

# Vote:309 National Identification and Registration Authority (NIRA)

## VI: Vote Overview

### (i) Snapshot of Medium Term Budget Allocations

**Table V1.1: Overview of Vote Expenditures**

<i>Billion Uganda Shillings</i>	FY2018/19 Outturn	FY2019/20		FY2020/21 Proposed Budget	MTEF Budget Projections			
		Approved Budget	Spent by End Sep		2021/22	2022/23	2023/24	2024/25
Recurrent Wage	13.061	20.335	3.102	20.335	20.335	20.335	20.335	20.335
Non Wage	22.884	35.360	3.676	35.360	42.432	50.919	61.103	73.323
Devt. GoU	7.910	6.167	0.000	6.167	6.167	6.167	6.167	6.167
Ext. Fin.	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000
<b>GoU Total</b>	<b>43.855</b>	<b>61.862</b>	<b>6.778</b>	<b>61.862</b>	<b>68.934</b>	<b>77.420</b>	<b>87.604</b>	<b>99.825</b>
<b>Total GoU+Ext Fin (MTEF)</b>	<b>43.855</b>	<b>61.862</b>	<b>6.778</b>	<b>61.862</b>	<b>68.934</b>	<b>77.420</b>	<b>87.604</b>	<b>99.825</b>
<i>A.I.A Total</i>	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000
<b>Grand Total</b>	<b>43.855</b>	<b>61.862</b>	<b>6.778</b>	<b>61.862</b>	<b>68.934</b>	<b>77.420</b>	<b>87.604</b>	<b>99.825</b>

### (ii) Vote Strategic Objective

1. To register and identify persons both citizens and aliens
2. To enhance access and use of information in the National Identification Register (NIR)
3. To ensure accuracy , integrity and security of information in the NIR
4. To register all births and deaths and adoption orders in the country
5. To produce and disseminate information on vital statistics
6. To enhance collection of Non-Tax Revenue

# Vote:309 National Identification and Registration Authority (NIRA)

## V2: Past Vote Performance and Medium Term Plans

### Performance for Previous Year FY 2018/19

#### KEY ACHIEVEMENTS FY2018/19

Objective 1: To provide Identification services to all citizens and resident Aliens

- i. Conducted a two months sub-county registration exercise throughout the country bringing services closer to the public. A total of 2,354,156 citizens were registered for identification bringing the total number of identified Ugandans to 28,57(72.2%) of the total projected national population of 40m.
- ii. Opened three (3) Diaspora registration centers and trained officers to register and issue National IDs (Washington DC, London and Pretoria)
- iii. Issued 616,416 National ID cards
- iv. Dis aggregated " Registration of Learners' data per school and availed it at all NIRA district offices for collection by respective schools
- v. Completed the procurement of courier services to enable quick transfer of data and cards to and from the districts to the HQs
- vi. Registration and fast tracking of data processing for unregistered persons for the Electoral Commission (EC) in by-elections during the Financial Year
- vii. Trained Senior Registration officers in Citizenship verification
- viii. A total of 1,761 applications for Citizenship verification were cleared and 8,170 applications for change of particulars processed
- ix. Acquisition of two mobile registration trucks (World Bank Support) and one communication van to enable mobile registration
- x. Started the procurement of connectivity of all district offices to the headquarters (World Bank Support)
- xi. Procured new servers for all district offices (World Bank support)
- xii. Procured Equipment and Software for call center (JLOS support)

Objective 2: To provide civil registration services to all people living in Uganda

- i. Training of key staff on civil registration and the mobile vital records system (MVRS) tool
- ii. Mobilization and training of key stakeholders from the Health and Local Government sectors on civil registration and the mobile vital records system tool
- iii. Upgrade of the MVRS tool to enable faster registration of events of births and deaths
- iv. 13 outreach programs in hard to reach areas and refugee settlements
- v. Development of a National CRVS communication Strategy commenced

Objective 3: To maintain a secure, credible and up to date National Identification Register

