Ministry of ICT and National Guidance

Implementation of the Manifesto Commitments and Strategic Guidelines and Directives (2016-2021)
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Manifesto Week
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Introduction

- The ICT&NG Sector is composed of
    - Ministry of ICT & National Guidance;
    - National Information Technology Authority-Uganda;
    - Uganda Communications Commission;
    - Uganda Post Limited;
    - Uganda Institute of Information and Communications Technology;
    - Uganda Broadcasting Corporation;
    - Uganda Media Centre and
    - The Media Council

Introduction

Sector Mission:

To increase access and usage of ICT infrastructure and services throughout the country, ensure effective communication of government policies and programmes and promotion of a national ideology for socio economic transformation.

The Sector Outcomes:
    a) Responsive ICT legal and regulatory environment;
    b) Secure ICT access and usage for all;
    c) Increased employment and growth opportunities and
    d) Increased Awareness and Citizen Participation in Government programs

Introduction

- ICT adoption is critical in improving service delivery for citizens and businesses, and to foster more productive, competitive economy and inclusive growth;

- 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);

- ICT grew by **21.9** percent in **2019/20**, contributing **3.5 percent** to total services added to the economy

- As of December **2020**, the telecom sector contribution to tax revenue hit **1.1** trillion, up from **131bn** in **2016**

ICT USAGE STATISTICS

Mobile Subscriptions From **22.37M in 2016** to **27.78M in 2020**

Tele-density (%) From **61.2% in 2016** to **67% in 2020**

13 Public Infrastructure Providers

Internet Subscription From **8.04M in 2016** to **21.4M in 2020**

Public Service Providers **25**

Mobile Money Subscription From **19.63M in 2016** to **22.52M in 2020**

Number of Radio Stations **330 in 2020**

National Telecom Operators 3

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

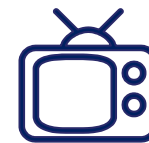**Internet Penetration (%)** From **25.03% in 2016** to **52% in 2020**

No of Pay TV Service Providers From **7 in 2016** to **8 in 2020**

Population Coverage **3G– 74%, 4G– 64%**

No of Operational TV Stations (local) From **17 in 2016** to **40 in 2020**

Active Pay TV Subscriptions From **777,588 in 2016** to **1,616,66 in 2020**

MoICT&NG Sector Contribution to NDP III

❏ The Sector will contribute to 2 NDP III Programmes below;

  ✔ Digital Transformation Programme (Programme 10)

  ✔ Community Mobilisation and Mindset Change (Programme 14)

❏ Digital Transformation aims to increase ICT penetration and use of ICT services for social and economic development.

❏ The expected results are to: increase ICT penetration; reduce cost of ICT devices and services; create more direct jobs in the sector; and increase government services online.

MoICT&NG Sector Contribution to NDP III

❑ Community Mobilisation and Mindset Change (Programme 14) aims to empower families, communities and citizens to embrace national values and actively participate in sustainable development.

❑ Key results include:

✔ increased participation of families, communities and citizens in development initiatives;

✔ enhanced media coverage of national programmes; and

✔ better uptake and/or utilisation of public services (education, health, child protection etc.) at the community and district level.

Legal and Regulatory Environment

Laws & Regulations

- Data Protection and Privacy Act 2019
- Data Protection and Privacy Regulation 2021
- 17 Uganda Communications Regulations (2019)
- NITA-U (Certification of Providers of IT Products & Services) Regulation 2016 as amended
- NITA-U (National Databank) Regulations 2019
- New License Framework for Telecommunication and Broadcasting Industries
- Media Guidelines for the General Elections
- Broadcasting Standards developed include:
  - Broadcast Content Standards
  - Standards for Religious Broadcast Programming,
  - Standards for General Broadcast Programming
  - Advertising Standards
  - Standards for the provision of live coverage

