



KINGDOM OF ESWATINI

MINISTRY OF INFORMATION,
COMMUNICATIONS & TECHNOLOGY

ANNUAL PERFORMANCE REPORT TO PARLIAMENT (HOUSE OF ASSEMBLY)

"A Knowledge Based And Digitally Inclusive Society"

2024 / 25





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HONOURABLE MINISTER'S PREAMBLE ON THE ANNUAL PERFORMANCE REPORT TO PARLIAMENT FOR 2024/25

(EXECUTIVE SUMMARY BY THE HONOURABLE MINISTER OF ICT FOR THE HOUSE OF SENATE AND THE HOUSE OF ASSEMBLY)

Honourable Chairperson,

Honourable Members of the Portfolio Committee,

It is my privilege to present to this August House the Annual Performance Report of the Ministry of Information, Communications and Technology (MICT). Throughout the year, the Ministry has worked diligently to enhance digital transformation, foster innovation, widen connectivity, increase local content and access to information. May I take this opportunity to express my deepest appreciation for the support graciously received from this Honourable House over the year. Several wins have been achieved this year with your support and through collaboration with different stakeholders, both local and international. Below is an outline of the Ministry's achievements in the current financial year.

Legislative and Policy Frameworks

To address the prevalent theft and vandalism of critical Infrastructure, such as copper cables and others, the Ministry has developed and validated the Protection of Critical Infrastructure Bill, 2025. Furthermore, the Ministry has developed Six (6) Regulations supporting the Eswatini Broadcasting Act, 2023. Honourable Chairperson, May I report to this Honourable House that the operationalisation of the Eswatini Broadcasting Act has been gazetted. We have since engaged the services of a Consultant for the implementation of the first phase of the amalgamation of ESTVA & EBIS.

Infrastructure and Connectivity

In a bid to achieve full national Radio and TV coverage, the Ministry has installed gap filler transmitters at KaPhunga and Mdlunkhulu, thereby increasing national coverage to 86% (TV) and 94% (Radio). The Ministry in its endeavour to increase accessibility has deployed optic fibre in the Manzini/Mbabane corridor covering 8200 home passes.

Honourable Chair, I am pleased to report that the Ministry has facilitated a partnership between Eswatini Electricity Company (EEC) and Eswatini Posts and Telecommunications Corporation (EPTC) to roll out optic fiber nationwide, leveraging EEC's 500 Kilometres grid network. Moreover, an additional 10Gbps to the country's International Internet bandwidth has been implemented.

Implementation of the Government in Your Hand Project.

The Ministry has finalized a roadmap for its flagship **Government in Your Hand (GIYH)** project, which aims at bringing Government services to Citizens at the palm of their hands. In the past year, a number of applications were developed by RSTP for the Government in Your Hand web portal and mobile app.

As part of establishing a stable and secure platform to run Government's Digital services, the Ministry has partnered with Google to provide innovative solutions such as Google workspace and Google maps to implement a digital National Addressing System, amongst others.

A capacity building program for Eswatini Software Developers has been launched through partnership with the United Nations Development Program (UNDP) and the International Telecommunications Union (ITU), purposed on providing technical skills to RSTP, Innovators Association and private software developers. New applications are being developed using the GovStack model administered under this training. These applications will be piloted in the next 6 months and further onboarded onto the Government in Your hand website and Mobile App.

Improving Access to Information and Local Content Development

The Ministry has been actively promoting and enhancing the broadcasting of local content to ensure diversity in programming for educational, entertainment and informative purposes. Through these ongoing initiatives, Eswatini TV has increased local content from 61% to 66%, while EBIS has introduced 12 new locally produced programs. In addition, both our Broadcasting Institutions have expanded their digital footprint to increase accessibility and connectivity with viewers and listeners across different platforms.

The Ministry, further seeks to involve local independent producers to enhance programming quality and diversity. Through this drive, Eswatini TV has completed the production of 2 high-end local programmes that have created employment for over 80 emaSwati in the sector.

Following the launch of the Government Corporate Identity Manual and the Government email, the Ministry continues to pursue full adoption of the manual and enrollment into the Government email system.

Digital Skills and Inclusion

Honourable Chair, the Ministry in its drive to promote women and youth participation in Science, Technology, Engineering and Mathematics (STEM), has enrolled 108 girls under the India-African Union (AU) initiative on Space Science. Under the ongoing Girls in ICT initiative, we granted 2 additional sponsorships for girls to pursue ICT related fields.

Additionally, the Ministry has partnered with the United Arab Emirates (UAE) and other high-tech multi-national corporations, such as Google and Amazon for establishment of Technological and Innovation Academies at the Royal Science and Technology Park (RSTP).

Our public libraries, Honourable Chair, continue to capacitate emaSwati on basic digital skills and we intend to scale up the program online through the Eswatini – UAE Digital School initiative. In an endeavor to bridge the digital divide, the Ministry has increased the footprint of free public Wi-Fi to 48 Tinkhundla Centres, 5 Border gates, 5 rural Clinics and other Government establishments.

Furthermore, the UAE partnership has already yielded good results such as capacity building of 50 teachers on Digital skills. Through the same partnership, officers have been trained on Cybersecurity skills and Cloud Computing courses. The training of 300, 000 emaSwati on coding and basic digital skills in the next two years will introduce the Kingdom into the Digital economy and further empower citizens to adopt the Government in Your hand e-services platform soon to be launched.

Promotion of Research and Innovation

Honourable Chair, we take pride in launching and conducting the inaugural Eswatini Science week in all Regions of the country, attracting over a thousand students. This initiative is aimed at creating public awareness on the role of Science, Technology and Innovation in the socio-economic development of the country as well as sensitise and encourage students to pursue STEM careers.

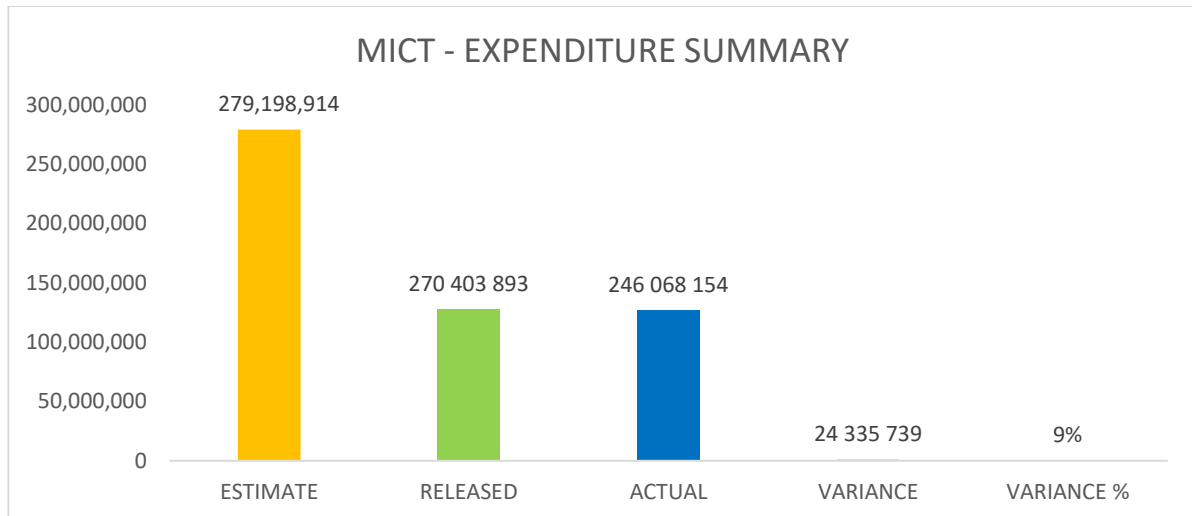
The Ministry is committed to promoting industry driven research and development (R&D) that has high prospects of commercialization. Following the enactment of the National Research Council Act, 2023, we managed to secure offices at the UNESWA and the offices are fully furnished. The plan is to strategically second officers from the Ministry to work at the Council in the next financial year. The Council is responsible for mobilizing funding for R&D and Innovation activities in the country.

Research and innovation remains a key priority for the Ministry and through the establishment of an Artificial Intelligence (AI) and Data Analysis Unit at RSTP, we aim to implement AI driven solutions for data management, processing and analysis within the Kingdom of Eswatini.

The Ministry has further developed and launched a National Digital Skills database (www.stem.gov.sz) to collect STEM skills for Eswatini to position emaSwati for job opportunities available locally and Internationally.

Financial Performance

The Ministry of Information, Communications and Technology was allocated E 279,198,914 for recurrent Budget of which E 270,403,893 was released by the third Quarter. Total expenditure stood at E 246,068,154, which translates, to a budget absorption rate of 91%, as depicted below:



Capital Projects

Hon. Chairperson, the Ministry is implementing capital projects which are at varying stages of implementation, like the reconstruction of the Nhlangano Library which is almost complete. The rehabilitation of the Eswatini Broadcasting and Information Services and the procurement of the Outside Broadcasting Bus will be completed with next financial year's allocation.

