



GCIC

Who we are

The Government Citizen Interaction Centre (GCIC) operates under the Ministry of ICT and National Guidance as a key contact centre between Government and citizens to enhance the monitoring of service delivery. We provide a channel for feedback and suggestions from citizens in a bid to promote open governance.

What we do

Through GCIC, citizens interact with Government through multiple channels including a toll free line, email, social media platforms, websites, online chat and SMS. The data generated through these interactions is analyzed to inform policy decisions, guide in the formulation of policy interventions.

Vision

To become the leading public agency in enhancing interaction between government and citizens.

Mission

GCIC's strategic mission is to provide timely, cost effective, and data driven communication between Government and its citizens through mainstream media and online communication channels.

Strategic Objectives

- To promote citizen participation through open governance
- Provide a platform for accountability and transparency in Government.
- Enhance open governance & Citizen Participation
- To accelerate the use of digital platforms as tools for dissemination of information and service provision.

Why our work matters

GCIC provides timely, cost-effective and data driven communication between Government and Citizens to enable service delivery, policy formulation, and citizen participation in governance. Listening to citizens yields better and effective delivery of services and creates more transparency and accountability.

Our services

- Manage and promote access to the 900 Toll Free Number
- Offer Strategic Relations to amplify Government's role and the Head of State
- Boost Digital and Social Media Communications for gov't agencies
- To build media and external relations with strategic PPPs
- Manage the Open Government Partnership
- Manage select Government Web Portals www.gov.go.ug / www.gcic.go.ug

Strategic Partners

- Commissioner for Information and Public Relations, MoICT
- Ministry of ICT & National Guidance
- Uganda Media Centre
- National Information Communications Technology Authority
- State House Press Secretary
- Konrad Adeneur Stiftung
- Government Communicators Forum
- Uganda Communications Commission
- Gov't Communicators Forum (GCOF)
- District Communication Officers

Contact Information

Email: info@gcic.go.ug

900 Toll Free

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