Policies and Strategies

i.   Digital Uganda Vision

ii. National Broadband Policy 2018

iii. National Strategy on the Fourth Industrial Revolution (4IR)

iv. The Artificial Intelligence Strategy Blueprint

v.   Development of National Digital Transformation Policy (ongoing)

vi. Review of National Cyber Security Strategy (ongoing)

vii. Development of E-Government Interoperability Framework and Enterprise Architecture (ongoing)

viii. Development of a strategy to enhance and sustain the ICT function in the government of Uganda (ongoing)

ix. Development of National guidance policy (ongoing)

Studies

- Feasibility Study on Electronics Assembly and Manufacturing conducted for the development of a supportive enabling environment for electronics manufacturing;

- Gap Analysis of the ICT Legal frameworks policies, standards and regulations

- National IT Survey 2018 conducted to inform policy

- National eCommerce Readiness Assessment conducted

- National Broadband Survey and Infrastructure Blueprint (ongoing)

- Baseline Survey of Waste from Electronic Equipment (ongoing)

- ICT Skills Training Needs Assessment and Training Action Plan (Ongoing)

Digital Infrastructure and Connectivity

ACCESS TO ICTS- Voice Coverage
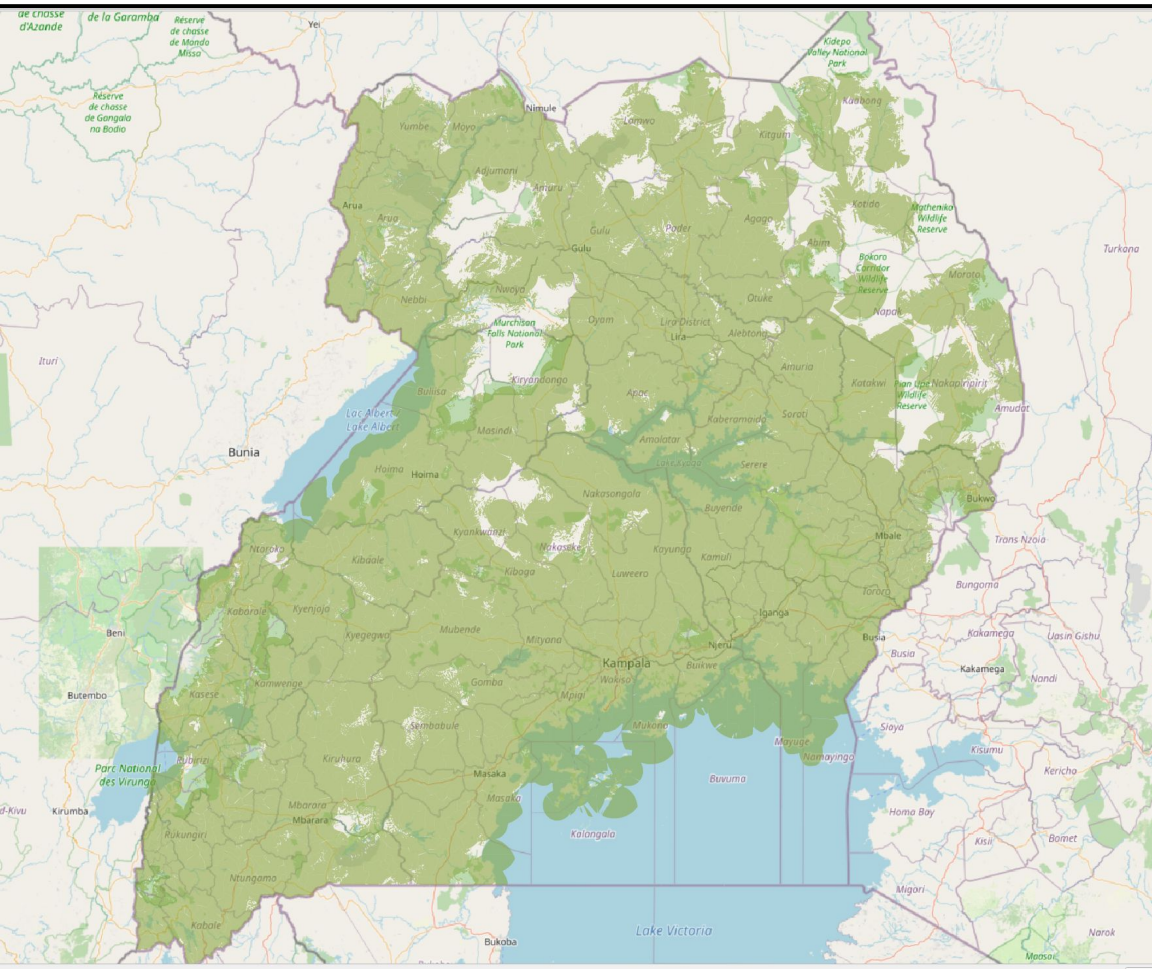
- Mobile Cellular Voice Coverage is near national

