

# ICT4Democracy in East Africa

A Year In Review  
2014



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# Foreword

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In our January to June 2014 newsletter, we shared the activities of the seven partner organisations that make up the ICT4Democracy in East Africa network. In this edition, we take a look at the highlights that have been achieved over the course of the year. The network continued to enhance communication between ordinary citizens and duty bearers at a regional and national level, and advanced the right to seek, receive and impart information that supports civic empowerment and good governance using Information and Communication Technologies (ICT).

The network, which tackles issues such as corruption, service delivery monitoring, upholding respect for human rights, and promoting civic engagement in Kenya, Uganda and Tanzania, is composed of the Women of Uganda Network (WOUGNET), Transparency International Uganda (TIU), the Collaboration on International ICT Policy for East and Southern Africa (CIPESA), iHub Research (Kenya), the Kenya Human Rights Commission (KHRC), the Commission for Human Rights and Good Governance (Tanzania), and the Toro Development Network (ToroDev).

Despite facing an array of challenges, all the partners recorded tremendous success and major accomplishments that are likely to have a long-lasting impact in the communities they work in.

Partners made positive progress in their engagements with rural communities, civil society organisations, citizens, academia and duty bearers, all the while sharing their work and stories on various ICT platforms including short message services (SMS), FM radio, television, social media websites and crowd sourcing platforms. These tools also supported the interaction that communities have had with duty bearers and the media. The use of traditional media such as printed pamphlets and community meetings also served to reinforce activities taking place online and was a source of information that was consequently shared online and on radio.

The network held its annual meeting in October in Nairobi, Kenya which also coincided with the inaugural Buntwani conference. At the conference, which was aimed at exploring the potential of ICT in strengthening civic engagement and participation in Africa, each partner contributed on a panel. Discussions drew in representatives from civil society, government, the ICT fraternity and academia.

The network continues to strive ahead despite sometimes facing apathy from sections of the communities that we engage with, in addition to the deteriorating legal landscape and limited resources for many of our grassroots partners.

However, the milestones attained thus far outweigh the challenges met as more citizens are made aware of the use of ICT and are beginning to realise their right to freedom of expression and to engage in monitoring public services delivery.

The network is grateful for the support of the Swedish Programme for ICTs in Developing Regions (Spider) and the Swedish International Development Cooperation Agency (Sida).

**CIPESA**

**ICT4Democracy in East Africa Regional Coordinator**

**May 2015**



# Where we work

## East Africa: Governance and ICT Context Overview

The network partners work in varying socio-economic and political climates which have influenced their approaches and responses to the use of ICT in the promotion of good governance, citizen participation, human rights and service delivery monitoring.

### Electioneering

Tanzania's elections are slated for 2015, with President Jakaya Kikwete ineligible for re-election. Uganda goes to the polls in February 2016, with President Yoweri Museveni – in power for the last 29 years – expected to contest. For both countries, 2015 will be dominated by electioneering. Election periods in these countries have previously been characterised by a higher degree of intolerance for critical opinion by ruling party officials, opposition politicians, and state organs. Incidents of violence have also been common, although never anywhere near the level of Kenya's 2007-2008 post-election violence. Online hate speech has also been known to escalate during election periods, with resultant heightened efforts by authorities to hunt for offenders.<sup>1</sup>

### Constitutional revisions

Tanzania has for two years been debating a new constitution with the ruling party, Chama Cha Mapinduzi (CCM), pushing for various fractious proposals. It is expected the constitution will be passed in 2015.<sup>2</sup> Uganda is also debating numerous amendments to its constitution, while electoral reforms are also underway ahead of next year's general elections. The constitution making exercises provide civil society an opportunity to propose progressive amendments to the supreme laws.

### Influx of bad laws

During 2014, space for civil society appeared to be shrinking in Kenya and Uganda, as the two countries enacted laws widely criticised for negating freedom of expression and citizens' privacy. In December 2014, Kenya enacted the Security Laws Amendment Act that is inimical to freedom of assembly and association, freedom of expression and information, and the right to privacy. The Government justified the changes saying the country was at war with Somalia's Al Shabaab militia and needed decisive measures to fight terrorism.<sup>3</sup> The law restricts civic space and gives state agencies more powers over citizens' digital communications.

In late 2013, Kenya amended two of her communications acts – the Kenya Communications and Information (Amendment) Act 2013 and the Media Council Act 2013 - inserting retrogressive provisions that restrict media freedom and general freedom of expression.<sup>4</sup>

Kenya is also seeking to amend the Public Benefits Organisation Act (2012) to curtail the ability of civic organisations to engage in advocacy work, to limit foreign funding to civil society organisations, and to set up a central government-controlled account for funds received from overseas. These proposals would further limit the ability for civic organisations to do their work.<sup>5</sup> Uganda has similarly tabled proposals to amend the law governing NGOs, with current proposals including stricter monitoring of NGOs, whom government ministers have accused of "meddling in politics and serving foreign interests", the payment of annual fees and annual licencing requirements.<sup>6</sup>

### How we work

Partners use mobile messaging (short message services), FM radio, social media like Facebook and Twitter, toll free call centres, crowd sourcing platforms as well as direct community engagement.

