ICT4Democracy in East Africa

June 2011 - July 2012

ICT4Democracy in East Africa is a network of organisations collaboratively leveraging on Information and Communication 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.

WHO WE ARE

ICT4Democracy in East Africa is premised on the recognition that Information and Communication Technology (ICT) has the potential to increase citizens' participation in decision making processes, thus strengthening democratisation.

Launched in June 2011, ICT4Democracy in East Africa consists of 7 partners in Kenya, Uganda and Tanzania. The initiative has seed funding from the Swedish Programme for ICT in Developing Regions (Spider).

Our mission

Encouraging collaboration between democracy actors in the region with a view to catalysing the role ICTs can play in enhancing civic empowerment and improving governance.

Our focus
- **Promote transparency and accountability**
- **Fight corruption**
- **Monitor service delivery**
- **Contribute to building a democratic culture**
- **Enhance civic empowerment and improve governance**
- **Promote respect of human rights**

OUR NETWORK

OUR NETWORK

ICT4Democracy in East Africa Network partners as at 31st July 2012.

Kenya

Cooperation, collaboration and information sharing between the activities and projects of ICT4Democracy in East Africa partners are the strength of our network.

iHub Research

iHub, an initiative of Ushahidi, is an innovation hub in Nairobi that embraces open technology community space where creative, designers, developers, researchers, investors, and venture capitalists meet, share ideas, and collaborate. Open Innovation – the process of combining internal and external ideas as well as internal and external paths to market and advance the development of new technologies – is at the core of the iHub as well as its new research arm. The iHub research arm aims to build local research capacity by conducting exploratory and applied research to remedy low levels of African research.

Kenya Human Rights Commission

The Kenya Human Rights Commission (KHRC) founded in 1994 defends human rights and advocates for political reforms in Kenya. KHRC takes every opportunity to inform, educate and mobilise the public to participate in the realisation of a human rights based democratic society. The organisation also supports human rights actions led by 27 human rights networks across Kenya. KHRC's strategic plan aims to 'Secure civic-driven, accountable and human rights centered governance'. It is also committed to organising advocacy activities that seek to address justice and accountability through pro-citizen reforms.

Tanzania

Commission for Human Rights and Good Governance

The Commission for Human Rights and Good Governance (CHRAGG) is Tanzania's national focal point for the promotion and protection of human rights and good governance. Established in 2001, it is in fulfilment of the 13th Amendment of the country's Constitution, 1977. It plays the dual role of an ombudsman and a human rights commission for the protection and promotion of human rights as well as good governance.

ICT4Democracy in East Africa encourages shared expertise and the identification of project overlaps in order to enrich and create a borderless network.

OUR NETWORK

Uganda

Collaboration on International ICT Policy in East and Southern Africa

The Collaboration on International ICT Policy in East and Southern Africa (CIPESA) is one of two centres established under the Catalysing Access to Information and Communications Technologies in Africa (CATIA) initiative, which was funded by the UK's Department for International Development (DFID) in 2004. CIPESA is a leading centre for research and information brokerage to enable policy makers in the region to understand ICT policy issues, and for various stakeholders to use ICTs to improve livelihoods.

Toro Development Network

Established in 2006, Toro Development Network (ToroDev) works to mobilise communities, sensitise and train marginalised groups (rural women and youth) in strategic use of ICT for Development tools for maximum resources utlisation for self sustainability. ToroDev's activities also focus on ICT-enabled innovation and entrepreneurship development, public accountability and democratic engagement for improved service delivery.

Transparency International Uganda

Since 1993, Transparency International (TI) Uganda has been involved in mobilising the citizenry and other civic groups to engage in the anti-corruption agenda. The national branch of the global anti-corruption campaigner has built capacity of civil society and the private sector and has produced a myriad publications aimed at building a knowledge base for anti-corruption activists.

