



ICT4Democracy in East Africa Workshop Proceedings

5-6th December 2012

The National Museum and House of Culture,
Dar es Salaam, Tanzania



Executive Summary

Established in June 2011, the ICT4Democracy in East Africa Network is premised on the recognition that Information and Communication Technologies (ICT) enhances communication and the right to freedom of expression, as well as the right to seek, receive and impart information. In Kenya, Tanzania and Uganda, partners are leveraging ICTs to hold leaders accountable to their citizens, as well as to fight corruption, monitor service delivery, and contribute to building a democratic culture in the region. The partner organisations are: 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, Women of Uganda Network (WOUGNET) and Toro Development Network (Uganda). The network has seed funding from the Swedish Program for ICTs in Developing Regions (SPIDER).

18 months since the network's inception a workshop was convened in Dar es Salaam, Tanzania at the National Museum and House of Culture. The main purpose of this event was to bring together International and regional development partners to review the important work being accomplished by the partners, and build further networks to enhance the sustainability of the initiatives and the network. This document provides an overview of the two day workshop.



ENG. DR. ZAIPUNA YONAH

Remarks from Chief Guest: Eng. Dr. Zaipuna Yonah, the Director of ICT, Ministry of Science and Technology in Tanzania

Dr. Zaipuna Yonah acknowledged partners in Kenya Tanzania and Uganda, thanked the Swedish government and SPIDER for their efforts. Dr. Zaipuna Yonah pointed out that he possesses a lot of experience in ICT's and that his ministry supports initiatives on ICT's for development. He indicated that the work ICT4Democracy in East Africa is doing is impacting lives and will go a long way in ensuring that citizens learn about rights and freedom of expression.

He added that the Government of Tanzania has been working to ensure that Tanzania is developed ICT wise.Steps taken toward this include building ICT infrastructure so as to achieve its vision of being an ICT hub as well as developing competence to enable the citizens use the tools. At the regulatory level, reforms have been made to accelerate ICT growth.

Tanzania is working on getting 20,000km of fiber; currently slightly over 7000 km of fiber is lit and active. The backbone of the infrastructure was designed with cross border connectivity points at all the borders except Mozambique. Dr. Zaipuna Yonah encouraged all the partners in the ICT4Democracy in East Africa Network to continue with the ongoing work and urged them to spread the network to Rwanda and Burundi.

Dr. Zaipuna wished the partners good deliberations

Session 1

Emerging technologies and democracy, governance and freedom of expression

BERRYL AIDI - KHRC presenting on “The potential of new technology in enhancing democracy: The Kenya 2012/2013 presidential elections”

Kenya is having elections in March 2013, and KHRC is preparing to use ICTs to improve public participation. KHRC is focusing on improving service delivery and good governance. ICT tools being used to improve governance include bulk SMS, social media- Face Book and Twitter, the website www.civication.or.ke, Crowdmapping platforms as well as You Tube. KHRC is building the capacities of its local networks the HURINETs (Human Rights Networks) through training in ICTs, providing starter equipment, support software engineers in Kenya to improve election monitoring software, etc. Beryl noted that ICTs will be essential in ensuring credible elections in Kenya by facilitating the electoral process and ensuring transparency and enhancing public participation, voter education and voter identification. She noted that there's a slow momentum with the HURINETs because there is need for more resources for further capacity building. The new SMS guidelines set by the Communication Commission of Kenya are affecting use of ICTs in governance. For instance, the outlawing of bulk SMS after a certain time of the day.

Key highlights from Beryl's presentations were:

- i) Reasons to conduct election monitoring: to impose central control over the process
- ii) ICTs in the electoral cycle: Biometric Voter registration-BVR, enhancing public participation by encouraging middle class involvement, voter education through (peer education for the middle class, web resources [civication.or.ke, mzalendo.com, kcsis.org])
- iii) Enhancing Accountability: information sharing by the elections management body.

Enhanced public participation- through promoting social vetting of candidates, enhancing social monitoring using hootsuite.com

iv) Lost opportunities: - online registration would have been better if it had been implemented.

v) Synchronization of systems to simplify registration and voting

She concluded that use of ICTs will make the elections more open, transparent, fair and inclusive.

