


# INFORMATION COMMUNICATION AND TECHNOLOGY UNIT **MINISTRY OF TRADE INDUSTRY AND COOPERATIVES**

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## Presentation Lay out

- ▶ Role of the ICT Unit
- ▶ Available IT services
  - ▶ Intercom
  - ▶ Intranet
  - ▶ Social Media Channels
  - ▶ The Ministry Website
  - ▶ The Trade information Portal
  - ▶ The Toll Free Line
  - ▶ Other Information Systems



## Role of the ICT UNIT

- ▶ The unit in summary is Responsible for Development, Management and Promotion of the Use of Information and Communications Technologies (ICT) in the Ministry;



## AVAILABLE IT & ITES:INTERCOM

- ▶ The Ministry has an Intercom Service and offices can communicate internally by use of extensions
- ▶ The same numbers with addition of the Ministry E1 line can be called from outside.
- ▶ The Ministry E 1 LINE IS **0312 324 000**



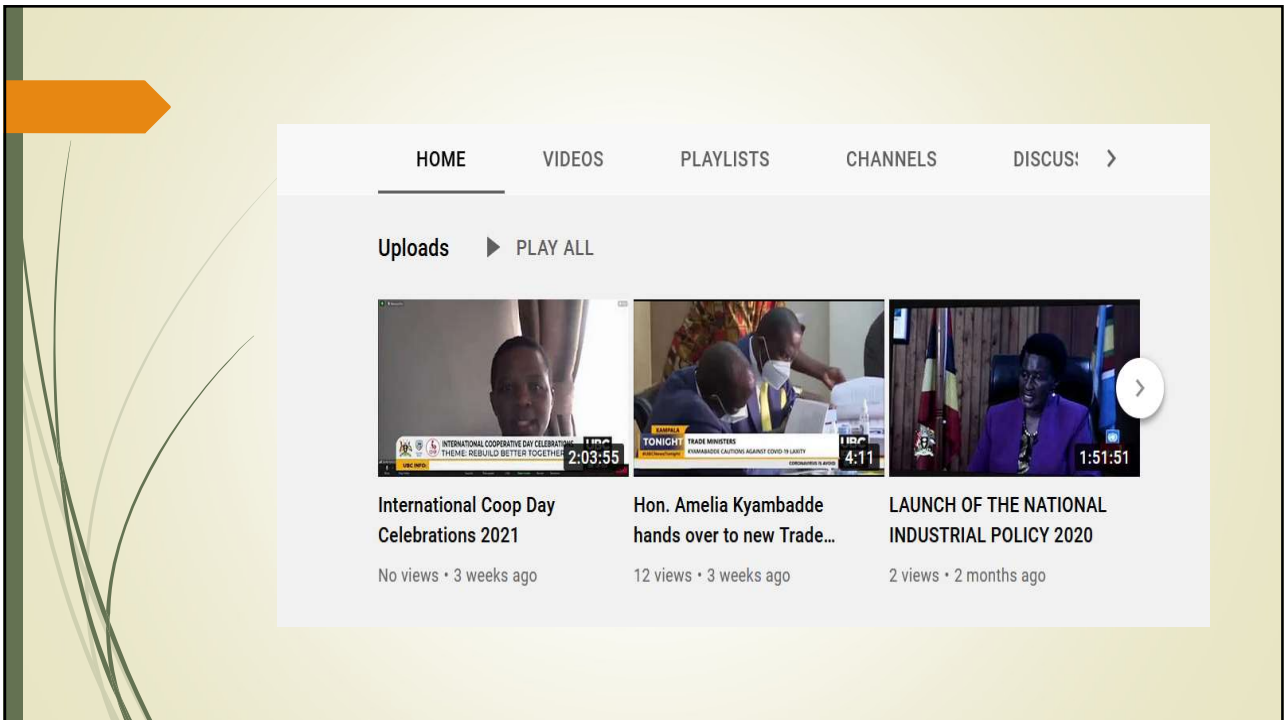
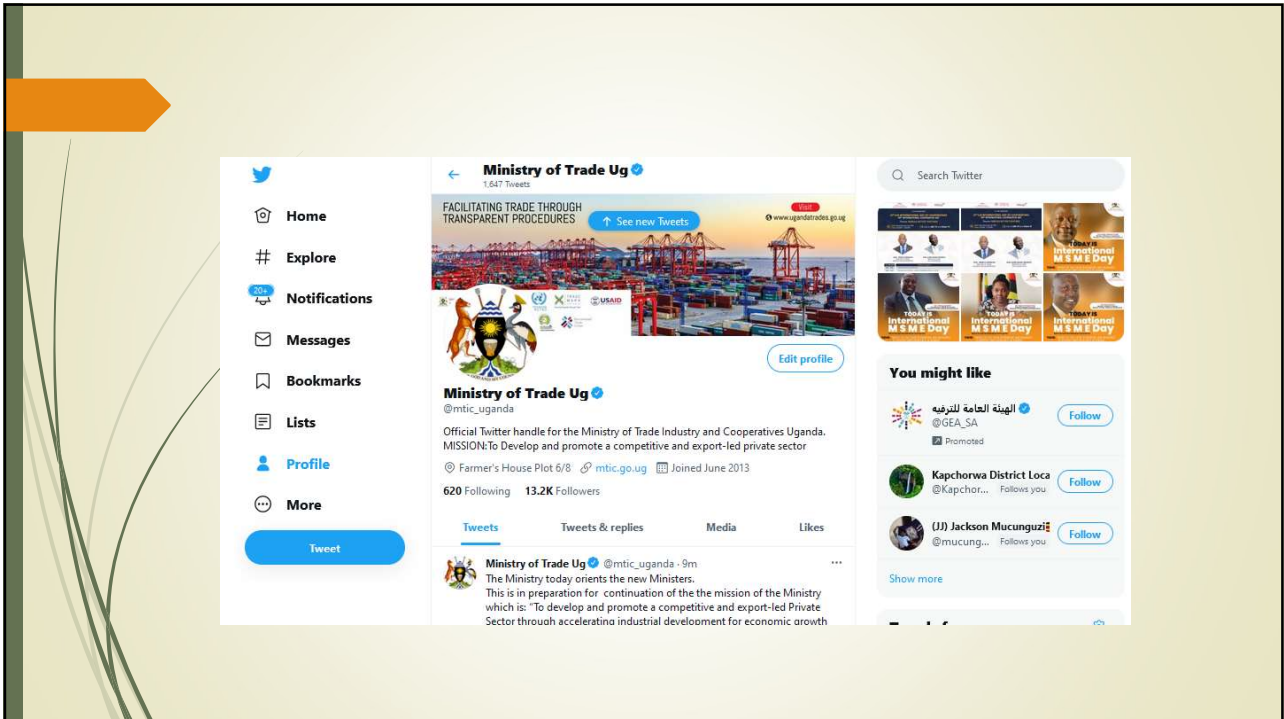
## Ministry Intranet

