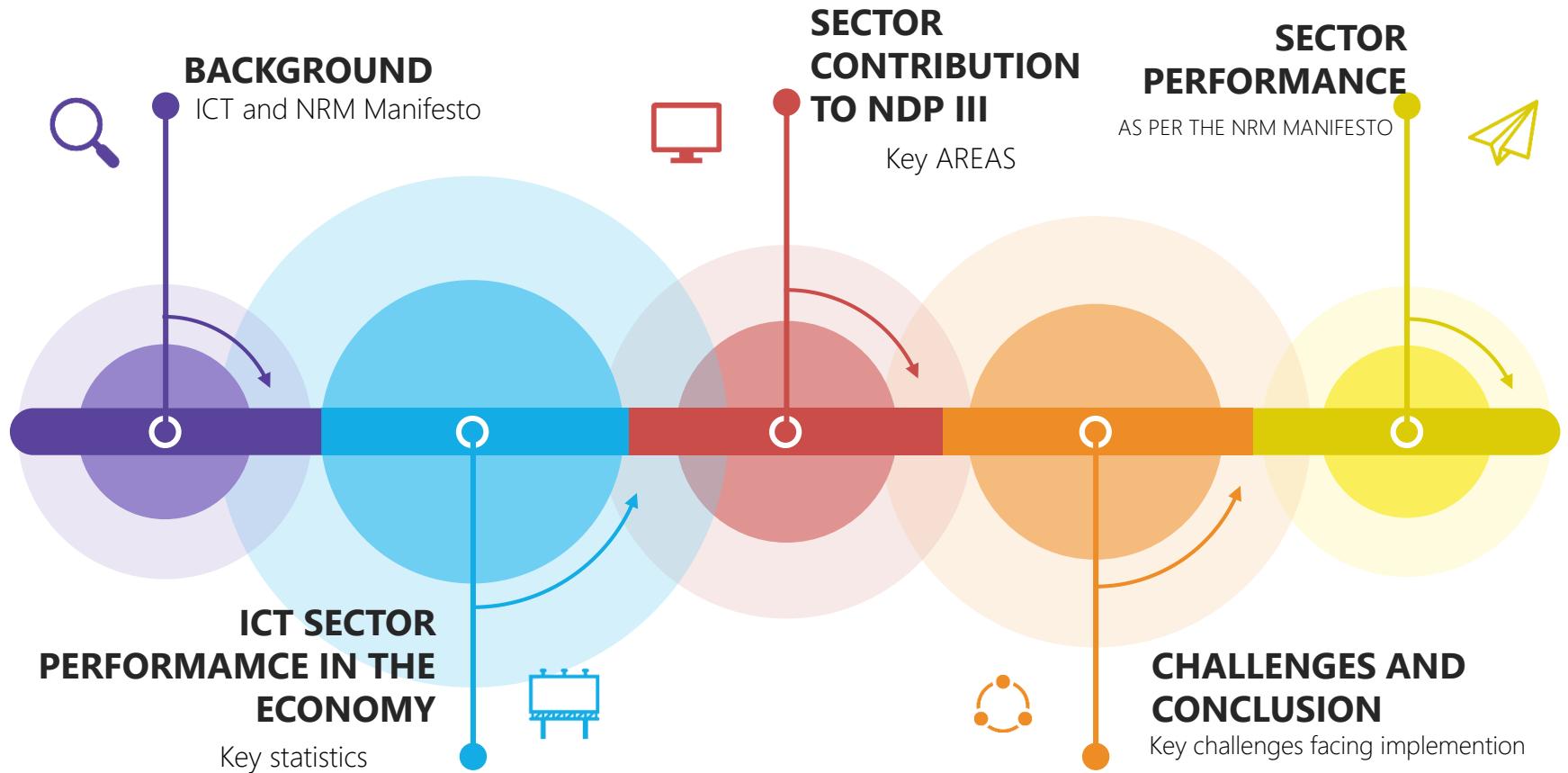
Report on Implementation of the NRM Manifesto Commitments & Strategic Presidential Directives (2021-2026)

By

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PRESENTATION OUTLINE



AGENCIES UNDER MoICT&NG

- Uganda Communications Commission.
- Uganda Institute of Information & Communications Technology.
- Uganda Broadcasting Corporation.
- Posta Uganda.
- Uganda Telecom Company LTD.
- Vision Group.
- Uganda Media Centre.
- Media Council of Uganda

BACKGROUND



Section 4.7 Manifesto 2021-26 emphasizes that;

