NATIONAL INFORMATION TECHNOLOGY AUTHORITY UGANDA 2025 STATISTICAL ABSTRACT

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PREFACE

The National Information Technology Authority-Uganda (NITA-U) is committed to the production and dissemination of quality Information Technology statistics. Specifically, indicators are required for monitoring the progress towards achieving the goals for the National Development Plan, and the United Nations Sustainable Development Goals among others. This Statistical Abstract is NITA-U's major annual publication through which NITA-U disseminates key statistical information derived from the Authority's operations and administrative records of other agencies that are involved in the production of Information Technology statistics and International ICT publications. The information is critical in tracking progress, implementation, decision-making as well as ICT service delivery.

The information presented in this 2025 NITA-U Statistical Abstract covers statistics on Uganda's ICT rankings on the global scale, ICT performance in the economy, and NITA-U Operations. Information is presented either based on a calendar year (January-December) or financial year (July-June) structure, depending on availability of data.

We extend our sincere gratitude to all national and international data providers for their invaluable contributions to the **2025 NITA-U Statistical Abstract**. Special thanks go to **UBOS** for providing the essential technical backstopping required to finalize this abstract.

It is my sincere hope that the statistical information in this publication will be used by all stakeholders to make informed decisions.

ugpass DIGITAL SIGNATURE

Dr. Hatwib Mugasa
EXECUTIVE DIRECTOR

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LIST OF ACRONYMS

Abbreviation	Full Description
AI	Artificial Intelligence
BPO/ITES	Business Process Outsourcing/Information Technology Enabled Services
CERT/CC	Computer Emergency Response Team/Co-ordination Centre
CGSI	Core Government Systems Index
DCEI	Digital Citizen Engagement Index
DLGs	District Local Governments
EGDI	E-Government Development Index
EPI	E-participation Index
FY	Financial Year
GCI	Global Cybersecurity Index
GDP	Gross Domestic Product
GTEI	GovTech Enablers Index
GTMI	GovTech Maturity Index
HCI	Human Capital Index
ICT	Information and Communications Technology
ISIC	International Standard Industrial Classification of All Economic Activities
IT	Information Technology
ITU	International Telecommunications Union
LOSI	Local Online Service Index
MDAs	Ministries, Departments, and Agencies
NBI	National Backbone Infrastructure
NDC	National Data Centre
NISF	National Information Security Framework
NITA-U	National Information Technology Authority-Uganda
NRI	Networked Readiness Index
OFC	Optic Fiber Cable
OSI	Online Service Index
PSDI	Public Service Delivery Index
RCIP	Regional Communications Infrastructure Program
SDGs	Sustainable Development Goals

TII	Telecommunications Infrastructure Index
UDAP	Uganda Digital Acceleration Project
UGX	Ugandan Shillings
UMCS	Unified Messaging and Collaboration System
UN	United Nations
USD	United States Dollar
UDAP-GoVNet	Uganda Digital Acceleration Project – Government Network

EXECUTIVE SUMMARY

The 2025 NITA U Statistical Abstract presents a consolidated overview of Uganda's Information and Communications Technology sector. The publication compiles statistics from NITA U administrative records, national institutions, and international ICT reports. The indicators support monitoring of national digital development priorities, assessment of sector performance, and evidence-based planning for government, private sector, and development partners.

Uganda's performance across global ICT indices reflects gradual progress in digital governance and policy frameworks. The country recorded a GovTech Maturity Index score of **0.79** in **2025**, placing it in the "Very High Maturity" group globally. This score exceeds the global average of **0.59** and reflects continued progress in strengthening government digital systems and institutional enablers. The Core Government Systems Index improved significantly over the past five years, reaching a score of **0.90** in **2025**. The GovTech Enablers Index also increased to **0.89**, demonstrating improvements in regulatory frameworks, institutional coordination, and enabling digital policies. However, performance declined in Digital Citizen Engagement and Public Service Delivery, highlighting the need to strengthen citizen interaction with digital platforms and expand integrated government service portals.

Uganda's performance in the United Nations E Government Development Index remained relatively stable between 2020 and 2024. In **2024**, the country recorded a score of **0.45,** exceeding both the **African average** of **0.42** and the average for low-income countries. Despite the stable score, Uganda's global **ranking declined** from **137** to **150**. The **Online Service Index** score improved to **0.61,** indicating expansion of online government services and digital platforms. However, the **Telecommunications Infrastructure Index** decreased to **0.23,** and the Human Capital Index also weakened slightly. These trends indicate that while digital services continue to expand, limitations

in infrastructure and digital skills development constrain the pace of broader digital transformation.

Uganda's **E Participation Index** shows moderate improvement in citizen engagement through digital platforms. The country's score increased from **0.41** in **2022** to 0.**44** in **2024.** This improvement reflects growing use of digital tools to facilitate public communication and engagement with government services. However, Uganda's **global ranking declined** to **102nd** out of **193 countries**, suggesting that other countries are advancing more rapidly in digital participation mechanisms. Strengthening online consultation platforms and improving mechanisms for incorporating citizen feedback into policy processes will be important for improving digital governance outcomes.

At the local government level, the **Local Online Service Index** for Kampala City showed fluctuations during the review period. The index score increased significantly between 2020 and 2022 before decreasing to **0**.**35** in **2024**. Kampala **ranked 97th** out of **152 cities globally**. **Regionally**, the city **ranks third** behind Kigali and Nairobi. These results indicate that while foundational city digital services exist, further investments in service integration, online service availability, and local government digital capacity are required to enhance urban digital governance.

Uganda's **Network Readiness Index** demonstrates gradual progress in the country's capacity to leverage digital technologies for economic and social development. The country's score increased from **31.51** in **2021** to **34.29** in **2025.** Uganda also improved its **global ranking to 112** out of **127 economies** in **2025**. Performance remains strongest in the **Governance pillar**, where the country scored **46.31.** Strong performance in e commerce legislation and mobile network coverage highlights the progress made in digital policy and regulatory frameworks. However, the **Technology pillar** and the **People pillar** remain weaker, with scores of **27.15** and **24.82** respectively. These results point to persistent gaps in digital infrastructure access and ICT skills development.

Uganda's commitment to cybersecurity has strengthened significantly in recent years. In the **Global Cybersecurity Index** 2024, the country achieved a score of **82.94**, rising from **69.98** in 2020. Uganda is categorized in **Tier 3** under the "**Establishing" group**. Strong performance is recorded in technical measures, organizational structures, and international cooperation. However, further improvements are required in legal frameworks and capacity development, particularly in cybersecurity skills and training.

The ICT sector continues to contribute significantly to Uganda's economic growth. The sector's **gross value added** at constant prices increased from **UGX 3.15 trillion** in **FY2020/21** to **UGX 4.13 trillion** in **FY2024/25**. Although growth slowed slightly in the recent year, the overall trend reflects sustained expansion in digital services and ICT related activities. Telecommunications services remain the largest contributor, while programming, information services, and audio-visual production continue to grow.

The ICT sector's contribution to national GDP also shows gradual improvement. The sector accounted for **2.54 percent** of **national GDP** in **FY2024/25** at constant prices. Growth in digital services, telecommunications, and ICT enabled business activities continues to expand the sector's role in the economy.

External trade in ICT goods highlights both opportunities and structural dependence on imported technologies. ICT exports increased to **USD 10.25 million** in **FY2024/25**, representing the highest level during the five-year period. Growth in communication equipment and consumer electronic equipment exports contributed significantly to this increase. However, ICT imports remain substantially higher, reaching **USD 363.75 million** in **FY2024/25**. This reflects strong domestic demand for computers, communication equipment, and other digital technologies required for infrastructure development and digital service expansion.

ICT sector tax revenue collections have also grown steadily over the review period. Total tax revenue from ICT related activities reached **UGX 2,509.48 billion** in **FY2024/25.**

Telecommunications services continue to generate the largest share of ICT tax revenue, followed by wholesale trade in ICT equipment and digital service activities. The growth in ICT tax revenue highlights the increasing economic significance of digital services within the national revenue base.

NITA U operational statistics demonstrate continued expansion of national digital infrastructure and government digital platforms. The National Backbone Infrastructure has expanded to **4,387 kilometers** of **fiber optic cable**, providing connectivity to critical government sites. Increased connectivity supports improved government communication, service delivery, and data exchange across public institutions.

The National Data Centre continues to expand hosting capacity for government applications and digital services. The number of government systems hosted at the data center has grown significantly, supporting centralized data management, improved system reliability, and strengthened cybersecurity controls.

Digital integration across government systems has also improved through the government data sharing platform. The platform facilitates secure exchange of information across government agencies, enabling streamlined public service delivery and supporting the “once only” principle for citizen data submission.

Overall, the findings presented in this Statistical Abstract highlight Uganda’s steady progress in building digital government systems, expanding ICT infrastructure, and strengthening the digital economy. It also identifies priority areas for improvement, including telecommunications infrastructure, digital skills, citizen centered digital services, and cybersecurity capacity. Addressing these areas will support Uganda’s continued progress toward a competitive and inclusive digital economy.

A copy of this publication is available online at: https://www.nita.go.ug/nita-u-statistical-abstract

GLOSSARY

Data Centre: This is a large group of networked computer servers typically used by organizations for the remote storage, processing, or distribution of large amounts of data. The National Data Centre is fully equipped with state-of-the-art technology which is utilised for Centralized Hosting Services, Disaster Recovery Services and other Data Centre Services for Government Applications & Data.

E-Government: This is the use of information and communication technologies to deliver public services in a convenient, efficient customer-oriented and cost-effective way.

E-Government Development Index: This is a composite United Nations metric that measures a country's readiness, capacity, and progress in using digital technologies to provide public services. It ranks all UN member states based on a weighted average of three key dimensions: online service provision, telecommunication infrastructure, and human capital.

E-Government Regulations: These are regulations that aim at promoting e-government services and electronic communications and transactions with public and private bodies, institutions and citizens enacted under the National Information Technology Authority, Uganda Act, 2009.

E-Participation Index: This is a United Nations-developed metric that evaluates how governments use digital tools to engage citizens in policy-making and service delivery. It serves as a supplementary measure to the UN E-Government Survey, focusing on e-information sharing, e-consultation, and e-decision making.

Exports: All goods and services that leave Uganda's economic territory, reducing the stock of material resources in the country.

Global Cybersecurity Index: The Global Cybersecurity Index (GCI) 2024 categorizes countries into five tiers based on their cybersecurity commitment. **Tier 1 (Role-Modelling, Score: 95-100)** includes global leaders with advanced cybersecurity frameworks, strong enforcement, and international collaboration. **Tier 2 (Advancing, 85-94)** represents countries with well-developed strategies but room for refinement in enforcement or coordination. **Tier 3 (Establishing, 65-84)** includes nations with foundational cybersecurity measures, excelling in areas like technical and organizational structures but needing improvements in legal frameworks and capacity building. **Tier 4 (Evolving, 45-64)** consists of countries with initial cybersecurity efforts but lacking comprehensive frameworks, enforcement, and workforce capacity. **Tier 5 (Building, 0-44)** covers nations at the earliest stages, requiring significant investment in policy development, infrastructure, and cybersecurity awareness.

The Global Cybersecurity Index is a composite index based on 25 indicators across five pillars:

- **Legal:** Measures the existence and effectiveness of laws and regulations on cybercrime and cybersecurity
- **Technical:** Assesses the implementation of technical capabilities through national and sector-specific agencies.
- **Organizational:** Evaluates national strategies and organizations implementing cybersecurity**.**
- **Capacity Development:** Measures efforts to build cybersecurity skills and awareness through awareness campaigns, training, education and incentives for cybersecurity capacity development.
- **Cooperation: Assesses** partnerships and collaborations among government agencies, private sector actors and international partners.

GovTech Maturity Index: This serves as a comprehensive measurement tool that assesses the level of technological advancement and maturity in government technology initiatives. This index evaluates various dimensions, including the efficiency of core government systems, the effectiveness of public service delivery, the level of digital citizen engagement, and the presence of supportive GovTech enablers.

Hardware & Software Standards: These spell out the rationale for establishing minimum specifications and guidelines for use in the procurement of Information Technology hardware and software products by MDAs for sustainable and manageable IT in Government.

ICT Goods: ICT goods is based on the World Customs Organization's' Harmonized System (HS) which defines ICT products (including ICT goods). ICT goods must either be intended to fulfil the function of information processing and communication by electronic means, including transmission and display, or use electronic processing to detect, measure and/or record physical phenomena, or to control a physical process.

ICT Sector: The ICT sector combines manufacturing and services industries whose products primarily fulfil or enable the function of information processing and communication by electronic means, including transmission and display. This comprises ICT manufacturing industries, ICT trade industries and ICT services industries.

ICT Services: ICT services are those intended to enable the function of information processing and communication by electronic means.

IT Certification: IT Certification is a formal procedure, by which NITA-U assesses, verifies and attests that a company/person providing information technology products or services meets the minimum requirements and standards.

Imports: Inward flows of goods from the rest of the world into the economic territory of a country.

Information Technology: This means the science of collecting and using information by means of computer systems and refers to computers, ancillary or peripheral equipment such as printers and scanners, software and firmware services including support services, and related resources and includes any equipment or interconnected systems that are used in the acquisition, storage, manipulation or processing, management, movement, control, display, transmission or reception of data or information.

Information Security: This means the protection of information and information systems from unauthorized access, use, disclosure, disruption, modification or destruction.

Internet: This is worldwide public computer network. It provides access to a few communication services including the World Wide Web and carries e-mail, news, entertainment and data files, irrespective of the device used (not assumed to be only via a computer- it may also be by mobile phone, PDA, gaming machine, digital TV or another device). Internet access can be via a fixed or wireless network.

Local Online Service Index: This is a UN-developed assessment tool that measures the extent to which city governments provide digital services through official online platforms. Developed under the United Nations Department of Economic and Social Affairs framework for local e-government assessment, the index evaluates the availability, accessibility, and quality of online City services..

Network Readiness Index: The Network Readiness Index (NRI) evaluates how well economies are prepared to participate in the digital economy and society, focusing on four key pillars including: Technology, People, Governance, and Impact. Each of these pillars is itself comprised of three sub-pillars that are populated by a total of 54 variables.

UGhub: This is a Systems and data Integration Platform integrating all MDA systems to enable seamlessly sharing of data across Government systems in a rational, secure, efficient and sustainable manner.

Structured Cabling Standards: These aim at providing guidance in the process of implementing structured cabling to enhance the delivery of voice, data and video conferencing services across the different Government MDAs.

Website: This means a location on the internet and a collection of web pages, images, videos, data which are addressed relative to a common Uniform Resource Location (National Information Technology Authority, Uganda (E-Government) Regulations, 2015).

LIMITATIONS OF THE DATA

The statistics presented in this publication originate from multiple administrative and international data sources. These include NITA U operational records, national agencies such as the Uganda Bureau of Statistics and the Uganda Revenue Authority, and global ICT reports produced by international organizations.

Variations in data collection frameworks across these sources create several limitations for analysis. Some indicators follow a financial year reporting structure while others follow a calendar year reporting structure.

Reporting timelines also differ across institutions. Several datasets are released with time lags due to publication schedules and reporting cycles of the respective data producing agencies. This results in some indicators reflecting earlier reference periods than others within the same publication.

International indices rely on standardized methodologies and periodic surveys conducted by global institutions. Changes in methodology, expansion in the number of countries assessed, and revisions to indicator frameworks may affect cross year comparisons of rankings and scores.

In addition, some ICT indicators rely on administrative reporting from institutions and sector stakeholders. Incomplete reporting, revisions to administrative records, and improvements in data compilation practices may lead to periodic updates or adjustments in the statistics presented.

Despite these limitations, significant effort has been made to validate the data and ensure consistency with official national and international statistical sources. The figures presented therefore provide a reliable overview of trends in Uganda's ICT sector and digital development progress.

1. CHAPTER ONE: BACKGROUND

1.1. Introduction

The Information and Communications Technology sector plays a central role in Uganda's social and economic development. Digital infrastructure, digital services, and information systems support government operations, private sector productivity, and citizen access to services. Reliable ICT statistics support evidence-based planning, policy development, monitoring of national priorities, and evaluation of sector performance.

The NITA U Statistical Abstract presents key indicators on Uganda's ICT landscape. The publication compiles data from NITA U administrative records, national statistical sources, sector regulators, and international ICT reports. These indicators provide a consolidated reference for tracking national digital transformation efforts.

The abstract presents statistics across several thematic areas. These include Uganda's performance in global ICT indices, ICT sector contribution to the economy, national digital infrastructure, and operational statistics from NITA U.

The information supports government institutions, development partners, private sector actors, researchers, and the public. The indicators guide planning, investment decisions, and monitoring of national development priorities such as the National Development Plan and the Digital Transformation Roadmap.

1.2. Institution Background

The National Information Technology Authority, Uganda (NITA-U) was founded under the NITA-U Act, 2009. The Authority is under the general supervision of the Ministry of Information and Communications Technology and National Guidance (MOICT&NG)

The National Information Technology Authority-Uganda was established with a mandate to coordinate, promote and monitor the development of IT in the context of social and economic development of Uganda.

In accordance with the mandate and implementation of National Development Plan, NITA-U is expected to play the planning, advisory, coordination, promotion, implementation, monitoring and evaluation functions in the areas of ICT Infrastructure, Standards, Legal and Regulatory, Strategy, Planning, Policy, e- Government, Information Security, IT Capacity and skills development, IT Project Management and Operationalization of the NITA-U Act.

1.3. NITA-U Vision, Mission and Core Values

a. Vision:

"A globally competitive Uganda enabled by Information Technology"

This vision highlights NITA-U's aspiration to enhance Uganda's position in the global digital economy. It reflects a future where IT serves as a foundation for innovation, competitiveness, and integration into global markets. It emphasises the role of IT in enhancing overall productivity, driving innovation and economic growth hence enabling Uganda to compete globally as a digitally empowered nation

b. Mission:

"Leverage IT to drive government efficiency, and foster inclusive socio-economic development."

Reflects NITA-U's commitment to utilizing information technology as a strategic enabler for national transformation. It emphasizes enhancing efficiency in service delivery, bridging digital divides to ensure equitable access and participation, and contributing to long-term economic growth by aligning IT initiatives with sustainability priorities. This mission emphasizes the role of IT as a catalyst for innovation, inclusivity, and growth in Uganda's socio-economic landscape.

c. Core Values

NITA-U has values which determine what we stand for as an institution and they serve as a blueprint in our service delivery and customer relations, these include the following.

Customer centricity: Satisfied customers and clients are essential to NITA-U's success. NITA-U will achieve customer satisfaction by understanding what the customer wants and delivering it flawlessly. This will involve care, attention to detail, continuous improvement and readiness to receive and act on feedback.

Integrity: NITA-U will value honesty and shall not tolerate corruption and unethical behaviors in all its forms and manifestations. Accountability and transparency are the core principles to demonstrate integrity. We will always practice high ethical standards by honoring our commitments. We will take personal responsibility for our actions and treat everyone fairly with trust and respect.

Innovation: NITA-U believes in the ability to seek new ways of doing things efficiently to deliver value to our customers. We will strive for technological advancement in relation to global IT trends and becoming a national premier IT organization. We will motivate staff to seek new ways of doing things/new ways of service delivery to enhance stakeholder satisfaction and improve efficiency.

Team work: NITA-U recognizes the value of working in teams with mutual respect to customers and recognition of individual efforts, opinions and perceptions which will together contribute to excellent results. NITA-U recognizes that its strength and competitive advantage is – and will always be – people. NITA-U values the skills, strengths and perspectives of our diverse team. NITA-U staff will cooperate with each other through teamwork and free exchange of information between individuals and departments.