HILDA MORAA - iHub Research presenting on the role of mobile technology in water governance in Kenya.

Hilda introduced iHub as an organization based in Kenya that focuses on technology and its use. Hilda introduced the mGovernance project that is researching the role of mobile technology to promote transparency in the water governance sector.

The latest CCK statistics indicate that mobile phone subscription is high, currently at 70% and many people who earn less than \$2.5 a day have mobile phones. The government of Kenya has embraced the

use of technology to improve governance especially in areas of information access by various government agencies. The research conducted in the mGovernance study was mainly used to understand the link between water access and technology. 900 respondents were interviewed using unstructured questionnaires and in depth interviews with stakeholders.

Hilda noted that there is a problem when it comes to access to water in Kenya. According to the research, citizens were facing a lot of challenges especially in the rural areas like limited access to water, dirty water and limited access to information on water issues. The research also noted that citizens complain when faced with water problems; urban people complain more than the rural people because of access to ICTs and information. Citizens who did not complain said that they didn't know where to complain to, or that people to complain to are far away. Hilda added that the most common means available for communicating and accessing information on water service delivery was ranked in the following order; face to face, TV/Radio, SMS, calls and internet.

The findings indicated that citizens recommended that they want to use the technology but the cost is still very high, citizens also need more sensitization on the use of the technology. Focus on the human aspect of technology when developing applications was recommended so that it can improve livelihoods and developers should consider sustainability of the technology. iHub Research is still analyzing the data while engaging various stakeholders in water governance.

Currently, iHub Research is following up on creating future partnerships with institutions in the Kenya government, KHRC and indicated that they require more funds to scale up the research to other areas. Hilda announced that the report will be released January 2013.



BAGUMA JOHNSTONE - Toro Development Network (TORODEV) - Sustaining the gains of freedom of expression and good governance enabled by social media and internet through radio.

Toro Development Network is in partnership with Spider to improve community development through the use of ICTs. ToroDev was established in 2005 as a community based NGO which mainly targets marginalized young people and women and mainstreams ICTs in its activities for community development. To achieve this, TORODEV uses appropriate ICT tools to improve livelihoods. Drawing on the famous Pulitzer Prize picture of a vulture lying in wait for a young starving boy that illustrated the devastating famine in Sudan in 1993, Johnstone highlighted the power of the media in attracting the attention of western governments to support African governments fight hunger. Through his illustration, Johnston defined good governance, freedom of expression, social media and sustainability.

Highlights of the presentation: there are good laws in Uganda with regard to freedom of expression, and good governance and the use of ICT's but the problem of ignorance and lack of implementation of the laws and policies do not help progression. To address these issues, rural monitors who are trained in online advocacy monitor service delivery; TORODEV also mentors radio journalists/presenters, holds consultative meetings with local leaders so as to influence policy, supporting the establishment of advocacy forums. There are still challenges on the participation of women in government planning and budgeting processes, ignorance of the local leadership in the government laws, influence peddling by political leaders.

He advised participants to embrace convergence of ICT tools (fusing traditional media with newer technologies) to realize improved impact.

GORETTI AMURIAT (WOUNGET) - Gender mainstreaming in civil knowledge, ICT skills and participation in governance processes.



WOUNGET mainstreams gender in ICT policies and programs, and is currently implementing a project that is monitoring service delivery in 5 districts of Northern Uganda. The organization has an affirmative action policy to ensure women's participation in governance.

Goretti indicated that they have already conducted 5 awareness raising workshops on good governance, information dissemination and documentation, held a national conference on good governance, made a video documentary on service delivery monitoring, created partnerships with civil society and universities on good governance. Their intervention has increased awareness on good governance

as well as increased community involvement in monitoring service delivery.

Some challenges faced by WOUNET include limited ICT infrastructure, high illiteracy rates, and limited cooperation of local government leaders in good governance because they fail to attend meetings.

WOUNET has set up structures on the ground called Voluntary Social Accountability Committees (VSACs) which involve stakeholders in their activities and has a number of radio programs which strengthen promoting the use of ICTs in good governance.



