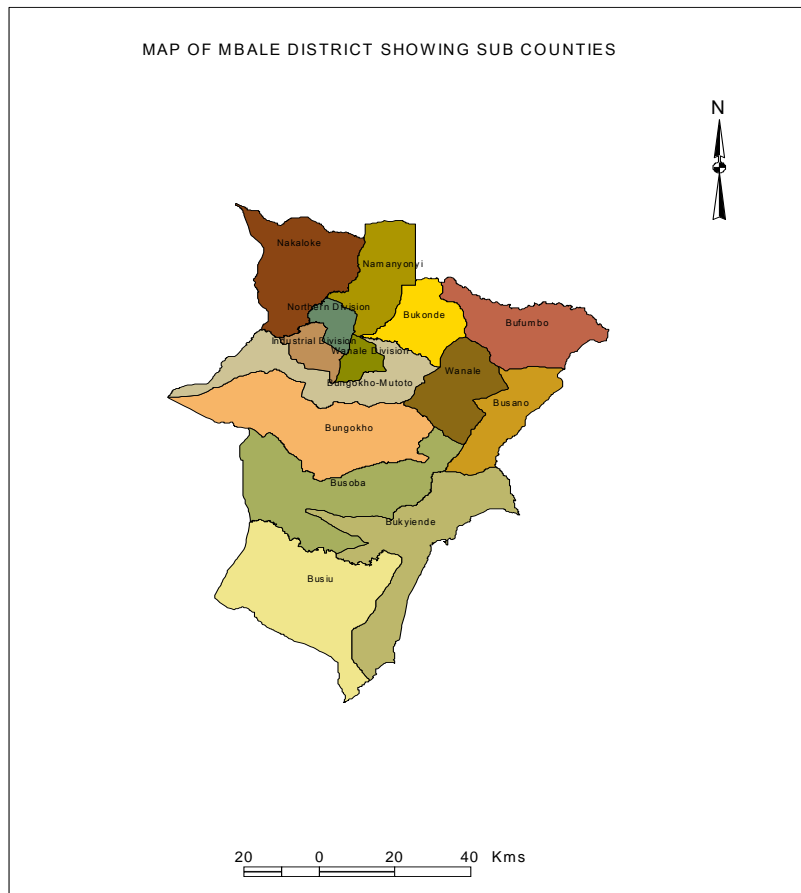


Rural Communications Development Fund (RCDF)

RCDF PROJECTS IN MBALE DISTRICT, UGANDA



UCC Support through the RCDF Programme

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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

1st 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 MBALE - 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		38	1	2	3	2	1	50
UNDER INSTALLATION								5	2		7
TOTALS	1	1	1	0	38	1	2	8	4	1	57

Number and type of RCDF projects in Mbale 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.mbale.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
- 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
- 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"> • ICT Policy and associated guidelines 	<ul style="list-style-type: none"> • SET up ICT facilities • M&E • Handover 	<ul style="list-style-type: none"> • Software mgmt • Ownership, Overall control, and supervision 	<ul style="list-style-type: none"> • Secure, good rooms • Furniture • Optimal & responsible usage • Operational budget • Growth and Expansion 	<ul style="list-style-type: none"> • Oversight by; • MPs • Local Administrations • Communities • RDCs • + ALL

1) UCC/RCDF Contact

Rural Communications Development Fund (RCDF)

Uganda Communications Commission (UCC)

