



UNDP'S SUPPORT TO UGANDA'S RESPONSE TO AND RECOVERY FROM COVID-19

Uganda registered its first case of the novel coronavirus disease (COVID-19) on 21 March 2020. The United Nations Development Programme (UNDP) has since supported Uganda's response to and recovery from the COVID-19 pandemic in a manner that is aligned with Uganda's National Response Plan for COVID-19 as well as the United Nations Response Plan. This support has promoted a robust, integrated and multisector approach to crisis management, utilizing programmatic interventions and digital solutions to combat the impacts of COVID-19.

Beyond recovery, UNDP's response to COVID-19 in Uganda is designed to expand our response, build on lessons learned, and help inform decision-making relating to governance, social protection, green economy and digital disruption. UNDP will continue to support partners in building resilient social protection systems that can weather shocks, delivering inclusive services, encouraging sustainable partnerships and initiatives, and investing in digital transformation to drive pandemic response while setting the path for acceleration beyond recovery.

Through Core funding, UNDP is able to provide timely and swift response to Uganda's efforts to addressing the impact of the Covid-19 pandemic. In line with this the areas of support that UNDP has been engaged in are outlined below.

UNDP IS OFFERING SUPPORT TO UGANDA IN FOUR MAIN AREAS:

1. Socioeconomic Impact Assessment of COVID-19



UNDP was designated by the UN Secretary-General as the technical lead on the socioeconomic pillar of the UN's response to COVID-19. In Uganda, UNDP provided technical leadership to the drafting and consolidation of the UN Socioeconomic Impact Report of COVID-19 in Uganda under overall leadership of the UN Resident Coordinator. The report detailed the impact of COVID-19 and defined key policy, programming and financing recommendations to shape recovery planning, expand social protections and invest in national resilience.

2. Identification and Rapid Deployment of Innovative Solutions



UNDP continues to prioritize the livelihoods of vulnerable groups heavily impacted by COVID-19, particularly women and youth, through the deployment of innovative solutions and digital technologies. Working alongside a variety of implementing partners, UNDP has invested catalytic resources into the following areas:

- Co-creating a facility to promote private sector solutions to accelerated recovery.
- Launching innovative grants for micro, small and medium enterprises (MSMEs) and young entrepreneurs to mobilize financing to support supply chains in agriculture, trade and services sectors.
- Leveraging the Accelerator Lab to deploy digital solutions to boost production and activate supply chains in agriculture, trade, transport, tourism and other services sectors such as e-commerce and e-trading.

3. Inclusive and Multisectoral Crisis Management and Response



UNDP supported the establishment of the National Emergency Coordination Centre (NECOC) to provide a robust whole-of-government platform to anchor the government's preparedness and response plan and to promote inclusive and integrated crisis management. In the wake of the pandemic, and working in close collaboration with the public sector and development partners, UNDP supported Government through NECOC to prioritize the following interventions:

- Supporting whole-of-government business continuity and e-governance using digital platforms to support collaboration, meetings and training throughout the public sector.
- Experimenting and scaling innovative solutions for virtual training of frontline healthcare workers.
- Powering health facilities and other social sectors through renewable energy solutions.
- Engaging cultural and religious leaders to expand public outreach for last mile risk communication and social cohesion.

4. Health System Strengthening



Disruptions caused by COVID-19 have amplified how integral health is for achieving sustainable development outcomes. UNDP has therefore prioritized health and development to build forward better in response to COVID-19. Working in liaison with the World Health Organization (WHO) and the Ministry of Health, UNDP is partnering with the health sector in the following areas:

- Improving access to energy services for health facilities.
- Using digital technology to improve efficiency and accountability of health services.
- Building national capabilities for disaster risk reduction and resilience building for the prevention and mitigation of health-related disaster risk.
- Establishing sustainable health financing systems.



H.E. President Yoweri Kaguta Museveni is joined by the First Lady, Janet Museveni, to launch the Youth For Business Innovation and Entrepreneurship Facility at State House, Entebbe.

