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## **Abbreviations/ Acronyms**

UCC	Uganda Communications Commission
RCDF	Rural Communications Development Fund
USF	Universal Service Fund
MCT	Multipurpose Community Tele-centre
PPDA	Public Procurement and Disposal Act of 2003
POP	Internet Points of Presence
ICT	Information and Communications Technology
UA	Universal Access
MoES	Ministry of Education and Sports
MoH	Ministry of Health
DHO	District Health Officer
CAO	Chief Administrative Officer
RDC	Resident District Commissioner

## **1. Foreword**

ICTs are a key factor for socio-economic development. It is therefore vital that ICTs are made accessible to all people so as to make those people have an opportunity to contribute and benefit from the socio-economic development that ICTs create.

RCDF is a mechanism that UCC employs to leverage communications access to the hard-to-reach areas such as the rural areas which remain after operators and service providers have selected their preferred areas of operation. RCDF then causes the delivery in those areas, of communications services that are similar to those ordinarily delivered by operators and service providers.

To deliver communications services into rural underserved areas of Uganda, RCDF uses districts as the building blocks for a more equitable delivery. In order to enhance the sustainability of delivery of ICTs in underserved areas, RCDF forms strategic partnerships with the public and the private sector in districts. Delivery of ICT services through the RCDF programme involves several stakeholders that among others include the district local administration, area MPs, the RDCs, local government officials such as CAOs, ICT project implementers, and most importantly, the users.

Through the RCDF programme, ICT opportunities are made available to all the stakeholders in their respective settings. All stakeholders therefore ought to seize the opportunity by embracing and integrating the ICTs made available into their development programmes and activities. That way, the country and more specifically the rural underserved areas will achieve meaningful socio-economic development.

**Dr. Dorothy Okello**  
**Chairperson, RCDF Board**  
**Uganda Communications Commission**

**1<sup>st</sup> July, 2010**

## **1. Background**

The Uganda Communications Act of 1997 mandates UCC to establish and administer a Universal Service Fund (USF) for communications in Uganda. UCC thus establishes and administers a USF called the Rural Communications Development Fund (RCDF).

RCDF was created through its first RCDF Policy of 2001 whose actual implementation started in the year 2003. Under this Policy, the main goal of RCDF was to provide access to basic ICT to the rural and underserved communities of Uganda.

Following the realization of the goal of the RCDF Policy of 2001, and the changes in the external and internal environment of RCDF, a new policy the RCDF Policy of 2010 was adopted with its main goal being the enhancement of usage of ICT in the rural communities of Uganda.

RCDF projects are established in areas where no similar ICT facilities exist and such facilities are not expected to be established in those areas in the foreseeable future.

Districts are the main administrative blocks that the RCDF programme uses in order to ensure that the communication services provided are equitably distributed throughout the country.

## **2. Introduction**

The RCDF program seeks to provide sustainable access to ICT services to people in rural areas. The projects are strategically located in more populated centers with relatively more commercial activity to ensure that the projects are self sustaining.

A total of 40 ICT projects have been established in the district through the RCDF programme of UCC.

In conjunction with various project stakeholders, UCC/RCDF determines a specific location for each project. The population distribution within the district as shown in Table 2 is also a key determinant of the location of a project.

Like all other projects of RCDF, the ICT projects are established as partnerships between UCC and a private or public partner. UCC provides technical support and partial funding. The ICT facilities are wholly owned by the private partner who is obliged to ensure that the facility is available for use at all times for a given period of time, of say, 5 years. By the end of this period it is expected that the facilities have developed capacity for self sustainability and other people are able to replicate them within the area in order to satisfy a bigger demand.

### 3. Projects Profile

In line with the RCDF policy provisions, RCDF projects in districts of Uganda have been implemented under the following program areas; Internet Points of Presence (POP), Public payphones, Research projects, Postal support projects, Multipurpose Community Tele - centers (MCT's), School ICT facilities, Health Care ICT facilities, and Call Centers.