- ICT is essential in improving productivity because it renders GoU and business enterprises more efficient, effective and globally competitive.**
- NRM is leveraging ICT for e-education, e-procurement, e-security, e-governance, e-health, e-Government services, among others.**

BACKGROUND



The NRM Manifesto, 2021-26, highlights three critical areas for the ICT sector, namely;

- Increase ICT network coverage and penetration (*Section 4.7.2 (a)*) .
- Promote the utilisation of ICT (*Section 4.7.2 (b)*) .
- Enhance digital skills and innovation (*Section 4.7.2 (c)*)

ICT SECTOR PERFORMANCE IN THE ECONOMY



ICT SECTOR PERFORMANCE IN THE ECONOMY

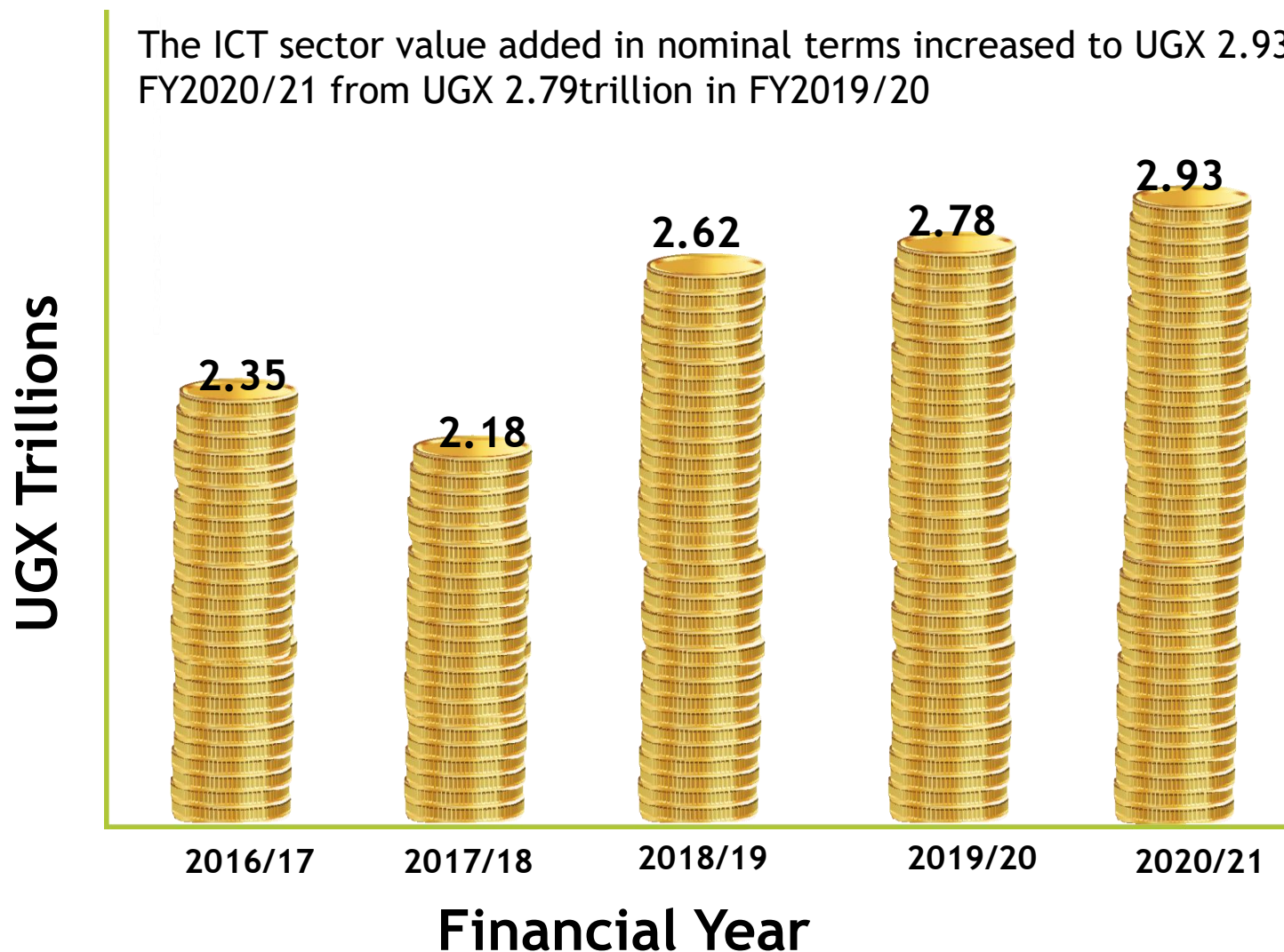


- ICT is one of the crucial pillars that Government has flagged, to drive socio-economic growth and transformation.
- ICT services in Uganda continued to grow at an impressive average growth rate of 14.8 percent during the period (2014/15 to 2019/20);
- The ICT sector contributed **2.0%** of aggregate nominal GDP in FY2021/22.