Conclusion

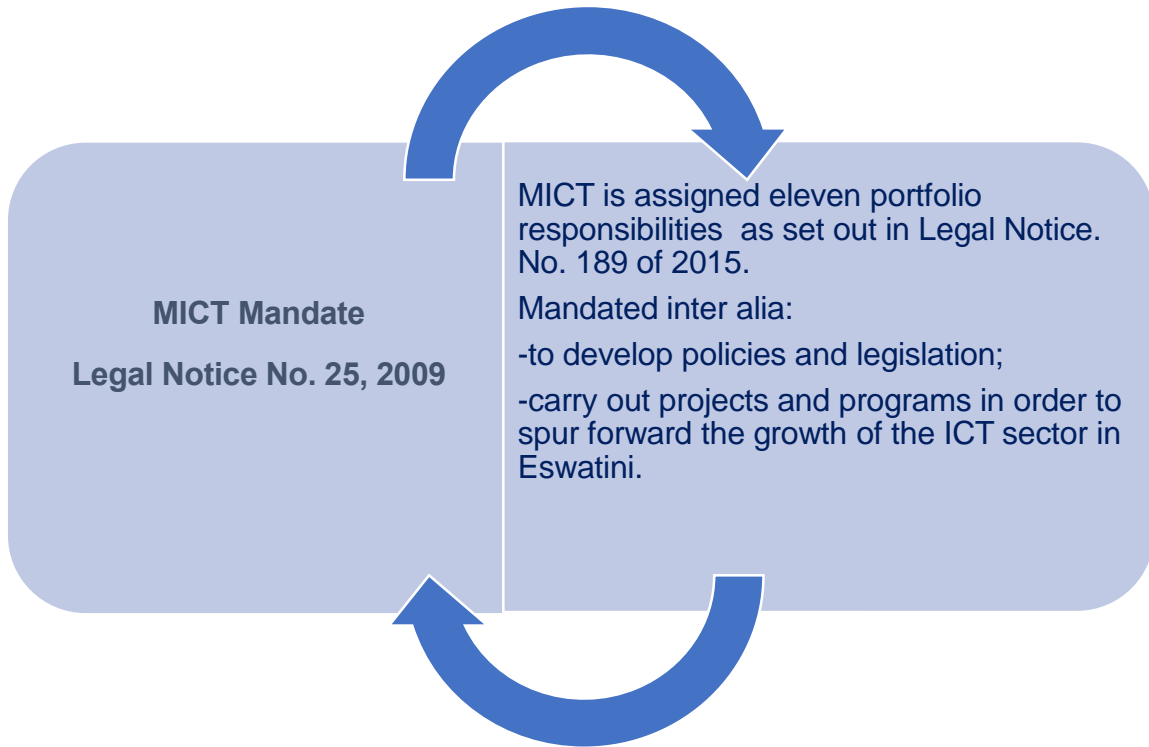
Honourable Chair, these achievements reflect the Ministry's steadfast commitment to advancing the ICT sector. However, challenges such as critical infrastructure theft and vandalism and budget constraints remain. With your continued support, we believe these challenges will be mitigated through appropriate interventions. Together we can ensure that Eswatini's ICT sector becomes an attestation of progress and digital inclusion.

Thank you once again, Honourable Chair and Members for your invaluable support and for granting us the opportunity to present this report. We kindly request that the Portfolio Committee approves the budget allocation of Three Hundred and Fifty-Four Million, two Hundred and Fifty-Eight Thousand, four Hundred and twenty-three Emalangenani (**E 354 258 423**). That is (**E 296 258 423**) for recurrent and (**E 58 000 000**) for capital projects.

I submit, with thanks.

Synopsis of the Ministry's Annual Performance (2024-25)

The Ministry's Mandate



Strategic Objectives/ Thematic Pillars

Policy & Legislative frameworks

Infrastructure & Connectivity

Digital services & Platforms

Digital Skills & Inclusion

Access to Information

Research & Innovation



Vision: Digitally Inclusive & economically active society

ANNUAL REPORT

Key achievements for the Ministry 2024- 25

Policy & Legislative frameworks	Infrastructure & Connectivity	Digital services & Platforms (Government in your hand)	Access to Information	Digital Skills & Inclusion	Research & Innovation
<ul style="list-style-type: none">• Protection of Critical Infrastructure Bill 2025 developed and validated• 6 Regulations to support the Eswatini Broadcasting Act, 2023 developed• Digital Readiness Assessment report 2024 produced• Standard Operating Procedures (SOPs) for handling Cyber related cases have been developed.	<ul style="list-style-type: none">• Optic fiber rolled out in the Manzini/Mbabane corridor covering 8200 home passes• Installed TV & Radio Gap filler transmitters at KaPhunga and Mdlunkhulu respectively• Additional 10Gbps International Internet Bandwidth implemented• Increase of public Wi-Fi to 48 Tinkhundla centres, 5 Border posts and 5 rural clinics and other Government establishment.	<ul style="list-style-type: none">• Partnership with the UAE and multi-national corporations such as Google have been established to leverage their innovative prowess• 7 Applications for the soon to be launched GIYH eServices Platform have been developed• Over 5000 Government employees have been enrolled to the newly implemented Government email system.• Roadmap for Implementation of Government in your hand developed	<ul style="list-style-type: none">• Increase of local TV content from 61% to 66% and introduction of 12 new Radio programs• The operationalization of the Eswatini Broadcasting Act, 2023 has been gazetted.• Pursuit of the Government Corporate Identity Manual adoption across Government is ongoing• Digital footprint expanded to increase accessibility for viewers and listeners	<ul style="list-style-type: none">• Capacity building for Software developers provided to enhance the country's ecosystem of developers• Enrollment of 108 girls on Space Science under the India-African union initiative on Space science• 2 additional sponsorships for girls to pursue ICT related fields granted• Partnership with UAE, Google and Amazon for establishment of Innovation academies• Nationwide coding lessons program launched	<ul style="list-style-type: none">• Established an AI and Data analysis unit at RSTP• Inaugural Eswatini Science week launched in all regions of the country• National Digital Skills database implemented to collect STEM skills• Establishment of National Research council offices at UNESWA

MINISTRY OF INFORMATION, COMMUNICATIONS AND TECHNOLOGY (MICT)

1. INTRODUCTION

The Ministry of Information, Communications and Technology (MICT) was established by Legal Notice No. 25 of 2009 and is charged with eleven portfolio responsibilities as set out in Legal Notice No. 189 of 2015. MICT has been mandated inter alia: to develop policies and legislation; carry out projects and programs in order to spur forward the growth of the ICT sector in Eswatini.

1.2 Mission Statement

To create a conducive environment, provide accessible; Information, Communications and Technology infrastructure and quality services in order to eradicate information poverty and spur economic growth.

1.3 Vision

A knowledge-based and digitally inclusive society.

1.4 Strategic Objectives

- To review, develop and implement ICT Policy and Legislative Frameworks
- To improve access to information, local content, and integrated services
- To facilitate the development, expansion, and modernization of digital infrastructure
- To advance the digital transformation agenda of the country into a smart nation
- To facilitate the transformation of resource-based economy to knowledge-based economy
- To improve the digital knowledge and skills for all citizens for increased digital participation.

1.5 Portfolio Responsibilities

The Ministry's Portfolio responsibilities comprise of the following:

- Communications
- Information and Media Development (IMD)
- Eswatini Broadcasting and Information Services (EBIS)
- Eswatini National Library Service (ENLS)
- E- Government Unit
- Eswatini National Archives (ENA)
- Research, Science, Technology and Innovation (RSTI)

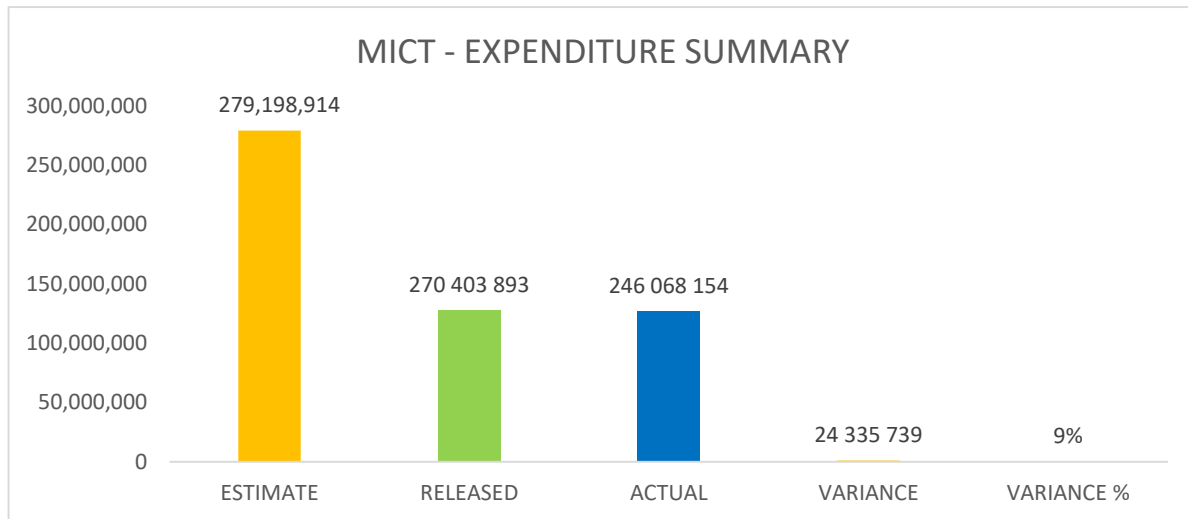
The Ministry is also charged with the responsibilities of overseeing the following Parastatals:

