



EVALUATION OF THE PROJECT: ICT FOR DEMOCRACY IN EAST AFRICA: PROMOTING OPEN GOVERNMENT, HUMAN RIGHTS, RIGHT TO INFORMATION AND CIVIC AGENCY



EVALUATION REPORT

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The views and opinions expressed in this report are of those of the authors and do not represent the views of CIPESA or the ICT4Democracy in East Africa Network Partners.

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Acronyms

CHRAGG	The Commission for Human Rights and Good Governance
CIPESA	Collaboration on International ICT Policy for East and Southern Africa
CPI	Corruption Perception Index
HURINET	Human Rights Network
ICT4Dem	Information and Communication Technology for Democracy
IEC	Information, Education and Communication
KHRC	Kenya Human Rights Commission
NUMEC	Northern Uganda Media Club
OECD-DAC	Organisation for Economic Co-operation and Development's - Development Assistance Committee
PRDP	Peace, Recovery and Development Plan
Sida	Swedish International Development Cooperation Agency
Spider	Swedish Program for ICT in Developing Regions
TIU	Transparency International Uganda
ToroDev	Toro Development Network
VSACs	Voluntary Social Accountability Committees
VAC	Voluntary Accountability Committees
WOUGNET	Women of Uganda Network



Executive Summary

Project Background

'ICT for Democracy in East Africa: Promoting Open Government, Human Rights, Right to information and Civic Agency' is a USD 1,164,709, two-year (November 2013 – December 2015) project whose overall objective is to sustain and expand the ICT4Democracy in East Africa network beyond the 2011 - 2013 catalytic funding from Spider. The project aims at leveraging Information and Communication Technology (ICT) to turn more East Africans, including side-lined and detached communities such as women, the rural poor and youth, into active citizens that connect and engage with other citizens and with leaders, and play a role in local decision-making. Working with civic groups and the media via network building, skills transfer, mentoring, awareness-raising and lobbying legislators, it works to strengthen democracy by holding leaders accountable to citizens, fighting corruption, enhancing communication and the right to freedom of expression, as well as the right to seek, receive and impart information and respect for human rights via a mix of ICTs, such as mobile, interactive mapping, SMS and voice based reporting, social media, and interactive radio.


About the Evaluation

The evaluation sought to establish the achievements, outcomes and challenges registered by the network's projects during the period November 2013–October 2015. The evaluation assessed the appropriateness, effectiveness and outcomes of the ICT4Democracy in East Africa network in relation to the program objectives. The specific objectives of the evaluation included:

- Provision of an overview of the project outcomes
- Analysing key factors for achievement and/or non-achievement of project objectives.
- Making recommendations regarding future project design, priorities and sustainability, based on the needs of the target groups.

Methodology

The evaluation used a combination of qualitative and quantitative research methods. Qualitative methods comprised: Document review, Focus group discussions



(FGDs) and key informant interviews (KIIs), and a validation Workshop for a select stakeholder group. Qualitative data collection approaches answered the specific questions under the evaluation criteria especially: relevance, validity of design, sustainability, efficiency and impact. An assessment of the added value of partners working as network as opposed to working independently was also included. In addition to providing information to answer the evaluation questions, qualitative data provided explanation to findings from the quantitative data. Quantitative data were obtained from secondary data sources and largely used to establish the performance at output levels. A content analysis was also performed to ascertain the usage statistics of the online platforms/ tools as used by the various network partners under this project.

Scoring Criteria

The evaluation used a scoring framework for performance against the evaluation criteria. For each evaluation criterion a four point rating scale was used to assess performance as follows:

- **A: Very good.** The project performed well according to the criterion and no changes were required.
- **B: Good.** The project performed well according to the criterion but some changes were required.
- **C: Satisfactory with some changes required.** The project required significant changes to perform on the evaluation criterion. Without the changes performance would be negatively affected.
- **D: Serious deficiencies with significant changes required.** The Project did not perform on the criterion and required significant changes early to ensure the programme performed as expected.

There were cases where it was considered that the step-wise categorization of these four scales did not accurately reflect the performance and a form of continuum between two successive scales was necessary. The framework therefore provided for scores falling between successive scales, and a '+' or '-' was appended to demonstrate a performance that was slightly above or slightly below the score. For example, a B+ was given for a performance that was 'Good but with minor changes needed', while a B- was considered for a performance that was 'Good but with substantial changes needed'.



Findings

Relevance


The criteria of 'Relevance' scores A: Very Good: The project performed well according to the criterion and no changes were required. The project strengths included: (i) alignment to the National priorities of the three countries; (ii) the project concept being the mainstream work of all the network partners; (iii) being informed by an assessment of the partners' previous work and a number of research studies in the East African Region.

Validity of the design

The criteria of 'Validity of the design' scores a B: Good: The project performed well according to the criterion but some changes were required. The project strengths included: (i) It had clear objectives; (ii) It spelt out clear results, indicators and targets at the output level; (iii) It had a specific objective and activities focusing on gender and youth issues; (iv) It harnessed the comparative advantages of the network partners to add value to the project goal; and (v) partners' capacity was enhanced through learning from sharing of experiences, increased visibility through exposure to wider networks, and acquisition of skills on Human Rights among others. However, it could have benefited from: (i) a more logical results matrix particularly at the outcome level, possibly with one outcome per objective; (ii) SMARTer indicators and targets at the outcome level; (iii) proposed more specific strategies in response to the underlying causes of women and youth non-participation; (iv) an elaboration of the underlying assumptions especially in the various national and community contexts on uptake and use of ICT tools, participation by the community (especially the most marginalized groups), modes of participation by Policy makers and government officials.

Efficiency

The criteria of 'Efficiency' scores B+: Good: The project performed well according to the criterion but minor changes were required. The project strengths included: (i) strict measures put in place at the project level, and existing institutional policies and procedures that assured fiduciary use of project resources, (ii) overall the project was able to deliver all planned activities within the project period; (iii) Strong coordination mechanisms put in place, which clearly defined roles and responsibilities among partners; and (iv) effective tracking of activity implementation through the routine




monthly, mid-year and annual reports and meetings (physical and Skype) at which partners provided progress, challenges, and mitigation measures were identified. The only let-down was the inability of the project to routinely and effectively track progress indicators at the results level, which would provide trends in the utilization of the ICTs, engagement of duty bearers and other beneficiaries.

Effectiveness

The criteria of 'Effectiveness' for outcome 1: Greater ability by ICT4Democracy network partners to effectively implement their projects based on established facts rather than assumed needs of citizens scores A: Very good. The project performed well according to the criterion and specifically in terms of: (i) the use of a multiplicity of research and data collection approaches across all three East African countries; (ii) the use of multiple sharing and dissemination avenues, both physical i.e. seminars, workshops and conferences; and online through blogs and partner websites; (iii) Some of the findings were used to inform current project activities, providing a basis for future project implementation.

The criteria of 'Effectiveness' for outcome 2: Increased use of ICT tools by civic groups including HURINETs, VSACs, and citizen journalists in reporting on service delivery, governance and human rights in their communities scores B: Good. The project performed fairly well according to the criterion and specifically: (i) the traditional platforms of Radio, Television, toll-free lines, SMS, and more so a creative combination of Radio, SMS, and Internet-Based platforms that have been quite successful in disseminating and sharing information, and enhancing interaction among citizens and duty bearers particularly through radio talk shows; and (ii) the use of Social media to disseminate and share information. However, the project did not facilitate as much citizen participation and engagement of duty bearers with the social media and online blogs. As well, the availability of some platforms has been limited and/or intermittent due to constraints outside the control of partners which has possibly affected the usage levels.

The criteria of 'Effectiveness' for outcome 3: Increased engagement of legislators, policy makers and duty bearers in the three countries of the shortcoming of existing and draft laws scores B: Good. The project performed well according to the criterion and specifically: (i) engaging duty bearers on issues regarding service delivery, democracy and good governance; (ii) policy analysis on improving government policies and laws to be supportive of citizen participation. However the project has



not sufficiently engaged the policy makers and legislators on how these policies could be improved to address citizen participation.

The criteria of 'Effectiveness' of outcome 4: Increased participation of youth and women in decision making in their communities, and in monitoring service delivery and governance scores B+: Good with minor changes required. The project performed well in achieving close to the target of 40% participation by women. One partner even went further to target women by bringing the debates closer to them. Some VSACs groups met had a good gender balance of membership, though the women were largely elderly. However, the data for youth participation was not always disaggregated in partner reports to enable assessment of this dimension. The downside was the lack of specific strategies for mitigating underlying causes of gender inequality in participation.