OUTCOMES

1. Socioeconomic Assessment and Response

UNDP has been at the forefront of Uganda's comprehensive socioeconomic assessment of COVID-19, galvanizing support within the UN Country Team (UNCT) under the leadership of the UN Resident Coordinator (RC) and working alongside UNCDF, UN Women, UNICEF, WFP, FAO, WHO, ILO, UNESCO, OHCHR, UNHCR, IOM, and UN DESA. Building on the assessment results, UNDP led the UNCT to draw key policy, programming and financing recommendations for the RC to utilize during engagement in national response efforts. In addition, the outcomes of the study have informed the development of the Programme Implementation Action Plans for the third National Development Plan as well as programme offerings by UN agencies in support of the people of Uganda. <https://www.ug.undp.org/content/uganda/en/home/library/un-socioeconomic-impact-report-of-covid-19-in-uganda.html>



2. E-Governance - Harnessing digital technologies for business continuity in the public sector

UNDP facilitated government business continuity through the provision of digital communication tools, with most Government Ministries, Departments and Agencies (MDAs) being issued Zoom Enterprise Licenses coupled with technical support. This solution has targeted 372 public sector institutions and 135 local governments which enabled audio and video collaboration and conferencing at scale to facilitate business continuity in the public sector and crucially boost the national multisectoral crisis management and response to the COVID-19, while ensuring continued service delivery to the citizens. Several public sector meetings moved online. Overall Government response has been very good. Several public sector meetings are now conducted online e.g. public consultations, e-workshops and e-conferences are now increasingly online.



For instance, i) Strategic Coordination Meetings by the Office of the Prime Minister: Use of the Zoom technology has enabled Business Continuity. Leveraging this technology has also permitted widening of participation for meetings which would have otherwise not been possible with the traditional physical meetings. ii) Justice, Law and Order Sector (JLOS): UNDP supported business continuity for the Justice, Law and Order Sector through digital solutions. This significantly contributed to the sustained high level of case clearance by the justice institutions amidst the COVID-19 disruptions which was maintained at relatively high levels of 90% according to Justice Law and Order Sector Annual Report 2019/2020.

E-justice programming was fostered e-solutions in justice service delivery, enhancing justice system management and access to justice. A key result is the setup of the video conferencing facility for the Masaka Court and Prison to ease and reduce time in hearing of court cases, promote safety in the context of COVID-19 and reduce cost for court process given the reduction in movement from prison to court now that cases can be heard through video conferencing. The upgrading of the Judiciary toll-free line to a call center has enabled the Judiciary to receive feedback from the public while informing the public about the judicial process and justice outreach. iii) Makerere University: The leading tertiary institutions in the country was able to support virtual conferencing connecting to the lecturers, students using the zoom platform to facilitate e-learning and e-meetings. The University, and the education sector in general is now planning on how best to adopt e-learning to respond and recover from the COVID-19 disruptions.

See the links below:

- <https://www.ug.undp.org/content/uganda/en/home/presscenter/pressreleases/2019/covid-19--undp-supports-uganda-government-business-continuity-th.html>
- <https://www.monitor.co.ug/uganda/news/national/covid-19-undp-donates-ict-kit-to-government-1884534>
- <https://www.ugandaupdatenews.com/government-procures-10000-zoom-video-communications-equipment-to-fight-covid-19/>



**HARNESSING NATURE
AND TECHNOLOGY
FOR GREEN JOBS -
EMPOWERING YOUTH
AND WOMEN**

3. Connecting Informal MSME Market Vendors to Consumers through E-Commerce



In partnership with Jumia Uganda, UNDP launched an e-commerce platform to connect informal market vendors with consumers online, connect rural farmers with urban markets and sustain supply chains. 2,000 vendors are now selling produce online across 7 markets, with the initiative serving as an important indicator of the potential of Uganda's digital economy and e-commerce sector development. The daily turnover for the vendors has more than doubled from an average of US\$ 22,000 to over US\$ 50,000 for the average vendor. This has resulted into a significant increase in the revenue collection from the markets. The digital transactions are also creating a platform to facilitate access to financing for the MSMEs based on the availability of important data on the cashflow of the vendors. The Government and private sector actors are leveraging on this initiative for scaling up and replication across the country.

