



THE REPUBLIC OF UGANDA

MINISTRY OF TRADE, INDUSTRY AND COOPERATIVES

SERVICE DELIVERY STANDARDS

FY (2025/26 – 2029/30)

Vision:

A dynamic and globally competitive trade, industrial, and cooperative sector driving inclusive and sustainable economic transformation.

Theme:

Enhancing Social Economic Transformation through Industrialisation and Competitive Market Access.

JUNE 2025

FOREWORD

Government through Ministries, Departments and Agencies (MDAs) as mandated by law are responsible for provision of excellent services to the public in respect to time quality, quantity, cost and coverage. Therefore, it is a requirement that all MDAs develop, document, disseminate and implement the service delivery standards that aligns with the 5-year strategic Plan of the entity.

The Ministry of Trade, Industry and Cooperatives Service Delivery Standards (SDS) are intended to improve the quality-of-service delivery by making citizens aware of the wide range of Public Services and the standards of delivery of these services in respect to accessibility, cost, time of delivery and coverage.

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

The Ministry Service Delivery Standards will serve the following objectives:

- (i) Define minimum levels of services that the Ministry should provide and service recipients should expect.
- (ii) Help Public officers promote efficiency and effectiveness of programmes being implemented and ensure they are responsive to client needs.
- (iii) Empower service recipients to demand for services in relation to Trade, Industry and Cooperatives that are due to them at the appropriate standard
- (iv) Provide a basis for planning and setting targets over the NDPIV period.

This Ministry Service Delivery Standard was developed through consultative process, incorporating the inputs from the top policy leadership, heads of department, staff and all stakeholders.

I wish to extend my appreciation to all the stakeholders that provided support in preparing this document I particularly acknowledge the contributions from the Ministry of Public Service, in the process of preparing this Service Standards.

I am confident that all staff and our clients will embrace this Service Delivery Standards as the minimum levels of service that citizens should expect from the Ministry of Trade, Industry and Cooperatives.

A handwritten signature in black ink, appearing to read 'Francis Mwebesa', with a stylized, cursive script.

Hon. Francis Mwebesa

MINISTER OF TRADE, INDUSTRY & COOPERATIVES

ACKNOWLEDGEMENT

The Ministry of Trade, Industry and Cooperatives (MTIC) is pleased to present the Service Delivery Standards for the period FY 2025/26–FY 2029/30. The preparation of this document was made possible through a highly consultative and participatory process involving Government institutions, affiliated agencies, Local Governments, the private sector, development partners, and other key stakeholders.

I wish to express my sincere appreciation to the Ministry's Top Management, Commissioners, Heads of Departments, and all members of staff whose technical expertise, commitment, and valuable contributions enriched the development of these Service Delivery Standards. Their dedication ensured that the Standards accurately reflect the Ministry's mandate and the expectations of citizens and other service recipients.

Special appreciation goes to the Ministry of Public Service for providing policy guidance and technical support throughout the development process. We are equally grateful to the National Planning Authority for ensuring alignment of these Standards with the Fourth National Development Plan (NDP IV), the Programme Implementation Action Plans (PIAPs), and Uganda's Tenfold Growth Strategy.

The Ministry further acknowledges the invaluable contributions of its affiliated agencies, including the Uganda Development Corporation (UDC), Uganda National Bureau of Standards (UNBS), Uganda Industrial Research Institute (UIRI), Uganda Free Zones and Export Promotions Authority (UFZEPA), Uganda Cooperative Alliance (UCA), and other sector institutions whose technical inputs greatly strengthened this document.

We also appreciate the participation of Local Governments, private sector organizations, cooperatives, Micro, Small and Medium Enterprises (MSMEs), academia, civil society, and development partners whose views and experiences helped shape practical and client-centred service delivery commitments.

The successful implementation of these Service Delivery Standards will require the continued collaboration and commitment of all stakeholders. The Ministry remains committed to regularly reviewing and improving its service delivery to ensure that it remains efficient, transparent, accountable, and responsive to the needs of the public.

It is my sincere hope that these Service Delivery Standards will serve as an effective tool for enhancing service excellence, promoting accountability, strengthening public confidence, and contributing to Uganda's inclusive socio-economic transformation through a competitive trade, industrial, and cooperative sector.



Lynette B. Bagonza

PERMANENT SECRETARY

EXECUTIVE SUMMARY

The Ministry of Trade, Industry and Cooperatives (MTIC) Service Delivery Standards (SDS) for FY 2025/26–FY 2029/30 establish the Ministry's commitments to delivering quality, timely, transparent, efficient, and client-centred public services in line with its constitutional mandate and the aspirations of Uganda's development agenda. The Standards provide a clear framework for defining the minimum levels of service that citizens, businesses, investors, cooperatives, development partners, and other stakeholders should expect from the Ministry while strengthening accountability and improving public confidence in government service delivery.

The Service Delivery Standards have been developed in accordance with the Ministry of Public Service Guidelines and are aligned with the MTIC Strategic Plan (2025/26–2029/30), the Fourth National Development Plan (NDP IV), Programme Implementation Action Plans (PIAPs), the Uganda Vision 2040, and the Government's Tenfold Growth Strategy. They operationalize the **Ministry's vision of "A dynamic and globally competitive trade, industrial and cooperative sector driving inclusive and sustainable economic transformation"** by translating strategic objectives into measurable service commitments.

The Standards are anchored on the Ministry's five strategic objectives, namely:

- (i) sustainably increasing value addition in agriculture, industry, minerals, oil and gas;
- (ii) strengthening private sector competitiveness to drive growth and create jobs;
- (iii) strengthening the cooperative movement for competitiveness and socially inclusive economic development;
- (iv) facilitating trade development; and
- (v) strengthening the policy, legal, institutional and coordination framework.

These objectives are supported by clearly defined service outputs, performance indicators, service standards, timelines, access requirements, delivery methodologies, responsible officers, and target beneficiaries.

The document outlines comprehensive service delivery commitments across the Ministry's eight departments: Business Development and Quality Assurance; Internal Trade; Warehouse Receipt System; Finance and Administration; Industry and Technology Development; Cooperative Development; External Trade; and Processing and Marketing. For each department, specific services are identified together with measurable standards relating to quality, quantity, timeliness, accessibility, cost, and coverage.

The Service Delivery Standards provides both the external and internal clients with clear expectations regarding the nature of services offered, the procedures for accessing them, applicable user fees where necessary, and the officers responsible for service delivery.

The Standards place particular emphasis on improving support to Micro, Small and Medium Enterprises (MSMEs), promoting industrialisation and value addition, enhancing quality infrastructure and standards compliance, facilitating domestic and international trade, strengthening the warehouse receipt system, promoting cooperative development, and improving institutional efficiency. They also reinforce the Ministry's commitment to customer focus, professionalism, innovation, integrity, efficiency, and inclusiveness in the delivery of public services.

Successful implementation of these Service Delivery Standards will require effective coordination among the Ministry's departments, affiliated agencies, Local Governments, the private sector, development partners, and other stakeholders. Continuous monitoring, evaluation, client feedback, and periodic review of the Standards will ensure that service delivery remains responsive to emerging national priorities and stakeholder expectations.

Ultimately, these Service Delivery Standards provide an important accountability framework that will enhance transparency, improve institutional performance, strengthen citizen engagement, and contribute to Uganda's socio-economic transformation through a competitive trade, industrial, and cooperative sector. They reaffirm the Ministry's commitment to delivering services that are efficient, equitable, responsive, and results-oriented, thereby supporting inclusive economic growth and the realization of Uganda's Tenfold Growth Strategy.

TABLE OF CONTENTS

FOREWORD	i
ACKNOWLEDGEMENT	iii
EXECUTIVE SUMMARY	iv
LIST OF ACRONYMS	iv
LIST OF TABLES	vii
LIST OF FIGURES	viii
INTRODUCTION	9
1.1 Mandate	10
1.2 Vision Statement	10
1.3 Mission Statement	11
1.4 Core values:	11
1.5 Goal:	11
1.6 Strategic Objectives	11
1.7 Roles and functions of the Ministry	11
1.8 MTIC Organisational Structure	13
1.9 Roles and functions of Departments	14
2.0 Monitoring and Evaluation Framework	15
Monitoring and Evaluation Arrangements	15
Key Monitoring and Evaluation outputs	16
DEPARTMENT OF BUSINESS DEVELOPMENT AND QUALITY ASSURANCE ...	22
INTERNAL TRADE DEPARTMENT	26
DEPARTMENT OF WAREHOUSE RECEIPT SYSTEM	29
DEPARTMENT OF FINANCE AND ADMINISTRATION	33
DEPARTMENT OF INDUSTRY AND TECHNOLOGY	46
DEPARTMENT OF COOPERATIVE DEVELOPMENT	49
DEPARTMENT OF EXTERNAL TRADE DEVELOPMENT	50
DEPARTMENT OF PROCESSING AND MARKETING	57

LIST OF ACRONYMS

ACE	Area Cooperative Enterprises
AfCFTA	African Continental Free Trade Area
AGOA	African Growth and Opportunity Act
AIDS	Acquired Immune Deficiency Syndrome
AU	African Union
BDS	Business Development Services
BDQA	Business Development and Quality Assurance
BEZ	Border Export Zones
Bn	Billion
BUBU	Buy Uganda Build Uganda
CAC	CODEX Alimentarius Commission
CDM	Clean Development Mechanisms
C/ET	Commissioner External Trade
C/P&M	Commissioner Processing and Marketing
CET	Common External Tariff
CGPM	Certified Global Project Manager
COMESA	Common Market for Eastern and Southern Africa
COMM.	Commissioner
DCO	District Commercial Officer
DCU	Debt Collection Unit
DDI	Domestic Direct Investment
DRMS	Domestic Revenue Mobilisation Strategy

EAC	East African Community
EAS	East African Standards
EIF	Enhanced Integrated Framework
EPA	Economic Partnership Agreement
EPZ	Export Promotion Zone
ESG	Environmental, Social & Governance
EU	European Union
e-WRS	Electronic Warehouse Receipt System.
F/A	Finance and Administration Department
FDI	Foreign Direct Investment
FTA	Free Trade Area
FY	Financial Year
GOU	Government of Uganda
GRC	Grievance Redress Committee
GRM	Grievance Redress Mechanism
HIV	Human Immuno-Virus
IBE	International Bureau of Exhibitions
ICT	Information Communications Technology
IEC	Information, Education and Communication
IGAD	Intergovernmental Authority for Development
IITC	Inter-Institutional Trade Committee
IPR	Intellectual Property Rights
NIC	National Implementation Committee
NMC	NTB Monitoring Committee

NPA	National Planning Authority
MoFPED	Ministry of Finance, Planning and Economic Development
MoPS	Ministry of Public Service
MSMEs	Micro, Small and Medium-sized Enterprises
MTIC	Ministry of Trade, Industry and Cooperatives
PBS	Programme Budgeting System
PFMA	Public Finance Management Act
PPP	Public Private Partnerships
PWDs	Persons With Disabilities
UBOS	Uganda Bureau of Statistics
WTO	World Trade Organisation

LIST OF TABLES

Table 1: Table 1: THE RESULTS FRAMEWORK-OBJECTIVE LEVEL	18
Table 2: Table 2: SDS- Intermediate outcome indicators	20
Table 3: Table 3: DETAILED SERVICE DELIVERY STANDARDS AS INDICATED...	22

LIST OF FIGURES

Figure 1: The Governance and Organizational Structure of the Ministry 13

INTRODUCTION

The Ministry has developed these Service Delivery Standards (SDS) for the period FY 2025/26–FY 2029/30 in accordance with the Public Service Service Delivery Standards Guidelines issued by the Ministry of Public Service. The Standards establish measurable commitments for the quality, accessibility, timeliness, cost, quantity and coverage of services provided by the Ministry. They also define the responsibilities of service providers and service recipients, thereby strengthening accountability, transparency and performance management.

The Service Delivery Standards operationalize the Ministry's Strategic Plan (2025/26–2029/30) and are aligned with Uganda Vision 2040, the Fourth National Development Plan (NDP IV), the Programme Implementation Action Plans (PIAPs), the National Resistance Movement (NRM) Manifesto, the Government's Tenfold Growth Strategy, and other relevant national and international policy frameworks. Through this alignment, the Standards support the Government's objective of building a competitive private sector, promoting industrialisation, increasing value addition, expanding domestic and international trade, strengthening cooperative enterprises, and creating decent employment opportunities.

The Standards are designed to improve service delivery by providing clear information on the services offered by the Ministry, the expected service levels, delivery timelines, access requirements, applicable user fees where necessary, and the officers responsible for delivering those services. They also establish measurable performance indicators that facilitate monitoring, evaluation and continuous improvement of service delivery across the Ministry.

The Service Delivery Standards cover all functional departments of the Ministry, namely: Business Development and Quality Assurance; Internal Trade; Warehouse Receipt System; Finance and Administration; Industry and Technology Development; Cooperative Development; External Trade Development; and Processing and Marketing. The Standards further apply to all clients and stakeholders, including Government institutions, Local Governments, private sector enterprises, cooperatives, Micro, Small and Medium

Enterprises (MSMEs), investors, exporters, importers, farmers, development partners, academia, civil society organisations, and the general public.

Implementation of these Standards will promote consistency in service delivery, improve institutional performance, enhance customer satisfaction, strengthen public confidence in Government, and provide a framework for measuring the Ministry's performance against clearly defined service commitments. The Ministry will continuously monitor, evaluate and periodically review these Standards to ensure they remain responsive to emerging national priorities, technological advancements, and the evolving needs of its stakeholders.

Ultimately, these Service Delivery Standards demonstrate the Ministry's commitment to professionalism, integrity, innovation, efficiency, inclusiveness and customer focus. They serve as an important accountability instrument that will support the realization of the Ministry's vision of **"A dynamic and globally competitive trade, industrial and cooperative sector driving inclusive and sustainable economic transformation."**

1.1 Mandate

The Ministry of Trade, Industry and Cooperatives (MTIC) is mandated *to formulate, implement, coordinate, monitor and evaluate policies, strategies, programmes and legislation that promote trade development, sustainable industrialisation, cooperative development, Micro, Small and Medium Enterprise (MSME) growth, technology development, quality infrastructure, and warehouse receipt systems*. In executing this mandate, the Ministry is committed to delivering high-quality, timely, transparent, equitable and client-centred public services that contribute to Uganda's socio-economic transformation.

1.2 Vision

A dynamic and globally competitive trade, industrial and cooperative sector driving inclusive and sustainable economic transformation.

1.3 Mission:

To promote a competitive export-led private sector, through accelerated industrial development, facilitation of trade and entrepreneurial advancement, and the building of a conducive business environment.

1.4 Core values:

- (i) Integrity
- (ii) Innovation
- (iii) Customer/Client focus
- (iv) Professionalism
- (v) Efficiency
- (vi) Inclusiveness

1.5 Goal:

To enhance the contribution of trade, industry, and cooperatives to national development through increased production, value addition, market access, and enterprise competitiveness.