- Eswatini Posts and Telecommunications (EPTC)
- Eswatini Communications Commission (ESCCOM)
- Eswatini Television Authority (ESTVA)
- Royal Science and Technology Park (RSTP)

2. ADMINISTRATION

2.1 Consolidated Ministerial Financial Performance Report

2.1.1 Recurrent Expenditure



The Ministry of Information, Communications and Technology was allocated E 279,198,914 for recurrent Budget of which E 270,403,893 was released. Total expenditure stood at E 246,068,154, which translates, to a budget absorption rate of 91%

ITEM	ESTIMATED BUDGET	RELEASED	ACTUAL EXPENDITURE	VARIANCE	VARIANCE %
00 - CTA Vehicle Charges	3 605 185	2 847 616	1 779 053	1 068 563	38
01 - Personnel Costs	54 051 376	52 544 183	52 488 485	55 698	0
02 - Travel, Transport & Communication	7 495 994	12 248 994	9 783 083	2 465 911	20
04 - Professional and Special Services	39 249 346	23 903 042	11 106 750	12 796 292	54
05 - Rentals	0	271 510	252 206	19 304	7
06 - Consumable Material and Supplies	2 552 907	4 134 097	4 134 097	920 209	22
07 - Durable Equipment and Furniture	10 200 000	13 618 604	6 724 468	6 894 136	51
10 - Grants and subsidies (Internal)	160 568 467	160 568 467	160 568 467	0	0
11 - Grants and Subsidies (External)	1 475 639	267 380	151 754	115 626	43
TOTAL	279 198 914	270 403 893	246 068 154	24 335 739	9

Comments

Overall the Ministry tried to meet all its set targets for the financial year 2024/2025. There were delays caused by the tendering process, most of the procurement have received the tender awards, and Government commitment orders will be issued soon which will deplete the huge under expenditure reflected in line Item 04 (Professional and special services) and item 07 for durable goods. It has been difficult to source some of our supplies since most of our procurement are of specialized nature and are mostly sourced from foreign companies due to an availability in the country.

Generally, we are within Budget and the remaining funds will be used for payment such as car rentals, bills and Subscriptions to external bodies.

Item 00 – CTA Vehicle Charges

The Budget for CTA charges for the financial year 2024/ 2025 is E3 605 616 with a release amount of E2 874 616. The expenditure incurred amounts to E 1 779 053. There is an under expenditure of 38% in this line item. The office will continue to use this money for car servicing, repairs and car rental. Invoices amounting to E700 000 for rentals have

been received and payments are being processed which will further reduce the under expenditure to 13%.

Item 01 – Personnel Costs

The total budget allocated for personnel cost amount to 54 051 376, which was fully released. The actual expenditure amount is E52 488 485 with a variance of E55 698. There will be an over expenditure in Salaries by year-end. The office had engaged clerical officers against vacant posts which while Ministry of Public Services removed the Budget in those vacant post, also we had a number of promotions against vacant post while Public service who allocates Budget for personnel cost has removed the budget in those post.

Item 02 – Travel, Transport and Communication

The budget allocation under this line item is E 7 495 994 with a release amount of 12 248 994 including reallocations. The Actual expenditure amounts to E9 783 083. The variance of E 2 465 911 will be utilized for payment of external travel on official trips and payment of telecommunication bills.

Item 04 - Professional and Special Services

The appropriated budget for this line item is E39 249 346 to cater for professional services and special services. Funds released amounts to E23 903 042 and expenditure incurred and commitment amount to E11 106 750. The indicated variance of 12 796 292 is money allocated for The Transition of EBIS and Eswatini TV and funds allocated for the Establishment of the National Research Council. Ministry is executing the project the funds will be spent before the financial year.

Item 06 - Consumable Materials and Supplies

This line item has an annual budget allocation of E2 552 907 for the above supplies, Funds released amounts to 4 552 907 which includes reallocations, while actual expenditure incurred amount to 4 134 097. There is a variance of E 920 209 which funds which are still to be spent as department are still procuring these common used items.

Item 07 - Durable Equipment and Furniture

There is an under expenditure of 51%, which are funds that are budgeted for the upgrading of the EBIS control room, installation of gap fillers, rehabilitation of FM transmitters. The Tender awards amounting to E 8 687 083 have been issued by Ministry of Finance. The expenditure will be reflected once the Government Commitment Orders are issued.

Item 10 - Grants and Subsidies (Internal)

The Budget is for payment subventions to Eswatini Television Authority (ESTVA) and to the Royal Science & Technology Park (RSTP), which are Parastatals to the Ministry. We have paid a total of E160 568 467 for the Financial year 2024/2025. The allocated is not sufficient for the both parastatals and a supplementary request has been forwarded to the Ministry of Finance to cater cost of living Adjustment and general operations.

Item 11 - Grants and Subsidies (External)

These are funds allocated for payment of subscriptions to International organizations where the Ministry is a Member. Some of the subscriptions have been paid, but others will be paid when invoices are received. Most invoices were received in January and the office is already processing the payments.

3. COMMUNICATIONS

3.1 Department's Objectives

The Department of Communications is mandated to develop policies, licensing regimes and regulatory frameworks for the Communications sector in particular relating to: Electronic Communications, Broadcasting (radio and TV), The Internet, e-Commerce, Telecommunications, Postal and Courier services, Frequency Spectrum and the Time Signal, Broadband, Digital Migration, and Cyber Security.

It is also mandated to carry out programs and projects aimed at developing the communications sector in order to support the economic and social wellbeing of the country's citizens as spelled out in the National Information and Communications Infrastructure policy.

The Department further provides advice and guidance in the context of global, regional and national developments in all aspects of communications including sector structure, technological developments, new service-offerings, products and their delivery.

3.2 Performance Report

PROGRAMMES/ PROJECTS (TARGETS)	OUTPUTS ACHIEVED IN THE FINANCIAL YEAR	POSITIVE OUTCOMES/ IMPACT	COMMENTS
1. Development of the Protection of Critical Infrastructure Bill (intended to safe guard ICT infrastructure)	<ul style="list-style-type: none"> The Protection of Critical Infrastructure Bill has been developed and validated with Stakeholders 	<ul style="list-style-type: none"> Security and protection of critical infrastructure from theft and vandalism. 	
2. Development of National Postal Sector Policy	<ul style="list-style-type: none"> Final Policy Draft has been produced by the Consultant. 	<ul style="list-style-type: none"> Policy will address gaps in the Postal ecosystem. 	
3. Development of the National E-Commerce Strategy	<ul style="list-style-type: none"> Draft e-Commerce Strategy in place 	<ul style="list-style-type: none"> Stimulate economic growth through the enhancement of overall competitiveness of Local Businesses 	

PROGRAMMES/ PROJECTS (TARGETS)	OUTPUTS ACHIEVED IN THE FINANCIAL YEAR	POSITIVE OUTCOMES/ IMPACT	COMMENTS
4. Implementation of National Cybersecurity Strategy (NCS)	<ul style="list-style-type: none"> Partnered with law enforcement, operators and financial institutions to look at ways of mitigating mobile wallet scams. Five Cybersecurity training courses are made available. 	<ul style="list-style-type: none"> Reduction in cyber related losses 	
5. Operation of the Digital Migration Broadcasting Network	<ul style="list-style-type: none"> KaPhunga Gap filler Transmitter installed. 	<ul style="list-style-type: none"> Increased TV signal coverage 	

3.3 Action Plan for the Next Financial Year

- Continue the development of the Postal Sector Policy
- Develop the Spectrum Policy
- Develop the Cybersecurity Awareness Program
- Convene the 2025 Internet Governance Forum
- Procurement of another Gap filler transmitter

3.4 ESWATINI COMMUNICATIONS COMMISSION (ESCCOM)

3.4.1 Parastatal's Objectives

ESCCOM established by the Eswatini Communications Commission Act 2013, is the regulatory body for the Communications Sector in Eswatini encompassing Telecommunications, Broadcasting and Postal Services, Data Protection, Cyber Security, Electronic Transactions and the management of the radio frequency spectrum resources

3.4.2 Performance Report

PROGRAMMES/ PROJECTS (TARGETS)	OUTPUTS ACHIEVED IN THE FINANCIAL YEAR	POSITIVE OUTCOMES/ IMPACT	COMMENTS
1. Development of Broadcasting Regulations	<ul style="list-style-type: none"> Six (6) Regulations developed (Licensing, Content, Community, Quality of Service, Digital and other Broadcasting Networks and Services) Nine (9) Model Editorial Policies developed (News Editorial, Programming, Culture, Local Content, Educational Content, Access, Religion, Politics and Universal Service and Access) 	<ul style="list-style-type: none"> Open up the Broadcasting Sector for diverse services and competition 	
2. Grant of Licenses for Electronic Communications	<ul style="list-style-type: none"> Granted 3 new and renewed 10 General Electronic Communications Service Licenses to Local Entities 	<ul style="list-style-type: none"> Avail competitive internet services to citizens 	