Questions and Answer Session [Session 1]

Q: *KHRC indicated that it helps gather information from the ground, verify and identify trouble spots so that action can be taken. Beryl noted that security is still a challenge.*

A: Culture is a mindset that is difficult to use. Looking at how the technologies that the citizens prefer can be blended with mobile.

Another official wanted to know more on the curfew for deploying bulk SMS and KHRC noted that it helps reduce election violence especially at night.

Caroline from SPIDER emphasized what partners have achieved as a result of a partnership with ICT4Democracy East Africa. KHRC has moved from a peripheral user of ICT's to an ICT based organization and improves ICT sector policies with the government of Kenya especially in areas of information access. She also indicated that they have learnt a lot especially on issues of advocacy in ICT policies.

iHub Research added that the partnerships have helped them understand local grassroots perceptions on ICT's and how to improve the use of ICT's.

Session 2

Security, privacy, legal and regulatory frameworks

LILIAN NALWOGA - CIPESA - legal frameworks on freedom of expression in East Africa

The Collaboration on International ICT Policy in Eastern and Southern Africa (CIPESA) was formed in 2004 and is involved in ICT policy advocacy, research and information brokerage to enable policy makers in the region to understand ICT policy issues and for various stakeholders to use OCT to improve livelihoods. Lillian indicated that the project with SPIDER has been one of CIPESA's flagship projects as it has helped improve the facilitation of ICT tools in good governance.

In relation to the session's theme, Lillian informed participants that there are a number of local and international instruments which promote the right to freedom of expression like the Universal Declaration of Human Rights, article 18 of the Tanzanian constitution, article 34 of the Kenyan constitution, article 41 of the Uganda constitution, etc. However, even with the existence of the laws, implementation was a problem.



Affordability and access are also a problem because of the cost and availability of internet technologies for citizens to enjoy their rights as provisioned in the laws

Besides, there remains un-conducive policy and regulatory frameworks giving a lot of absolute powers to the government and using outdated colonial laws. For instance, the Tanzanian National security Act of 1970 which gives government absolute powers to curtail citizens rights. In Uganda there is the interception of communications Act, 2010, Anti-terrorism act. In Kenya, there is the Kenya Draft data protection bill, 2007.

Lillian encouraged East African governments to open up and make information readily available online. She commended Kenya and Tanzania which are taking positive steps in this direction. Uganda, Rwanda and Burundi are still having problems when it comes to access to public information. This can be achieved through harmonizing the ICT regulatory frameworks, ensuring consistency in the laws, investing in local content and reducing the cost of accessing internet. Lillian urged civil society to be highly involved in policy change, improve awareness on rights to information access and use evidence based research to enable improved advocacy.

EDGAR ASIIMWE - Use experiences in computer and phone based systems for enhancing accountability in low resource communities

SPIDER, CIPESA and TI Uganda collaborated on research on experiences in using computer internet tools and mobile telephony in monitoring service delivery and participation in governance. In his presentation, Edgar indicated that the research focused on Kasese E-society center (CIPESA's grassroots partner) - an ICT resource center with a computer lab and library and TI's the Call Centre in at its Lira District office which offers toll free reporting of issues in the health service delivery.

One of the methods they used for the research was through conducting focus group interviews. Findings from the research indicated that citizens like free services for their engagement in governance issues because of affordability. Citizens also found services, through ICTs are convenient because of the need not to spend time and resources visiting the authorities. Furthermore they also appreciate the anonymity provided through the use of thesesystems, which improves their security there was also improved service delivery as a result of their interventions.

Other findings from the research included poor reporting methods, poor attitude towards the use of ICTs for reporting due to limited ICT skills, limited skills in documentation, limited ICT resources, gender bias linking ICTs to men, high costs for internet connections and the cost of a telephone call. The research suggested more training of users to avoid misuse of systems, provision of feedback for requests by the population and developing a sustainability plan.

Edgar concluded that feedback, sustainability, use, security, cost appropriateness, accessibility and service coverage should be the benchmarks for starting and managing any ICT4D project.