Impact

The criteria of 'Impact' scores B: Good: The project performed well according to the criterion but some changes were required. The project leveraged the mainstream work of the partners and contributed to a number of service delivery impacts in the Education, healthcare and community infrastructure e.g. roads and water. The use of traditional platforms like SMS, radio (talk shows) and the toll free lines in engaging rights holders and duty bearers contributed to a large extent to realizing these impacts. However, the role and contribution of the Internet-Based ICT platforms, their use/engagement by the civic groups, the wider community and duty bearers to realizing these impacts is not as strong as postulated in the Theory of Change.

Four key factors stand out to have contributed to the realization of these impacts. They include: - (i) The sustained monitoring of service delivery and governance issues by VSACs/VACs, (ii) the ongoing engagement of duty bearers by the Network partners and VSACs/VACs through physical accountability meetings; (iii) Leveraging the traditional ICT platforms (Radio, SMS, toll-free lines) in gathering evidence, engaging of duty bearers, and seeking opinions of rights holders; and (iv) Leveraging the mainstream work of Network partners to enhance their ability to deliver on their mandate(s)

Sustainability

The criteria of 'Sustainability scores B: Good: The project performed well according to the criterion but with some changes required. The partners own the project



and the respective Governments provide a conducive environment for resource mobilization and continued engagement. Additionally, the Network has developed a fund-raising plan that aims at diversifying funding sources. It is however apparent that in the immediate future, funding to sustain the current intensity of engagement by partners is yet to be realized.

Overall, the project performance scores a B: Good: The project performed well according to the criterion but some changes were required.

Recommendations

1. Explore a model ICT platform mix for adoption by all partners
2. Use a holistic approach to the design of future interventions and possibly invest more in the non-ICT components of the project. Specific issues noted include: provisions for physical follow ups, investigations, referrals to other duty bearers, and physical meetings which involved a lot of movement over long distances. In addition, key trainings on issues of human rights, advocacy and civic duty were critical. A related aspect was getting the buy-in of duty bearers through continuous sensitization, engagement and capacity building.
3. Consider standardizing the Capacity building for HURINETs, VACs, VSACs and related citizen groups
4. Give more attention to the capacity building of duty bearers and legislators

Lessons learned

1. Multiple platforms strategically conceived and used in a coherent and coordinated way have greater potential to realize impact as compared to standalone ICT platforms (traditional or modern)
2. Social media need a back-end analysis function if they are to add value
3. Physical engagement and follow up of Policy makers/duty bearers seems the most effective approach to realizing impact.



1. Introduction

This report is the key deliverable for the Evaluation for the Project on 'ICT for Democracy in East Africa: Promoting Open Government, Human Rights, Right to information and Civic Agency'. The report presents the Evaluation team's assessment of the performance of the project and the results thereof.

Project background

'ICT for Democracy in East Africa: Promoting Open Government, Human Rights, Right to information and Civic Agency' is a USD 1,164,709, two-year (November 2013 – December 2015) project whose overall objective is to sustain and expand the ICT4Democracy in East Africa network beyond the 2011 - 2013 catalytic funding from Spider. The project aims at leveraging Information and Communication Technology (ICT) to turn more East Africans, including side-lined and detached communities such as women, the rural poor and youth, into active citizens that connect and engage with other citizens and with leaders, and play a role in local decision-making. Working with civic groups and the media via network building, skills transfer, mentoring, awareness-raising and lobbying legislators, it works to strengthen democracy by holding leaders accountable to citizens, fight corruption, enhance communication and the right to freedom of expression, as well as the right to seek, receive and impart information and respect for human rights via a mix of ICT, such as mobile, interactive mapping, SMS and voice based reporting, social media, and interactive radio.

The project is implemented in the three East African countries (Uganda, Kenya, Tanzania), with the specific objectives of augmenting the network's work, leveraging on partners' expertise and experience, and facilitating the development of a borderless network of civil society organisations, media, citizen groups and local governments that use ICTs toward: (i) Promoting access and dissemination of information for improved government openness and better service delivery; (ii) Growing the capacity of civic groups, including Human rights Networks, Voluntary Social Accountability Committees (VSACs), and citizen journalists, to use ICT to foster free speech, human rights, access to information, and open governance; (iii) Engaging policy makers and duty bearers on the need to provide regular and timely information on service delivery, human rights and governance to the citizenry using a range of ICT and non-ICT means; and (iv) Mainstreaming gender in civil knowledge, ICT skills and participation in governance process.



The project is managed by the Collaboration on International ICT Policy for East and Southern Africa (CIPESA) and implemented by the ICT4Democracy in East Africa Network (www.ict4democracy.org), whose partners are: - the Women of Uganda Network (WOUGNET), Transparency International Uganda, CIPESA, iHub Research (Kenya), the Kenya Human Rights Commission (KHRC), The Commission for Human Rights and Good Governance (Tanzania), and Toro Development Network (ToroDev). The Network uses Information and Communications Technology (ICT) to promote citizen participation in democratic processes, human rights monitoring and social accountability in Kenya, Tanzania and Uganda. With seed funding from Spider, the Network members have since June 2011 collaboratively been leveraging on 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.


Implementation responsibilities of the different projects lie with all partners and leverage on their expertise. The motivation for all the projects is to increase ICT usage towards public good causes.

Funds are transferred to partners for use as required in their project twice a year. It is required that previous disbursement must be expended before subsequent disbursement arrangements can be made - this is after partners submit acceptable project narrative and financial reports.

In 2015, the project experienced a budget cut of USD 133,122.90 resulting from exchange losses (Swedish Kronor against the US Dollar) and some activities particularly under coordination (e.g. physical meetings and partner capacity building) were dropped. However, some funding for capacity building for network partners was obtained from Spider and helped in alleviating the impact of this budget cut.

Project Theory of Change

The project theory of change (Annex III) was inferred from the results matrix (the original version 2013 and the updated – June 2015). It is noteworthy that the logic and results hierarchy across the five objectives was unclear as a number of outcomes were proposed under each objective. This makes it hard to clearly focus on a key result under each thematic area. As well, some outcomes seemed to be way outside the scope of this project (seem more at impact level) and would make it a futile effort




to explore to what extent the project achieved them. On this premise, the most logical and realistic outcome per objective was selected to define the theory of change. A closer scrutiny of the key activities and budgets under Objective 5: *“Champion the development of a wider ICT4 democracy network of advocates for open governance and the use of ICT in improving service delivery and governance and promoting Human rights in the region”* in the original Results matrix indicates that no specific budget was accorded to it under the Work Package framing in the initial proposal. Consequently and rightly so, this objective was dropped and a cross cutting ‘objective’ on “Network building, learning and exchange” was adopted under the revised Results Matrix (June 2015). The evaluation considered this component as more of a project management/coordination function as opposed to a stand-alone project objective and the relevant aspects therein reviewed under the criterion of ‘Efficiency’. However, an assessment of the added value of partners working as a network as opposed to working independently was included to respond to a specific request in the Terms of Reference for this evaluation (Annex I).

As well, a number of indicators in the results matrix sounded more like results statements and would not suffice to measure the selected outcome. The Theory of Change subsequently defined the indicators of performance in consultation with partners and respondents on what they tracked or should have tracked during project implementation.

Project Context

The three East African countries of interest to this project – Kenya, Tanzania, and Uganda are among Africa’s main users and innovators in the use of ICT – from the mainstream Internet to social media, mobile phones and innovative applications. Information and Communications Technology (ICT) tools have been used in preventing and detecting corruption. Other initiatives are extending the boundaries of the right to freedom of expression as a result of the possibilities offered by new media, while there are also new ways in which new media has enabled East African citizens to participate in matters that affect their communities, to voice their concerns to leaders, to form communities of similar interests and to discuss governance issues. Furthermore, ICT is helping in the improvement of accountability and participation. However, while the possibility for digital technologies to contribute to all these democratising processes is enormous, only the surface has been scratched in




most of East Africa, which offers an opportunity to actors to leverage more on ICT to extend the boundaries of free expression, participation, and democracy in the region.