PROGRAMMES/ PROJECTS (TARGETS)	OUTPUTS ACHIEVED IN THE FINANCIAL YEAR	POSITIVE OUTCOMES/ IMPACT	COMMENTS
3. Promoting Girls in ICT	<ul style="list-style-type: none"> Granted 2 additional sponsorships for girls to study ICT 	<ul style="list-style-type: none"> Encourage participation of less privileged girls in ICT 	
4. Delivery of Universal Access and Service	<ul style="list-style-type: none"> Established a Computer Lab at Tjendlovu High School and provided 25 computers, printer, and internet. Refurbished the UNESWA Resource Centre for students living with Disability and equipped it with ICT equipment Furnished the Malindza Refugee Resource Centre and equipped it with ICT equipment Established ICT Hub in Pigg's Peak. 	<ul style="list-style-type: none"> Bridging of the Digital Divide. 	
5. Establishment of a Register for Data Controllers and Processors	<ul style="list-style-type: none"> 350 entities registered as data controllers and processors 	<ul style="list-style-type: none"> Ensuring that data is processed legally with the necessary legal safe guards 	
6. Spectrum Monitoring	<ul style="list-style-type: none"> Resolved the complaints of spillover and interference. 	<ul style="list-style-type: none"> Access to local networks and services without any unintended roaming with foreign networks 	

PROGRAMMES/ PROJECTS (TARGETS)	OUTPUTS ACHIEVED IN THE FINANCIAL YEAR	POSITIVE OUTCOMES/ IMPACT	COMMENTS
7. Review Communication Costs	<ul style="list-style-type: none"> Received and processed 12 applications for products and services 	<ul style="list-style-type: none"> Ensure the competitive edge of the Sector and the diversity of products and services 	

3.4.3 Financial Performance Report

Item	Estimated Budget	Released	Actual Expenditure	Commitment	Variance	Variance %
Advertising, Promotional items and Campaigns	1 453 040	909 327	909 327	909 327	543 713	37
Board Expenses	469 855	232 323	232 323	232 323	237 532	51
Capacity Building	391 662	17 647	17 647	17 647	374 015	95
Cleaning Services	42 260	24 009	24 009	24 009	18 251	43
Employee Costs	11 708 587	10 198 467	10 198 467	10 198 467	1 510 120	13
Skills Development and Conferences	3 066 443	2 722 217	2 722 217	2 722 217	344 226	11
Local Trainings and Workshops	851 062	218 808	218 808	218 808	632 254	74
Rent	84 893	400 288	400 288	400 288	(315 395)	-372
Utilities	579 852	70 944	70 944	70 944	508 908	88

Comment

1. Under expenditure on advertising, Board Member costs, Capacity Building, Local Conferences and Skills development and conferences is due to that our budget is divided equally into 12 months. Most of our spending happens in the last quarter January to March as it is where we receive our Spectrum and licence fees. During the third quarter we did not spend much as we had not received much revenue.
2. Employee costs under expenditure is due to positions which were budgeted for but have not yet been filled because of lack of office space.
3. Cleaning and utilities are under budget as we had anticipated that by 01st July 2024 we would have moved to our Head Office and our budget incorporates all the cost of the new building. Due to delays by 31 December 2024, we had not moved resulting in under expenditure on these expenses.
4. Office rental over budget is as a result we had anticipated we would have moved to Head Office by the 01st of July 2024, our budget was up to end of June 2024. Due to delays by 31st December 2024.

3.4.4 Action Plan for the Next Financial Year

- Implementation of Spectrum Management Activities to operationalize the Spectrum Licensing Framework
- Support the Government in the development and implementation of sector-specific strategies on data protection, postal and courier, broadcasting, e-commerce, digitalization, broadband and cybersecurity
- Implement and monitor compliance to legislative and regulatory frameworks (telecommunications, broadcasting, postal and courier, data privacy, cybersecurity).
- Review and development of regulatory frameworks to accommodate changes in regulated activities and emerging technologies.
- Develop and implement programmes aimed at promoting innovation and youth participation in the ICT sector.
- Ensure a wide range and variety of communications services.
- Support the implementation of the Universal Access and Service Strategy.
- Monitor the cost of communication in the electronic communications sector.
- Development of the National E-commerce Strategy.
- Implementation of the National Addressing Project and Infrastructure:
- Promote a cybersecurity culture.
- Promote data protection compliance, culture and accountability.

3.5 ESWATINI POSTS & TELECOMMUNICATIONS CORPORATION

3.5.1 Parastatal's Objective

EPTC was established in 1986 under Act No.11 of 1983, with a vision to provide effective, affordable and world class communications which will stimulate economic growth and satisfy all stakeholders.

3.5.2 Performance Report

PROGRAMMES/ PROJECTS (TARGETS)	OUTPUTS ACHIEVED IN THE FINANCIAL YEAR	POSITIVE OUTCOMES/ IMPACT	COMMENTS
1. Establish Distribution Partnerships	<ul style="list-style-type: none"> Secured partnership with Eswatini Energy Regulatory Authority (ESERA) and Eswatini Motor Vehicle Accident Fund (EMVA) Secured partnership with Takealot.com 	<ul style="list-style-type: none"> Improved ease of access to services to the citizens Improved International e-commerce markets participation 	
2. Digital Post Box Project	<ul style="list-style-type: none"> Secured funding from the Universal Postal Union. 	<ul style="list-style-type: none"> Improved and efficient logistic services 	
3. Implementation of the Infrastructure Rebuild Project Phase I	<ul style="list-style-type: none"> The new core equipment deployed is at 90% completion. 	<ul style="list-style-type: none"> Expanded capacity and service provision. 	
4. Fibre to the x Deployment: (home, business, etc.)	<ul style="list-style-type: none"> Preparatory works completed Deployment of network at 45%. 	<ul style="list-style-type: none"> Availability of fast, and reliable Communication Services 	
5. Expansion of Internet	<ul style="list-style-type: none"> Addition of 10G of IP Transit 	<ul style="list-style-type: none"> Internet resilience and route diversity 	

PROGRAMMES/ PROJECTS (TARGETS)	OUTPUTS ACHIEVED IN THE FINANCIAL YEAR	POSITIVE OUTCOMES/ IMPACT	COMMENTS
Connectivity to the East coast	(Internet) achieved		

3.5.3 Financial Performance Report

Operating Costs	Budget E000	Released E000	Actual E000	Commitment E000	Variance E000	Variance %
Personnel Cost	258,102	258,102	245,185	245,185	12,917	5%
Motor Vehicle Cost	15,749	15,749	20,473	20,473	(4,725)	-30%
Maintenance	17,649	17,649	14,119	14,119	3,530	20%
Utilities	21,587	21,587	21,587	21,587	-	0%
Professional services	23,599	23,599	23,599	23,599	-	0%
Bandwidth & Connectivity	49,820	49,820	44,838	44,838	4,982	10%
Other	87,317	87,317	78,192	78,192	9,125	10%
Total	473,822	473,822	447,993	447,993	25,829	5%

Variance %

Green: Underspent

Red: Overspent

Comments

Generally, the level of expenditure is within allocated budget

Over Expenditure

- **Motor Vehicle cost:** Old fleet resulting in high maintenance cost. Working on replacement plan (phased approach)

Under Expenditure

- **Maintenance** Planned maintenance not done due to cash flow constraints.
- **Bandwidth & Connectivity** Additional capacity and new routes not launched
- **Other** Includes prior year license fee charge (not included in the budget)

3.5.4 Action Plans for Next Financial Year

- Launch of a mobile wallet in the market
- Completion of the Infrastructure Rebuild Project
- Expansion of the Fibre network

4. INFORMATION AND MEDIA DEVELOPMENT (IMD)

4.1 The Department's Objectives

The Department of Information and Media Development is an anchor behind the legislation and policy frameworks of the Information Sector in Eswatini. It is objectively tasked with legislative development, sectorial coordination, policy formulation, licensing of publications, policy & strategy formulation of Government communications and media development. It is composed of four industry sector divisions namely: National Information Services, Government Information Services, Media Development and Public/ Private broadcasting.

4.2 Performance Report

PROGRAMMES/ PROJECTS (TARGETS)	OUTPUTS ACHIEVED IN THE FINANCIAL YEAR	POSITIVE OUTCOMES/ IMPACT	COMMENTS
1. Develop and Launch Government Corporate Identity Manual	<ul style="list-style-type: none"> Government Corporate Identity Manual was launched. Capacitated all Ministerial Communication Officers and Personal Secretaries for Ministers & PSs 	<ul style="list-style-type: none"> Ensure a consistent brand image across all Government Agencies. To ensure compliance to the requirement of the Government Corporate Identity Manual 	
2. Operationalize Eswatini Broadcasting Act.	<ul style="list-style-type: none"> Gazette published for the operationalization of the Eswatini Broadcasting Act 	<ul style="list-style-type: none"> To give legal recognitions to definitive categories of broadcasting classes within the Eswatini Sector (Community, Public and Commercial Licenses) 	
3. Coordinate National Events	<ul style="list-style-type: none"> Co-ordinated all ICT sub-committee in preparation of the 	<ul style="list-style-type: none"> Manage the Communication and Publicity for National Events. 	

PROGRAMMES/ PROJECTS (TARGETS)	OUTPUTS ACHIEVED IN THE FINANCIAL YEAR	POSITIVE OUTCOMES/ IMPACT	COMMENTS
	National events and the Royal Business tour		
4. Coordinate Accreditation	<ul style="list-style-type: none"> Conducted an accreditation for International Media (South Africa). 	<ul style="list-style-type: none"> Manage the security of the event and professional conduct of media personnel. 	