- 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
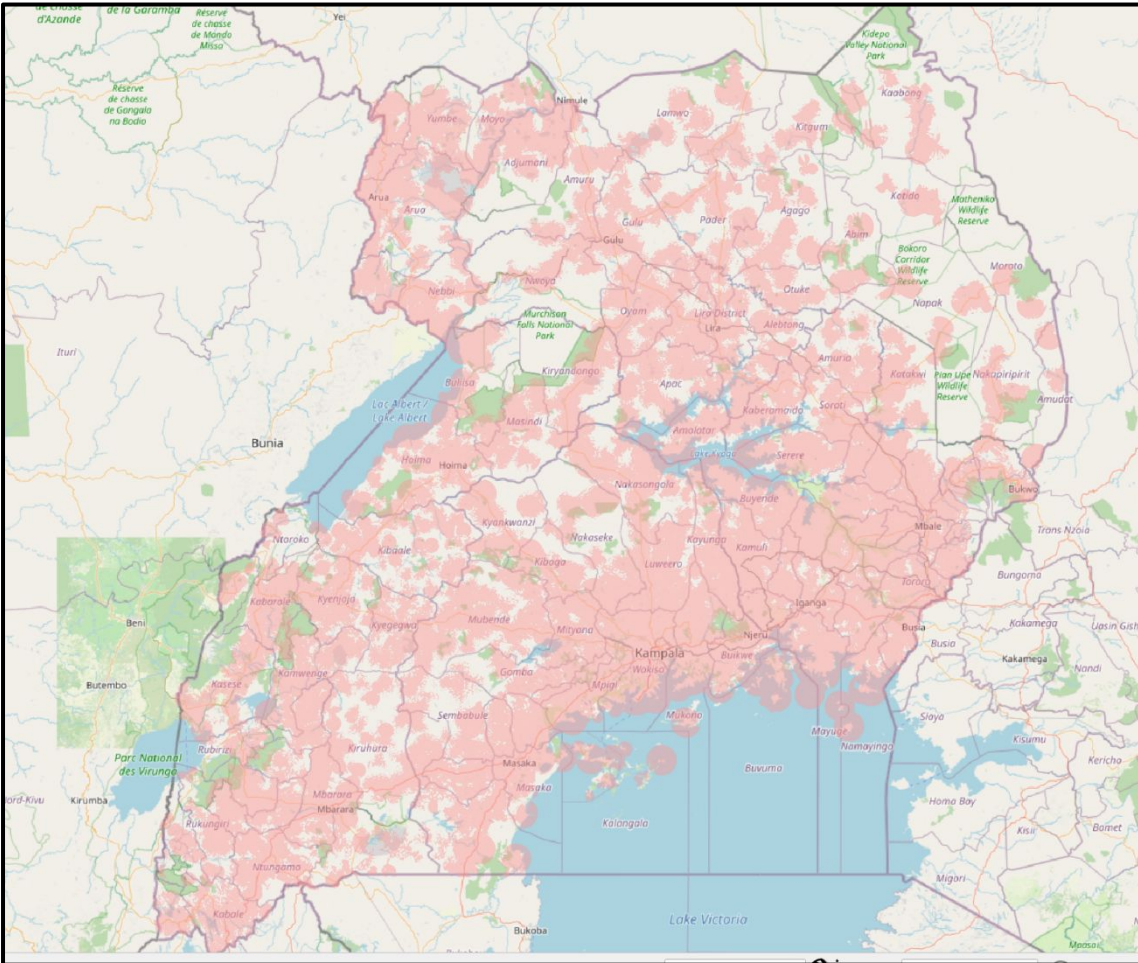
- Geographical coverage of broad band services (3G) stands at 66% which translates to 74% population coverage.