ICT Sector Nominal Contribution

The ICT sector value added in nominal terms increased to UGX 2.93trillion in FY2020/21 from UGX 2.79trillion in FY2019/20



ICT SECTOR PERFORMANCE IN THE ECONOMY



- The total estimated formal **ICT imports bill** in FY2020/21 increased to **USD256.27Million** from **USD255.54 Million** in FY2019/20 translating into a 0.3% increase.
- ICT sector revenue collections increased by **19%** to **UGX 2.245 trillion** in FY2020/21 from **UGX1.819 trillion** in FY2019/20. Information and communication services represented **91.7%** of total ICT sector revenue.
- Telecommunications services alone represented **83.6%** of total ICT sector revenue

ICT SECTOR PERFORMANCE IN THE ECONOMY



- Uganda's Gov-Tech Maturity index value has risen from 0.639 in 2020 to 0.858 in 2022.
- Uganda's ranking has moved from Group B to Group A, according to the Gov-Tech Leaders Report (World Bank Maturity Index, 2022).
- The Gov-Tech Maturity Index (GTMI) measures the key aspects of **four Gov-Tech focus areas** i.e. supporting core government systems, enhancing service delivery, mainstreaming citizen engagement, among others.



ICT USAGE STATISTICS



Mobile Subscriptions

From **22.37M** in 2016
to **31.26M** in 2022



13
Public
Infrastructure
Providers



Internet Subscription

From **8.04M** in 2016
to **23.77M** in 2022



Public Service
Providers
25



Tele-density (%)
From **61.2%** in 2016
to **72.6%** in 2022



Mobile Money Subscription

From **19.63M** in 2016
to **22.52M** in 2020



Number of
Radio Stations
325 in 2023



National Telecom
Operators
5



Mobile Money Agents
From **119,581** in 2016
to **235,790** in
2020

Internet Penetration (%)

From **25.03%** in 2016
to **55%** in 2022



No. of Pay TV Service Providers

From **8** in 2020
to **5** in 2023



Population Coverage

3G- **89%**, 4G- **47%**



No of Operational TV Stations (local)

From **17** in 2016
to **48** in 2023



Active Pay TV Subscriptions

From **777,588** in 2016
to **1,616,66** in 2020



Notes: Three Pay TV providers closed due to lack countywide satellite coverage for Digital Terrestrial Transmission

MoICT&NG Sector Contribution to NDP III



- ✓ **Digital Transformation Programme**
- ✓ **Community Mobilization and Mindset Change**
- ✓ **Public Sector Transformation**
- ✓ **Regional Balanced Development**

Sector contributes to 4 NDP III Programmes

MoICT&NG Sector Contribution to NDP



DT Programme Goal:

To increase ICT penetration and use of ICT services for social and economic development.

Objectives

- a) Increase the national ICT infrastructure coverage;
- b) Enhance usage of ICT in national development;
- c) Enhance ICT research, innovation and development;
- d) Increase the ICT human resource capital;
- e) Improve the legal and regulatory framework.

Sub Programmes:

- ICT Infrastructure
- E-services
- Research, innovation & ICT skills development
- Enabling Environment

- ❖ The expected results are to: increase ICT penetration; reduce cost of ICT devices and services; create more direct jobs in the ICT sector; and increase government services offered on-line.

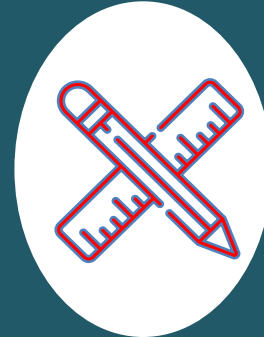


MoICT&NG Sector Contribution to NDP



Infrastructure

- ❖ National Backbone Fiber
- ❖ Wireless Coverage
- ❖ Expand the Digital Terrestrial Television & Radio Broadcasting network.
- ❖ Data Protection and Privacy Programme
- ❖ Primary & Disaster recovery Data Centers



e- Services

- ❖ Business/Systems Analysis
- ❖ Automation of Government Services
- ❖ Parish Development Management Information System
- ❖ Information Access Centre
- ❖ Business Process Outsourcing
- ❖ Strengthen Cyber Security



Enabling Environment

- ❖ Laws, & Regulations
- ❖ Policies, Guidelines & Standards
- ❖ Promote and inculcate the national vision and value
- ❖ Effective mobilization for national development