1.6 Strategic Objectives

- (i) To sustainably increase value addition in agriculture, industry, minerals, oil & gas
- (ii) To strengthen private sector competitiveness to drive growth and create jobs.
- (iii) To strengthen the cooperative movement for competitiveness and socially inclusive economic development.
- (iv) To facilitate trade development.
- (v) To strengthen the policy, legal, institutional, and coordination framework

1.7 Roles and functions of the Ministry

- (i) Formulate and review, appropriate policies, legislation, regulations, and standards for the sustainable development of trade. MSMEs Development, Industrialisation and technology development, cooperatives development, warehouse receipt system

promotion, and other tradable national products that will facilitate the realization of the Ten-Fold Growth Strategy and Social Economic Transformation.

- (ii) Initiate, coordinate, support, oversee, and, facilitate the implementation of strategies and programmes aimed at enhancing the development and promotion of sustainable trade, the cooperatives, industry, and technology and MSME, and ensure their maximum benefit to the country;
- (iii) Inspect, monitor and evaluate the performance, progress, standards, state and efficiency of the various sectors, under its mandate for quality assurance, policy direction and guidance; Conduct studies and evaluate the impact of the sectoral, fiscal and other policies on the advancement of the diversified sectors and their effect on the poverty eradication programme to advise authorities appropriately;
- (iv) Promote and coordinate research activities and initiatives of the Ministry with a view to ensuring that results are efficiently and effectively utilised and are beneficial to the country and all stakeholders;
- (v) Assess the need and, mobilize resources to support balanced industrial, cooperative, and MSMEs Development for the eradication of poverty in the country;
- (vi) Collect, process, analyse, store, and disseminate national and international information (Data on the sectors and provide an input for rational decision-making) and,
- (vii) Coordinate and liaise with other MDAs and local government on matters within their respective mandates that have a bearing on the Trade, Industry, Cooperatives, and MSME sub-sector operations.

1.8 MTIC Organisational Structure

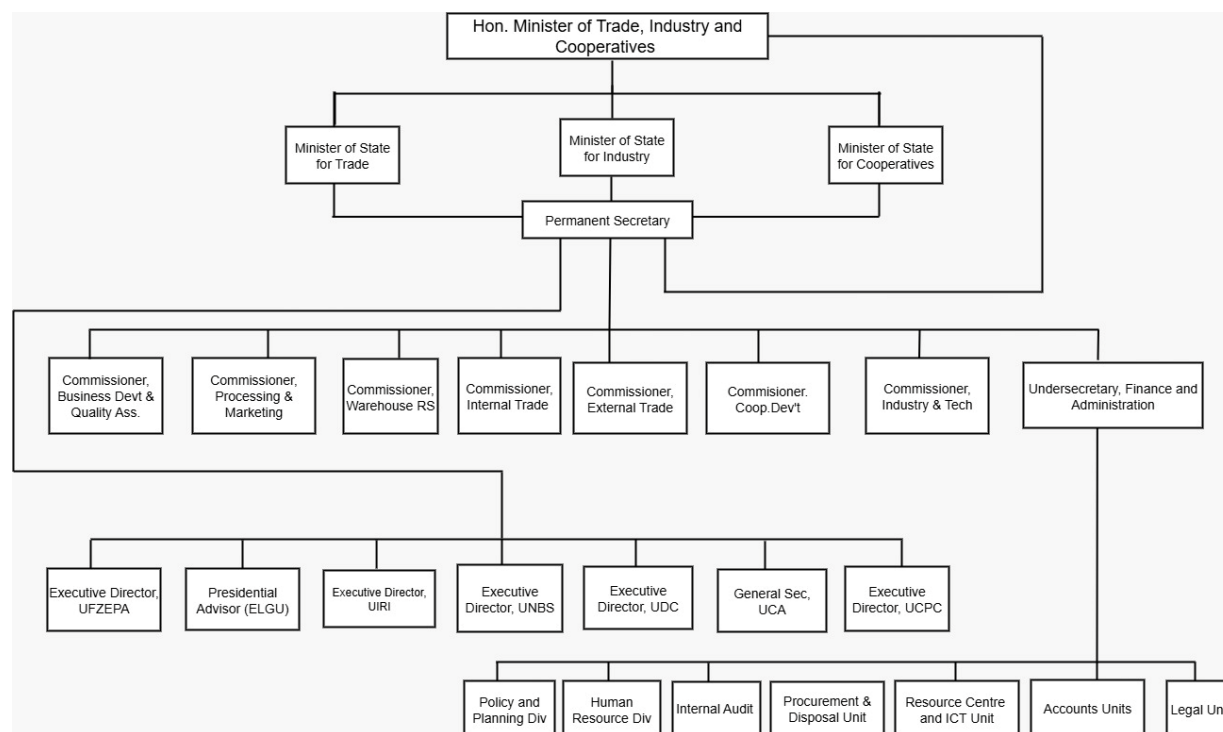


Figure 1: Figure 1: The Governance and Organizational Structure of the Ministry

1.9 Roles and functions of Departments

The MTIC has eight (8) departments with roles and functions as presented below.

- (i) **External Trade:** The Ministry is responsible for ensuring that Uganda's Goods and services are competitive in other regional and international markets.
- (ii) **Internal Trade:** This Department is responsible for developing, coordinating, regulating, promoting, and facilitating domestic trade, and coordinates the design of policy interventions that promote the competitiveness of Ugandan products and services domestically and internationally. Undertake and evaluate trade research, manage and disseminate trade information that promotes domestic trade.
- (iii) **Cooperative Development:** This Department is responsible for policy formulation and coordination for strengthening the cooperative movement for competitiveness and socially inclusive economic development, registering and deregistering Cooperative Societies.
- (iv) **Industry and Technology:** The department supports policy formulation to promote the expansion, diversification, and competitiveness of the inclusive industrial sector, collect, analyze, and disseminate information on the industry sector for policy guidance and decision-making, Facilitate the development of specialized skills to support industrial and technological development, Promote standardization, quality assurance, metrology, and accreditation to enhance the competitiveness of Uganda's products in the domestic and international markets.
- (v) **Business Development and Quality Assurance:** This Department is responsible for the formulation, revision/updating, and implementation of policies, strategies, and action plans related to MSMEs. Providing technical guidance and advice to MSMEs related to productivity, quality management capabilities, and standards.
- (vi) **Processing and Marketing:** The Department is responsible for formulating policies, strategies, programs, budget framework and work plans on MSME Development, Promoting Environmentally friendly manufacturing, sustainable consumption, production practices and technologies, Supporting Research, value addition and Innovations, transfer and acquisition of appropriate technologies in collaboration with academia, research institutions and the private sector that promote.

(vii) **Warehouse Receipt System:** the department interacts with key stakeholders, including Farmers, Traders, Financial Institutions, Commodity Exchanges, Warehouse Owners, Warehouse Keepers/Collateral Managers, Superintendent Firms like Inspection Companies, Development Partners and Relief Agencies.

(viii) **Finance and Administration:** This Department is responsible for providing essential administrative, policy, strategic guidance and leadership, as well as effective and efficient management and coordination of the Ministry's physical, human, and financial resources and auxiliary facilities.

1.10. Ministry Clients/Stakeholders

The Service Delivery Standards provides both the external and internal clients with clear expectations regarding the nature of services offered, the procedures for accessing them, applicable user fees where necessary, and the officers responsible for service delivery. Among the clients include; MSMEs, Traders, Business communities, Industrialists, Cooperatives, Exporters, Importers, Academia, Civil Society Organisations, Staff of the Ministry, MDAs, Affiliated Agencies, among others.

2.0 Monitoring and Evaluation Framework

The Monitoring and Evaluation (M&E) framework for the Service Delivery Standards for the FY 2025/26- FY2029/2030 is a critical tool to track progress and assessment of the services provided by the Ministry over the specified period. The impact of the services provided by the Ministry across all the departments will be documented and reported on based on this framework.

The framework will enable assessment of progress on outputs and outcomes of the Ministry's Service Delivery Standards in line with the aspirations and targets outlined in NDPIV, NRM Manifesto, and Strategic Development Plan-FY 2025/26 to FY 2029/30.

Monitoring and Evaluation Arrangements

The Monitoring and Evaluation function will be coordinated by Finance and Administration department through the Policy and Planning Division. The division will take the lead on the coordination and preparation of M&E Plans across all departments and affiliated institutions by overseeing their implementation and reporting processes. The Department of Finance and Administration will liaise with other departments to plan and budget for the M&E activities. The Policy and Planning division will also coordinate M&E functions with other Agencies,

such as the Uganda Development Corporation (UDC), the Uganda National Bureau of Standards (UNBS), the Uganda Industrial Research Institute (UIRI), the Uganda Free Zones and Export Promotion Authority (UFZEPA), and the Uganda Cooperative Alliance (UCA).

The Ministry will carry out monitoring and evaluation activities with support from other stakeholders such as the Office of the President (OP), Office of the Prime Minister (OPM), Ministry of Finance, Planning, Economic Development (MoFPED), National Planning Authority (NPA) and Equal Opportunities Commission (EOC) to continuously track the implementation of Planned activities as specified in the Service Delivery Standards. Routine Monitoring will lead to the production of activity reports, progress reports, and monthly and quarterly tracking of outputs and will aid the Quality Assurance function, which will be performed through audits of data accuracy and feedback mechanism.

Evaluation will be done on the higher-level outcomes to assess the relevance, coherence, effectiveness, efficiency, impact, sustainability and draw lessons learned from MTIC's initiatives. Formative Evaluation, ongoing assessment during implementation to refine strategies through annual programme Reviews, Mid-term (FY 2027/28) and Summative Evaluation/ end-term evaluations (FY 2029/30) to measure overall impact will be undertaken.

The M&E teams at MTIC will be coordinated by the Policy and Planning division to prepare appropriate evaluations. Impact Evaluations will be coordinated by the M&E team.

In the process of implementing the service delivery standards for the Ministry, other stakeholders, other institutions will support the M&E role as highlighted below:

- (i) Ministry of Public Service will provide policy oversight;
- (ii) Ministry of Finance, Planning and Economic Development, Resource mobilization and allocation;
- (iii) OPM-Issuance of appropriate guidelines
- (iv) Development partners- Resource allocation, monitoring and accountability
- (v) Local Governments -Support in monitoring and validation

Key Monitoring and Evaluation outputs

During implementation of the Service Delivery Standards, the following reports will be produced:

- (i) Quarterly performance Reports
- (ii) Annual budget performance Reports
- (iii) Annual Programme Performance Report
- (iv) Mid-term review report (FY 2027/28)
- (v) End term review report (FY 2029/30)
- (vi) Annual M&E Reports

- (vii) Manifesto Report
- (viii) Presidential Directives Report
- (ix) Annual and Bi-Annual Performance Progress Report
- (x) Report on implementation of Cabinet directives
- (xi) Report on the implementation of Parliamentary resolutions
- (xii) Quarterly performance report on the Plan for National Statistical Development

SDS- M&E Results Framework (Objective level)

Table 1: Table 1: THE RESULTS FRAMEWORK-OBJECTIVE LEVEL

Strategic objective	Outcome	Indicator	Baseline	Targets				
			2023/24	2025/26	2026/27	2027/28	2028/29	2029/30
Objective 1: Sustainably increase value addition in agriculture, industry, minerals, oil & gas	Improved capacity and efficiency of secondary and tertiary manufacturing industries	%age contribution of manufacturing jobs to total employment.	8.2	8.5	8.8	9	9.2	9.5
		Value of manufactured goods produced (MVA) (% of installed capacity)	16.4	18.4	18.8	19.2	19.7	20.1
Objective 2: Strengthen private sector competitiveness to drive growth and create jobs	Increased long-term financing for key growth Sectors	Employment growth rate (MoTIC)	5%	2	2.2	2.4	3	3.2
	Increased production of Competitive manufactured products	Manufacturing Value Added as a percentage of GDP	16	16	16	16	16	16
	Enhanced production efficiency	Percentage manufacturing turnover	0	6.16	5.81	5.49	5.2	4.95

Strategic objective	Outcome	Indicator	Baseline	Targets				
			2023/24	2025/26	2026/27	2027/28	2028/29	2029/30
Objective 3: Strengthen the cooperatives movement for competitiveness and socially inclusive economic development	Reduced warehouse and storage costs	Average warehousing and storage cost per unit (USD)	56	56	54	54	52	52
Objective 4: Facilitate trade development	Strengthened market linkages	Annual growth in the value of export earnings	0	2,752	3,046	3,119	3,156	3,229
Objective 5: Strengthen the policy, legal, institutional, and coordination framework	Enhanced Programme efficiency and effectiveness	%age of programme outcomes achieved	70%	75	80	87	90	95

Table 2: Table 2: SDS- Intermediate outcome indicators

S/N	Result	Indicator	Baseline FY2023/24	Target FY2025/26	Target FY2026/27	Target FY2027/28	Target FY2028/29	Target FY2029/30	Means of Verification/ Data Source	Responsible MDA/LG
1	PIAP Intermediate Outcome 1. Operational industrial parks and free zones.	Rate of occupancy of industries in the industrial parks and free zones (%)	53	60.00	70.00	80.00	90.00	100.00	Annual Performance report	MTIC /UIA/UFZEPA
2	PIAP Intermediate Outcome 2. Compliance to Good corporate Governance best practices improved	Informal sector contribution to GDP	54.8	50.1	48	46	44	41.5	Annual Report	MTIC
3	PIAP Intermediate Outcome 3.: Strengthen farmer	Proportion of farmer organizations and cooperatives	20	30	35	40	45	50	Annual Report	MTIC

S/N	Result	Indicator	Baseline FY2023/24	Target FY2025/26	Target FY2026/27	Target FY2027/28	Target FY2028/29	Target FY2029/30	Means of Verification/ Data Source	Responsible MDA/LG
	organisations and cooperatives	that are functional (percentage)								
4	PIAP Intermediate Outcome 4. Strengthened market linkages	Annual growth in value of export earnings		2,752	3,046	3,119	3,156	3,229	Annual Performance Report	MTIC
5	PIAP Intermediate Outcome 5. Enhanced compliance to regulatory frameworks for manufacturing	Percentage of existing regulations implemented and/or enforced	40	40	40	60	80	90	Report	MTIC