We work with grassroots-based organisations, local governments, policy makers, voluntary social accountability committees (VSACs), academia, the tech community, civil society organisations and media in the use and promotion of ICT in governance

<sup>1</sup> See *State of Internet Freedom in East Africa 2014 Report*, [http://www.cipesa.org/?wpfb\\_dl=76](http://www.cipesa.org/?wpfb_dl=76) and *Country Reports*; Kenya, [http://www.cipesa.org/?wpfb\\_dl=180](http://www.cipesa.org/?wpfb_dl=180) Tanzania, [http://www.cipesa.org/?wpfb\\_dl=182](http://www.cipesa.org/?wpfb_dl=182) Uganda, [http://www.cipesa.org/?wpfb\\_dl=181](http://www.cipesa.org/?wpfb_dl=181)

<sup>2</sup> See: <http://www.policyforum-tz.org/resources/tanzania-constitutional-review-resources>

<sup>3</sup> *What the NGOs are not telling Kenyans*; <http://www.the-star.co.ke/news/what-ngos-are-not-telling-kenyans>

<sup>4</sup> *ibid: State of Internet Freedoms in Kenya*

<sup>5</sup> *KHRC's Response to the Deregistration of Charities by the National NGO Board*; <http://www.khrc.or.ke/media-centre/press-releases.html>

<sup>6</sup> *Minister Wants Tighter Law on NGO Activities*, <http://ugandaradionetwork.com/a/story.php?s=54801> and *NGO Law Monitor: Uganda*, <http://www.icnl.org/research/monitor/uganda.html>

In 2014, Uganda passed various regressive laws, including the Anti-Pornography Act and the Anti-Homosexuality Act (which a court later declared invalid, but whose promoters claim they are about to retable in Parliament). Both laws also undermine human rights in the online sphere.<sup>7</sup> Enactment of these two laws followed the November 2013 passing of the Public Order Management Act, which gives police officers wide-ranging powers to break up meetings or to deny individuals permission to hold meetings.

### Stagnation on access to information laws

Uganda is the only one of the three countries with an access to information (ATI) law, but has done little to implement the law nine years after it was enacted. Both Kenya and Tanzania have had drafts of this law for more than eight years. Kenya has in the last year shown interest in passing the law; Tanzania is still dragging its feet, although it finally submitted the Bill to Parliament in early 2015. Kenyan media leaders say the passing of the Security Laws (Amendment) Act 2014 and several other old and recently passed laws, coupled with a lack of an access to information law, make the practice of journalism a big challenge and has enabled corruption to thrive. As the Media Council of Kenya CEO remarked, "This [ATI] is the only law that will allow the media to work professionally while avoiding conflict with other laws that seem directed at reducing their space."<sup>8</sup>

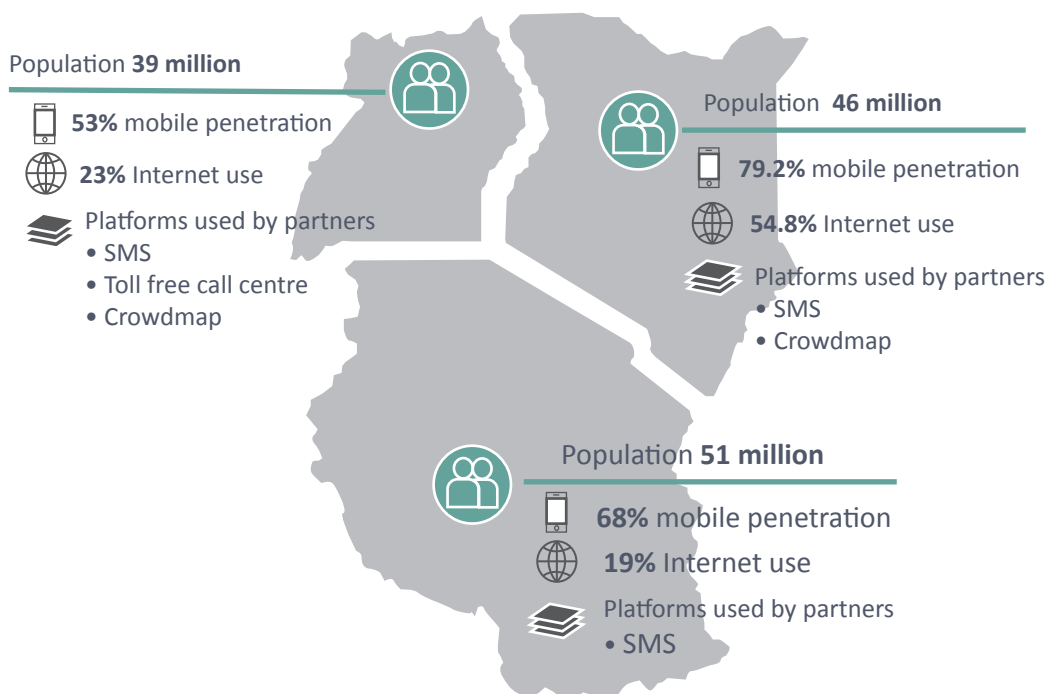
### Corruption

Corruption continues to thrive in all three countries, with Government efforts falling short of decisively addressing the vice. Research by Transparency International in East Africa found that, in 2014, of the three countries Tanzania had the highest likelihood of corruption (19%), followed by Uganda (17.9%) and Kenya (12.3%). Bribe payment in Tanzania was primarily attributed to the need to expedite service delivery. In Kenya and Uganda, most respondents paid a bribe since it was the only way to access the services they were seeking.<sup>9</sup> About 90% of respondents that encountered a bribery incident did not report or make a complaint to any authority or person.

According to Transparency International global corruption index, Kenya is ranked worst among East African peers at 145 out of 175 countries surveyed, followed by Uganda at 142 and Tanzania at 119.<sup>10</sup> Although Tanzania is ranked better than its neighbours, it has been reeling under numerous scandals that have led to the resignation and sacking of cabinet ministers.<sup>11</sup>

### ICT Use

The use of ICT has continued to grow, providing a possibility for citizens to use digital technologies in engaging with other citizens and with public officials.



<sup>7</sup> How Recently Enacted Laws Undermine Ugandan Citizens Rights, [http://www.cipesa.org/?wpfb\\_dl=158](http://www.cipesa.org/?wpfb_dl=158)

<sup>8</sup> Victor Bwire, Kenya needs access to information law urgently, Daily Nation, January 9, 2015;

<http://www.nation.co.ke/oped/Opinion/Kenya-needs-access-to-information-law-urgently/-/440808/2583924/-/wmp87e/-/index.html>

<sup>9</sup> Transparency International Kenya, The east African Bribery Index 2014.

