
Vote:120 National Citizenship and Immigration Control

V1: Vote Overview

I. Vote Mission Statement

To facilitate, control and regulate citizenship and immigration for the security & development of Uganda by 2025

The Performance of DCIC is based on 4 Strategic Objectives:

- i) To facilitate legal and orderly movement of people in and out of the country
- ii) To secure, preserve, protect and grant Uganda citizenship to foreign nationals in accordance with the law
- iii) To enhance enforcement and compliance to citizenship and immigration policies, laws and regulations
- iv) To create an enabling environment for provision of citizenship and migration services

II. Strategic Objective

To be a model of excellence in the provision of Citizenship and Immigration Services

III. Major Achievements in 2019/20

Strategic Objective 1: To enhance ICT enabled service delivery:

- i. Successfully integrated the e-passport system to the NIRA database to facilitate citizenship verification; further integrated with the Uganda Revenue Authority e-Payment system for a streamlined revenue collection.
- ii. Fully implemented the e-passport online application system available at www.passports.go.ug, which has not only provided unlimited access to passport applications, but has also drastically reduced the lead time for processing passports from an average of 8 working days to 4 working days.
- iii. Completed the upgrade of the e-immigration system and installed the Border Management System at Entebbe Airport with 5 Automated Border Control Kiosks(e-gates) to facilitate self-clearance of trusted travelers. The upgrade included implementation of the online citizenship processing and management, which has not only facilitated citizenship registration to the diaspora community, but also progress in creating a credible citizenship register for protection, preservation and identification of Ugandan citizenship. This system is available at www.visas.immigration.go.ug; and created the e-passport referral window to improve inter-connectivity between the e-citizenship and e-passport system. Applicants can apply, track their application and pay either online or over the counter in any Bank. Renunciation requests from citizens can also be submitted online. Further, the integration of the e-passport system to the National Identification and Registration Authority has eased citizenship verification and improved processing times for passport applicants.
- iv. The Directorate installed 5 Automated Border Control Kiosks (electronic gates at Entebbe International Airport); which is expected to expedite self clearance of trusted travelers and citizens of Uganda, reducing on the time of clearance at the Airport.
- v. Integrated the e-immigration system with PISCES for coherence in traveler clearance as well as integration to the Uganda Revenue Authority e-payment system for improved revenue generation.
- vi. Digitized and electronically archived 550,000 immigration records (bringing the total number of files to 2,030,000 files) to support electronic document management for improved service delivery.
- vii. Extended the e-immigration system to Uganda Missions in Riyadh and Copenhagen increasing the total number of Missions with e-systems to 17 missions. To decongest the Immigration headquarters, 4 regional offices of Mbarara, Mbale, Jinja and Arua were installed with the e-immigration system to facilitate decentralization of visa extensions and personalization of other immigration facilities at regional level.

Strategic Objective 2: To enhance compliance with citizenship & Immigration laws, policies and regulations:

- i. Apprehended and investigated 805 suspected illegal immigrants; out of which 177 immigrants (153 Males, 24 females) were found illegal and removed from the country; 71% of whom were deported, while 29% were removed through organized departure.

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- ii. 456 cases of appeal for rejected work permits were processed/ executed within seven (7) working days
- iv. 116 (105Males, & 11Females) illegal immigrants were managed in the holding facility
- v. 7,176 applicants were issued students passes (43.2% female) to study in the country. Of these-Between 0-17 years, 3,199 were issued; -18-35 yrs, 3,631 passes issued; -36-53 yrs, 327passes issued; -54-71 yrs, only 19 passes were issued.
- vi. To promote foreign direct investments and facilitate employment and create opportunity for local Ugandans, DCIC issued 9,143 work permits (7476 Male, 1667 Female), comprised of Class A-1157, Class B-12, Class C-2,Class D-852, Class E-66, Class F-17, Class G1-1,416 and Class G2 -5,621- to facilitate investment and employment in the country.
- vii. 101 CR applications were issued comprising of 56 CRs aged between 36 to 53 years, 27 CRs aged between 54-71 years and 15 aged between 18-35 years. CR due to long stay constitutes a higher proportion (65%) of the total number of applications regardless of processing status followed by applications due to marriage (32%).