4.3 Action Plans for the Next Financial Year

- Facilitate Change Management of the amalgamation of EBIS and ESTVA
- Develop Access to Information Bill.
- Develop Broadcasting Policy.
- Develop National Brand Policy

4.4 ESWATINI TELEVISION AUTHORITY (ESTVA)

4.4.1 Parastatal's Objectives

The Eswatini Television Authority (ESTVA) was founded in 1978 as the Swaziland Television Broadcasting Corporation (STBC). In 1983 it was then formally established as Swaziland Television Authority by the Swaziland Television Authority Act of 1983. ESTVA is wholly owned by government and as such a category A Public Enterprise under the Ministry of Information, Communication and Technology.

The ESTVA mandate is to provide all viewers with impartial and informative news, education and entertainment programmes through technology that meets international standards while promoting the country's unique cultural identity in the regional and global stage.

4.4.2 Performance Report

PROGRAMMES/ PROJECTS (TARGETS)	OUTPUTS ACHIEVED IN THE FINANCIAL YEAR	POSITIVE OUTCOMES/ IMPACT	COMMENTS
1. Increase Local Content	<ul style="list-style-type: none"> Released a Commissioning Manual for introduction of more locally produced programs. Completed the production of two high-end local programmes that will be aired in 2025. These programmes are expected to increase ESTVA viewership ratings. Increased live broadcasts of national events covering diverse audiences and 	<ul style="list-style-type: none"> Standards for locally produced programs from independent producers have been set. Created employment for over 80 emaSwati. The programme will also help increase our viewership ratings. Local content increased from 61% to 66% 	To align with the broadcast license of broadcasting more content from independent producers.

PROGRAMMES/ PROJECTS (TARGETS)	OUTPUTS ACHIEVED IN THE FINANCIAL YEAR	POSITIVE OUTCOMES/ IMPACT	COMMENTS
	<p>social sectors. These include; Buganu, Umhlanga, Incwala, Kings Birthday, the Career Expo, Eswatini Science week, International Day of the Disabled, Bush Fire and Luju festivals, etc</p>		
<p>2. Development of Turnaround Strategy</p>	<ul style="list-style-type: none"> ESTVA Board and Hon. Minister of ICT approved the Turnaround strategy. 	<ul style="list-style-type: none"> ESTVA has an approved strategy to transform into a healthy and sustainable business. 	<p>Roadmap to the business is headed to.</p>
<p>3. Increase Viewership</p>	<ul style="list-style-type: none"> The Authority secured rights to selected English Premier League football matches for the 2024/2025 fixture and continues to successfully broadcast them. Increased regional correspondents/freelancers to ensure that our news reporting covers the entire country. 	<ul style="list-style-type: none"> Increased viewership and improved brand image. 	<p>To ensure a diverse and balanced broadcast schedule.</p>
<p>4. Revenue Generation and Cost Control</p>	<ul style="list-style-type: none"> Concluded the FY 2023/24 annual audit process. The external auditors expressed an unqualified audit 	<ul style="list-style-type: none"> Clean audit report Increased revenue generated from internal 	<p>This initiative is part of the drive towards self-sustenance.</p>

PROGRAMMES/ PROJECTS (TARGETS)	OUTPUTS ACHIEVED IN THE FINANCIAL YEAR	POSITIVE OUTCOMES/ IMPACT	COMMENTS
	<p>opinion with emphasis of matter.</p> <ul style="list-style-type: none"> • TV license collections increased by 9% compared to the previous • Signed an MOU with ERS that gives ESTVA importation control powers for TVs and decoders. This will assist the authority to enforce control measures that will increase the local retailer's TV license collection compliance rates. • Decreased operating expenses by 6.5% compared to the previous financial year. This has been achieved through optimization of operational efficiencies and implementation of controls. 	<p>operations to supplement the Government subvention.</p>	
<p>5. Increase brand visibility and audience engagement</p>	<ul style="list-style-type: none"> • Established Eswatini TV News Facebook page to accommodate the changing media landscape 	<ul style="list-style-type: none"> • Alignment with emerging media consumption trends. • Instant feedback from our viewers. 	<p>Embracing the new media, digital platforms.</p>

PROGRAMMES/ PROJECTS (TARGETS)	OUTPUTS ACHIEVED IN THE FINANCIAL YEAR	POSITIVE OUTCOMES/ IMPACT	COMMENTS
	<ul style="list-style-type: none"> Constantly updated and stayed active in our social media platforms 	<ul style="list-style-type: none"> Reached 125 000 followers on Facebook. Broader and wider access to potential and existing viewers 	
	<ul style="list-style-type: none"> Participated in the 2024 Eswatini International Trade Fair as exhibitor and broadcaster. 	<ul style="list-style-type: none"> Engagement and feedback from viewers. Disseminated information on access to Eswatini TV platforms in the absence of set-top-boxes. 	Improved viewership statistics hence positively impacting sales adverts
6. Partnerships and Collaborations	<ul style="list-style-type: none"> Completed the establishment of a secondary studio at EBIS. This highlights the increasing collaboration with EBIS to share resources in order to improve efficiencies. Phase 2 of the studio upgrade project was successfully completed and commissioned within the allocated budget (E6.0M). This project was executed in collaboration with the Ministry of ICT. 	<ul style="list-style-type: none"> ESTVA has an alternative studio and broadcasting facility which addresses a major risk issue. 	Partnerships and collaborations create an enabling environment for efficiency in service delivery.

4.4.3 Financial Performance Report

Item	Estimated Budget	Released	Actual Expenditure	Variance	Variance %
Income					
Subvention	58 440,355	58 440,355	58 440,355	0	0
Advertising	16,660,000		7,049,048	9,610,952	57.69
TV License	9,950,000		4,267,382	5,682,618	57.11
Other Income	-		31,322	(31,322)	0.00
Expenses					
Marketing & Advertising	1,089,592		351,012	738,580	67.79
Bank & Finance Charges	1,827,756		1,421,578	406,178	22.22
Board Expenses	680,850		670,374	10,476	1.54
Motor Vehicle Expenses	1,697,250		4,768,169	(3,070,919)	-180.93
Communications	1,464,088		1,451,930	12,158	0.83
Employee Costs	54,777,005		51,194,321	3,582,684	6.54
Computer & Stationery Expenses	1,239,261		587,983	651,278	52.55
Professional Fees	2,849,564		2,839,921	9,643	0.34
Cleaning and Security Expenses	776,519		468,659	307,860	39.65
Electricity & Water	1,048,000		931,233	116,767	11.14
Insurance	1,320,000		1,536,625	(216,625)	-16.41
Repairs & Maintenance	1,905,884		390,053	1,515,831	79.53
Equipment rentals, Rent & Rates	1,281,000		497,474	783,526	61.17
Subscriptions	759,028		66,549	692,479	91.23
Travel & Subsistence	5,271,710		5,688,500	(416,790)	-7.91
Content			2,889,281		66.03

	8,506,602			5,617,321	
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Comment

- Cash flow: The Authority was not able to meet much of her financial obligations due to unfavorable cash flow issues.
- Marketing and Advertising: 67.79% Under expenditure. The bulk of the budget in this line item was for the launch of the Authority's Turn-Around strategy which could not take off due to insufficient cashflow.
- Motor Vehicle Expenses: 180.93% Over expenditure. The Authority had anticipated to procure her own additional fleet in the financial year under review, leading to under-budgeting in this line item. ESTVA's unfavourable credit scoring served as an impedance in the procuring of the fleet. To sufficiently execute her mandate, the Authority supplemented her operational fleet of vehicles through rentals, attracting huge rental costs that translated to the 180% over-expenditure.
- Insurance: 16.41% Over expenditure. The over-expenditure in this line item can be largely attributed to receipt of procured and donated broadcasting equipment, as well as three operational fleet of vehicles which the Authority had to insure. These assets were valued at around E7.6 Million.
- Repairs and Maintenance: 79.53% Under expenditure. The building structure of the Authority is fairly old and requires a lot of in repairs and maintenance. This, however, was impractical because of the insufficient cashflow, hence the 79% under-expenditure.
- Equipment Rentals and Rent: 61.17% Under expenditure. The Authority had also budgeted for video cables that are vital in executing the numerous live productions, which cables were later on procured by the Authority, only leaving audio cables for rental.
- Subscriptions: 91.23% Under expenditure. Cashflow challenges hindered the timeous remittance in this item leading to the 91% under expenditure.
- Travel and Subsistence: 7.91% Over expenditure. This is attributable to increased number of official external Government trips that had to be covered by the Authority.
- Content: 66.03% Under expenditure. Even though the Authority had projected to spend much in content to meet her mandate, this was rendered impossible by inadequate cashflows.

4.4.4 Comments on Significant Issues

Major Challenges

- Current cash flow challenges continue to be a barrier in remitting key statutory payments, in particular the Pension Fund (employer portion), as well as paying respective suppliers.
- The network infrastructure continued to pose negative impacts on broadcasting, the Authority experienced numerous broadcasting down-time/blackouts. This can

be attributed to network failure in the Digital Terrestrial Television (DTT) department under the Ministry of ICT.

- The lack of viewership data is a major hindrance in ads sales business growth.

