



THE REPUBLIC OF UGANDA

**MINISTRY OF INFORMATION, COMMUNICATIONS TECHNOLOGY
& NATIONAL GUIDANCE**

SERVICE DELIVERY STANDARDS

FY 2025/26 - 2029/30

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Acronyms

BPO	Business Process Outsourcing
BUBU	Buy Uganda Build Uganda
ICT	Information and Communications Technology
ITES	Information Technology Enabled Services
MDAs	Ministries, Departments and Agencies
MoFPED	Ministry of Finance, Planning and Economic Development
MoICT&NG	Ministry of Information, Communications Technology and National Guidance
MTR	Medium Term Review
NSDI	National Spatial Data Infrastructure
NPA	National Planning Authority
PIAP	Programme Implementation Action Plan (PIAP)
PWG	Programme Working Group

Foreword

This document presents the service delivery standards for the services that will be offered under the Ministry of Information, Communications Technology and National Guidance (MoICT&NG) during the implementation of the Fourth National Development Plan.

The services for which standards have been developed are derived from the prioritized outputs in the Programme Implementation Action Plan (PIAP) and Ministry's Strategic Plan for the Fourth National Development Plan.

The Standards have been developed in consultation and with guidance from the Ministry of Public Service and National Planning Authority (NPA) and seek to improve service delivery and accountability within the Digital Transformation Programme.

They are intended to improve the quality-of-service delivery by making citizens aware of the wide range of Public Services and the standards of delivery of these services.

The application of Service Delivery Standards is critical for continuous performance improvement by in terms of equitable resource allocation and strengthening coordination, transparency and accountability to the public.

The Service delivery Standards will serve the following objectives:

- (i) Define minimum levels of services that the Ministry should provide and service recipients should expect.
- (ii) Promote efficiency and effectiveness of programmes being implemented and ensure they are responsive to client needs.
- (iii) Empower service recipients to demand for services and evaluate satisfaction levels
- (iv) Enforce quality and compliance mechanisms for service delivery.

The staff of the Ministry of ICT and National Guidance are therefore implored to ensure the application of these standards in the execution of their duties to support the envisaged transformation of the economy through digitalization.



Dr. Aminah Zawedde

PERMANENT SECRETARY,

MINISTRY OF ICT AND NATIONAL GUIDANCE

1. Introduction

1.1 MANDATE OF MINISTRY OF ICT AND NATIONAL GUIDANCE

The Ministry of Information and Communications Technology and National Guidance was established in June 2006. It is mandated to provide strategic leadership and supervision in Information, Communications and Technology, and National Guidance for sustainable development.

1.2 VISION

“A knowledgeable and productive society driven by Information, Communication Technology and National Ideology.”

1.3 MISSION

“To increase access and usage of ICT Infrastructure and services throughout the country, ensure effective communication of government policies and programs and promotion of a national ideology for socio-economic transformation.”

1.4 DEPARTMENTAL MANDATES

1.4.1 Data Networks Engineering

To address policy, legal, regulatory and strategic Data Network Engineering issues in the digital transformation programme. The overall function is to oversee and coordinate the deployment of Logical ICT infrastructure and resources in the country in collaboration with the Public and Private sectors.

1.4.2 Research And Development

Advancing ICT policies, promoting innovation, and fostering a knowledge-based economy.

1.4.3 ICT and Infrastructure Development

To oversee and coordinate the planning and deployment of core ICT infrastructure in the country in collaboration with ICT infrastructure providers, regulators and related utility providers.

1.4.4 E-services

To coordinate, promote and monitor the development of enabling environment and implementation of digital transformation and e-Services intervention.

1.4.5 Communication and Information Dissemination

Formulating and implementing policies for managing communication and media services, to promote professionalism and support Uganda’s national development aspirations.

1.4.6 National Guidance

Building consciousness in the citizens and community to avert the challenge of ideological disorientation, the worst binding constraint to national development.

1.4.7 Finance and Administration

Provide policy guidance, strategic leadership and manage the ministry's financial, human and physical resources.