Research & Innovation

- ❖ Innovation and incubation Centers
- ❖ Promote local manufacturing and assembly of ICT products
- ❖ Develop a well-grounded ICT professional workforce
- ❖ Undertake innovative management of e-waste



SECTOR PERFORMAMNCE ON

Implementation of the Manifesto Commitments and Strategic presidential Directives (2021-2026)



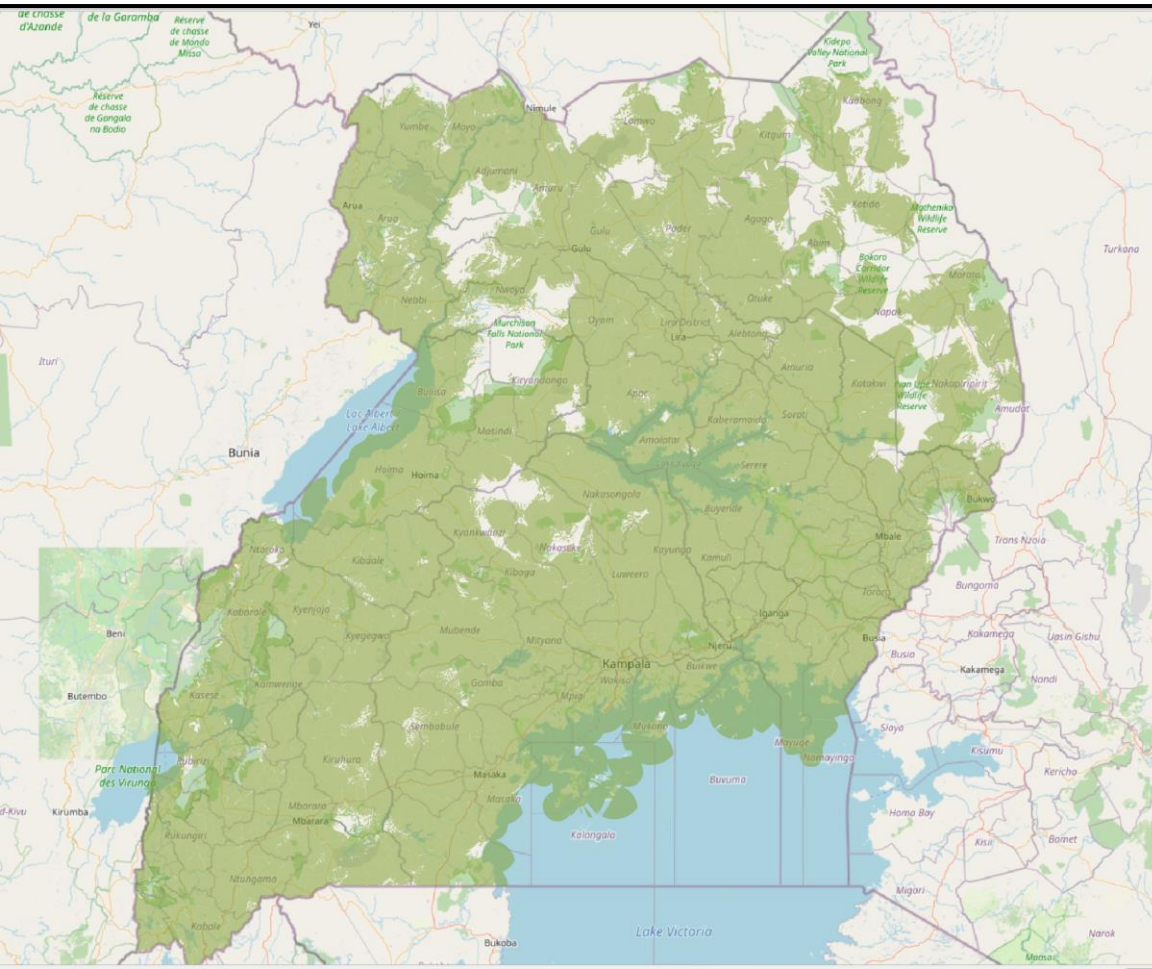
ICT Network coverage and penetration

Section 4.7.2 (a), Manifesto 2021-26



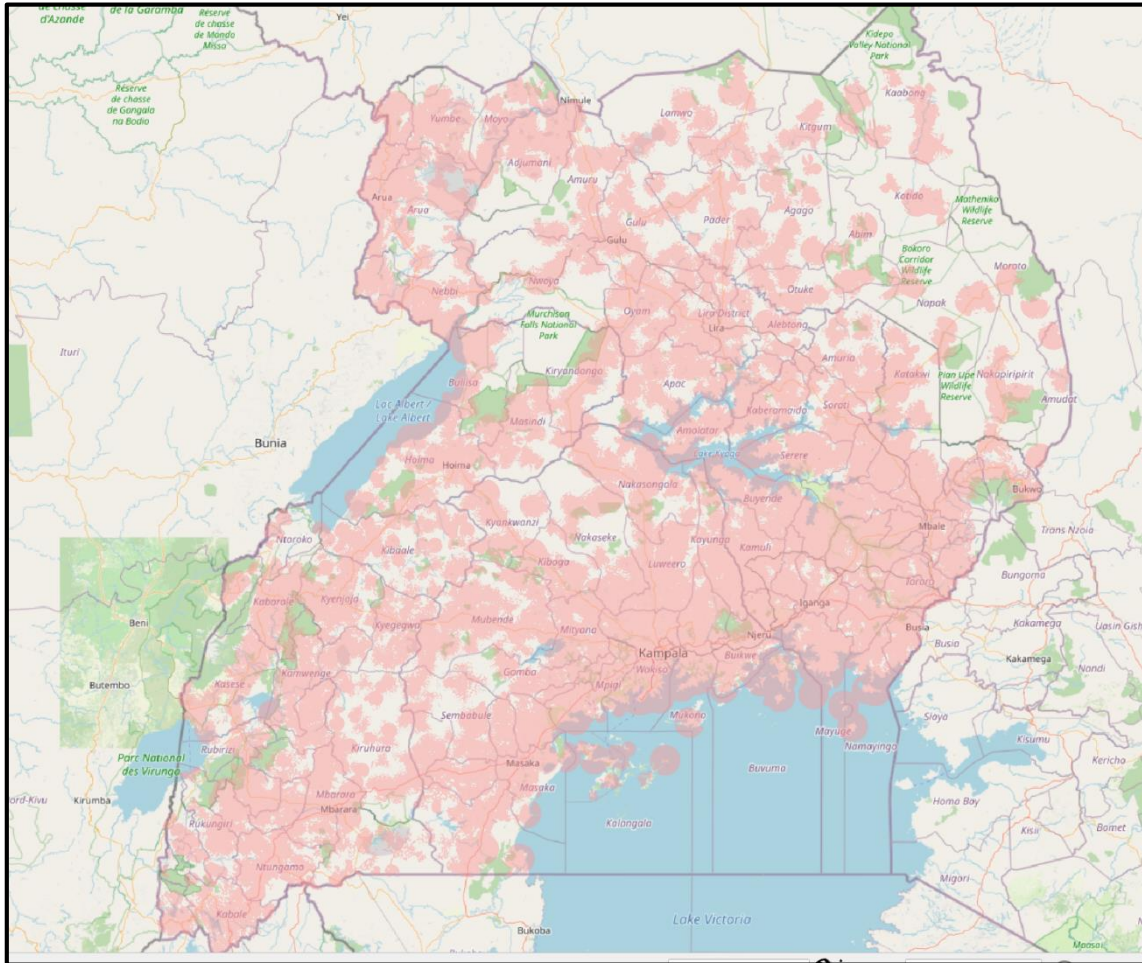


ACCESS TO ICTS- Voice Coverage



- Mobile Cellular Voice Coverage is near national
- Mobile Cellular Geographic signal coverage stands at 80% of the country.
- This translates into population coverage of 72% for basic voice

ACCESS TO ICTS- Broadband Coverage



- Geographical coverage of broad band services (3G) stands at 89% of the population.
- 25 broadband sites upgraded from 2G to 3G providing broadband services to over 700,000 Ugandans
- Implemented free wifi-hotspots at nine (09) border posts i.e. Lwakhaka, Mpondwe, Mutukula, Busia, Bunagana, Vurra, Katuna, Malaba and Elegu.

ICT Infrastructure Development



Achievements:

- ✓ A total of about **4,172 km** of NBI Fiber Optic cable laid across 58 Districts of Uganda;
- ✓ **1,447** Government sites (MDAs and LGs) connected to NBI.
- ✓ **281** Police stations and **9** UPDF sites connected to the NBI
- ✓ NBI extended to Pakwach, Nebbi, Arua, Koboko, Yumbe, Moyo, Adjumani, Katakwi and Moroto
- ✓ Border posts of Mpondwe, Vurra, Oraba, Elegu/Nimule connected to the NBI.
- ✓ The alternative routes to the sea cables completed through Mutukula, Katuna, Busia, Malaba





ICT Infrastructure Development

- A National Data Centre and a Disaster Recovery Site established, fully equipped with state-of-the art technology which is utilized for Centralized Hosting Services, Disaster Recovery Services and other Data Centre Services for Government Applications & Data;
- National Data Centre currently hosts **199** applications for **66** entities.
- **Free Wi-Fi** ('MyUg') is provided to the general public in **580** locations in the Central Business District of Kampala and Entebbe.
 - There are over about **2 million** users, monthly, on the MYUG platform each month.