Women of Uganda Network

The Women of Uganda Network (WOUGNET) is a non-government organisation started in 2000 by several women's organisations in Uganda to develop the use of ICT among women as tools to share information and address gender issues collectively. WOUGNET provides information access to human rights, health, agriculture, democracy and other areas that promote women development in Uganda.

OUR PROJECTS

ICT for Human Rights and Democracy in Kenya – monitor and update stakeholders on human rights violations, voter registration, leadership standards and ethics and integrity as enshrined in the Constitution of Kenya 2010 through ICT in the run up to and during the 2012 national elections.

ICT for Service Delivery in Northern Uganda
i). Working with existing structures like VHTs (Village health teams), health management committees and Voluntary Accountability Communities (VACs), enable local communities through ICT to address corruption and inadequate social accountability in the health sector in Northern Uganda.

ii). Improve access to public services, increase efficiency, transparency and accountability of government and political processes for rural communities, particularly women in Apac, Oyam, Kole, Amuru and Gulu districts.

iParticipate Uganda - realise the potential of ICTs to enhance citizen advocacy and engagement and to increase government transparency and accountability.

mGovernance in Kenya – explore the conditions for successful use of mobile phones to facilitate two-way interaction between government and citizens toward increased citizen participation, efficiency and reduced corruption in the delivery of public services.

SMS for Human Rights in Tanzania – create a system to enable individuals file complaints, check the status of previously filed complaints and receive feedback through a web/mobile platform.

ICT4Democracy in East Africa partners work with grassroots based organisations, local government, policy makers, voluntary social accountability committees (VSACs), citizens, academia, the tech community, civil society organisations and media. All are committed to sharing knowledge, support and infrastructure in the use and promotion of ICTs in governance.

A November 2011 survey conducted to get a better understanding of Nairobi citizens' views on governance revealed that the term governance does not exist in Swahili. The closely related translations were "rule", "leadership" or "government".

OUR ACTIVITIES

July - September 2011

TI Uganda, headquartered in Kampala opens a field office in Lira district.

TI Uganda and **WOUGNET** undertake mobilisation, selection and formation of Voluntary Social Accountability Committees (VACs and VSACs) exercises across Northern Uganda.

iHub Research undertakes desk research to identify a Kenyan definition of "good governance" and the weakest areas of governance in Kenya.

KHRC selects VIFANET (Laikipia), Kuria, Kwale, Wajir, Isiolo, Kinango, Mt. Kenya, Central East, Kakamega, South Nyanza and Baringo Human Right Networks (HURINETs) as advocacy networks of communities organised around specific human rights issues.

CIPESA enters into memorandums of understanding (MoU) with two grassroots based centres. Busoga Rural Open Source & Development Initiative (BROSDI) - a non-profit centre working to improve rural livelihoods and the second is the local government-run Kasese eSociety.

On the launch of the Open Government Partnership (OGP), **CIPESA** publishes an Open Government in Africa briefing. It explains the OGP, looks at OGP indicators and prospects in selected African countries (Ghana, Kenya, Liberia, Tanzania, Uganda and South Africa), and explores the role ICT could play in catalysing the achievement of open governance in Africa.

CHRAGG commissions Bessbrook International LTD to design and develop the SMS for Human Rights system. The commission also signs MoUs for collaboration with 10 NGOs.

Information and work from HURINETs on the ground feed into a crowd sourcing platform at www.civicaction.ke

CIVIC ACTION
"The Citizen Participation Website"

October - December 2011

BROSDI and **Kasese eSociety** receive IT support equipment from **CIPESA.**

CHRAGG undertakes field studies to gather user requirements to go toward the features design of the SMS for human rights system in Mwanza, Lindi and Iringa regions.

Work begins on **KHRC'**s civic participation website. Kuria, one of the HURINETs whose work is to feed into the civic participation website launches a crowd mapping platform at www.ruralchange.crowdmap.com. Kuria seeks to address systematic insecurity in the Kuria constituency.

iHub Research publishes the results of the mGovernance in Kenya literature review and exploratory study.

TI Uganda carries out health centre visits in Lira and Oyam districts and launches Stop Health Workers' Absenteeism Facebook page.