Kenya has the highest mobile subscription base in the region with 32.2 million mobile phone subscribers and a penetration rate of 78%¹. According to the Tanzania Communications Regulatory Authority (TCRA), both mobile and fixed phone subscription is at 34,251,801, which represents 71% penetration as of September 2015. In Uganda with an estimated population of 34 million (approximately 73% literate), there are seven telecom operators. Between January and March 2015, the total mobile and fixed telephony subscriptions increased from 20,690,383 to 21,806,523 yielding an increment of 5.4% subscribers compared to 4.1% in the previous quarter.

Corruption in East Africa continues to flourish with the most cases of corruption being bribery and embezzlement of public funds. Although all countries have an array of anti-corruption measures, cases of corruption remain rampant, and undermine efforts to improve governance. The East Africa Bribery Index, 2012 ranked Uganda the most corrupt country in the region with the highest bribery levels at a percentage value of 40.7% while Kenya and Tanzania were ranked at 29.5% and 39.1% respectively. The global Corruption Perception Index (CPI) by Transparency International (TI), ranked Kenya as the most corrupt state ahead of Uganda at position 143 and Tanzania at 100.

In general, governance in the region has continued to improve. Governments have embraced ICT to realise the potentials of open governance. However, challenges still continue to manifest and at country levels the situation is different. In Kenya, the country has in the past suffered impunity, indifference to corruption, tribalism and apathy, as evidenced in the post-election violence of 2007–2008. However, the country's new constitution, the Constitution of Kenya 2010, is a pro-citizen and progressive constitution that holds much promise. Tanzania has enjoyed political

¹ [Malack Oteri et al. \(2015\) "Mobile Subscription, Penetration and Coverage Trends in Kenya's Telecommunication Sector", International Journal of Advanced Research in Artificial Intelligence, 4\(1\).](#)



stability and national unity since independence, but it has posted mixed results on its governance report card. The World Bank's Governance Indicators rank the country among the least effective country governments surveyed in 2009. In Uganda, few citizens participate in civic matters, thereby undermining efforts to promote and monitor democracy and transparency in the conduct of public affairs. This has created fertile ground for poor service delivery and for corruption to flourish.

Uganda is the only country out of the three with a Right to Information Act, the Access to Information Act, 2005. The country's constitution provides for the freedoms of expression, speech and association, as well as the right to information. However, there are still numerous restrictions to accessing information provided for in the country's Access to Information Act, even with the government's passing of the regulations to operationalize the Access to Information Act 2005 in June 2011. Nonetheless, some provisions make access costly and difficult and are not in the spirit of the strong right to information provision found in the constitution. Both Kenya and Tanzania published Right to Information (RTI) bills seven years ago but have dragged their feet on passing them. For Tanzania, the Right to Information Act, Public Leadership Code of Ethics Act, and the Whistle-blowers Act are still in draft form. It is believed that if passed, these laws would help enhance transparency and demonstrate political will to further strengthen Tanzania's democratic governance. Nonetheless, even with the existence of these policy frameworks, citizens' demand for public domain information remains low in the region. Both non-state and government institutions profess that several state agencies in these countries remain hugely secretive with information that needs to be in the public domain, and they also tend to be highly unaccountable to citizens.



2. About the Evaluation

This section elaborates on the approach, scope and methodology of the evaluation study and how it was conducted.

Purpose of the Evaluation

The evaluation sought to establish the achievements, outcomes and challenges registered by the network's projects during the period November 2013–October 2015. The evaluation assessed the appropriateness, effectiveness and outcomes of the ICT4Democracy in East Africa network in relation to the program objectives. The specific objectives of the evaluation included:


- Provision of an overview of the project outcomes
- Analysing key factors for achievement and/or non-achievement of project objectives.
- Making recommendations regarding future project design, priorities and sustainability, based on the needs of the target groups.

Evaluability Assessment

Evaluability assessment establishes whether an intervention is in a state worth evaluating. It specifically looks at issues like: whether activities as planned have been implemented to a sufficient level, whether data to assess the performance of the intervention is available or will be obtainable, (including availability of respondents), whether the situation on the ground can allow collection of the data, whether the Results Matrix is clear enough to guide the assessment among others. A review of the project documents that were shared indicated that the project was fairly evaluable.

The following issues are noted:

1. The intended project results though many and mixed up could be clarified in the log frame.
2. With the clarification from (1) above, the logic of the project was established and the progression of the results traced.
3. Majority of the indicators were not well articulated but measures of performance and success were clarified during the interview processes with key stakeholders. A detailed analysis was conducted to establish their relevance to the results proposed in the Theory of Change during the initial stages of the study.



As noted under the revised Theory of Change, the project results matrix includes a number of impact/goal level statements (presented as Outcomes) to which the project contributes in the longer-term. All such impact statements were embraced by the Goal statement in the proposed Theory of Change and excluded from among the Outcome statements assessed. With hindsight that this was a 2-year project, and the fact that the project objectives were only but a small contribution to the ultimate goal, the assessment placed emphasis on establishing the progress made towards achieving the goal level results.

Evaluation Framework

Following the OECD-DAC criteria for evaluation, the evaluation explored aspects of Relevance, Efficiency, Effectiveness, Impact, Sustainability, and also included an aspect on Management and Coordination. Key Evaluation Questions guided the inquiry as detailed in Annex III. The evaluation of project relevance answered: “To what extent are the objectives of the Project consistent with the evolving needs and priorities of the beneficiaries, partners, and stakeholders?” Assessment of the validity of the project concept/design focused on ‘How well was the project conceived and what effect this had on its potential to achieve the postulated results’. Assessment of project efficiency assessed how economically resources / inputs (funds, expertise, time, etc.) were converted to results. For effectiveness, the assessment established the extent to which the project objectives have been achieved, or are expected / likely to be achieved. At the Impact level, the extent to which the project is contributing to strengthened democracy (Promotion of Human Rights, Public services delivery, openness, interactions between citizens and duty bearers) in the three countries was traced. Sustainability explored the likelihood of a continuation of the project related activities and benefits after the intervention is completed or the probability of continued long-term benefits. The Management and Coordination aspect explored how well the responsibilities were delineated and implemented in a complementary fashion.

3. Methodology

The evaluation used a combination of qualitative and quantitative research methods. Qualitative methods comprised: Document review, Focus group discussions (FGDs) and key informant interviews (KIIs), and a validation Workshop for a select stakeholder group. Qualitative data collection approaches answered the specific questions under the evaluation criteria especially: relevance, validity of design, sustainability, efficiency and impact. In addition to providing information to answer the evaluation questions, qualitative data provided explanation to findings from the quantitative data. Quantitative data were obtained from secondary data sources and largely used to establish the performance at Output levels. A content analysis was also performed to ascertain the usage statistics of the online platforms/ tools as used by the various network partners under this project.

The approach and methodology was premised on obtaining relevant information, both primary and secondary, in the most cost-effective and realistic way. In addition, the team ensured that the whole process validates findings through corroboration, i.e. by utilising multiple methods to confirm inferences around a common issue.


This was an inclusive evaluation, whereby different stakeholder groups were included in the evaluation and data was collected from different groups of people (Key informants from all Implementing Partners, Independent individuals but working closely on the project, Project Beneficiaries, and Local/community leaders). It used an equity focused and rights-based approach which promotes three main principles: the accountability of duty bearers, the participation of right holders, and equity / non-discrimination.

In exploring the achievement of the stated results at outcome and impact levels, the emphasis was placed on the contribution of the project as opposed to attribution. The consultants explored the logical connections across the results hierarchy, particularly seeking to establish how the activities implemented and outputs thereof contributed to the achievement of the Outcomes, and how the outcomes together may subsequently contribute to the goal.

Data Collection Methods

Documentary Review

An initial documentary review was conducted to understand the project implementation and the structure, its activities, successes, challenges and outstanding business. This initial documentary review was used to design the Evaluation Framework, and methodology for the evaluation (including case selection approaches and target groups). Document review was continued during the course



of the study to document: challenges experienced by the project and how they were addressed; key success or impact stories that need to be verified; lessons learnt while implementing the project and issues that undermine effectiveness, impact and sustainability. The key documents reviewed are listed in Annex IV.

Key Informant Interviews

Purposive and convenience sampling was used to identify key informants based on the list of potential respondents provided by CIPESA. Only respondents with knowledge of and those who were active participants in the project were interviewed. Twenty two (22) key informants in the three countries were interviewed (list is presented in Annex V). Interview guides (Annex VI) were developed and tailored for each type of respondent to ensure only relevant questions were asked.