The number of projects supported under each programme area is indicated in Table 1 shown below;

#### NUMBER OF PROJECTS IN MAYUGE- SUMMARY

STATUS	POPs	INTERNET CAFES	ICT TRAINING CENTRES	MCTs	PAY PHONES	WEB PORTALS	POSTAL PROJECTS	SCHOOLS ICT LABS	HEALTH ICT PROJECTS	GSM SITES	TOTAL PROJECTS
COMMISSIONED	1	1	1	1	22	1		2	1		30
UNDER INSTALLATION								2	1		3
TOTALS	1	1	1	1	22	1	0	4	2	0	33

*Number and type of RCDF projects in Mayuge district*

#### a) Internet Points of Presence (POP)

The internet POPs provides a wireless connectivity network in a radius of about 5-10km around the POP. People within this area can access connectivity such as internet connectivity at costs, speeds and types of services that are comparable to those in the capital city Kampala.

Through a competitive bidding process, the Uganda Telecom Ltd won the tender for subsidy to set up POP in the district.



***A typical POP in Tororo town***

The POP is designed to provide a minimum combined speed of 480Kbps. However, with the advent of new technologies on the market, the combined speed and range of services provided keeps increasing.

All who wish to make use of the POP in the district need to contact Uganda Telecom Ltd. Through their own expansion programmes other operators also continue to establish their own POPs in various districts of the country. It may therefore be good to check all operators in order to make a comparison for a better deal.

The specific location of the RCDF supported POP in the district is as shown in the Annex.

## **b) Internet Cafes/ICT Training Centres**

This program provides public access to internet and ICT training services to people in the district.

Like all other projects of RCDF, the facilities are established as partnerships between UCC and a private or public partner.



***A typical ICT training centre/Internet café in Amuria town, Amuria district***

The ICT training centre/Internet café is made up of a minimum of 5 computers that are all connected to the internet. Services provided at the ICT training centre/Internet café are paid for at market competitive rates for the area. Other people in several other districts have replicated the internet cafes/ICT training centres and offer similar or better services. A user may therefore need to compare the services in all the cafes in the area for a better deal.

The specific locations of the RCDF supported ICT training centres and Internet cafe in the district are shown in the Annex

### **c) District Web Portal**

UCC through the RCDF programme developed the district web portal and handed it over to the district local administration. The district web portal name is:

[www.mayuge.go.ug](http://www.mayuge.go.ug)

Common information provided by the district web portals include; the district overview, Health, Agriculture, Education, Government & Politics, Investment & trade, Tourism, Government Programs, Environment, SMS services, Infrastructure, News and district Contacts,. The web portal also provides a translation in to a common language found in the district.

The web portal may also be used for generation of income to the district through activities such as renting out space to advertisers.

The district Chief Administrative Officer (CAO) is the official responsible for all issues regarding the management, annual fees, updating and uses of the web portal

#### **d) Public Pay phones**

The Public Pay phones take two main forms

- (i) The Standard type that is only limited to initiating calls
- (ii) A Community Information Center (CIC) which is used for both initiation and limited termination of calls.

The CIC also provides other basic services such as charging phones

A detailed list showing locations of public pay phones in the district is shown in the Annex.



***A typical public pay phone in Oyarotonge village, Pader village***

### **e) GSM Network Expansion Project**

UCC through the RCDF programme provided a subsidy to operators to establish a network to places that did not have voice network coverage in the district. Through a competitive bidding process, MTN (U) Ltd was awarded the subsidy and established wireless, voice communications sites in the district in areas shown in the Annex

### **f) School ICT Laboratories**

This is a program providing support to the Ministry of Education and Sports to increase access and usage of ICT in schools. Priority in this program has been made for government schools and training institutions. The program is comprised of 3 main projects.