CIPESA trains Kasese eSociety staff in citizen journalism. Using a digital camera and citizen journalism training given by **CIPESA**, the centre staff investigated water supply shortages in Mpondwe-Lhubiriha town council, and prompted authorities to take action.

WOUGNET conducts service delivery monitoring through ICT awareness raising workshops in Apac and Kole districts.

January - March 2012

CIPESA undertakes a knowledge, attitudes, practices (KAPs) and needs assessment of citizen groups and local governments regarding the utility, effectiveness, and security of ICT for democracy in the western region of Uganda. The survey involved focus group discussions and individually administered questionnaires in the town centres of Kabarole and Kasese districts.

In addition to **BROSDI** and **Kasese eSociety**, **CIPESA** enters into a memorandum of understanding with another grassroots based centre – the Gulu-based **Northern Uganda Media Club (NUMEC)**. The media club works to revitalise the media terrain within the region and helps to catalyse reconciliation, resettlement, and recovery in a region that experienced two decades of armed conflict.

iHub Research conducts usability tests on three Kenyan mobile governance applications. The apps are: *Mzalendo*, a blog platform for holding Members of Parliament accountable and rating their work; *Msema Kweli*, an android-based application for tracking community development funds; and *Huduma*, a web and mobile based platform for citizens to voice the difficulties they encounter using government services. **iHub Research**'s initial findings indicate that there are gaps between the technology and direct citizen-leader interaction. In addition, participants raised privacy and security concerns, and data protection issues.

An internal awareness seminar is conducted to update 220 **CHRAGG** employees across Tanzania on how the SMS for Human Rights system will work. In addition to Lindi, Mwanza and Iringa regions, **CHRAGG** extended its field studies to gather user requirements to Dar es Salaam.

WOUGNET conducts citizen journalism and ICT capacity building workshops for VSACs in Amuru and Gulu districts. An Ushahidi platform www.wougnet.org/ushahidi is launched for VSACs in northern Uganda to upload content and access information on prevailing service delivery and governance issues.

KHRC provides ICT support equipment to 10 grassroots **HURINET**s. The equipment included computers, power back-up systems, and cameras with which the HURINETs will report information and work from the ground into the civic participation website. 22 HURINET members were also successfully trained in the use of social media and basic ICT skills to access and share information for more effective results in their work.

CIPESA commences an assessment of Uganda's open government data readiness.

April - July 2012

0800 200 188, a toll free call centre, is installed by **TI Uganda** for citizens to log voice complaints about corruption and poor service delivery in the health sector in Northern Uganda.