- i. Central system maintenance through license renewals and installation of the appropriate system updates
- ii. Development and improvement of NSIS registration system by additional modules (..) to enhance ID registration and civil registration processes
- iii. Update of administrative units in the NIR to cater for the newly created administrative units since 2014
- iv. Integration with URSB to enable automatic update of information on marriage status in the NIR
- v. Working with UCC to ensure automatic update of telephone numbers in the NIR
- vi. Working with OPM and UNHCR to cross match refugee biometrics against the NIR
- vii. Continuous monitoring of information in the National Register to stop list suspicious records (885 records were stop listed)
- viii. 200 cases of suspicious applications were investigated
- ix. 4 cases were successfully prosecuted
- x. Supported DPP as expert witnesses in prosecution of cases involving forgery of national IDs

Objective 4: To provide and promote access to and use of information in the National Identification Register

- i. 4 additional MOUs signed and 4 under consideration. This brings it to a total of 11 MOUs with different MDAs and private institutions to enable access and use of information in the NIR
- ii. Upgraded the USSD code to give updates on application status and to provide NINs for Learners using the parents' NIN
- iii. Completed development of the NIRA web portal to enable online access to NIRA services
- iv. A total of 16,097,815 records verified both through the TPI and manually

Objective 5: To produce and disseminate information on vital statistics

- i. Provided Ministry of Gender, Labor and Social Development with statistics of elderly person of 60 years+ to inform the SAGE program
- ii. Provided information to the Parliamentary Committee on Gender with statistics on elderly persons

iii. The draft of the first edition of the National Identification and Registration Authority (NIRA) Statistical Abstract was completed

Objective 6: To enhance collection of Non – Tax Revenue

- i. Improved Non-Tax Revenue collection from UGX. 2.5bn in FY2017/18 to UGX 4.5bn during the FY2018/19
- ii. In discussion with BoU to have all financial institutions connected to the TPI to support eKYC

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# Vote:309 National Identification and Registration Authority (NIRA)

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## Performance as of BFP FY 2019/20 (Performance as of BFP)

### PERFORMANCE AT BFP, Q1 FY2019/20

#### Key Outputs Q1 FY2019/20:

##### National Identification services

1. Registered 69,532 citizens (67,559 adults and 1,973 children)  
Other National ID services offered
2. Printed 73,541 National ID cards
3. Replaced 14,076 cards
4. Changed particulars of 2,607 citizens
5. Stop-listed 98 applications
6. Applications undergoing processing are 1,132,301

##### Civil Registration services

7. Registered 73,771 births and issued 18,250 birth certificates

##### Policy, Planning and Support Services

8. Acquired 43 district offices

## FY 2020/21 Planned Outputs

### KEY PRIORITIES FY2020/21

1. Registration of citizens
2. Issuance of National ID cards
3. Upgrade of the registration system
4. Registration of births and deaths
5. Capacity building
6. Automation of workflows

### KEY PLANNED OUTPUTS FY2020/21

### NATIONAL IDENTIFICATION SERVICES

1. Registration of 620,000 million citizens
2. Issuance of 1 million National ID cards
3. Opening of one diaspora registration and issuance center
4. Staff training
5. Registration outreaches

### ACCESS AND USE OF INFORMATION IN THE NIR

1. Upgrade of the Third Party Interface, TPI to facilitate update of the NIR using information from other MDAs
2. 20 MDAs accessing and using information in the NIR

### ALIEN REGISTRATION

1. Registration of 30,000 aliens
2. Issuance of 30,000 alien ID cards
3. Procurement of 30000 blank Alien ID cards

### ICT SUPPORT TO IDENTIFICATION AND REGISTRATION SERVICES

#### ICT maintenance and support

1. Procurement of spares for maintenance of PERSO
2. Maintenance of Central System
3. Staff Training- Capacity Building (engineers and other ICT staff)
4. Renewal of licenses
5. Data bundles

### CIVIL REGISTRATION

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# Vote:309 National Identification and Registration Authority (NIRA)

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1. Registration of 800,000 births
2. Registration of 50,000 deaths
3. Registration of 120 adoptions

## PROGRAM 49: POLICY, PLANNING AND SUPPORT SERVICES

### ADMINISTRATION SERVICES

#### OFFICE OF THE ED

1. Supervisory oversight visits to registration centers
2. Participation in national events/days
3. Participation in regional and international conferences & initiatives
4. Staff training