Focus Group Discussions

Six Focus group discussions were held with beneficiary groups (at least one Focus Group Discussion per network group Partner), mainly targeting the VSACs/VACs or other beneficiary group as was relevant. An interview guide was developed and used during the discussions. Each of the FGDs comprised 6-10 participants.

Review of Online Tools and Platforms


The consultants assessed the use of the implemented online tools and platforms summarized in Annex VII. The assessment included both statistical and content analysis of the relevant data sources. Statistical analysis sought to establish the frequency of use of the platforms, as well as the number of platform users. Aspects such as the number of SMS' received within a given time period were identified. Content analysis was employed to identify the key discussion themes or nature of human rights violations reported on the different platforms from the available data archives. The content analysis also sought to establish government responsiveness to citizen queries where possible.

Validation workshop

A validation workshop was conducted in Kampala with a stakeholder group of 12 persons to validate findings of the evaluation. This validation meeting was held after the field consultations when preliminary findings were clearer.

Data Analysis and Reporting

All data from the field visits was collated, corroborated and verified before conclusions were made. The qualitative analysis was thematic and distilled trends in the qualitative data on different themes of analysis. MS Word was used for this. The quantitative data was used to measure progress on the targets. Qualitative data provided explanations for findings of the quantitative data. MS Excel was used for the quantitative data analysis.



Qualitative data was analysed using descriptive and content analysis. Using basic elements of narrative data analysis and interpretation the consultants read and re-read the text, then reviewed the purpose of the evaluation and what was being sought. Themes or patterns — ideas, concepts, behaviours, interactions, incidents, terminology or phrases used were identified and organized into coherent categories that summarized and brought meaning to the text.

Limitations of the Evaluation

The fieldwork took place close to the festive season and some partners were not available. This delayed the data collection process. Therefore, there was need for flexibility in scheduling the fieldwork activities, which required a blocking off of two weeks over this season.

Description of scoring criteria

The evaluation used a scoring framework for performance against the evaluation criteria. For each evaluation criterion a four point rating scale was used to assess performance as follows:

- **A: Very good.** The project performed well according to the criterion and no changes were required.
- **B: Good.** The project performed well according to the criterion but some changes were required.
- **C: Satisfactory with some changes required.** The project required significant changes to perform on the evaluation criterion. Without the changes performance would be negatively affected.
- **D: Serious deficiencies with significant changes required.** The Project did not perform on the criterion and required significant changes early to ensure the programme performed as expected.

There were cases where it was considered that the step-wise categorization of these four scales did not accurately reflect the performance and a form of continuum between two successive scales was necessary. The framework therefore provided for scores falling between successive scales, and a '+' or '-' was appended to demonstrate a performance that was slightly above or slightly below the score. For example, a B+ was given for a performance that was 'Good but with minor changes needed', while a B- was considered for a performance that was 'Good but with substantial changes needed'.

Ethical considerations

The evaluation was based on the following ethical standards:

- Informed consent
- Confidentiality
- Permission by the respondent to record the interview proceedings

4. Findings

This section presents the findings about each of the six evaluation criteria and each sub-section is logically structured around: (i) a description of what was achieved, (ii) an analysis of the findings against performance criteria inferred from the Results Matrix, and (iii) a scoring of the performance of each criteria following the grading described in the Methodology.

4.1 Relevance


The assessment under this section answers the question: “To what extent are the objectives of the Project consistent with the evolving needs and priorities of the beneficiaries, partners, and stakeholders?” A description and assessment is made of how the project has addressed the relevant needs in the three countries and whether any new, more relevant needs emerged that the project should address in future.

4.1.1 Alignment to national priorities of democratization, governance and fighting corruption

The project has a focus on Open Government, Human Rights, Right to information and Civic Agency, working to strengthen democracy by holding leaders accountable to citizens, fight corruption, enhance communication and the right to freedom of expression, as well as the right to seek, receive and impart information and respect for human rights. It targets: Access to information at policy and practice levels, Civic Agency/citizen participation, Transparency and corruption, Good governance, service delivery, as well as a specific focus on Gender and Youth.

In Uganda, these intents are aligned to: - The Constitution (1995) and specifically on issues of: Democratic principles, Fundamental and other human rights and freedoms, Gender balance and fair representation of marginalised groups; The National Gender Policy; The national Youth Policy; and Objective 4 of the National Development plan II (2015/16 – 2029/20): Strengthen mechanisms for quality, effective and efficient service delivery which addresses issues of Government effectiveness, allocation of Government resources, and Corruption.

In Kenya, these intents are aligned to: The Constitution (2010) and specifically on aspects of the Bill of Rights, and Leadership and Integrity; Vision 2030 and specifically



the Political strategy that targets an issue-based, people-centred, result-oriented, and accountable government; The Gender Policy (on issues of empowerment of women) and the Youth Policy (on issues of Rights and Participation).


In Tanzania, the project objectives are aligned to: The Constitution, and specifically Chapter Six: (The Commission for Human Rights and Good Governance and the Public Leaders' Ethics secretariat; The Development Vision 2025: Target 3.2 on Good Governance and the Rule of Law; National Strategy on Gender Development, and specifically the policy aspect of community participation; the National Youth Development Policy, and specifically on the issue of Youth participation and good governance.

4.1.2 Partners taking ownership of the project concept

The project concept is the mainstream work for the majority of the ICT4Democracy partners. It is noteworthy that for some Partners, the combination of both the Social and ICT aspects of the intervention was not initially an integral part of their mainstream work but such partners have since appreciated the components they missed out and have taken them up. Partners mentioned that the project concept was not imposed on them but focuses on specific organizational goals/ strategies including: ICT Accountability & Democratic Engagement for Improved Service Delivery; Usage of ICT in Public Policy Analysis/ Research & Advocacy; transparency and accountability; use of call centers and social media in many other organization strategies and using SMS to promote human rights).

4.1.3 Whether the project was in response to a needs assessment and problem analysis

The project was based on previous work done by the ICT4Democracy Partners and a literature review of their experience had been conducted. The respective comparative advantages of the partners were identified whereby each partner's focus in the project was defined (CIPESA had policy and research; iHub – research and tech innovation; CHRAGG – Human rights; TIU – Fighting Corruption; KHRC – Human Rights; WOUGNET – Gender and ICT; ToroDev – advocacy work at the grassroots). A scoping study on “How ICT tools are promoting citizen participation in Uganda”² conducted in 2012 provided baseline information and gave some guidance to the intervention. It noted a number of issues including: Most tools used



required Internet access but were limited by literacy, language, availability, and cost, often limited affordability and use; the gender aspect was grossly ignored; lack of clarity on the impact of these tools on the citizenry; lack of a feedback mechanism for many of the tools. Additionally, a number of other research studies conducted by partners before the start of the project provided valuable baseline information. These included: research on the potential of mobile technology in facilitating governance values in transparency, citizen participation and service delivery in the water sector in Kenya³; a study on the knowledge, attitudes and practices of Ugandan citizens on the utility, effectiveness and security of ICTs in citizen participation and democracy monitoring⁴; an Exploratory Survey on Kenyan Service Delivery and Government Interaction⁵. The project was also informed by a study: “Gender Assessment of ICT Access and Usage in Africa”⁶ which concluded that to a large extent, gender inequities in access to and usage of ICTs cannot be addressed through ICT policies per se but require policy interventions in other areas that would allow women and girls to enjoy the benefits of ICTs equally. It however noted that many of the barriers for women relate to cultural norms and practices that are difficult to legislate away.

From the foregoing description, it is evident that the Project was aligned to National priorities of the three countries and enshrined in key policy and strategy documents. It therefore contributes to key development and human rights targets of the three countries. Additionally, the Network Partners own the project concept, as it is mainstream work for majority of them. A number of research studies and literature reviews within the region (East Africa) informed the needs assessment of the project.

From the above assessment, the criteria of Relevance scores A: Very Good: The project performed well according to the criterion and no changes were required. The project strengths included: (i) alignment to the National priorities of the three countries; (ii) the project concept being the mainstream work of all the network partners; (iii) being informed by an assessment of the partners’ previous work and a number of research studies in the East African Region.