Plot 42 -44, spring road, Bugolobi

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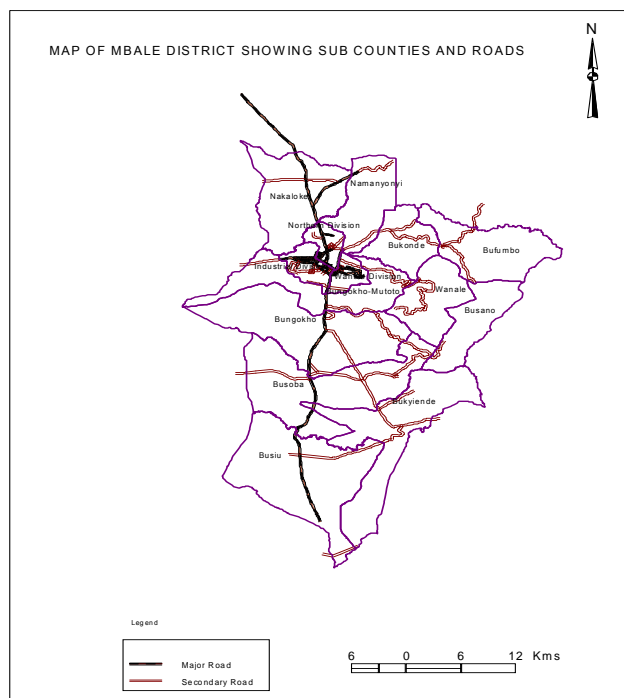
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MBALE DISTRICT POPULATION DISTRIBUTION BY SUB COUNTIES

District	2010				2011			
	Households	Population			Households	Population		
-		Male	Female	Total		Male	Female	Total
Mbale	96,187	204,300	212,300	416,600	99,067	210,900	217,900	428,800
Bufumbo	9,313	19,000	19,400	38,400	9,584	19,600	19,900	39,500
Bukonde	4,856	10,400	10,600	21,000	4,997	10,700	10,900	21,600
Bukyiende	6,291	14,300	14,800	29,100	6,488	14,800	15,200	30,000
Bungokho	8,452	18,500	18,900	37,400	8,704	19,100	19,400	38,500
Bungokho-mutoto	10,820	22,000	23,700	45,700	11,132	22,700	24,300	47,000
Busano	2,248	5,300	5,200	10,500	2,336	5,500	5,300	10,800
Busiu	6,834	15,800	16,500	32,300	7,027	16,300	16,900	33,200
Busoba	7,248	16,200	16,600	32,800	7,472	16,700	17,100	33,800
Nakaloke	7,955	18,600	19,800	38,400	8,186	19,200	20,300	39,500
Namanyonyi	4,992	12,100	12,500	24,600	5,136	12,500	12,800	25,300
Wanale	4,326	8,700	8,700	17,400	4,427	8,900	8,900	17,800
Industrial	9,869	19,800	19,900	39,700	10,197	20,500	20,500	41,000
Northern Division	9,675	17,200	18,800	36,000	9,975	17,800	19,300	37,100
Wanale Division	3,306	6,400	6,900	13,300	3,407	6,600	7,100	13,700

RCDF PROJECTS IN MBALE DISTRICT

S/N	County	Sub County	Parish	Implementer	Contact Details	Start date	Status	Remarks
Internet Cafes								
S/N	County	Sub County	Parish	Implementer	Contact Details	Start date	Status	Remarks
1	Mbale M.C	Northern Borough	Republic Street-Mbale	Telekom Equator	Contact ¹	Feb-03	Completed	
Health ICT Facilities								
S/N	County	Sub County	Parish	Implementer	Contact Details	Start date	Status	Remarks
1	Mbale M.C	Northern Borough	Mbale Hospital	Ministry of Health	Contact ²	Jul-08	Operational	
2	Mbale M.C	Northern Borough	District Health Office	Ministry of Health	Contact ²	Feb-08	Operational	
3	Mbale M.C	Northern Borough	Mbale Hospital	Ministry of Health	Contact ²	Jun-09	Operational	
4	Bungokho South	Busiu	Bufukhula	Busiu	Contact ²	Jul-10	Operational	Solar powered
ICT Training Centres								
S/N	County	Sub County	Parish	Implementer	Contact Details	Start date	Status	Remarks
1	Mbale M.C	Northern Borough	Republic Street-Mbale M.C	Nile Computers	Contact ³	Sep-05	Operational	
Public Pay Phones								
S/N	County	Sub County	Parish	Implementer	Contact Details	Start date	Status	Remarks
1	Bubulo East	Bumwoni	Bumwoni	Roam Communications Ltd	Contact ⁴	Dec-04	Completed	
2	Bungokho South	Busano	Bunandutu	Roam Communications Ltd	Contact ⁴	Dec-04	Completed	
3	Bungokho South	Busoba	Bumasikye	Roam Communications Ltd	Contact ⁴	Dec-04	Completed	
4	Bungokho North	Bufumbo	Bubyangu	Roam Communications Ltd	Contact ⁴	Sep-05	Operational	
5	Bungokho North	Bufumbo	Bumadanda	Roam Communications Ltd	Contact ⁴	Sep-05	Operational	