WILFRED WARIOBA -The Tanzania Commission for Human Rights and Good Governance (CHRAGG) - SMS For Human Rights System

During his presentation, Wilfred indicated that there are a lot of injustices in Tanzania like police brutality, rape, etc and therefore CHRAGG exists to protect human rights and ensure good governance. With only six offices in a country of 30 regions, CHRAGG's objective for SMS for human

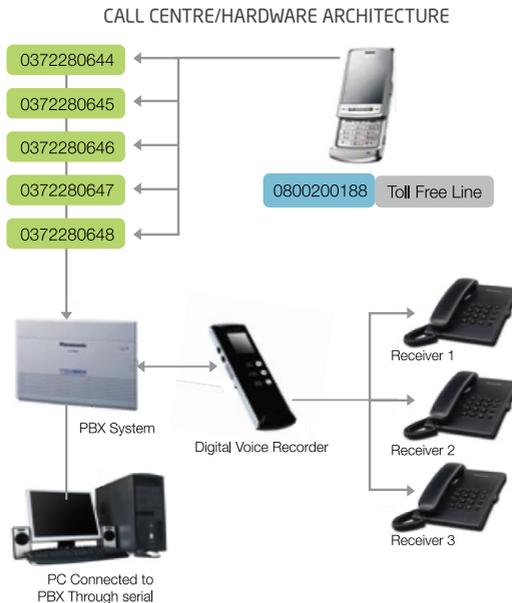
rights project is to enhance timely justice access, demonstrate the visibility of complaining citizens, among other objectives. CHRAGG has been using SMS platform to improve human rights and governance monitoring in Tanzania.

Wilfred mentioned that they conducted a feasibility study before starting the project and this helped them gain the information required to develop the technology. CHRAGG first converted its own information into digital format to facilitate a successful project.

Some challenges CHRAGG is facing in implementing the project include limited resources to carry on the project and lack of a toll free line. Wilfred indicated that CHRAGG will continue to fundraise for resources to enable sustainability of the project.

OGWANG SIMON PETER - Transparency International (TI) Uganda - ICT4 Health Service Deliveryservice delivery

TIU is a registered NGO, which envisions a Ugandan society free from corruption. TIU works in the areas of Human Resource (HR), education, health, etc. Currently, TI Uganda is using a free toll line 0800200188, radio program and social media to improve service delivery monitoring in the health sector. The call center is currently being used as a key platform for community involvement and participation in ensuring social accountability and transparency of health workers.



Simon informed the partners that the technology they use is being shared by other SPIDER partners like WOUNNET to scale up service delivery monitoring. Some of its successes included:

- Identifying ghost health workers,
- Posting of new health workers in health centers,
- Updating staffing at district level,

- Government taking more action in solving health workers problems like building for them accommodation

The radio talk shows have improved partnerships with CSO's and community participation in monitoring health service delivery has also increased.

Tl Uganda faces several challenges in the project implementation. These include: the intermittent network for the call center which is always on and off, sustainability of the technology beyond the project duration still remains a challenge, the project covers a small geographic area and is still limited compared to demand, poor ICT infrastructure, access to ICT devices like mobile phones, fear of civil servants participation on radio talk shows among other challenges.

CHIM MANAVY – Open Institute – ICT4 Democracy Cambodia.

As the director of the Open Institute (OI), Mrs. Manavy's background is in foreign affairs- education, gender and ICTs. Open Institute's main goals are to enable the integration of ICT in education system and ensure gender equality.

Currently, OI is working on activities of access to information, gender based violence prevention, dialogue on democracy, advancing technology for development, open school program. Open Institute is a member of many organizations like APC, Technical working group on gender, ICT4D network, Cambodia, etc. Open society is also supported by SPIDER, OSI New York.among others.

The organization is involved in many programs. They developed a women web portal, which empowers women for social change and attracts between 40,000 to 50,000 people.

The Dialogue on Democracy Project is supported by SPIDER and aims at supporting young men and women, which in their participation in the democratic processes. Youth in Cambodia comprise of 33% of population but their engagement in governance and civic matters is minimal.