3 http://www.ihub.co.ke/downloads/ict_4_gov_report.pdf

4 www.cipesa.org/?wpfb_dl=196

5 www.ihub.co.ke/blogs/6463

6 www.ictworks.org/sites/default/files/.../Gender_Paper_Sept_2010.pdf



4.2 Validity of the design

The assessment under this section focuses on how well the project was conceived and what effect this had on its potential to achieve the postulated results. Specifically it explored: the relevance of the project outputs and results; the coherence of the intervention logic; how strategic the partners of the project are; appropriateness of the indicators/targets and the attention given to issues of gender and human rights in the problem analysis and intervention strategies.

4.2.1 Project intervention logic

The project results matrix spelt out five clear objectives with specific activities, outputs and Outcomes under each. The matrix also benefited from a baseline assessment around each objective for the three countries. Due to exchange losses (Swedish Kronor against US Dollar), some activities for 2015/16 were scaled down and a revised results matrix reflecting this change was done. It is apparent that the fifth objective “Champion the development of a wider ICT4 democracy network of advocates for open governance and the use of ICT in improving service delivery and governance and promoting Human rights in the region” was consequently scaled down to “Network building, learning and exchange”. It is noteworthy that the results matrix did not include a column for ‘assumptions’. However, these were comprehensively captured under the Risk analysis matrix.


The activities and outputs under each objective were clear and coherent and contributed to the achievement of the objective. A number of outcomes were proposed under some objectives. For example, Objective 2 targeted Civic groups, but had three ‘Outcomes’ with one sounding more like an impact and another targeting the ‘general public’ and ‘Local Governments’. This multiplicity of outcomes under each objective affected the logic and coherence in the hierarchy of results.

4.2.2 Project results and targets

At the Output level, the results matrix had clear and quantifiable deliverables and targets. However at the outcome level, many of the indicators were not SMART and this affected the setting of Outcome targets. The extract in Table 1 below from the revised Results Matrix of June 2015 illustrates:

Table 1: An Extraction of the Outcome Indicators

Outcome	Indicator	Comment on the indicator
Reduced cases and impact of human rights violations, corruption, poor service delivery as a result of quick responses to reported cases	Increase in dialogues held and information disseminated on governance and human rights	This is an 'Output' statement. The indicator could have sounded more like: <i>"No. of cases registered at ..."</i>
Human rights organisations, CSOs capable of using ICT tools in reporting and sharing human rights, governance and service delivery information	Increased civic awareness on good governance, human rights and effective service delivery	This is an 'Output' statement. The indicator could have sounded more like: <i>"No. or % of target CSOs that submit posts on"</i>
The general public, local governments, CSOs and other stakeholders gain awareness and start engaging in the use of ICT in promoting human rights issues and governance particularly in rural areas	Increased use of ICT tools by grassroots communities in reporting on service delivery, governance and human rights in their communities	This is an 'Output' statement. The indicator could have sounded more like: <i>"% of the target community that reports having reported a HR issue using available tools over the last one year"</i>
Wider stakeholder consultations on amending retrogressive laws and drafting new ones that affect democratisation and free expression both online and offline	Increased awareness by legislators in the three countries of the shortcoming of existing and draft laws	This is an 'Output' statement. The indicator could have sounded more like: <i>"No. of stakeholders consulted on"</i>
Incorporation of stakeholders' concerns in new laws and policies	Public bodies more responsive to governance and service delivery concerns...	This is an 'Outcome' statement. The indicator could have sounded more like: <i>"Inclusion of specific clauses on xxxxxx in law/bill X, Y,Z"</i>



A few partners thought that some targets though well intentioned were very ambitious over a two-year period and needed a longer time to realize. Like one respondent mentioned:


“The tools need a longer period for people to appreciate the use...for those who upload and those who access” **Network Partner, Uganda**

4.2.3 Appropriateness of indicators and targets

The results matrix spelt out a number of Output level indicators which the partners used to track progress of implementations, especially on the deployment and use of the ICT tools, and the capacity building for target beneficiaries. The indicators at the output level were appropriate and partners used them to monitor progress of implementation. Specific ones mentioned by respondents included: Number of trainees, Number of posts on Social media, number of women and youth participating, call center monthly logs, radio call ins, and number of meetings held. However, at the Outcome level, the indicators were not well conceived as illustrated in section 4.2.2 above and this affected the effectiveness of Outcome monitoring.

4.2.4 Attention to Gender, youth and Human Rights

The project had a target of 40:40:20 in targeting Women, youth, Men/old people respectively and all project partners endeavoured to achieve this for the different project activities. Partners reported that they encouraged women and youth to participate. Objective 4 specifically targeted Women and youth participation and had two activities in achieving this: (i) Conduct social evaluation method for a gender and youth approach in deploying project activities in all the three countries; (ii) advocacy for gender and youth sensitive ICTs and governance policies and practices across the region. The network partners were trained on Gender at the start of the project where they discussed models for social learning and frameworks for women empowerment. Other training included on Human rights and Project management. Additionally, the project included training of youth in the use of social media for governance purposes. The Network also made use of WOUGNET's expertise in sensitizing/training partners and target beneficiaries on Gender and human rights issues. The project was informed by a gender assessment of ICT Access and Usage (Uganda was among the study countries) which identified underlying causes of the differential participation among women versus men. However, there were no related studies focusing on the (non) participation among



youth. As well, it is worth noting that the proposed interventions/activities for engaging women and youth did not seem to be targeting the underlying causes of non-participation.

4.2.5 Comparative advantages of partners

The roles of the network partners in the project were identified based on their comparative advantages and their value addition to the project goal. CIPESA was good at policy work and research and led this component across the three countries. WOUGNET was competent on Gender work and ICTs and supported all partners in the mainstreaming of gender in their work, as well as sharing the USHAHIDI - a crowd sourcing platform, resource for the use by other partners. TIU is strong on monitoring issues of transparency, corruption and service delivery, and civic participation. As well, TIU has the name and mandate and considered credible by the Government and CSOs. KHRC and CHRAGG were the traditional Human Rights institutions and have the mandate and considered credible especially by the respective Governments. iHub's competence is application development and research and this has benefited network members in the development of their tools/platforms. ToroDev has over ten years' experience in advocacy work at the grassroots up to parish levels.

4.2.6 The added value and effect of the Network Approach


The evaluation sought to establish the added value of implementing the project as a Network as opposed to partners working individually, specifically exploring the level of collaboration and learning among partners.

The most common value added that partners cited was the opportunity to learn from sharing of experiences among like-minded organizations. The following statements elaborate:

“Sharing experiences at the national level... The experiences have been useful lessons for the partners to do better”. **Network Partner, Uganda**

“TIU initially experienced challenges in involving women in the use of ICT to monitor health service delivery. However it used experiences from other partners to get women involved in the process”. **Network Partner, Uganda**

Partners also noted that their individual capacities had been strengthened through the expansion of opportunities. These have included: increased exposure and



visibility, opportunities to move from a local level and engage at a national level, and expansion of networking opportunities. The following comments from partners illustrate:

“It has given us exposure...when you talk as a network you don’t disappear. You belong somewhere. You are known...it has promoted us as individuals. It has enriched us...”. **Network Partner, Uganda**

“It has helped us to identify different network partners to work with. For example ToroDev works at a local level and at a regional level we work in western Uganda... but many times we want to influence issues at a national level. Partnering with CIPESA and WOUGNET who have experience with national policy makers has enabled us to interact [at national level]...we have been able to interact with the CSBAG...we have had recommendations from the network (CIPESA) who have worked with them before”. **Network Partner, Uganda**

Partners have also appreciated the skills acquired through the network approach, which would probably not be given as much consideration when working on their own.

“Trainings provided jointly for the partners provided more skills on various programme aspects such as proposal development and use of human rights in programming”

“I have enjoyed capacity building...which I would not have had myself...”. **Network Partner, Uganda**

The areas of collaboration cited by partners also included participation in conferences and research studies

“KHRC participated in a research carried out by iHub...” **Network Partner, Kenya**

“I have an annual conference every year... Every conference I make, I call them to make presentations... answer questions where I cannot...” **Network Partner, Uganda**

Some areas of improvement to strengthen the network approach were noted by partners and mainly focused on the need to identify joint activities/initiatives that would require them to work more jointly. The following comments elaborate on this issue:

“Identifying joint opportunities or challenges to address as a network would very likely strengthen the network and its objectives. As it currently stands, each member proposes their work and it is put together as a joint proposal...”