Quality: Quality and continuous improvement of IT is our work. NITA-U believes in delivery of excellent services within the limits of available resources

2. CHAPTER TWO: UGANDA'S ICT RANKING ON THE GLOBAL SCALE

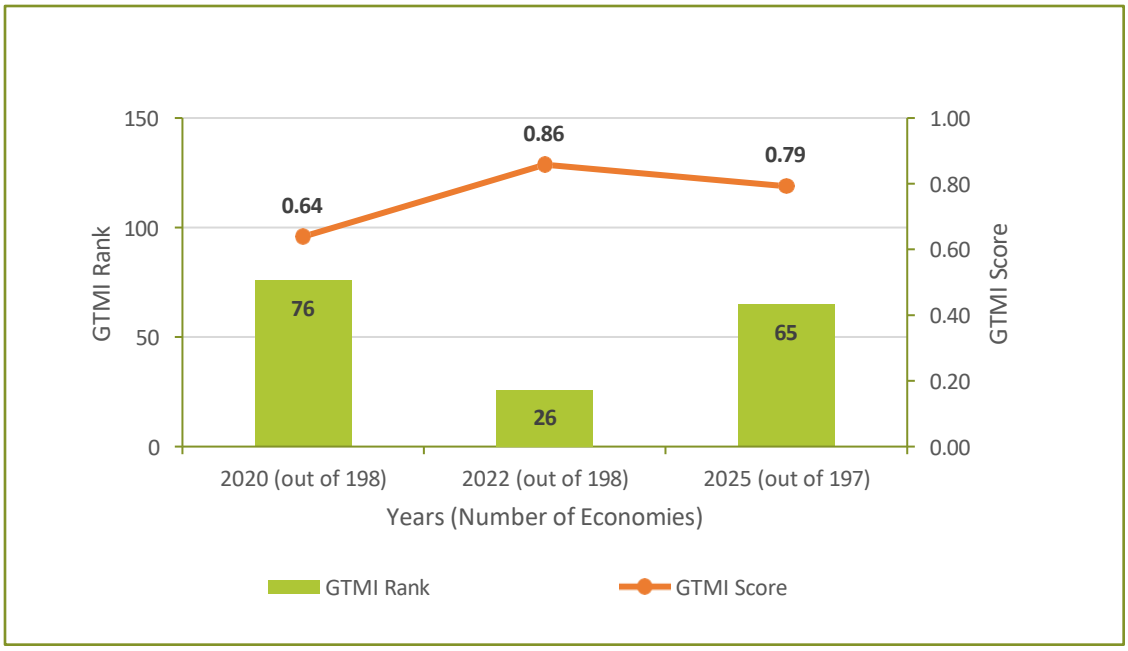
This section presents Uganda's ICT performance in a global context, as measured by the GovTech Maturity Index, the E Government Development Index, the E Participation Index, and the Network Readiness Index.

2.1. GovTech Maturity Index

The GovTech Maturity Index is a comprehensive measurement tool used to assess technological advancement and maturity across government digital initiatives. Developed by the World Bank, the index examines key dimensions such as the efficiency of core government systems, the effectiveness of public service delivery, the extent of digital citizen engagement, and the availability of enabling GovTech foundations and support mechanisms.

Uganda's **GovTech Maturity Index (GTMI) score** in 2025 stood at 0.**79,** placing the country above the **global average of 0.59** and within **Group A**, classified as **Very High Maturity** according to the World Bank GovTech assessment framework. While this represents an improvement from 0.**64** in **2020**, the score declined by 7.72 percent relative to 0.**86** recorded in **2022**. Subsequently, Uganda's global ranking based on GTMI also dropped, with the country **placed 65th in 2025**, compared to **26th** out of **197** countries assessed in 2022 as shown in **figure 2.1**.

Figure 2.1: Uganda's GovTech Maturity Index score and Global Rank; 2020 – 2025



*Source: World Bank GovTech Maturity Index **Reports***

2.1.1. Uganda's GovTech Maturity Index by components

The **Core Government Systems Index (CGSI)** has consistently improved from a score of **0.52** in **2020**, to **0.89** in **2022**, and subsequently, **0.90 in 2025**, reflecting enhancements in critical government systems that contribute to overall operational efficiency. However, the lack of a government Open-Source Software (OSS) policy/action plan for public sector continues to hinder further progress.

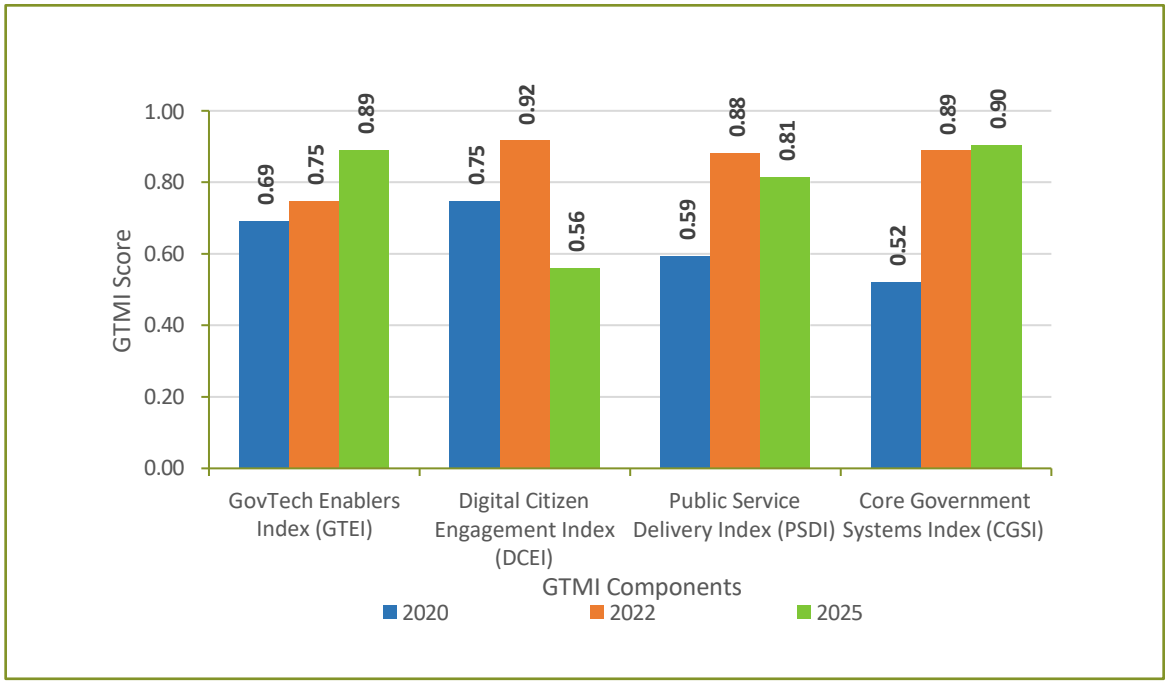
Public Service Delivery, a key component of the index score, increased from **0.59** in **2020**, but decreased from **0.88** in **2022** to **0.81 in 2025**, representing a **7.95 percent** decrease over the period as shown in **figure 2.2**. This reflects a reduction in the effectiveness of the country's public service delivery mechanisms, specifically the lack of an online public service portal, providing a one-stop shop for all public services as is the case with countries like Rwanda that has the Irembo portal.

Digital Citizen Engagement, another critical element of GovTech, declined from a score of **0.912** in **2022** to **0.56,** highlighting a significant decline in the government's ability to engage citizens through digital platforms. This is attributed to the inability of the government to publish citizen engagement statistics and performance regularly.

The **GovTech Enablers Index (GTEI),** which captures the supporting factors for GovTech initiatives, consistently increased from a score of **0.69** in **2020** to 0.**75** in **2022** and further to **0.89 in 2025**. This upward trend is attributed to the continued progress in establishing the regulatory instruments like frameworks and policies required to support the effective implementation of government technology initiatives. Despite this progress, Uganda still needs to develop and operationalize ethical guidelines for the adoption of Artificial Intelligence to ensure responsible and transparent deployment of emerging digital technologies.

Overall, Uganda's 2025 GTMI performance as shown in **figure 2.2** reflects that while significant progress has been made in Core Government Systems and GovTech Enablers, demonstrating the country's growing institutional capacity and readiness to implement digital initiatives, declines in Public Service Delivery and Digital Citizen Engagement reveal challenges in translating these improvements into accessible, citizen-focused services. Addressing these gaps will be critical for ensuring that technological advancements effectively enhance service delivery, promote inclusive citizen participation, and sustain Uganda's position as a high-maturity GovTech country.

Figure 2.2: Uganda's GovTech Maturity Index score by components; 2020 – 2025



Source: World Bank GovTech Maturity Index Reports

2.1.2. East Africa's GovTech Maturity index

As illustrated in figure 2.3, **Uganda ranked third** in the region behind Tanzania and Rwanda in 2025. Uganda demonstrates strong performance in **Core Government Systems (0.90)** and leads the region in **GovTech Enablers (0.89).** Performance in **Public Service Delivery (0.81)** and **Digital Citizen Engagement (0.56)** remain moderate. Overall, Uganda stands out as a regional leader in enabling frameworks and operational systems, however, further improvements in digital service delivery and citizen engagement will be necessary to fully realize the country's GovTech potential.

Figure 2.3: GTMI scores by East African country; 2025

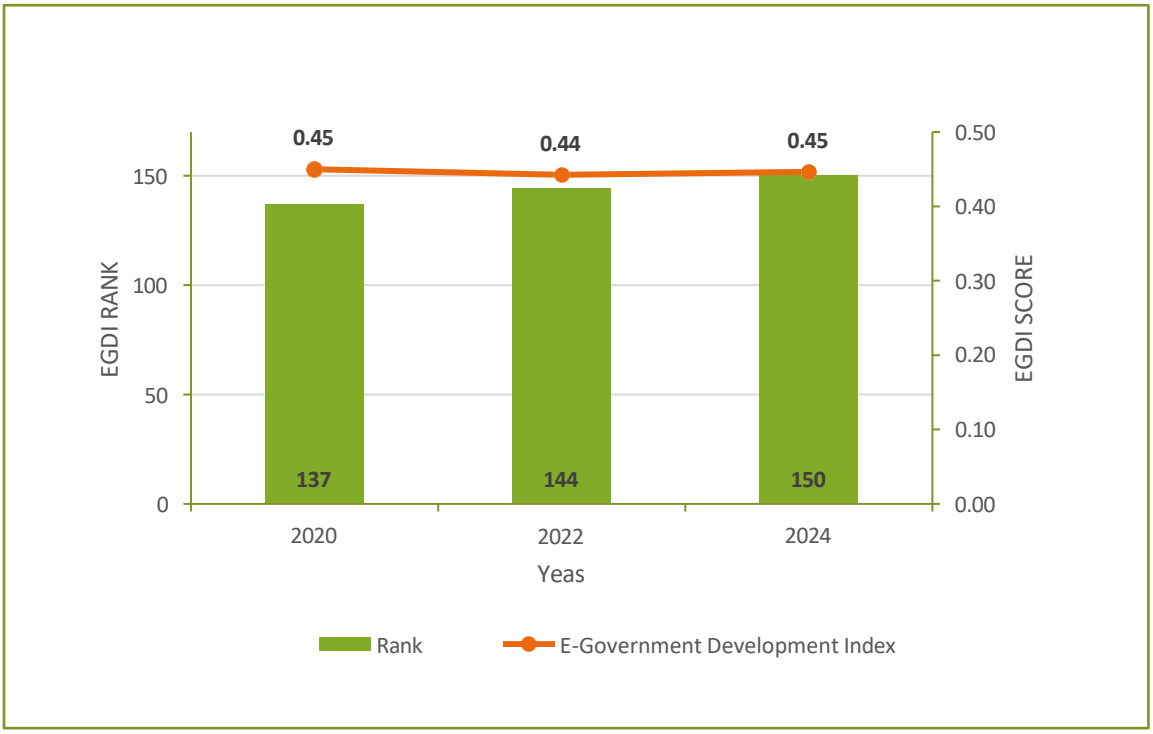
Source: World Bank GovTech Maturity Index Reports

2.2. E-Government Development Index

This is a United Nations metric that measures a country's readiness, capacity, and progress in using digital technologies to provide public services. In 2024, Uganda's E-Government Development Index (EGDI) score of **0.45** successfully surpassed both the African continental average score of **0.42** and the average for low-income groupings' score of **0.31**.

However, while the country's index score remained remarkably stable between 2020 and 2024, its global rank slipped from **137** to **150** as shown in figure 2.4**.** This suggests that while Uganda is maintaining its infrastructure at a consistent level, other nations are advancing more rapidly, leading to a "ranking slip" partially attributed to declines in telecommunications infrastructure and human capital sub-indices.

Figure 2.4: Uganda's E-government Index score and Global rank; 2020 – 2024



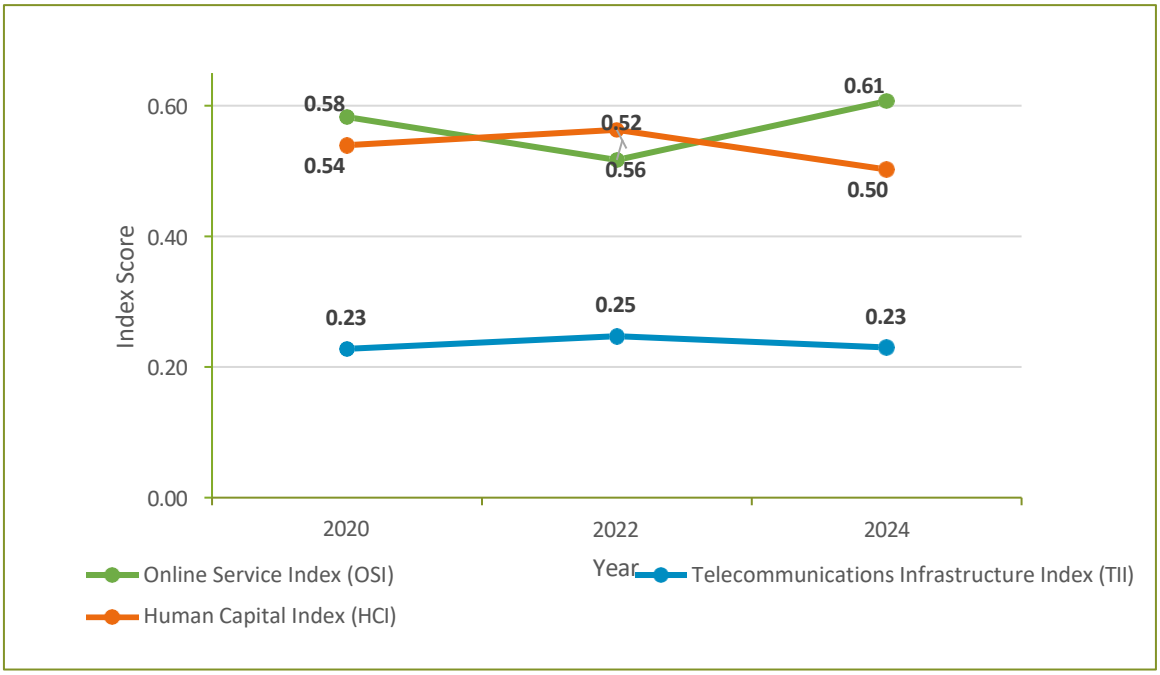
Source: UN E-Government Survey Reports

2.2.1. Uganda's E-government Development Index by components

A component-level analysis as illustrated in **figure 2.5** reveals that Uganda's strengths lie in the **Online Service Index (OSI)** which improved significantly to a score **0.61** in **2024** from **0.52** in **2022**. However, performance in other key pillars weakened over the same period. The **Human Capital Index (HCI)** score decreased from **0.56** in **2022** to **0.50** in **2024**, while the **Telecommunication Infrastructure Index (TII)** remains a major constraint, with a score of **0.23 in 2024**, down from 0.**25** in **2022.**

This suggests that while Uganda is making progress in digital service delivery and accessibility of e-government services, likely driven by continued investments in digital platforms, service integration, and improvements in user experience, limitations in telecommunications infrastructure and declining human capital indicators may be constraining the pace overall digital transformation in the country.

Figure 2.5: Uganda's E-government index score by components; 2020 – 2024



Source: UN E-government Reports

2.2.2. East Africa's E-government Development Index

In 2024, Uganda secured the **third position** in the E-Government Development Index among the eight East African countries as shown in **figure 2.6**. This ranking remained consistent across all three components of EGDI, except for the Telecommunications Infrastructure Index, where Uganda came in fourth.

Figure 2.6: EGDI by East Africaan Country; 2024

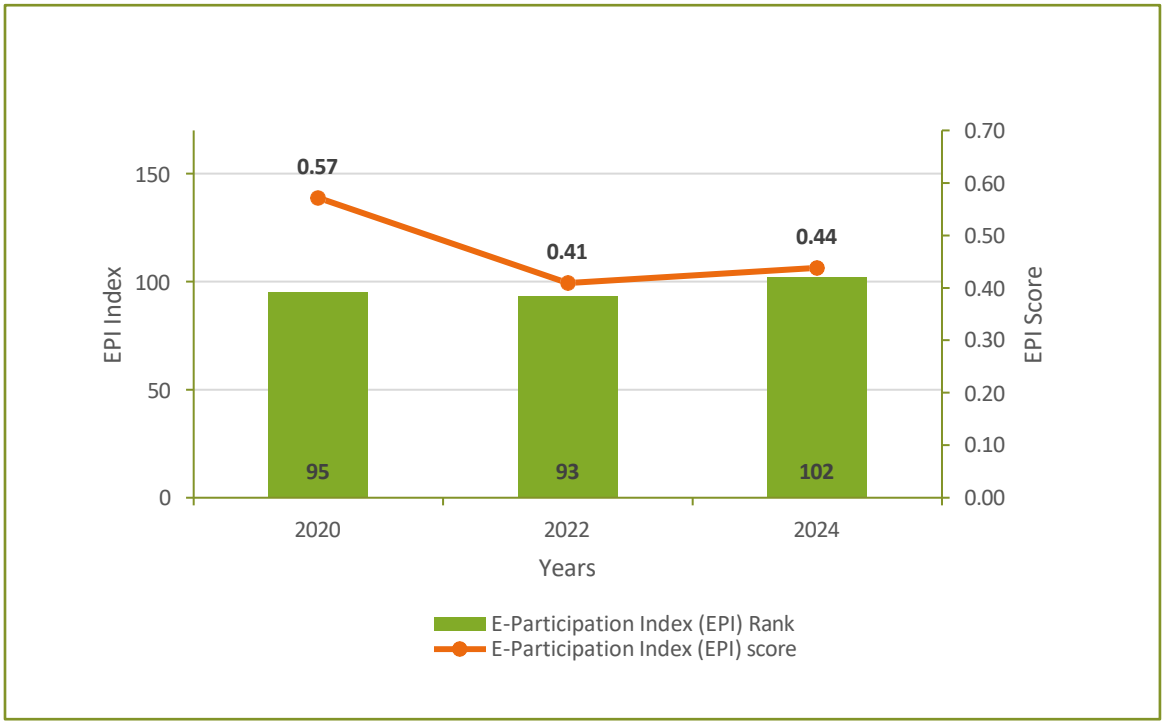
Source: UN E-government Reports

2.3. E-Participation Index

Uganda's **E-Participation Index (EPI)** has experienced notable fluctuations between 2020 and 2024. In **2024**, the country achieved a **7.31 percent** improvement in its EPI score, rising to **0.44** from **0.41 in 2022.** Despite this positive trajectory, Uganda's global ranking declined to **102nd out of 193 economies,** compared to **95th in 2020** and **93rd in 2022** as shown in **figure 2.7**. The decline indicates that although Uganda is advancing in digital public engagement, the pace of its progress remains slightly below the **global average increase of 11.36,** from **0.44 in 2022** to **0.49 in 2024**, suggesting that other nations could be evolving their digital engagement frameworks more rapidly compared to Uganda.