This initiative is a strategic opportunity to empower vulnerable groups and those impacted most by COVID-19 in the informal trade sector, such as women and youth. Working with the Ministry of Trade, Industry and Cooperatives (MTIC), the learnings will feed into the national strategy and policy on e-commerce that is in the pipeline. This will foster a holistic approach to e-commerce sector development and shape the regulatory landscape of online markets in Uganda.

See the links below:

- <https://www.cnbcfric.com/videos/2020/05/13/this-new-digital-platform-seeks-to-link-vendors-with-consumers-in-uganda/>
- <https://www.ug.undp.org/content/uganda/en/home/presscenter/pressreleases/2020/covid-19--undp--jumia-uganda-partner-to-link-market-vendors-with.html>
- <https://www.youtube.com/watch?v=0uhhhkwFmnw>
- <https://undpmarkets.jumia.ug/>
- <https://www.ug.undp.org/content/uganda/en/home/blog/2020/connecting-informal-market-vendors-to-e-commerce-to-reach-consum.html>
- <https://www.ug.undp.org/content/uganda/en/home/blog/2020/undp-and-jumia-transform-informal-enterprises-in-uganda-through-.html>
- <https://www.ug.undp.org/content/uganda/en/home/blog/2020/partnerships-driving-e-commerce-development-for-informal-sector.html>
- https://www.youtube.com/watch?v=05qcbjuq_Bo&t=246s

4. Youth Innovation and Entrepreneurship

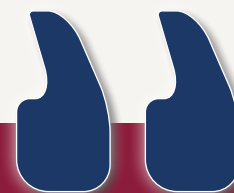
UNDP has launched the Youth4Business Innovation and Entrepreneurship Facility in partnership with Stanbic Uganda Holdings Limited, designed to drive innovation, spur impact-driven entrepreneurship and leverage business solutions to address the youth unemployment challenge. The five-year initiative is expected to ensure skilling of 50,000 youth to increase their entrepreneurial success rate, create 20,000 new direct jobs for youth and influence the creation of a further 100,000 indirect jobs.