Table 3: Table 3: DETAILED SERVICE DELIVERY STANDARDS AS INDICATED

Objective	Outputs/service description. Key output/Result/Product/service	Performance Indicator. Key Performance Indicator for the Output/Product/Service	Standard in terms of: Quality, Quantity, Cost, Time, Process accessibility and coverage	Target beneficiary of service. Intended users of the service	Access criteria to obtain service	Methodology for providing service	In-puts (basic infrastructure for providing service: tools, equipment & personnel	User fee/contribution by service recipient	Responsible
DEPARTMENT OF BUSINESS DEVELOPMENT AND QUALITY ASSURANCE									
To sustainably increase value addition in agriculture, industry, minerals, oil & gas	Provision of technical advisory, product development support, packaging improvement services, market readiness assessments and mentorship to MSMEs.	• Number of MSMEs receiving technical advisory. • Number of products improved. • Number of packaging designs upgraded. • Number of MSMEs linked to certification or market opportunities.	200 MSMEs supported annually.	200 MSMEs receive at least one technical advisory intervention annually.	• Application by MSMEs • Reports from local governments • Markets needs assessment	• Workshops • Onsite support • Infrastructure support	• Training modules • Mentorship • Human resource • Retooling	N/A	• PS / Accounting Officer • Comm. BDQA
	Food Fortification Support, improve nutritional quality and compliance. Fortification trials, testing and compliance support.	• Compliance with Uganda National Fortification Standards. • Laboratory verification completed. • Technical assessment reports issued.	At least 20 fortified products are assessed annually, with approval decisions issued within 60 working days after submission of complete documentation.	Food processors	Inspections applications	Pilot trials, testing	Nutrition labs, experts	N/A	• PS / Accounting Officer • Comm. BDQA

Objective	Outputs/service description. Key output/Result/Product/service	Performance Indicator. Key Performance Indicator for the Output/Product/Service	Standard in terms of: Quality, Quantity, Cost, Time, Process accessibility and coverage	Target beneficiary of service. Intended users of the service	Access criteria to obtain service	Methodology for providing service	In-puts (basic infrastructure for providing service: tools, equipment & personnel	User fee/contribution by service recipient	Responsible
To strengthen private sector competitiveness to drive growth and create jobs.	Increase standards awareness and adoption. Training on national, SPS and export standards	- Number of MSMEs trained. - Percentage demonstrating improved standards knowledge. - Percentage adopting standards after training.	100 MSMEs trained per year; trainings done quarterly and nationwide	Train 100 MSMEs annually with at least 70% demonstrating improved compliance readiness.	Inspections applications	Workshops, demonstrations	Trainers, materials	N/A	- PS / Accounting Officer - Comm. BDQA
	Support MSMEs to meet compliance requirements for standards, Facility inspections and technical advisory	- Inspection reports issued within 10 working days. - Corrective Action Plans (CAPs) provided. - Follow-up inspections conducted within 60 days.	Inspections in 1 month	Conduct at least 50 compliance assessments annually.	Formal request	Audits, CAPs	Inspectors, retooling	N/A	- PS / Accounting Officer - Comm. BDQA
	Certification System Strengthening; Capacity building for conformity institutions	- Number of institutions supported. - Number of personnel trained. - Number of recommendations implemented.	Annually	Conduct at least 4 capacity-building workshops annually for conformity assessment institutions.	Mandated bodies	System audits	Labs, equipment	Govt funded	- PS - Comm. BDQA

Objective	Outputs/service description. Key output/Result/Product/service	Performance Indicator. Key Performance Indicator for the Output/Product/Service	Standard in terms of: Quality, Quantity, Cost, Time, Process accessibility and coverage	Target beneficiary of service. Intended users of the service	Access criteria to obtain service	Methodology for providing service	In-puts (basic infrastructure for providing service: tools, equipment & personnel	User fee/contribution by service recipient	Responsible
	1. Awareness campaigns. 2. Trademark search support. 3. Application preparation. 4. Referral to URSB. 5. Post-registration advisory.	Provide initial trademark advisory within 5 working days of request.	≥200 MSMEs/year with trademarks	MSMEs	application by interested MSMEs	Campaigns, workshops	Legal experts	Fees apply	• PS / Accounting Officer • Comm. BDQA
	Improve MSME management capacity, financial literacy and governance training	- Number of MSMEs trained. - Number of governance clinics conducted. - Percentage of MSMEs adopting financial record-keeping systems.	Conduct at least 5 clinics per quarter and train 250 MSMEs annually.	MSMEs	Registration	Clinics, coaching	Trainers	Free	• PS / Accounting Officer • Comm. BDQA
To facilitate trade development	BDS & QA Help Desk; Provide Business, QA and IP advisory support.	• No. of MSMEs served	≥500 MSMEs/year; immediate response, ≤10 days resolution	MSMEs	Walk-in/online	One-on-one advisory	Offices, advisors	Free	• PS / Accounting Officer • Comm. BDQA
	Feasibility & Value Chain Studies, Support evidence-based investment decisions	• No. of Studies completed	One (1) feasibility study done per quarter	Public/private sector	Commissioned request	Research, validation	Analysts	Govt funded	• PS / Accounting Officer • Comm. BDQA
	MSME mapping and profiling	Database completed	Establish and maintain a national MSME database covering at least 20,000 MSMEs by	MSMEs	- Inspections, - Local government reports	- District profiling exercises. - LG data collection.	Database systems	Free	• PS / Accounting Officer • Comm. BDQA

Objective	Outputs/service description. Key output/Result/Product/service	Performance Indicator. Key Performance Indicator for the Output/Product/Service	Standard in terms of: Quality, Quantity, Cost, Time, Process accessibility and coverage	Target beneficiary of service. Intended users of the service	Access criteria to obtain service	Methodology for providing service	In-puts (basic infrastructure for providing service: tools, equipment & personnel	User fee/contribution by service recipient	Responsible
			2027 and update annually.			Digital database platform.			
	IP Development & Management Support	No. of MSMEs supported	100 MSMEs annually	MSMEs	Applications, Inspections, LG reports	- Workshops - Trainings	- Training modules - Mentorship - Human resource - Retooling		- PS / Accounting Officer - Comm. BDQA
To strengthen the policy, legal, institutional, and coordination framework	National MSME, BDS and NQS Policies implemented.	- Number of policies reviewed. - Number of stakeholder consultations conducted. - Number of policy implementation reports produced.	- Draft policy revisions completed within 24 months. - Stakeholder consultations conducted in all regions. - Regulatory Impact Assessments completed. - Cabinet submissions prepared according to Government guidelines.	- MSMEs, - Conformity institutions	- Newspapers - MTIC website, - Awareness	- Stake holder meetings, - Media campaigns	- Consultative meetings, - Research, - Development of principals, - RIAs, - Cabinet submissions	N/A	- PS / Accounting Officer - Comm. BDQA

Objective	Outputs/service description. Key output/Result/Product/service	Performance Indicator. Key Performance Indicator dor the Output/Product/Service	Standard in terms of: Quality, Quantity, Cost, Time, Process accessibility and coverage	Target beneficiary of service. Intended users of the service	Access criteria to obtain service	Methodology for providing service	In-puts (basic infrastructure for providing service: tools, equipment & personnel	User fee/contribution by service recipient	Responsible
INTERNAL TRADE DEPARTMENT									
To strengthen private sector competitiveness to drive growth and create jobs.	Apex Private Sector Body established	Apex Private Sector Bill developed	Quarterly Consultations to develop APS Bill	- Private Sector Entities, - Investors	- At MTIC and its media, - Uganda Gazette platforms, - Awareness campaigns	- MTIC staff, - Gazetted documents, - Consultative meetings	- Research, - Development of principles, - RIAs, - conference facilities	N/A	- C/ITD - PS
	- More CBTAs formed - Enhanced capacity of Cros-Border Trader Associations (CBTA)	- Increase in number of CBTAs - Increase in volume of cross-border trade - Challenges of CBTAs resolved	- Annual increase in number of CBTAs - At least one mobilization drive at each border - Yearly increase in cross-border trade - CBTA challenges responded to within 1 week	- CBTAs, - Traders, - Border Agencies	- At MTIC and its media, - URSB and its media platforms, - Border points	- Mobilization drives at border points, - Awareness meetings	- Media infrastructure, - Conference facilities, - Individual cross-border traders	N/A	- C/ITD - PS
	A level and competitive business environment	- FDI attracted into the Country. - Number anti-competitive conduct addressed - Merger & Acquisitions processed	- Country. - All anti-competitive conducts investigated and addressed, Number anti-competitive conduct addressed - Mergers &A applications determined and illegal M&As addressed	Business community, Government agencies, Investors, Academia and Students, general public	- MTIC and its media platforms - Meetings and Workshops.	Stakeholder consultations, market screening, case investigations, product/service test buys =	Conference facilities, consultancy services, questionnaires,	M&A applicable fees as per the Part D of the Competition regulation	C/ITD, PS
To facilitate trade development	Increased consumption of local products or reduced import bill through BUBU Policy implementation	% Reduction in import Bill	- Yearly % reduction in import bill - Increased GDP	- Local manufacturers, - Contractors, - Consumers	- MTIC and its media platforms, - LGs, - PPDU, - Government Agencies	- Media campaigns, - BUBU Trade Fairs, - Government procurement adverts	- Newspapers - Government Agency Websites, - Internet, - Conference facilities	N/A	C/ITD, PS

Objective	Outputs/service description. Key output/Result/Product/service	Performance Indicator. Key Performance Indicator for the Output/Product/Service	Standard in terms of: Quality, Quantity, Cost, Time, Process accessibility and coverage	Target beneficiary of service. Intended users of the service	Access criteria to obtain service	Methodology for providing service	In-puts (basic infrastructure for providing service: tools, equipment & personnel	User fee/contribution by service recipient	Responsible
	Trade order established	- Trading Licenses issued - All businesses inspected for Licensing - Trade returns from Licensing Authorities reviewed and assessed - Stakeholder engagement reports	- business issued respective Trade Licenses with 12 months expiry period - Respective Trade Licenses inspections undertaken annually - Licensing returns reviewed and assessed annually - Quarterly stake holders' engagements	All businesses, Private Sector bodies, Licensing Authorities and the general public	- MTIC and its media platforms - Cities and Municipalities - Awareness workshops/meetings	- Site visits, - Online through e-single window, - workshops/meetings	- Transport and allowances, - Conference facilities, - Internet services	Respective License Rates and Grades as per S. Is	C/ITD, PS
	Tobacco production and marketing streamlined	- All Tobacco operations licensed - All Tobacco activities monitored and inspected - Stakeholder engagement reports	- All annual Tobacco licenses applications processed and licenses issued within 24 hours - Tobacco activities monitored and inspected annually - Stakeholder engagements conducted quarterly	- Tobacco growers, - Tobacco Processors or manufacturers, - Tobacco Exporters	- MTIC and its media platforms, - On e-single window	- Site visits, - Online through e-single window, - Workshops / meetings	- Internet services, - Transportation and allowances, - Conference facilities	- Tobacco growers-N/A - Tobacco Processors-UGX 500,000 - Tobacco Exporters-UGX 1,500,000 only - Tobacco buyers license Ugx 50,000 per store/market	C/ITD, PS
	Hire Purchase Business regulated	- All Hire Purchase businesses licensed - All Hire Purchase businesses monitored and inspected - Engagement reports	- Annual licensing of all Hire Purchase businesses within 48 hours - Hire Purchase businesses monitored and inspected annually - Stakeholder engagements conducted quarterly	- Hire purchase businesses, - Local Governments, - Consumers	MTIC and its media platforms	- Business site visits, - Workshops and meetings	- Application Forms, - License booklets, - Transportation and allowances, - Conference facilities	License fee of UGX 1,000,000 only	C/ITD, PS

Objective	Outputs/service description. Key output/Result/Product/service	Performance Indicator. Key Performance Indicator for the Output/Product/Service	Standard in terms of: Quality, Quantity, Cost, Time, Process accessibility and coverage	Target beneficiary of service. Intended users of the service	Access criteria to obtain service	Methodology for providing service	In-puts (basic infrastructure for providing service: tools, equipment & personnel	User fee/contribution by service recipient	Responsible
To strengthen the policy, legal, institutional, and coordination framework	BUBU policy implemented and supervised	• %age of customers consuming BUBU products. • BUBU procurement thresholds compliancy inspections. • Number of firms issued BUBU logo • Number of BUBU campaigns conducted.	• At least 6.3% increase in public procurement of local products and 12.5% increase in Supermarket Shelf-space for local products annually. • Annual regional BUBU trade fair. • Supporting Local government on promoting trade. • At least 30 Compliancy inspections conducted annually. • BUBU logos issued as per the guidelines	• Local manufacturers, • Service providers, • contractors and • consumers	• MTIC, • PPDA, • Private Sector Players	• Workshop • Expos and Trade fairs, • Media campaigns and Exhibitions	• Technical Staff, ICT tools, • Consultancy and conference services	In line with the operational fees established by the Ministry.	PS/Accounting Officer
	Consumer Protection Law developed and implemented	• Consumer Protection Bill developed and Law enacted and assented to • Increased consumer welfare	• Quarterly stakeholder consultations in development of Law • All consumer complaints addressed in time	• Government agencies, • Private Sector entities, • The general public (consumers)	• MTIC and its media platforms, • Uganda Gazette, Parliament, • Law Reform Commission	• Workshops and meeting, market screening, • Testing and weighing of products, Investigations	• Conference facilities, consultancy services, • Test buys, laboratory/testing fees, • Transport and allowances	• Filing of consumer rights violation complaints • No fees applicable	C/ITD, PS
	Trade Remedies Law developed and implemented	• Trade Remedies Bill developed and Law enacted and assented to • Reduced unfair trade practices arising from imports	• Quarterly stakeholder consultations in development of the Law conducted • Anti-dumping duties, countervailing duties and import surge safeguard measure deployed	• Local producers, • Investors	• MTIC and its media platforms, • Uganda Gazette, Parliament, • Law Reform Commission	• Workshops and meeting, • Trade intelligence and market screening, • investigations	• Conference facilities, • Consultancy services, • Test buys in import origins, • transport and allowances	• Provision of information by local producers. • No fees applicable	C/ITD, PS