The improvement in Uganda's score reflects growing national efforts to leverage digital channels to engage citizens. However, persistent gaps remain in key dimensions of e-participation, including public information dissemination, online consultations, and mechanisms for integrating citizens' input into policy and decision-making processes.

Figure 2.7: Uganda's E-Participation Index score and Rank; 2020 – 2024

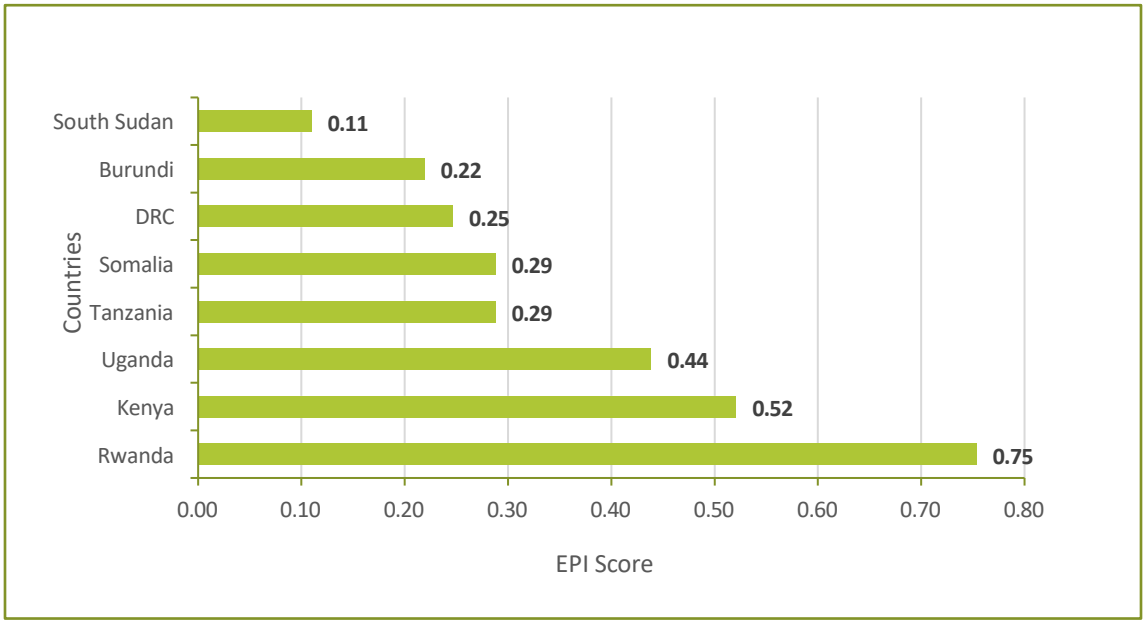


Source: UN E-government survey reports

2.3.1. East Africa E-Participation Index

Regionally, **Uganda ranks third in East Africa**, performing below **Rwanda (0.75)** and **Kenya (0.52).** While it outperforms other neighbors like **Tanzania (0.29)** and **Burundi (0.22)** as shown in **figure 2.8**. The data indicates an urgent need to strengthen digital engagement strategies, particularly in e-consultation and participatory decision-making. To enhance its regional competitiveness and improve its global standing, Uganda must address gaps in transparency, responsiveness, and citizen-centered digital governance.

Figure 2.8: E-participation index scores by East African Country; 2025



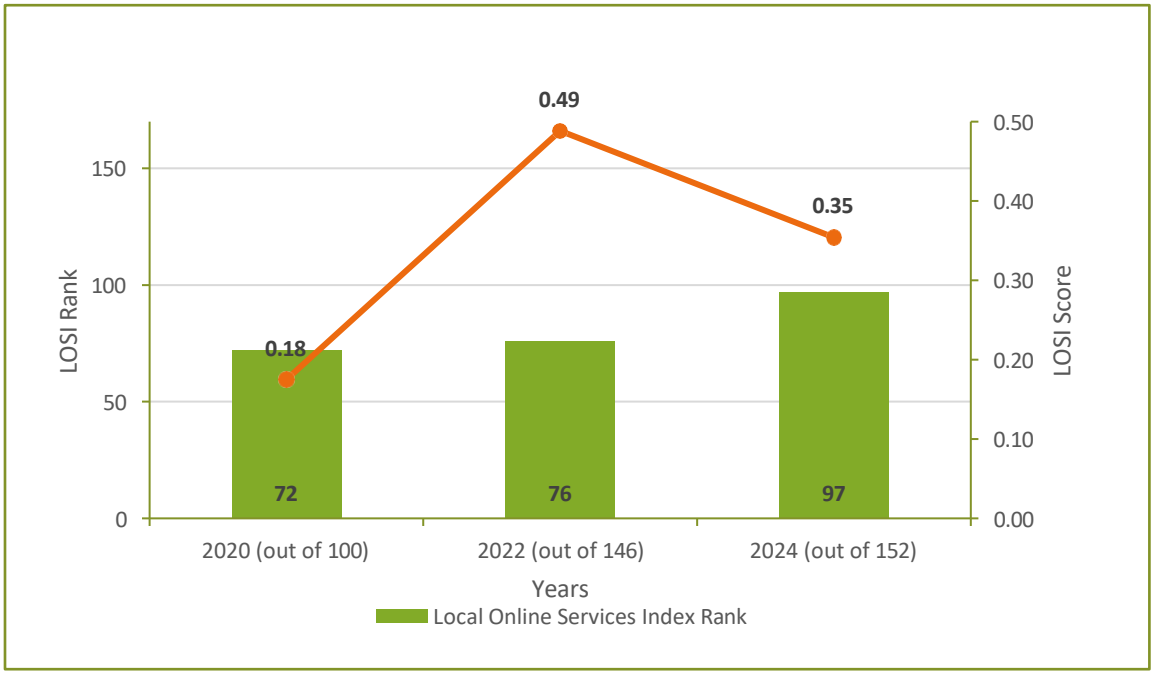
Source: UN E-government survey reports

2.4. Local Online Service Index (LOSI)

The **Local Online Service Index (LOSI)** measures the extent to which city governments provide digital services through official online platforms. Developed under the United Nations Department of Economic and Social Affairs framework for local e-government assessment, the index evaluates the availability, accessibility, and quality of online City services.

Between 2020 and 2024, Kampala's LOSI score demonstrated considerable fluctuations. After a substantial increase from **0.18** in 2020 to a peak of **0.49** in 2022, the score declined to **0.35** in 2024. This decline was accompanied by a drop in global ranking with Kampala moving from **72nd** out of **100 cities in 2020**, to **97th out of 152 cities** in **2024** as shown in **figure 2.9.**

Figure 2.9: Uganda's Local Online Services Index Score; 2020 – 2024

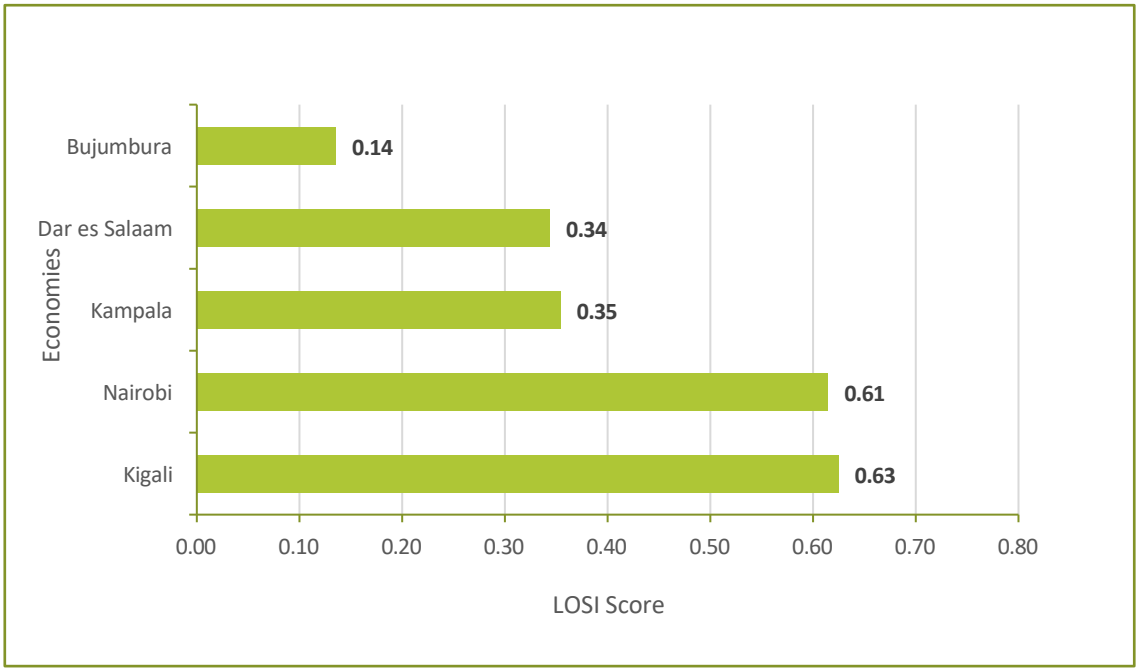


Source: UN E-government survey reports

2.4.1. East Africa's Local Online Service Index

Regionally, Kampala's **2024 score of 0.3542** places it *third* of the East African cities as shown in **figure 2.10**. While it maintains a lead over **Dar es Salaam (0.34)** and **Bujumbura (0.13)**, it significantly trails the regional leaders, **Kigali (0.62)** and **Nairobi (0.61).** This gap suggests that although Uganda has made progress in establishing foundational municipal digital services, sustained investment, improved service integration, and stronger implementation strategies will be necessary for Kampala to keep pace with the more advanced digital service ecosystems emerging in neighboring capital cities.

Figure 2.10: Local Online Services Index score by East African city; 2024



Source: UN E-government survey reports

2.5. Network Readiness Index (NRI)

Uganda's performance in the **Network Readiness Index (NRI)** between 2021 and 2025 shows a clear upward trajectory, marked by steady improvements in both score and ranking. Over this period, Uganda's NRI score increased from **31.51 in 2021** to a peak **of 34.29 in 2025**. Although the score temporarily declined to **31.33 in 2023**, the overall trend remains positive, indicating growing national capacity to leverage digital technologies for economic transformation and social development.

Furthermore, the progress in Uganda's NRI scores has also translated into a stronger global position. The country maintained a stable **rank of 116 in 2021 and 2022**, before experiencing a slight decline to **118 in 2024**, largely attributed to an expansion in the number of economies assessed. However, Uganda recorded a significant breakthrough in 2025, achieving its best **ranking of 112 out of 127 economies** as shown in **figure 2.11.** This improvement indicates that Uganda's digital readiness is advancing at a pace faster

than many of its global peers, positioning it as an emerging contender in the digital economy.

Figure 2.11: Uganda's Network Readiness Index; 2021 – 2025

Source: Network Readiness Index reports by Portulans Institute

2.5.1. Uganda's NRI by Pillars

Uganda's strongest performance lies in the **Governance pillar**, where it achieved **a score of 46.31.** This score reflects the presence of supportive regulatory frameworks and institutional arrangements that facilitate digital adoption. Notably, **Uganda scored 100** in the **Governance sub pillar E-commerce Legislation** and **88.42 in the sub pillar of Population covered by at least a 3G mobile network**, indicating strong policy foundations.

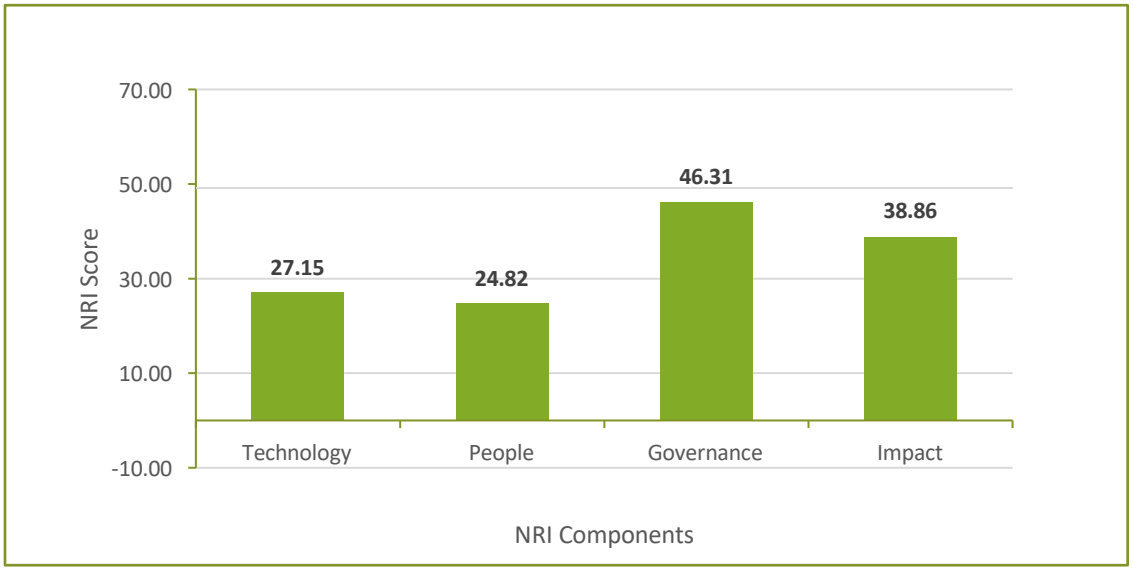
The **Impact pillar** closely follows with a **score of 38.86,** measuring the economic and social benefits derived from the use of digital technologies. The relatively stronger performance in both the Governance and Impact pillars suggests that Uganda is actively

leveraging existing digital tools and regulatory frameworks to generate socio-economic value, despite limitations in other areas of the digital ecosystem.

On the other hand, the foundational pillars of Technology and People represent the primary areas requiring improvement. The **Technology pillar**, which assesses digital infrastructure and access, recorded a comparatively lower score **27.15,** reflecting a persistent digital access gap that may constrain broader digital transformation and innovation. As shown in **figure 2.12**, the **People Pillar** registered the lowest score **24.82** among the four pillars, highlighting significant challenges related to digital literacy, skills development and availability of specialized ICT competencies within the population. Therefore, strengthening human capital through targeted investments in digital skills, education, and workforce development will be essential for enabling citizens and businesses to fully participate in and drive the growth of a modern digital economy.

Overall, Uganda's NRI profile demonstrates strong governance foundations and emerging digital impact, but sustained progress will depend on closing gaps in digital infrastructure and strengthening human capital to support long-term digital transformation.

Figure 2.12: Uganda's Network Readiness Index by Pillars 2025

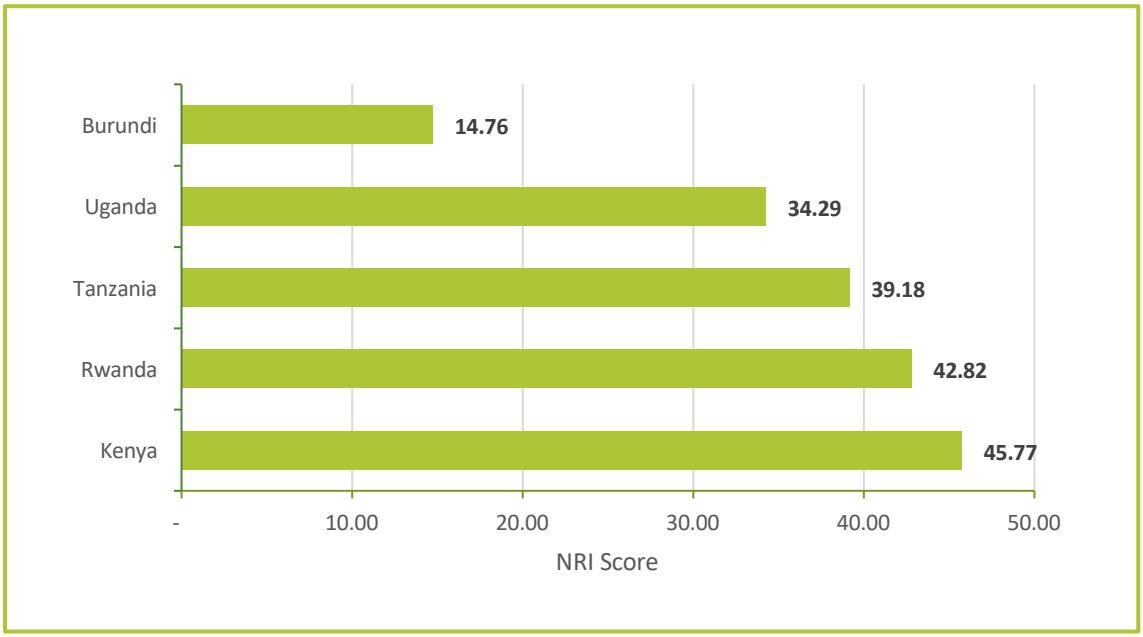


Source: Network Readiness Index reports by Portulans Institute

2.5.2. East Africa's Network Readiness Index

Among the five East African Countries assessed, **Uganda ranks fourth** on the Network Readiness Index (NRI) with a score of **34.29.** Kenya leads the region at **45.77,** followed by **Rwanda at 42.82** and **Tanzania at 39.18** while **Burundi** records the lowest score at **14.76** as shown in **figure 2.13.** Uganda therefore outperforms Burundi but trails the other three regional peers. This position reflects Uganda's moderate digital readiness compared to its regional counterparts. Therefore, strengthening investments in digital infrastructure, digital skills development, innovation ecosystems, and regulatory efficiency will be essential for enhancing Uganda's competitiveness and narrowing the regional digital readiness gap.

Figure 2.13: Network Readiness Index scores by East African Country; 2025



Source: Network Readiness Index reports by Portulans Institute

2.6. Global Cybersecurity Index (GCI)

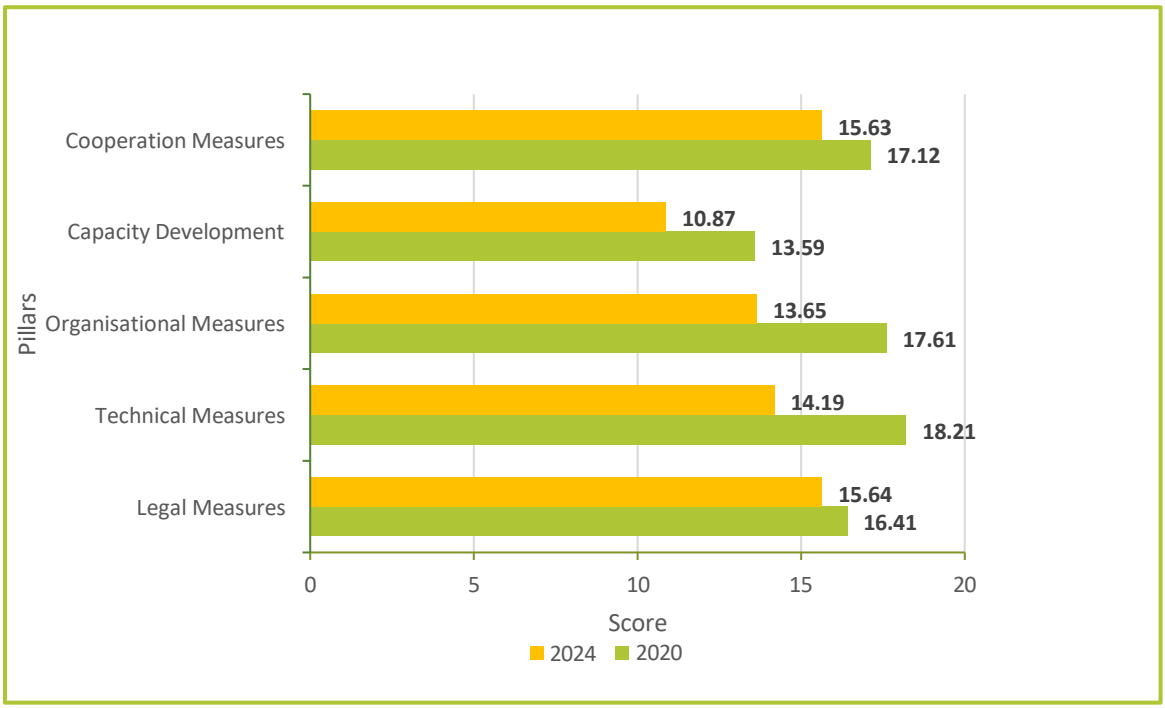
Global Cybersecurity Index (GCI) is a composite index produced, analyzed and published by the International Telecommunication Union (ITU) to measure the commitment of countries to cybersecurity to raise cybersecurity awareness. Each country's level of development or engagement is assessed along five pillars including; Legal Measures, Technical Measures, Organizational Measures, Capacity Building, and Cooperation.