- ▶ The Ministry has a functional Intranet and every staff has an email `firstname.lastname@mtic.go.ug`.
- ▶ The IT Unit is on standby to guide those that need passwords updated or new accounts set up.
- ▶ This is everyone's identity and authentic way to communicate to the public in the face of growing cyber crime, identity theft.



## Ministry Social Media Channels

- ▶ The Ministry has a functional Social Media Channels set up by ICT unit. Content is from the Public Relations office and action officers.
- ▶ U tube
- ▶ Facebook
- ▶ Twitter
- ▶ These provide real time information to the public and they are better when everyone has an account that feeds to the Ministry.



## Ministry Website

- ▶ The Ministry has a functional Website that is linked to the different projects ,Agencies, systems and services.
- ▶ The update mechanism is either by the PRO or action officers themselves.
- ▶ It Needs to be strengthened for real time information sharing

Ministry of Trade, Industry and Cooperatives

HOME ABOUT US INSTITUTIONS PROJECTS DOWNLOADS CONTACT US MEDIA CENTER UPDATES COVID-19

**WASH YOUR HANDS**

Prevent yourself and help prevent the spread of the virus to others by washing your hands with soap.

MINISTRY OF HEALTH  
TOLL FREE LINES  
010 000 100006  
0800 303033 / 0800 200033

#Stay Home # Stay Safe


NATIONAL INDUSTRIAL DATABASE NTB REPORTING TOOL TRADE INFORMATION PORTAL

FOREIGN TRADERS AND REGISTRATION POLICIES AT MTIC EXPORT AND IMPORT PROCEDURES COOPERATIVE REGISTRATION SERVICE TRADE INFORMATION PAPER

## Trade Information Portal


- ▶ The National Trade Information Portal Project is a Tripartite undertaking between the EAC Secretariat, The United Nations Conference on Trade and Development, and Trade Mark East Africa, and implemented in Uganda by the Ministry of Trade, Industry and Cooperatives. **The Trade information Portal is an electronic platform which enable all interested parties to have the opportunity to access all information regarding procedures, documentation, fees and other related charges with respect to exportation, importation and transit of goods in one place.**
- ▶ The Trade Information Portal contains the following trade information:
- ▶ Procedures for importation, exportation, and transit (including border points, airport, and other entry-point procedures), and required forms and documents.
- ▶