The overall objective of the project is to create an enabling environment using ICTs among the youth for effective participation in democratic processes. The project is involved in training on rights to information access, ICT training and IEC. Mrs. Manavy indicated that they target 740 youth including 500 students from 30 universities. The project partners with Cambodian ministry of women's affairs, Voice of democracy, Khmer Youth for Social Development, and others. Currently, partners are already involved in the implementation of the project like awareness raising, student's debates, radio discussions, etc.



CHIM MANAVY

Mrs. Manavy mentioned that people are reluctant to talk about democracy but happy to talk about good governance, instead. In OI Cambodia, they try as much as possible to mainstream gender issues in every activity that they carry out. The project also has serious sustainability plans to ensure longevity of the project even after the SPIDER support. She indicated that youth mostly are students in universities, which are their primary targets for this project.

TERRY PARNELL- Rights and Justice - Building Institutional Capacity in Cambodia - East West Management Institute

The current Prime Minister of Cambodia has been in power for 30 years. Therefore, the people of Cambodia have very little exposure as a result of communism way of life. The political scene is also dominated by one political party, and the polarization of citizens along their natural resources is taking effect giving a historical background and explained that the past has had significant influence on people's exposure to information, and issues of justice. Terry indicated that there is an increase in land conflicts as a result of the commercial concessions by the government. The people also have limited access to information.'

Through partnering with SPIDER, the East West Management Institute has managed to start making information accessible to people through an Open Development Platform, development Cambodia (ODC) approach which uses a technological crowd sourcing platform to make aggregate information on economic development in Cambodia. The project has been active for one year.

During the Q&A session, Terry informed the participants that the site was developed to collect data in order to find ways that people could get information; the same information is open to everyone. The project has a team sitting and gathering information from various sources and aggregating the content. Since the data was availed through the platform, the progress made includes government agencies increasing content they make available, increase in communication between the various government agencies that are able to know what their colleagues in other ministries are doing. 'The idea is to put the data out in an objective way so that people wouldn't dismiss it.'

The editorial team aggregates news to make it easier to use the platform. When people start to engage with the data and analyze it themselves and she indicated that the information on the database is for a broader target group of people just like a library and they mainly target academicians, students, NGO's, etc to support their arguments. She also indicated that they face challenges in access to information but the democratization process has helped access to information.

PROJECT CHALLENGES AND STRENGTHS IN A NETWORK APPROACH

Goretti: The geographical coverage for the implementation of ICT projects is a challenge. Manavy (OI): SPIDER support has improved visibility of their institution for increased support but advocated the replication of successful projects to other organizations.

SPIDER support has enabled the various organizations in the network to be more visible and attract more support. The successes and experiences need to be rolled out not only through online but also through hard copy publications.

(ITIDO) There is need for continued sharing of success stories so that people can learn from such lessons. There is also need to create bigger forums for sharing success stories. He appealed for more support to scale up the interventions.

The network has also helped in fundraising especially for funding institutions, which put priorities in funding consortiums. There was an appeal for improved feedback in the projects being implemented by partner organizations to strengthen and also appealed to member institutions to make contributions to the strengthening of the network.

There are a lot of benefits to a network approach like having joint proposals, sharing ideas, resources, lessons learned and networking building as well as expanding networks.



Questions and Answer Session [Session 2]

Q: *Within Uganda, are there other organizations working on similar projects? What is TORODEV doing to ensure sustainability of the project?*

A: Johnston responded by saying that both local and central government leaders are highly engaged to give accountability through the advocacy forums. He also indicated that the rural monitors were identified during the awareness campaigns and selected based on their computer and leadership skills. He also indicated that all the initiatives are community initiated and therefore more sustainable.

Comment: Simon Peter Ogwang encouraged Tanzanians to adopt projects of ICT's to monitor service delivery and demanding accountability by learning from Uganda and Cambodia.



For a comprehensive review of the presentations from each of the partners, visit:
<http://www.slideshare.net/ICT4DemocracyEA>



To view a gallery of the workshop's images visit:
www.facebook.com/pages/ICT-for-Democracy-in-East-Africa

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