Uganda was ranked in **Tier 3** of the Global Cybersecurity Index **2024** with a score of **82.94**, placing the country in the "**Establishing**" category. The country shows strong performance in **technical measures *(*18.21/20), organizational measures *(*17.61/20*),*** and **cooperation measures *(*17.12//20*).*** These areas reflect progress in cybersecurity institutions, incident response structures, and collaboration at regional and international levels. However, gaps remain in **legal measures (16.41/20)** and **capacity development (13.59/20).** These areas require stronger legal frameworks, more specialized cybersecurity skills, and expanded training programs to support long term resilience.

Uganda's performance in 2024 shows clear improvement compared to the 2020 assessment as shown in **figure 2.14**. The overall GCI score increased from **69.98** in **2020** to **82.94** in **2024,** reflecting progress across all five pillars of the index. Improvements are visible in legal, technical, organizational, cooperative, and capacity development measures. This upward trend indicates strengthened national coordination on cybersecurity, greater implementation of technical safeguards, and increased collaboration with regional and international partners. Despite this progress, the lower score in capacity development suggests the need for further investment in cybersecurity skills, awareness, and research to sustain the country's cybersecurity maturity.

Overall, the improvement in Uganda's GCI score demonstrates steady advancement in the national cybersecurity framework while highlighting priority areas for policy attention, particularly legal reforms and human capacity development, to further strengthen the country's digital security environment.

Figure 2.14: Uganda's GCI; 2020&2024

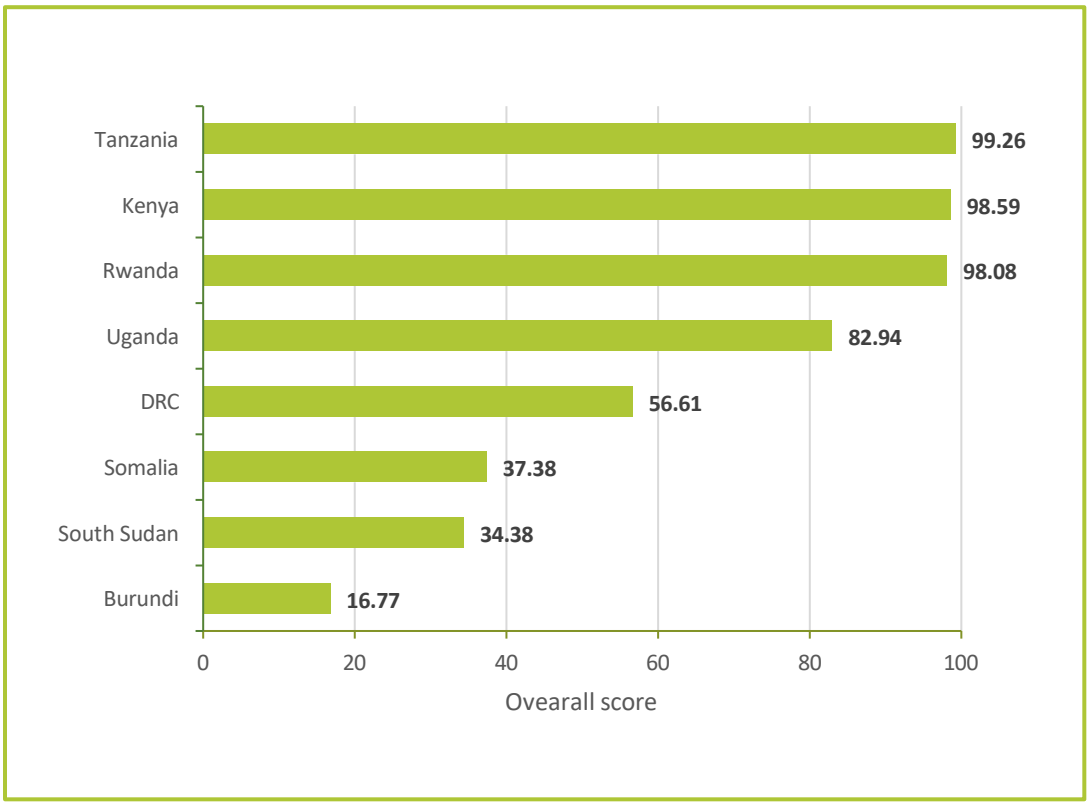


Source: Global Cybersecurity Index report by ITU Reports

2.6.1. East Africa's Global Cybersecurity Index

Within the **East African region**, Uganda maintains a competitive stance, though it trails behind "Role-Modelling" (Tier 1) neighbors like Tanzania, Kenya, and Rwanda as illustrated in **figure 2.15**. The data suggests that Uganda's strength lies primarily in its **legal measures**, but further investment in **technical response capabilities** and **professional cybersecurity training** is required to bridge the gap toward the "Advancing" tier.

Figure 2.15: GCI scores by East African Country; 2020&2024



Source: Global Cybersecurity Index report by ITU Reports

3. CHAPTER THREE: ICT SECTOR PERFORMANCE IN THE ECONOMY

ICT sector plays an important role in the economy, and it is one of the most vibrant and fastest growing sectors since it's liberalization in 2010. This section covers statistics on how ICT has contributed to the economy in terms of GDP, trade, and revenue.

3.1. ICT sector Gross Domestic Product

This sub section covers statistics on the ICT sector gross value added, contribution to the national GDP and real ICT GDP growth rate.

3.1.1. ICT sector Value Added to GDP

The ICT sector's contribution at constant prices, which measures **real economic value** after adjusting for inflation, grew steadily from **UGX 3.15 trillion** in **FY2020/21** to a peak of **UGX 4.14 trillion** in **FY2023/24** as illustrated in **figure 3.1**. Although a slight decline to **UGX 4.13 trillion** was recorded in **FY2024/25**, the overall trend reflects sustained growth in digital economic activities within the country.

At current prices, which capture nominal market value without adjusting for inflation, growth has been even more pronounced. The sector's contribution increased consistently from **UGX 2.93 trillion** in **FY2020/21** to **UGX 4.78 trillion** in **FY2024/25**. This consistent upward trajectory at current prices highlights the increasing market value and commercialization of digital services, as well as increased demand for ICT-enabled solutions within the country.

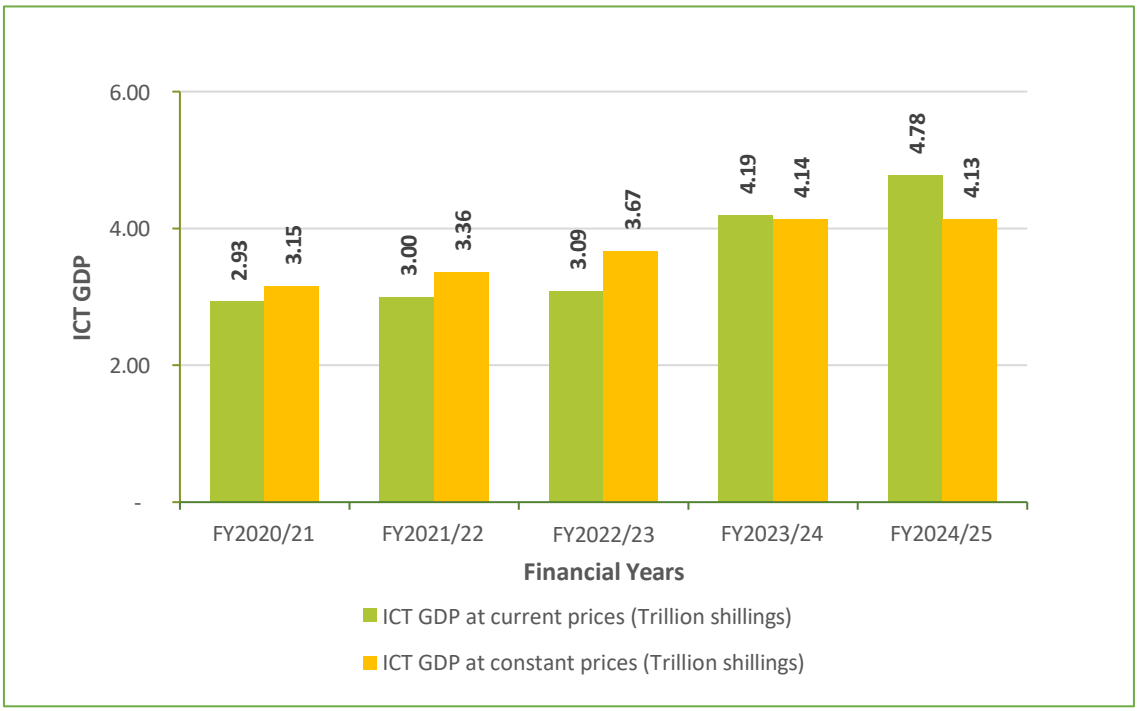
However, the slight **0.16 percent** decline in real growth in FY 2024/25, was largely driven by performance contractions in three high-weight sub-sectors. **Telecommunications Services**, the largest contributor within the sector, recorded a slight decline in real values from **UGX 3,057.12 billion** in the **FY 2023/24** to **UGX 3,034.93 billion** in **FY 2024/25**, representing a 1 percent decrease, which significantly influenced the overall sector

performance. This was compounded by sharper declines in **computer programming and consultancy services**, which fell by **6.07 percent** (from **UGX 405.40 billion** in FY 2023/24 to **UGX 380.78 billion** in FY 2024/25), and the **repair of computers and household goods**, which recorded a **9.76 percent** decrease from **UGX 264.11 billion** in **FY 2023/24** to **UGX 238.33 billion** in **FY2024/25.**

Despite the declines in some sub-sectors, significant growth was recorded in others over the same period. **Postal and courier services** registered a substantial increase of more than fivefold, rising from **UGX 4.12 billion** to **UGX 22.42 billion**, while **audio-visual production and distribution services** grew by **18.81 percent**, from **UGX 132.58 billion** to **UGX 157.53 billion.**

Overall, positive trends over the last five years demonstrate the expanding role of the ICT sector as a key driver of digital transformation, innovation, and economic development in Uganda, even as certain sub-sectors experience short-term fluctuations.

Figure 3.1: ICT GDP; FY2020/21 – FY2024/25



Source: Uganda Bureau of Statistics

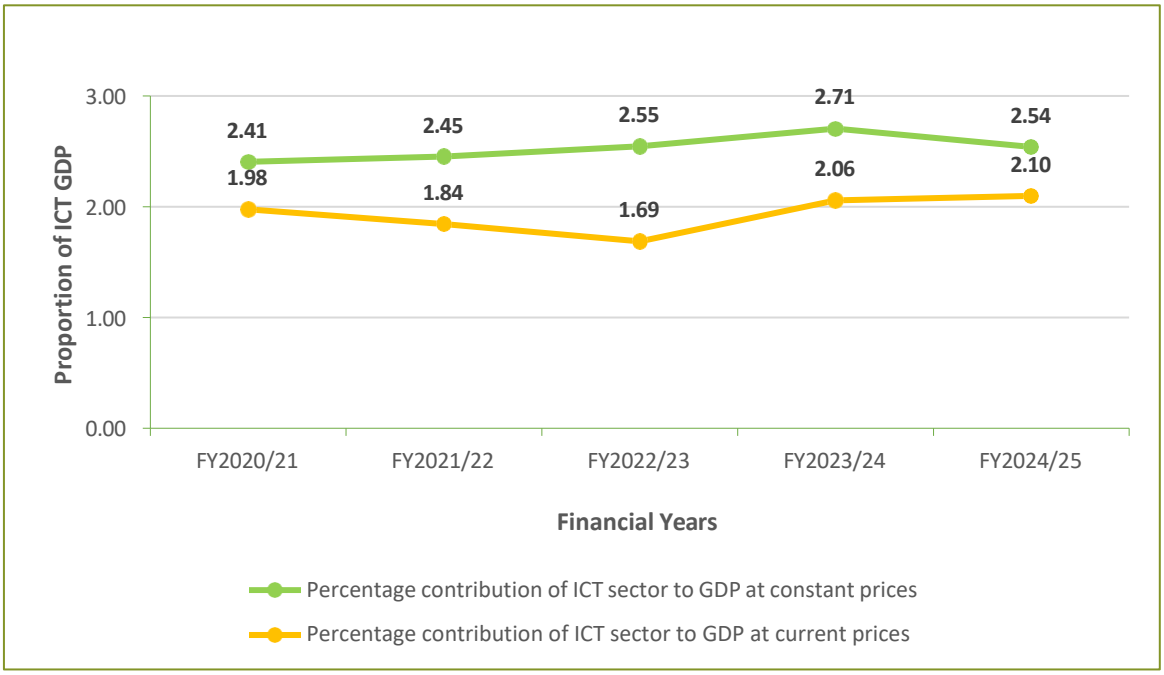
3.1.2. ICT sector contribution to GDP

The economic contribution of Uganda's ICT sector has demonstrated a resilient and generally upward trajectory when measured at constant prices, despite some market-driven fluctuations at current prices. **At constant prices,** the sector's share of GDP grew steadily from **2.41 percent** in **FY2020/21** to a peak of **2.71 percent** in **FY2023/24**, before slightly declining to **2.54 percent** in **FY2024/25.** This sustained growth in real terms highlights the sector's increasing fundamental importance to the national economy.

In contrast, the sector's share of GDP **at current prices** initially declined, from **1.98 percent** in **FY2020/21** to **1.69 percent** in **FY2022/23** as shown in **figure 3.2**. However, the sector experienced a strong recovery over the subsequent two years, rising to **2.06 percent** in **FY2023/24** and reaching its highest point of **2.10 percent** in the **FY2024/25**.

This rebound demonstrates renewed growth in the market value of ICT-related services and expanding demand for digital solutions across the economy.

Figure 3.2: Proportion of ICT sector GDP to national GDP (Percent), FY2020/21 – FY2024/25



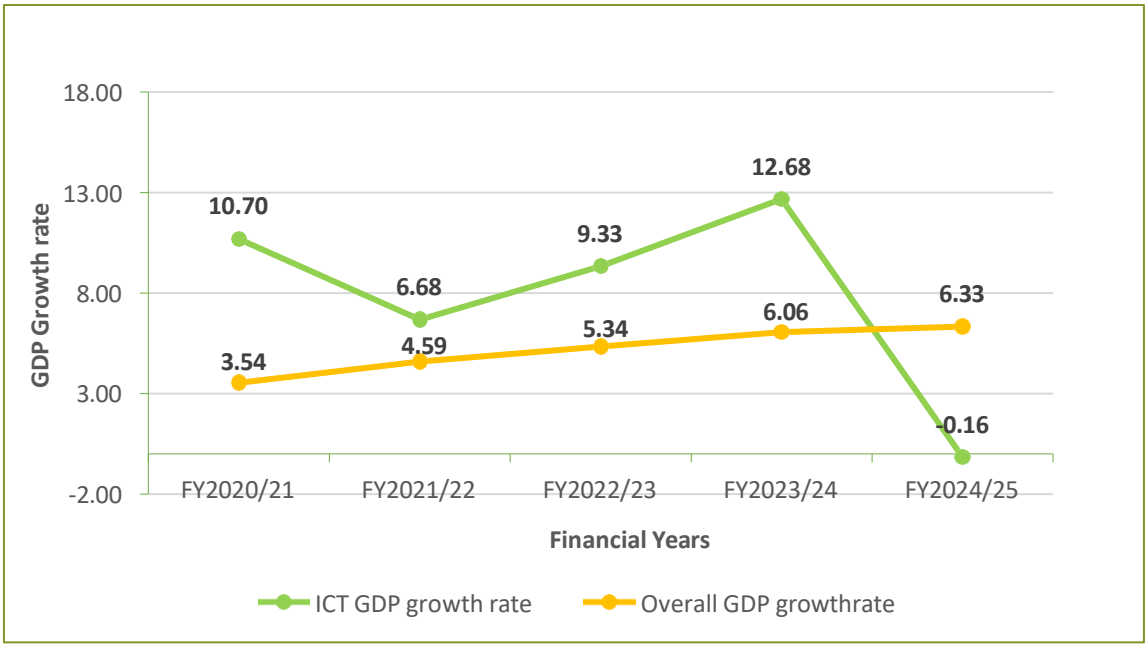
Source: Uganda Bureau of Statistics

3.1.3. ICT sector GDP growth rate

Uganda's ICT sector has experienced notable fluctuations in growth over the past five financial years while frequently outperforming the broader economy's growth rate. **Figure 3.3** shows that between **FY2020/21** and **FY2023/24**, the sector's GDP growth rate consistently outpaced the overall national GDP growth rate, reaching a significant peak of **12.68 percent** in **FY2023/24** compared to the **national average of 6.06 percent.** This trend highlights the sector as a high-growth engine, capable of expanding at double-digit rates even when the wider economy moved at a more moderate pace.

Following its period of rapid expansion, the ICT GDP growth rate experienced a sharp decline to **0.16 percent** in FY2024/25, while the **overall national GDP** growth rate remained steady, growing to **6.33 percent.** This divergence suggests that although the ICT sector is an important driver of economic growth, it remains sensitive to sub-sector performance shifts, market dynamics, and investment cycles that can result in short-term slowdowns after periods of strong expansion.

Figure 3.3: ICT sector GDP growth rate; FY2020/21 – FY2024/25



Source: Uganda Bureau of Statistics

3.2. Trade in ICT goods

This section presents a summary of External Trade Statistics in formal ICT goods based on United Nations Conference on Trade and Development list of ICT goods based on the Harmonized Coding and Description System (HS) 2022.