- 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 **4000km** of Fiber Optic cable laid;

✔ **1,026** MDAs and LGs sites connected to NBI.

✔ **31** 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

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ICT Infrastructure Development

- A state-of-the art Tier III National Data Centre and a Disaster Recovery Site established;

- Data Centre currently provide services to **85** Government Institutions, hosting **165** applications and **358** web services

- **Free Wi-Fi** ('MyUg') is provided to the general public in **284** locations in the Central Business District of Kampala and Entebbe.
  - There are over **2 million** users on the MYUG platform each month.

Prices of Internet Services

76% reduction in the cost of Internet for Government from **300$** to **70$** per Mbps month, expected to drop to **50$** next FY.

Prices of Internet in Uganda
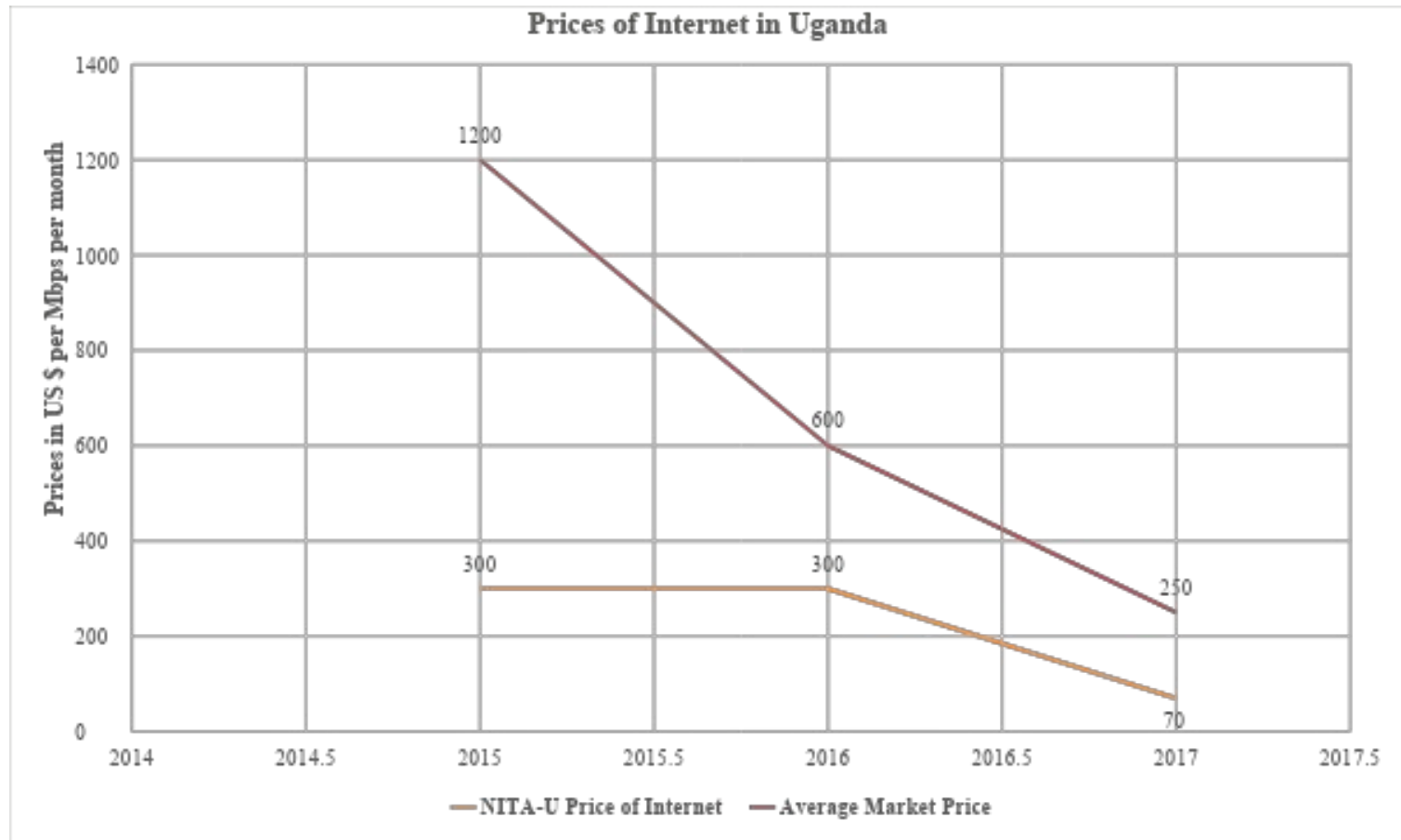
ICT Infrastructure Development