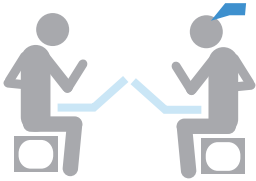
<sup>10</sup> Transparency International - Country Profiles

<sup>11</sup> Scandals taint Kikwete legacy, jeopardize CCM aspirants' chances, The East African, December 27, 2014;

<http://www.theeastafrican.co.ke/news/Scandals-taint-Kikwete-legacy--jeopardise-CCM-aspirants--chances/-/2558/2570300/-/2cnt4uz/-/index.html>

# ICT4Democracy in East Africa Network Partners and Activity Overview

## CIPESA (Network regional coordinator)



The 'iParticipate Uganda' project aims to catalyse the use of ICTs in citizens' engagement and participation in governance. The project builds the capacity of media, public officials, citizens and other duty bearers in the use of ICT for democracy, provides support to three grassroots ICT access centres and researches the ICT knowledge, practices and attitudes of citizens in Uganda. CIPESA is also undertaking an analysis of ICT legal and regulatory frameworks in Kenya, Uganda and Tanzania.

## CHRAGG

CHRAGG has implemented a Short Messaging Services (SMS) platform in Tanzania for citizens to utilise their mobile phones to lodge human rights violations and complaints. The project has targeted women and youth in its campaign which is also increasing awareness of human rights in the country. The campaign to popularise the SMS system includes radio talk shows, prime time TV and radio jingles, distribution of flyers, TV adverts as well as visual and performance acts through dance troupes.



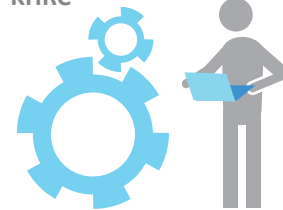
## iHub Research



iHub Research is exploring the interaction between governments and citizens through ICT tools in support of civic participation, service delivery, transparency, accountability and access to information. The insights are being sought in Kenya, Uganda and Tanzania through a series of field studies, focus group discussions, surveys, interactions with developers and literature reviews. The results of this work are expected to aid the implementation of initiatives that use ICT to monitor public services delivery, fight corruption and improve public sector transparency.

## KHRC

The mentoring of grassroots based Human Rights Networks (HURINETs) in Kenya is key to KHRC's project. The organisation has partnered with 10 HURINETs to increase their capacities to effectively use ICT tools such as crowdmaps, blogs, Twitter and Facebook in their advocacy work and to increase their role in promoting human rights.



## TIU



A toll free call centre forms the foundation of TIU's northern Uganda-based project. Voluntary Accountability Committees (VACs) are playing the key role of monitoring health service delivery at health centres in remote areas in Lira and Oyam districts. The project empowers citizens to demand social accountability of health workers in the region. TIU verifies reports of health service delivery challenges received at the call centre from VACs and the public through field visits before raising them with the respective authorities for remedial action.

## ToroDev

Working with 15 rural advocacy forums and the Rwenzori Journalists Forum, ToroDev is motivating citizen activism in Western Uganda in pursuit of transparency and accountability monitoring. Local FM radio stations are used as hubs for information and knowledge sharing sourced through the internet (social media) and mobile phones (SMS) during which there is active engagement with local leaders and advocacy forum members on critical community issues.



## WOUNGNET



Northern Uganda is the focus area of WOUNGNET's project which empowers the local communities in five districts (Apac, Kole, Oyam, Gulu and Amuru) to monitor good governance and service delivery through the use of radio stations, digital cameras, mobile phones, Facebook, Twitter, blogs and the crowd sourcing platform Ushahidi. The project primarily targets women in Community Based Organisations (CBOs) and women groups.

## Activity Highlights Across The Three Countries in 2014



### Citizen Monitoring and Reporting

In western **Uganda's** Rwenzori region, citizens' participation on radio talk shows on governance issues through SMS, call ins, and social media grew from **304** in June 2014 to **4,835** by Nov 2014.

In **Kenya**, **1,691** reports of misuse of state resources, human rights violations, and poor service delivery were received over the toll-free SMS system.

In **Tanzania**, the human rights system capacity enhancement and public education campaigns led to a rise in human rights violations reported via SMS from **864** in 2013 to **4,271** in 2014.



### Dialogue and Interactivity

ICT platforms utilised in the project such as the toll free call centre, crowd-mapping platform, interactive radio, Twitter, Facebook and SMS were complimented by community dialogues that drew in **12,000** participants.

Using various social media tools, we directly reached **27,669** individuals, enabling citizens to express themselves on numerous issues around democratic governance, accountable and efficient public services delivery.

### Awareness Raising

We reached more than **20** million people through TV and radio jingles and interactive talk shows with messages on protecting human rights and promoting democratic governance.

Information, Education and Communication (IEC) material including stickers, newsletters and posters with messages on human rights, good governance and service delivery monitoring reached an audience of **250,000** including local leaders, human rights networks, MPs, ordinary citizens and the media.

### Capacity building

A total of **2,683** citizen journalists, rural monitors or Voluntary Social Accountability Committees (VSAC) members and media were trained in using ICT to monitor public services delivery and give voice to marginalised communities to demand accountability from duty bearers.

**40** local leaders were trained on the use of ICT for information sharing and citizen engagement.



### Research

Ground-breaking research in Kenya, Tanzania and Uganda has mapped tools being used in enhancing freedom of expression and citizens' participation in governance processes. It has identified ways in which ICT for democracy projects can be tailored to boost citizen participation and responsiveness by duty bearers.



### Gender equality

Participation in partners project activities by women was **43%**. Youth constituted **26%** and male **57%**.

### Learning and knowledge exchange

The project featured at **12** national, regional and international events, with project staff making presentations as panellists and submitting research papers.