3.2.1. Value of ICT goods exports

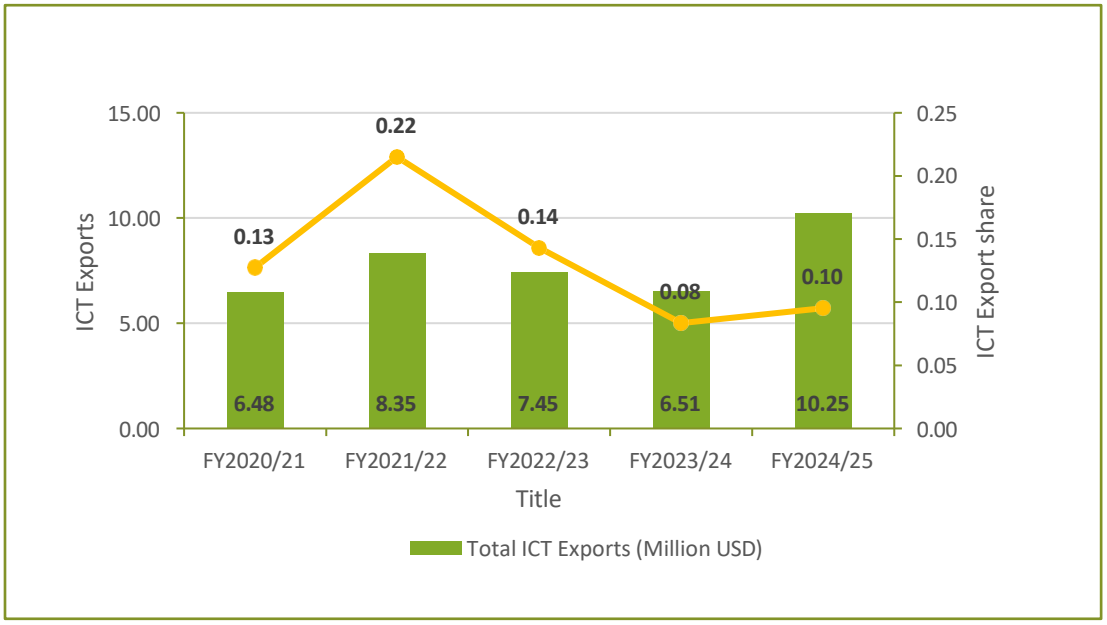
Uganda's ICT exports have undergone significant shifts over the past five financial years, reflecting both growth opportunities and structural challenges within the sector. The

total value of **ICT exports** increased from **USD6.48 million** in **FY2020/21** to a peak of **USD 8.35 million** in **FY2021/22**. Although ICT export values declined in subsequent financial years, the sector rebounded strongly in **FY2024/25**, reaching a record of **USD 10.25 million** marking the highest performance in the five-year period.

This resurgence is primarily driven by the rapid increase in the export of Communication equipment, which grew nearly tripled from **USD 1.30 million** in **FY2020/21** to **USD 3.68 million** in **FY2024/25**. Similarly, exports of consumer electronic equipment recorded a steady and sustained growth, rising from **USD 0.87 million** to **USD 2.58 million** over the same period. These upward trends highlight potential within Uganda's ICT manufacturing and assembly ecosystem to produce goods that are competitive in international markets.

Despite the rise in absolute export values, the relative share of ICT within Uganda's overall export basket remains moderate. This is partly due to rapid expansion in other sectors of the economy which has influenced the proportional weight of ICT in total exports. **Figure 3.4** shows that the ICT exports share has decreased steadily from the peak of **0.22 percent** in **FY2021/22**. Nevertheless, the strong performance in **FY2024/25** of **0.10 percent** from **0.08 percent** in the previous year signals a growing opportunity for Uganda to expand its digital and electronic goods footprint globally, provided that current momentum is sustained and supported by targeted policy interventions.

Figure 3.4: Export Value and Proportion of ICT goods to Total value of exports; FY2020/21 – FY2024/25



Source: Uganda Bureau of Statistics

3.2.2. Value of ICT goods imports

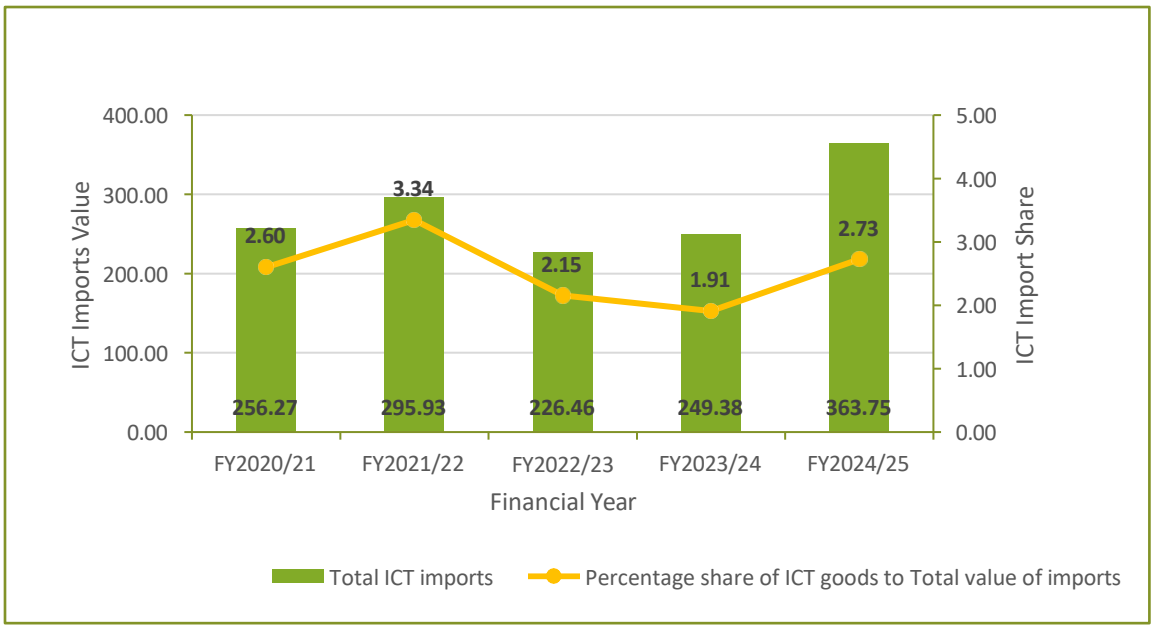
The **value of ICT goods imports** in Uganda reached a five-year high of **USD 363.75 million** in **FY2024/25**. This represents a strong recovery a record low of **USD 226.46 million** in **FY2022/23** and surpasses the previous peak of **USD 295.93** million observed in **FY2021/22** as illustrated in **figure 3.5**.

The increase was largely driven by growing demand for **Computers and peripheral equipment**, whose import value rose steadily from **USD 70.52 million** in **FY2020/21** to **USD 149.91 million** in **FY2024/25**. Additionally, Communication equipment remained a major component of ICT imports, contributing **USD 142.89 million** to the total import bill in **FY 2025/26**.

In terms of its **share of total imports**, ICT goods accounted for **3.34 percent** of Uganda's total imports in **FY2021/22**, before declining to a low of **1.91 percent** in **FY2023/24**.

However, the share recovered **to 2.73 percent** in **FY2024/25**, indicating renewed growth in ICT-related imports. This trend suggests that although Uganda's dependence on imported digital technologies fluctuated during the period, the recent increase reflects growing demand for digital infrastructure, computing equipment, and communication technologies needed to support the country's ongoing digital transformation efforts.

Figure 3.5: Import Value and Proportion of ICT goods to Total value of Imports; FY2020/21 – FY2024/25



Source: Uganda Bureau of Statistics

3.3. ICT Sector Tax Revenue Collections

This section includes information on the Gross Revenues (includes all non-tax revenue) from the ICT sector.

3.3.1. ICT sector Tax Revenue Collections

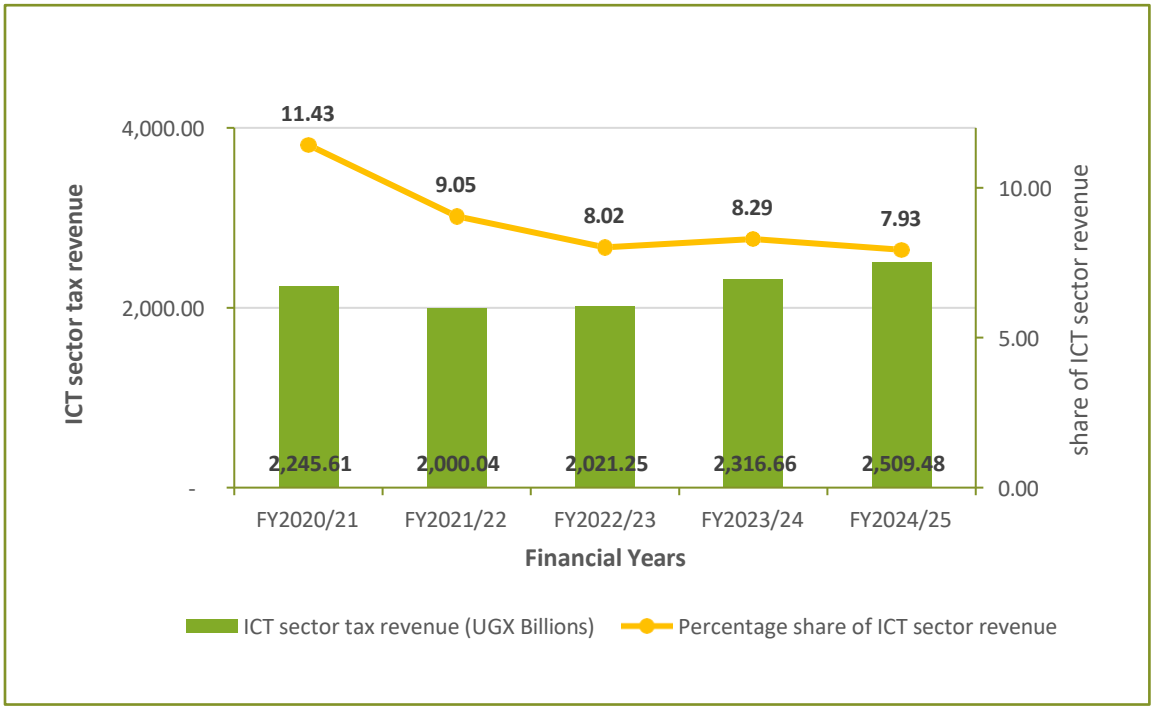
ICT sector tax revenue shows a general upward trend over the period with a temporary decline in the second year. Total ICT tax collections declined from **UGX 2,245.61 billion** in **FY2020/21** to **UGX 2,000.04 billion** in **FY2021/22**, followed by a slight recovery to **UGX**

2,021.25 billion in FY2022/23. There after Revenue then increased steadily until the peak of **UGX 2,509.48 billion** in **FY2024/25**.

The share of ICT sector tax revenue in total tax collections shows a gradual decline over the period despite growth in revenue. ICT revenue accounted for about **11.4 percent** of total tax revenue in **FY2020/21**. The share declined to **8.02 percent** in **FY2022/23**. It then recovered slightly to about **8.29 percent** in **FY2023/24** before declining again to **7.93 percent** in **FY2024/25** as illustrated in **figure 3.6**. The trend indicates that ICT tax revenue grew over time, though the revenue from other sectors in the total national tax revenue expanded at a faster rate.

The trend is largely driven by telecommunications, which remained the dominant source of ICT tax revenue. **Telecommunications** generated **UGX 1,878.36 billion** in **FY2020/21**, declined in FY2021/22 and FY2022/23, then rose again to **UGX 1,893.81 billion** in **FY2024/25**. **Wholesale trade** related to ICT equipment also increased steadily from **UGX 142.11 billion** to **UGX 212.41 billion**. Strong growth also occurred in **computer programming and consultancy**, which increased from **UGX 29.39 billion** to **UGX 98.01 billion**, and **information service activities**, which rose from **UGX 34.16 billion** to UGX **115.66 billion**. Other activities such as postal services and broadcasting recorded moderate growth, while manufacturing and publishing activities showed a gradual decline over the period.

Figure 3.6: Value and Contribution of ICT sector to the Total value of Tax Revenue Collection; FY2020/21 – FY2024/25



Source: Uganda Revenue Authority

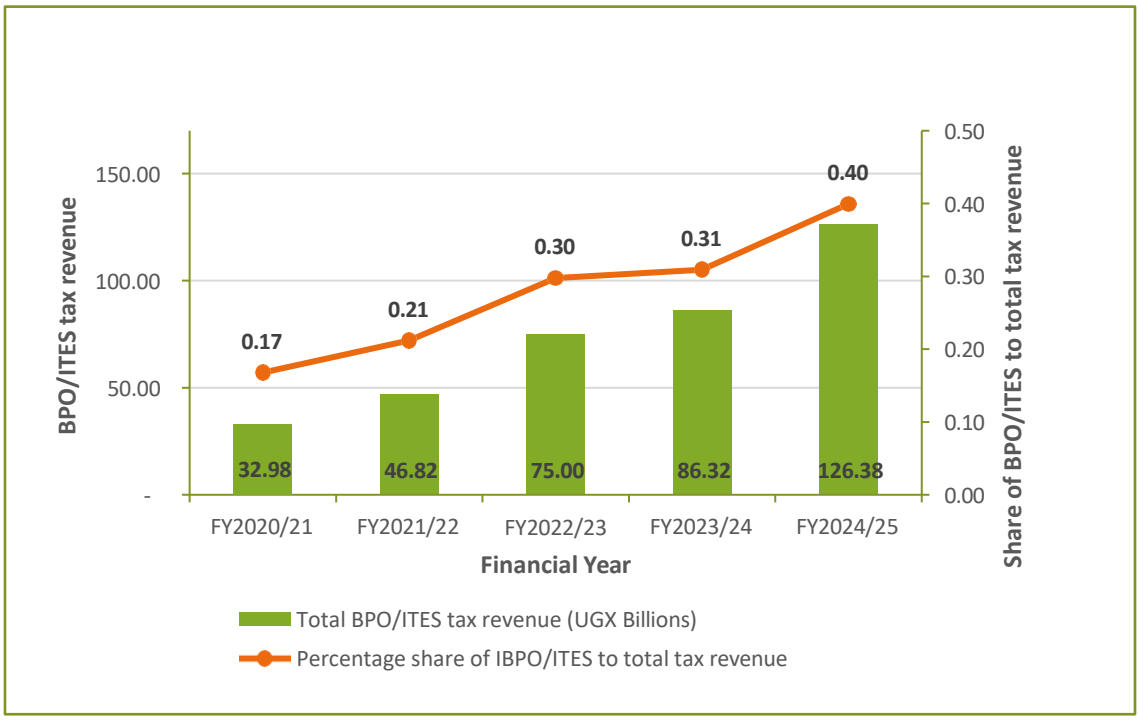
3.3.2. Contribution of the BPO/ITES to Total Tax Revenue

BPO and IT enabled services tax revenue shows strong growth over the period. Total revenue increased from **UGX 32.98 billion in FY2020/21** to **UGX 126.38 billion** in **FY2024/25**. Despite this growth, the share of BPO and ITES revenue in total tax collections remains small but steadily increasing. The percentage share has consistently increased from **0.17 percent** to **0.40 percent** over the five year period as illustrated in figure 3.7.

Growth in BPO and ITES revenue is driven by expansion in information technology services. Revenue from other **information technology and computer service activities** increased from **UGX 13.13 billion** in **FY2020/21** to **UGX 53.78 billion** in **FY2024/25**. **Computer consultancy and computer facilities management activities** also recorded

strong growth, rising from **UGX 8.61 billion** to **UGX 37.04 billion**. **Data processing and hosting services** increased significantly from **UGX 3.53 billion** to **UGX 28.27 billion**. In contrast, computer programming activities remained relatively stable over the years while web portals and call center activities contributed minimal revenue. The trend reflects rising demand for digital services, growth in outsourcing related activities, and gradual expansion of the ICT services ecosystem.

Figure 3.7: Value and Contribution of ICT sector to the Total value of Tax Revenue Collection; FY2020/21 – FY2024/25



Source: Uganda Revenue Authority

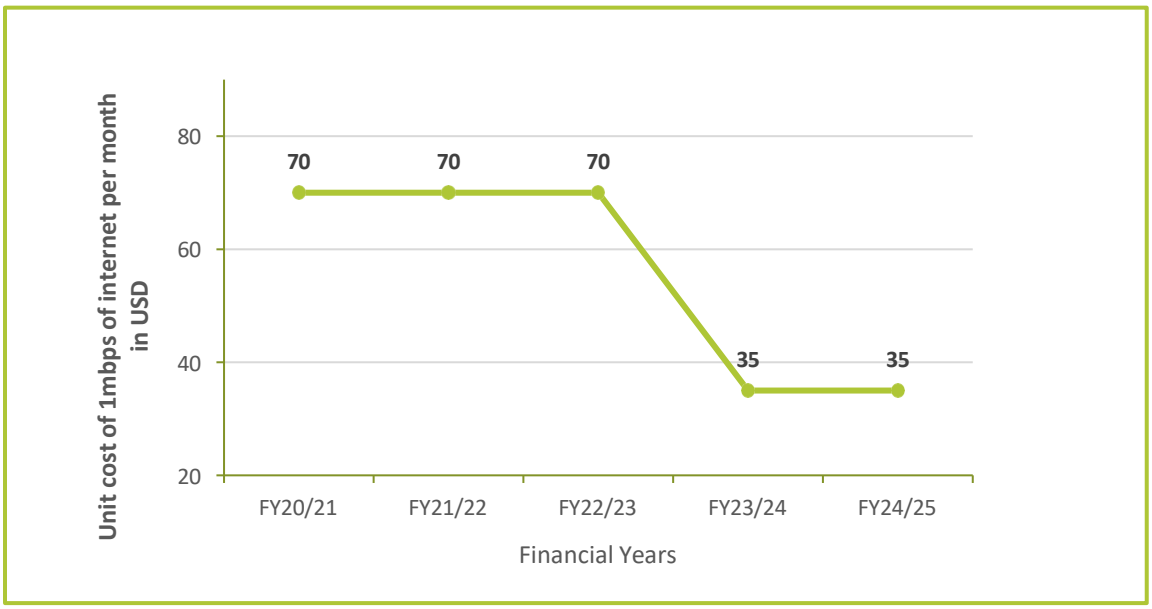
4. CHAPTER FOUR: NITA-U OPERATIONAL STATISTICS

This section contains statistics collected from NITA-U administrative reports/records on the business of the organization. It covers the National Data Backbone Infrastructure, e-Government Services, IT Standards, Laws and Regulations, and Information Security.

4.1. Unit Cost of Internet

The unit cost of internet supplied to government entities remained constant at USD **70 Mbps per month** from **FY20/21 to FY22/23**, indicating a period of price stability. However, a significant decline occurred in FY2023/24, when the cost dropped by **50 percent** to **USD 35**, and this lower price was maintained in FY2024/25 as shown in **figure 4.1**. This reduction is largely attributed to the increase in NBI connectivity and reduction in upstream Bandwidth cost.

Figure 4.1: Unit cost of 1mbps of internet per month in USD; FY2020/21 FY2024/25



NITA U performance Reports

4.2. National Backbone Infrastructure (NBI)

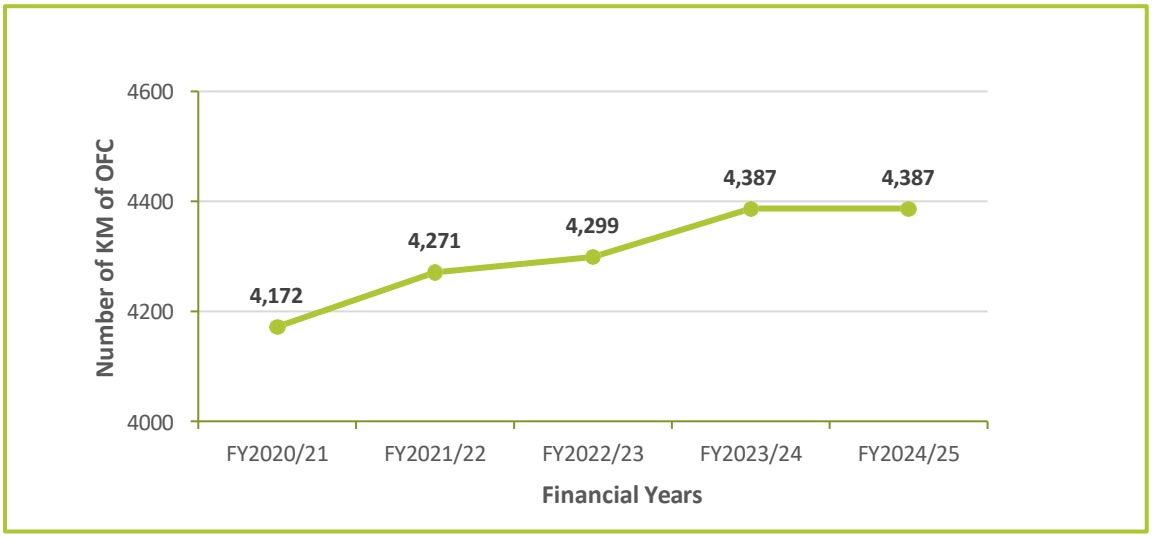
This section presents performance metrics for the National Backbone Infrastructure (NBI), a strategic initiative designed to connect all major towns and government entities onto a high-capacity Optical Fiber Cable (OFC) network. As a core pillar of the National Development Plan IV, the NBI facilitates the delivery of secure, high-speed e-Government services to Ministries, Departments, Agencies, and Local Governments (MDAs/DLGs).