4.4.5 Action Plan for Next Financial Year

- Implementation of the corporate turnaround strategy.
- Implementation of the ERS MOU and maximization of retailer TV license collection compliance rates.
- Complete the following capital projects on budget and per agreed schedule:
 - Rehabilitation of the ESTVA hospital hill buildings
 - OB Truck
- Conduct a viewership survey. This will provide critical data about our viewership and required actions to improve our content.
- Develop an APP in order to keep up with industry trends and customer demands. This platform will offer live streaming TV and on-demand TV which will provide a major boost to our viewership and our value proposition to advertisers.
- The Authority will continue to engage the Ministry of ICT to come up with solutions to address the DTT signal distribution service issues.
- Work collaboratively with ESCCOM and the Ministry of ICT in the implementation of the new Broadcasting Act of 2023.
- Engage more local independent producers to create more diverse genres of local content and foster a vibrant TV and film industry in the country. This will also create over 300 jobs for emaSwati.
- Launch a new content hub in Mbabane that will be utilized by independent producers to create high quality content that meets international broadcasting standards. This will remove a major barrier for up and coming producers who don't have access to the required equipment.

5. ESWATINI BROADCASTING & INFORMATION SERVICES (EBIS)

5.1 The Department's Objectives

The Eswatini Broadcasting and Information Services is (EBIS) responsible for disseminating news and information which is aimed at educating, informing and entertaining the Swati nation effectively and impartially for the purposes of development and social welfare through radio broadcasts and online publications.

The Department carries out the above mandate while adhering to the following values;

- Accountability to the full spectrum of all people of Eswatini for providing high quality programs and information services
- Commitment to truth and balanced reporting
- Compassion and concern for human dignity, life and environment
- Professionalism, efficiency, reliability, management and financial accountability.

5.2 Performance Report

PROGRAMMES/ PROJECTS (TARGETS)	OUTPUTS ACHIEVED IN THE FINANCIAL YEAR	POSITIVE OUTCOMES/ IMPACT	COMMENTS
1. Upgrade the Control Room	<ul style="list-style-type: none"> • Master Control Room upgraded. 	<ul style="list-style-type: none"> • Studio systems integration 	
2. Diversity of programming	<ul style="list-style-type: none"> • Three (3) Regional roadshows activated to enrich content, including introduction of 12 new programs, increasing frequency of daily news bulletins and increase broadcast hours. 	<ul style="list-style-type: none"> • Increased diversification of content • Expanded listener engagement with the community outreach activations. 	
3. To make EBIS accessible through digital platforms and adopt new age technologies.	<ul style="list-style-type: none"> • Diversified EBIS digital media presence with the introduction of EBIS News Whatsapp Channel, Tik-Tok and LinkedIn. • Social media pages actively updated with relevant information 	<ul style="list-style-type: none"> • Listener engagement enhanced through the digital platforms. 	

PROGRAMMES/ PROJECTS (TARGETS)	OUTPUTS ACHIEVED IN THE FINANCIAL YEAR	POSITIVE OUTCOMES/ IMPACT	COMMENTS
4. FM Transmission rehabilitation	<ul style="list-style-type: none"> • FM Gap filler at Mdlunkhulu installed. • A network monitoring system (NMS) for all remote FM transmitter sites installed. 	<ul style="list-style-type: none"> • National signal coverage improved by 4% to 94% after the gap filler installation. • This system has centralised real time notifications and identification of technical faults in sites 	
5. To make EBIS accessible through digital platforms and adopt new age technologies.	<ul style="list-style-type: none"> • Diversified EBIS digital media presence with the introduction of EBIS News Whatsapp Channel, Tik-Tok and LinkedIn. • Social media pages actively updated with relevant information 	<ul style="list-style-type: none"> • Listener engagement enhanced through the digital platforms. 	
6. National Events	<ul style="list-style-type: none"> • Live coverage for all major national events. 	<ul style="list-style-type: none"> • Enrichment of cultural content coupled with increased listener engagement. 	

5.3 Action Plan for the Next Financial Year

- Expansion of news coverage
- Content development and enrichment
- Digital content expansion
- Transmission Tower service and upgrade
- FM broadcast infrastructure maintenance and expansion

6. ESWATINI NATIONAL LIBRARY SERVICES (ENLS)

6.1 The Department's Objectives

The Eswatini National Library Service (ENLS) is mandated to provide an efficient library and information service throughout Eswatini in order to inspire the spirit of exploration, the joy of reading and the pursuit of knowledge. In order to achieve its mandate, the ENLS collects, organises, preserves and disseminates information to the Nation in various formats.

The ENLS has the responsibility of ensuring the development of school libraries in the country to support education and also in providing basic computer education to the public through the Digital Opportunity Centres (D.O.C) situated in the Mbabane and Manzini Public Libraries. In support of the country's Decentralisation Policy, a mobile library service is in place, which provides information to rural areas, where there are no libraries.

6.2 Performance Report

PROGRAMMES/ PROJECTS (TARGETS)	OUTPUTS ACHIEVED IN THE FINANCIAL YEAR	POSITIVE OUTCOMES/ IMPACT	COMMENTS
1. Increase digital literacy among citizens	<ul style="list-style-type: none"> Capacitated 483 citizens on Basic Computer and Digital Literacy skills in the year. 	<ul style="list-style-type: none"> Citizens empowered with ICT skills, so as to access information and other ICT services. 	
2. Increased Collection of Library Material.	<ul style="list-style-type: none"> Collected 112 documents as Legal Deposit Indigenous Knowledge collected from 20 custodian's/knowledge bearers. 	<ul style="list-style-type: none"> Eswatini cultural and documentary heritage preserved for posterity 	
3. Preservation of Information Resources	<ul style="list-style-type: none"> Digitized 799 special collection and rare library and information materials 	<ul style="list-style-type: none"> Accessibility to information resources increased. 	
4. Promote literacy, life-long learning and reading culture among EmaSwati	<ul style="list-style-type: none"> Commemorated the World Book and Copyright Day, International Literacy Day, World Read Aloud Day and the Mother Tongue Day, 	<ul style="list-style-type: none"> Activated and fostered culture of learning and reading, to be at par with the rest of World 	Absence of the Legal Deposit Act. Currently using the National Library Service Act, 2002.

PROGRAMMES/ PROJECTS (TARGETS)	OUTPUTS ACHIEVED IN THE FINANCIAL YEAR	POSITIVE OUTCOMES/ IMPACT	COMMENTS
	as the rest of the World.		

6.3 Action Plans for the Next Financial Year

- Develop the Legal Deposit Act
- Digitisation of Information Resources
- Capacitation of EmaSwati on Basic computer and Digital Literacy skills.
- Promote cultural and documentary heritage
- Procurement of mobile library
- Launch Online/virtual library
- Hold “Sustainable Development Goals and the role Libraries” Indaba

7. E-GOVERNMENT (E-GOV)

7.1 Department's Objectives

The mandate of the e-Government Unit is to oversee the transformation of Public Service delivery by leveraging on ICT's through coordination, facilitation, monitoring and evaluation of the implementation of e-Government initiatives. It further seeks to transform the country into an information society and knowledge economy.

The objectives of the e-Government Unit are:

- To play an oversight role in ensuring that Ministries and Departments implement and exploit the use of ICTs to improve service delivery.
- To create a conducive environment for the implementation of e-Government by putting into place the required legislation, policies, delivery channels, security, liberalization, robust ICT Infrastructure, e/-m Applications, e-participation. (i.e. e-Government Framework)
- To promote the use of e-Government in the public sector and enable access to Government services 24/7/365 days.
- To collaborate with other institutions to facilitate and oversee the transformation of the country into an Information Society and Knowledge Economy.
- To carry out Business Process Reengineering (BPR) studies to all government processes and systems before introducing electronic Government applications.
- To facilitate & coordinate the ICT Governance through the Implementation of the Government Enterprise Architecture (EA), and also guide Ministries and the country on ICT Standards and Compliance, Planning and Investment on ICTs.
- To facilitate the delivery of e-services to Eswatini citizens and Businesses.
- To market and brand, the e-Government programme.

7.2 Performance Report

PROGRAMMES/ PROJECTS (TARGETS)	OUTPUTS ACHIEVED IN THE FINANCIAL YEAR	POSITIVE OUTCOMES/ IMPACT	COMMENTS
1. Decentralize Accessibility of e-Government Services	<ul style="list-style-type: none"> • The Report for the Digital Readiness Assessment (DRA) survey for Eswatini, done with the assistance of the United Nations Development Programme (UNDP) and Eswatini 	<ul style="list-style-type: none"> • Focus on the ICT areas to be improved for the implementation of the Digital Services 	

PROGRAMMES/ PROJECTS (TARGETS)	OUTPUTS ACHIEVED IN THE FINANCIAL YEAR	POSITIVE OUTCOMES/ IMPACT	COMMENTS
	<p>Economic Policy Analysis and Research Centre (ESEPARC) was published.</p> <ul style="list-style-type: none"> • Eswatini participated in Capacity building exercises offered by the United Arab Emirates (Dubai) following the signing of an MOU earlier in the year. • Conducted Capacity Building and training sessions in the GovStack program (offered by the International Telecommunication Union ITU) • Digital Public Infrastructure (DPI) assessment for Eswatini, with gap analysis, roadmap and timelines produced and handed over to the MICT • Conducted an Assessment of the Government Services Mobile Money Payment platform (*468#) 	<ul style="list-style-type: none"> • Improved service delivery • Home grown applications for Government in Your Hand (GIYH) Program • Optimised *468# platform with additional services 	