ICT Infrastructure Development



- By the end of FY2020/21, mobile network coverage (3G or above) was available to **89%** of the population;
- Tests for internet connectivity using **Satellite technology** conducted in tourist sites of Bwindi and Kidepo Valley National Parks
- Validation of SIM Card Registration with National ID details was done;



DIGITAL SERVICES



Section 4.7.2 (b), Manifesto 2021-26

Digitise Service delivery



E-Government Services



Online Service Index

Improved from **50%** in 2016 to **58.24%** in 2020



National ICT Systems

330 National ICT systems and databases in government, up from **47** in 2015.



Government Services

71% of government services are offered electronically via institutional websites, email, Social media, SMS and Mobile applications

Digitise Service delivery



E-Government Services



e-Government services

Developed and rolled out a number of e-Government services



e- services rolled out

e-Payment Gateway, e-GP, GAMIS, iHMIS, OBRS, EMIS, e-Post Digital Platform, e-Docs, PDMIS



ICT-Based Community Centres

Public Access Points installed at;

- ✓ 12 Post Offices
- ✓ 10 Public Libraries countrywide
- ✓ Supported Ministry of Public Service in the establishment of eService Centres around the country e.g. Kasese and Jinja

PARISH DEVELOPMENT MANAGEMENT INFORMATION SYSTEM (PDMIS)



**E-Government
Services**



DEVELOPMENT

95% of the four modules (Data collection, Financial Information System, Citizen Participation, Monitoring and Evaluation) have been completed

DEPLOYMENT

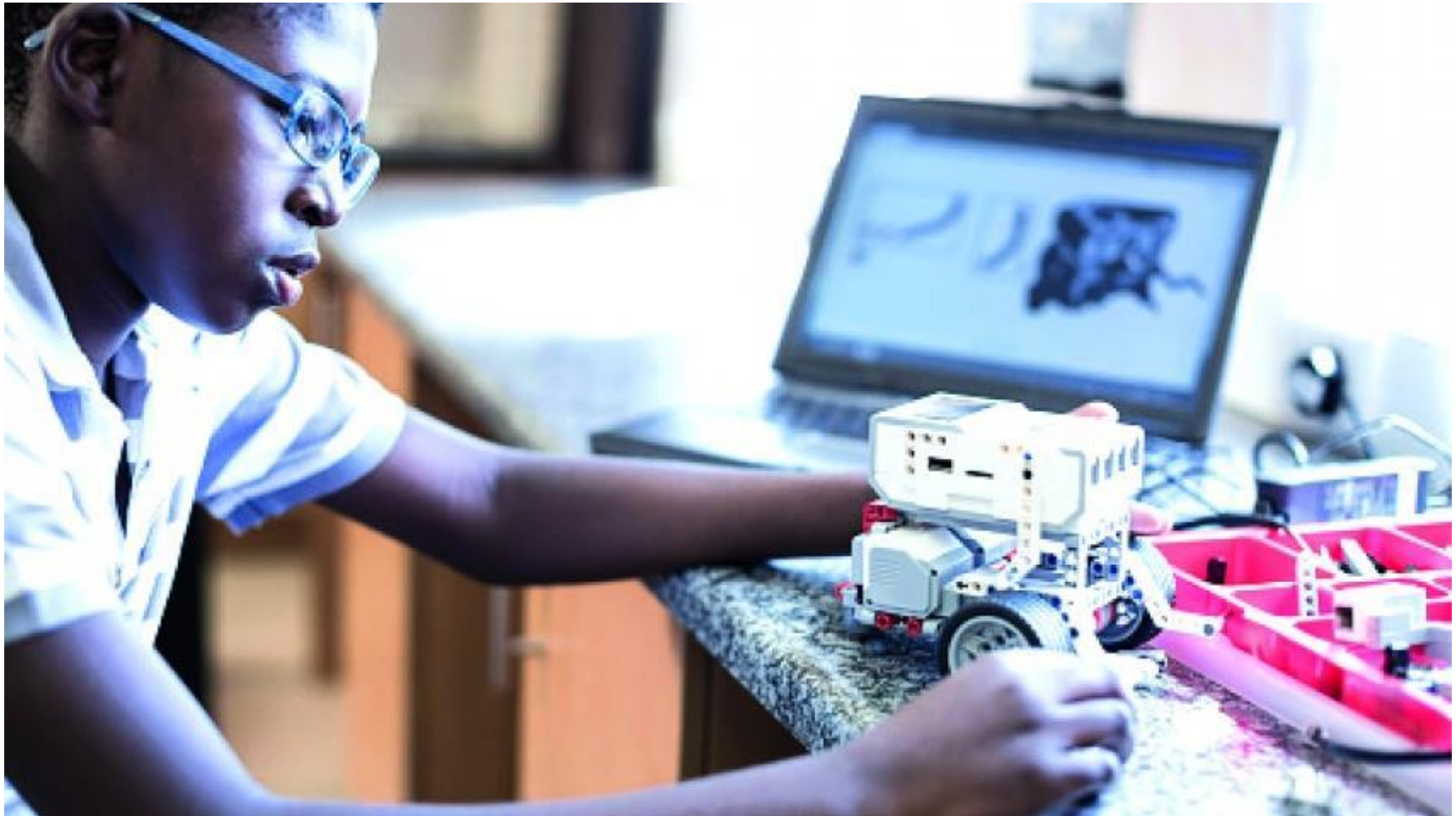
Rolled out to **ALL Parishes** across the Country