#### FINANCE AND ADMINISTRATION

1. Guard and Security services
2. Cleaning services
3. Rent and Utilities
4. Maintenance
5. Staff training
6. Maintenance of staff welfare

#### HUMAN RESOURCE

1. Staff medical insurance
2. Staff training
3. HIV/AIDS mainstreaming
4. Staff team building

#### LEGAL ADVISORY, COMPLIANCE AND ENFORCEMENT AND BOARD AFFAIRS

1. Citizenship verification
2. Management of Board Affairs
3. Capacity Building

#### PUBLIC RELATIONS AND CORPORATE AFFAIRS

1. Awareness of NIRA services enhanced through media campaigns
2. Stakeholder engagements
3. Visibility of NIRA through participation in national events
4. Staff training

#### PLANNING AND STRATEGY

1. Planning and Budgeting documents produced  
Budget Conference held, MPS retreat
  - i) BFP
  - ii) MPS
  - iii) Budget estimates
2. Performance reporting
  - i) Q1, Q2, Q3 and Q4
3. Monitoring and Evaluation done and recommendations/reports for management produced
4. Survey on customer satisfaction conducted
5. Staff training
6. Printing of strategic plan, M&E report, Statistical abstract and Annual Performance report

#### INTERNAL AUDIT

1. 4 Audit reports
2. staff training

#### PROCUREMENT

1. Procurement plan consolidated
2. Staff training
3. Monthly Procurement reports

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## Medium Term Plans

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# Vote:309 National Identification and Registration Authority (NIRA)

## MEDIUM TERM PLANS

1. Recruitment of additional staff to fill the approved structure of 865
2. Replacement of aged registration equipment
3. Automation of workflows
4. Update of the identification system
5. Implementation of Business Continuity
6. Acquisition of a NIRA permanent home

## Efficiency of Vote Budget Allocations

During the budgeting process, the institution ensured that all its outputs were aligned to the strategic plans for the institution and the sector.

1. Consideration has been given to compulsory civil (birth, death and adoptions) registration, registration of citizens in the Diaspora, Legal resident aliens all issued with relevant certificates and IDs respectively
2. Strengthening partnerships with MDAs and Private sector as well as Development Partners
3. Promotion of Access and Use of information in the National Identification Register
4. Maintenance of the identification system

## Vote Investment Plans

### CAPITAL INVESTMENT

1. Upgrade of the identification system (software upgrades)
2. Automation of workflows
3. Purchase of Office Furniture and fittings for district offices
4. Purchase of office equipment Fire Extinguishers (Heavy Duty Photocopiers for Regions, Laptops for Office Use (Directors, Managers, Senior Officers), Binding Machines, Air conditioners)
5. Procurement of spares and support for the PERSO
6. Procurement of CCTV cameras for 20 district offices

## Major Expenditure Allocations in the Vote for FY 2020/21

### Major Expenditure Allocations

1. Wage UGX. 20.334 (32.9%)
2. Non-Wage - 35.360 (57%)
3. Development 6.166 (9.97%)

### Of the Non-Wage

1. Registration of Citizens through an outreach approach of two days in a month for the twelve months in every district- UGX. 3.9bn
1. 10% NSSF and Gratuity 7.6 (12.3%)
2. Finance and administration services (Rent, Cleaning Services, utilities and Guard and security services taking 13.3 (216%)
3. Support to registration of citizens and civil registration through publicity, travel inland, ICT support, Monitoring and Evaluation, Procurement, oversight visits, citizenship verification by identification and registration committee and staff training

### Development

1. Central system upgrades costing UGX. 3bn
2. Specialized machinery and Equipment (PERSO) UGX. 1.3bn
3. Office equipment UGX. 0.5bn
4. Furniture and fittings UGX. 0.9bn

## V3: PROGRAMME OUTCOMES, OUTCOME INDICATORS AND PROPOSED BUDGET ALLOCATION

**Table V3.1: Programme Outcome and Outcome Indicators**

<b>Programme :</b>	<b>22 Identification and Registration Services</b>
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# Vote:309 National Identification and Registration Authority (NIRA)

