



## PRESS RELEASE

### **ICT Ministry Unveils Five-Year Strategic Plan and Service Delivery Standards**

**KAMPALA, 19 October 2025** - The Ministry of ICT and National Guidance launched its Five-Year Strategic Plan (FY 2025/26 to FY 2029/30) and Service Delivery Standards (FY 2025/26 to FY 2029/30), setting a clear direction for Uganda's digital transformation and improved public service delivery.

The two documents were unveiled at the National ICT Innovation Hub in Nakawa during a ceremony attended by Government leaders, development partners, the private sector, academia, and other stakeholders.

The Strategic Plan outlines the Ministry's priorities over the next five years. It focuses on expanding digital infrastructure, improving access to government digital services, promoting locally developed ICT solutions, strengthening policy coordination, and increasing public awareness of government programs. The Plan also adopts a program-based approach to planning and budgeting to ensure better coordination across institutions implementing the Digital Transformation Program.

Speaking at the launch, the Minister of ICT and National Guidance, Hon. Dr. Chris Baryomunsi, said the Strategic Plan demonstrates Government's commitment to building a digitally enabled economy.

*"This Strategic Plan sets Uganda on a clear path towards universal broadband access, efficient digital government services, and stronger support for local ICT innovation. Our goal is to use technology to improve service delivery, create jobs, and drive inclusive economic growth,"* he said.

The Minister of Public Service, Hon. Wilson Muruli Mukasa, commended the Ministry for developing a forward-looking plan that supports public sector reform.

*"Efficient and digital-driven service delivery is the foundation of a modern public service. It enables Government institutions to serve citizens with greater transparency, speed, and accountability,"* he said.

The Ministry also launched its Service Delivery Standards, which define the minimum standards citizens should expect when receiving services from the Ministry. Developed with guidance from the Ministry of Public Service and the National Planning Authority,

the Standards promote efficiency, transparency, accountability, and continuous improvement in service delivery.

The Head of Public Service and Secretary to Cabinet, Ms. Lucy Nakyobe, said the Standards strengthen accountability between Government and citizens.

*"When citizens know the standards they should expect, public institutions are encouraged to deliver better services. These standards strengthen accountability, fairness, and transparency across Government," she said.*

The Permanent Secretary, Dr. Aminah Zawedde, reaffirmed the Ministry's commitment to implementing both documents and called upon staff, agencies, and development partners to work together to achieve their objectives.

*"The Strategic Plan and Service Delivery Standards provide a practical framework for improving service delivery and accelerating Uganda's digital transformation. Their success depends on our collective commitment to delivering results for the people of Uganda," she said.*

The Strategic Plan and Service Delivery Standards are aligned with the Digital Uganda Vision and the Fourth National Development Plan (NDP IV). Together, they will guide the Ministry's efforts to strengthen digital infrastructure, improve government services, promote innovation, and build a more responsive and citizen-centered public sector.

For more information, visit the Ministry's website at [www.ict.go.ug](http://www.ict.go.ug).

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