Data collection

50.4% of **9.8m** households and **17.2 m** population i.e. **4,937,744** households registered

Digital Skills and Innovation

Section 4.7.2 (c) Manifesto 2021-26



a) Digital Literacy



- Over **1,150** School ICT labs equipped under RCDF; - Details of the schools separately available.
- Over **3,000** teachers and school heads have been retooled in partnership with MoES
- Over **10,000** SMEs trained in use of ICTs for business as part of the Digital Literacy Programme.
- Over **80** Sensitization sessions on cyber laws and cyber security conducted

a) Digital Literacy cont...



- **Uganda Institute of ICT Master Plan** developed and Institute infrastructure refurbished
- **5 specialized labs at UICT refurbished and equipped** (i.e. Electronics Lab, Telecom Lab, Electrical Lab, Multimedia Lab, VUE Professional Testing and Certification Centre, Computer Laboratories (02) including the Server Room);
- **UICT achieved the following:**
 - Trained and graduated over **2,431** students in ICT skills specialties;
 - Trained and certified **1,037** SMEs in Citizenship Digital Literacy Skills ((market vendors, juwakali, tailors)
 - Certified **1,670** Professionals in specialized short courses in ICT and management such as CCNA, Fiber optics, Electronics and ITU courses
 - Trained **1,249** participants the Covid-19 Workforce Recovery Initiative Programme
 - Trained **764** participants from **95** Districts in ICT Digital Literacy using eLearning



a) **Digital Literacy** - Usage of ICTs by special Interest Groups

ICTs for PWDs

- Completed training of **30** groups of PWDs in partnership with National Union of Women with Disabilities of Uganda (NOWOUDU)
- Specialized ICT equipment for Persons with Special Needs deployed at Gulu High School for the Blind and Mbale School for the Deaf

b) Digital Innovations



National ICT Innovation Hub - Nakawa

- **Government is promoting ICT innovation to create jobs, for import substitution and to avoid over dependence on foreign ICT products;**
- **A National ICT Innovation Hub for 500 innovators has been constructed in Nakawa;**
- **Innovation grants have been given to 132 Innovators and to 6 private sector Innovation Hubs under the National ICT Initiatives Support Programme (NIISP);**
- **Locally developed eGovernment systems include eProcurement system, the Parish Model Management Information System, the Government Asset Management System, Education Management Information System, Electronic Document Management System, Integrated Health Management Information System and the e-Post Digital Platform.**

B) Digital Innovations



- Establishment of three regional ICT Innovation Hubs (Kabale University, Soroti University and Muni University).
- Partnerships have been made with academia like Makerere University and Wits University.
- The Ministry has partnerships with all the local private innovation hubs.

Innovators Hosted at the National Innovation Hub



E-Posta

Post Office Information Management System.
Online post office services

Crossroad Animation

Tells African stories using animation

Code Impact

Coding Training Program. Job-ready tech skills.