<b>Programme Objective :</b>	I. Enhanced identity enrollment services to citizens and Aliens				
	II. Increased access to data from the National Identification Register				
	III. Increased access to civil registration services				
<b>Responsible Officer:</b>	Directorate of Registration and Operation				
<b>Programme Outcome:</b>	<b>Enhanced identity enrollment services to citizens and Aliens</b>				
<i>Sector Outcomes contributed to by the Programme Outcome</i>					
<b>1. Commercial justice and the environment for competitiveness strengthened</b>					
<b>2. Infrastructure and access to JLOS services enhanced</b>					
	<b>Performance Targets</b>				
<b>Programme Performance Indicators (Output)</b>	<b>2019/20 Plan</b>	<b>2019/20 Q1 Actual</b>	<b>2020/21 Target</b>	<b>2021/22 Target</b>	<b>2022/23 Target</b>
• % of citizens issued with National identity cards	90%	85%	92%	95%	97%
• % of Aliens issued with Alien identity cards			100%	100%	100%
<b>Programme Outcome:</b>	<b>Increased access to data from the National Identification Register (NIR)</b>				
<i>Sector Outcomes contributed to by the Programme Outcome</i>					
<b>1. Commercial justice and the environment for competitiveness strengthened</b>					
<b>2. Infrastructure and access to JLOS services enhanced</b>					
	<b>Performance Targets</b>				
<b>Programme Performance Indicators (Output)</b>	<b>2019/20 Plan</b>	<b>2019/20 Q1 Actual</b>	<b>2020/21 Target</b>	<b>2021/22 Target</b>	<b>2022/23 Target</b>
• Number of MDAs and Private sector organization accessing NIR	50	15	18	20	25
<b>Programme Outcome:</b>	<b>Enhance demand for births, deaths and adoption orders registration services</b>				
<i>Sector Outcomes contributed to by the Programme Outcome</i>					
<b>1. Infrastructure and access to JLOS services enhanced</b>					
	<b>Performance Targets</b>				
<b>Programme Performance Indicators (Output)</b>	<b>2019/20 Plan</b>	<b>2019/20 Q1 Actual</b>	<b>2020/21 Target</b>	<b>2021/22 Target</b>	<b>2022/23 Target</b>
• Proportion of target population accessing civil registration services	50%	21%	30%	45%	50%
<b>Programme :</b>	<b>49 Policy, Planning and Support Services</b>				
<b>Programme Objective :</b>	NIRA is effective and efficient in delivering its mandate				
<b>Responsible Officer:</b>	Executive Director				
<b>Programme Outcome:</b>	<b>An efficient and effective National Identification and Registration Authority</b>				
<i>Sector Outcomes contributed to by the Programme Outcome</i>					
<b>1. Infrastructure and access to JLOS services enhanced</b>					
	<b>Performance Targets</b>				
<b>Programme Performance Indicators (Output)</b>	<b>2019/20 Plan</b>	<b>2019/20 Q1 Actual</b>	<b>2020/21 Target</b>	<b>2021/22 Target</b>	<b>2022/23 Target</b>

# Vote:309 National Identification and Registration Authority (NIRA)

• Proportion of the NIRA strategic plan implemented	60%	44%	65%	70%	75%
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**Table V3.2: Past Expenditure Outturns and Medium Term Projections by Programme**

Billion Uganda shillings	2018/19	2019/20		2020/21	MTEF Budget Projections			
	Outturn	Approved Budget	Spent By End Q1	Proposed Budget	2021/22	2022/23	2023/24	2024/25
<b>Vote :309 National Identification and Registration Authority (NIRA)</b>								
22 Identification and Registration Services	21.339	26.980	4.702	9.362	28.287	33.447	35.227	41.867
49 Policy, Planning and Support Services	22.516	34.882	2.076	52.500	40.647	43.973	52.377	57.957
<b>Total for the Vote</b>	<b>43.855</b>	<b>61.862</b>	<b>6.778</b>	<b>61.862</b>	<b>68.934</b>	<b>77.420</b>	<b>87.604</b>	<b>99.825</b>