Network Partner, Kenya

“Conducting joint advocacy at national level in order to push for policy reforms/ implementation in areas where they affect service delivery at the lower level”.
Network Partner, Uganda

“CHRAGG wishes the ICT4Dem to find more projects that will be implemented across the regions...”

Network Partner, Tanzania

“There has been some discussion of having a joint flagship project. Perhaps this could target an area of human rights we all work on...”


Network Partner, Kenya

“Partners could be encouraged to hold joint activities especially during training and hosting dissemination events...now they are very few...”

Network Partner, Uganda

In summary, partners have learnt from the experience sharing and have collaborated on participation in conferences and research studies. The network approach has exposed partners, expanded their opportunities for networking with other like-minded organizations in the region, and enhanced their technical skills on ICT for democracy. Partners were of the view that the identification of joint initiatives/ activities for collaboration would strengthen the network approach and enhance collaboration beyond the current level..

From the above description, the criteria of ‘Validity of the design’ scores a B: Good: The project performed well according to the criterion but some changes were required. The project strengths included: (i) It had clear objectives; (ii) It spelt out clear results, indicators and targets at the output level; (iii) It had a specific objectives and activities focusing on gender and youth issues; (iv) It harnessed the comparative advantages of the network partners to add value to the project goal; and (v) partners’ capacity was enhanced through learning from sharing of experiences and exposure to wider networks. However, it could have benefited from: (i) a more logical results matrix particularly at the Outcome level, possibly with one Outcome per Objective; (ii) SMARTer indicators and targets at the Outcome level; (iii) proposed more specific strategies in response to the underlying causes of women and youth non-participation; (iv) an elaboration of the underlying assumptions



especially on the various national and community contexts on uptake and use of ICT tools, participation by the community (especially the most marginalized groups), modes of participation by Policy makers and government officials

4.3 Efficiency


This component assessed how economically resources / inputs (funds, expertise, time, etc.) were converted to results. It explored: What measures the project took during planning and implementation to ensure that resources are efficiently used; whether project funds and activities been delivered in a timely and cost-effective manner; whether CIPESA's organizational structure, managerial support and coordination mechanisms effectively supported the delivery of the project.

4.3.1 Measures taken during planning and implementation to ensure that resources are efficiently used

The project put in place a number of measures to ensure fiduciary use of resources. These included: - assessment of partners' capacity, policies, and management before the start of the project by CIPESA; clarifying reporting requirements to disbursements; selection of auditors; monthly and annual meetings that included physical and remote (skype) where issues identified were followed up; audit follow ups on specific independent audits; strict control of changes to planned activities with guidelines on procedures to follow in case a partner needed to change anything. Other measures included biannual programme and financial reports which strengthened the monitoring of implementation. Some partners mentioned that they have procurement policies and processes which guided cost effective procurement of services and goods. Overall, the measures put in place by the network, and the institutional processes and procedures by the various network partners assured effective planning and monitoring of financial resources and it was apparent that resources were utilized most efficiently.

4.3.2 Timeliness in delivery

Majority of the partners reported that they received their fund allocations in time though one mentioned late release of funds. All the respondents reported that largely, all the activities were implemented according to plan. However, some technical challenges were cited and included: - delays in the operationalization of the toll free call centre service in Uganda for most of the first half of 2014 and intermittent service provision thereafter; some partner local FM radio stations in




Western Uganda going off air for some months (2 – 5 months). There were delays in the implementation of some research studies due to contextual issues. For example, iHub experienced delays due to the discontinuation of some online tools and their websites that they intended to assess. Despite the technical glitches experienced with the technologies that caused delays in the deployment, partners worked around the bottlenecks and were able to still deliver the planned activities within the overall project timeframe.

4.3.3 Monitoring of project performance and results

The project convened monthly, mid-year and annual meetings at which partners provided verbal and/or written reports though a few partners' monthly reports were missing at the time of some monthly meetings. These reports focused largely on progress of activity implementation and in many cases included quantities of activities implemented and numbers of people reached (including gender disaggregation of the data). Some reports included statistics on use of the ICTs by target groups (e.g. number of call-ins at a radio talk show; numbers of SMSs received during a reporting period; numbers of people liking or following a Facebook page issue among others). For some ICT systems (e.g. TracFM), an online tally was maintained while for others (like TIU's toll free line), a manual system of physically recording calls in a template was used. Some participants reported that CIPESA conducted physical monitoring visits to their sites and they appreciated this role. It is however noteworthy that these reports were more focused at the implementation/activity level and rarely captured trends at the results level, i.e. relating to the uptake and use of ICTs and the benefit thereof among the target beneficiaries. For example, the partners providing SMS, call center, or social media services reported incidents of use during a reporting period (e.g. a month), but would not take this further to establish the trends over the project period. It was also noted that apart from TracFM where there was some back-end analysis of responses from users, the rest of the social media sites, call centre and SMS platforms lacked a back-end monitoring function especially at the knowledge/content level. This meant that feedback to users was not as effective as it could have been.

4.3.4 Mechanisms for effective project coordination and management

Partners reported that the coordination mechanism from the start was very clear and all were aware of CIPESA's coordination role and their responsibilities. Coordination activities have included: preparation of annual work plans and



budgets, monthly reports, monthly online conference meetings (Skype), physical meetings, development of proposals, and representation of the network at events. The network also maintained a mailing list and documented project activities at a network website. Partners have reported that CIPESA has provided routine updates and provided technical support especially through monitoring visits to project sites and has handled the sub-granting process efficiently. The quotes below elaborate:

“...they have even been to Lira a number of times...they don’t just sit back and follow up with the partner. They monitor the process” **Network Partner, Uganda**

“Sub-granting through CIPESA was excellent, disbursements have been conducted in time...” **Network Partner, Uganda**


As well, CIPESA signed contracts/Letters of Agreement with all partners that spelt out the modalities of work including: roles and responsibilities, procurement, expected results, Planning, review, reporting and evaluation requirements, among others. CIPESA also organised capacity building training for ICT4Democracy partners that included: - Training on Gender mainstreaming; HRBA, human rights, RBM and project management.

4.3.5 Cost effectiveness of interventions

Partners reported that the approaches used were the most cost effective under the circumstances and contexts they were working in. Specific cases cited included: the use of commercial software for SMS and toll-free line platforms by KHRC and CHRAGG due to the privacy and confidentiality issues; use of a toll-free mobile number by CHRAGG which was a cheaper option to a short code or fixed line; the use of Internet based technologies (social media, websites, YouTube) for sharing of information, dissemination of reports and providing updates to stakeholders which are much cheaper than traditional means. Only one partner noted the inadequacy of ICTs among VSACs in submitting reports, while another thought that the hosting of websites could have been better consolidated.

“Those ICTs..., possibly they could reduce on the physical moving around... reports would be coming in more efficiently” **Network Partner, Uganda**

From the above description and assessment, the criteria of 'Efficiency' scores B+: Good: The project performed well according to the criterion but minor changes were required. The project strengths included: (i) strict measures put in place at



the project level, and existing institutional policies and procedures that assured fiduciary use of project resources, (ii) overall the project was able to deliver all planned activities within the project period; (iii) Strong coordination mechanisms put in place, which clearly defined roles and responsibilities among partners; and (iv) effective tracking of activity implementation through the routine monthly, mid-year and annual reports and meetings (physical and Skype) at which partners provided progress, challenges and mitigation measures were identified. The only let-down was the inability of the project to routinely and effectively track progress indicators at the results level, which would provide trends in the utilization of the ICTs, engagement of duty bearers and other beneficiaries.

4.4 Effectiveness


The assessment of effectiveness established the extent to which the project objectives were achieved, or are expected / likely to be achieved. Specifically, it explored: the progress made towards achievement of the expected Outputs and Outcomes; the reasons for the achievement or non-achievement; the extent to which beneficiaries have been satisfied with the results; and how capacities of duty-bearers and rights-holders were strengthened

Outcome 1: Greater ability by ICT4Democracy network partners to effectively implement their projects based on established facts rather than assumed needs of citizens

Various research activities were undertaken across the three countries and included: baseline assessment of service delivery for example in Northern Uganda; exploring innovative ICT tools and their use for governance in the region; seeking to understand citizens' knowledge, attitudes and practices (KAP) on the use, effectiveness and security of ICT in civic participation; as well as exploring how open data could be exploited in monitoring and reporting on democracy and the status of service delivery across the region.