The statistics detailed herein track the physical and operational growth of the network, specifically measuring the total kilometers of fiber deployed and the number of districts and headquarters currently reached. Furthermore, this report evaluates the NBI's impact by monitoring the number of entities and sites actively utilizing its services, alongside critical performance indicators such as overall network uptime and service availability.

4.2.1. Kilometers of Optical Fiber Cable on the NBI

The total kilometers of optical fiber cable deployed under the NBI show a gradual but consistent expansion over the five-year period. As illustrated in figure 4.2, the network steadily increased from **4,172 km in FY2020/21** to **4,299 km by FY2022/23**, reaching **4,387 km in FY2023/24**, and remained stable at this level in **FY2024/25**. The trend is mainly attributed to the extension activities under the Regional Communications Infrastructure Program (RCIP) that contributed to the steady progress before its closure in 2022.

Figure 4.2: Number of Kilometers of Optical Fiber Cable (OFC) of the NBI; FY2020/21 – FY2024/25



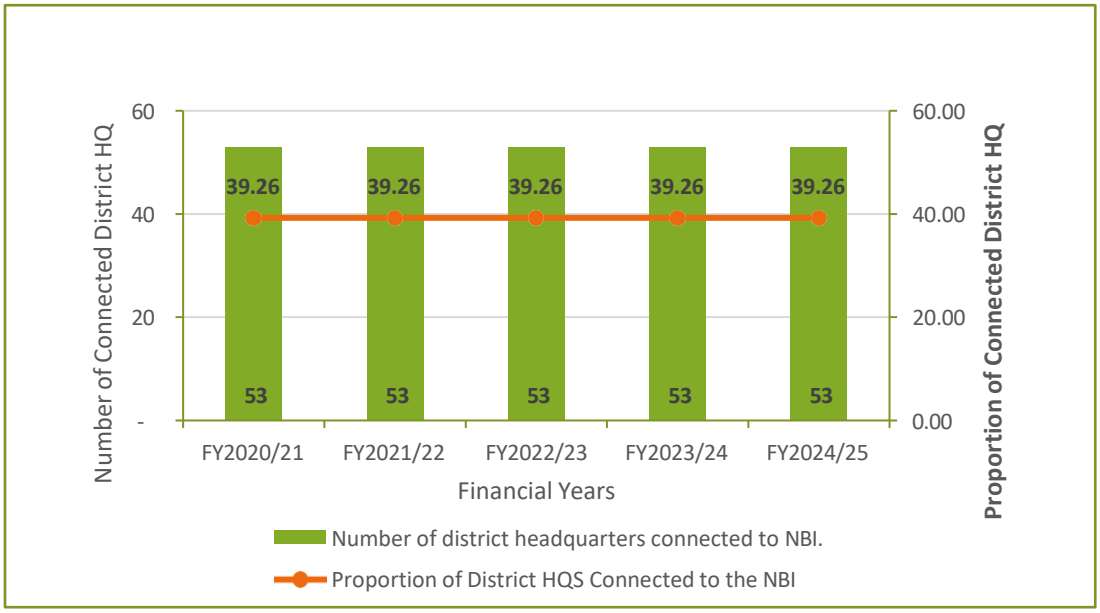
Source: NITA U Performance Reports

4.2.2. District Headquarters connected to the NBI

The number of district headquarters connected to the National Backbone Infrastructure (NBI) has remained relatively stable in recent years. As of **FY2024/25**, a total of **53 district headquarters** are connected, representing approximately **39 percent of Uganda's 135 districts** as illustrated in **figure 4.3**. Although this reflects an increase from **40 connected districts** in **FY2017/18**, the current achievement accounts for only **76 percent of the 70 district headquarters** targeted within the last five years.

The shortfall is largely attributed to delays in the approval and commissioning of NBI Phase 5 and the Uganda Digital Acceleration Project (UDAP) designed to significantly expand last-mile connectivity across the country.

Figure 4.3: Number and proportion of district Headquarters connected to the NBI; FY2020/21 – FY2024/25



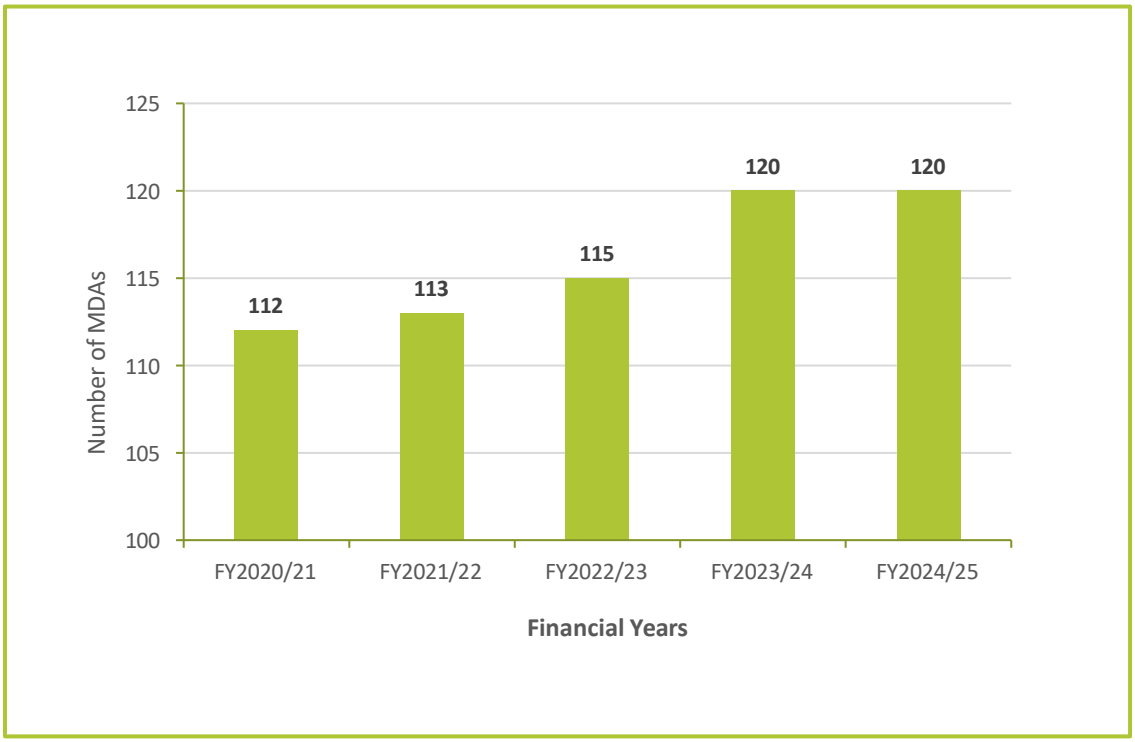
Source: NITA U performance Reports

4.2.3. MDAs connected to the NBI

To accelerate the adoption of e-government services, NITA-U has prioritized the connection of Ministries, Departments, and Agencies (MDAs) to the National Backbone Infrastructure (NBI). This effort has resulted in a steady increase in MDA connectivity—from **112 MDAs in FY2020/21** to a cumulative **120 MDAs in FY2024/25**, alongside **1,120 associated service delivery points** now connected. See figure 4.4.

Despite this positive progress, the current level of connectivity represents only **69percent of the 174 MDAs** targeted for linkage by FY2024/25. The shortfall is primarily attributed to delays in the approval and rollout of NBI Phase 5 and the Uganda Digital Acceleration Project (UDAP), which were expected to expand network coverage and accelerate the onboarding of remaining MDAs.

Figure 4.4: Number of MDAs covered connected to the NBI; FY2020/21 – FY2024/25

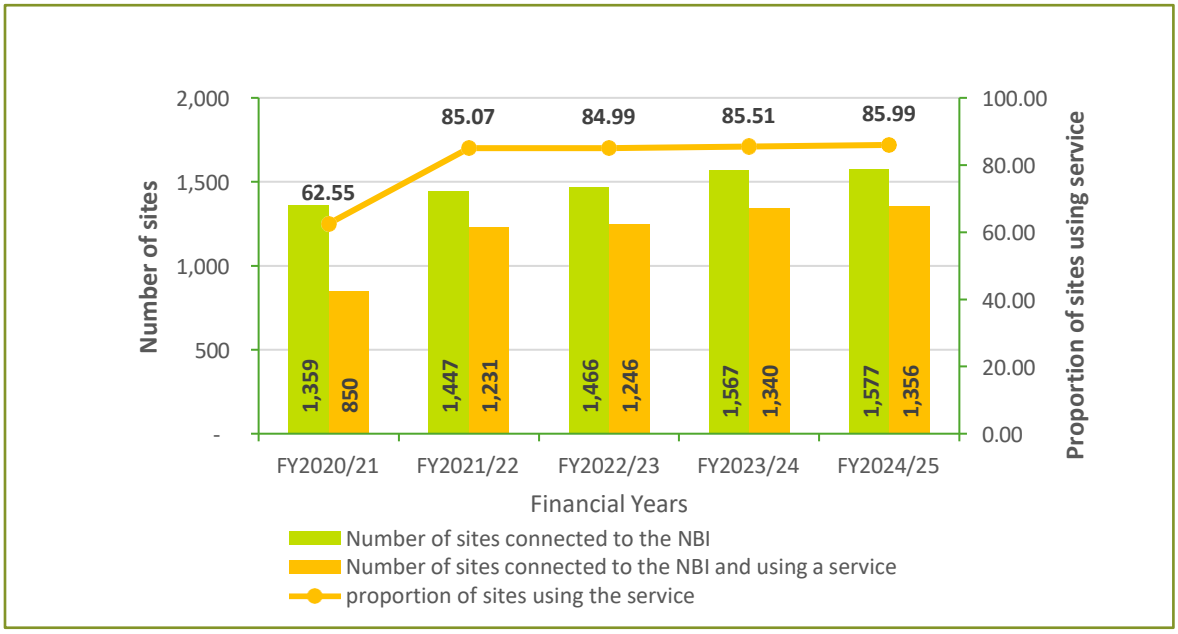


Source: NITA U performance Reports

4.2.4. Sites connected to the NBI and service utilization

The nationwide extension of the National Broadband Infrastructure (NBI) prioritized interconnecting service delivery units to streamline access to digital public services. Subsequently, the cumulative number of government sites connected to the NBI has steadily increased over the last five years, registering a **16percent increase** from **1,359 in FY 2020/21** to **1,577 in FY2024/25**, with the increase attributed to the deliberate efforts to connect service delivery sites to the NBI under the RCIP. Correspondingly, service utilization rates via the NBI surged, reaching an average of **85.99 percent by FY 2024/25**, up from **62.55 percent in the FY 2020/21** although consistency was registered in the recent past as shown in figure

Figure 4.5: Number Sites connected to the NBI and service utilization over the NBI; FY2017/18 – FY2022/23



Source: NITA U performance Reports

4.3. Number of Hotspots

To accelerate internet access and digital adoption across both the public and private sectors, the Authority expanded the deployment of Wi-Fi hotspots in key high-traffic locations, including markets, hospitals, schools, and tourism parks. Under the Regional Communications Infrastructure Program (RCIP), the number of hotspots nationwide **increased by 5.63 percent,** rising from **284 in FY2020/21** to **300 in FY2021/22**, after which the figure remained **stable through FY2024/25** as shown in **figure 4.6.**

Despite this positive expansion, only **56.49 percent of the targeted 531 hotspots** were deployed over the past five years. This shortfall is primarily attributed to delays in planned infrastructure projects, which slowed the scale-up of public Wi-Fi coverage.

Figure 4.6: Sites connected to the NBI and service utilization over the NBI; FY2017/18 – FY2022/23

Source: NITA U Performance Reports

4.4. National Data Centre

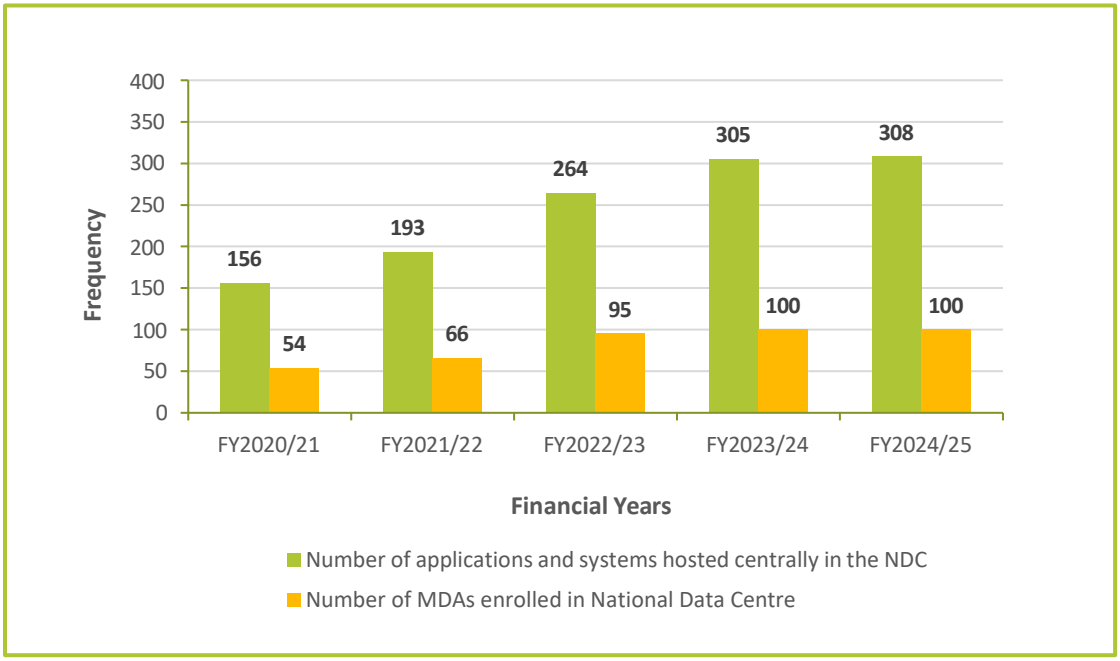
Following the approval of the Strategy for Rationalization of Information Technology (IT) Services, the Government of Uganda invested in establishing a National Data Centre (NDC) with the objective of centralizing government data hosting infrastructure and reducing the cost of maintaining multiple data centres across MDAs. The National Data Centre provides a range of cloud service models, including Co-location, Platform as a Service (PaaS), Infrastructure as a Service (IaaS), Software as a Service (SaaS), Disaster Recovery as a Service (DRaaS), and Backup as a Service (BaaS).

Utilization of the National Data Centre has increased significantly over the past five years. The **number of applications** hosted at the facility **grew by 97.43 percent**, from **156 in FY2020/21** to **308 in FY2024/25**, exceeding the five-year target of **300 applications**. Similarly, the **number of MDAs** enrolled in the data centre **increased by 85.16 percent,**

rising from **54 to 100** over the same period as show in figure. However, this represents only **40percent of the five-year target of 250 MDAs**, indicating that similar entities are leveraging the data centre resources and further efforts are needed to onboard additional government institutions.

Overall, the upward trend in utilization reflects growing confidence among government entities in the National Data Centre's hosting services. However, the slower growth observed between FY2023/24 and FY2024/25 is largely attributed to capacity constraints at the facility, coupled with delays in the planned infrastructure upgrade. Addressing these limitations will be critical to sustaining the adoption of centralized cloud services across government institutions.

Figure 4.7: National Data Centre Performance; FY2020/21 – FY2024/25



Source: NITA U Performance Reports

4.5. Snapshot of e-government services

E-Government enables citizens, enterprises, and organizations to carry out their business with government in a more efficient, transparent, and effective manner. Therefore,

NITA-U is championing comprehensive implementation of Information and Communication Technology in government Ministries, Departments, Agencies (MDAs) and Local Governments. The government has setup infrastructure and is promoting the roll out of e-services.

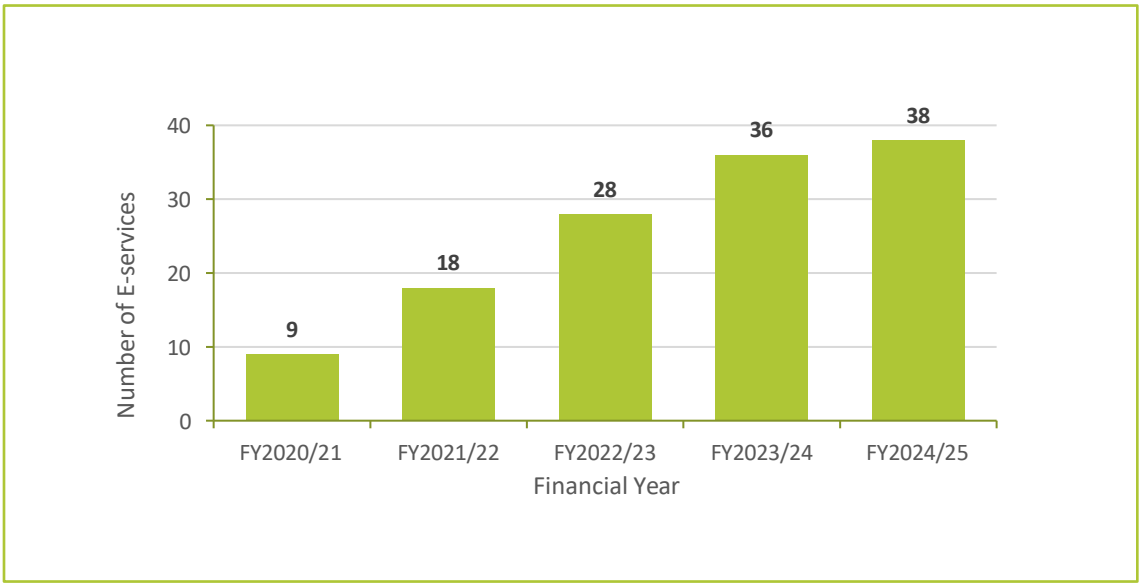
This section presents statistics on automation of government services, the integration Platform (UGhub), Unified Messaging and Collaboration System (UMCS) and websites developed and maintained by NITA-U.

4.6. E-government services rolled out

To enhance seamless government service delivery, NITA-U has continued to support public entities in reviewing, re-engineering, and automating their business processes. Over the past five years, NITA-U has developed a cumulative **thirty-eight (38)** government systems, reflecting a sustained commitment to digitizing public service delivery.

A record 100 percent increase in new systems was registered in FY2021/22, rising from **9 systems** in **FY2020/21** to **18 systems** in **FY2021/22** as illustrated in figure 4.8. This surge was largely driven by the rapid adoption of digital service delivery mechanisms necessitated by the COVID-19 pandemic, which accelerated the shift toward online and automated government services. Following this exceptional growth, system development continued at a moderate but steady pace through FY2024/25, contributing to broader improvements in efficiency, transparency, and public access to services.

