

## Monitoring Public Services Delivery in Northern Uganda

Through radio, a toll free call centre, mobile phones and a web-based application, **Transparency International (TI, Uganda)** is addressing the problem of corruption and inadequate social accountability in the health sector in Northern Uganda. The national branch of the global anti-corruption campaigner opened an office in the northern Lira district in July 2011.

In Lira and Oyam districts, TI Uganda has empowered communities through ICT to report health worker absenteeism and poor service delivery. The Voluntary and Social Accountability Committees (VACs) set up in the two districts currently have 199 members and have so far made visits to eight health centres. So far, the project has seen a slight indication of improvements in health service delivery in the two districts. Based on arrival logs, health centre workers are recorded as reporting to work on time.



TI Uganda's Stop Health Worker Absenteeism Workshop, Lira District, November 2011

Similar to TI Uganda, the **Women of Ugandan Network (WOUGNET)** is also empowering communities and community based organisations (CBOs) to monitor public service delivery in Northern Uganda through ICTs and capacity building workshops. Mobilisation and awareness creating exercises have been undertaken in Apac, Oyam, Kole, Amuru and Gulu districts. The project's main target group is women.

Prevailing service delivery and governance issues are being compiled as Voluntary Social Accountability Committees (VSACs) meeting minutes (without the specific details of the reporting individual) and shall be mapped on an Ushahidi web platform.

## ICT4Democracy in East Africa [www.ict4democracy.org](http://www.ict4democracy.org)

### Regional Facilitation by CIPESA

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# ICT4Democracy in East Africa



ICT4Democracy in East Africa is a network of organisations collaboratively leveraging on Information and Communications Technology (ICT) to enhance communication and the right to freedom of expression, as well as the right to seek, receive and impart information to enhance civic empowerment and improve governance.

The initiative has been active in Kenya, Tanzania and Uganda since June 2011 and has seed funding from the **Swedish Program for ICT in Developing Regions (SPIDER)**. The participating organisations include the **Commission for Human Rights and Good Governance (Tanzania)**, the **Collaboration on International ICT Policy in East and Southern Africa or CIPESA (Uganda)**, **iHub Research (Kenya)**, the **Kenya Human Rights Commission**, **Transparency International Uganda**, and **Women of Uganda Network (WOUGNET)**.

### Our focus:

- Promote transparency and accountability
- Fight corruption
- Monitor service delivery
- Contribute to building a democratic culture
- Use ICT to enhance civic empowerment and improve governance
- Promote respect of human rights.



CHRAGG



KENYA HUMAN RIGHTS COMMISSION



iHub Research



WOUGNET



SPIDER



Stockholm University



CIPESA

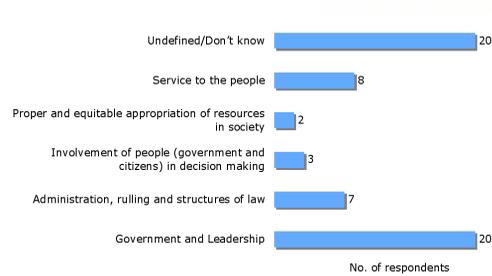


TRANSPARENCY INTERNATIONAL UGANDA

## Researching Mobile Governace in Kenya

The quality and access gap in Kenya's public service is hampering the country's development. The Kenyan government is not only slow in providing public services for its citizens but when such services are provided, corruption is a constant challenge.

**iHub Research** has undertaken exploratory research (involving a literature review, a stakeholder workshop and field surveys) into the conditions for mobile as a tool for increased citizen participation in government and as a more effective public service method.



Education, health, water, electricity and immigration service sectors were found to be the most popular government-citizen interaction arenas.

### Citizens definition of governance (n=60)

Of the surveyed citizens, only 40% knew about poor service delivery complaints communication channels such as:

- Visiting the concerned offices/departments
- Online through websites
- Calling in to the offices
- Radio talk shows
- Writing complaints letters

Less than 50% of respondents who were aware of the communication channels at their disposal actually made use of them.

Those unaware of or those who did not believe in the availability of these channels (60%) expressed skepticism in receiving responses while others believed bribery was the only means to resolving issues. As expressed by one of the respondents, *"There is a lot of bureaucracy, and one has to rely on know-who, not know-how. It's frustrating."*

iHub's research team is now working to ascertain the numerous mobile technologies out there in relation to governance and will then seek the application (apps) developers' permission to test their usability with various stakeholder groups.