To exploit the open data opportunities, partners received training in the use of geocoded data and infographs reporting on service delivery as well as democracy monitoring. The skills obtained were applied to map budget sector information for the Education and Health sectors and conducting research on the state of public service delivery.

Findings of these research activities have been compiled into reports, blogs, and



publications, and they have been shared and disseminated at different forums like seminars, workshops and conferences in the three countries, as well as online on partner websites and blogs. The baseline study findings informed the project interventions which involved setting up the call center, as well as capacity building of the civic groups on the monitoring of healthcare service delivery in Northern Uganda.

From the above description and assessment, the criteria of 'Effectiveness' for outcome 1 scores A: Very good. The project performed well according to the criterion and specifically in terms of: (i) the use of a multiplicity of research and data collection approaches across all three East African countries; (ii) the use of multiple sharing and dissemination avenues, both physical i.e. seminars, workshops and conferences; and online through blogs and partner websites; (iii) Some of the findings were used to implement current project activities, providing a basis for future project implementation.


Outcome 2: Increased use of ICT tools by civic groups including HURINETs, VSACs, and citizen journalists in reporting on service delivery, governance and human rights in their communities

The project leveraged both the traditional and more modern ICT tools and platforms including mobile phones, radio, television, computers, cameras, SMS platforms, SMS and call center toll free lines, polling platforms as well as blogs, crowd mapping platforms and social media. Details are summarized in Annex VII. The choice of ICT tools was advised by the needs assessment study as well as the activities the different partners were involved in for the 2011 – mid 2013 phase of the network. In some instances the implementation was an extension of work that commenced under the earlier phase which was supported by Spider.

Below is a description and an assessment of the deployment, use of and engagement with the different ICT platforms

SMS Platforms

The project partners are using four main SMS platforms to engage citizens. These SMS platforms serve varied purposes. On TracFM (an online SMS polling service), citizens vote on different discussion topics on service delivery, youth development, accountability, civic education, etc. Under ToroDev, poll results are discussed during radio talk shows. Currently it is only Hits FM radio station under ToroDev



that hosts online poll results discussions - this is down from three stations between July 2014 and March 2015, attributed to network access and technical problems. For instance Bundibugyo FM had intermittent Internet access, which affected the duration the poll could run, while Life FM failed to meet the Uganda Communications Commission broadcast requirements and was consequently put off air. On average twelve (12) polls are run monthly, with participation ranging between 600 -1,000 depending on the station (or as low as twenty (20) on Bundibugyo FM). The short code 6868 is another SMS platform that was used to support interactive talk shows on Better FM in western Uganda, but is non-functional since the radio station experienced technical problems. Engagement between citizens and duty bearers on TracFM is achieved through the interactive talk shows. The feedback mechanism in this case involves citizens checking with the duty bearers through their advocacy group leaders, face-to-face accountability meetings, or commitments during the talk shows. Additionally, citizen journalists under ToroDev have been equipped with skills to identify and moderate issues for debate using the TracFM platform during radio talk shows.

The SMS for human rights platform through which citizens in Tanzania report human rights violation incidences by sending 'REPORT' or 'TAARIFA' to +255(0) 754460259 has also been upgraded and integrated with a complaints management handling system. Top of the issues reported include land disputes, employment issues such as promotion, denial of salaries as well as pension seekers. There has been a decline in the complaints made on the platform to around 1,600 in 2015 from 4,271 in 2014. Prior to the system's installation, CHRAGG received an average of 10 complaints per week. The decrease in the number of reports between in 2015 relative to 2014 has been attributed to the scale down in the awareness campaigns, as well as the lengthy turn around times on handling citizen complaints. A fast response team was set-up to devise means of tackling the response time problem. It is important to note that although the CHRAGG SMS line was initially toll free, citizens currently incur a cost per SMS, which is not so expensive given the availability of subsidized SMS bundles from the several Telecom operators for example 0.09 USD per SMS on one of the networks. Citizen engagement and feedback for the SMS for human rights systems involves complainants getting notified when their case has been assigned an investigator. Complainants do not have direct interaction with the duty bearers. Once complaints are solved, the complainant is expected to pick a letter from the CHRAGG offices.



KHRC also implemented a toll free SMS platform to enable citizens report human rights violations. The approximately fifteen (15) genuine complaints per week consisted of reports on police brutality, land grabbing, gender and domestic violence. The platform was also used to send out bulk messages to registered citizens on mobilization and creating awareness. However the system has been down since May 2015 due to technical failures like dropping messages. The system also lacked a tracking and complaint-handling component to keep records on the details of the complainants and the nature of complaints made. The commission has recently provided another number on which citizens report cases as it looks into developing a more robust application. It is noted that despite the challenges, the SMS platform in comparison to social media was more effective in enabling citizens report human rights violations. In September 2015, Nakuru Midrift HURINET also setup their own SMS platform to handle domestic violence complaints within the community.

The SMS platforms are directly integrated in the work of partners that have implemented them. For example in addressing human rights one respondent notes that:

“At this stage when the commission is experiencing budget constraints, the number of complainants visiting the commission had dropped, but it was only this system which raised the number of complaints... but we really appreciate the system, without it I doubt we could have raised more than 100 files.” **Network Partner, Tanzania**

The increased use and appreciation of the platform is attributed to its ease of use, the convenience and cost – people do not have to visit the human rights offices to make complaints. Coupled with the awareness drives, people have been empowered and are now aware of their rights and know what to do when their rights are violated.

“Through the system, we have seen people raise new complaints that were not raised before, they know their rights and the right institution to complain to. We have even been receiving corruption complaints which is out of our mandate, we record these and channel them to the right institutions.” **Network Partner, Tanzania**



Broadcast media (Radio and Television)


Network partners are also relying on radio and television, with radio talk shows being extensively used to discuss various issues on service delivery, accountability and good governance. ToroDev holds ten (10) interactive radio talk shows per month on seven radio stations. Since they are structured as debates between the ordinary citizens and leaders, the ideal is to have a duty bearer (at least one at each talk show) to respond to citizen concerns. If issues are raised that require follow-up, the citizens or advocacy group leaders follow up these directly with the local leaders. Citizen-to-duty bearer interactions on radio talk shows are supported by SMS platforms such as TracFM (under ToroDev), or through phone calls. Approximately 35-40 people call in and 15 send SMS per talk show. Of these, 15-20 participants are women. It is noteworthy that citizens willingly use their personal funds to call in and send SMS on the stations where such SMS are not pre-paid by the network partners.

The six radio talk shows held under CHRAGG were a one off to create awareness of the SMS for human rights system, as well as educate on citizen human rights e.g. participation in elections. CHRAGG further hosted TV shows for the same purposes as was for the radio talk shows. Sixteen radio jingles and eight television adverts were also run to create awareness of the SMS platform hosted by CHRAGG.

NUMEC hosted two radio talk shows to create awareness on the status of the Peace, Recovery and Development Plan (PRDP) projects and give the relevant authorities an opportunity to respond to citizen inquiries. These were complimented with documentaries of video and picture stories. These activities resonate directly with the work of NUMEC whose main objective is to integrate media and communication within thematic areas of actors in Northern Uganda, in this case creating awareness of rights to social services.

Social Media

As detailed in Annex VII, several Facebook pages have been setup and/or used during the course of the project by the Network partners and the civic group/ community partners i.e. VSACs, VACs, HURINETs, Advocacy and journalist forums, etc. Besides reporting on the status of service delivery, group or partner activities and rights awareness campaigns, as well as information dissemination platforms, Facebook pages and discussion groups are also used to announce upcoming



radio talk shows or any other community events. It is noteworthy that the most active Facebook pages are those owned by the Network partners as well as the joint ICT4Dem page, with varied likes and number of posts. The civic group pages under TIU, ToroDev and KHRC have varied levels of use. For instance, nine of the engaged twenty five (25) HURINETS have Facebook pages, and four of these are in active use. Limited and/or non-usage of the pages has been attributed to a number challenges such as Internet access and the need for continuous capacity building. Like one partner commented:

“We have really tried to do capacity building, but I have to keep following up on them (to use the Facebook pages)... we are still struggling with them even sending reports... some say they need continuous training.” **Network Partner, Kenya**

Regarding Internet access, civic group members e.g. the HURINETS in Kenya are challenged by the recurring Internet costs, noting that the one time Internet subscription fee provided by the project is insufficient.