## Uncovering Innovative Citizen-to-Government Online Interaction Tools

In the first half of 2014, iHub Research conducted exploratory research into the types of tools that were commonly being used in governance and transparency. To identify these tools, the organisation conducted 38 key informant interviews and 12 group discussions in Kenya, Uganda and Tanzania among members of civil society organisations, government representatives and tech developers.

This research was also supported by crowd-sourced data made available through online spaces such as Twitter, Facebook and from the ICT4Democracy in East Africa Network Partners. The research covered Nairobi and Nakuru in Kenya; Kampala, Fort Portal, Lira and Apac in Uganda; and Dar es Salaam and Mwanza in Tanzania.

A total of 18 tools used in the region were identified and analysed to establish how they enabled two-way interaction between government and citizens, with a focus on access to information, service delivery, tracking corruption, and citizen participation.

### Kenya, Uganda, Tanzania: Investigating available ICT tools for citizen participation and democracy



#### Implementers

- Government
- Civil Society
- Citizens
- Private Sector

#### How do the tools support citizen and government interaction?

Existing frameworks generally test the below:

- Gov -to-Gov
- Gov-to-Citizen
- Gov-to-Civil Society
- Citizen-to-Citizen

iHub included to their framework possible interactions in the use of ICT tools for governance.

- Civil Society-to-Citizen
- Civil Society-to-Gov
- Citizen-to-Gov
- Citizen-to-Civil Society

#### How are the tools being used?

- To promote access to information
- To monitor public service delivery
- To track corruption
- To support civic participation

The preliminary research results show that there exist numerous mobile phone tools - Short Message Service (SMS), Unstructured Supplementary Service Data (USSD) and voice; and web applications for governance in the three countries. These are complemented by radio, social media platforms, community ICT centres and physical interactions.

According to the findings, successful use of ICT for governance has been experienced in cases where low-tech ICT such as radio and mobile phones (feature phones) are used, or in areas where forums exist for citizens to physically meet and make follow-ups on issues raised using ICT. Mobile and web applications whose development/creation occurs mostly in tech hubs and tech competitions such as hackathons are popular and hyped only among people who are particularly interested in technology and applications and a few other people who are reached through the app creators' marketing strategies.

The results also show that a key de-motivation in the two-way interaction between citizens and government using ICT is the belief by citizens that nothing will come out of the interaction. Other common de-motivating factors for using ICT in governance are high cost, low expertise and lack of incentive to use the tools.

High illiteracy levels are a big hindrance to successful implementation of the ICT tools, more so in rural areas. Many organisations lamented the lack of knowledge and skills as a major hurdle that limits many citizens from using ICT tools being implemented by the organisations.

However, citizens are motivated because they do not need to travel in order to report a case of corruption, human rights violation, or poor service delivery – “You can report the case wherever you are,” as one FGD participant said. The use of ICT has further washed away the fear of getting victimised as it enables citizens to anonymously express themselves or report on duty bearers. This has boosted the morale of citizens in the three countries to continue using ICT in reporting on governance and service delivery issues affecting them.



The fact that duty bearers, such as leaders and organisations mandated to oversee transparency in governance and service delivery, are in some instances quick to respond also motivates citizens in using ICT to monitor and report. Using toll-free lines is also a motivation, as citizens do not pay for the service, can express themselves anonymously and conveniently from wherever they may be. Civil society groups and Government officials are motivated to use ICT for governance because of the reduction of costs in general administration associated with ICT.

Monitoring governance and service delivery is predominantly done by citizens in areas away from cities. Many use feature mobile phones and an integration of innovative methods such as digital cameras and SMS for evidence-based monitoring. Using mobile phones to share and receive information with CSOs that run governance programs, utilising toll free lines, radio shows, social media platforms of both CSOs and Government ministries and departments, are among the common avenues of citizen participation.

Organisations that used social media as an enabler of engagement mainly used it as a means to push out information to inform citizens. This was particularly prevalent with NGOs who targeted youth. However, radio was mentioned as the most common and trusted channel used in rural areas.

*The full research report is due to be released during 2015.*

*“I don’t visit any governance websites or social media pages because they don’t have anything that I need. I only go to them when I have the need to, which is not often.” – FGD participant in Nairobi, Kenya.*

*“Nobody will act on my complaint, I will just waste my money calling and waste my vifurushi (data bundles on mobile phones) visiting websites to complain.” – FGD Participant in Dar es Salaam, Tanzania.*

## Reporting Human Rights Violation through SMS

The Tanzania-based Commission for Human Rights and Good Governance (CHRAGG) has been promoting the use of Short Message Services (SMS) in its project titled ‘SMS for Human Rights’ aimed at encouraging more citizens to report human rights violations in the country.

During 2014, the SMS-based system which is maintained at the CHRAGG head office received a software upgrade and new licenses. The team also purchased nine computers to aid their work. These steps and improvements to an existing Case Management System have seen a reduction in the amount of downtime that the system was previously experiencing.

Before this initiative, many cases related to violation of human rights and contravention of principles of good governance went unreported due to slow, costly and cumbersome reporting systems. The reporting systems involved travelling to the CHRAGG offices yet the organisation does not have offices in many parts of the country, or the use of postal services which were costly to citizens and did not guarantee them feedback.

CHRAGG validates the violations reported via SMS and attends to the cases that are reported from all over the country. With CHRAGG’s improved capacity and through a public awareness campaign involving the distribution of flyers, prime time radio jingles, radio and TV programmes, more citizens have started reporting human rights violations through the SMS for Human Rights system. Whereas CHRAGG officers carry out onward field investigations of reported violations and cases, respondent authorities still maintain manual systems. This affects the speed of resolution of complaints.

*26,000 flyers were distributed to households, reaching an estimated 130,000 citizens.*

*Jingles aired on a total of 22 radio and television stations during prime time news slots reached an audience of 14.8 million people.*

Throughout the course of the year, capacity building sessions with civil society groups on how to work with CHRAGG in reporting violations, particularly against disadvantaged groups, have been conducted. Beneficiaries were also trained on how to pass on human rights monitoring knowledge and skills to others. The engagements have enabled the Commission to create a network of human rights defenders

who it can rely on for advocacy, information dissemination and accurate reporting in the run-up to Tanzania’s upcoming presidential elections.