S/N	County	Sub County	Parish	Implementer	Contact Details	Start date	Status	Remarks
6	Bungokho South	Bukhiende	Bumutsopa	Roam Communications Ltd	Contact ⁴	Sep-05	Operational	
7	Bungokho South	Bukhiende	Bunashimolo	Roam Communications Ltd	Contact ⁴	Sep-05	Operational	
8	Bungokho North	Bukonde	Bulweta	Roam Communications Ltd	Contact ⁴	Sep-05	Operational	
9	Bungokho North	Bukonde	Bulweta	Roam Communications Ltd	Contact ⁴	Sep-05	Operational	
10	Bungokho South	Bungokho	Bubirabi	Roam Communications Ltd	Contact ⁴	Sep-05	Operational	
11	Bungokho South	Bungokho	Bubirabi	Roam Communications Ltd	Contact ⁴	Sep-05	Operational	
12	Bungokho South	Bungokho	Bumbobi	Roam Communications Ltd	Contact ⁴	Sep-05	Operational	
13	Bungokho South	Busano	Busano	Roam Communications Ltd	Contact ⁴	Sep-05	Operational	
14	Bungokho South	Busiu	Bufukhula	Roam Communications Ltd	Contact ⁴	Sep-05	Operational	
15	Bungokho South	Busoba	Bumasikye	Roam Communications Ltd	Contact ⁴	Sep-05	Operational	
16	Bungokho North	Namanyon yi	Aisa	Roam Communications Ltd	Contact ⁴	Sep-05	Operational	
17	Bungokho North	Namanyon yi	Aisa	Roam Communications Ltd	Contact ⁴	Sep-05	Operational	
18	Bungokho South	Nambale	Bukasakya	Roam Communications Ltd	Contact ⁴	Sep-05	Operational	
19	Bungokho South	Nambale	Bukasakya	Roam Communications Ltd	Contact ⁴	Sep-05	Operational	
20	Bungokho North	Wanale	Bubentsye	Roam Communications Ltd	Contact ⁴	Sep-05	Operational	
21	Bungokho North	Wanale	Bubentsye	Roam Communications Ltd	Contact ⁴	Sep-05	Operational	
22	Bungokho North	Wanale	Budwale	Roam Communications Ltd	Contact ⁴	Sep-05	Operational	
23	Bungokho North	Bufumbo	Bubyangu	Roam Communications	Contact ⁴	Jul-07	Operational	

S/N	County	Sub County	Parish	Implementer	Contact Details	Start date	Status	Remarks
				Ltd				
24	Bungokho North	Bufumbo	Jewa	Roam Communications Ltd	Contact ⁴	Jul-07	Operational	
25	Bungokho South	Bukhiende	Bumutsopa	Roam Communications Ltd	Contact ⁴	Jul-07	Operational	
26	Bungokho North	Bukonde	Bumuluya	Roam Communications Ltd	Contact ⁴	Jul-07	Operational	
27	Bungokho South	Bungokho	Bumageni	Roam Communications Ltd	Contact ⁴	Jul-07	Operational	
28	Bungokho South	Busano	Busano	Roam Communications Ltd	Contact ⁴	Jul-07	Operational	
29	Bungokho South	Busiu	Bufukhula	Roam Communications Ltd	Contact ⁴	Jul-07	Operational	
30	Bungokho South	Busoba	Bunambutye	Roam Communications Ltd	Contact ⁴	Jul-07	Operational	
31	Bungokho North	Nakaloke	Kireka	Roam Communications Ltd	Contact ⁴	Jul-07	Operational	
32	Bungokho North	Namanyon yi	Aisa	Roam Communications Ltd	Contact ⁴	Jul-07	Operational	
33	Bungokho North	Namanyon yi	Aisa	Roam Communications Ltd	Contact ⁴	Jul-07	Operational	
34	Bungokho North	Namanyon yi	Nabweya	Roam Communications Ltd	Contact ⁴	Jul-07	Operational	
35	Bungokho South	Nambale	Zabanyanya	Roam Communications Ltd	Contact ⁴	Jul-07	Operational	
36	Bungokho South	Nambale	Zabanyanya	Roam Communications Ltd	Contact ⁴	Jul-07	Operational	
37	Mbale M.C	Northern Borough	Iuiu	Roam Communications Ltd	Contact ⁴	Jul-07	Operational	