Strategic Objective 3: To Facilitate movement of persons in & out of the country

- i. Directorate issued 97,856 citizens with electronic passports (112[39F,73M] service ppts, 267[147M,120F] diplomatic ppts, and 97,477 [35362M,62115F] ordinary ppts) against a target of 150,000 citizens issued with passports; representing a 65% performance. The Directorate issued 97856 citizens were issued e-passports of which 63% where to females.
- ii. 943 Resident Refugees were issued Conventional Travel Documents to facilitate their travels out of Uganda.
- iii. Granted 148 foreigners citizenship (141 Dual citizenship, 2 Citizenship by Naturalization,5 citizenship by registration)
- iv. 1,689,042 travelers (719,532 Females, 969,510 Males) cleared across all major entry/exit points comprised of 795,338 arrivals and 893,704 departures.
- v. Procured 4 motorcycles to facilitate border patrols in hard to reach borders of Madi Opei, Sebagoro, Wanseko, Kaiso-Tonya border posts.
- vi. Procured and installed Racks at Namanve Records and Archrival Centre with a carrying capacity of 11,520 acid free boxes.
- vii. 144 staff were trained comprising 50 immigration Officers (8 Females, 42 Males) undertook the refresher course training at Immigration Training Academy in Nakasongola on Customer Care, Communication Skills and transnational crimes; ,a separate of 94 Immigration Officers(41 Females, 53 Males) were trained on the new technology of e-passport system for enrollment and delivery.

Strategic Objective 4: To strengthening institutional Capacity to deliver its mandate:

- i. Awarded contracts for construction of Mirama Hills Staff Accomodation, Arua Regional Immigration Office, Kikagati Border Post while construction of 4 uniports is 40% (foundation) is completed and 8 washrooms is 80% of works is complete.
- ii. Procured and delivered Racks at the Namanve Records and Archival Centre to facilitate record management.
- iv. 4 Motorcylces (UG0346G, UG0347G, UG0348G, UG0349G,) were procured and delivered to facilitate cluster border operations.

IV. Medium Term Plans

Actions areas for the medium and long term have been identified. However in the next 3 financial years, the Directorate will:

- i. Ensure full automation of immigration services including extension of e-immigration system to all Uganda missions abroad.
- ii. Fully restructure the Directorate of Citizenship and Immigration Control to make it responsive to the emerging trends of Migration.
- iii. Improve staff welfare and conditions of services including construction of staff houses and revising the remuneration.
- iv. Improve infrastructure for both office and staff accommodation at the borders, regional offices and headquarter.

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v. Review the policy and legal environment to ease service delivery

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V. Summary of Past Performance and Medium Term Budget Allocations

Table 5.1: Overview of Vote Expenditures (US\$ Billion)

		2018/19 Outturn	2019/20		2020/21	MTEF Budget Projections			
			Approved Budget	Expenditure by End Dec		2021/22	2022/23	2023/24	2024/25
Recurrent	Wage	4.164	4.417	1.952	4.417	4.417	4.417	4.417	4.417
	Non Wage	70.489	88.155	73.056	96.455	115.746	138.895	166.674	200.009
Devt.	GoU	6.086	9.227	1.042	9.227	9.227	9.227	9.227	9.227
	Ext. Fin.	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000
GoU Total		80.739	101.800	76.050	110.100	129.391	152.540	180.319	213.654
Total GoU+Ext Fin (MTEF)		80.739	101.800	76.050	110.100	129.391	152.540	180.319	213.654
	Arrears	0.382	0.000	0.000	1.015	0.000	0.000	0.000	0.000
Total Budget		81.121	101.800	76.050	111.115	129.391	152.540	180.319	213.654
A.I.A Total		20.660	0.000	0.000	0.000	0.000	0.000	0.000	0.000
Grand Total		101.780	101.800	76.050	111.115	129.391	152.540	180.319	213.654
Total Vote Budget Excluding Arrears		101.398	101.800	76.050	110.100	129.391	152.540	180.319	213.654