## V4: SUBPROGRAMME PAST EXPENDITURE OUTTURNS AND PROPOSED BUDGET ALLOCATIONS

**Table V4.1: Past Expenditure Outturns and Medium Term Projections by SubProgramme**

Billion Uganda shillings	2018/19	2019/20		2020/21	Medium Term Projections			
	Outturn	Approved Budget	Spent By End Sep	Proposed Budget	2021/22	2022/23	2023/24	2024/25
<i>Programme: 22 Identification and Registration Services</i>								
02 Identification Services	18.388	23.511	4.564	8.566	17.407	12.047	13.827	19.167
03 Civil Registration Services	2.951	3.469	0.138	0.795	10.880	21.400	21.400	22.700
<b>Total For the Programme : 22</b>	<b>21.339</b>	<b>26.980</b>	<b>4.702</b>	<b>9.362</b>	<b>28.287</b>	<b>33.447</b>	<b>35.227</b>	<b>41.867</b>
<i>Programme: 49 Policy, Planning and Support Services</i>								
04 Administration and Support Services	14.606	28.715	2.076	46.334	34.480	37.807	46.210	51.791
1485 Institutional Support to NIRA	7.910	6.167	0.000	6.167	6.167	6.167	6.167	6.167
<b>Total For the Programme : 49</b>	<b>22.516</b>	<b>34.882</b>	<b>2.076</b>	<b>52.500</b>	<b>40.647</b>	<b>43.973</b>	<b>52.377</b>	<b>57.957</b>
<b>Total for the Vote :309</b>	<b>43.855</b>	<b>61.862</b>	<b>6.778</b>	<b>61.862</b>	<b>68.934</b>	<b>77.420</b>	<b>87.604</b>	<b>99.825</b>

N / A

**Table V4.3: Major Capital Investment (Capital Purchases outputs over 0.5Billion)**

FY 2019/20		FY 2020/21
Appr. Budget and Planned Outputs	Expenditures and Achievements by end Sep	Proposed Budget and Planned Outputs
<b>Vote 309 National Identification and Registration Authority (NIRA)</b>		
Programme : 49 Policy, Planning and Support Services		
Project : 1485 Institutional Support to NIRA		

## Vote:309 National Identification and Registration Authority (NIRA)

### Output: 76 Purchase of Office and ICT Equipment, including Software

1. 48 (cores) Oracle Licenses			1. Office equipment
2. Central system support and maintenance			2. 20 CCTV cameras for district offices
3. Hardware and Software			3. Central system upgraded
4. Perso maintenance			4. Automation of workflows
5. Security and access control systems			
6. Portal and email solutions			
7. UPS power systems			
8. Fire Extinguishers			
9. Air conditioners			
<b>Total Output Cost(Ushs Thousand):</b>	<b>3.172</b>	<b>0.000</b>	<b>3.836</b>
Gou Dev't:	3.172	0.000	3.836
Ext Fin:	0.000	0.000	0.000
A.I.A:	0.000	0.000	0.000

### Output: 77 Purchase of Specialised Machinery and Equipment

Service level maintenance agreement (incl. service and spares for ID Personalization machines)			1. Maintenance of PERSO
Usage monthly Fees for USSD/ bulk SMS Platform (2018-19) to Telecommunication companies			2. Maintenance of Central System
System Integration and Security			
Integration with DCIC, URSB, URA, UCC et			
<b>Total Output Cost(Ushs Thousand):</b>	<b>1.771</b>	<b>0.000</b>	<b>1.379</b>
Gou Dev't:	1.771	0.000	1.379
Ext Fin:	0.000	0.000	0.000
A.I.A:	0.000	0.000	0.000

### Output: 78 Purchase of Office and Residential Furniture and Fittings

1. 856 Assorted Office and Residential Furniture and Fittings purchased (Filing cabinets, office chairs, book shelves, office desks, office trolleys, fire proof filing cabinets, safes)			1. Office furniture and fittings (shelves, desks, chairs, trolleys, cabinets, workstations)
<b>Total Output Cost(Ushs Thousand):</b>	<b>1.224</b>	<b>0.000</b>	<b>0.951</b>
Gou Dev't:	1.224	0.000	0.951
Ext Fin:	0.000	0.000	0.000
A.I.A:	0.000	0.000	0.000