Although there have been efforts to create further awareness of the SMS for Human Rights project, more still remains to be done especially to reach rural and remotely based communities. To this end, national media avenues complementing available regional media would serve as potential avenues to reach these audiences.

Meanwhile, CHRAGG collaborates with the Kenya Human Rights Commission (KHRC) through ongoing cross-border knowledge exchange on how to tackle human rights violations and address reported complaints.



*Distribution of CHRAGG flyers on SMS for Human rights in Kigoma, Tanzania*

## Enhancing Public Services Delivery Monitoring in Northern Uganda

In Northern Uganda, the Women of Uganda Network (WOUGNET) has enabled rural citizens, primarily women, to play a role in improving service delivery monitoring and reporting on services delivery through ICT. The work in the districts of Apac, Kole, Oyam, Amuru and Gulu is being undertaken through a network of Voluntary Social Accountability Committees (VSACs) and Community Based Organisations (CBOs).

These efforts are seeing reward with evidence of increased appreciation of the role that citizens can play in demanding for better service delivery. This was seen in early 2014 when VSACs indicated that they preferred digital cameras to monitor service delivery instead of mobile phones, leading to the purchase of 29 digital cameras. VSACs are now able to document the gaps in service delivery and include documentary evidence in their social media and citizen journalism reports.

Service delivery monitoring and reporting is facilitated by desktop computers and internet connection support provided to the Kubere Information Centre (KIC) and Riber ber centre in Amuru district for committee and other community members to utilise in the dissemination of information.

Two stakeholder engagement meetings were conducted by VSACs at the sub-county level which each saw at least eight key district officials in attendance. These meetings entailed discussion on poor service delivery issues that the VSACs identified during their monitoring and aimed

at reaching actions that would see improvement to these services. Key outcomes of these engagements included better relationships between VSACs and duty bearers as well as increased accountability of local leaders to members of the communities they serve.

**VSAC meetings: Each meeting was attended by at least 11 VSAC members bringing the total attendance to 341 for each quarter.**

WOUGNET undertook 93 field visits to parishes within the five districts regarding service delivery reports received on the Ushahidi crowd mapping platform. These visits also included citizen journalism workshops which would further strengthen the capacity of VSACs' monitoring and reporting on service delivery. By December, a total of 577 VSACs from five districts had been trained. Of these, 403 were female and 174 male.

Documentation of the work by VSACs can be found on [www.wougnet.org/ushahidi/reports](http://www.wougnet.org/ushahidi/reports). Reports were also shared on social media platforms which VSACs created, and on the WOUGNET Twitter and Facebook accounts.

However, more needs to be done to ensure the delivery of services, the accountability of duty bearers, and the up-skilling of women in the region. These are still held back by issues such as illiteracy, limited access to mobile phones, poor network connectivity and limited ICT infrastructure.

WOUGNET is expected to conduct further ICT training for more VSACs and the wider members of the community so that a critical mass is obtained in order to enhance the use of ICT in promoting good governance.



**2** radio talk shows were held every quarter covering the five districts. They served as opportunity to report back on the service delivery monitoring as well as for duty bearers to be held to account

### Radio Apac

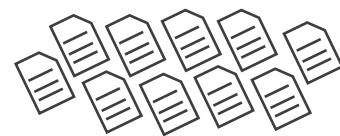


Audience Reach of **13,000**

### Mega FM



Audience Reach of **1,600,000**



At least **10** copies of the transcripts of the talk shows were distributed per district (6 to VSACs and **4** to district officials)

Recordings were also shared on social media via YouTube



## Reporting Health Service Delivery Failures Through Toll Free Line

Transparency International Uganda (TIU) has continued to use a toll free line to improve upon health service delivery in Northern Uganda. The use of this simple ICT in combination with the development of the capacity of voluntary accountability committees (VACs) to monitor public health systems has resulted in some improvement to service delivery in the region.

*There are 79 VAC members in Lira and Oyam districts, of which 53 are male and 26 are female. 20 are youth.*

Results from a baseline survey conducted in early 2014 in 26 health centres

in Lira and Oyam districts revealed that health service delivery in hard-to-reach areas had been neglected by the government. Where services were available they were in a state of disrepair, as health facility maintenance and supervisions were rarely conducted by the District Health Office teams.

Over the course of the year, the VACs became an invaluable resource to both the community and the project, having been trained on the use of ICT in monitoring service delivery and effecting change through the toll free line (0800 200 188).

To make follow-up on reported cases, TIU initiated visits to the affected health centres. The resultant dialogue has strengthened the relationships between district health officers, health workers, health service users, local leaders at sub-county level, health unit management committees and community members. These engagements have provided an opportunity for the various stakeholders to highlight their challenges as well as indicate what measures need to be taken to improve performance.

Between August and December, four stakeholder review workshops were conducted in Lira and Oyam, attended by 97 participants including duty bearers at district and sub-county level, health workers, political leaders, VACs, citizens and media houses to review reported challenges and develop action plans. These stakeholder engagements identified health centres that required urgent intervention and resulted in the following remedial actions:










- The completion of staff house construction in Apuce health center II that had been left incomplete for two years.
- The construction of an outpatient facility at the Abala health centre III commenced as staff houses had prior to the intervention been used to serve this purpose.
- The repair of non-functional water channels at Acokara and Abunga II health centres. Previously the centres were running without water supply.
- Some health centres were severely understaffed resulting in porters and security personnel having to dispense medicines. Health centres which were understaffed were identified and 39 more staff members were recruited to service health centres in Lira and Oyam. Disciplinary action was taken against poorly performing staff.
- Construction of maternity wards in Abala health centre II and Adigo Health Center II commenced towards the end of the year. Upon completion, the facilities will help expectant mothers in the surrounding communities to not commute further than necessary and avoid additional costs for childbirth.