VI. Budget By Economic Classification

Table V6.1 2019/20 and 2020/21 Budget Allocations by Item

<i>Billion Uganda Shillings</i>	2019/20 Approved Budget				2020/21 Draft Estimates		
	GoU	Ext. Fin	AIA	Total	GoU	Ext. Fin	Total
Output Class : Outputs Provided	92.572	0.000	0.000	92.572	100.873	0.000	100.873
211 Wages and Salaries	8.344	0.000	0.000	8.344	12.090	0.000	12.090
212 Social Contributions	0.243	0.000	0.000	0.243	0.296	0.000	0.296
213 Other Employee Costs	0.402	0.000	0.000	0.402	0.829	0.000	0.829
221 General Expenses	73.619	0.000	0.000	73.619	72.047	0.000	72.047
222 Communications	0.846	0.000	0.000	0.846	1.746	0.000	1.746
223 Utility and Property Expenses	1.313	0.000	0.000	1.313	1.766	0.000	1.766
224 Supplies and Services	0.605	0.000	0.000	0.605	0.786	0.000	0.786
225 Professional Services	0.128	0.000	0.000	0.128	0.433	0.000	0.433
227 Travel and Transport	6.055	0.000	0.000	6.055	9.551	0.000	9.551
228 Maintenance	1.017	0.000	0.000	1.017	1.290	0.000	1.290
273 Employer social benefits	0.000	0.000	0.000	0.000	0.040	0.000	0.040
Output Class : Capital Purchases	9.227	0.000	0.000	9.227	9.227	0.000	9.227
311 NON-PRODUCED ASSETS	0.000	0.000	0.000	0.000	0.200	0.000	0.200
312 FIXED ASSETS	9.227	0.000	0.000	9.227	9.027	0.000	9.027

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Output Class : Arrears	0.000	0.000	0.000	0.000	1.015	0.000	1.015
321 DOMESTIC	0.000	0.000	0.000	0.000	1.015	0.000	1.015
Grand Total :	101.800	0.000	0.000	101.800	111.115	0.000	111.115
Total excluding Arrears	101.800	0.000	0.000	101.800	110.100	0.000	110.100

VII. Budget By Programme And Subprogramme

Table V7.1: Past Expenditure Outturns and Medium Term Projections by Programme and SubProgramme

Billion Uganda shillings	FY 2018/19 Outturn	FY 2019/20		2020-21 Proposed Budget	Medium Term Projections			
		Approved Budget	Spent By End Dec		2021-22	2022-23	2023-24	2024-25
11 Citizenship and Immigration Services	88.578	89.953	71.171	97.119	113.193	126.212	157.147	185.039
02 Inspection and Legal Services	1.767	2.021	0.880	3.621	5.770	6.020	6.285	7.065
03 Citizenship and Passport Control	71.317	72.095	66.270	70.848	82.686	92.939	125.095	150.556
04 Immigration Control	5.754	6.609	2.979	12.409	15.509	18.025	16.539	18.190
1230 Support to National Citizenship and Immigration Control	9.741	9.227	1.042	0.000	0.000	0.000	0.000	0.000
1671 Retooling the National Citizenship and Immigration Control	0.000	0.000	0.000	10.240	9.227	9.227	9.227	9.227
25 General administration, planning, policy and support services	13.202	11.847	4.879	13.997	16.198	26.328	23.172	28.615
01 Office of the Director	13.202	11.847	4.879	13.997	16.198	26.328	23.172	28.615
Total for the Vote	101.780	101.800	76.050	111.115	129.391	152.540	180.319	213.654
Total Excluding Arrears	101.398	101.800	76.050	110.100	129.391	152.540	180.319	213.654

VIII. Programme Performance and Medium Term Plans

Table V8.1: Programme Outcome and Outcome Indicators (Only applicable for FY 2020/21)

Programme :	11 Citizenship and Immigration Services
Programme Objective :	The overall objective is: "To facilitate, control and regulate citizenship and immigration services for security and development of Uganda". The outcome has 3 strategic objectives;
	<ol style="list-style-type: none"> 1. To enhance enforcement and compliance to citizenship and immigration policies, laws and regulations. 2. To facilitate legal and orderly movement of people in and out of the country. 3. To secure, preserve, protect and grant Uganda citizenship to foreign nationals in accordance with the law.
Responsible Officer:	Director, National Citizenship and Immigration Control