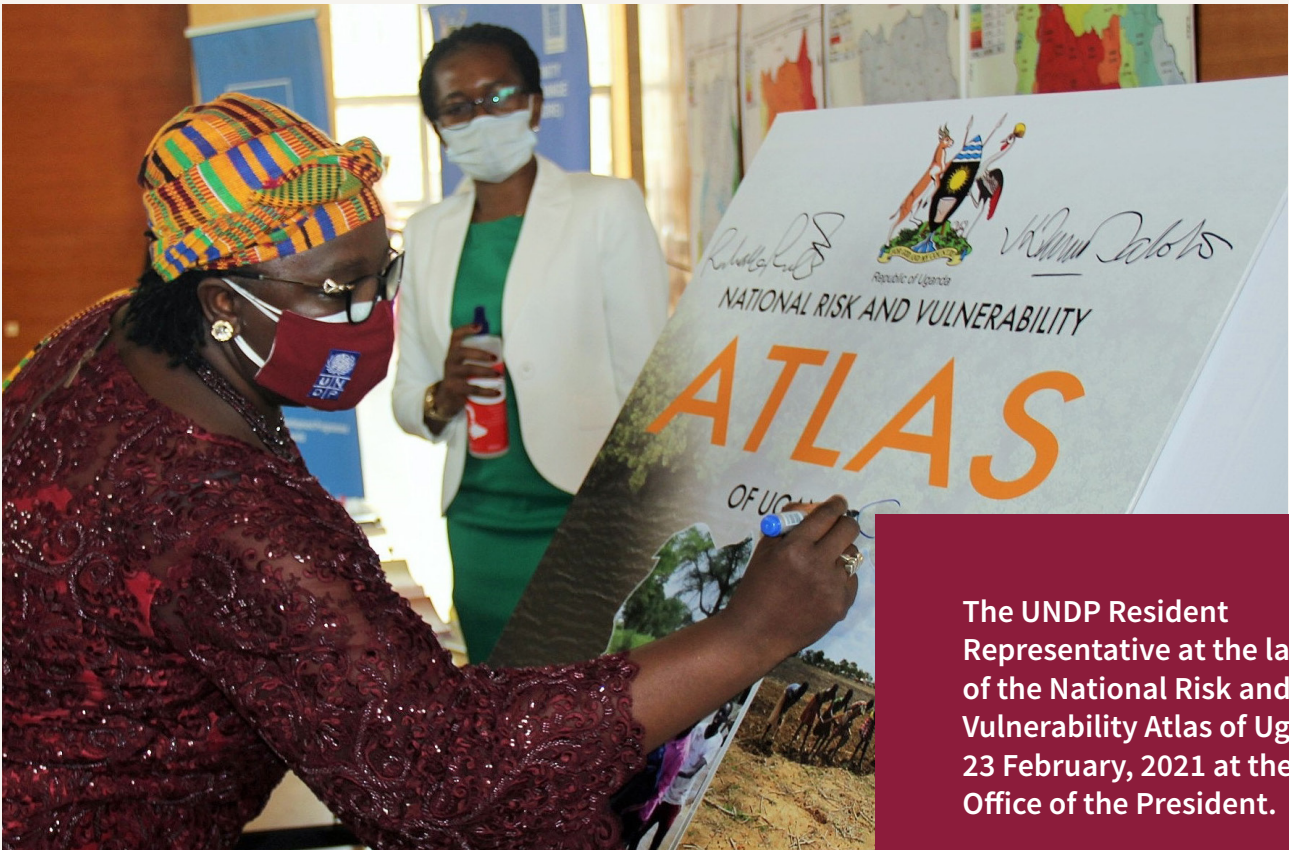
The Youth4Business Facility, launched by His Excellency President Yoweri Museveni, is targeting youth-owned enterprises to support them innovate, pilot, grow and diversify into innovative and sustainable business models that contribute to green growth and to build forward better. In 2020, the facility had a strong start and great response, putting UNDP on the map for meaningful and innovative support to youth, MSMEs and entrepreneurs in Uganda. After two rounds of the Innovation Challenge Fund, the first 33 winning ventures have been selected from over 600 proposals in the priority sectors of the economy, namely agriculture, tourism, development minerals, manufacturing, renewable energy, creative industry and Information Technology (IT). These 33 winners have been awarded grants representing a catalytic investment of over US \$1,250,000 and potentially reaching more than 28,000 youth with livelihood opportunities.

See the following links:

- <https://www.ug.undp.org/content/uganda/en/home/youth4business/president-launches-undp-stanbic-youth4business-innovation-and-en.html>
- <https://www.ug.undp.org/content/uganda/en/home/youth4business/youth4business-innovation-and-entrepreneurship-facility-.html>
- <https://covid19businessinfohub.com/2020/10/07/call-for-applications-for-youth4business-innovation-and-entrepreneurship-facility/>



**POSITIONING MSMEs
TO DRIVE DOMESTIC
TOURISM**



The UNDP Resident Representative at the launch of the National Risk and Vulnerability Atlas of Uganda, 23 February, 2021 at the Office of the President.

5. Crisis Management

UNDP has supported the National Emergency Coordination Centre (NECOC) to provide a robust whole-of-government platform to anchor Government's preparedness and response plan. The support included specialized equipment for real time disaster risk surveillance and communication, as well as for the digitalization of regional and district level government interactions, data management and recovery planning. UNDP supported development of an integrated multi-hazard spatial decision-making tool to inform identification and prioritization of intervention areas and level of support required for preparedness, response, and recovery. The spatial map integrates areas at risk of locusts, floods, landslides, and those affected by COVID-19.