*“TIU is the vocabulary of the district, everybody talks about it” - The Chief Administrative Officer (CAO) Oyam District.*

*“TIU’s reports are good enough to make people improve, we are willing to support you in your intervention in the district”. - Chief Administrative Officer (CAO) Lira District*

TIU’s initiative is supported by an active radio presence reaching millions in Northern Uganda. A total of 3,600 jingles in the native language of Leblango (Luo) and English were aired on three radio stations over the course of the year.

*Between January and December, 226 calls were received on the toll-free line and followed up on by TIU.*

Unity FM	Q FM	Shine FM
 <b>1</b> Talk Show	 <b>1</b> Talk Show	 <b>2</b> Talk Shows
 <b>720</b> jingles aired	 <b>1,800</b> jingles aired	 <b>1,080</b> jingles aired
 <b>2,000,000</b> citizens reached	 <b>1,500,000</b> citizens reached	 <b>10,000</b> citizens reached

## Research and Capacity Building in ICT For Civic Participation and Democracy Monitoring

The iParticipate Uganda initiative is CIPESA's project component under the ICT4Democracy in East Africa Network. It promotes the use of ICT to facilitate better delivery of government services to citizens. It also pursues access to information and increased interactions between citizens and public officials. The project is being implemented in partnership with three grassroots partners namely the Busoga Rural Open Source and Development Initiative (BROSDI) in Eastern Uganda, the Northern Uganda Media Club (NUMEC) and eSociety Kasese in Western Uganda.

With support from CIPESA, each grassroots based partner is tackling citizen participation through ICT in ways that encourage meaningful interactions that contribute towards service delivery monitoring and democratic processes.



*Production studio at NUMEC*

To-date, the project has reached over 1.6 million listeners in Northern Uganda through Mega FM. With the facilitation of NUMEC, the radio station aired two talk shows and pre-recorded community debates on the status of the Peace, Recovery and Development Plan (PRDP) in the region. The debates brought the concerns of the local community to duty bearers on a public platform that encouraged greater awareness among the community and put increased responsibility on duty bearers.

The project also trained 12 local journalists on the use of ICT as a tool to report service delivery failures and to engage with duty bearers. Additionally, a total of 20 journalists (including those who previously receiving training) participated in a specialised workshop on the use of geocoding methods and data collection as a tool to build and research stories specific to the region. A dissemination workshop detailing the work of NUMEC on PRDP was held in November which saw 20 participants in attendance, including district officials, political leaders, and teachers.

Through logistical, technical and capacity support from CIPESA, the eSociety Resource centre Kasese has provided access to ICT services for an average 250 users per month. Over the course of the year workshops have been offered to the media, district officials and regular users of the resource centre on topics including citizen journalism, geocoding methodology and data collection. CIPESA supports the centre by providing computer equipment, internet subscription, centre maintenance, mentoring and subsidising the cost of an ICT training officer.



*Geocoding training at eSociety Resource centre Kasese*

Meanwhile, BROSDI has trained staff at the Mayuge District Education Department on the use of ICT including skills on content development for the district website. Insights received during training complemented the development of a Situation Analysis Report on how ICT could be meaningfully integrated in the education sector in Mayuge District. The report identified gaps in the relationship between educators, the department and parents. It included recommendations on bridging this gap through inclusive decision making processes that entailed better ICT use, increased transparency and a shift away from "information hoarding".



*Training Mayuge District Education Department on the use of ICT conducted by BROSDI*

# iParticipate Uganda Grassroots Partners' Approach



**Active districts**  
Mayuge



**Project Reach**

Use of SMS to reach local leaders, community members and duty bearers in the education department

Training of members of the Education Department on the effective use of ICT to improve their online presence but also to engage better with central government and community members

T-shirts printed as a marketing and awareness tool

Development of an e-governance guide for the Education Department in Mayuge District



## Busoga Rural Open Source and Development Initiative

### Platforms used



Blog: <https://visualizemayuge.wordpress.com>



### Project focus

At BROSDI, the centre is sending out weekly informative short messages (SMS) to 77 key community members (religious leaders, local CBOS and women group leaders) on prevailing service delivery issues in the education sector. Meanwhile, BROSDI is working with Mayuge district officials to utilise the district website to improve information provision and education services delivery.



**Active districts**  
Gulu, Nwoya and Amuru



**Reach**

Mega FM talk shows with an audience reach of over 1.6 million listeners.

Community debates which provided a platform for direct engagements between duty bearers and community members

An increasingly aware community capable of demanding accountability on service delivery and PRDP.

Two video recordings of community debates, two 15 minute documentary videos capturing the service delivery challenges under PRDP which were shared at a project dissemination meeting held in November 2014.



## Northern Uganda Media Club

### Platforms used



Blog: [www.numec.ug/blog.php](http://www.numec.ug/blog.php)  
Twitter: @NUMEC\_Media  
Facebook: [www.facebook.com/NorthernUgandaMediaClub](http://www.facebook.com/NorthernUgandaMediaClub)



### Project focus

Document service delivery failures as a result of aid cuts by Peace Recovery Development Programme (PRDP) donors.

Build the capacity of journalists to use ICTs to monitor services delivery and to engage with leaders and duty bearers.

Generate public debate around PRDP on ICT platforms and by extension on traditional media like radio to further reach



## eSociety Resource Centre Kasese

### Platforms used



Facebook: [www.facebook.com/groups/nokasesesplit/](http://www.facebook.com/groups/nokasesesplit/)  
The District website: [www.kasese.go.ug](http://www.kasese.go.ug)  
District discussion group: <https://dgroups.org/iicd/kasese>  
E-library for district e-resources: <https://elibrary.kasese.go.ug>  
As well as a District news portal <https://kasesenews.blogspot.com/>



### Project focus

The Centre acts as a one-stop point for local government officials and community members to access various tools and services. These are all aimed at enhancing citizens' competence in monitoring government services, promoting accountability, civic participation and good governance in Kasese District.