- (i) A Project for establishment of ICT laboratories in schools
- (ii) A Project for providing Connectivity
- (iii) A Project for supporting Content delivery

Solar powered ICT laboratories have also been provided in areas that do not have access to the national grid electricity supply.

The program enables schools to among other things;

- Teach computer studies as a curriculum subject at O level
- Teach general purpose computer applications such as MS Office Packages aimed at providing computer literacy
- Access local learning resources such as UNEB past papers on web portals like [www.underb.org](http://www.underb.org)
- Access the Internet and use of e-mail services
- Use of computer based learning aides such as ENCARTA program to support the teaching and learning of conventional curriculum subjects.
- Access to other internet based e-learning resources.

The Ministry of Education and Sports has the oversight role for the school ICT laboratories and all their activities.



***A typical ICT laboratory at Mukono High School, Mukono district***

The specific names and locations of schools with RCDF supported ICT laboratories in the district are shown in the Annex

### **g) Health ICT Facilities**

This program provides support to the Ministry of Health to enhance usage of ICT in Health services delivery in the country. Through the programme, ICT facilities have been installed in selected government health facilities of the district as shown in the Annex.

The program enables health facilities and health practitioners to among other things access the following health related ICT services;

- Interlink all DHO's, Government Hospitals, 50 major Health Center IV facilities, and the Ministry of Health head quarters and referral hospitals.
- Access to the Ministry of Health web portal [www.health.go.ug](http://www.health.go.ug)
- e-continued medical education
- Access to online medical journals
- Access to selected e-libraries
- Support for e-consultation at the national & international level
- Support for e-Health Management Information Systems (HMIS)

Locations of the health facilities that have been supported through the RCDF programme are as shown in the Annex.

### **h) Postal Tele - centers & Postal Expansion Projects**

UCC through the RCDF program has established support to the postal sector for the establishment of 25 postal offices at the sub county levels and establishment of 20 postal Tele-centers in 20 districts across the country.

The specific locations of the postal facilities supported in the district are shown in the Annex

### **i) Multi Purpose Community Tele – Centers (MCT)**

Multi Purpose Community Tele – Centers provide a wider range of services than the ICT training centre and internet cafes. The typical additional services provided include video adult training programmes and sustainable rural business model demonstrations. MCTs are typically owned by sections of the community.

The specific locations of Multi Purpose Community Tele – Centers in the district are shown in the Annex

## **j) Governance Enhancement Program for Local Governments**

Under this program a fully installed computer is supplied to the office of

- (i) Each Resident District Commissioner’s Office (RDC’s) across the country.
- (ii) Each Member of Parliament

Through this program RDC’s & MP’s will have access to computer services that include;

- o Access to the Internet
- o Linkage with the Parent agency in Kampala (Presidents Office for RDC’s & Parliament for MP’s)
- o e-governance systems to enhance their monitoring capacity

The RDC programme is expected to be commissioned towards the end of the year 2010 and the MP’s programme is expected to be commissioned towards the end of the year 2011.

The main objective of this programme is to enhance the capacity of RDCs and MPs in overseeing and monitoring public programmes in the district such as the RCDF projects.

## **k) Key Stakeholders’ responsibilities**

The key stakeholders of UCC/RCDF are;

- Ministry of ICT,
- Primary project implementers in the case where a government Ministry is directly involved;
- Secondary project implementers who are the end user interface
- Local leadership.

The typical roles that each of the various stakeholder group plays are as shown in the table below:

MoICT	UCC/RCDF	Primary Implementer	Secondary Implementer	Local Leadership
<ul style="list-style-type: none"> <li>• ICT Policy and associated guidelines</li> </ul>	<ul style="list-style-type: none"> <li>• SET up ICT facilities</li> <li>• M&amp;E</li> <li>• Handover</li> </ul>	<ul style="list-style-type: none"> <li>• Software mgmt</li> <li>• Ownership, Overall control, and supervision</li> </ul>	<ul style="list-style-type: none"> <li>• Secure, good rooms</li> <li>• Furniture</li> <li>• Optimal &amp; responsible usage</li> <li>• Operational budget</li> <li>• Growth and Expansion</li> </ul>	<ul style="list-style-type: none"> <li>• Oversight by;</li> <li>• MPs</li> <li>• Local Administrations</li> <li>• Communities</li> <li>• RDCs</li> <li>• + ALL</li> </ul>