UNDP continues to support the Office of the Prime Minister to strengthen NECOC and activate the regional, and district levels mechanisms that support the functionality of NECOC. This integrated plan includes: expanding participation of government and non-state actors in emergency coordination platforms at national and district level; digitalizing meetings to facilitate business continuity management and equip the district centers with video conferencing facilities; training on using drones for data collections; providing alternative power sources/solar system for District Emergency Coordination and Operation Centers (DECOCs) and border committee;

installing real-time disaster risk surveillance system including drones; providing specialized IT equipment for data collection and process (tablets and Arc GIS Desktops); expanding toll free lines at NECOC and DECOC; supporting mass mobilization for early response including provision of megaphones to DECOCs; strengthening border committees for surveillance for various hazards.

See the following links:

- <https://uganda.un.org/en/94260-remarks-launch-un-sustainable-development-cooperation-framework-unsdcf-2021-2025>
- <https://opm.go.ug/2020/06/06/opm-receives-undp-donated-ict-equipment-worth-usd-1-4m-for-covid-19-response/>

6. Refugees and Host Communities



UNDP in partnership with the Korea International Cooperation Agency (KOICA) has targeted 2,700 beneficiaries within refugee and host communities to benefit from cash-for-work activities. The initiative has focused on opening community access roads, planting woodlots, constructing energy saving stoves and planting crops to boost beneficiary's household food production. <https://www.ug.undp.org/content/uganda/en/home/presscenter/articles/2020/undp-and-koica-project-fosters-unity--food-security-and-empowers.html>

7. Promoting Green Recovery to the socio-economic impacts of COVID-19

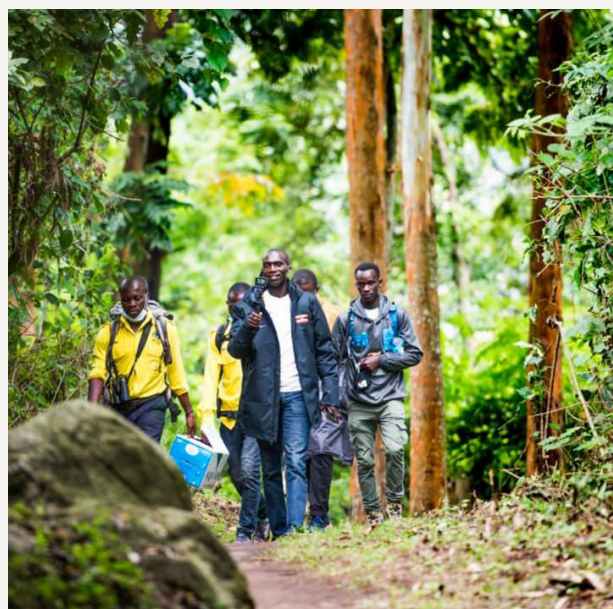
UNDP has launched an innovative pilot project to harness nature and digital technology to stimulate the recovery and build a resilient tourism industry in Uganda. This project will support national efforts to recover the tourism sector through greener and risk-informed development pathways and contribute to the creation of green job opportunities for youth, women and men to rebuild resilient livelihoods during and after COVID-19; avail stimulus financing packages for green investment and recovery of micro, small and medium enterprises (MSMEs); support strategic policy reorientation towards inclusive green recovery, risk-informed development and enhanced national system capacities; and build an active innovation ecosystem for recovery of the tourism sector with accelerated digital transformation, clean and efficient energy solutions.



The project integrates elements of the digital disruption and innovation and will, through job creation, significantly provide social safety nets to advance the Government of Uganda and UNDP's social protection agenda. The project is worth up to US \$ 2m over an 18months period and will be piloted in the Western Tourism Development Area (TDA) starting in the Rwenzori Area. This project is being delivered through a partnership with the Ministry of Tourism, Wildlife and Antiquities, Uganda Tourism Board, and the Uganda Wildlife Authority. Other major partners in the tourism business ecosystem, such as the Uganda Development Bank and the Uganda Development Corporation, will be explored to expand the scope of bankable projects and effectively increase access to the significant financing that the Government of Uganda has made available for national socio-economic recovery to COVID-19 impacts.