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Programme Outcome: Enhanced access to Citizenship and Immigration services					
<i>Sector Outcomes contributed to by the Programme Outcome</i>					
1. Infrastructure and access to JLOS services enhanced					
Outcome Indicators	Performance Targets				
			2020/21	2021/22	2022/23
	Baseline	Base year	Target	Projection	Projection
• Average time taken to issue passports(Days)	8	2018	5	3	3
• Level of compliance to immigration laws	Fair	2018	Good	Good	Good
• proportion of investor work permits issued out of applications received	82%	2018	95%	95%	97%
SubProgramme: 02 Inspection and Legal Services					
<i>Output: 03 Legal advisory, enforcement, compliance and removal of illegal immigrants.</i>					
% of cases won against those registered against suspected illegal immigrants			80	85	90
Number of illegal immigrants removed			500	550	600
SubProgramme: 03 Citizenship and Passport Control					
<i>Output: 01 Citizens facilitated to travel in and out of the country.</i>					
% of passports issued out of applications received			95%	97%	98%
SubProgramme: 04 Immigration Control					
<i>Output: 02 Facilitated entry, stay and exit of foreigners</i>					
Number of days taken to issue a Work Permit			7	5	5
<i>Output: 05 Border Control.</i>					
% of immigration service delivery points which meet set standards			55%	60%	65%
Average time taken in clearing travelers at the borders (Minutes)			3	3	2
Programme :	25 General administration, planning, policy and support services				
Programme Objective :	<p>1. To coordinate and monitor implementation of citizenship and immigration programmes and projects.</p> <p>2. To create an enabling environment for provision of citizenship and immigration services.</p> <p>3. To initiate, in consultation with the National Citizenship and Immigration Control Board, appropriate policies for improved delivery of immigration services.</p>				
Responsible Officer:	Director, National Citizenship and Immigration Control				
Programme Outcome:	Efficient and effective Directorate of Citizenship and Immigration Control				
<i>Sector Outcomes contributed to by the Programme Outcome</i>					
1. Infrastructure and access to JLOS services enhanced					
Outcome Indicators	Performance Targets				
			2020/21	2021/22	2022/23
	Baseline	Base year	Target	Projection	Projection

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• Level of Compliance of DCIC planning and Budgeting instruments to NDPII	61%	2018	70%	70%	75%
SubProgramme: 01 Office of the Director					
<i>Output: 01 Policy, monitoring and public relations.</i>					
% of the population satisfied with DCIC service delivery			90%	90%	90%

IX. Major Capital Investments And Changes In Resource Allocation

Table 9.1: 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 Dec		Proposed Budget and Planned Outputs	
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<i>Program : 12 11 Citizenship and Immigration Services</i>				
Development Project : 1671 Retooling the National Citizenship and Immigration Control				
Output: 12 11 75 Purchase of Motor Vehicles and Other Transport Equipment				
			3 Motor Vehicles procured to support border surveillance in the coming General Elections	
Total Output Cost(Ushs Thousand)	0	0		900,000
Gou Dev't:	0	0		900,000
Ext Fin:	0	0		0
A.I.A:	0	0		0
Output: 12 11 76 Purchase of Office and ICT Equipment, including Software				
			1 Command Center/Situation Room established at Hqtrs Contractual obligation on e-visa upgrade made Change request on e-immigration system undertaken AFIS License for 1 million records procured 10 computers procured 10 Card Readers Servers(memory cap)	
Total Output Cost(Ushs Thousand)	0	0		7,578,657
Gou Dev't:	0	0		7,578,657
Ext Fin:	0	0		0
A.I.A:	0	0		0

X. Vote Challenges and Plans To Improve Performance

Vote Challenges

The Vote faces the following challenges majorly occasioned by underfunding given the mandate of the Directorate:

1. The current e-passport system has been designed not making provision for automated management of other travel documents. There is need to undertake change request on the current e-passport system to allow printing of Conventional Travel Document for refugees, Certificate of identity and interstate passes and temporary movement permits. This requires UGX 8.0bn which is entirely unfunded.

2. The Directorate launched the e-visa system in FY 2016/17 and has since upgraded it to include border management system that has been deployed; starting with the E-gates at Entebbe Airport. There is need for full automation of all borders through

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procurement of hardware (local servers, all in one personalization machines, ruggedized kits and e-kiosks) for all borders. A costed implementation strategy and intervention has been developed requiring UGX 39.141bn, which remains unfunded.

3. The Directorate plans to increase access and reduce costs for its services through decentralized immigration service delivery. In that case it plans to acquire land in strategic gazette border posts such as Nsonga, Kitebere, Bugango, Busanza, Birijako; and in upcoming cities and municipalities such as Masaka, Hoima, F/portal Mbale and Moroto estimated to cost UGX 3.0bn against a budget provision of UGX 0.20bn leaving a shortfall of UGX 2.8bn.

4. Digitization of files: In spite of the automation of some immigration services, the Directorate still has a total of 2.8million files that remain in hard copy. These files are always retrieved to inform decisions on daily basis. To facilitate electronic document management system, the files need to be digitized and stored. UGX 3.36bn is required, but is currently unfunded.