## 1) UCC/RCDF Contact

**Rural Communications Development Fund (RCDF)**

**Uganda Communications Commission (UCC)**

**Plot 42 -44, spring road, Bugolobi**

**P.O. Box 7376**

**Kampala, Uganda**

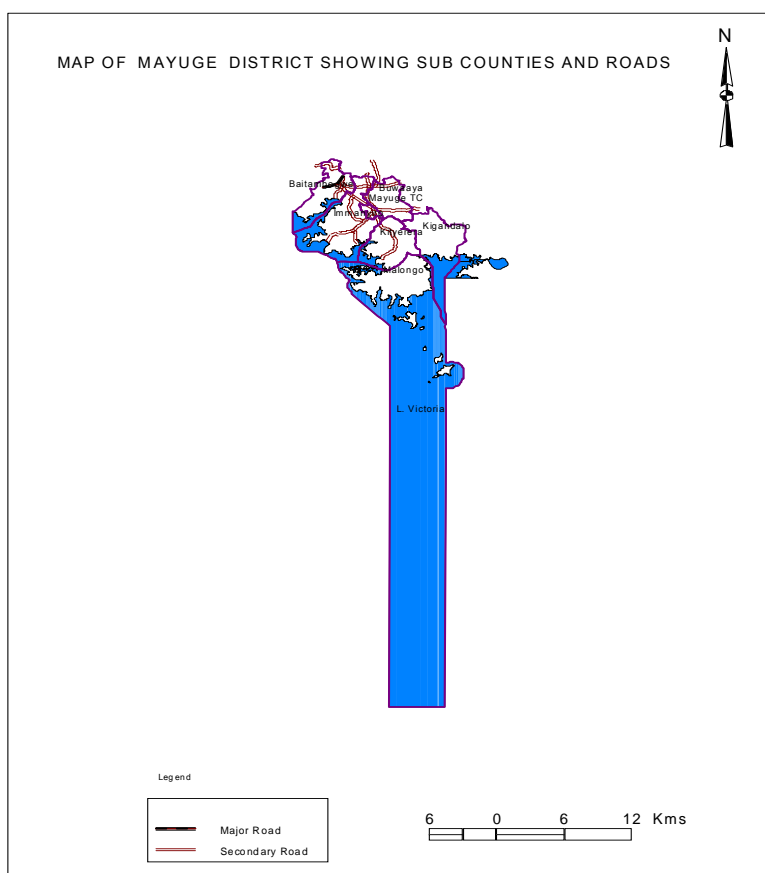
**Tel: + 256 414 339000/ 312 339000**

**Fax: + 256 414 348832**

**E-mail: [ucc@ucc.co.ug](mailto:ucc@ucc.co.ug), [rcdf@ucc.co.ug](mailto:rcdf@ucc.co.ug)**

**Website: [www.ucc.co.ug](http://www.ucc.co.ug)**





### MAYUGE DISTRICT POPULATION DISTRIBUTION BY SUB COUNTIES

District	2010				2011			
	Households	Population			Households	Population		
-		Male	Female	Total		Male	Female	Total
<b>Mayuge</b>	<b>84,294</b>	<b>206,700</b>	<b>222,600</b>	<b>429,300</b>	<b>87,414</b>	<b>214,400</b>	<b>230,600</b>	<b>445,000</b>
Baitambogwe	16,235	38,800	41,200	80,000	16,830	40,200	42,700	82,900
Buwaaya	8,668	21,900	24,300	46,200	8,991	22,700	25,200	47,900
Immanyiro	12,233	31,400	33,800	65,200	12,669	32,500	35,000	67,500
Kigandalo	15,010	38,300	41,700	80,000	15,579	39,800	43,200	83,000
Kityerera	14,482	38,000	42,100	80,100	15,012	39,400	43,600	83,000
Malongo	15,332	32,900	33,400	66,300	15,917	34,200	34,600	68,800
Mayuge T.c.	2,334	5,400	6,100	11,500	2,416	5,600	6,300	11,900