- **22** base stations in rural areas upgraded from **2G** to **3G** to provide internet to over **1,000,000** Ugandans;

- Tests for internet connectivity using VSAT 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

Key Performance highlights

- Uganda's online service index has improved from **50 percent** in **2016** to **58.24%** in **2020**, putting the country in the high online service index bracket of the United Nations

- There are currently **330** National ICT systems and databases in government, up from **47** in **2015**.

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

Key Performance highlights

- 106 e-services can be accessed through the e-services portal www.ecitizen.go.ug

- The Sector has also embarked on integration of government systems that have not been communicating with each other. 12 MDAs are in pilot phase

- 700 laptops provided to MDAs towards adoption of eServices

Key Performance highlights

❑ **Unified Messaging and Collaboration system**

✔ Rolled out to additional 29 **MDAs** bringing the total to **65 MDAs. So far 15,428 users have been enrolled** across Government and 17,090 licenses had been distributed

❑ **Rollout the e-Payment Gateway**

✔ **8 e-services** integrated with e-payment system from (KCCA, MOGLSD, NITA-U,NBRB)

✔ **6 Banks** (UBA, NC, GT, Orient, Centenary, Equity) using the gateway

✔ **MTN & Airtel Integrated**

Key performance highlights ctn.

❑ **Development and rollout of the e-Government Procurement system**

    ✔ e-Government Procurement System was launched

    ✔ System rolled out in 7 Pilots

    ✔ User Training on the system conducted

❑ **Rollout of the SMS Gateway**

    ✔ SMS Gateway rolled out in additional 6 entities bringing the total number to 20 entities using the service & 11,530,614 SMSs have been pushed out from the gateway

Key Performance highlights

- Roll-out of the Integrated Health Management System (iHMIS) was transferred to MoICT&NG by the Rt Hon Prime Minister

- The postal domestic mail management system and mail processes digitized through the E-Post platform

ICT-Based Community Centres

a) Public Access Points installed at 12 Post Offices in partnership with Uganda Posts Limited

b) Public Access points established in 10 Public Libraries countrywide in partnership with National Libraries of Uganda

c) 17 Public Access Centres established in the several areas including; Lugazi, Mubende, Wakiso, Kiruhura, Kampala, Lwengo, Ntungamo, Wakiso and Lyantonde.

d) Supported Ministry of Public Service in the establishment of eService Centres around the country e.g. Kasese and Jinja

Innovation and Entrepreneurship

ICT Innovation

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 ePost Digital Platform. ,

ICT Innovation

- The Ministry is currently working with Muni, Gulu and Soroti Universities to set up regional ICT Innovation Hubs

- Partnerships have been made with academia like Makerere University and Wits University

- The Ministry has partnerships with all the local private innovation hubs

Development of ICT Parks

- Land for IT/BPO Park provided by HE the President in Entebbe to facilitate job creation and innovation.