Figure 4.8: Number of E-services; FY2017/18 – FY2022/23



Source: NITA U Performance Reports

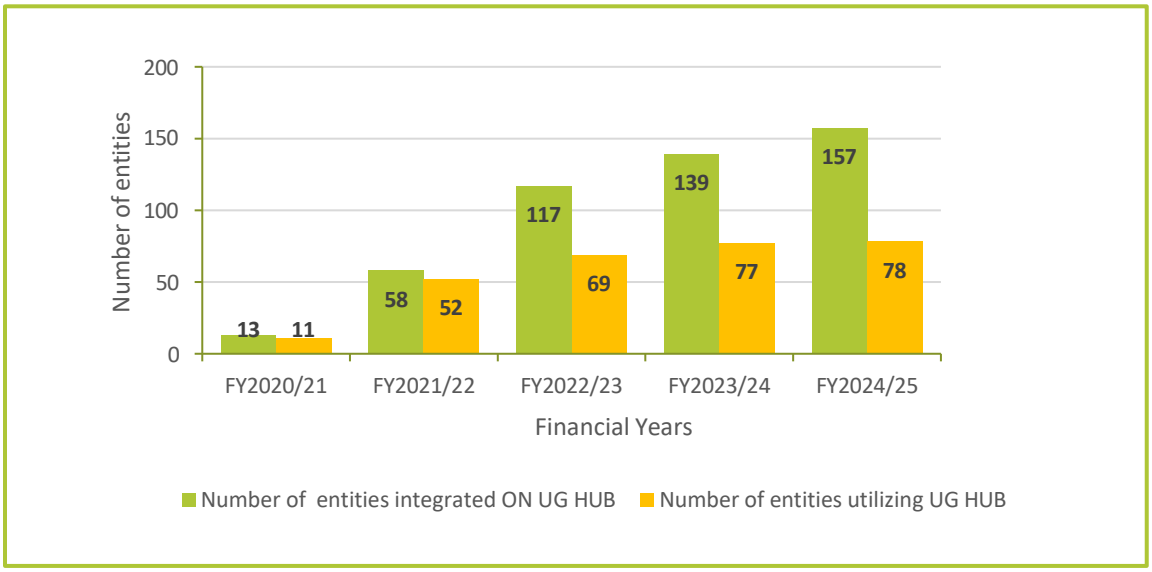
4.6.1. Data Integration Platform

NITA-U is implementing Data integration platform (UGhub) to integrate all systems in the Government to ease the sharing of data and information across Ministries, Departments and Agencies (MDAs). The intended benefits include: Improved data and information sharing among Government Institutions; Improved decision-making in Government; Reduced turnaround time in the delivery of public services; and improved use of shared public service delivery platforms.

Subsequently, **the entities enrolled** has significantly grown from **13 in FY 2020/21** when the platform was developed, to **157 in the FY 2024/25**, growing consistently throughout the five years. On the other hand, despite a surge in utilization of the platform from FY 2020/21 through to FY 2022/23, subsequent years progressed at a slower pace with a slight increase of only **1.29 percent** registered from **77 in FY 2023/24** to **78 in FY 2024/25**, compared to a 13 percent increase in the enrollment from **139 in FY 2023/24** to **157 in FY 2024/25** as shown in **figure 4.9**.

Furthermore, Uptake of the UGhub is higher among the private entities **(58 percent)** compared to the public entities **(42 percent),** which highlights a strong appreciation of the UGhub by the private sector.

Figure 4.9: Statistics on Data Sharing and Integration Platform; FY2020/21 – FY2024/25



Source: NITA U Performance Reports

4.6.2. Unified Messaging and Collaboration System (UMCS)

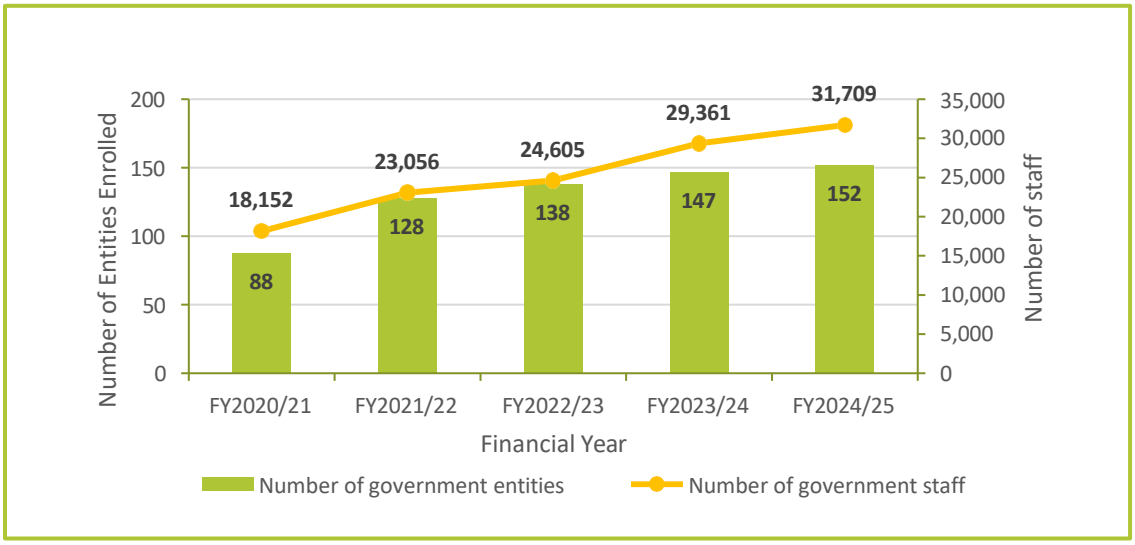
One of the key interventions under the Strategy for Rationalization and Harmonization of IT Initiatives and Systems in Government is the promotion of Unified Messaging and Collaboration System (UMCS). The UMCS provides a standardized email and collaboration platform for government communication, aimed at improving efficiency in information sharing and coordination across government institutions. In FY2018/19, National Information Technology Authority-Uganda established the Unified Messaging and Collaboration System (UMCS) to support seamless communication across government entities.

The rollout of the platform has been notable over the past five years. The number of government entities onboarded to the platform increased from **88 in FY2020/21** to **152**

in FY2024/25 as shown in **figure 4.10**. Similarly, the number of government staff using the platform for communication and collaboration recorded a steady upward trend during the same period, surpassing the five-year target by more than three times.

The significant increase in adoption is partly attributed to the shift toward remote and virtual working arrangements during the COVID-19 pandemic, which accelerated demand for digital communication and collaboration tools. However, growth in adoption over the past two financial years has slowed due to capacity constraints at the National Data Centre, which has limited the ability to onboard additional users.

Figure 4.10: Number of Government entities and number of staff using UMCS; FY2020/21-FY2024/25



Source: NITA U Performance Reports

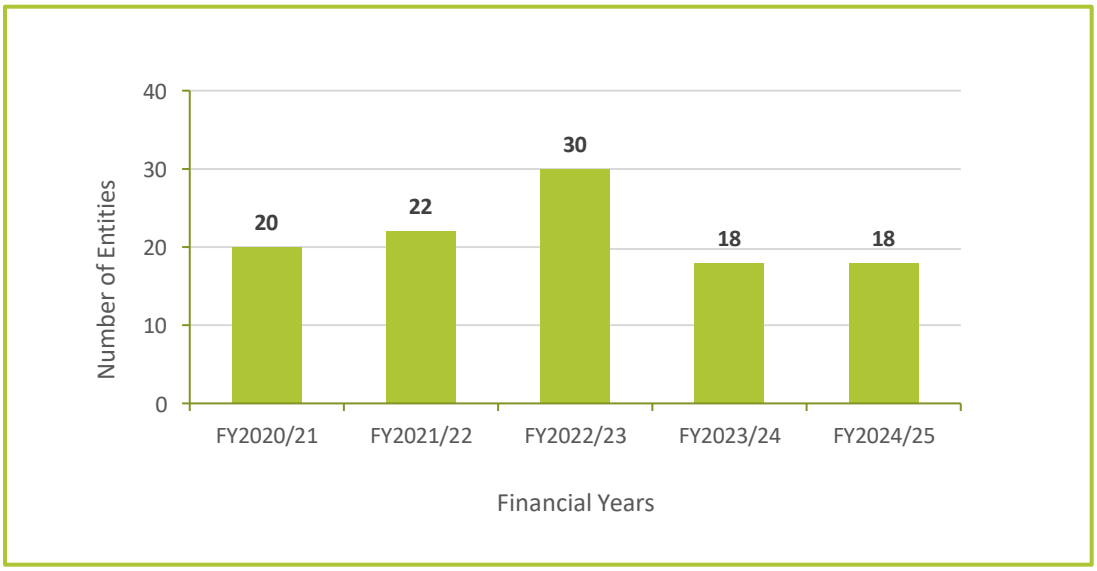
4.6.3. Mobile Service Delivery Gateway

NITA-U implemented the Mobile Service Delivery Gateway for the Government of Uganda to facilitate affordable, efficient communication and delivery of e-services to citizens across all Government entities. The platform currently offers two key services: an SMS gateway and USSD services.

The SMS gateway enables MDAs to send bulk SMS at significantly subsidized rates. Through this platform, NITA-U charges **UGX 19 per SMS** compared to the prevailing **market rate of UGX 25**, representing an approximate 40 percent cost reduction.

Figure 4.11 shows that by the end of **FY 2023/24**, the SMS gateway had been rolled out to **18** entities, supporting a total of 22 services. However, this level of adoption has remained unchanged since **FY 2023/24**, highlighting the need for increased efforts to promote and scale up utilization of the platform across Government entities.

Figure 4.11: Number of entities using MSDG; FY2020/21-FY2024/25



Source: NITA U Performance Reports

4.7. Compliance to IT standards

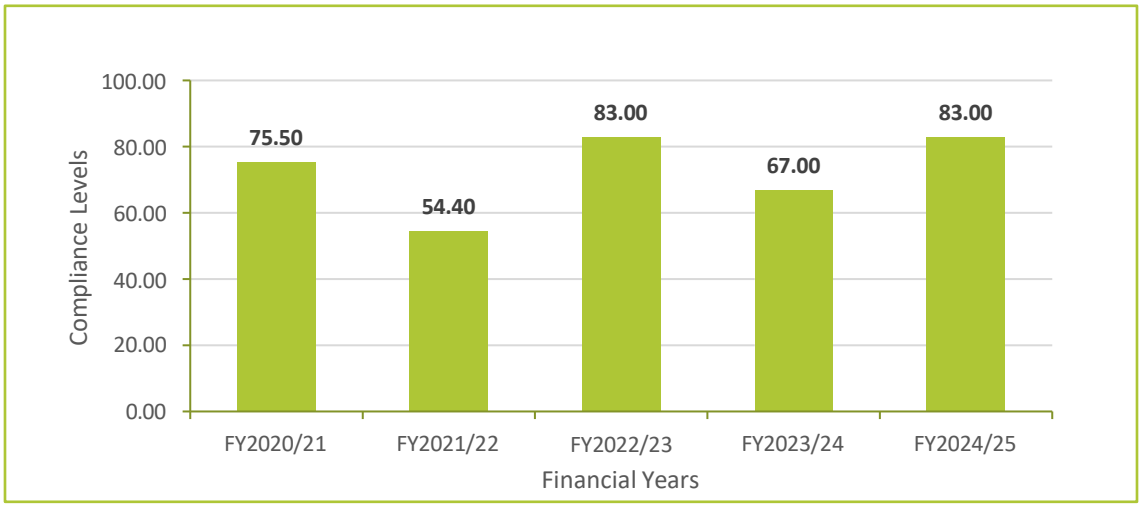
NITA-U conducts compliance assessments in entities against the standards for structured cabling and guidelines; Standards for the acquisition of IT Hardware & Software; E-Government Regulations, 2015 and the Electronic Transactions Act, 2011.

The compliance performance over the past five years shows a generally upward trend, with some fluctuations largely driven by variations in adherence to structured cabling

standards. Compliance with IT hardware and software acquisition standards has steadily improved, peaking at **91 percent** in **FY2024/25**. In contrast, structured cabling compliance has remained inconsistent, declining to as low as **52.9 percent** in **FY2021/22** before improving to **75 percent** in **FY2024/25.**

Between **FY2023/24** and **FY2024/25**, the overall compliance score increased significantly from **67 percent** to **83 percent** as illustrated in figure 4.12. This positive trend reflects improved adherence to IT standards among assessed entities, largely attributed to the strengthened compliance efforts by NITA-U.

Figure 4.12: Level of compliance with ICT related laws, legislations and standards; FY2020/21-FY2024/25



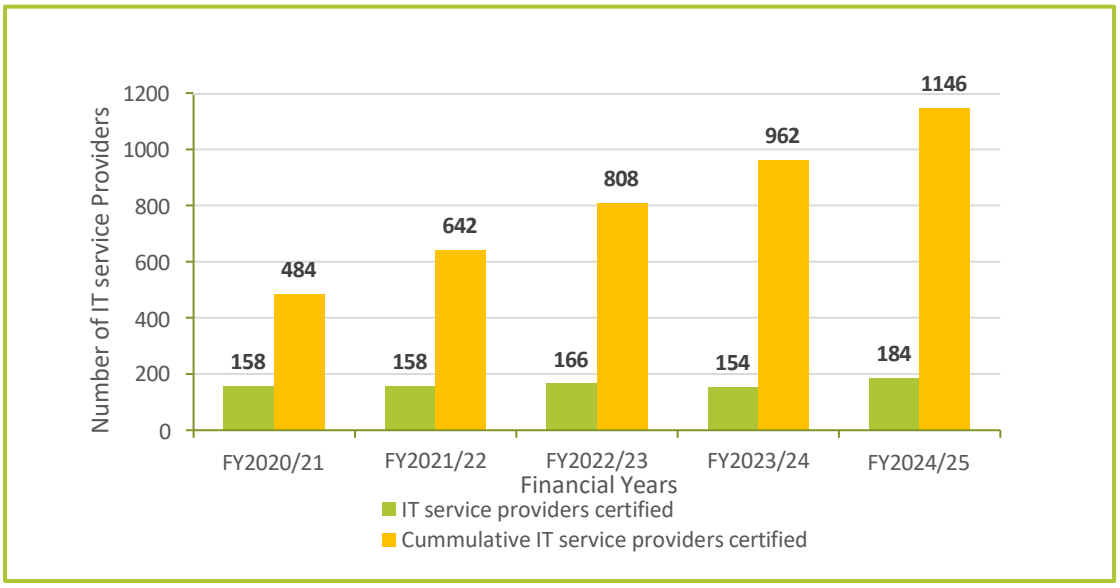
Source: NITA U Performance Reports

4.8. Certification of IT Service Providers

The National Information Technology Authority–Uganda (NITA-U) is mandated to certify and authenticate IT service providers and IT training institutions to support the structured growth of the sector and ensure the delivery of high-quality IT services to both Government and citizens. The certification process involves rigorous assessment and auditing of firms to confirm their credibility and capacity to deliver reliable IT services.

By the end of **FY2024/25**, an additional **184 IT service providers** had been certified, bringing the cumulative total to **1,146** as shown inf **figure 4.13**. Over the past five years, the number of certified IT firms has more than doubled, reflecting an average annual growth rate of 29 percent. This growth is largely attributed to sustained awareness campaigns and targeted collaboration with MDAs, particularly the integration of certification as a requirement in IT-related procurement processes.

Figure 4.13: Number of Certified Providers of IT Products, Services and Training; FY2020/21 – FY2024/25



Source: NITA U Performance Reports

4.9. Information Security

This section presents statistics on key Information Security indicators including awareness sessions targeting numerous stakeholder groups, and entities implementing National Information Security Framework.

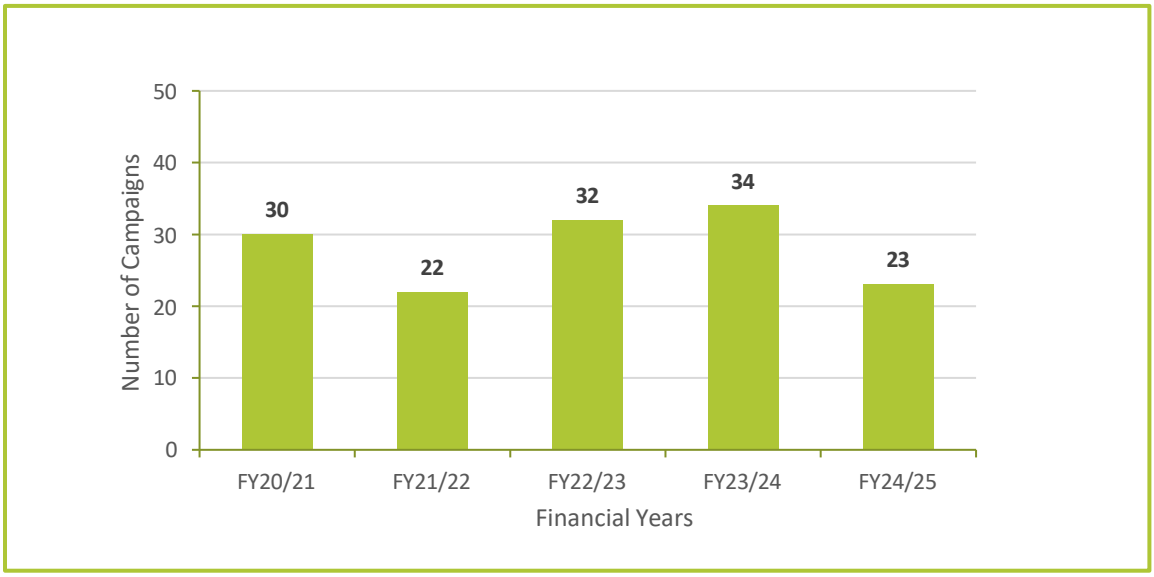
4.9.1. Cyber Security awareness sessions

To improve information security hygiene in the country, a total of **23** information security awareness sessions were conducted in **FY2024/25,** targeting both public and private

sector entities. This reflects a decline from **34** sessions conducted in **FY2023/24** and highlights a fluctuating trend over the past five years as illustrated in **figure 4.14**.

The observed variations are partly attributed to the intervention's reliance on both financial and human resource availability, which has differed across the years.

Figure 4.14: Number of Cyber Security Awareness Sessions; FY202/24 – FY2024/25



Source: NITA U Performance Reports

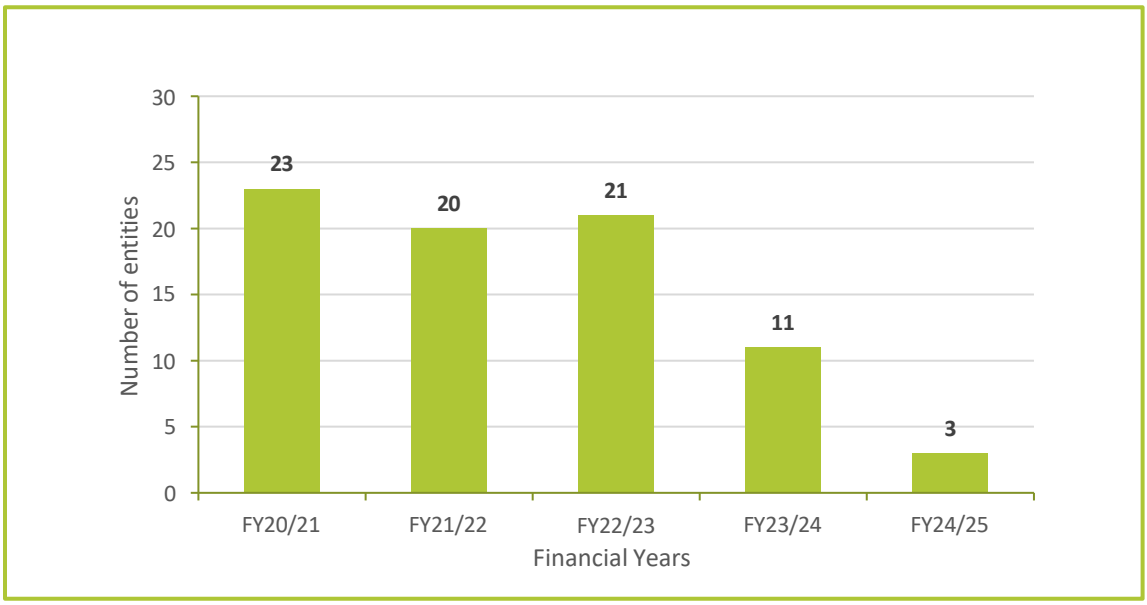
4.9.2. Compliance with the National Information Security Framework

To protect public resources and systems from potential cyber-attacks and associated risks such as cyber terrorism, the Government of Uganda put in place structures and mechanisms to operationalize the National Information Security Framework (NISF). NITA-U conducts annual NISF assessments in public entities to ensure that they are implementing the National Information Security Framework. NISF implementation assessment and remediation roadmaps are then developed for the assessed entities.