5. Deployment of Immigration Officers to Missions abroad: In addition to the 6 Immigration Officers deployed in Copenhagen, Washington, Ottawa, London, Pretoria, Abu Dhabi, DCIC plans to deploy additional 6 Immigration attaches to 6 more missions abroad including New Delhi and Beijing. This is to strengthen enrollment of Ugandans in the Diaspora for passports given the deadline of January 15th 2021. UGX 3.8bn is required which remains unfunded.

6. Development of an e-surveillance system to complement the current e-immigration system in enforcement of immigration laws and guidelines requires UGX 5.0bn which is unfunded.

7. Procurement of Transport equipment to support coordination and patrol of borders for borders of Mutukula, Ntoroko, Suam River, Upper Karamoja-Opot-pot, Kidepo, Kamion; and Kaabong and for Entebbe Airport requires UGX 1.83bn remains unfunded.

9. Recruitment of Staff: DCIC in the FY 2020/21 plans to fill all positions in the approved structure which requires UGX 4.93bn; however, UGX 4.417bn is provided leaving a shortfall of UGX 0.513bn.

10. Whereas the gratuity requirement for retiring staff amounts to UGX 0.538bn, what is provided is UGX 0.272bn, leaving a deficit of UGX 0.266bn

Plans to improve Vote Performance

In the FY 2020/21 and the Medium term the Directorate will consider interventions that will improve facilitation and control of migration:

i. Effective detection of illegal immigrants by use of automated verification using the e-surveillance system and statistical led investigations.

ii. Reduce time for clearing travelers at borders from the current average of 2.4 minutes to a few seconds using the e-gates at Entebbe Airport.

iii. Implement the better and integrated border management concept to address porousness of borders.

iv. Reduce human interaction and wipe out agents in immigration service delivery through automating all immigration services

v. Restructure the Directorate to better serve the population cognizant of the newly added stock of infrastructure and expanded cities of the NDP III, the new airports. Also integrate staff welfare and staff retention to facilitate service delivery.

vii. Secure accreditation for the Immigration Training Academy and build capacity of staff

viii. Establish a border patrol unit for enhanced border surveillance

XI Off Budget Support

Table 11.1 Off-Budget Support by Sub-Programme

N/A

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XII. Vote Cross Cutting Policy And Other Budgetary Issues

Table 12.1: Cross- Cutting Policy Issues

Issue Type:	HIV/AIDS
Objective :	Minimize the threat of HIV caused by families separation as the leading cause of new infections in the immigration working environment.
Issue of Concern :	HIV is the leading threat in the working condition of the immigration service and its clients because these are separated from their families.
Planned Interventions :	i. Counseling, Test & Sensitization workshops on HIV/ Aids for staff and clients. ii. Provide for treatment for the infected persons. iii. Provide medical support to illegal immigrants in the holding and inadmissible centre.
Budget Allocation (Billion) :	0.094
Performance Indicators:	Number of staff and clients provided with VCT services

Issue Type:	Gender
Objective :	Improve access to immigration services while detecting victims of Trafficking in Persons
Issue of Concern :	Improve access to immigration services. Detection of victims of TIPs.
Planned Interventions :	i.Prioritize serving breastfeeding mothers, the pregnant, and the elderly at designated windows in the containerized interim solution. ii.Provide Immigration, passports and citizenship services for gender opportunities
Budget Allocation (Billion) :	0.050
Performance Indicators:	Number of expectant mothers served Number of victims of trafficking detected % of children accessing dependant passes 45% % of spouses to work permit holders accessing dependant passes. 48% % of females accessing passports 60%

Issue Type:	Enviroment
Objective :	Monitoring the impact of persons entering the country and their effect on land use and addressing deforestation.
Issue of Concern :	Monitoring the impact of persons entering the country and their effect on land use and addressing deforestation.
Planned Interventions :	i. Granting permits to investors with environmental friendly technologies. ii. Full Automation of all services to avoid the use of paper. iii. Using solar as an alternative source of energy. iv. Provide protective gear against communicable diseases
Budget Allocation (Billion) :	6.500
Performance Indicators:	New services automated Capacity of solar panels installed Number of washrooms constructed

XIII. Personnel Information

Table 13.1 Staff Establishment Analysis

N/A

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Table 13.2 Staff Recruitment Plan

N/A