As part of its iParticipate Uganda project, CIPESA has provided to the centre equipment and connectivity support. In addition, we jointly conducted research and citizen journalism training.



**Active districts**  
Kasese



**Project Reach**

Provision of a facility that community members can utilise to learn and improve upon ICT skills. A trainer is available to support this.

Up-skilling young adults and local leaders in electronic governance.

Empowered district officials on dissemination of information through the district blog

# Converging ICT Tools for Rural Accountability and Engagement in Western Uganda

In seven western Uganda districts, the Toro Development Network (ToroDev) is converging ICT tools to promote citizen activism and improved service delivery. Through the Tracfm online SMS platform which has been deployed at Hits FM, Voice of Bundibugyo and Life FM radio stations, as well as Facebook, Ushahidi, call-ins and SMS during the live radio discussions, ToroDev plays a central role in the region in advocating for good governance, accountability and monitoring service delivery. Its strong relationship with the Rwenzori Journalists Forum (RJF) resulted in three press conferences in the Kabarole and Bundibugyo districts during which the project developments were shared. These took place in June, August and September.

In addition is a partnership with three radio stations through which regular talk shows have been hosted. A total of 76 talk shows were conducted in 2014, during which community members lobbied for improved service delivery as they directly engaged with local duty bearers. Over the course of the year, there was an increment in the number of community members and duty bearers engaging with each other through the talk shows.

## Highlights

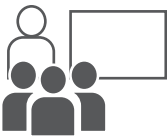


### 7 Field Investigations

were conducted in Kabarole, Kyenjojo, Kyegegwa, Ntoroko, Bundibugyo, Kamwenge and Kasese Districts to explore, monitor and evaluate citizen-led engagements

### 6 Rural Radio Debates

were held in areas with poor essential service delivery and broadcast on Better FM. Locals' participation in the debates went up from **150** in the first quarter of the project to **680**.



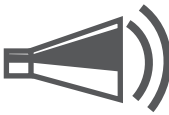
### Training

\***50** radio journalists and media practitioners from **12** local radio stations were given skills on demanding public accountability and monitoring service delivery through ICT

\*Training of **15** Advocacy Forum leaders on Public Policy Formulation & Analysis

\*Orientation of rural monitors in online reporting through the Ushahidi platform

\*ToroDev worked alongside WOUUNET for some of the online advocacy training.



### Spreading the word

\*More than **300** posts were made by advocacy forum members and journalists on the ToroDev Facebook page and blogs concerning the state of service delivery and **67** reports were posted on Ushahidi between August and December 2014

\***34** blog entries on prevailing service delivery and governance issues were posted on [www.rwenzorijournalistsforum.blogspot.com](http://www.rwenzorijournalistsforum.blogspot.com). The issues raised and experiences shared were broadcast on interactive radio talk shows.

### Rural Advocacy Forums

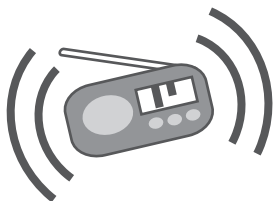
\*Partnerships with advocacy forums were initiated in **7** Districts

\*Membership across all forums comprised of **38%** female and **62%** male.

\*There was a **44%** youth participation at the forums

\*Membership per advocacy forum grew from **80** to over **120** by year end

\*Each forum held monthly meetings attended by at least **50** members



### Radio engagement

\***76** talk shows on **3** radio stations revolving around the topic of public accountability for improved service delivery

\***3** radio adverts aired daily per station encouraging citizens to engage their local leaders during radio talk shows through SMS and call-ins.

\*Citizen participation during radio shows | June: **304** November: **4,385** through the use of Tracfm, calling in and social media

\*Local leaders appearing on the live radio shows to give accountability | June: **16** November: **25**

### 9 Accountability meetings

took place in the region with attendance by community members and leaders of Advocacy forums



### A Financial Literacy Program

was started by ToroDev in partnership with Mountain of the Moon University to improve the livelihoods of the local citizens monitoring service delivery and demanding accountability.

## Building A Network Of Community Human Rights Defenders in Kenya

The creation of a network of human rights networks (HURINETs) and enabling them to take advantage of ICT platforms for promoting human rights is the goal that the Kenya Human Rights Commission (KHRC)- has pursued at a grassroots level. In so doing, it is promoting open government, human rights and the right to information in poor and rural communities through 10 HURINETs in the country.

Through providing infrastructure and increasing the capacities of community-based organisations on the use of ICT platforms that promote human rights, KHRC is building a vibrant social movement of citizens who monitor government commitment towards a society free of human rights violations.



Over the course of 2014, KHRC provided the HURINETs with computers, modems, cameras and trained over 150 members on how to utilise the equipment provided. These trainings were conducted in informal settlements around the capital city (Nairobi) as well as in the rural areas where some of the HURINETs are located. Beneficiaries have been a mix of youth, women and men. As a result, there has been an increment in the reporting speed as well as number of human rights violation cases reported, in addition to the reports being shared on social media platforms including Twitter, Facebook, SMS and the Haki report crowdmap.

Through the short code 22345, citizens can report misuse of public resources, human rights violations and poor service delivery to KHRC. The reports received are reviewed and followed up by KHRC's legal aid team. In 2014, a total of 1,691 reports were received through the shortcode.

Meanwhile, through the citizen engagement portal – [www.hakizetu.com](http://www.hakizetu.com) - KHRC has profiled community-based human rights partners in Kenya and documented available avenues for citizen participation.

The logistical support and capacity building efforts in Kenya have resulted in, among others, the creation and maintenance of social media sites by HURINETs for documenting human rights, service delivery and governance issues. The HURINETs and their members also contributed to community newsletters in August and December. The newsletters, with contributions from the general public, are helping to create local knowledge on the dynamics of the Human Rights field.