2. Strategic Direction FY 2025/26 – FY 2029/30

Programme Objective	Programme Intervention	Prioritized Output	MDA objective	Intervention
Increase ICT connectivity across the country	Develop and integrate comprehensive geospatial metadata catalog in national spatial planning processes	Integrated NSDI Geospatial metadata catalog developed and updated	Streamline ICT Infrastructure Planning and deployment	Develop an integrated National Spatial Data Infrastructure Geospatial metadata catalogue
Improve efficiency in Business process and public service delivery	Digitalize government services	Government services automated, integrated and rolled out.	Enhance automation/digitalization of government services	Undertake business process re-engineering of key government services
Improve efficiency in Business process and public service delivery	Leverage the existing Government infrastructure to deliver public services	Postal centres refurbished and equipped to deliver Government services	Increase access to e-government services	Remodel and equip post offices to facilitate delivery of e-gov't services
Improve efficiency in Business process and public service delivery	Implement the national addressing system	Addressing and postcode database developed	Increase access to e-government services	Develop a national addressing and postcode database
Increase uptake of digital products and services	Support local innovation and commercialisation of homegrown products	ICT local products developed and commercialized	Increase uptake of local ICT solutions	Promote the adoption of local ICT solutions in the e-Gov't agenda
Increase uptake of digital products and services	Develop innovation and incubation Centers	ICT local products developed and commercialized	Increase uptake of local ICT solutions	Establish additional innovation and incubation centres
Increase uptake of digital products and services	Develop innovation and incubation Centers	Innovation and incubation Centers developed	Increase uptake of local ICT solutions	Operationalize all innovation and incubation centres across the country
Increase uptake of digital products and services	Develop innovation and incubation Centers	BPO/ITES industry strengthened	Increase uptake of local ICT solutions	leverage the expertise in the areas of Call Centre, Back Office, Transcription, and Knowledge Process Management to attract outsourcing business

Programme Objective	Programme Intervention	Prioritized Output	MDA objective	Intervention
Strengthen institutional coordination and enforcement of policies, laws and regulatory frameworks	Enforce compliance to ICT policies, laws and regulations	Policies, laws, standards and regulatory frameworks developed/ reviewed and implemented	Strengthen institutional coordination and enforcement of policies, laws and regulatory frameworks	Develop, review and implement policies, laws, standards and regulatory frameworks
Strengthen institutional coordination and enforcement of policies, laws and regulatory frameworks	Strengthen participatory planning and implementation	Programme and Ministry performance reviews undertaken, Plans developed, implemented and reviewed	Strengthen institutional coordination and enforcement of policies, laws and regulatory frameworks	Undertake regular participatory monitoring and performance review of programme interventions
To mobilize communities for increased participation in national development.	Promote community mobilization, sensitization and awareness creation for demand and uptake of development initiatives	Awareness and capacity of community members to participate in and influence national development processes increased	Enhance public awareness on national development initiatives, rights, duties and responsibilities of individuals, families, communities and citizens.	Undertake public awareness campaigns on key national development initiatives
To mobilize communities for increased participation in national development.	Develop and implement a national civic education and adult literacy programmes with emphasis on roles and responsibilities of families, communities and citizens	A national civic education program aimed at improving the level of awareness of rights, duties and responsibilities of individuals, families, communities and citizens developed and implemented	Enhance public awareness on national development initiatives, rights, duties and responsibilities of individuals, families, communities and citizens.	Undertake public awareness campaigns on rights, duties and responsibilities of individuals, families, communities and citizens.

3. Service Delivery Standards Matrix

Strategic Objective	Output/Service Description	Key Performance Indicator	Standard (Quantity, Quality, Cost, Time, Process, Accessibility & Coverage)	Target Beneficiary of Service	Access Criteria to Obtain Service	Methodology for Providing Service	Inputs	User Fee/Contribution by Service Recipient	Responsibility Center/Service Delivery Point
Streamline ICT Infrastructure planning and deployment	Integrated National Spatial Data Infrastructure (NSDI) Geo-spatial meta-data catalog developed and updated	Proportion of MDAs with standardised Spatial Data (%)	Standardized spatial data collected for all MDAs across Government	MDAs, Private Sector,	MDAs and Private sector players mandated or in the business of ICT and utility infrastructure installations	Data needs assessment, Identification of ICT and utility service providers both Government and private and coverage areas, onsite survey visits, Data collection and standardization	Regulator information on service providers and coverage areas, stakeholder feedback and consent, subject matter experts. Field assistants	None	ICT and Infrastructure Development
		Completion rate of the national ICT infrastructure spatial data-store	National ICT Infrastructure spatial data-store developed.	MDAs, Private Sector,	MDAs and Private sector players mandated or in the business of ICT infrastructure installations	Data needs assessment, Identification of ICT service providers both Government and private and coverage areas, onsite survey visits, Data collection and storage	Regulator information on service providers and coverage areas, stakeholder feedback and consent, subject matter experts. Field assistants	None	ICT and Infrastructure Development