## RCDF PROJECTS IN MAYUGE DISTRICT

S/N	County	Sub County	Parish	Implementer	Contact Details	Start date	Status	Remarks
<b>Internet Cafes</b>								
S/N	County	Sub County	Parish	Implementer	Contact Details	Start date	Status	Remarks
1	Mayuge T.C	Mayuge T.C	Kaguta Road-Mayuge T.C	Busoga Rural Dev. Initiative	Contact <sup>1</sup>	Jul-06	Terminated	
<b>Health ICT Facilities</b>								
S/N	County	Sub County	Parish	Implementer	Contact Details	Start date	Status	Remarks
1	Mayuge T.C	Mayuge T.C	District Health Office	Ministry of Health	Contact <sup>2</sup>	Feb-08	Operational	
2	Bunya East	Kigandalo	Matovu	Kigandalo	Contact <sup>2</sup>	Jul-10	Operational	Solar powered
<b>ICT Training Centres</b>								
S/N	County	Sub County	Parish	Implementer	Contact Details	Start date	Status	Remarks
1	Mayuge T.C	Mayuge T.C	Kaguta Road-Mayuge T.C	Batud Computer Consultancy	Contact <sup>3</sup>	Oct-05	Operational	
<b>Multi Purpose Community Telecentres</b>								
S/N	County	Sub County	Parish	Implementer	Contact Details	Start date	Status	Remarks
1	Bunya West	Baitambogwe	Baitambogwe S.C-Mayuge	Busoga Rural Dev. Initiative	Contact <sup>1</sup>	Mar-04	Completed	
<b>Public Pay Phones</b>								
S/N	County	Sub County	Parish	Implementer	Contact Details	Start date	Status	Remarks
1	Bunya South	Malongo	Jagusi	Roam Communications Ltd	Contact <sup>4</sup>	Dec-04	Completed	
2	Bunya South	Malongo	Bukatabira	Roam Communications Ltd	Contact <sup>4</sup>	Dec-04	Completed	
3	Bunya East	Baitambogwe	Baitambogwe	Roam Communications Ltd	Contact <sup>4</sup>	Sep-05	Operational	
4	Bunya West	Baitambogwe	Butte	Roam Communications Ltd	Contact <sup>4</sup>	Sep-05	Operational	
5	Bunya East	Buwaya	Buwaya	Roam Communications Ltd	Contact <sup>4</sup>	Sep-05	Operational	