PROGRAMMES/ PROJECTS (TARGETS)	OUTPUTS ACHIEVED IN THE FINANCIAL YEAR	POSITIVE OUTCOMES/ IMPACT	COMMENTS
<p>2. Increase Bandwidth and Stability of Government Network</p>	<ul style="list-style-type: none"> Facilitated the increase of bandwidth for running Government business from 60Mbps to 1Gbps Facilitated, coordinated and completed phase 1 of Tinkhundla network installation: Revamping the back haul Microwave Network to a robust and resilient network for delivering Government digital services to Tinkhundla and health centers in the country. 	<ul style="list-style-type: none"> Improved connectivity speed within Government Improved service delivery 	
<p>3. Coordinate the Government Digital Transformation Program</p>	<ul style="list-style-type: none"> The Government email system (mail.gov.sz) was revamped with up-to 4,500 civil servants Coordinate and facilitate the development of an Integrated Social Security Information System for the DPMO 	<ul style="list-style-type: none"> Improved service delivery and accountability. 	
<p>4. Standardize ICT planning and procurement</p>	<ul style="list-style-type: none"> Coordinated and facilitated the installation of Smart City Infrastructure and platforms in Mbabane (5G Government Network Project), funded by the ROC(Taiwan). 	<ul style="list-style-type: none"> Improved Digital economy, security and service delivery 	

PROGRAMMES/ PROJECTS (TARGETS)	OUTPUTS ACHIEVED IN THE FINANCIAL YEAR	POSITIVE OUTCOMES/ IMPACT	COMMENTS
	<ul style="list-style-type: none"> Reviewed the e-Government Interoperability Framework 		

7.3 Action Plan for the Next Financial Year

- Enroll an additional 5000 civil servants on the Government email system
- Development of a Digital Public Infrastructure (DPI) Strategy
- Review of the Government Email Policy
- Change Management Strategy developed and implemented.
- Strengthening and diversification of Government digital payment modes for government services.
- Establish the single Online e-services platform
- Implementing phase 2 of Tinkhundla and Health Centers connectivity to Government network

8. ESWATINI NATIONAL ARCHIVES AND RECORDS SERVICE

8.1 The Department's Objectives

The ENARS is mandated to preserve public records of research value regardless of format and historical information on Eswatini for use in the Government and by the people of Eswatini. The ENARS ensures proper management of records in Government Ministries and Departments throughout their lifecycle, by regulating records and archives management operations across government and ensuring adherence to proper records management standards. The Department further promotes national identity and protects public rights of emaSwati through providing relevant advice on proper records management practices to statutory bodies and private sector.

8.2 Performance Report

PROGRAMMES/ PROJECTS (TARGETS)	OUTPUTS ACHIEVED IN THE FINANCIAL YEAR	POSITIVE OUTCOMES/ IMPACT	COMMENTS
1. Development of the Archives Preservation Policy	<ul style="list-style-type: none"> • Zero Draft of preservation Policy has been developed. 	<ul style="list-style-type: none"> • Safeguard archival material from deterioration, and damage and ensure their longevity. 	
2. Develop Ministerial Records Management Policy Guidelines (MRPG)	<ul style="list-style-type: none"> • Ministerial Records Management Policy Guidelines developed 	<ul style="list-style-type: none"> • Streamlined Records Management Policies consistent with the National Records Management Policy 	
3. Implementation of records management regulatory instruments in 4 Government Ministries (Private and Cabinet, Information Communications and Technology and Public Service	<ul style="list-style-type: none"> • Records Management Regulatory Instruments (UFFCS, Records Management Standard and Retention and Disposal Schedules) 	<ul style="list-style-type: none"> • Enhanced compliance of Government Ministries to SZNS/ ISO 15489 Records Management Standards and National Policy 	

PROGRAMMES/ PROJECTS (TARGETS)	OUTPUTS ACHIEVED IN THE FINANCIAL YEAR	POSITIVE OUTCOMES/ IMPACT	COMMENTS
and Finance) by 31st March 2025	<ul style="list-style-type: none"> implemented in 4 Government Ministries 		
4. Ensure effective and efficient management, preservation and access of both public and non-public archives and oral history	<ul style="list-style-type: none"> Collected oral history from four (4) former Speakers of Parliament. 	<ul style="list-style-type: none"> Increased private archives information base 	
5. Develop a digital index of Thesis	<ul style="list-style-type: none"> A digital index of Thesis has been developed 	<ul style="list-style-type: none"> Easy access to scholarly Thesis 	
6. Draft a document of the evolution of Incwala.	<ul style="list-style-type: none"> A document on the evolution of Incwala. (from 1750) is in place. 	<ul style="list-style-type: none"> Preservation of cultural heritage of Emaswati for posterity 	

8.3 Action Plan for the Next Financial Year

- Develop ENARS Act 6 of 2023 Regulations
- Development of Archives Digital Transformation Strategy
- Finalisation of the Archives Preservation Policy
- Develop Electronic Records Management Policy guidelines
- Review National Records Management Policy
- Digitization of archives collections
- Conduct records Appraisal, Arrangement and Description of archives
- Implement Archives Digital Transformation (digitalization) program
- Document and promote National Identity

9. RESEARCH SCIENCE, TECHNOLOGY & INNOVATION DEPARTMENT - RSTI

9.1 The Department's Objectives

The Department's mission is to spearhead the development, coordination and management of National System of Innovation that will bring about sustainable economic growth and improve the quality of life for all Emaswati. The Department has the responsibility of promoting and facilitating the integration of Research, Science, Technology and Innovation (RSTI) into the policy, planning and the national development processes.

9.2 Performance Report

PROGRAMMES/ PROJECTS (TARGETS)	OUTPUTS ACHIEVED IN THE FINANCIAL YEAR	POSITIVE OUTCOMES/ IMPACT	COMMENTS
1. Develop the National Research Council Act Regulations	<ul style="list-style-type: none"> • Regulations for National Research Act of 2023 developed 	<ul style="list-style-type: none"> • Compliant Research and Development (R&D) and Innovation activities adequately funded to support economic growth. 	
2. Develop Royal Science and Technology Park (RSTP) Act of 2023 Regulations	<ul style="list-style-type: none"> • Regulations for Royal Science and Technology Park (RSTP) Act of 2023 developed 	<ul style="list-style-type: none"> • Enhanced operations of the RSTP as an Innovation Agency for furtherance of Research and Development (R&D), establishment of Hi-Tech industries and Attracting Foreign Direct Investment (FDI). 	
3. Develop Indigenous Knowledge	<ul style="list-style-type: none"> • A validation workshop to finalize the IKS Mapping Report 	<ul style="list-style-type: none"> • Ensure that Indigenous Knowledge Systems are 	

PROGRAMMES/ PROJECTS (TARGETS)	OUTPUTS ACHIEVED IN THE FINANCIAL YEAR	POSITIVE OUTCOMES/ IMPACT	COMMENTS
Systems (IKS) Policy	conducted and a comprehensive IKS Mapping Report is in place	mainstreamed into the economy.	
4. Develop a 5-year Departmental Strategic Plan	<ul style="list-style-type: none"> A 5-year Department Strategic Plan developed 	<ul style="list-style-type: none"> Seamless and effective operations of the Department of Research Science Technology and Innovation 	
5. Review the 2012 National Science Technology and Innovation (STI) Policy.	<ul style="list-style-type: none"> Comprehensive 2012 Science, Technology, and Innovation Policy of 2012 in place 	<ul style="list-style-type: none"> Sustainable socio-economic growth underpinned on Science Technology and Innovation (STI): Knowledge Based Economy (KBE) 	
6. Establish the National Women in Science Engineering and Technology (WISET) Chapter	<ul style="list-style-type: none"> A Strategy and Implementation Plan for ENWISET developed Enrolled 108 girls under the India (ShakthiSAT) – African Union partnership aimed at empowering girls in Space Science. 	<ul style="list-style-type: none"> Enhanced participation of Women and Youth in strategic Science, Technology, Engineering and Mathematics (STEM) initiatives. 	
7. Operationalize the Kingdom	<ul style="list-style-type: none"> The joint AI Indaba and 	<ul style="list-style-type: none"> Strengthened Institutional 	

PROGRAMMES/ PROJECTS (TARGETS)	OUTPUTS ACHIEVED IN THE FINANCIAL YEAR	POSITIVE OUTCOMES/ IMPACT	COMMENTS
of Eswatini Academy of Science (KEAS)	KEAS Annual Research Conference was hosted <ul style="list-style-type: none"> • The Innovation Forum hosted • The KEAS Annual General Meeting hosted • KEAS Constitution adopted 	Framework and Recognition <ul style="list-style-type: none"> • Enhanced Engagement and Knowledge Exchange 	
8. Establish the Kingdom of Eswatini Young Academy of Science (KEYAS)	<ul style="list-style-type: none"> • A zero draft of KEYAS Constitution and a Drafting Committee was appointed 	<ul style="list-style-type: none"> • Promotion of local scientists and research outputs 	
9. Establish and operationalize the National Research Council (NRC)	<ul style="list-style-type: none"> • The National Research Council (NRC) offices was established. 	<ul style="list-style-type: none"> • Establishment of NRC offices at UNESWA 	
10. Eswatini National Science Week	<ul style="list-style-type: none"> • Resource mobilisation exercise conducted • Raised awareness about the ENSW in the country 	<ul style="list-style-type: none"> • Enhanced Awareness for STI 	
11. Empowering girls in STEM	<ul style="list-style-type: none"> • The first annual Forum for Women in Science was hosted • The International day for Women and Girls in 	<ul style="list-style-type: none"> • Promotion and inclusiveness in STEM 	ShakthiSAT is a program aimed at empowering girls in Space Science.