Objective	Outputs/service description. Key output/Result/Product/service	Performance Indicator. Key Performance Indicator for the Output/Product/Service	Standard in terms of: Quality, Quantity, Cost, Time, Process accessibility and coverage	Target beneficiary of service. Intended users of the service	Access criteria to obtain service	Methodology for providing service	In-puts (basic infrastructure for providing service: tools, equipment & personnel	User fee/contribution by service recipient	Responsible
DEPARTMENT OF WAREHOUSE RECEIPT SYSTEM									
To sustainably increase value addition in agriculture industry, minerals, oil & gas	Storage facilities surveyed and profiled across the country	Number of agro-storage facilities surveyed and profiled using a developed tool/questionnaire to capture all relevant information	15 Storage facilities every 1 st month of the Quarter profiled Country wide	• Cooperatives, • Associations, • Manufacturers and Private sector	• Application, • Inspections, • Sensitization and Workshops	• Field inspections and surveys, Needs • Assessments, Capacity building, • Workshops and meetings	• ICT Equipment, • Personnel, • Fuels and lubricants	N/A	PS, Comm WRS
		Number of mineral storage facilities surveyed and profiled across the country	2 processing facilities Quarterly profiled, Country wide	• Artisanal Miners • Processors • Traders/Buyers • Associations	• Application's • Inspections • Sensitisations • Workshops	• Field Inspections, • Surveys, • Needs assessments • Capacity building & Technical Trainings	• ICT Equipment, • Personnel, Fuels & Lubricants, • Specialised quality and quantity analysis equipment	Fees applicable	• PS, • COM WRS • Chamber of Mines and Petroleum
		Number of oil and gas storage facilities surveyed and profiled across the country	2 facilities per Quarter profiled, Country wide	• Government, • Importers, • Exporters, • Suppliers /bulkurs	• Applications • Inspections, • Sensitizations and workshops	• Field Inspections, • Surveys, • Needs assessments • Capacity building & Technical Trainings	• ICT Equipment, • Personnel, • Fuels & Lubricants, • Specialised quality and quantity analysis equipment	Inspection fee (as per regulation)	• PS, • Comm WRS • Chamber of Mines and Petroleum
	Warehouses inspected for conformity to enable licensing under the Warehouse Receipt System	Number of Storage facilities inspected during the 1 st month of the quarter. Using the established Guidelines & regulations	60 storage facilities quarterly inspected, Country wide	• Storage facilities Owners, • Investors, • Cooperatives, • Warehouse Operators, • Farmers Associations	Application	• Field Inspections, • Document reviews, • Off-site Inspection, • Non-scheduled Inspections	• Inspection vehicles, • Checklist forms, • ICT systems, inspectors	Inspection vehicles, Checklist forms, ICT systems, inspectors	MTIC-WRS Department
	Storage facilities licensed in conformity to standards established	Number of licensed storage facilities	20 annually licensed, Licensing completed within 14 working days upon inspection, Country wide coverage	• Warehouse Owners, • Investors, • Cooperatives, • Warehouse Operators	Submission of warehouse license application	• Inspection, • Evaluation, and • Issuance of warehouse license	• Inspection vehicles, • checklist forms, • ICT systems, • Inspectors	Licensing fee (as per regulation)	MTIC-WRS Department

Objective	Outputs/service description. Key output/Result/Product/service	Performance Indicator. Key Performance Indicator for the Output/Product/Service	Standard in terms of: Quality, Quantity, Cost, Time, Process accessibility and coverage	Target beneficiary of service. Intended users of the service	Access criteria to obtain service	Methodology for providing service	In-puts (basic infrastructure for providing service: tools, equipment & personnel	User fee/contribution by service recipient	Responsible
	Warehouse keepers licensed	Number of Warehouse Keepers licensed	2 Warehouse keepers annually licensed, licensing completed within 14 days upon satisfying the legal & regulatory requirements.	Collateral Management Firms, Banks, Guarantors	Application & Assessment report.	Assessment, evaluation & Issuance of a license	Documents verification and reviews	Licensing fees as per regulation	MTIC/WRS Dept
	Commodity and Warehouse Inspectors licensed	Number of Inspection Firms licensed. As per the Warehouse Receipt Legal & regulatory framework	20 Inspectors annually licensed, process completed in 14 days upon satisfying requirements.	Inspection/Superintendent Firms	Application forms and assessment reports	Assessment and issuance of license	Documents verification and reviews.	Licensing fees as established	MTIC/WRS Dept
	Commodity handlers certified	Numbers of handlers certified by Training and issuing certificates after conformity assessment	50 handlers certified annually	Handlers (Weighmen, Graders & Fumigators)	Nomination Forms & Assessment reports	Training & capacity building & Certificates issuance	Documents verification	Free	MTIC/WRS Dept
To strengthen private sector competitiveness to drive growth and create jobs	Grading, sampling, and certification of commodities carried out using the established regimes and protocols.	level of commodities conformance prescribed standards	90% level of commodity conformance, carried out regularly basing on the harvesting and marketing seasons (July-Sept & Dec-Feb)	Farmers, Cooperatives, Traders, Warehouse Operators, superintendent firms	Submission of samples for testing and certification	Grading and certification using approved National standards	Laboratory Equipment, Certified personnel	Quality testing fee per metric ton (as prescribed)	•MTIC-WRS Department, •Licensed Warehouse Keepers, •UNBS,superintendent firms
	Profiling, Training and Certification of Personnel at Warehouses carried out	Number of personnel profiled, trained and certified	50 personnel quarterly profiling and refresher courses undertaken for subsequent certification	Warehouse Personnel	Manuals, Certificates and expertise	Profiling, training and certification based on established standards	Materials and equipment	none	• PS, • COM WRS & • Private sector personnel

Objective	Outputs/service description. Key output/Result/Product/service	Performance Indicator. Key Performance Indicator for the Output/Product/Service	Standard in terms of: Quality, Quantity, Cost, Time, Process accessibility and coverage	Target beneficiary of service. Intended users of the service	Access criteria to obtain service	Methodology for providing service	In-puts (basic infrastructure for providing service: tools, equipment & personnel	User fee/contribution by service recipient	Responsible
	Standardization of storage infrastructure across the country	Number of storage facilities standardized	• Annual assessment of storage for standardization, • Annually standardize 25 storage facilities	• Warehouse Owners, Investors, • Cooperatives, • Farmer Groups/Associations, • Government	• Application for Licensing, • Request for standardization support by the targeted beneficiary	• Field Inspection, • Document review	• Inspection vehicles, • Checklist forms, • ICT systems, • Inspectors	Cost sharing	MTIC-WRS Department
To strengthen the cooperative movement for competitiveness and socially inclusive economic development	Cooperatives storage facilities profiled and inspected	Number of cooperatives storage profiled and inspected	Quarterly 20 cooperatives storage facilities profiled jointly with DCOs	• Cooperative Unions, • Primary Cooperative societies	• Application, • Inspections, • Sensitization and Workshops	• Field inspections and surveys, • Needs Assessments, • Capacity building, • Workshops and meetings	• ICT Equipment, • Personnel, • Fuels and lubricants	No fee	MTIC-WRS Department
To facilitate trade development	Access to inventory credit facilitated through warehouse receipts	Number of warehouse receipts discounted at financial institutions	Receipts generated instantly; transparent and secure issuance process according to the established Delivery Assurance Mechanisms, electronic Warehouse Receipt System and the Registry established at MTIC)	• Farmers, • Cooperatives, • Traders, • Agribusinesses	Deposit of quality-assured commodities in licensed warehouses	• Inspection, • Weighing, • Grading, and • issuance of electronic warehouse receipts (eWRS)	• Licensed warehouses, grading equipment, • ICT systems, • Certified inspectors		• MTIC-WRS Department, • Financial Institutions

Objective	Outputs/service description. Key output/Result/Product/service	Performance Indicator. Key Performance Indicator for the Output/Product/Service	Standard in terms of: Quality, Quantity, Cost, Time, Process accessibility and coverage	Target beneficiary of service. Intended users of the service	Access criteria to obtain service	Methodology for providing service	In-puts (basic infrastructure for providing service: tools, equipment & personnel	User fee/contribution by service recipient	Responsible
	Warehouse Receipts trading facilitated at Commodity Exchanges	Number of warehouse receipts traded at Commodity Exchanges	Receipts generated instantly; transparent and secure issuance process	• Farmers, Cooperatives, • Traders, • Agribusinesses • Millers /Processors, • Government Agencies, • NGOs, Food Agencies	• Deposit of quality-assured commodities in licensed warehouses, • Registration with the commodity exchange platform	• Inspection • weighing • Grading, and issuance of electronic warehouse receipts (eWRS), • Linking depositors and buyers via commodity exchange markets	• Licensed warehouses, • grading equipment, • ICT systems, • certified inspectors, • Trading platform software, • internet, trained trade officers	• Receipt issuance fee, • Membership fee (as per Commodity Exchange Trading rules)	• MTIC-WRS Department, • Commodity Exchanges
	A robust electronic Warehouse Receipt System operationalized and maintained	System uptime percentage and receipts generated	99% system uptime; receipts generated & transmitted within 24 hours	• Warehouse Operators, • Financial Institutions, • Traders and Commodity Exchanges	Registration on eWRS platform and training	• System management, • Monitoring • Helpdesk support	• ICT servers, • Software, • Internet, • ICT personnel	No fee	MTIC WRS Department
	A reliable Market Information System (MIS) developed, promoted and maintained	Frequency and accuracy of market data dissemination	Weekly & monthly market bulletins disseminated with ≥95% accuracy	• Farmers, Traders, Processors, Policymakers	Subscription for MIS updates	Data collection, analysis & dissemination via web, media, SMS, and radio	Computers, MIS software, communication tools, analysts	MIS fee applicable	MTIC WRS Department
To strengthen the policy, legal, institutional and coordination framework	Department capacity strengthened	Percentage of staff trained and systems developed every 2nd month of Qtr 3	Annual training programs conducted; ≥90% staff competency achieved	WRS Department Staff and Partners	Nomination or selection based on roles	Training workshops, exchange visits, refresher courses	Training materials, venues, ICT, trainers	No fee	MTIC Human Resource and Administration Unit, WRS Department
		Number of benchmark engagements carried out	2 benchmark engagements carried out in FY 26/27 in Ethiopia and India in collaboration with Development Partners promoting the implementation and off-take of WRS	WRS Department Staff and Ministry's Top Mgt	Research and field visits	Travel inland and abroad	Vehicles, personnel, allowances, air tickets	No fee	PS, Com-WRS

Objective	Outputs/service description. Key output/Result/Product/service	Performance Indicator. Key Performance Indicator for the Output/Product/Service	Standard in terms of: Quality, Quantity, Cost, Time, Process accessibility and coverage	Target beneficiary of service. Intended users of the service	Access criteria to obtain service	Methodology for providing service	In-puts (basic infrastructure for providing service: tools, equipment & personnel)	User fee/contribution by service recipient	Responsible
		Number of policies developed and reviews conducted	Annually 1 policy developed and 1 policy reviewed carried out	WRS Department	• Consultations • Research	Consultancy	consultancy fees, personnel, workshops, fuel, materials, venue, ICT, vehicles	No fee	PS, Com-WRS
DEPARTMENT OF FINANCE AND ADMINISTRATION									
To strengthen policy, legal, regulatory and coordination frameworks for MTIC	Statutory Financial Statements prepared and submitted	Number of Financial statements prepared on monthly and quarterly basis.	Quarterly On the fourteenth day of the subsequent month after end of quarter	• Management • Accountant General • PSST • Internal Auditors	• On submission as mandated • On request from the intended users	PFMA requirement for submission	• Staff, • Allowance, • Vehicles, • Fuel, • Internet, • Air time, PPEs • Consumables	N/A	MTIC- F/A
	Funds warranted and payments processed	Funds released to the Ministry warranted on quarterly basis.	• Funds warranted one week on receipt of the cash limits • Payments processed within three days from request	• User Departments Staff • Client service providers	• Completion of warrants • Submission of requests	IFMS EGP	• Staff, Internet, Computers • Consumables i.e. stationery	N/A	MTIC- F/A
	Audit Plan Prepared	Audit Plan in place	At-least once a Year	• MTIC • Auditor General • MDAs • Audit Committee • Development Partners	• MTIC Ministerial Policy Statement • MTIC Website	Literature Review Risk Assessment of the MDA risk Management Framework Special Audits by Management	• Human Resource, • Assorted stationery, • allowance, • Vehicles, • Fuel • ICT, • Air time, • PPEs	N/A	MTIC- F/A
	Audit reports prepared	• Number of audit reports prepared and submitted the Accounting Officer	• Quarterly • Within 30 Days after a Quarter	• MTIC • Auditor General • MDAs • Audit Committee • Development Partners	• MTIC Ministerial Policy Statement • MTIC Website	Literature Review Risk Assessment of the MDA risk Management Framework Special Audits by Management	Human Resource, Assorted stationery, allowance, Vehicles, Fuel ICT, Air time, PPEs	N/A	MTIC- F/A

Objective	Outputs/service description. Key output/Result/Product/service	Performance Indicator. Key Performance Indicator for the Output/Product/Service	Standard in terms of: Quality, Quantity, Cost, Time, Process accessibility and coverage	Target beneficiary of service. Intended users of the service	Access criteria to obtain service	Methodology for providing service	In-puts (basic infrastructure for providing service: tools, equipment & personnel)	User fee/contribution by service recipient	Responsible
	BFP prepared Ministerial Policy statements prepared	• BFP Prepared and submitted to MoFPED on PBS. • Ministerial Policy Statement (MPS) and submitted to MoFPED on the PBS.	• BFP consultatively prepared on the PBS and submitted by 15th November to MoFPED and by 31st December to Parliament of Uganda • MPS consultatively prepared and submitted to MoFPED by 15th March • BFP and MPS prepared in line with the PFMA Act 2015 and the Budget Call Circular	• MTIC • Parliament of Uganda - MoFPED	• MTIC website • MoFPED website • (Uganda Budget Information) MTIC Resource center	Departmental and stakeholder engagements	• Human resource, • laptops, • allowances, • stationery and data	N/A	MTIC- F/A
	Strategic Planning documents prepared	Frequency of preparation of Strategic Plans and PIAPS	Every 5 years Strategic plan conforms to NDP	MTIC Parliament of Uganda MoFPED	MTIC website MoFPED website (Uganda Budget Information) MTIC Resource center	Departmental and stakeholder engagements	• Human resource, • laptops, • allowances, • stationary, data	N/A	MTIC- F/A
	Applicable policies in place`	Number of policies developed.	Policies drafted, RIA done, approved by cabinet and implemented	• MTIC, • MoFPED, • Private Sector	• MTIC Website, • MTIC MPS	Stakeholder engagements, Regulatory Impact Assessments	• Human resource, • laptops, • allowances, • stationary, • vehicles	N/A	MTIC- F/A
	Policies reviewed	Number of policies reviewed.	Once in 5 years	MTIC, MoFPED, Private Sector	MTIC Website, MTIC MPS	Stakeholder engagements, Regulatory Impact Assessments	Human resource, laptops, allowances, stationary, vehicles	N/A	MTIC- F/A
	Cabinet decisions implemented	Number of Cabinet decisions implemented	Quarterly Cabinet Decisions implemented as per Cabinet guidance.	MTIC, cabinet, Private Sector, General Public	MTIC Top Policy Minutes, MTIC Website	Stakeholder engagements	Human resource, laptops, allowances, stationary, fuel, vehicles, Internet	N/A	MTIC- F/A