The screenshot displays the Uganda Trade Portal website. At the top, the logo for the Uganda Trade Portal is visible, along with navigation links for 'About us', 'Contact us', and 'Disclaimer', and a 'SELECT LANGUAGE' dropdown menu. The main navigation bar includes 'HOME', 'PROCEDURES', 'MTIC', and 'E-SINGLE WINDOW'. The central banner features the text 'STEP-BY-STEP GUIDES FOR IMPORT, EXPORT AND TRANSIT' over a background image of a truck. Below the banner, there is a search interface with a dropdown menu for 'Operation' and a search button. A list of commodity types is shown, including Coffee, Precious metals (Gold), Honey, Spices, Cement, Maize, Fruits and vegetables, and Flowers. A red banner at the bottom of the search area contains the text: 'We have added a COVID-19 Measures menu to update on trade announcements from trade facilitating institutions'. The footer includes links for 'HOW DOES IT WORK?' and 'FORMS, LAWS & REGULATIONS', and a 'TRADE LINKS' section. A small status bar at the bottom left indicates 'Connecting to connect.facebook.net...'.




## Trade Information Portal

- ▶ Applied rates of duties and taxes of any kind imposed on or in connection with importation or exportation.
- ▶ Fees and charges imposed by or for governmental agencies on or in connection with importation, exportation or transit with directions on how and where to pay them.
- ▶ Laws, regulations, and administrative rulings of general application relating to rules of origin.
- ▶ Contact information of officers of different government agencies in charge of the different procedures.



## Trade Information Portal

- ▶ The Uganda trade portal was launched on the 14<sup>th</sup> of November 2018 at a colorful ceremony at the Kampala Serena Hotel and was made accessible to the public on [www.ugandatrades.go.ug](http://www.ugandatrades.go.ug).
- ▶ Since then, following the National Export Development strategy, Twenty products have been documented for export and these include; Coffee, Tea, Maize, cement, Flowers, fruits and vegetables, pharmaceutical products, Poultry and poultry products, Fish, timber, Dairy, Hides and skins, Rice, cocoa, Tobacco, Sugar, precious minerals, Honey, spices and beef,
- ▶ For import, five products have been documented. They are; Pharmaceutical products, fruits and vegetables, general goods, pharmaceutical products and poultry.
- ▶ Transit procedures via Malaba OSBP, Busia OSBP, Elegu OSBP, Mpondwe, Entebbe and Katuna have also been documented.



## Trade Information Portal

- In addition to documenting the procedures as they are in practice, the Trade portal team is working with the implementing institutions and the private sector to study them and propose ways to simplify them for trade facilitation. This is done by holding meetings with technical working groups which consist of all the concerned agencies, proposing ways to reduce requirements for different licenses and encouraging the institutions to put more procedures online hence saving time and eventually costs on the traders.



## Simplification work groups

- So far, the following workgroups were created and have been meeting regularly to simplify their procedures;
- The register as an exporter workgroup; this is comprised of members from UEPB, URA and PSFU. It is working to simplify procedures related to registration of exporters and their access to the e-single window. The proposal is to have the agencies work together so that the exporter does not have to register with each institution individually.
- The coffee export workgroup; this is composed of members from UCDA, URA, PSFU and the Uganda Coffee Federation. It is working to simplify procedures to obtain the Coffee export license, the Coffee quality certificate and the ICO certificate of origin.
- Dairy Export workgroup: This is composed of members from DDA, URA, PSFU, MAAIF, and all the private sector into export and import of dairy. It is working to simplify procedures to export dairy and dairy products



## Simplification work groups

- Pharmaceuticals export workgroup : For Simplification of Export of pharmaceuticals
- Standards(Quality mark) workgroup : For simplification of obtaining the quality Mark
- Animal workgroup : For simplification of export of Animal and Animal products
- Fisheries workgroup : For simplification of export of fish and fish products
- Crop workgroup : For simplification of export of crop and crop products





## Plans for the Trade Information portal

- ▶ Publicize it more so that traders know about it and can utilize it
- ▶ Document more products for import and export following the National Export Development strategy
- ▶ Document clearance procedures at more entry and exit points
- ▶ Hold more simplification work group meetings aimed at simplifying more procedures