Postal Telecentres

S/N	County	Sub County	Parish	Implementer	Contact Details	Start date	Status	Remarks
1	Bungokho North	Nambale	Kufu	Posta Uganda	Contact ⁵	Mar-04	Completed	
2	Mbale M.C	Northern Borough	Mbale post office	Posta Uganda	Contact ⁵	Mar-07	Operational	Grid power

S/N	County	Sub County	Parish	Implementer	Contact Details	Start date	Status	Remarks
School ICT Laboratories								
S/N	County	Sub County	Parish	Implementer	Contact Details	Start date	Status	Remarks
1	Bungokho North	Nambale	Bunanimi Parish	Nyondo S.S.	Contact ⁶	Feb-08	Operational	Grid power, standard
2	Mbale M.C	Northern Borough	Mbale M.C	Mbale School for the Deaf	Contact ⁶	Apr-09	Operational	Solar powered
3	Mbale M.C	Northern Borough	Northern Division Parish	Mbale S.S.	Contact ⁶	Apr-09	Operational	Solar powered
4	Bungokho South	Busiu	Bufukhula	Busiu S.S	Contact ⁶	Jul-10	Operational	Grid power, N-computing
5	Mbale Municipality	Northern Division	Nabiyonga	Mbale High School	Contact ⁶	Jul-10	Operational	Grid power, standard
6	Bungokho South	Busoba	Bumasikyee	Nabumali H.S	Contact ⁶	Jul-10	Operational	Grid power, N-computing
7	Bungokho North	Nakaloke	Nakaloke	Nakaloke S.S	Contact ⁶	Jul-10	Operational	Solar powered
8	Mbale Municipality	Northern Division	Nabiyonga	Nkoma S.S	Contact ⁶	Jul-10	Operational	Solar powered
GSM Sites								
S/N	County	Sub County	Parish	Implementer	Contact Details	Start date	Status	Remarks
1	Bulucheke	Bumbo	Butooto	MTN (U) Ltd	Contact ⁷	Dec-06	Operational	CDMA BTS
District Web Portals								
S/N	County	Sub County	Parish	Implementer	Contact Details	Start date	Status	Remarks
1	Mbale M.C	Northern Borough	www.mbale.go.ug	Uganda Home Pages	Contact ⁸	Feb-03	Completed	Out of service
Internet Points of Presence (POP)								
S/N	County	Sub County	Parish	Implementer	Contact Details	Start date	Status	Remarks
1	Mbale M.C	Northern Borough	Mbale M.C	Uganda telecom	Contact ⁹	Feb-03	Completed	

¹ Telecom Equator P.O Box23260 Kampala Tel. 0414531404

² Ministry of Health Plot 6, Lourdel Road, P.O Box 7272 Kampala, Tel: 0414340937

³ Nile Computers P.O Box 1756 Kampala, tel: 0712692706, info@nilecomputers.co.ug

⁴ Roam Communications Ltd UMA Showgrounds, DDA Building, Lugogo, P.O Box 12852 Kampala, Tel: 0772713208

⁵ Uganda Post Ltd, Plot 35 Kampala Road, P.O Box 7106 Kampala, Tel: 0414255527

⁶ Ministry of Education & Sports, Embassy House, P.O Box 7063 Kampala, Tel: 041 234054

⁷ MTN Towers, 22 Hannington Road P.O Box 24624 Kampala, Tel: 0312213292

⁸ Uganda Home Pages P.O Box 7482 Kampala. Tel. 0414503006

⁹ Uganda Telecom Rwenzori Courts, Plot 2 & 4A, Nakasero Road, P.O box 7171 Kampala, Tel: 0414333466