## Engaging Grassroots Networks in Human Rights Monitoring

Kenya's 2010 constitution is pro-citizen. The previously centralised government system is to be devolved into decentralised levels of authority and accountability and allow for greater public participation. However, for the new constitution to be effectively implemented and have citizens fully realise their rights and have the skills to claim them, citizen participation in demanding for accountable governance extending from the grassroots level to the highest level of government across all social classes is required.



In the run up to the August 2012 national elections, **Kenya Human Rights Commission (KHRC)** has partnered with 10 grassroots based Human Rights Networks (HURINETs) to monitor and update stakeholders on human rights

violations, elections malpractice, leadership standards, ethics and integrity. To this end, KHRC is taking advantage of social media platforms, bulk SMS and a crowd sourcing website to avail citizens with information and tools to enable them be vigilant on the implementation process of the New Constitution and demanding for accountability of the duty bearers.

The HURINETs based across the Northern, Eastern, Western, Rift and Coastal regions of Kenya will show case their work (including thematic areas and success stories) on KHRC's sponsored portal, [www.civicaction.or.ke](http://www.civicaction.or.ke).

### SMS Complaints System in Tanzania

Tanzania's 2009 National Governance and Corruption Survey report highlights greed, moral indecency by public officials, poor law enforcement, and lack of control and accountability of public officials among the leading causes of corruption.

To facilitate the filing of human rights violations and bad governance complaints as well as their follow up/ status by citizens across the country, the **Commission for Human Rights and Good Governance (CHRAGG)** is implementing a short messaging system (SMS) component to its existing Complaint Handling Management Information System. The SMS feature via mobile phone platform will incorporate text messages, image and video capabilities for informers or complainants. Additionally, the Commission is to send out information and also receive inquiries about its services through the platform.

Regional field studies in Mwanza, Lindi and Iringa regions have been undertaken to gather user requirements and the features design for the mobile phone based platform. The system is being developed by CHRAGG in partnership with Bessbrook International Limited of Tanzania.

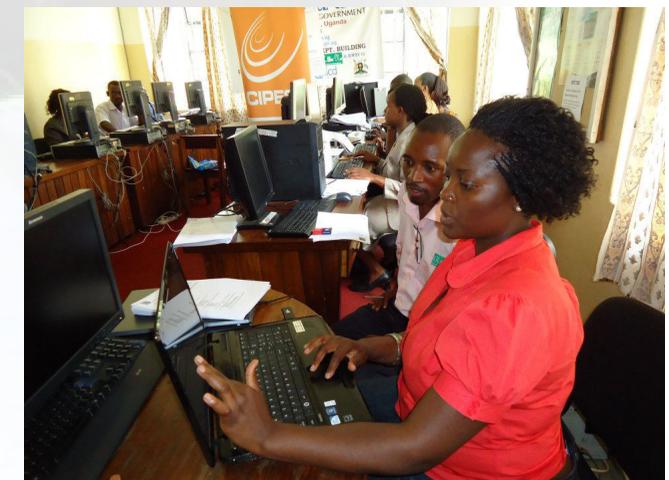
## Promoting Citizen Participation in Uganda

Few Ugandans participate in civic matters, thereby undermining efforts to promote and monitor democracy and transparency in the conduct of public affairs. This has created fertile ground for poor service delivery and for corruption to flourish. The proliferation of ICT presents an opportunity to those who are otherwise indifferent to civic affairs to play an active role.

To enhance Ugandan civic advocacy and engagement and increase government transparency and accountability, the **Collaboration on International ICT Policy In East and Southern Africa (CIPESA)** has partnered with two grassroots based centres. One of the centres, Busoga Rural Open Source & Development Initiative (BROSDI), is a non-profit centre working to improve rural livelihoods and the second is the local government-run e-Society Resource Centre Kasese.

A survey to identify the knowledge, attitudes, the needs of citizen groups and local governments regarding the utility, effectiveness, and security of ICT for democracy in the western region of Uganda has been undertaken. The survey involved focus group discussions and individually administered questionnaires.

Kasese e-Society Resource Centre staff have been trained in the use of a collaborative workspace that will be used to document the centre's activities related to the project. CIPESA has also conducted an analysis on how policies and practices by public agencies affect e-participation, and will use for an advocacy and awareness-raising campaign involving the media, legislators and civil society.



Kasese e-society collaborative workspace staff training, December 2011