- Feasibility study has been completed and transaction advisor procured.

- Design completed and market sounding exercise undertaken

- PPP proposal submitted to Privatisation Unit for approval

Business Process Outsourcing (BPO)

- Subsidised internet bandwidth is being provided to **5** BPO/innovation companies i.e. 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

Manufacturing of Electronics

- In 2016, HE the President directed the Ministry of ICT&NG to promote assembling and manufacturing of electronics in Uganda;

- In August 2018, Satchi TV Assembly Plant was commissioned by HE in Ntinda;

- In November 2019, Mobile Phone and Computer manufacturing by Simi Mobile was launched by HE in Namanve;

- The company shipped the first consignment of 18,000 mobile phones assembled in UG to Morocco in 2020

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Digital Skills

Human Capital Development

- MoICT&NG was made the parent home for ICT and Communication Officers by Cabinet

- Over **1,150** School ICT labs equipped under RCDF;

- 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

Human Capital Development

- 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

Human Capital Development

a) High speed internet connectivity extended to **382** school laboratories

a) Science content software deployed in **500** schools and annual licenses maintained

b) Phase I of the E-learning pilot project completed covering **four** secondary schools.

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*

Cyber Security & Data Privacy

Performance

- Uganda is currently ranked 7th in Africa in Cyber Security;

- National Computer Emergency Response Centre (CERT) and Communications CERT established;

- MDAs supported to enhance their cyber security readiness;

- Technical assistance provided in the handling of cyber security incidents;

- Cyber security training and awareness conducted;

- Cyber security advisory services and alerts provided.

Community Mobilisation and Mindset Change

Revamp of UBC

- UBC rebranded with fresh youthful look and feel;

- Quality of content on radio and TV has improved;

- **8** brand new Television studio sets have been set up for UBC TV and Star TV;

- Digital Terrestrial Television (DTT) Free-to-Air network increased TV signal coverage from **20%** in 2016 to **60%** in 2020; and TV content providers/clients from **24** in 2017 to **40** in 2020.

Revamp of UBC

- The UBC national radio service has been restored in the areas of Kisoro, Rubirizi, Arua, Soroti and Lira, Mbarara, Masaka. This has improved radio network coverage from **60%** to **70%.**

- The NDP III target is to expand Digital Terrestrial Television signal coverage from 56 percent to 95 percent.

Media Engagement

- The Uganda Media Council (UMC) is in place to review and monitor the media.

- Government Citizens Interaction Centre (GCIC) provided digital Social Media Communication on Government programmes.

Media Engagement

- Enforcement of laws, regulations and standards undertaken: some stations have been warned, fined or suspended from broadcasting

- Media Practitioners trained and sensitized on Broadcasting Standards

- Broadcast Content Monitoring System (Digital Logger) acquired

Information and National Guidance

- National service program has been designed.

- A bill to operationalize article 17 and objective 29 of the Constitution of the Republic of Uganda on the duties of a citizen is in progress.

Information and National Guidance

- The coordination of government communication has been strengthened through Government Communication Officers

- GCIC provided digital communication on Government program

Information and National Guidance

- Conducted public awareness campaigns on National Objective (29) on duties of a citizen and their response to government directives monitored

- The Uganda Media Center coordinated media coverages and monitored online media

Promoting and upholding democracy and good governance

- National Guidance sessions on common good and national values delivered around the country and in partnership with NALI and the Patriotism Secretariat;

- Civic education on promotion of constitutionalism and good governance conducted for elected and appointed leaders.

- Awareness on regional cooperation and Pan-Africanism conducted.