## Plans for the Trade Information portal

- ▶ Translate it into some of the most commonly spoken local languages around the country
- ▶ Build information points around busy business areas and the borders
- ▶ Create an app which smartphone users can have quick access to on their mobile phones
- ▶ Add services to what is being documented
- ▶ Add E commerce specific information

## Non Tarriff Barriers REPORTING SYSTEM

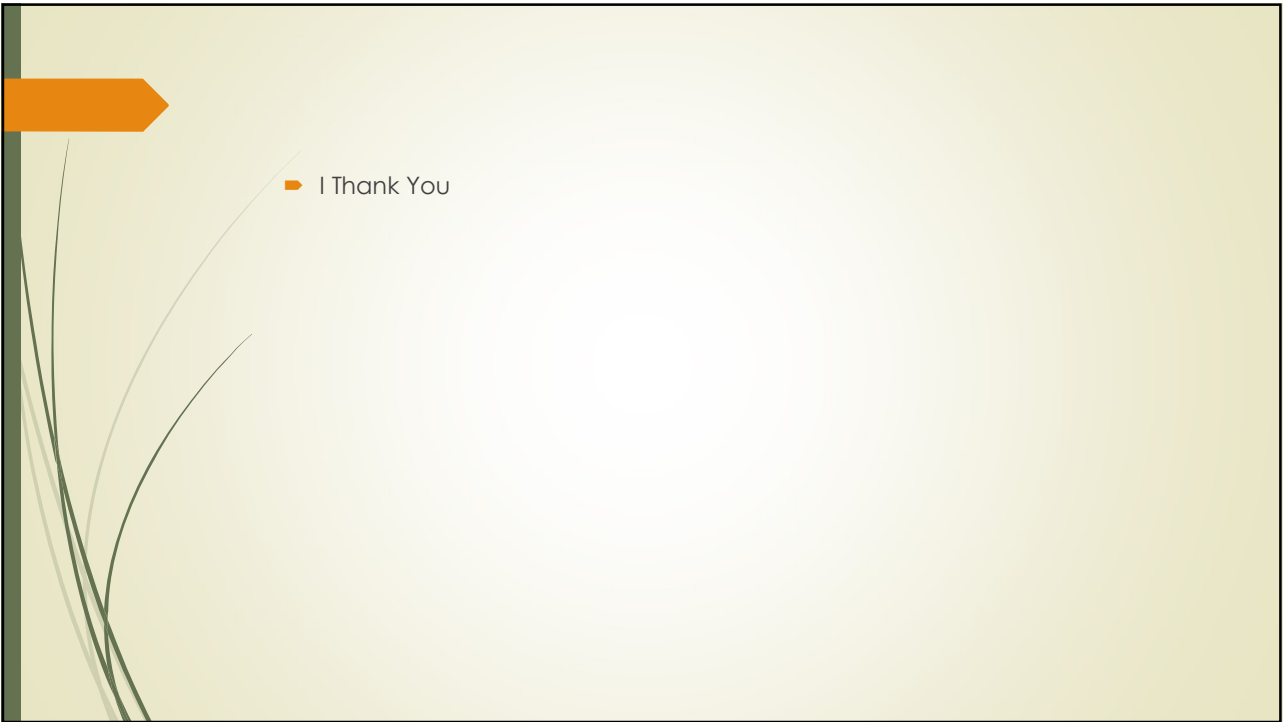
- ▶ The Unit Manages the NTB reporting system
- ▶ Traders can Report real time when they get a problem
- ▶ The delivery is three way: To the institution causing the problem, the ministry –External Trade department for monitoring, the private sector for follow up and a copy to the complainant.
- ▶ Reporting is through Both Web and USSD \*201# using any phone
- ▶ USSD is currently off due to non payment to UCC but we hope it will be restored this quarter
- ▶ Resolution enforcement is through the National Monitoring committee



The screenshot shows a web browser window with the URL [ntbtool.mtic.go.ug](http://ntbtool.mtic.go.ug). The page features the national coat of arms of Uganda on the left and the logo of the Trade Remedies Monitoring Committee (TRM) on the right. The main heading is "NTB REPORTING & MONITORING SYSTEM". Below this is a section titled "Register a Complaint" with the following fields:

- Select NTB Complaint Category \*: -- Choose-- (dropdown menu)
- User Name \*: [text input field]
- User Phone \*: [text input field]
- User Email \*: [text input field]
- Nature of Incident \*: [large text area]
- Date of Occurrence \*: [text input field]
- Place / Location of Occurrence \*: [text input field]





▶ I Thank You