This green recovery pilot initiative is financed through the UNDP Rapid Response Facility (RFF), a co-investment facility that seeks to strengthen countries' COVID-19 socioeconomic response capacities to catalyze recovery from the impact of COVID-19 and build forward better. In Uganda, like most parts of the World, the COVID-19 pandemic has disproportionately impacted the Tourism Sector. A 2020 study by the United Nations in Uganda on the socio-economic impact of the Covid-19 pandemic projected that Uganda's tourism will register a loss of more than USD 5 billion over the period 2020 – 2025. The reduction in incomes of informal Micro, Small and Medium Sized Enterprises (MSMEs) is projected to push 43% of workers in the hospitality industry to below the poverty line, with a disproportionate impact on women. In addition, a survey by the Economic Policy Research Center (EPRC) projects that over 80% of 600,000 jobs temporarily lost due to COVID-1 were in the service industry including tourism.

The project commenced through a UNDP and Uganda Tourism Board partnership with Mr. Joshua Cheptegei, a holder of the 5,000m and 10,000m world records, code-named the Pearl of Africa Challenge to conquer the Rwenzori Mountains. The expedition is geared to showcasing the beauty of the Rwenzori mountain range and drive domestic and international tourist traffic to experience the mountain and National Park; highlight the need for collective efforts to diversify Uganda's tourism product range in an innovative manner that meaningfully integrates mountain communities in the tourism value chain whilst protecting natural and cultural resources; showcase the investment opportunities in the mountain destination; and compliment the efforts of the Government of Uganda and the Private Sector to build an inclusive, sustainable and resilient tourism industry. As an outcome, the Uganda Tourism Board has already reported an increase in domestic tourism traffic, which will be crucial for the country in terms of increasing investments and finance from the tourism sector.



Mr Joshua Cheptegei, long-distance runner and world champion in the 5,000m and 10,000m world records, leading the expedition geared toward showcasing the beauty of the Rwenzori range of Mountains in western Uganda.

UNDP Uganda in partnership with the Ministry of Tourism, Wildlife and Antiquities (MTWA); and Uganda Tourism Board (UTB) launched the "Take on the P.E.A.R.L Innovation Challenge Call". This Innovation Challenge Call is supporting the piloting and scaling of inclusive business solutions to drive recover of the tourism sector from the impact of COVID-19. The support addresses business level

barriers through targeted funding with targeted technical assistance. P.E.A.R.L refers to Private-Sector Lead; Effective and Feasible solution; Additionality (from a development perspective); Addressing COVID-19 Recovery & Resilience; Improve Livelihoods. Two grants are currently underway and others are set to be rolled out. The following innovative initiative are being implemented:

THE MEDICAL CONCIERGE GROUP LIMITED

THE CHALLENGE: The remote location of many of Uganda's tourist destinations creates a challenge to accessing timely and quality healthcare services for both local and foreign tourists. In addition, the rural health centers are often run by low cadre health workers that sometimes may not be equipped to handle all manner of complex clinical cases and periodically need a second opinion when handling difficult medical cases or are short of supplies like medicines and laboratory investigation capabilities. Also, access to quality medical services like travel vaccines, medicines, and non-medicinal supplies for healthcare may be challenging for visiting or in-country traveling tourists. Often the emergency nature of most medical cases that happen in the wilderness/tourist sites require timely intervention for first aid provision and guidance. Furthermore, access to quality medicines for preventive measures like Malaria, waterborne illnesses like traveler's diarrhea among others is not a guarantee from the public health facilities.