A notable creative social movement at the community level in Nakuru, Kenya: Midrift HURINET, a beneficiary of the project, participated in a campaign entitled "Ondoa Panya" (Referendum rat). The National Civil Society Congress (NCSC) organised the campaign against Members of the County Assemblies (MCAs) with the aim of ridding the county assemblies of rampant corruption. The campaign was to mobilise Kenyans to take action and used ICT platforms for mobilisation. This campaign attracted heavy media presence (see newspaper clipping below).



Despite KHRC facing challenges such as some community-based partners not supplying information due to unwillingness to hold government accountable, the impact of their work remains invaluable as perceptions slowly shift.



To mitigate negative perceptions on accountability, KHRC held workshops which provided a platform for discussions around these issues. The workshops included capacity building on citizen journalism on human rights dialogue amongst 36 teachers and small-scale farmers - who by virtue of their role and positions in communities are positioned to spread awareness.

However, the legal landscape in Kenya has raised uncertainty of the future of civil society organisations. During the International Right to Know week, KHRC engaged with Kenyan legislators in support of the enactment of the Public Benefits Organisations (PBO) Act 2013 and opposition to the amendments which have an impact on CSO regulatory frameworks in the country.

The PBO Act was developed in a highly participatory manner and, whilst not perfect, is a progressive legislation. However, this legislation has never been gazetted or operationalised. The rules and regulations to implement the PBO Act have not been finalised nor publicised. Even more worryingly, the current government has been seeking to amend the Act to curtail the ability of organisations to engage in advocacy work, to limit foreign funding to civil society organisations, and to set up a central government controlled fund for money received from overseas. There is a vibrant CSO reference group, of which KHRC is a lead, that wants to ensure effective regulation of CSOs whilst not affecting their independence.

The Kenya Government's attempts to muzzle independent voices and development institutions in Kenya have serious effects on the HURINETs who are part of this project. The reduction in political space, through attempted changes to and reluctance to gazette and roll out the PBO Act, as well as new media laws that have impacted on Kenyan citizens' right to know, were the targets of the advocacy campaign.



#### WHY PEACE CANNOT BE ACHIEVED IN THE MASHINANI

Somewhere in Kuria West constituency, I happen to have attended one of the peace dialogues hosted by the district peace committee (D.P.C.) in the chief's office. Two neighbours living in conflict had been summoned with one having reported the other to the committee. The issue was simple: one neighbour allegedly moved the boundary that separated the two to suit her own selfish wants and this act annoyed the other neighbour and pushed him to the point of him cropping. Lashing of insults and later calling of the "mwana wa nyumba kiani" were the only alternatives. The case became too much to handle and as such it was directly sent to the D.D and forwarded to the district peace committee.

In the meeting, involved parties told their part of the story one after the other. The committee listened keenly and the chairman was the first person from the panel to air his remarks. His sentiments were clear and open with no crossness or partiality.

One of the technical hitches I noticed in the meeting was their obsessive aim of reconciling the two parties as opposed to solving the root cause of the problem and looking for ways to bring the affected to a common ground. One of the things they did not understand is that neither the parties cared about the other but rather about how their problem could be resolved for them to move on with their mundane lives. Another was that in a conflict situation, it's not a must for the affected to reconcile and forgive but just live in truce. The funny thing in the meeting was that one of the summoned was accuse of so many things and pleaded not guilty to all accusations. Surprisingly, the meeting ended after nearly two hours and the peace committee decided that they will visit the land boundary but at a fee of Ksh.100 from each of the affected. The fee was to settle the transport allowance and the time spent to solve the conflict.

After the meeting, questions sojourned in my mind on whether the alternative conflict resolution programs are effective or whether the government is giving adequate support to the mechanisms in place to effect their duties. After unearthing the truth, I realized that the D.P.C. receives no support from the government and to some extent, this has played a role in reducing the competency of their job. The same problem applies to the administration police who for a long time have been ineffective in performing their duties. Factors of corruption and inadequate government support are the reasons behind their failure in executing their duties as an officer says. Most of the victims in the mashinani have failed to get justice due to reasons such as police demanding for fuel and maintenance fee for them to be of service.

With such occurrences in the mashinani, questions of peace and justice are still ghosts. To solve such quandaries, the national government in collaboration with the county government must work hand in hand to ensure that what is supposed to be done must be done. If this is not done and responsibility is not taken, then peace in the mashinani will be like a snake to be used for a decision.

By Judith Res-Hur

#### CONFLICT DUE TO WITCH-CRAFT

On 14 October 2014, rare, unique and most difficult kind of conflict involving two co-wives of a village elderly man with five wives was being handled in Maberia Division, K



Atypical Kenyan homestead, Kuria West Sub-County. Trusting in my skills and what they called 'that magic' to resolve conflict, I was called to help show the way to go. There was dead-silence in the small and stuffy room that acts as the area chief's office, Maberia, as the close to sixteen family members drenched in sweat sat.

Wife number one had ran to the authority fearing for her life as sons to wife number four had attempted to lynch her for being a witch and for plotting to offer one of the sons for sacrifice! She was being accused of being a very powerful witch who had used to wipe out the whole household of wife number four. The issue of contention was that a teenage son to wife number four was frequently falling sick, and in his sickness as in a dream he would call out the name of the older wife (his step-mother) asking her not to take her to the oceans in Mombasa! Every time the teenager would fall down unconscious, he would call out the name of his step-mother. It was alleged that this trend had gone on for so many years and now it was time to bring to an end!

As an exhibit, there was a machete in the hands of the sons to wife number four, all who were breathing fire of vengeance as they strongly alleged that on one night they had caught their step-mother running about their compound stark naked; bewitching them!

The Haki Digest: A Community Newsletter to which HURINETs contribute.

## ICT4Democracy in East Africa Network

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and the Swedish International Development Cooperation Agency (Sida)



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### Regional Coordination

The Collaboration on International ICT Policy for East and Southern Africa (CIPESA)



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