S/N	County	Sub County	Parish	Implementer	Contact Details	Start date	Status	Remarks
6	Bunya West	Imanyiro	Lwanika L / Site	Roam Communications Ltd	Contact <sup>4</sup>	Sep-05	Operational	
7	Bunya West	Imanyiro	Bifulubi	Roam Communications Ltd	Contact <sup>4</sup>	Sep-05	Operational	
8	Bunya South	Kityerera	Ndaiga	Roam Communications Ltd	Contact <sup>4</sup>	Sep-05	Operational	
9	Bunya South	Kityerera	Wandegeya	Roam Communications Ltd	Contact <sup>4</sup>	Sep-05	Operational	
10	Bunya South	Kityerera	Bubinge	Roam Communications Ltd	Contact <sup>4</sup>	Sep-05	Operational	
11	Bunya South	Kityerera	Bukalenzi	Roam Communications Ltd	Contact <sup>4</sup>	Sep-05	Operational	
12	Bunya South	Malongo	Masolya Island	Roam Communications Ltd	Contact <sup>4</sup>	Sep-05	Operational	
13	Bunya West	Baitambogwe	Iguluibi	Roam Communications Ltd	Contact <sup>4</sup>	Jul-07	Operational	
14	Bunya East	Buwaya	Isikiro	Roam Communications Ltd	Contact <sup>4</sup>	Jul-07	Operational	
15	Bunya West	Imanyiro	Nakalanga L / Site	Roam Communications Ltd	Contact <sup>4</sup>	Jul-07	Operational	
16	Bunya East	Kigandalo	Bugondo	Roam Communications Ltd	Contact <sup>4</sup>	Jul-07	Operational	
17	Bunya South	Kityerera	Bugadde	Roam Communications Ltd	Contact <sup>4</sup>	Jul-07	Operational	
18	Bunya South	Kityerera	Ndaiga	Roam Communications Ltd	Contact <sup>4</sup>	Jul-07	Operational	
19	Bunya South	Kityerera	Wandegeya	Roam Communications Ltd	Contact <sup>4</sup>	Jul-07	Operational	
20	Bunya South	Malongo	Bwondha L / Site	Roam Communications Ltd	Contact <sup>4</sup>	Jul-07	Operational	
21	Bunya South	Malongo	Jagusi	Roam Communications Ltd	Contact <sup>4</sup>	Jul-07	Operational	
22	Bunya South	Malongo	Buluta	Roam Communications Ltd	Contact <sup>4</sup>	Jul-07	Operational	

S/N	County	Sub County	Parish	Implementer	Contact Details	Start date	Status	Remarks
<b>School ICT Laboratories</b>								
S/N	County	Sub County	Parish	Implementer	Contact Details	Start date	Status	Remarks
1	Mayuge T.C	Mayuge T.C	Kavule Parish	Bunya S.S.	Contact <sup>5</sup>	Feb-08	Operational	Grid power, standard
2	Bunya East	Buwaya	Buwaiswa Parish	St. John Buwaaya S.S.	Contact <sup>5</sup>	Apr-09	Operational	Solar powered
3	Bunya South	Kityerera	Kaluba	Kaluuba H.S	Contact <sup>5</sup>	Jul-10	Operational	Solar powered
4	Bunya West	Baitambogwe	Lugolole	Waitambogwe S.S	Contact <sup>5</sup>	Jul-10	Operational	Solar powered
<b>District Web Portals</b>								
S/N	County	Sub County	Parish	Implementer	Contact Details	Start date	Status	Remarks
1	Mayuge T.C	Mayuge T.C	www.mayuge.go.ug	Terp Group	Contact <sup>6</sup>	Mar-04	Completed	Operational
<b>Internet Points of Presence (POP)</b>								
S/N	County	Sub County	Parish	Implementer	Contact Details	Start date	Status	Remarks
1	Mayuge T.C	Mayuge T.C	Mayuge T.C	MTN (U) Ltd	Contact <sup>7</sup>	Jul-05	Completed	

<sup>1</sup> Busoga Rural Dev. Initiative, Colline House, Pilikington Road, P.O Box 26970 Kampala, Tel 0414251632

<sup>2</sup> Ministry of Health, Plot 6, Lourdel Road, P.O Box 7272 Kampala, Tel: 0414340936

<sup>3</sup> Batud Computer Consultancy, P.O Box 3530 Kampala, Tel: 0772694243

<sup>4</sup> Roam Communications Ltd,UMA Showgrounds, DDA Building, Lugogo, P.O Box 12852 Kampala, Tel: 0772712722

<sup>5</sup> Ministry of Education & Sports, Embassy House, P.O Box 7063 Kampala, Tel: 041 233744

<sup>6</sup> Terp Group, 5th Floor Nakawa House, Port Bell Road, P.O Box 12339 Kampala, Tel: 041 4220702

<sup>7</sup> MTN Towers, 22 Hannington Road P.O Box 24624 Kampala, Tel: 0312213212