Strategic Objective	Output/Service Description	Key Performance Indicator	Standard (Quantity, Quality, Cost, Time, Process, Accessibility & Coverage)	Target Beneficiary of Service	Access Criteria to Obtain Service	Methodology for Providing Service	Inputs	User Fee/Contribution by Service Recipient	Responsibility Center/Service Delivery Point
Enhance digitalization of government services	Government services automated, integrated and rolled out	Proportion of identified government services automated and rolled out	All identified government services or processes automated	Citizens, MDAs, Private sector	Open to all	Identification of service delivery gaps, automation of business processes for the identified gaps, piloting and rollout	Needs assessment, subject matter experts, stakeholders' feedback		
Enhance digitalization of government services	Post offices refurbished and equipped to deliver e-government services	Proportion of identified e-government services provided via post offices	All identified e-government services delivered at post offices	Citizens, Private Sector,	Open to all	Remodelling post offices to create e-government service delivery centres, equipping the centres with ICT equipment and internet connectivity, establishment of e-service counters for identified services	E-government service counter space, ICT equipment, Internet connectivity, personnel	None	Data Networks Engineering

Strategic Objective	Output/Service Description	Key Performance Indicator	Standard (Quantity, Quality, Cost, Time, Process, Accessibility & Coverage)	Target Beneficiary of Service	Access Criteria to Obtain Service	Methodology for Providing Service	Inputs	User Fee/Contribution by Service Recipient	Responsibility Center/Service Delivery Point
Enhance digitalization of government services	Addressing and postcode database developed	Percentage of Geocoded national addressing and postcode system completed	National addressing and postcode systems for all major service delivery sites across the country developed	Citizens, MDAs, Private sector	MDA, Service delivery sites	Development, updating and geo-referencing of postcodes, systems requirements gathering, system design, development and piloting, rollout.	Postcodes. Geo-referenced database, systems needs assessment, subject matter experts, stakeholder feedback	None	Data Networks Engineering
Increase uptake of local ICT solutions	Increased utilization of local innovations	Percentage of local innovations adopted	At least 2 new local solutions adopted annually	MDAs, Private Sector	Partnership with MoICT&NG	Promotion of development of tailored local solutions and adoption by MDAs provided for by BUBU policy	Innovation space, logistical support, partnerships between innovators and Gov't and Private sector	None	Research and Development
Increase uptake of local ICT solutions	New innovation and incubation centres operationalized	Proportion of established innovation and incubation centres operational	All established innovation and incubation centres functional	Innovators, students, unemployed youth	Application	Construction, partnerships with tertiary institutions for innovation space, equipping of identified/established spaces, provision of necessary logistical support	Funding, partnerships with tertiary institutions, ICT equipment, utilities, staff	None	Research and Development

Strategic Objective	Output/Service Description	Key Performance Indicator	Standard (Quantity, Quality, Cost, Time, Process, Accessibility & Coverage)	Target Beneficiary of Service	Access Criteria to Obtain Service	Methodology for Providing Service	Inputs	User Fee/Contribution by Service Recipient	Responsibility Center/Service Delivery Point
Increase uptake of local ICT solutions	Increased BPO job creation	Number of BPO/ITES companies supported to create jobs	At least 5 new companies supported annually	Upcoming/new BPO/ITES companies	Registration in the BPO database	Awareness creation, identification of potential firms, training in BPO best practices, matching of local BPO companies with foreign labour seeking companies	Training materials, venue, facilitators, refreshments for participants, partnerships with foreign labour seeking companies	None	Research and Development
Increase uptake of local ICT solutions	Increased BPO job creation	Number of people employed by BPO/ITES companies	At least 6000 youth employed by BPO companies annually	Unemployed youth	Registration in the BPO database	Identification of unemployed youth with the required skills, training in digital skills and BPO best practices, linking the youth to BPO companies	Partnerships with tertiary institutions, local and international BPO companies, Training material, venue, facilitators	None	Research and Development
Strengthen institutional coordination and enforcement of policies, laws and regulatory frameworks	Programme performance reports produced	Number of programme performance reports prepared	Semi-annual and annual performance reports prepared and disseminated	Digital Transformation Programme Actors	Programme Working Group membership	Solicitation of MDA performance reports, consolidation and presentation of Programme performance report in a PWG meeting	MDA performance reports, Venue, refreshments for participants	None	Policy and Planning Unit – PWG Secretariat