CHRAGG installs and starts testing the SMS for Human Rights System in a working environment. The commission also embarks on an awareness raising campaign for the system, in particular targeting the youth.
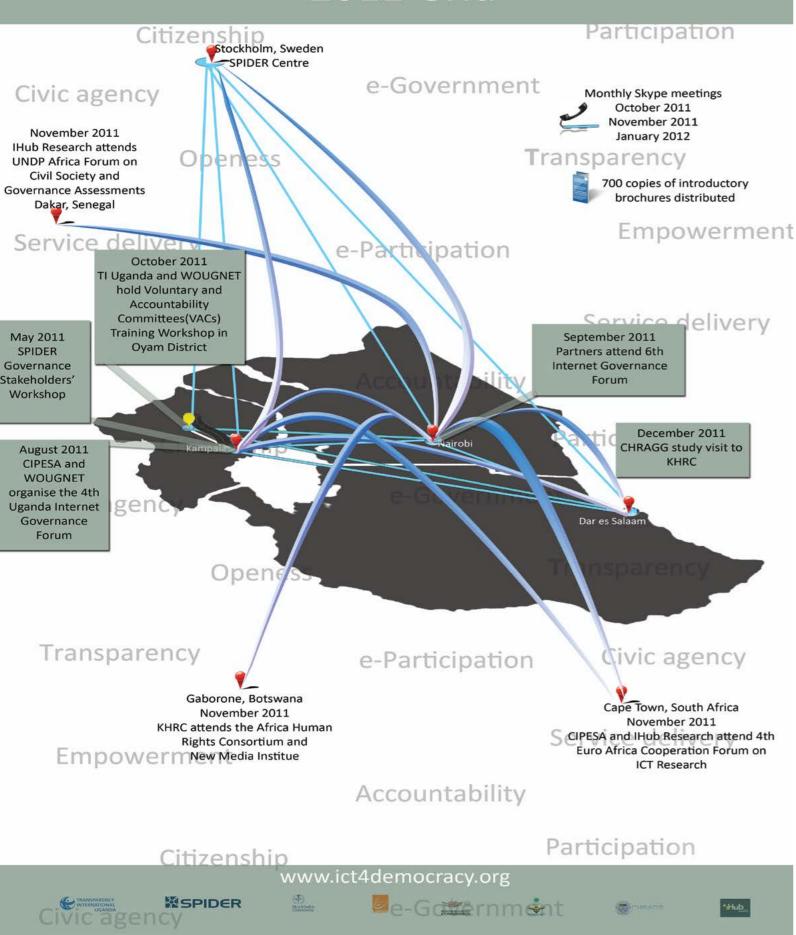
CIPESA publishes and disseminats a report entitled 'How ICT Tools are Promoting Civic Participation in Uganda'. The report illustrates ICTs are aiding citizen participation in Uganda, but also points to the challenges that need to be overcome for these technologies to have a wider impact on governance. **CIPESA** also finalised the Open Governance in Uganda study. The study sought to establish Uganda's readiness for open data, capture citizen's perceptions on open governance in Uganda as well as form a basis for advocating for increased government openness in Uganda.

CIPESA undertakes a KAPs and needs assessment of citizen groups and local governments regarding the utility, effectiveness, and security of ICT for democracy in Uganda's northern region. The survey involved focus group discussions at the Gulu based **NUMEC** and individually administered questionnaires in Gulu town.

iHub Research conducts user-centred design workshops as a basis for strategising on building mobile governance applications from citizen users' perspective. The team selected governance in the Kenyan water sector as the thematic focus of the remainder of the mGovernance in Kenya project and published a report on technology use in Kenya's water sector entitled "Technology in Solving Society's Water Problems in Kenya."

VIFANET (Laikipia) and **Kwale**, two HURINETs working with KHRC to improve grass roots based organisations' and their memberships' understanding of the commitment to building a human rights state and society deploy ICT platforms in their work. Laikipia HURINET, located in Laikipia, in the south rift valley region of Kenya, works to empower the Laikipia county community through promotion of human rights, free information dissemination, training, and networking. The HURINET launched www.laikipiacivicaction.crowdmap.com. Kwale HURINET is documenting its work on child rights at www.genesisforhumanrights.wordpress.com. Kwale HURINET is located in Kwale, on the south coast of Kenya. Their work focuses on civic education on the implementation of the Constitution of Kenya 2010 with special emphasis on Bill of Rights, Devolution, Leadership and Integrity among other constitutional provisions; para-legal services on child rights and labour; security, equality and justice.

ICT4Democracy in East Africa
2011 Grid

Citizenship

Participation

Civic agency

e-Government

Stockholm, Sweden
SPIDER Centre

Transparency

Openess

e-Participation

Empowerment

Monthly Skype meetings
October 2011
November 2011
January 2012

700 copies of introductory brochures distributed

November 2011
IHub Research attends UNDP Africa Forum on Civil Society and Governance Assessments Dakar, Senegal

Service delivery

October 2011
TI Uganda and WOUGNET hold Voluntary and Accountability Committees(VACs) Training Workshop in Oyam District