Objective	Outputs/service description. Key output/Result/Product/service	Performance Indicator. Key Performance Indicator for the Output/Product/Service	Standard in terms of: Quality, Quantity, Cost, Time, Process accessibility and coverage	Target beneficiary of service. Intended users of the service	Access criteria to obtain service	Methodology for providing service	In-puts (basic infrastructure for providing service: tools, equipment & personnel	User fee/contribution by service recipient	Responsible
	Ministry programmes, projects and activities monitored, supervised and evaluated	Number of programmes, projects activities monitored and supervised.	Minimum of 4 quarterly monitoring reports and 1 annual evaluation report per project/program - At least 1 impact assessment per project lifecycle. Reports meet agreed-upon M&E frameworks - Reports are validated and verified with relevant stakeholders - Minimum 90% data accuracy - M&E activities not to exceed 10% of total project budget - Cost breakdown transparently reported with each evaluation report - Quarterly reports submitted within 15 working days after quarter end - completed within 30 working days of project year-end Monitoring reports prepared and submitted within 2 weeks after the field trip. Relevant MDAs All projects/programs within the ministry - Geographic and demographic representation of	- Program managers, - project implementers, - donors, - policymakers - External Stakeholders: OPM, OP, MoFPED, NPA Ministry Agencies	- Internal stakeholders: automatically eligible - External stakeholders: through formal request and approval, ensuring data privacy and security compliance	- Desk reviews of project and programme reports - Stakeholder engagements for data gathering and report validation - On spot checks (verification exercise) - Surveys	- Use of mixed methods (quantitative and qualitative) - Standardized tools (e.g., surveys, focus group guides) - Data triangulation - Independent verification where applicable- Capacity building for data collectors and enumerators	N/A	MTIC- F/A

Objective	Outputs/service description. Key output/Result/Product/service	Performance Indicator. Key Performance Indicator for the Output/Product/Service	Standard in terms of: Quality, Quantity, Cost, Time, Process accessibility and coverage	Target beneficiary of service. Intended users of the service	Access criteria to obtain service	Methodology for providing service	In-puts (basic infrastructure for providing service: tools, equipment & personnel	User fee/contribution by service recipient	Responsible
			target beneficiaries in data collection						
	Procurement plan prepared	A consolidated Procurement plan prepared	Procurement Plan prepared and entered into EGP by 31 st July of every year.	MTIC Public PPDA External/internal auditors	MTIC Ministerial Policy statement e-Gp portal MTIC Website	Participation of user departments in procurement planning Consolidation of procurement plan for approval Publication of the procurement plan Procurements done according to plan	internet connectivity, office space, reliable power supply, computers & laptops, printers, email system, video conferencing	N/A	MTIC- F/A
	Procurement reports prepared	Monthly procurement reports prepared.	Monthly procurement reports by 15 th of the following month prepared in accordance with the nature of procurement.	PPDA External/internal auditors	e-Gp Portal MTIC PDU	Procurement implementation Approvals by evaluation Contracts Committee/ Solicitor General	internet connectivity, office space, reliable power supply, computers & laptops, printers, email system, video conferencing	N/A	MTIC- F/A
	Tender documents prepared and submitted	Bid documents prepared with reference to Terms of reference of the contract item.	Within 2 weeks from receipt of User complete requisition Standard Bid documents prepared with reference with specifications	Suppliers	Response to Bids through in electronic and print media and MTIC website and notice boards	Review User statement of requirements, propose the procurement method and the correct bidding document.	Human Resource, assorted stationery, Internet	Tender fees where applicable	MTIC- F/A
	Bids evaluated	Evaluation report prepared and approved.	Evaluation report competed within PPDA Mandatory time Formation of evaluation committee per contract	Contracts Committee and Development Partners where applicable	Electronic Government Procurement Portal Procurement and Disposal Unit	Hold Bid evaluation meetings	Human Resource, assorted stationery, Internet	N/A	MTIC- F/A

Objective	Outputs/service description. Key output/Result/Product/service	Performance Indicator. Key Performance Indicator for the Output/Product/Service	Standard in terms of: Quality, Quantity, Cost, Time, Process accessibility and coverage	Target beneficiary of service. Intended users of the service	Access criteria to obtain service	Methodology for providing service	In-puts (basic infrastructure for providing service: tools, equipment & personnel	User fee/contribution by service recipient	Responsible
			Evaluation and producing evaluation reports within 12 working days from the point of evaluation.						
	Contract Agreements prepared	Contract Agreements prepared	Contract Documents prepared within 5days of expiry of Best Evaluated Bidder Notice	Successful Bidders	Invitation by Procurement Division	Population of the Contract forms Contracts signed by the Accounting Officer and Best Evaluated Bidder	Human Resource, assorted stationery, Internet	N/A	MTIC- F/A
	Implementation of Audit Recommendations to MTIC Monitored and Supervised	MTIC Monitored and Supervised	Continuous process throughout the financial year	MTIC Auditor General MDAs Audit Committee Development Partners	MTIC Ministerial Policy Statement MTIC Website	Literature Review Risk Assessment of the MDA risk Management Framework Special Audits by Management	Human Resource, Assorted stationery, allowance, Vehicles, Fuel ICT, Air time, PPEs	N/A	MTIC- F/A
	Annual Board of Survey report produced	Annual Board of Survey report produced	Annual Board of Survey Report produced within one month after the end of financial year	Management - Accountant General Accountant General	PFMA Statutory requirement for submission	PFMA requirement for submission	Staff nominated by the Accountant General, Allowances, Vehicles, Fuel, Internet, Air time, PPEs and Consumables	N/A	MTIC- F/A
	Asset Register Updated	Number of assets updated	Asset Register Updated Two weeks after the end of quarter	Office of the Permanent Secretary Departments	Submission of information	Budget, Plan, Acquire and Register Asset Physical inspection of assets Examining disposal reports	Human Resource, Computers, Internet, Assorted Stationery	N/A	MTIC- F/A

Objective	Outputs/service description. Key output/Result/Product/service	Performance Indicator. Key Performance Indicator for the Output/Product/Service	Standard in terms of: Quality, Quantity, Cost, Time, Process accessibility and coverage	Target beneficiary of service. Intended users of the service	Access criteria to obtain service	Methodology for providing service	In-puts (basic infrastructure for providing service: tools, equipment & personnel	User fee/contribution by service recipient	Responsible
	MTIC assets maintained	Number of assets maintained with accordance with PPDA Act.	Assets maintenance undertaken in accordance with the PPDA/MoWT guidelines on the asset classifications Gov't buildings and offices maintained in accordance with section H(C) Govt vehicles and property maintained in accordance with section F(I) of Govt standing orders.	MTIC staff The Public MDAs	Reports By raising requisitions to the PS/AO	Budget and Plan, Through procurement process Scheduling maintenance programmes	Human Resource, Computers, Internet, Assorted Stationery Service providers	N/A	MTIC- F/A
	Communication Strategy for the MTIC developed Monthly Newsletters	Approved Communications Strategy	Communication strategy developed through consultative process with stakeholders to meet the needs of the Ministry.	MTIC staff MDAs General public	Communications Office website	Website, Quarterly newsletter/magazine, social media engagement, Audio-visual materials, Assorted IEC materials, Media adverts and supplements, Radio and television talk shows, Community outreach engagements, Leadership engagement, Media briefings/press conferences	Computer/laptop with Publishing applications Heavy duty printers/copier Internet connectivity and access Digital camera Resources to pay for graphic designing services	N/A	MTIC- F/A

Objective	Outputs/service description. Key output/Result/Product/service	Performance Indicator. Key Performance Indicator for the Output/Product/Service	Standard in terms of: Quality, Quantity, Cost, Time, Process accessibility and coverage	Target beneficiary of service. Intended users of the service	Access criteria to obtain service	Methodology for providing service	In-puts (basic infrastructure for providing service: tools, equipment & personnel	User fee/contribution by service recipient	Responsible
	IEC materials produced and printed	Number of IEC materials produced, printed and circulated.	IEC materials produced every 3 months Update social media handles at least three times a week Respond to public inquiries through social media and emails within a day of their communication	General Public	Ministry Events Community engagements Communication Division Website	Update website Ministry events Weekly Internal Newsletter MTIC WhatsApp groups (official communication and social forum) social media	Computers Content from technical departments Graphic design or Journalist Social media influencers	N/A	MTIC- F/A
	Stakeholder engagements coordinated	Number of stakeholders' meetings and dialogue sessions conducted	1 dialogue session (bararaza) conducted in 6 regions of the country Dialogue sessions with stakeholders (baraza) conducted in four regions of the Country.	MDAs Parliament Funders Beneficiary communities Service providers, Contractors and consultants Media	Stakeholder events/Engagements Meetings Website Workshops	Stakeholder Meetings and Workshops Press conferences Press releases Print media publications e.g. Supplements and announcements Radio and television appearances Community Outreach Online webinars	Content from technical departments Availability of senior and top management teams laptops Internet access Field van	N/A	MTIC- F/A
	Ministry records managed and updated.	Number of records maintained and updated.	Mails received and routed to action officers within 6 hours. Updating records/files in according with archives Act Appraisal of records	Government Stakeholders (Public & clients Staff)	MTIC Registry	Physical delivery Emails Filing on relevant files Written request to stores Staff sensitization and training Reviewing records management procedures	Human resources (Staff Equipment computers, scanners, printers, photocopiers, tonner, stationery), allowances	N/A	MTIC- F/A

Objective	Outputs/service description. Key output/Result/Product/service	Performance Indicator. Key Performance Indicator dor the Output/Product/Service	Standard in terms of: Quality, Quantity, Cost, Time, Process accessibility and coverage	Target beneficiary of service. Intended users of the service	Access criteria to obtain service	Methodology for providing service	In-puts (basic infrastructure for providing service: tools, equipment & personnel	User fee/contribution by service recipient	Responsible
	Gender mainstreamed across all MTIC Programmes and projects	Departmental and project workplan incorporating gender issues.	Sensitization campaigns held for communities within MTIC project areas every quarter	Equal Opportunities Commission PAPs, project affected communities, Local Governments, CSOs, Contractors and consultants	Local Government Offices MTIC website	Stakeholder engagements. Information, Education and Communication (IEC) materials. Media campaigns and dialogues with project affected the community. Conducting a gender analysis.	Human Resource Equipment (laptops, printers) Allowances Fuel Stationary Field Vehicle	N/A	MTIC/ WESLD
	HIV/AIDS workplace interventions mainstreamed in all MTIC Programmes	HIV/AIDS workplan incorporating HIV/AIDS issues. Approved HIV/AIDS workplan Departmental workplan incorporating HIV/AIDS issues.	Four Quarterly sensitisation sessions. Observance of World HIV/AIDS every year i.e 1 st December Holding quarterly HIV/AIDS and TB health camps. Holding monthly posttest club meetings.	All departmental programmes and workplans affected and individual's staff. Graduate trainees and Interns. Local Contractors and service providers Centres within the project areas.	FM radios Meetings Local health centres Notice boards	Awareness/sensitization campaigns. Free distribution of female and male condoms. Free professional counselling and HIV testing for affected staff. HIV Sensitization and training of staff, service providers and interns during meetings and workshops.	Human Resource HIV/AIDS related IEC materials and Condoms Equipment (laptops, printers) Allowances Fuel Stationary Field Vehicle	N/A	MTIC/WESLD
	Grievance Redress Mechanism Developed for all MTIC projects	No of Grievance Redress Mechanism formed	Grievance Redress Committees constituted at the beginning of a project.	Government PAPs & Project affected communities GRCs Supervision consultants Works contractor Local Governments	District Officials Local Council chairpersons. Grievance Redress Committees at district and village levels. Police	Routine meetings with GRCs and PAPs to resolve minor complaints Ad hoc meetings with GRCs, PAPs, police and district leaders Training of GRC members Community sensitization	Human Resource Equipment (laptops, printers) Allowances Fuel Stationary Field Vehicle	N/A	MTIC- F/A
		No of grievances resolved	Grievance Redress Committees constituted at the beginning of a project.	Government PAPs & Project affected communities GRCs	District Officials Local Council chairpersons. Grievance Redress	Routine meetings with GRCs and PAPs to resolve minor complaints Ad hoc meetings	Human Resource Equipment (laptops, printers) Allowances Fuel	Free service	MTIC- F/A

Objective	Outputs/service description. Key output/Result/Product/service	Performance Indicator. Key Performance Indicator for the Output/Product/Service	Standard in terms of: Quality, Quantity, Cost, Time, Process accessibility and coverage	Target beneficiary of service. Intended users of the service	Access criteria to obtain service	Methodology for providing service	In-puts (basic infrastructure for providing service: tools, equipment & personnel	User fee/contribution by service recipient	Responsible
				Supervision consultants Works contractor Local Governments	Committees at district and village levels. Police	with GRCs, PAPs, police and district leaders Training of GRC members Community sensitization	Stationary Field Vehicle		
		No of grievances received	A Grievance Redress Mechanism developed and implemented for all MTIC projects.	Government PAPs & Project affected communities GRCs Supervision consultants Works contractor Local Governments	District Officials Local Council chairpersons. Grievance Redress Committees at district and village levels. Police	Routine meetings with GRCs and PAPs to resolve minor complaints Ad hoc meetings with GRCs, PAPs, police and district leaders Training of GRC members Community sensitization	Human Resource Equipment (laptops, printers) Allowances Fuel Stationary Field Vehicle	Free service	MTIC- F/A
	Ministry Recruitment plan done	Ministry recruitment plan developed and approved in line with Ministry structure within the wage bill provision of the FY.	Vacant positions identified for filling Wage for the coming FY analyzed and projected Annual recruitment plan done and submitted to MoPS by 30th September	MTIC MoPS MoFPED	Registry, Letters, Ministry approved structure, wage analysis reports	Review policies, departmental meetings Uganda Public Service Standing Orders, personal files and Circular Standing Instructions	Staff, assorted stationery, ICT equipment and software	Free service	MTIC- F/A
	Clearance to fill vacant positions done	Approved clearance to recruit from the MoPS.	Annual request for Clearance to fill vacant positions from MOPS by 31st December.	MTIC MOPS MOFPED	Registry, Letters, Ministry approved structure, wage analysis reports	Review policies, departmental meetings, Uganda Public Service Standing Orders, personal files and Circular Standing Instructions	Staff, assorted stationery, ICT equipment and software	Free service	MTIC- F/A

Objective	Outputs/service description. Key output/Result/Product/service	Performance Indicator. Key Performance Indicator for the Output/Product/Service	Standard in terms of: Quality, Quantity, Cost, Time, Process accessibility and coverage	Target beneficiary of service. Intended users of the service	Access criteria to obtain service	Methodology for providing service	In-puts (basic infrastructure for providing service: tools, equipment & personnel	User fee/contribution by service recipient	Responsible
	Submission to the Public Service Commission made in line with the Ministry Structure and Public Service guidelines using public service commission Form 1, Form 2, Form 3	Number of cleared Vacancies declared to the commission.	Annual request for clearance to fill vacant positions. Submitting the cleared positions to Public Service Commission for filling by February All cleared vacant positions submitted to the Public Service Commission within 1 month from the date of clearance.	MTIC staff, interested applicants, PSC	Registry, websites and relevant portals	Review policies, Uganda Public Service Standing Orders, personal files and Circular Standing Instructions	Staff, assorted stationery, ICT equipment	N/A	MTIC- F/A
	Public Service Commission decisions on appointments, onboarding implemented.	Number of Public Service decisions implemented.	Implement decisions of the appointing authority: within 2 weeks from the date of receipt of the decision Appointment staff issued with appointments and access them on the payroll within two weeks.	MTIC staff, interested applicants, PSC	Registry, websites and relevant portals	Review relevant policies and personal files, guidelines and Circular Standing Instructions	Staff, assorted stationery, ICT equipment and software	N/A	MTIC- F/A
	Induction of staff inducted.	Number of staff inducted		MTIC staff, interested applicants, PSC	Registry, websites and relevant portals	Staff orientation meetings Induction sessions/trainings Issuing guidelines and standing Circular Standing Instructions Provision of schedule of duties to new staff.	Staff, assorted stationery, ICT equipment	N/A	MTIC- F/A

