



Mobile enhanced human rights reporting – the case of CHRAGG Tanzania

Wilfred J. Warioba

CEDEM 14

Austria

May 2014

Introduction

- This paper addresses the key factors that influence the adoption of m-government to support and enhance human rights in Tanzania; the experience of Commission for Human Rights and Good Governance.

- The Commission for Human Rights and Good Governance (CHRAGG) is an independent government department.
- Established as the national focal point institution for the promotion and protection of human rights and duties as well as good governance in Tanzania.

Commission's functions are:

- Promote within the country the protection and the preservation of human rights and of duties to the society in accordance with the Constitution and laws of the land;
- Receive and address allegations and complaints on the violation of human rights and contravention of principles of good governance;
- Conduct research into human rights, administrative justice and good governance issues and educate the public about such issues;
- Investigate the conduct of any person whom or any institution which discharges functions in excess of authority.

Submission of complaint

Commission receive complaints by the following methods:

- Visiting Commission offices
- Letter
- fax
- Email
- Mobile

challenges

- They have been many challenges with the four methods
 - Visiting Commission offices –too expensive for citizens who lives far from our offices
 - Letter – delays and missing letters
 - Fax – is not popular in most part of the country
 - Email – not easily accessible with common citizens

The transition From Manual to e-government through adoption of SMS

- CHRAGG in 2010 launched the project of complaint handling system from a manual to a digital by implementing a Case Management System. As an additional functionality, and to rely on the rapid increase in accessibility and affordability of mobile phones,
- In year 2013 CHRAGG has developed and implemented SMS for Human Rights System integrated to the Case Management System
- The system allow citizens to report violations against human rights and good governance through SMS.

Objectives were

- To develop and implement a mobile phone short messaging System (SMS) embedded to an existing Complaint Handling System to allow the citizen to instantly report to the Commission human rights violation and contravention of good governance principles
- To enhance timely access to justice
- To demonstrate that visibility of complaints and citizens are encourages the use of rule of law
- To demonstrate the effectiveness of a public-private partnership model
- To make CHRAGG visible

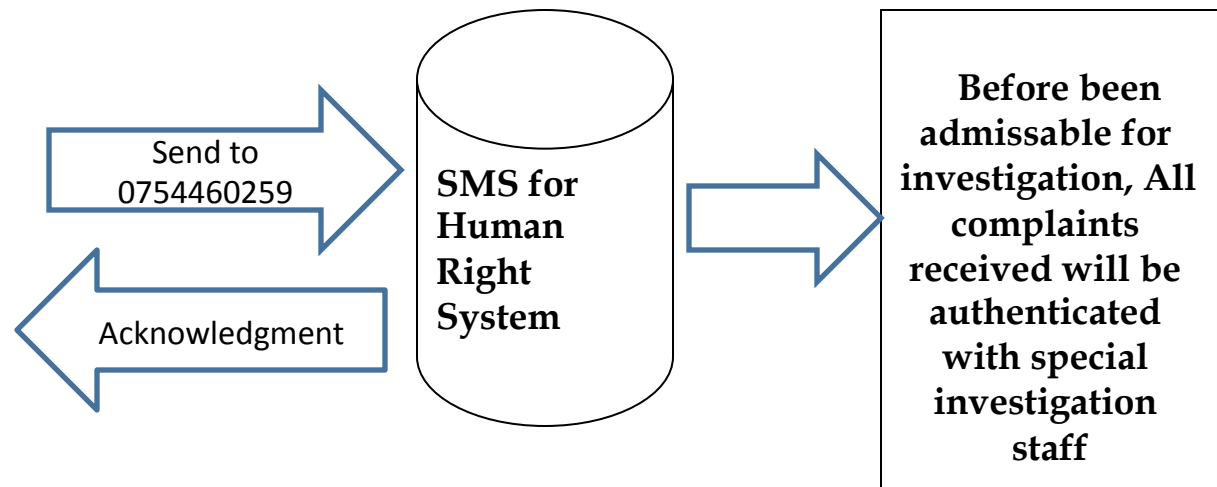
System fundamental components:

- Complainant enter and submit complaint through their phones.
- A centralized server sitting in the Commission office connected via a modem to the telecom providers, coordinates all the data that flows through the system and directs it to the correct recipient.
- A password protected web interface for Commission's officials and implementing partners, where they can view messages.