Microfuse

Computer technologies designs and manufactures reliable and affordable digital consumer electronics

Wal-e Visual

Using Extended Reality in Education, Architecture, Tourism, Product visualization

Info consults International

Records and information management services

Elago Technologies

Software development. Mobile Application Development

Ridelink

Transport and logistics company

KaCyber Technologies

Transport and logistics technology Company.
Robust digital ticketing and payment systems

Sumic Online

Online market place for consumer and business segments

Askari project

Provides premise monitoring using computer vision and automatically alert officials making the job of securing a premises much more efficient

Technology Innovation Association

Trains students in innovation and product development



Development of ICT Parks



- Land for IT/BPO Park provided by HE the President in Entebbe to facilitate job creation and innovation.
- Feasibility study for the park has been completed.
- Design works completed and stakeholder/ public engagement undertaken.
- PPP proposal submitted to Privatization Unit for approval.

Business Process Outsourcing



- Subsidised internet is being provided to 5 BPO/innovation companies.
- The BPO companies include Cameo Tech, Technobrain, Munu Tech, BDE consults and Cayman Consults.
- **GoU BPO Center at Statistics House** and private BPO centres are providing employment to the youth.

Legal and Regulatory Environment



Laws & Regulations



- Principles for review of core ICT sector governing laws have been developed.
- Drafting Instruction for the new Information & Communication law has been sent to Attorney General
- Finalised transfer of all assets & liabilities of the old UTL to the new Uganda Telecommunications Corporation Limited (UTCL) where all digital infrastructure is going to be managed.

Policies and Strategies



- i. National ICT Policy draft update ongoing.
- ii. National Guidance Policy in the advanced stages of approval.
- iii. National Business Processing Outsourcing & Innovation (BPO&I) Policy is in the advanced stages.
- iv. The Proposition on operationalization of Uganda Communications Tribunal submitted to Cabinet for guidance in view of government rationalization agenda
- v. Development of the Communication Policy in the final stages of approval.
- vi. Review of National Cyber Security Strategy (ongoing)
- vii. Development of E-Government Interoperability Framework and Enterprise Architecture (ongoing)



Community Mobilisation and Mindset Change





UBC Services

- The UBC national radio services have been restored in the areas of Kisoro, Rubirizi, Arua, Soroti and Lira, Mbarara, Masaka.
- This has improved radio network coverage from **60%** to **70%**.
- UBC has re-branded, with on-going efforts to overhaul transmission equipment & content.

Communication & National Guidance

- MoICT&NG continued to coordinate communication of GoU programs, across MDAs.
- This function is partly executed through our agencies i.e. UMC, UBC, Vision Group and other media platforms.
- MoICT&NG also continued to mobilise citizens under our National Guidance function, to support implementation of GoU programs & priorities.
- Through UCC & Media Council of Uganda, we also continue to foster a responsible, free media.

Targets for Next 3 Years



- Increase ICT penetration:
 - 90 % national broadband coverage with speed of 8 Mbps
 - Digital Terrestrial Television signal coverage from **56 %** to **95%**
 - 70 percent NBI connectivity in Government MDAs/DHqtrs; - **By June 2023 will drop down to 35**
- Reduce the cost of ICT devices and services:
 - unit cost of the internet on the private sector retail market from **USD 237 to USD 70**, and to **USD 20 for Govt**,
 - unit cost of basic smart phones from UGX 100,000 to UGX 60,000 or lower, and;
 - cost of a computer from **UGX 1,600,000 to UGX 800,000**;
- Create **300,000 (direct & indirect jobs)**, annually;
- Provide 80 percent of GoU services on-line, for greater efficiency and effectiveness.



Areas of Focus in the Next 3 Years

1. Implement last mile roll-out and connectivity of the broadband infrastructure.
2. Connect all essential service centres to the NBI such as schools, hospitals, tourism sites, police, LGs.
3. Support the roll-out and integration of e-services including e-education, e-health, remote collaboration etc.
4. Develop and commercialize more local ICT products and build a critical mass of talent to develop them.
5. Create employment opportunities through Business Processing Outsourcing & Innovation (BPO&I).
6. Extend the scope of the Parish Development Management Systems (PDMIS) and roll-out out to the entire country.
7. Strengthen communication of GoU programs



Challenges and Conclusions





Sector Challenges

Despite the potential that ICT has, utilization of its services across the country can improve if we address current challenges including:

- (i) Inadequate network coverage;
- (ii) Low funding/ budget cuts;
- (iii) Cost of ICT devices and services;
- (iv) Inadequate ICT knowledge/skills;
- (v) Limited innovation capacity.
- (vi) Cyber crime.

Conclusion



- The ICT Sector has registered significant achievements in against the commitments under the NRM government Manifesto (2021-2026).
- The ICT&NG Sector has achieved over **45%** of the NRM Manifesto commitments, Presidential Directives.
- The Sector remains on course to achieve its targets, in the next 3 years, particularly, if the necessary resources are attainable.



*Thank
you*



For God and My Country