Service delivery

May 2011
SPIDER Governance Stakeholders' Workshop

September 2011
Partners attend 6th Internet Governance Forum

Accountability

Kampala

Nairobi

August 2011
CIPESA and WOUGNET organise the 4th Uganda Internet Governance Forum

December 2011
CHRAGG study visit to KHRC

e-Government

Openess

Dar es Salaam

Transparency

Transparency

e-Participation

Civic agency

Gaborone, Botswana
November 2011
KHRC attends the Africa Human Rights Consortium and New Media Institue

Empowerment

Cape Town, South Africa
November 2011
CIPESA and IHub Research attend 4th Euro Africa Cooperation Forum on ICT Research

Service delivery

Accountability

Participation

Citizenship

www.ict4democracy.org

Civic agency

e-Government

CONFERENCES

October 2011: **iHub Research** hosts a workshop to identify issues in Kenya's governance structures with an emphasis on stakeholder roles and relationships. The workshop also explored ways in which technology could facilitate and potentially enhance good governance.

February 2012: During the 3rd International Conference on Mobile Communications for Development (M4D 2012) in New Delhi India, ICT4Democracy in East Africa held a workshop *Mobile Democracy in East Africa* to show case innovative cases from the region and engage practitioners and stakeholders in experiences and opportunities of mobile phones in support of democracy.

March 2012: **iHub Research** conducted a second mGoverance workshop. The workshop disseminated findings from the exploratory research and the results of the mobile apps for governance usability testing conducted in January.

April 2012: Members of the ICT4Democracy in East Africa network participated in the Stockholm Internet Forum that aimed to deepen discussions on how freedom and openness on the internet can promote social and economic development globally. Participants included media, civil society, academia, telecommunications, national and international development agencies. The forum was organised by the Swedish Ministry of Foreign Affairs, the Internet Infrastructure Foundation and the Swedish International Development Cooperation Agency (Sida).

May 2012: **iHub Research** presented its mGovernance exploratory research finds at the IST Africa 2012 Conference and Exhibition in Dar es Salaam, Tanzania, under the eGovernment and eDemocracy theme.

CIPESA participated in the Uganda National Civil Society fair and shared reports and work done in the democracy and governance session. The fair is an annual event organised by the National NGO Forum showcasing the contributions of different civil society actors to Uganda's socio-economic development and political growth.

June 2012: In collaboration with the African Human Rights Consortium, **KHRC** conducted a four-day new media, research and advocacy workshop aimed at scaling-up the use of ICTs in human rights and democracy within East Africa. The workshop attracted participants drawn from civil society and media in Kenya, Uganda, Ethiopia, Tanzania and Burundi.

WOUGNET and **CIPESA** held a stakeholder workshop *Promoting Good Governance and Accountability Through ICTs* in Uganda.

July 2012: **iHub Research** hosted a water stakeholder workshop to identify and discuss current interactions between the stakeholders, understand how transparency, service delivery and citizen participation are being applied in the sector's current operations and identify the potential of mobile applications/platforms in promoting sustainable urban and rural water development.

In workshops organised by ToroDev, local citizens from Kabarole district identify and discuss their priority service delivery needs, so that they can engage their leaders meaningfully.

NEW PARTNER

ICT4Democracy in East Africa welcomed a new organisation to the network's efforts in June 2012. **Toro Development Network (ToroDev)** is to spearhead a project to promote public accountability for improved service delivery in Rwenzori region, western Uganda. The project will see the use of a local FM radio broadcasting station as a "hub" for the convergence of information and knowledge provided by internet and mobile technology tools.

Broadcast media practioners and staff from 10 FM radio stations in the Rwenzori region will be trained on how to design programs and broadcast relevant content and information that empowers local citizens to advocate and monitor the quality of service delivery and democratically engage their leaders for development planning and budgeting. Radio staff together with rural monitors will also be trained on how to use online social media tools to undertake research, document and disseminate on FM radios information on how to demand accountability and network beyond their communities for support using ICT.

Furthermore, in partnership with FrontLineSMS-UK, ToroDev will optimise the use of mobile telephony, whereby local citizens directly interact with FM radio stations to air their views regarding the status of service delivery in their communities through SMS.

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