In **FY 2024/25**, **03 MDAs** were supported to implement the National Information Security Framework (NISF), a decline from **11 MDAs** supported in **FY2023/24** as shown in **figure**

4.15. Over the years, support to MDAs under this framework has shown a generally downward trend, largely attributed to resource constraints.

Figure 4.15: Number of entities Implementing the National Information Security Framework; FY2020/21 – FY2024/25



Source: NITA U Performance Reports

5. ANNEXES

Table 5.1: East Africa's GovTech Maturity Index by Components; 2020– 2025

Economy	Year	GovTech Maturity Index (GTMI)	Core Government Systems Index (CGSI)	Public Service Delivery Index (PSDI)	Digital Citizen Engagement Index (DCEI)	GovTech Enablers Index (GTEI)
Tanzania	2025	0.88	0.97	0.90	0.81	0.84
	2022	0.86	0.88	0.87	0.83	0.87
	2020	0.55	0.53	0.54	0.64	0.50
Rwanda	2025	0.83	0.74	0.87	0.88	0.82
	2022	0.68	0.64	0.94	0.33	0.80
	2020	0.53	0.54	0.70	0.24	0.63
Uganda	2025	0.79	0.90	0.81	0.56	0.89
	2022	0.86	0.89	0.88	0.92	0.75
	2020	0.64	0.52	0.60	0.75	0.69
Kenya	2025	0.77	0.83	0.84	0.61	0.80
	2022	0.41	0.41	0.63	0.43	0.18
	2020	0.58	0.59	0.67	0.40	0.65
Burundi	2025	0.41	0.52	0.31	0.45	0.37
	2022	0.41	0.41	0.63	0.43	0.18
	2020	0.26	0.30	0.34	0.17	0.23
DRC	2025	0.39	0.36	0.60	0.13	0.48
	2022	0.30	0.35	0.25	0.33	0.26
	2020	0.23	0.27	0.28	0.13	0.25
South Sudan	2025	0.16	0.18	0.40	0.02	0.05
	2022	0.13	0.15	0.22	0.10	0.06
	2020	0.11	0.15	0.10	0.09	0.12
Somalia	2025	0.10	0.20	0.03	0.05	0.13
	2022	0.27	0.30	0.25	0.25	0.26
	2020	0.19	0.11	0.18	0.17	0.30

Source: World Bank GovTech Maturity Index Reports

Table 5.2: East Africa's E-Government Development Index by components; 2020– 2024

Economy	Survey Year	E-Government Global Rank	E-Government Index	E-Participation Index	Online Service Index	Human Capital Index	Telecommunication Infrastructure Index
Kenya	2024	109	0.63	0.52	0.78	0.53	0.59
	2022	113	0.56	0.58	0.68	0.56	0.43
	2020	116	0.53	0.60	0.68	0.58	0.34
Rwanda	2024	118	0.58	0.75	0.82	0.55	0.37
	2022	119	0.55	0.64	0.79	0.53	0.32
	2020	130	0.48	0.63	0.62	0.53	0.29
Uganda	2024	150	0.45	0.44	0.61	0.50	0.23
	2022	144	0.44	0.41	0.52	0.56	0.25
	2020	137	0.45	0.57	0.58	0.54	0.23
United Republic of Tanzania	2024	153	0.43	0.29	0.48	0.44	0.38
	2022	153	0.42	0.27	0.47	0.51	0.27
	2020	152	0.42	0.56	0.55	0.47	0.24
Democratic Republic of the Congo	2024	179	0.27	0.25	0.21	0.45	0.16
	2022	175	0.31	0.25	0.23	0.54	0.15
	2020	184	0.26	0.20	0.13	0.53	0.11
Burundi	2024	183	0.25	0.22	0.31	0.40	0.03
	2022	171	0.32	0.34	0.34	0.48	0.14
	2020	168	0.32	0.33	0.35	0.49	0.13
Somalia	2024	191	0.15	0.29	0.30	0.00	0.14
	2022	192	0.13	0.25	0.29	0.00	0.11
	2020	191	0.13	0.36	0.29	0.00	0.09
South Sudan	2024	192	0.12	0.11	0.15	0.15	0.05
	2022	193	0.09	0.00	0.05	0.20	0.00
	2020	193	0.09	0.02	0.00	0.20	0.07

Source: UN E-Government Survey Reports

Table 5.3: East Africa's Local Online Service Index; 2020– 2024

City Name	Survey Year	LOSI Global Rank	LOSI Index
Kigali	2024	55	0.63
	2022	106	0.31
	2020	59	0.28
Nairobi	2024	58	0.61
	2022	60	0.59
	2020	35	0.46
Kampala	2024	97	0.35
	2022	76	0.49
	2020	72	0.18
Dar es Salaam	2024	99	0.34
	2022	96	0.37
	2020	66	0.21
Mogadishu	2024	126	0.23
	2022	116	0.27
	2020		
Bujumbura	2024	144	0.14
	2022	132	0.19
	2020	84	0.06
Juba	2024	152	0.00
	2022	_	_
	2020	_	_
Kinshasa	2024	152	0.00
	2022	144	0.1163
	2020	_	_

Source: UN E-Government Survey Reports

Table 5.4: East Africa's Network Readiness Index; 2020 - 2025

Economy	Year	NRI score	NRI Global ranking	Pillars			
				Technology	People	Governance	Impact
Kenya	2025	45.77	77	42.09	34.26	60.02	46.70
	2024	47.06	73	41.09	37.85	57.77	51.51
	2023	46.86	70	40.56	42.93	58.59	45.35
	2022	46.90	77	45.12	37.69	58.28	46.50
	2021	45.18	84	38.79	43.01	57.25	41.66
Rwanda	2025	42.82	87	35.70	33.91	56.64	45.02
	2024	43.16	91	33.10	37.93	53.65	47.98
	2023	38.26	99	29.14	29.97	51.47	42.46
	2022	39.48	101	32.71	30.69	50.81	43.72
	2021	38.65	101	29.03	34.94	47.58	43.03
Tanzania	2025	39.18	97	30.73	31.99	50.65	43.33
	2024	37.93	103	28.97	31.98	44.80	45.97
	2023	36.31	104	32.02	27.91	45.77	39.55
	2022	37.84	107	34.91	29.55	46.67	40.22
	2021	35.83	107	29.01	28.03	48.55	37.74
Uganda	2025	34.29	112	27.15	24.82	46.31	38.86
	2024	32.90	118	22.63	20.00	46.47	42.52
	2023	31.33	117	27.11	15.56	46.10	36.55
	2022	33.33	116	32.95	17.69	46.78	35.89
	2021	31.51	116	22.55	24.88	45.70	32.90
Burundi	2025	14.76	127	11.88	13.71	7.99	25.46
	2024	20.69	132	12.81	17.07	18.61	34.26
	2023	20.62	134	16.84	17.72	16.27	31.66
	2022	21.11	130	17.23	19.21	15.48	32.52
	2021	22.48	128	18.86	23.37	20.85	26.85
Democratic Republic of the Congo	2024	21.49	131	15.75	18.66	21.67	29.89
	2023	21.09	132	16.27	18.27	22.81	27.00
	2022	23.34	129	21.15	19.20	23.32	29.68
	2021	22.31	129	15.36	26.13	20.84	26.92

Source: Network Readiness Index reports by Portulans Institute

Table 5.5: East Africa's Global Cyber Security Index; 2020 & 2024

Country	Year	Legal Measures	Technical Measures	Organizational Measures	Capacity Development	Cooperative Measures	Overall GCI Score
Tanzania	2020	20	19.69	20	19.57	20.00	99.26
	2024	18.54	18.31	16.60	17.72	19.41	90.58
Kenya	2020	19.52	19.07	20	20	20	98.59
	2024	20	18.27	12.75	14.79	15.89	81.7
Rwanda	2020	20	18.98	19.34	19.76	20	98.08
	2024	20	13	16.83	16.3	13.82	79.95
Uganda	2020	16.41	18.21	17.61	13.59	17.12	82.94
	2024	15.64	14.19	13.65	10.87	15.63	69.98
DRC	2020	17.28	5.45	14.51	8.92	10.45	56.61
	2024	5.3	0	0	0	0	5.3
Somalia	2020	6.49	4.79	10.64	4.29	11.17	37.38
	2024	0	3.25	6.17	1.52	6.31	17.25
South Sudan	2020	12.47	4.56	7.21	1.27	8.87	34.38
	2024	2.63	0	0	0	3.12	5.75
Burundi	2020	9.9	0	0	1.03	5.84	16.77
	2024	1.73	0	0	0	0	1.73

Source: Global Cybersecurity Index report by ITU Reports

Table 5.6: ICT Sector's GDP at current and Constant Prices; FY2020/21-FY2024/2

Description	Price	GDP IN BILLION UGX PER FINANCIAL YEAR				
		FY2020/21	FY2021/22	FY2022/23	FY2023/24	FY2024/25
Computer, Electronic and Optical Products	Constant	12.90	8.02	3.65	2.75	2.99
	Current	10.21	6.52	2.96	2.16	2.18
Postal and Courier services	Constant	27.83	21.94	17.88	4.12	22.42
	Current	38.62	30.27	23.80	5.26	28.02
	Constant	63.97	58.70	101.05	132.58	157.53

Description	Price	GDP IN BILLION UGX PER FINANCIAL YEAR				
		FY2020/21	FY2021/22	FY2022/23	FY2023/24	FY2024/25
Audio-Visual Production and Distribution services	Current	60.25	56.83	104.17	134.36	164.36
Broadcasting and Programming services	Constant	43.65	60.13	62.23	46.62	47.02
	Current	25.11	4.84	11.37	26.50	26.45
Telecommunications services	Constant	2367.09	2386.87	2591.38	3057.12	3034.93
	Current	2,134.53	2,086.32	2,085.76	3,137.83	3,698.80
Computer Programming, Consultancy and Related services	Constant	216.39	293.41	384.77	405.40	380.78
	Current	211.00	266.87	330.11	345.89	319.40
Information Services	Constant	168.66	278.19	257.21	224.39	246.47
	Current	165.22	250.86	221.72	192.56	214.78
Repair of Computers and Personal and Household Goods service	Constant	247.53	250.99	253.51	264.11	238.33
	Current	284.45	296.18	307.52	344.16	326.59
ICT GDP (Billion shillings)	Constant	3148.01	3358.26	3671.68	4137.09	4130.45
	Current	2,929.39	2,998.69	3,087.41	4,188.71	4,780.58
Overall GDP (Billion shillings)	**Constant**	**130,881.02**	**136,885.87**	**144,191.43**	**152,923.06**	**162,605.86**
	Current	**148,310.25**	**162,749.95**	**183,004.39**	**203,707.77**	**227,874.60**

Source: Uganda Bureau of Statistics

Table 5.7: Value of ICT exports (Million USD); FY2020/21 – FY2024/25

Total value of ICT exports (Million USD)	FY2020/21	FY2021/22	FY2022/23	FY2023/24	FY2024/25
Communication equipment	1.30	0.72	1.13	2.16	3.68
Computers and peripheral equipment	2.90	5.54	4.80	2.66	3.44
Consumer electronic equipment	0.87	1.36	0.78	1.57	2.58
Electronic components	0.83	0.68	0.74	0.12	0.44
Miscellaneous	0.58	0.05	0.00	0.00	0.11
Total ICT Exports (Million USD)	**6.48**	**8.35**	**7.45**	**6.51**	**10.25**
Total Exports Value	**5,081.74**	**3,882.71**	**5,203.68**	**7,802.28**	**10,758.72**
Proportion of ICT Exports (%)	**0.13**	**0.22**	**0.14**	**0.08**	**0.10**

Source: Uganda Bureau of Statistics

Table 5.8: ICT imports Bill (Million USD); FY2019/20 – FY2023/24

Total value of ICT imports (Million USD)	FY2020/21	FY2021/22	FY2022/23	FY2023/24	FY2024/25
Communication equipment	117.55	145.09	87.65	69.99	142.89
Computers and peripheral equipment	70.52	76.32	77.36	116.95	149.91
Consumer electronic equipment	39.27	12.50	5.96	60.36	37.27
Electronic components	23.20	57.87	55.41	1.78	33.10
Miscellaneous	5.72	4.16	0.08	0.30	0.58
Total ICT imports	**256.27**	**295.93**	**226.46**	**249.38**	**363.75**
Total value of imports	**9,850.04**	**8,846.96**	**10,512.32**	**13,060.35**	**13,342.51**
Proportion of ICT Imports (%)	**2.60**	**3.34**	**2.15**	**1.91**	**2.73**

Source: Uganda Bureau of Statistics

Table 5.9: ICT sector Tax Revenue Collections [UGX Billions]; FY2020/21 – FY2024/25

ICT Activity (UGXBillions)	FY2020/21	FY2021/22	FY2022/23	FY2023/24	FY2024/25
Manufacture of computer, electronic and optical products	1.28	1.03	2.01	0.72	0.65
Wholesale trade, except of motor vehicles and motorcycles	142.11	170.63	171.71	199.29	212.41
Postal and courier activities	17.66	18.42	18.04	21.13	22.39
Publishing activities	27.62	27.61	24.17	24.35	21.64
Motion picture, video and television programme production, sound recording and music publishing activities	33.77	36.73	43.59	35.75	42.03
Programming and broadcasting activities	55.61	61.60	63.67	69.27	77.81
Telecommunications	1,878.36	1,570.39	1,543.74	1,781.65	1,893.81
Computer programming, consultancy and related activities	29.39	42.71	61.78	71.96	98.01
Information service activities	34.16	48.19	70.52	84.04	115.66
Activities of Mobile Money	13.12	15.15	14.21	20.16	16.19
Activities of call centres	0.011	0.007	0.005	0.003	0.006
Repair of computers and personal and household goods	12.53	7.56	7.81	8.33	8.87
ICT sector tax revenue	**2,245.61**	**2,000.04**	**2,021.25**	**2,316.66**	**2,509.48**
Total tax revenue	**19,649.87**	**22,098.06**	**25,209.05**	**27,938.49**	**31,634.03**

Source: Uganda Revenue Authority

Table 5.10: BPO/ITES Tax Revenue Collections [UGX Billions]; FY2020/21 – FY2024/25

BPO/ITES Activity	FY2020/21	FY2021/22	FY2022/23	FY2023/24	FY2024/25
Computer programming activities	7.65	6.57	6.65	6.84	7.20
Computer consultancy and computer facilities management activities	8.61	15.55	22.75	27.12	37.04
Other information technology and computer service activities	13.13	20.59	32.37	38.00	53.78
Data processing, hosting and related activities	3.53	3.96	12.95	14.21	28.27
Web portals	0.06	0.13	0.28	0.15	0.09
Activities of call centres	0.01	0.01	0.00	0.00	0.01
Total BPO/ITES tax revenue (UGX Billions)	**32.98**	**46.82**	**75.00**	**86.32**	**126.38**
Total tax revenue (UGX Billions)	**19,649.87**	**22,098.06**	**25,209.05**	**27,938.49**	**31,634.03**

Source: Uganda Revenue Authority

Table 5.11: Number of Compliance Assessments and Compliance levels

Financial Year	Number of Entities assessed	Compliance levels (average)		
		Structured Cabling Standards, 2013	Hardware & Software Standards, 2013	Overall score
FY2020/2021	9	-	80%	75.5%
	11	71%	-	
FY2021/2022	18	52.9%	55.8%	54.4%
FY2022/2023	10	76%	90%	83%
FY 2023/24	10	58.4%	75.6%	67%
FY 2024/25	08	75%	91%	83%

NITA U performance Reports

Table 5.12: NITA-U NDPIII Indicator Matrix FY 2020/21 to FY 2024/25

SN	Name of the Indicator	Data Source	Unit of measure	Data Series				
				FY2020/21	FY2021/22	FY2022/23	FY2023/24	FY2024/25
1	Unit Cost of Internet	NITA U Administrative Reports	USD	70	70	70	35	35
2	Length of fibre optic network	NITA U Administrative Reports	Length	4,172	4,924	4,299	4,387	4,387
3	Number of MDAs connected to the NBI	NITA U Administrative Reports	Number	112	113	115	120	120
4	Number of districts HQ connected to the NBI	NITA U Administrative Reports	Number	58	58	53	53	53
5	Number of Government units, schools, hospitals, post offices, tourism sites, police, LGs etc) connected to the NBI	NITA U Administrative Reports	Number	1359	1447	1,466	1,567	1,577
6	Number of wireless hotspots (MyUg)	NITA U Administrative Reports	Number	284	300	300	300	300

SN	Name of the Indicator	Data Source	Unit of measure	Data Series				
				FY2020/21	FY2021/22	FY2022/23	FY2023/24	FY2024/25
7	Number of applications and systems hosted centrally in the NDC	NITA U Administrative Reports	Number	156	193	264	305	3
8	Number of MDAs enrolled in National Data Centre	NITA U Administrative Reports	Number	54	66	95	100	100
9	Number of Government and private institutions integrated the data sharing and integration platform	NITA U Administrative Reports	Number	13	58	117	139	157
10	Number of Government and private institutions utilizing the data sharing and integration platform	NITA U Administrative Reports	Number	11	52	69	77	78
11	Number of e-services enabled for digital signatures	NITA U Administrative Reports	Number			2	4	9

SN	Name of the Indicator	Data Source	Unit of measure	Data Series				
				FY2020/21	FY2021/22	FY2022/23	FY2023/24	FY2024/25
12	Number of digital signature transactions made with the digital authentication and e-signatures service	NITA U Administrative Reports	Number			0	0	1,055
13	Number of public services offered online and accessed through the e-citizens portal	NITA U Administrative Reports	Number	108	108	108	108	108
14	Number of e-services developed/ rolled out	NITA U Administrative Reports	Number	9	18	28	36	38
15	Number of government institutions enrolled on UMCS	NITA U Administrative Reports	Number	88	128	138	147	152
16	Number of government staff using the UMCS platform for communication	NITA U Administrative Reports	Number	18152	23056	24605	29,361	31,709

SN	Name of the Indicator	Data Source	Unit of measure	Data Series				
				FY2020/21	FY2021/22	FY2022/23	FY2023/24	FY2024/25
	and collaboration							
17	Number of services integrated with the SMS gateway	NITA U Administrative Reports	Number	20	22	30	18	18
18	Number of government MDAs implementing the National Information Security Framework	NITA U Administrative Reports	Number	23	20	21	11	3
19	Number of cyber security awareness campaigns conducted	NITA U Administrative Reports	Number	30	22	32	34	23
20	Number of centres supported	NITA U Administrative Reports	Number	3	7	10	10	9
21	No. of ICT products and service providers certified	NITA U Administrative Reports	Number	158	316	166	154	184
22	Number of ICT trainings conducted	NITA U Administrative Reports	Number	61	38	26	13	0