THE SOLUTION: The Medical Concierge Group (TMCG) through the P.E.A.R.L Innovation challenge by the United Nations Development Programme (UNDP) received a 1-year grant to improve the tourism experience in Uganda by ensuring access to quality and timely medical services. TMCG is deploying a telemedicine centered medical service delivery ecosystem for tourists. TMCG through its Rocket Health brand is set to deliver world-class medical services to both local and international tourists. This will include remote support through a 24/7 teleconsultation services via voice, text or video, mobile laboratory sample pick-up and on demand delivery of medicine and other pharmaceuticals services including international travel vaccinations at the clients' convenient location.

KARUNGI CROWN ENTERPRISES LIMITED

THE CHALLENGE: Human encroachment on wildlife habitats is one of the biggest challenges to conservation, management of wildlife and tourism. The main cause of this are changes in land use and the increasing search for farmland which lead to a decrease in the wildlife range. Karungi Crown Enterprises owns and operates Kigambira Safari Lodge – an eco-lodge – located in Lake Mburo National Park. Wildlife is the key attraction for the lodge is guests yet poaching, human-wildlife conflicts arising from crop raiding, livestock predation and encroachment continue to undermine conservation effort; and thus affect the business of Karungi Crown Enterprises Limited. The situation has further been exacerbated by the Corona Virus Disease (COVID-19) pandemic which has seen a drastic fall in the number of tourists visiting the country.

THE SOLUTION: In support of efforts to conserve wildlife, Karungi Crown Enterprises, with support from UNDP is establishing a mechanism to use business as a tool to promote wildlife conservation by the surrounding communities. Karungi is integrating the local communities within its value chain as suppliers of products and services (agro-tourism, homestays, cultural heritage, community trails, guiding services, cattle grazing, ghee making, laundry etc). This is being achieved through equipping the communities with the knowledge, skills and tools for tourism business management. This will not only enhance the conservation efforts owing to the renewed appreciation by the community of the value of maintaining the flora and fauna but also improve the livelihoods of the local communities.

8. Promotion of COVID-19 prevention measures

UNDP partnered with World Health Organization (WHO) and the Ministry of Health to improve access to energy services for health facilities. As a start, UNDP is solarizing 10 Health Center IVs through and provision of solar equipment worth US \$364,000. To consolidate and scale up this initiative, UNDP and WHO are developing a partnership to promote health for production and resilience livelihoods.



Through the Strengthening Electoral Process in Uganda project, UNDP partnered with WHO to undertake social mobilisation, provide critical health safety messaging and thereby prevent the spread of COVID-19 in the pre, during and post-election period of the 2020/2021 Uganda elections. UNDP supported WHO to strengthen capacities of national authorities in efforts to prevent COVID-19 infections during the general elections. The support focused on practical interventions to mitigate risks to election officials, health workers and other frontline workers in the election process, as well as communities. In addition, there was substantive support to risk communication to concurrently reduce the socio-economic impact of COVID-19 by intensifying the health response to the COVID-19 pandemic. The support included, for instance, facilitating technical engagements with election officials and health workers; training of over 3,000 polling officials and 320 health staff from 86 districts; support to health staff to conduct supervision during preparations and on election days in the field; support for social mobilization on adherence to SOPs, including radio spots aired in 15 FM radios across the country. Information, Education and Communication (IEC) materials were also provided for the Electoral Commission's field officers and for the public; provision of 600,000 surgical masks and 12,000 litres of alcohol hand rub to supplement those provided by the Electoral Commission. Based on analysis from WHO, the 86 target districts experienced a reduction in the incidence of COVID-19.



POLICY REFORM AND STRATEGIC INVESTMENT TO PROMOTE DOMESTIC TOURISM

United Nations Development Programme (UNDP)
Plot 11, Yusuf Lule Road, Nakasero
P. O. Box 7184, Kampala, Uganda.

☎ : +256417112100/30
📠 : +256 414 344801

✉ : registry.ug@undp.org
🌐 : www.ug.undp.org
🐦 : @UNDPUGanda

📘 : UNDP Uganda
📺 : @UNDPUGanda
📺 : UNDPinUganda