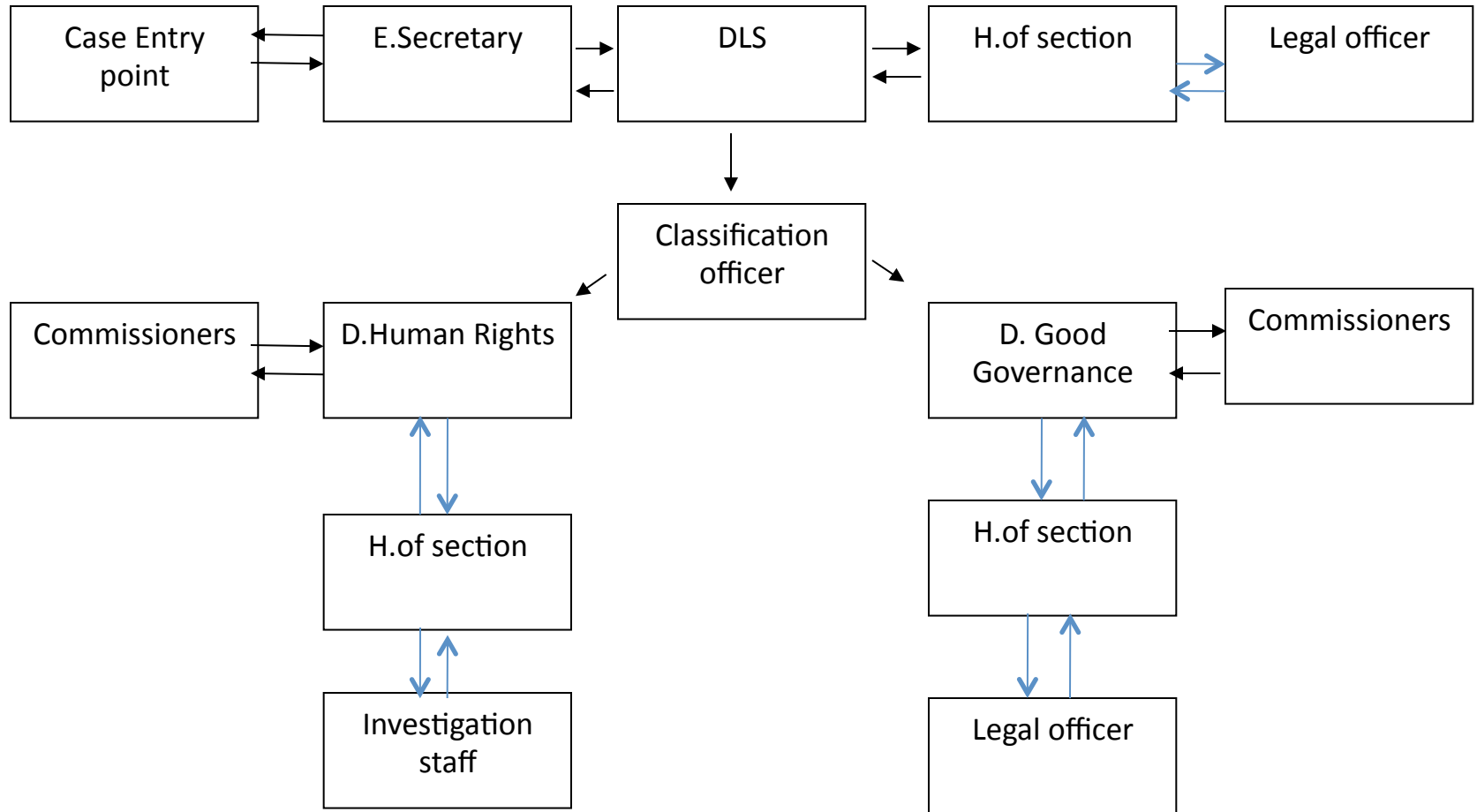
How the SMS for human rights system works