Objective	Outputs/service description. Key output/Result/Product/service	Performance Indicator. Key Performance Indicator for the Output/Product/Service	Standard in terms of: Quality, Quantity, Cost, Time, Process accessibility and coverage	Target beneficiary of service. Intended users of the service	Access criteria to obtain service	Methodology for providing service	In-puts (basic infrastructure for providing service: tools, equipment & personnel	User fee/contribution by service recipient	Responsible
	Payroll and other staff benefits managed	All Ministry staff and pensioners paid salaries and pension on monthly basis.	Accurate monthly salary, pension and gratuity processed by the 28th day of each month	All staff and pensioners	HCM, IFMS, PBS and Individual bank accounts	Review the computerized payroll, staff list, structure	Approved establishment and salary structure, assorted stationery, ICT equipment	N/A	MTIC- F/A
	Performance Management Coordinated	All Ministry staff appraised.	Annual performance plans/agreements done by 15th July of a financial year Quarterly	All staff	Notice board, social media, memos, letters, meetings	Write memos, print and circulate copies of the forms	Assorted stationery, ICT equipment	Free service	MTIC- F/A
			performance reviews done by 15th of the first month of the following quarter Quarterly technical support for appraisal filling Annual Performance appraisal for all staff done by 30th June and submitted to MOPS by 15th September	All staff	Notice board, social media, memos, letters, meetings	Write memos, print and circulate copies of the forms	Assorted stationery, ICT equipment	Free service	MTIC- F/A
				All staff	Notice board, social media, memos, letters, meetings	Training sessions with departments	Assorted stationery, ICT equipment	Free service	MTIC- F/A
				All staff	Notice board, social media, memos, letters, meetings	Stakeholder engagements with departments	Assorted stationery, ICT equipment	Free service	MTIC- F/A
	Rewards and Sanctions decisions implemented	Reward and sanctions mechanisms in place	Establishment of rewards and sanctions committee (5 members)	All staff	The Uganda Public Service Rewards and Sanctions Framework 2019	Stakeholder engagements with departments	Assorted stationery, ICT	Free service	MTIC- F/A
			Quarterly sittings of rewards and sanctions committee Good performers identified through	All staff	Notice board, social media, memos, letters, meetings	Stakeholder engagements with departments	Assorted stationery, ICT equipment	N/A	MTIC- F/A

Objective	Outputs/service description. Key output/Result/Product/service	Performance Indicator. Key Performance Indicator for the Output/Product/Service	Standard in terms of: Quality, Quantity, Cost, Time, Process accessibility and coverage	Target beneficiary of service. Intended users of the service	Access criteria to obtain service	Methodology for providing service	In-puts (basic infrastructure for providing service: tools, equipment & personnel	User fee/contribution by service recipient	Responsible
			performance reports and recommendations and rewarded.	All staff	Notice board, social media, memos, letters, meetings	Stakeholder engagements with departments	Assorted stationery, ICT equipment	N/A	MTIC- F/A
			Poor performers identified through performance reports and sanctioned.	All staff	Notice board, social media, memos, letters, meetings	Stakeholder engagements with departments	Assorted stationery, ICT equipment	N/A	MTIC- F/A
	Capacity building initiatives Implemented	Capacity needs assessment of the staff conducted.	100% Conducting training needs assessment by reviewing performance improvement plans	Public, academic institutions and MTIC staff	Notice board, social media, MTIC website, memos, letters	Short and long-term training through accredited training institutions and online universities	Assorted stationery, ICT equipment	Free service	MTIC- F/A
		Approved consolidated capacity building plan	Reviewing training needs agreed upon in the performance appraisal process Conducting needs assessment surveys. Analysing the training needs of staff.						
			Develop Consolidated capacity development plans for all staff and stakeholders once every 5 years.	MTIC, Public and academic institutions	Notice board, social media, memos, meetings	Short and long-term training through accredited training institutions and online universities	Assorted stationery, ICT equipment	Free service	MTIC- F/A
		Number of approved trainings/staff development initiatives implemented.	Coordinate training activities in MTIC in liaison with user departments as per approved MTIC Training Plan and as per Public Service Training Policy of 2006.	All staff	Notice board, social media, memos, meetings	Consultants, accredited training institutions, online universities	Assorted stationery, ICT equipment	Free service	MTIC- F/A

Objective	Outputs/service description. Key output/Result/Product/service	Performance Indicator. Key Performance Indicator for the Output/Product/Service	Standard in terms of: Quality, Quantity, Cost, Time, Process accessibility and coverage	Target beneficiary of service. Intended users of the service	Access criteria to obtain service	Methodology for providing service	In-puts (basic infrastructure for providing service: tools, equipment & personnel	User fee/contribution by service recipient	Responsible
	Number of interns trained.	Internship training conducted.	Interns selected on basis of application and recommendation from training institutions based on their specialties.	All MTIC staff. Academic Institutions and Public	Notice board, social media, MTIC website memos, letters and community sensitization	Engagement of academic institution, assessment of applications	Assorted Stationery, ICT Equipment	Free service	MTIC- F/A
	Time and attendance to duty managed	Number of staff attending to duty on daily basis.	Coordinate attendance to duty by maintaining an attendance register and biometric machine on a monthly basis	All staff	Notice board, social media, memos, meetings	Biometric machines, attendance registers	Assorted stationery, ICT equipment	N/A	MTIC- F/A
			Prepare, analyze and submit reports on attendance to duty on a quarterly basis	All staff	Notice board, social media, memos, meetings	Biometric machines, attendance registers	Assorted stationery, ICT equipment	N/A	MTIC- F/A
	Employee Relations and Welfare managed	Employee relations and welfare policy in place	Developing employee and welfare policy	All staff	Notice board, social media, memos, meetings	Review complaints, personal files, reports	Assorted stationery, ICT equipment	N/A	MTIC- F/A
			Respond to grievances within 5 working days.	All staff	Notice board, social media, memos, meetings	Review complaints, personal files, reports	Assorted stationery, ICT equipment	N/A	MTIC- F/A
	Exit and offboarding managed	Number of staff prepared and retired from service	Retirement plan made	All staff due for retirement in the following FY.	Notice board, social media, memos, meetings	Hold meetings, review personal files, staff list, structure	Assorted stationery, ICT equipment	N/A	MTIC- F/A
		Approved retirement plan of the Ministry for the following year.	Staff to retire identified 5 years before they reach retirement age in accordance with the year when they will retire.	Staff below 55 years of age	Notice board, social media, memos, meetings	Hold meetings, review personal files, staff list, structure, HCM, IFMS, PBS	Assorted stationery, ICT equipment	N/A	MTIC- F/A

Objective	Outputs/service description. Key output/Result/Product/service	Performance Indicator. Key Performance Indicator dor the Output/Product/Service	Standard in terms of: Quality, Quantity, Cost, Time, Process accessibility and coverage	Target beneficiary of service. Intended users of the service	Access criteria to obtain service	Methodology for providing service	In-puts (basic infrastructure for providing service: tools, equipment & personnel	User fee/contribution by service recipient	Responsible
			Staff due for retirement prepared for retirement	Staff due for retirement	Notice board, social media, memos, meetings	Hold meetings, review personal files, staff list, structure, HCM, IFMS, PBS	Assorted stationery, ICT equipment	N/A	MTIC- F/A
	Boarding off of retired staff	Conducting retirement trainings for staff above 45 years.	Schedule and Conduct exit interviews within 3 months of the retirement date.	Staff due for retirement	Notice board, social media, memos, meetings	Hold meetings, review personal files, staff list, structure, HCM, IFMS, PBS	Assorted stationery, ICT equipment	N/A	MTIC- F/A
			Process payment of benefits within 30 days before retirement from service.	Staff due for retirement	Notice board, social media, memos, meetings	Hold meetings, review personal files, staff list, structure, HCM, IFMS, PBS	Assorted stationery, ICT equipment	N/A	MTIC- F/A
	Management Information System (MIS) updated and managed	Number of MIS updated.	Quarterly update of MIS Updating data from LGs on quarterly basis.	MTIC DPs LGs Public	Annual Programme Performance Reports MTIC website MIS	Meetings, workshops and seminars Community engagement	Equipment (laptops, printers) Allowances Fuel Stationary Field Vehicle	N/A	MTIC- F/A
DEPARTMENT OF INDUSTRY AND TECHNOLOGY									
To strengthen the policy, legal, institutional, and coordination framework	National Industrial Policy implemented.	Number of legislations initiated and reviewed.	One legislation initiated/reviewed every two years following best practices	• Industrialists, • Consumers, • Suppliers	Mandatory and part of routine functions of Department	• Meetings, • Media	• Consultative meetings, • Research, • development of principals, • RIAs, • Cabinet submissions	N/A	PS / Accounting Officer Hon. MTIC Comm. Industry
	UNBS and UDC operations overseen for effective service delivery	Number of Board meetings attended	Atleast four board meeting attended ounce a year	UNBS, UDC, MDAs, private sector partners	Invitation for board meetings	Joint reviews, performance assessments, governance audits, inter-agency coordination	Oversight teams, technical experts, reports, coordination tools	N/A	PS / Accounting Officer, Comm. Industry
		Number pf oversight missions conducted.	One oversight mission conducted ounce a year	UNBS, UDC, MDAs, private sector partners	Mandatory and part of routine functions of Department	Joint reviews, performance assessments, governance audits, inter-agency coordination	Oversight teams, technical experts, reports, coordination tools	N/A	PS / Accounting Officer, Comm. Industry

Objective	Outputs/service description. Key output/Result/Product/service	Performance Indicator. Key Performance Indicator for the Output/Product/Service	Standard in terms of: Quality, Quantity, Cost, Time, Process accessibility and coverage	Target beneficiary of service. Intended users of the service	Access criteria to obtain service	Methodology for providing service	In-puts (basic infrastructure for providing service: tools, equipment & personnel	User fee/contribution by service recipient	Responsible
To sustainably increase value addition in agriculture, industry, minerals, oil & gas	Industrial research and innovation promoted	Number of innovation programmes supported;	One innovation program funded under the manufacturing program	Research institutions, MSMEs, manufacturers , academia	New papers, Mtic website, awareness	Innovation grants, technology transfer programmes, partnerships with research hubs	Research equipment, skilled Engineers, laboratories, skilled researchers, funding for R&D, Design Softwares	N/A	PS / Accounting Officer, Comm. Industry
		Number of industries adopting new technologies	Five industries adopting new technologies	Research institutions, MSMEs, manufacturers , academia	New papers, Mtic website, awareness	Innovation grants, technology transfer programmes, partnerships with research hubs	Research equipment, skilled Engineers, laboratories, skilled researchers, funding for R&D, Design Softwares	N/A	PS / Accounting Officer, Comm. Industry
	Industrial standards enforced through inspections and regulatory oversight	Number of factories inspected for compliance with regulations	200 industries inspected annually for compliance	Industrial firms, Regulatory agencies, consumers	Mandatory and part of routine functions of Department	Factory inspections, compliance audits, enforcement actions, certification processes	Inspectors, regulatory manuals, vehicles for field visits, inspection tools	N/A	PS / Accounting Officer
	Reliable industrial data collected analysed and shared via a national database	Number of industrial surveys conducted and national database updated	One national annual industrial survey carried out and d	MTIC, NPA, UBOS, investors, development partners, researchers	Mandatory and part of routine functions of Department	Surveys, data analytics, online database management, periodic reports, focused group discussions	Data analysts, ICT systems, research tools, statistical software	N/A	PS / Accounting Officer, Comm. Industry

Objective	Outputs/service description. Key output/Result/Product/service	Performance Indicator. Key Performance Indicator for the Output/Product/Service	Standard in terms of: Quality, Quantity, Cost, Time, Process accessibility and coverage	Target beneficiary of service. Intended users of the service	Access criteria to obtain service	Methodology for providing service	In-puts (basic infrastructure for providing service: tools, equipment & personnel)	User fee/contribution by service recipient	Responsible
	Industrial infrastructure and technology developed and effectively supervised	Number of industrial parks developed or upgraded;	One industrial park developed, 22 industrial parks upgraded	Manufacturers , SMEs, investors, logistics companies	Formal request to PS	Infrastructure planning, construction supervision, PPPs, land servicing, Development bankers	Engineers, contractors, utilities, heavy equipment, financing	N/A	PS / Accounting Officer
		Number of firms accessing services such as rail sidings, power, road, Internet etc	All firms in industrial parks accessing shared services	Manufacturers , SMEs, investors, logistics companies	Formal request to PS	Infrastructure planning, construction supervision, PPPs, land servicing, Development bankers	Engineers, contractors, utilities, heavy equipment, financing	N/A	PS / Accounting Officer
	Standards, quality assurance, testing, and accreditation frameworks implemented	Number of standards developed;	300 standards developed and approved annually	Producers, exporters, consumers, MDAs	Standards are purchased from UNBS	Standards development, product certification, laboratory testing, metrology services	Laboratories, testing equipment, standards experts, metrology tools	N/A	PS / Accounting Officer, Comm. Industry
		Number of products certified;	5000 products certified annually	Producers, exporters, consumers, MDAs	Product certification purchased from UNBS	Standards development, product certification, laboratory testing, metrology services	Laboratories, testing equipment, standards experts, metrology tools	N/A	PS / Accounting Officer, Comm. Industry