Cross-cutting Issues

Measures to Mitigate Covid-19

- E-learning services on TV and the Internet provided

- Zoom and Microsoft Teams communication solutions deployed with support from OPM and UNDP

- Digital solutions developed through NIISP to support the fight against Covid-19

- Guidelines for Public Officers on Remote Working using ICT and Business Continuity Plan was issued

- Talk shows and adverts on media facilitated

Measures to Mitigate Covid-19

- Covid19 USSD helpline set up

- Toll-free number **919** deployed for getting Covid19 information

- Developed an informational portal www.covid19.gou.go.ug

- GCIC at the Ministry contributed 10 Call Centre Agents to the Ministry of Health

Regional and International Partnerships

i. UN Agencies (UNDP, UN Global Pulse, United Nations Capital Development Fund (UNCDF), UNESCO
ii. Financial Sector Deepening Uganda (FSDU)
iii. Japan International Cooperation Agency (JICA)
iv. The World Bank
v. European Union
vi. GIZ
vii. Konrad Adeneur Stiftung
viii. International Telecommunications Union
ix. Universal Postal Union
x. African Union Commission
xi. Smart Africa
xii. EAC
xiii. East African Communications Organisation (EACO)
xiv. People's Republic of China
xv. Republic of India
xvi. Arab Republic of Egypt
xvii. Intel, Microsoft, Google
xviii. etc

ICT & NG Sector Challenges

1. Very dynamic nature of ICT ecosystem and difficulty in retaining ICT staff in Government

2. Low funding coupled with persistent budget cuts to the sector

3. Categorisation of community mobilization and mindset change as consumptive budget

4. Vandalism of ICT infrastructure and bush fires

5. Fraud and other misuse of communication services

6. High taxation regime affecting adoption of ICT

7. UBC has an accumulated debt portfolio of over **UGX. 75Bn** including the principal, penalties and interest on funds owed to NSSF, URA, UMEME and NWSC

Targets that were Partially Met

	Target	Reason
1	At least 50% of the UPDF barracks and all regional police headquarters and police stations will be connected to NBI	Delays in approval of credit from Exim Bank of China for Phase V of the NBI
2	Establish multi-purpose ICT parks which will attract both foreign and domestic entrepreneurs	• Lengthy land transfer and PPP approval process • Lack of funding

Digital Transformation Targets for Next 5 years

- Increase ICT penetration:
  - 90 percent national broadband coverage with minimum speed of 8 Mbps
  - Digital Terrestrial Television signal coverage from 56 percent to 95 percent,
  - 70 percent NBI connectivity in Government MDAs/DHq;
- Reduce the cost of ICT devices and services:
  - unit cost of 1Mbps /month of internet on the private sector retail market from USD 237 to USD 70, and to USD 20 for Govt,
  - unit cost of low entry 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 500,000 (direct and indirect jobs) within the ICT sector;
- Provide 80 percent of government services online.

Pipeline Projects

- IT Infrastructure and Shared Platform (GovNet) Project to be funded by Exim Bank of China (NBI Phase V) and the World Bank (UDAP) will extend connectivity to over **5,000** Government administrative units across the country

Key Focus Areas in the next 5 Years

1)   deployment of secure, integrated cross-sector infrastructure;
2)   developing and promoting usage of quality communication and e-services,
3)   digital inclusion and citizen participation;
4)   ensuring standardization and interoperability of systems;
5)   enhancement of national cyber security
6)   promoting innovation and commercialization of ICT products;
7)   enhancing digital literacy and developing skills;
8)   supporting development and uptake of emerging technologies such as Fourth Industrial Revolution Technologies; and
9)   process re-engineering and automation for end-to-end government business and service delivery.

Conclusion

- The Sector registered many achievements in line with the NRM Manifesto, Uganda Vision 2040, NDP III and the ICT Sector Strategic & Investment Plan;

- The Sector also came up with several interventions during the Covid-19 pandemic, including comprehensive coverage by UBC, online platforms, and video conferencing system;

- The ICT&NG Sector has achieved over **85%** of the NRM Manifesto commitments, Presidential Directives.

Thank You

For God and My Country