PROGRAMMES/ PROJECTS (TARGETS)	OUTPUTS ACHIEVED IN THE FINANCIAL YEAR	POSITIVE OUTCOMES/ IMPACT	COMMENTS
	Science was celebrated		
12. Strengthening regional collaborations	<ul style="list-style-type: none"> • Research & Innovation Management Symposium under Strengthening Research & Innovation Management II (SRIM II) in SADC hosted 	<ul style="list-style-type: none"> • Advancing Research & Innovation Management • Strengthened Regional Collaboration and Best Practices 	

9.3 Action Plans for the Next Financial Year

- Operationalize the National Research Council
- Develop Indigenous Knowledge System (IKS) Policy
- Start development KEAS strategic plan
- Launch the Kingdom of Eswatini Youth Academy
- Host Innovation Forum 2025
- Publish KEAS, RSTI and WISSET websites
- Host Annual Research Conference 2025
- Develop the Space Science Policy and Strategy: operationalize the Space Science Academy at RSTP
- Develop the 4IR and 5IR Strategy

9.4 ROYAL SCIENCE AND TECHNOLOGY PARK – RSTP

9.4.1 Parastatal's Objectives

The Royal Science and Technology Park (RSTP) is a Government Parastatal mandated to provide the administrative and management functions of, 'Furtherance of research and development (R&D) in science and related fields' in the Kingdom of Eswatini. The fields are Information Technology (IT), Agriculture, Health, Natural Resources and Education. In pursuit of the mandate, RSTP is tasked with the responsibility to develop and manage the infrastructure designated thereunder by the Government of Eswatini for the purpose of; attracting and retaining Foreign Direct Investment (FDI), creation of employment opportunities, and to stimulate economic growth.

The Royal Science and Technology Park (RSTP), was created through the vision of His Majesty, King Mswati III. The Vision is well enshrined in the Act of Parliament, the Royal Science and Technology Park Act of 2012. The Vision is the first comprehensive effort, to promote science; technology; and innovation, in the Kingdom of Eswatini. The aim of the RSTP, is to provide steadfast support for basic research and innovation. In doing so, we provide a coherent approach to maximising the innovation dividend.

9.4.2 Performance Report

PROGRAMMES/ PROJECTS (TARGETS)	OUTPUTS ACHIEVED IN THE FINANCIAL YEAR	POSITIVE OUTCOMES/ IMPACT	COMMENTS
1. Operationalising the RSTP within the Shortest Period	<ul style="list-style-type: none"> Implemented a comprehensive Performance Management System. 	<ul style="list-style-type: none"> Improved efficiency, reduced errors, enhanced quality, cost savings, higher staff productivity, and client satisfaction. 	
	<ul style="list-style-type: none"> Launched the Eswatini Investment Environment and Readiness of the Special Economic Zone Programme Report to the SEZ Implementing Agencies in 	<ul style="list-style-type: none"> Clear strategy for leveraging SEZs to enhance Eswatini's economic growth and competitiveness. 	

	collaboration with Taiwan (ROC).		
	<ul style="list-style-type: none"> Implemented the single window operation process and procedure planning and formalization (SWOP) project. 	<ul style="list-style-type: none"> Clear application processes and procedures, and the project engaged multiple stakeholders, 	
	<ul style="list-style-type: none"> Eswatini Medical Dental Council approved the Biotech Continuous Professional Development (CPD) course. 	<ul style="list-style-type: none"> Increased revenue streams. Opportunity to upgrade the skills of professionals, thereby enhancing the knowledge economy initiative. 	
	<ul style="list-style-type: none"> Operationalization and Commercialization of the National Data Center and acquired High-Performance Computing. 	<ul style="list-style-type: none"> Local capacity to handle complex computations. 	
	<ul style="list-style-type: none"> Institutional Reforms: Introducing an AI data analysis unit. 	<ul style="list-style-type: none"> Foster innovation through AI-driven solutions for data management, processing, and analysis. 	
	<ul style="list-style-type: none"> Appointment of Chief Financial Officer 	<ul style="list-style-type: none"> Improved financial and organizational efficiency. 	
	<ul style="list-style-type: none"> Hosted a STEM Expo aimed at primary and secondary schools, as well as university and college students, to showcase local 	<ul style="list-style-type: none"> Encouraged collaboration among students, faculty, and industry professionals & demonstrate knowledge in STEM fields. 	

	talent and innovation.		
	<ul style="list-style-type: none"> Partnered with Eswatini National Youth Council to host the 2024 International Youth Day regional dialogue. 	<ul style="list-style-type: none"> Crucial empowerment project encouraging active participation in civic matters and promoting leadership skills among the youth. 	
	<ul style="list-style-type: none"> Indirect revenue generated by Start-Ups 	<ul style="list-style-type: none"> promising opportunity for RSTP to partner with or acquire shares from the startups. The program also led to the creation of 95 jobs, with notable participation from youth and women. 	
2. RSTP Being Self-Sustainable and Generating Revenue	<ul style="list-style-type: none"> RSTP has facilitated the submission of Eswatini Atlantic Salmon and SEMLEX. 	<ul style="list-style-type: none"> Increased Foreign Direct Investment. Committee and increase in job opportunities. 	

9.4.3 Financial Performance Report

Item	Estimated Budget	Released	Actual Expenditure	Variance	Variance %
00	1,432,992	1,432,992	1,497,033	(64,041)	4
01	67,519,886	67,519,886	92,023,887	(24,504,001)	36
02	4,101,614	4,101,614	6,644,934	(2,543,320)	62
04	24,885,894	24,885,894	11,445,275	13,440,619	54
05	2,302,064	2,302,064	215,886	2086,178	90
06	1,258,118	1,258,118	1,230,547	27,571	2
07	639,437	639,437	323,995	315,442	49
Total	102,140,005	102,140,005	113,381,557	11,241,552	

Comment

Item 00 - Motor vehicles

The projection is anticipating an over expenditure on this item due to the old state of the vehicles and the repair costs are now high. The vehicles are a drain to the organisation because they have outlived their economic useful life. The costs might rise as other vehicles are with the service providers for repairs.

Item 01 - Personnel Costs

The item is showing projection of higher over expenditure to be incurred as the financial year progresses. Factoring in the payment of the COLA adjustment review will require additional funding to cater for the costs. This item is taking 82% of the Park budget leaving no funds to cater for operational costs. The over expenditure is as a result of the merging with Government computers services which came with increase in salaries and benefits.

Item 02 -Travel and communication Costs

The item is showing over expenditure due the many commitments of external travel necessitated by the vigorous resource mobilisation of partners/investors of the park. The Park relies heavily on internet for operating many services and thus this has resulted in the increase of communication costs.

Item 04 - Professional Services

The budget is showing an under expenditure due to that the Organisation is unable to service the renewal of licenses because of the inadequate cash flow. Most of services under this item are in arrears due to the unavailability of funds.

Item 05- Rental

The item is showing an under expenditure due to that the Park has vacated property it was renting and invoices for subscription have not been paid. The item will spend within budget towards the end of financial year. The funds will be relocated to item 02 to reduce the over expenditure.

Item 06 - Consumables

This item is showing an over expenditure due to the rise in arrears on purchases of cleaning materials as the Ministry of Justice has not paid its rental obligations and addition of new intake at ASIT. The Ministry of Public Service assured that it will clear the rental debt as they have been given a supplementary budget.

Item 07 - Durables

The remaining funds will be utilised in procuring laptops for executives and new directors. The board portal estimated at cost of E 520,000.00

9.4.4 Action Plan for the Next Financial Year

- To develop an RSTP 2025-2028 three-year strategy to operationalise the RSTP.
- Establish a Quality Management System (QMS) to demonstrate compliance which will improve the quality of products and services at RSTP.
- To modernise the Government systems to improve Government services
 - Government In Your Hand (GIYH)
 - Google Technology partnership
 - Citizens training through partnerships (Udacity, AWS, Google Academy) to bridge the digital divide.
 - Developer Training (GovStack)
- To finalise the Single Window Operation Process and Procedure (SWOP)
- To foster a cohesive and dynamic RSTP workplace culture that makes it a performing and relevant Organization.
 - Performance Management
 - Skills Audit
 - Change Management
 - Team Building
- To create a segmented “eco-system” based marketing strategy for the monetising units of the RSTP.
- To streamline research outputs that can contribute towards bio-innovation, biotechnology and/or bio-resource development, address social ills, and ultimately boost the national GDP.
- Review of the RSTP Business Model and align it with the RSTP Mandate and the Ministry Strategy.
- Benchmarking and engaging a Consultant
- To acquire the High-Performance Computing Infrastructure from CSIR and add on Data Centre infrastructure to provide increased computing and IT infrastructure resources.
- To enhance microwave technology, line-of-sight wireless communication uses specialized equipment to transmit and receive radio frequency (RF) over long distances without the use of wires or cables.
- To finalise training on Critical Information Infrastructure Protection and Enhancement