Objective	Outputs/service description. Key output/Result/Product/service	Performance Indicator. Key Performance Indicator for the Output/Product/Service	Standard in terms of: Quality, Quantity, Cost, Time, Process accessibility and coverage	Target beneficiary of service. Intended users of the service	Access criteria to obtain service	Methodology for providing service	In-puts (basic infrastructure for providing service: tools, equipment & personnel	User fee/contribution by service recipient	Responsible
DEPARTMENT OF COOPERATIVE DEVELOPMENT									
To strengthen the cooperative movement for competitiveness and socially inclusive economic development	Cooperative Societies Regulations reviewed National Cooperative Policy reviewed	Cooperative Societies Regulations revised & disseminated National Cooperative policy printed & disseminated.	Follow best practices including multi-sector engagements	Cooperative societies, MDAs, Financiers, Donors,	MTIC, UPPC, UCA, e.t.c.	Documentary review, (Legal & regulatory), Consultative meetings, Benchmarking visits	Legal and Institutional Frameworks, technical personnel, Consultants, Stationery, ICT equipment, Conference facilities, transport	Operational cost for the Ministry	PS / Accounting Officer
	Cooperative societies registered, inspected and supervised	- Cooperative societies registered, - Number of Cooperatives inspected. and supervised - Supervision reports - Time taken to register a cooperative society	- All Cooperatives Registered. - A Cooperative society registered with in two weeks. - Each cooperative society inspected atleast once a year. - All cooperative societies audited once a year - Supporting Districts	Cooperative societies, MDAs and other stakeholders	MTIC and Cooperative societies	On-site and offsite appraisal interviews	Legal and Institutional Frameworks, technical personnel, Consultants, Stationery, ICT equipment, transport	Registration fees	PS / Accounting Officer & Registrar of Cooperative Societies
	- Cooperative societies' member education conducted - Cooperative awareness programs conducted	- Cooperative Societies' members trainings conducted - Cooperative awareness programmes conducted - Cooperative training manuals/material (IEC) developed	- Cooperative members, - Leaders and staff trained in appropriate knowledge and skills - Pre-registration training conducted by authorised persons. - Regular awareness campaigns conducted	- Cooperative societies, - MDAs and Other stakeholders	- MTIC offices, - Website, - Physical visits/sessions, - Print & electronic material, - Media,	- Physical sessions/meetings, - Use of printed materials, - Radio and Television talk shows (media campaigns)	- Technical personnel, - Consultants, - Stationery, - ICT equipment, - Conference facilities, - Transport	Operational cost / service fees for Cooperatives and stakeholders	PS / Accounting Officer & Registrar of Cooperative Societies

Objective	Outputs/service description. Key output/Result/Product/service	Performance Indicator. Key Performance Indicator for the Output/Product/Service	Standard in terms of: Quality, Quantity, Cost, Time, Process accessibility and coverage	Target beneficiary of service. Intended users of the service	Access criteria to obtain service	Methodology for providing service	In-puts (basic infrastructure for providing service: tools, equipment & personnel	User fee/contribution by service recipient	Responsible
DEPARTMENT OF EXTERNAL TRADE									
To strengthen the policy, legal, institutional and coordination framework	• Policies, legislations and strategies developed	• Number of Policies, legislations and strategies developed • Number of meetings and minutes/reports of the IITC and the various Sub Committees • Number of M&E Reports	• Consultative meetings with all key relevant stakeholders • Negotiations to ensure Uganda's policy interests are captured in the various Trade Protocols and Agreements at the Bilateral, regional and Global Level	• Business community, • Civil Society, • Academia and Research Institutions, • er MDAs	• Physical engagements; • Virtual Engagements; • Press media and electronic;	• Workshops, • meetings, • seminars, • trainings, • Information on MTIC website • Business clinics • Technical Meetings of the IITC and walk-ins	• Information, Education and Communication (IEC) material, • Personal, • Computers.	N/A	PS C/ET
	• Ensure alignment of Uganda Laws, Policies and Regulations with the Protocols and Agreements at the EAC, COMESA, AfCFTA, WTO and other trade Conventions	• Number of Policies, legislations aligned with with the Protocols and Agreements at the EAC, COMESA, AfCFTA, WTO and other trade Conventions	• Consultative meetings with all key relevant stakeholders • Negotiations to ensure Uganda's policy interests are captured in the various Trade Protocols and Agreements at the Bilateral, regional and Global Level	• Business community, • Civil Society, • Academia and Research Institutions, • Other MDAs	• Physical engagements; • Virtual Engagements; • Press media and electronic;	• Workshops, • meetings, • seminars, • trainings, • Information on MTIC website • Business clinics • Technical Meetings of the IITC and walk-ins	• Information, Education and Communication (IEC) material, • Personal, • Computers.	N/A	PS C/ET

Objective	Outputs/service description. Key output/Result/Product/service	Performance Indicator. Key Performance Indicator for the Output/Product/Service	Standard in terms of: Quality, Quantity, Cost, Time, Process accessibility and coverage	Target beneficiary of service. Intended users of the service	Access criteria to obtain service	Methodology for providing service	In-puts (basic infrastructure for providing service: tools, equipment & personnel	User fee/contribution by service recipient	Responsible
	Strengthen the Inter Institutional Trade Committee (IITC) and other Sub Committees such the National NTB Monitoring Committee (NMC), the National Trade Facilitation Committee and the AfCFTA National Implementation Committee (NIC) with the WTO Trade Facilitation Agreement and the AfCFTA Agreement respectively among others	No. of IITC Meetings and reports.	- Consultative meetings with all key relevant stakeholders - Negotiations to ensure Uganda's policy interests are captured in the various Trade Protocols and Agreements at the Bilateral, regional and Global Level	- Business community, - Civil Society, - Academia and Research Institutions, - Other MDAs	- Physical engagements; - Virtual Engagements; - Press media and electronic;	- Workshops, - meetings, - seminars, - trainings, - Information on MTIC website - Business clinics - Technical Meetings of the IITC and walk-ins	- Information, Education and Communication (IEC) material, - Personal, - Computers.	N/A	PS C/ET
	AfCFTA Implementation and Coordination Office established	AfCFTA Implementation Coordination Office in place.	- Consultative meetings with all key relevant stakeholders - Negotiations to ensure Uganda's policy interests are captured in the various Trade Protocols and Agreements at the Bilateral, regional and Global Level	- Business community, - Civil Society, - Academia and Research Institutions, - Other MDAs	- Physical engagements; - Virtual Engagements; - Press media and electronic;	- Workshops, - meetings, - seminars, - trainings, - Information on MTIC website - Business clinics - Technical Meetings of the IITC and walk-ins	- Information, Education and Communication (IEC) material, - Personal, - Computers.	N/A	PS C/ET

Objective	Outputs/service description. Key output/Result/Product/service	Performance Indicator. Key Performance Indicator for the Output/Product/Service	Standard in terms of: Quality, Quantity, Cost, Time, Process accessibility and coverage	Target beneficiary of service. Intended users of the service	Access criteria to obtain service	Methodology for providing service	In-puts (basic infrastructure for providing service: tools, equipment & personnel	User fee/contribution by service recipient	Responsible
To strengthen Private Sector competitiveness to drive growth and create jobs	Costs of doing business lowered for the Private Sector	- Improved rankings for Uganda on the Ease of Doing Business - Increased market share of local products compared to imported products - Number of private-sector associations supported on Standards, Quality, and Compliance - Number of Public–Private Partnerships (PPPs) established to support export competitiveness	- Training and capacity through training and advisory services, - Participation in regional and international trade fairs and expos. - Public Private Partnerships PP dialogues to build the Competitiveness of Private Sector	Exporters, processors, manufactures, transporters and other players along businesses value and supply.	Physical and online, websites, Trade Portal, Trade Attachés, DCOs, Production Officers, Private Sector Associations	Workshops, meetings, seminars, trainings, information on MTIC website Business clinics sector meetings of the IITC and walk-ins	Information, Education and Communication (IEC) material, personal, computers. Etc	N/A	PS C/ET
	Increased Market share of domestic compared to imported goods (import substitution)	- Improved rankings for Uganda on the Ease of Doing Business - Increased market share of local products compared to imported products - Number of private-sector associations supported on Standards, Quality, and Compliance - Number of Public–Private Partnerships (PPPs) established to support export competitiveness	- Training and capacity through training and advisory services, - Participation in regional and international trade fairs and expos. - Public Private Partnerships PP dialogues to build the Competitiveness of Private Sector	Exporters, processors, manufactures, transporters and other players along businesses value and supply.	Physical and online, websites, Trade Portal, Trade Attachés, DCOs, Production Officers, Private Sector Associations	Workshops, meetings, seminars, trainings, information on MTIC website Business clinics sector meetings of the IITC and walk-ins	Information, Education and Communication (IEC) material, personal, computers. Etc	N/A	PS C/ET

Objective	Outputs/service description. Key output/Result/Product/service	Performance Indicator. Key Performance Indicator for the Output/Product/Service	Standard in terms of: Quality, Quantity, Cost, Time, Process accessibility and coverage	Target beneficiary of service. Intended users of the service	Access criteria to obtain service	Methodology for providing service	In-puts (basic infrastructure for providing service: tools, equipment & personnel	User fee/contribution by service recipient	Responsible
	Derisking of the private sector enterprises	- Improved rankings for Uganda on the Ease of Doing Business - Increased market share of local products compared to imported products - Number of private-sector associations supported on Standards, Quality, and Compliance - Number of Public–Private Partnerships (PPPs) established to support export competitiveness	- Training and capacity through training and advisory services, - Participation in regional and international trade fairs and expos. - Public Private Partnerships PP dialogues to build the Competitiveness of Private Sector	Exporters, processors, manufactures, transporters and other players along businesses value and supply.	Physical and online, websites, Trade Portal, Trade Attachés, DCOs, Production Officers, Private Sector Associations	Workshops, meetings, seminars, trainings, information on MTIC website Business clinics sector meetings of the IITC and walk-ins	Information, Education and Communication (IEC) material, personal, computers. Etc	N/A	PS C/ET
	Increased Business growth and survival	- Improved rankings for Uganda on the Ease of Doing Business - Increased market share of local products compared to imported products - Number of private-sector associations supported on Standards, Quality, and Compliance - Number of Public–Private Partnerships (PPPs) established to support export competitiveness	- Training and capacity through training and advisory services, - Participation in regional and international trade fairs and expos. - Public Private Partnerships PP dialogues to build the Competitiveness of Private Sector	Exporters, processors, manufactures, transporters and other players along businesses value and supply.	Physical and online, websites, Trade Portal, Trade Attachés, DCOs, Production Officers, Private Sector Associations	Workshops, meetings, seminars, trainings, information on MTIC website Business clinics sector meetings of the IITC and walk-ins	Information, Education and Communication (IEC) material, personal, computers. Etc	N/A	PS C/ET
To facilitate trade development	Improved Market Access in bilateral, regional and global markets	- Number of market access requirements complied to (Rules of origin, tariffs, TBT, SPS and others) - Number of new non-traditional markets penetrated - Number of new	- Consultative meetings with all key relevant stakeholders - Training and capacity through training and advisory services, - Participation in	- Exporters, - Manufactures. - Business community, - Civils society, - Academia and research institutions, - Other MDAs - Business	Physical and online	- Workshops, - Meetings, - Seminars, - Trainings, information on MTIC website - Business clinics - Sector meetings and walk-ins	- Information, - Education and Communication (IEC) material, personal, - Computers.	N/A	- Ministers - PS - C/ET

Objective	Outputs/service description. Key output/Result/Product/service	Performance Indicator. Key Performance Indicator for the Output/Product/Service	Standard in terms of: Quality, Quantity, Cost, Time, Process accessibility and coverage	Target beneficiary of service. Intended users of the service	Access criteria to obtain service	Methodology for providing service	In-puts (basic infrastructure for providing service: tools, equipment & personnel	User fee/contribution by service recipient	Responsible
		nontraditional products exported • Number of periodic trade performance reports produced • Number of regional markets monitored (EAC, COMESA, SADC). • Number of trade barriers addressed or removed (NTBs, bureaucratic procedures, tariffs). • Percentage increase in women-owned and youth-owned enterprises participating in export trade	regional and international trade fairs and expos • Participation in National and Regional NTB elimination meetings	community, • Physical and online					
	• Improved Export Competitiveness in quality, productivity and value of goods and services	• Number of market access requirements complied to (Rules of origin, tariffs, TBT, SPS and others) • Number of new non-traditional markets penetrated • Number of new nontraditional products exported • Number of periodic trade performance reports produced • Number of regional markets monitored (EAC, COMESA, SADC).	Consultative meetings with all key relevant stakeholders • Training and capacity through training and advisory services, • Participation in regional and international trade fairs and expos	• Exporters, • Manufactures. • Business community, • Civils society, • Academia and research institutions, • Other MDAs • Business community, • Physical and online	Physical and online	• Workshops, • Meetings, • Seminars, • Trainings, information on MTIC website • Business clinics • Sector meetings and walk-ins	• Information, • Education and Communication (IEC) material, personal, • Computers.	N/A	• Ministers • PS • C/ET

Objective	Outputs/service description. Key output/Result/Product/service	Performance Indicator. Key Performance Indicator for the Output/Product/Service	Standard in terms of: Quality, Quantity, Cost, Time, Process accessibility and coverage	Target beneficiary of service. Intended users of the service	Access criteria to obtain service	Methodology for providing service	In-puts (basic infrastructure for providing service: tools, equipment & personnel	User fee/contribution by service recipient	Responsible
		Number of trade barriers addressed or removed (NTBs, bureaucratic procedures, tariffs).							
	- Growth in trade volumes and values - sustainable and inclusive trade ensured	- Number of market access requirements complied to (Rules of origin, tariffs, TBT, SPS and others) - Number of new non-traditional markets penetrated - Number of new nontraditional products exported - Number of periodic trade performance reports produced - Number of regional markets monitored (EAC, COMESA, SADC). - Number of trade barriers addressed or removed (NTBs, bureaucratic procedures, tariffs).	Consultative meetings with all key relevant stakeholders - Training and capacity through training and advisory services, - Participation in regional and international trade fairs and expos	- Exporters, - Manufactures. - Business community, - Civils society, - Academia and research institutions, - Other MDAs - Business community, - Physical and online	Physical and online	- Workshops, - Meetings, - Seminars, - Trainings, information on MTIC website - Business clinics - Sector meetings and walk-ins	- Information, - Education and Communication (IEC) material, personal, - Computers.	N/A	- Ministers - PS - C/ET
	Strengthened Capacity of MSMEs, Women, and Youth-Led Businesses for Export Trade	Percentage increase in women-owned and youth-owned enterprises participating in export trade	Exporters, Women and Youth Led Businesses	Physical and online	- Workshops, - Meetings, - Seminars, - Trainings, information on MTIC website - Business clinics - Sector meetings and walk-ins	- Information, - Education and Communication (IEC) material, personal, - Computers.	N/A	- Ministers - PS - C/ET	- Exporters, - Manufactures. - Business community, - Civils society, - Academia and research institutions, - Other MDAs - Business community, - Physical and online