## V5: VOTE CHALLENGES FOR 2020/21 AND ADDITIONAL FUNDING REQUESTS

### Vote Challenges for FY 2020/21



# Vote:309 National Identification and Registration Authority (NIRA)

## PERFORMANCE CHALLENGES

- i. Inadequate staffing: Out of the approved structure of 865 staff, 201 staff were in place as at 30th June 2019. In FY2019/20, the staff establishment increased to 335 staff as at end of Q1.
- ii. Inadequate funding of the Sub County registration strategy thus limiting the number of Registration Assistants and the period of registration which impacted on performance
- iii. Delayed connectivity between NIRA district offices and Headquarters causing delays in registration turnaround times
- iv. Continuous use of aged registration equipment which slows down the registration process
- vii. Delays in the processes of integrating NIRA Third Party Interface (TPI) with other MDAs systems due to MDAs internal processes.
- viii. Unwillingness of MDAs to pay access fees (45 shillings per record for bulk electronic records) limited the NTR collection
- ix. Manual confirmation of information in the NIR which is tedious and time consuming
- x. Delayed Alien Registration impacting performance in registration and NTR collection

**Table V5.1: Additional Funding Requests**

Additional requirements for funding and outputs in 2020/21	Justification of requirement for additional outputs and funding
<b>Vote : 309 National Identification and Registration Authority (NIRA)</b>	
<b>Programme : 22 Identification and Registration Services</b>	
<b>OutPut : 01 National Identification and Registration Services</b>	
Funding requirement US\$ Bn : <b>82.200</b>	<ol style="list-style-type: none"> <li>1. Given the shift in service delivery by government requiring proper identification of persons (National IDs and NINs), it is NIRA's target to have every Ugandan identified and registered so they can enjoy their rights to access government and other private sector services as well as participation in the democratic processes of the nation</li> <li>2. Contractual obligation with Uganda Security Printing Company (USPCC), if not fulfilled shall attract litigation against government</li> </ol>
<b>OutPut : 03 Access and use of information in the NIR</b>	
Funding requirement US\$ Bn : <b>3.000</b>	<ol style="list-style-type: none"> <li>1. online services simplify and quicken service delivery. Continued manual operations shall maintain slow service delivery</li> <li>The introduction of online services will improve turnaround time for service delivery leading to customer satisfaction with NIRA services</li> </ol>
<b>OutPut : 06 Information and Communication Technology</b>	
Funding requirement US\$ Bn : <b>9.000</b>	Update of the identification solution and engines (FRS and AFIS) to newer versions which are faster with more security features
<b>Programme : 49 Policy, Planning and Support Services</b>	
<b>OutPut : 02 Finance and Administration</b>	
Funding requirement US\$ Bn : <b>22.000</b>	For improvement in operations and service delivery, NIRA requires a permanent home. Current installation has disruptions in day to day activities of the authority being a public ground with many events
<b>OutPut : 05 Office of the Executive Director</b>	

## Vote:309 National Identification and Registration Authority (NIRA)

Funding requirement US\$ Bn : <b>50.000</b>	Business continuity site/solution is very critical as Government of Uganda has and continues to inject billions of shillings into the National ID System. These investments can all be lost in case of any attack or natural calamity on the National Identification Register and disrupt service delivery for both government and private sector hence compromising national security and socio-economic development. It is therefore imperative that this is given priority
<b>OutPut : 19 Human Resource Management Services</b>	
Funding requirement US\$ Bn : <b>18.300</b>	Recruitment of additional to fill the structure of 865.
<b>OutPut : 76 Purchase of Office and ICT Equipment, including Software</b>	
Funding requirement US\$ Bn : <b>5.600</b>	<ol style="list-style-type: none"> <li>1. Upgrade of Identification solution and engines FRS and AFIS to newer versions with more security features</li> <li>2. Automation of workflows will reduce turn around time of service delivery, NTR leakages &amp; Increased interaction between staff and clients which promotes corruption</li> </ol>
<b>OutPut : 77 Purchase of Specialised Machinery and Equipment</b>	
Funding requirement US\$ Bn : <b>8.000</b>	<p>Replacement of aged registration kits (including finger print scanners, document scanners, cameras, signature pads and some laptops)- the current kits were purchased in 2010 &amp; 2014 and almost 10 years later, their efficacy.</p> <p>Continuous use of the aged equipment reduces the efficiency and effectiveness of the registration process posing dangers of slowed registration process hence capacity to register people as well as efficiency of the process (i.e poor finger print capture)</p>