Strategic Objective	Output/Service Description	Key Performance Indicator	Standard (Quantity, Quality, Cost, Time, Process, Accessibility & Coverage)	Target Beneficiary of Service	Access Criteria to Obtain Service	Methodology for Providing Service	Inputs	User Fee/Contribution by Service Recipient	Responsible Center/Service Delivery Point
Strengthen institutional coordination and enforcement of policies, laws and regulatory frameworks	Strategic Plan MTR review undertaken	MTR review report produced	MTR review report prepared by the end of the 3 rd year of implementation of the plan	MoFPED, NPA, Heads of Departments, stakeholders	Open to all stakeholders	Physical and financial performance evaluation, stakeholder consultations	Monitoring and evaluation reports	None	Policy and Planning
Strengthen institutional coordination and enforcement of policies, laws and regulatory frameworks	Strategic Plan end term review undertaken	Strategic Plan end term review report produced	Strategic Plan end term review report prepared by the end of the implementation period	MoFPED, NPA, Heads of Departments, stakeholders	Open to all stakeholders	Physical and financial performance evaluation, stakeholder consultations	Monitoring and evaluation reports	None	Policy and Planning
Strengthen institutional coordination and enforcement of policies, laws and regulatory frameworks	Strategic Plan developed	Strategic Plan approved	Strategic plan aligned to the National Development Plan developed and approved	MoFPED, NPA, Heads of Departments, stakeholders	Open to all stakeholders	Internal consultations on new strategic direction, alignment of new priorities with National Development Plan and PIAP, stakeholder consultations	Mid term review reports of previous plan, NDP, PIAP, subject matter experts	None	Policy and Planning

Strategic Objective	Output/Service Description	Key Performance Indicator	Standard (Quantity, Quality, Cost, Time, Process, Accessibility & Coverage)	Target Beneficiary of Service	Access Criteria to Obtain Service	Methodology for Providing Service	Inputs	User Fee/Contribution by Service Recipient	Responsible Center/Service Delivery Point
Strengthen institutional coordination and enforcement of policies, laws and regulatory frameworks	Policies, laws, standards and regulatory frameworks developed/reviewed and implemented	Frequency of reviewing existing policies, laws, standards and regulatory frameworks.	At once every five (5) years	MDAs, Stakeholders	Open to all stakeholders	Consultations with relevant stakeholders	Subject matter experts, feedback from stakeholders	None	Finance and Administration
Enhance public awareness on national development initiatives, rights, duties and responsibilities of individuals, families, communities and citizens.	Coverage of media houses on community awareness engagements on national initiatives enhanced	Proportion of ongoing national development initiatives covered in media house awareness campaigns	All ongoing national development initiatives covered in media house awareness campaigns	Citizens	Open to all citizens	Broadcast through media houses with a significant national coverage	Media airtime	None	Communication & Information Dissemination

Strategic Objective	Output/Service Description	Key Performance Indicator	Standard (Quantity, Quality, Cost, Time, Process, Accessibility & Coverage)	Target Beneficiary of Service	Access Criteria to Obtain Service	Methodology for Providing Service	Inputs	User Fee/Contribution by Service Recipient	Responsibility Center/Service Delivery Point
Enhance public awareness on national development initiatives, rights, duties and responsibilities of individuals, families, communities	Coverage of media houses on community awareness engagements on national initiatives enhanced	Proportion of identified indigenous languages in which ongoing national development initiatives awareness content is translated	National development initiatives awareness content translated in all identified indigenous languages	Citizens	Open to all citizens	Broadcast through media houses with a significant national coverage		None	Communication & Information Dissemination
Enhance public awareness on national development initiatives, rights, duties and responsibilities of individuals, families, communities and citizens	A national civic education program aimed at improving the level of awareness of rights, duties and responsibilities of individuals, families, communities and citizens developed and implemented	Geographical coverage of the national civic programme	Civic education campaigns undertaken in at least 4 different sub-regions annually	Citizens	Open to all citizens	Community barazas	Venue, facilitators, refreshments for participants	None	National Guidance

Strategic Objective	Output/Service Description	Key Performance Indicator	Standard (Quantity, Quality, Cost, Time, Process, Accessibility & Coverage)	Target Beneficiary of Service	Access Criteria to Obtain Service	Methodology for Providing Service	Inputs	User Fee/Contribution by Service Recipient	Responsible Center/Service Delivery Point
Enhance public awareness on national development initiatives, rights, duties and responsibilities of individuals, families, communities and citizens	A national civic education program aimed at improving the level of awareness of rights, duties and responsibilities of individuals, families, communities and citizens developed and implemented	Proportion of planned civic education campaigns implemented annually	At least 90% of the planned civic education campaigns implemented	Citizens	Open to all citizens	Community barazas	Venue, facilitators, refreshments for participants	None	National Guidance