Objective	Outputs/service description. Key output/Result/Product/service	Performance Indicator. Key Performance Indicator for the Output/Product/Service	Standard in terms of: Quality, Quantity, Cost, Time, Process accessibility and coverage	Target beneficiary of service. Intended users of the service	Access criteria to obtain service	Methodology for providing service	In-puts (basic infrastructure for providing service: tools, equipment & personnel	User fee/contribution by service recipient	Responsible
	ESG (Environmental, Social & Governance) guidelines integrated into export support programmes	Number of exporters trained on ESG compliance, climate-smart trade, and sustainability standards	Consultative meetings with all key relevant stakeholders	- Exporters, - Manufacturers. - Business community, - Civils society, - Academia and research institutions, - Other MDAs - Business community, - Physical and online	Physical and online	- Workshops, - Meetings, - Seminars, - Trainings, information on MTIC website - Business clinics - Sector meetings and walk-ins	- Information, - Education and Communication (IEC) material, personal, - Computers.	N/A	- Ministers - PS - C/ET
To sustainably increase value addition in agriculture, industry, minerals, oil & gas	- Value-added products developed and export-ready; improved compliance with international trade standards; - Increased participation of value-added products in external markets.	- Number of value-added products supported; increase in export volumes and values; - Number of enterprises supported to meet export standards. - Percentage increase in value-added exports; number of firms certified to international standards; number of new export markets accessed.	- Support the development of Regional Value Chains in selected Agricultural Products. - Support the Development of Regional Value Chains in Minerals, Oil and Gas	- Exporters - Traiders - Artisanal Miners	Registration and compliance with export requirements;	Value chain development; technical assistance and capacity building; trade fairs and export missions; market intelligence dissemination.	Trade information systems; testing and certification facilities; skilled trade officers, inspectors, and technical experts. Workshops, meetings, seminars, trainings, information on MTIC website Business clinics sector meetings of the IITC and walk-ins	Cost-sharing for certification, trade fairs, and export promotion activities (where applicable).	PS C/ET
To strengthen the cooperative movement for competitiveness and socially inclusive economic development	Strengthened cooperatives engaged in export trade;	Number of cooperative products accessing external markets;	Cooperatives supported annually to build export readiness for regional and global markets	Producer Cooperatives	Support to comply with export standards.	Training, mentoring and advisory services; cooperative export aggregation; trade fairs and regional integration platforms; trade information dissemination.	Training facilities; digital platforms; market information systems; cooperative development officers and trade experts.	Minimal cost-sharing for training, certification, and export promotion activities.	PS C/ET

Objective	Outputs/service description. Key output/Result/Product/service	Performance Indicator. Key Performance Indicator for the Output/Product/Service	Standard in terms of: Quality, Quantity, Cost, Time, Process accessibility and coverage	Target beneficiary of service. Intended users of the service	Access criteria to obtain service	Methodology for providing service	In-puts (basic infrastructure for providing service: tools, equipment & personnel	User fee/contribution by service recipient	Responsible
DEPARTMENT OF PROCESSING AND MARKETING									
To sustainably increase value addition in agriculture, industry, minerals, oils and gas	Adoption of appropriate technologies and innovations for value addition by MSMEs	Percentage increase in number of MSMEs adopting value addition technologies	20% increase in adoption of value addition technologies	MSMEs, Start-ups, Private sector associations, Cooperatives, Research institutions and Academia	MTIC. Registered Private sector players/MSMEs	Applied Research, Public-Private Partnerships, Site Visits, Trade fairs and exhibitions, publications and dissemination, on-site coaching and training	Technical Personnel, ICT Tools, Stationery, Vehicles, workshops and seminar facilitation, incubation centres, common user facilities, technological research, design and development centres/laboratories	Within the MTIC SOPs	Ministers PS/MTIC C/ P&M
	Appropriate, sector-specific technologies and innovations for MSMEs and Startups developed and commercialized	Number of Technologies developed and innovations - commercialised	50 per year	MSMEs Startups Academia Policy Makers	MTIC. Private sector players	Attachment to incubation centre, On site Visits, Trade fairs and exhibitions, demonstration and pilot projects	Personnel; ICT Tools, Stationery, Vehicles, fuel, incubation centres, technological development and research centres	Within the MTIC SOPs Cost Sharing	PS/MTIC C/P&M
	Incubation Centers and Common User Facilities for MSMEs and Start-ups strengthened	Number of functional Incubation Centers and common-user facilities for MSMEs and Start-ups established and strengthened	One (1) Per year	MSMEs Private sector actors inclusive of Women, Youths and PWDs	All MSMEs Private sector actors Development partners	Consultative meetings, Land acquisition, infrastructure design, development and operationalization	Land costs, infrastructure design, development and operationalization costs, technical personnel, consultancy services, meeting facilitation	Within the MTIC SOPs Cost sharing applied for infrastructure intensive services	PS/MTIC C/P&M
		Number of MSMEs utilizing the Incubation centers and Common User facilities	1000 MSMEs per year	MSMEs Private sector actors inclusive of Women, Youths and PWDs	All MSMEs Private sector actors Development partners, Access fees applicable to MSMEs	Physical utilization and technical services	Technical Personnel; ICT infrastructure, Equipment and maintenance, Utilities, Vehicles and fuel facilitation training, mentoring and coaching services	Utilisation fees	PS/MTIC C/P&M
	Optimal utilization of production resources and environment protection among MSMEs and sector associations promoted	Number of enterprises trained in adopting SCP /Green manufacturing practices	1000 MSMEs annually	MSMEs Private sector actors inclusive of Youths, Women and PWDs	All MSMEs Private sector actors	Onsite technical guidance training, seminars, Media, technical meetings	Technical staff, ICT tools, media publications, meeting facilitation, fuel and lubricants, vehicle maintenance	Within the MTIC SOPs	PS MTIC C/PM
	Awareness campaigns on green manufacturing practices and	Number of awareness campaigns conducted and reports produced	Four (4) awareness campaigns Per year	MSMEs, , researchers, MDAs and Local Government officials, CSOs	All MSMEs Private sector actors	Awareness seminars, workshops, media and publication	Technical staff, ICT tools, media publications, meeting facilitation, fuel and	Within the MTIC SOPs	PS MTIC C/PM

Objective	Outputs/service description. Key output/Result/Product/service	Performance Indicator. Key Performance Indicator for the Output/Product/Service	Standard in terms of: Quality, Quantity, Cost, Time, Process accessibility and coverage	Target beneficiary of service. Intended users of the service	Access criteria to obtain service	Methodology for providing service	In-puts (basic infrastructure for providing service: tools, equipment & personnel	User fee/contribution by service recipient	Responsible
	technologies conducted						lubricants, vehicle maintenance		
To strengthen private sector competitiveness to drive growth and create jobs	An MSMEs and Entrepreneurship Platform operationalised	Operational MSMEs Platform /Forum	Annual Conference	MSMEs, Startups, MDAs, Development partners, CSOs	Formal invitation by Permanent secretary to both Formal and Informal MSMEs, Policy Makers, Private sector support organisations, CSOs and development partners	Annual Conferences, Media publicity, technical meetings	Conference Materials, conference facilities, media infrastructure	Cost sharing with partners where applicable	PS/MTIC C/P&M
		Number of Subsector Dialogues held	Biannual	MSMEs, Government MDAs, Academia, Development partners, CSOs, Private sector support organisations	Open to all Formal and Informal MSMEs All Policy Makers and Private sector support organisations	Biannual subsector dialogues, both physical and online engagements, technical meetings	Biannual Dialogue Materials, conference facilities, media and internet infrastructure	Cost sharing with partners where applicable	PS/MTIC C/P&M
		Number of MSMEs participating in entrepreneurship platforms and dialogues	Minimum 500 MSMEs	MSMEs, MDAs, . Development partners. Inclusive participation (women, youth, PWDs, cooperatives) CSOs	MTIC, Formal and Informal MSMEs All Policy Makers and Private sector support organisations	Annual Conferences and Biannual subsector dialogues Hybrid participation	Biannual Dialogue Materials, conference facilities, media and internet infrastructure	Within the MTIC SOPs Cost sharing where applicable	PS/MTIC C/P&M
	Subsector Clusters and value chain networks formed	Number of active subsector clusters and or value chain networks formed	Two (2) Sub-sectors clusters/ value chain networks formed per year	MSMEs Private sector actors, Inclusive participation (women, youth, PWDs, cooperatives)	MTIC, Active Subsector Value Chain Actors	Mobilization, training and monitoring workshops and seminars Departmental Meetings	Technical personnel, Fuel and Vehicle maintenance, workshops and seminars costs	Within the MTIC SOPs Cost sharing where applicable	PS/MTIC C/P&M
	Business Advisory services and technical support received by MSMEs and Startups	Number of MSMEs and Startups trained and mentored	500 MSMEs annually	MSMEs, Startups Private sector actors inclusive of Women, Youths and PWDs	Open access by All MSMEs and eligible criteria for Startups for Accelerator programs	On site visits, training seminars, coaching, benchmark travels	Technical personnel; Workshops and seminars services, Vehicles and maintenance facilitation, travels abroad costs and facilitation	Within the MTIC SOPs. Cost sharing where applicable	PS MTIC C/PM

Objective	Outputs/service description. Key output/Result/Product/service	Performance Indicator. Key Performance Indicator for the Output/Product/Service	Standard in terms of: Quality, Quantity, Cost, Time, Process accessibility and coverage	Target beneficiary of service. Intended users of the service	Access criteria to obtain service	Methodology for providing service	In-puts (basic infrastructure for providing service: tools, equipment & personnel	User fee/contribution by service recipient	Responsible
		Percentage increase in MSME productivity and sales	20% increase per year	Micro, Small and Medium Enterprises (MSMEs), Start-ups and growth-oriented enterprises, Cooperative-based enterprises	Formal MSMEs, Commitment to adopt recommended business improvement practices, potentially export ready MSMEs and Startups	On site visits, training seminars, coaching, benchmark travels	Technical staff and business development officers, • ICT tools, training materials, Transport and facilitation	Within Ministry SOPs, Cost sharing in case of partnership, MSME data for monitoring	PS MTIC C/PM
To facilitate trade development	Functional e-marketing tools and trade information platforms for MSMEs	An interactive and functional E-marketing portal developed and maintained	Full-time accessibility and up-to-date information	MSMEs Private sector actors, MDAs CSOs, Academia.	Open access by All MSMEs	Workshops and seminars, regional visits, media publicity	Technical staff; ICT Infrastructure and maintenance, workshops and meeting facilitations, vehicle, fuel costs	Within the MTIC SOPs, Cost sharing where applicable with partners	PS MTIC C/PM
	MSMEs and Startups supported to access local, regional and international markets	Number of MSMEs and Startups supported to participate in the Expos, trade fairs and exhibitions	1000 MSMEs annually	MSMEs, Private sector actors inclusive of Women, Youths and PWDs Development partners, - transparent MSME selection criteria for trade events	Open to eligible MSMEs. Cost sharing for international expos	Media, Print media, mobilization, Meetings, workshops and seminars, Diplomacy engagements	• Technical Personnel, • Travel logistics, • Publicity costs, • Meeting and workshop facilitation, • Vehicle, • Fuel and maintenance costs	Within the MTIC SOPs. Shared costs where applicable	PS MTIC C/PM
		Number of Expos, Trade fairs and exhibitions attended	Four (4) Exhibitions annually	• MSMEs • Startups • Private sector actors. • Government MDAs	• MTIC, • MDAs, • All MSMEs, • Partnership with Private sector organisations and Development partners	• Media, • Print media, • Mobilization • Meetings, workshops and seminars, Diplomacy engagements	• Technical Personnel, • Travel logistics, • Publicity costs, • Meeting and workshop facilitation, • Vehicle, fuel and maintenance costs	Within the MTIC SOPs. Shared costs where applicable	PS MTIC C/PM
		Number of business opportunities and Market linkages created	500 annually	MSMEs Startups private sector actors	All MSMEs and private sector actors inclusive of Women, youths, PWDs	Survey; Studies, Monitoring consultative meetings	• Technical staff, • ICT tools, media publications, • Meeting facilitation, • Fuel and lubricants, • Vehicle maintenance	Within the MTIC SOPs	PS MTIC C/PM

Objective	Outputs/service description. Key output/Result/Product/service	Performance Indicator. Key Performance Indicator for the Output/Product/Service	Standard in terms of: Quality, Quantity, Cost, Time, Process accessibility and coverage	Target beneficiary of service. Intended users of the service	Access criteria to obtain service	Methodology for providing service	In-puts (basic infrastructure for providing service: tools, equipment & personnel	User fee/contribution by service recipient	Responsible
	Local, regional and international trade and market study reports	Number of Market studies conducted	One per year. Up-to-date and accessible trade information	- MSMEs, - Private sector actors - MDAs - Academia - CSOs - Development partners	All Stakeholders	- MTIC website and its platforms, - Publications, - Dissemination seminars, - Dialogues	- Technical staff, - ICT tools, media publications, - Meeting facilitation, - Fuel and lubricants, - Vehicle maintenance	- Within the MTIC SOPs, - Cost sharing where applicable	PS MTIC C/PM
		Number of MSMEs exporting their products	1000 per year	- MSMEs, - Private sector actors - MDAs - Academia - CSOs - Development partners	Exporting MSMEs	- Online and physical Surveys, - Dissemination seminars	- Consultancy services, - Technical staff, - ICT tools, - Media publications, - Meeting facilitation, - Fuel and Lubricants, - Vehicle maintenance	- Within the MTIC SOPs, - Cost sharing where applicable	PS MTIC C/PM
To strengthen the policy, legal, institutional and coordination framework	MSMEs related Policies, Strategies and programs developed and/or reviewed.	Number of Policies, strategies and programs developed and implemented Draft Policy/Strategy/program developed/reviewed.	One policy/strategy and project reviewed, developed and implemented	- MSMEs, - MDAs, - Policy Makers, - Researchers - Academia, - CSOs, - Development partners	- MSMEs, - MDAs, - Private sector, - CSOs, - Academia Evidence-based and consultative policy processes	- Dissemination Workshops and Seminars, - Technical consultative - Meetings, - Public-Private Partnerships	- Technical staff, - ICT tools, media publications, meeting facilitation, fuel and lubricants, vehicle maintenance	- Within the MTIC SOPs, - Cost sharing where applicable through partnerships	PS MTIC C/PM
	A functional and interactive Database of MSMEs and Startups established and maintained	Functional online registry and Database developed and maintained	Up-to-date and accessible MSMEs and Start database, Interoperable data systems with MDAs	- MSMEs - Policy makers - Researchers - Development partners	Access to All MSMEs and Startups	- Online access - Media publicity - Awareness - workshops and meetings	- Technical personnel, - ICT infrastructure and maintenance, - Workshops and monitoring services	Within Operation provisions by the ministry	PS MTIC CPM
	Enhanced inter-agency coordination frameworks for MSMEs and Startups	Number of inter-agency Stakeholder engagements held annually	- Four engagements annually, 500 stakeholders annually, inclusive of youths, women and PWDs, - Nationwide coverage through decentralized outreach	- MSMEs associations/cooperatives/forums, - Startups, - Government MDAs, - Academia, - Development partners, - CSOs, - Private sector support organisations	Through formal invitation by the Permanent secretary	- Meetings, - Dialogues	- Technical staff, - ICT tools, - Media publications, - Meeting facilitation, - Fuel and lubricants, - Vehicle maintenance	Within Operation provisions by the ministry	PS MTIC CPM