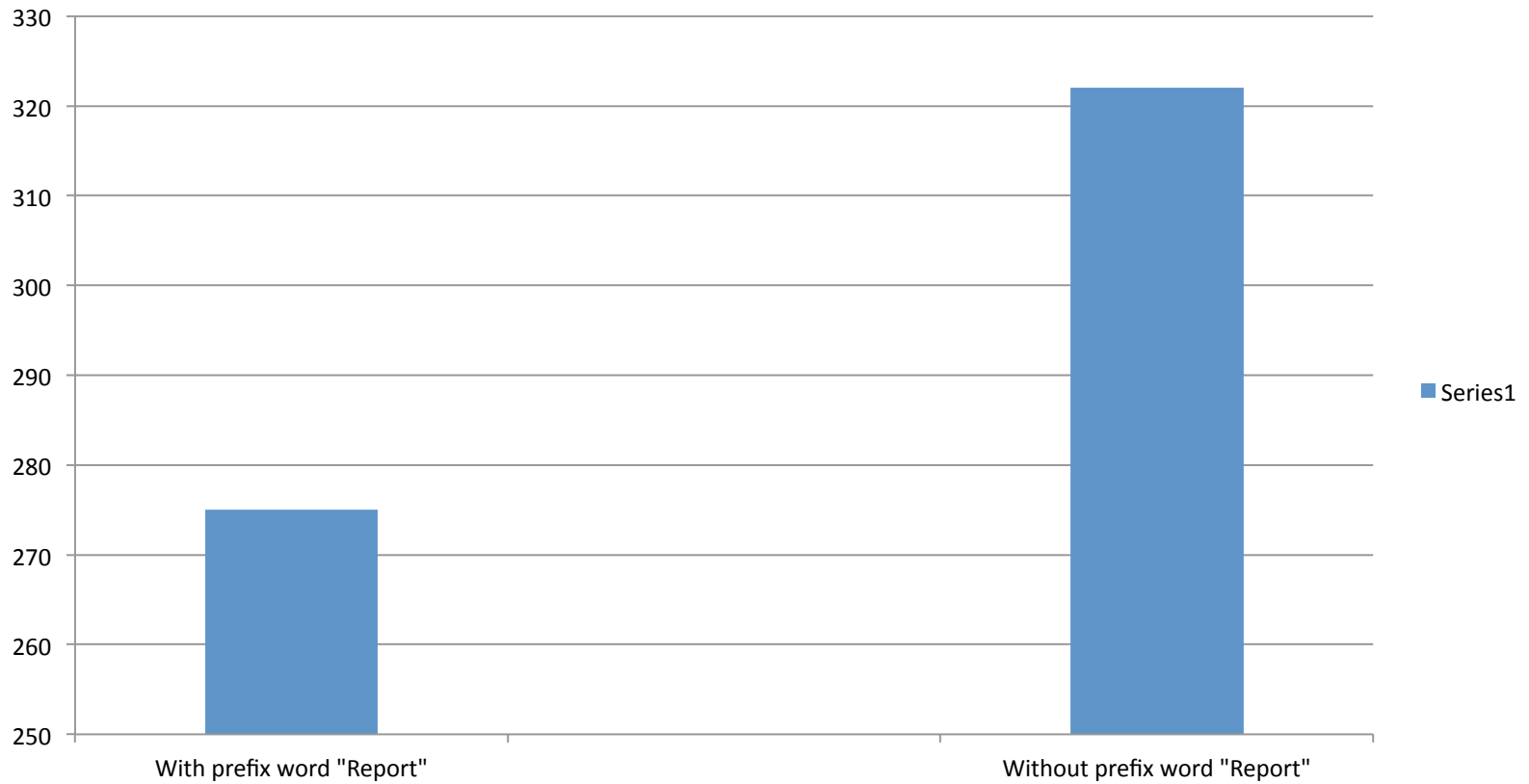
**Example:
REPORT I have
been brutally
beaten by police
post at Kinondoni**



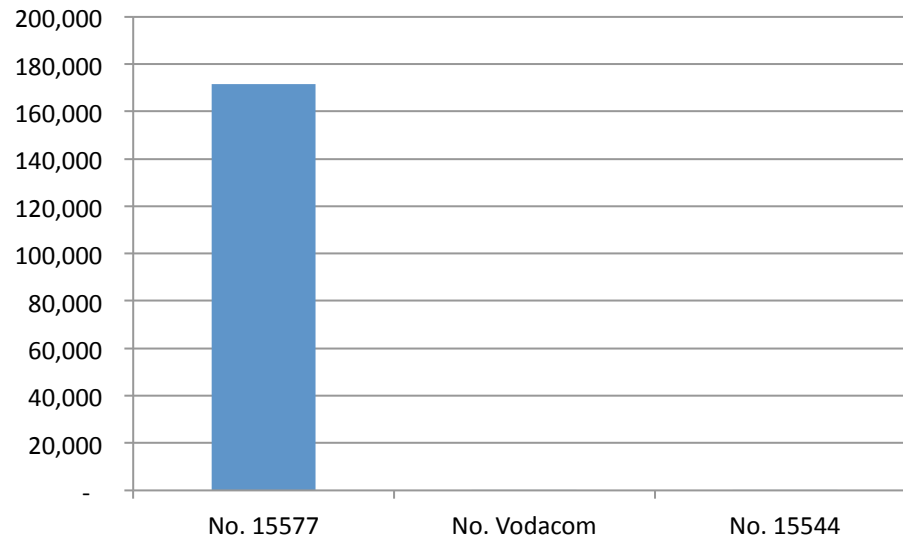
Case flow



Valid complaint submission



Unwanted messages - Spamming text



Challenges

- The inadequate funds for awareness campaign
- The expectations from the citizens are high
- Majority of common citizens are not aware of human rights

Future works

- Work to find partners
- Improve the processing mechanism to eliminate unnecessary bureaucracy on the number of days to process complaints
- Improve the system by amending Case Management System by adding web based legal expert system which will be accessible with the citizens.

Question and discussion

Thank you for listening

wilfred.warioba@chragg.go.tz