The civic groups' pages have occasionally been used as a feedback mechanism reporting on the status of service inquiries (e.g. the status of service delivery in Rwenzori region Facebook page). However there is no clear evidence of interaction between citizens and duty bearers, and only minimal interaction among forum members on some of the Facebook pages and discussion groups e.g. Listeners' Forum page.

Similarly the Network partners mostly use twitter to raise awareness of personal rights, as well as relevant activities in democracy and human rights; reports on partner activities; and information sharing and dissemination. With the exception of Nakuru Midrift, the other HURINETS have not used twitter, citing similar reasons as those affecting their limited or non-use of Facebook. KHRC also hosted chats on their twitter feed on various topics like security, LGBTI rights, the 'Green Amendment Campaign' and Women in leadership.

There is also a growing use of whatsapp groups specifically by the HURINETS (Kwale and midrift) for purposes of social mobilization and accountability. These have facilitated direct engagement with the duty bearers.



Call Center Toll free line

TIU set up a call center toll free line in Lira to which citizens report health care service delivery failures in Northern Uganda. Once complaints are received from citizens, call center staff investigate and verify complaints before they engage the duty bearers. TIU maintains a call center report that identifies the caller, call description, status and follow up activity. At the time of evaluation, the 2015 report that was shared had a total of Four hundred and nineteen (419) calls recorded, over the months of January to October, with a monthly average of approximately 50 calls. Three months (June, November, and December) did not have any call records. The feedback mechanism is varied: sometimes citizens get to know of the status of their complaints at the VACs/VSACs accountability meetings, or when they visit the health facilities and realize a change in service delivery. This was a substantial increase from the previous year (2014) where an average of 20 calls were recorded per month. The service, initially set up in 2014 was down at the time of the field visit in December 2015 due to challenges with the service provider.

Online Blogs

A number of online blogs have been set up by the project partners as detailed in Annex VII. Civic groups such as the HURINETs, citizen journalists and advocacy forum leaders are using online blogs to document human rights, governance and service delivery issues. The blogs are mostly used for sharing articles, reporting or dissemination of activities that have been conducted elsewhere e.g. on radio talk shows or during face-to-face advocacy forum meetings or rural debates. The blogs have limited interaction in form of discussions among forum members, or engagement with the duty bearers. Four of the available ten blogs are in active use. Generally there has been a registered decline in posts in the second year of implementation on majority of the blogs in active use such as ICT4DEM, ToroDev and Kasese - eSociety. It is important to note however that the blog statistics for the ICT4DEM blog only accounts for items posted under the 'blog' category, although there wasn't a clear difference between 'news' and 'blog' items. NUMEC also setup a blog that was hardly used due to challenges with the web hosting service provider.

Crowd mapping platforms

WOUGNET, CIPESA and KHRC have implemented crowdmap platforms to enable citizens report on status and issues regarding service delivery, human rights violation, and governance. Specifically service delivery such as healthcare, water and sanitation, public infrastructure e.g. roads, and human rights violations such as police brutality, unlawful land evictions and election irregularities. Besides serving Northern Uganda, the WOUGNET Ushahidi platform has also been used to serve communities in western Uganda in partnership with ToroDev. As detailed in Annex VII, posts on this platform have dropped from 175 in 2014 to 24 in 2015. The KHRC crowd map platform registered most use during Kenya's last general election (34 out of 66 posts).


However various challenges affect the effective use and integration of the crowdmaps into the work of the Partners. For instance with the Ushahidi platform, ineffective use is attributed to lack of feedback mechanisms to facilitate interactions with the duty bearers and ensure that complaints are addressed and the rights holders are informed. Accessibility to the platform by the rights holders was a challenge to the use of the KHRC crowdmap.

Other ICT Tools

Other ICT tools in use are the personal partner websites, which mostly facilitate dissemination and sharing of project and other activity reports and status. iHub also provided a link off their website⁷ for disseminating the ICT and Governance in East Africa report. Majority of these are in active use and regularly updated. Specific information is normally shared on more than one platform, which allows for wider dissemination.

A review of the foregoing descriptions shows that the success with the different technology platforms has been varied. The traditional platforms/Broadcast media (Radio and Television), and more so a creative combination with SMS (the case of TracFM) have been quite successful in the dissemination of information, and have enhanced interaction among citizens and duty bearers especially through talk shows. The call center toll free line provided by TIU has registered a substantially large number of calls (50 per month) during 2015 compared to 20 calls per month during 2014. However, its feedback mechanism is neither direct nor immediate

⁷ <http://www.ihub.co.ke/ict4gov>



and this potentially dissuades a caller. However, some SMS platforms have experienced challenges that could have affected service availability, leading to a decline in usage. Social media and Online blogs have been used to a great extent to disseminate and share information, but have had varied usage, limited interaction among forum members, and no clear evidence of interaction between citizens and duty bearers.


From the above assessment, the criteria of 'Effectiveness' for outcome 2 scores B: Good. The project performed fairly well according to the criterion and specifically: (i) the traditional platforms of Radio, Television, toll-free line, SMS, and more so a creative combination of Radio, SMS, and Internet-based platforms that have been quite successful in disseminating/ sharing information, and enhancing interaction among citizens and duty bearers particularly through radio talk shows; and (ii) the use of Social media to disseminate and share information. However, the project did not facilitate as much citizen participation and engagement of duty bearers with the social media and online blogs. As well, the availability of some platforms has been limited and/or intermittent due to constraints outside the control of partners which has possibly affected the usage levels.

Outcome 3: Increased engagement of legislators, policy makers and duty bearers in the three countries of the shortcoming of existing and draft laws

CIPESA, with the help of consultants undertook ICT policy analysis studies aimed at making recommendations on how government policies could be made more supportive of the use of ICTs in governance and citizen participation in Uganda, Kenya and Tanzania. Reports, which make various recommendations for policy change have been produced for the three countries pending dissemination and engaging the legislators and policy makers.

The project has facilitated citizen and duty bearer engagements at different forums for example through accountability meetings and radio talk shows or debates. This has largely focused on service delivery, democracy and good governance and less on the review of the existing policies and laws.

From the above assessment, the criteria of 'Effectiveness' for outcome 3 scores B: Good. The project performed well according to the criterion and specifically: (i) engaging duty bearers on issues regarding service delivery, democracy and good governance; (ii) policy analysis on improving government policies and laws to be



supportive of citizen participation. However the project is yet to engage the policy makers and legislators on how these policies could be improved to address citizen participation.

Outcome 4: Increased participation of youth and women in decision making in their communities, and in monitoring service delivery and governance

To meet the set target (40:40:20) of women and youth participation in community governance events, partners defined own targets and devised various strategies in addition to the Network training. For example TIU and CHRAGG set a 50:50 target. One partner (ToroDEV) specifically targeted women participation through the rural debates, which targeted 90% attendance by women. As well, they shifted accountability meetings from sub-county to parish level to encourage gender (women) participation. CHRAGG run human rights awareness campaigns on special occasions like the women's day celebration to encourage women to speak out. Table 2 below is an analysis of the participation among women versus men in various activities reported by partners who disaggregated the data by sex. It shows that the project was close to the 40% target of participation by women⁸.

⁸ The participation among youth was not easy to decipher as this was not often disaggregated in the reports, as well as having a confluence around whether the youth numbers were female/male.

Table 2: An Analysis of Gender Participation in select Partner Activities⁹

Partner	Activity	Participation	
		Female	Male
CHRAGG	ICT for Human Rights Training Sessions	57%	43%
KHRC	Community Reflections of Human Rights Networks	40%	60%
WOUGNET	Annual community reflection meetings	36%	64%
	One day workshop conducted for farmers and teachers	22%	78%
	Training workshop for VSACs	70%	30%
TIU	Attendance of VAC forums/meetings	23%	77%
	Orientation of VACs of Lira and Oyam in the use of ICT for reporting	67%	33%
	Stakeholder workshop participants	17%	83%
	TIU call center statistics (Lira)	31%	69%
ToroDev	Annual regional reflection conference	48%	52%
	Orientation and training of Journalists from 12 local radio stations on demanding public accountability and monitoring service delivery through ICT	32%	68%
	Journalist forum membership	38%	62%
	Call-ins to Introduction talk show (one radio station)	40%	60%
	Call-ins and Sending SMS during one radio discussion	30%	70%
	Monthly rural debates	31%	69%
	Average	39%	61%

Some network partners took specific measures to ensure youth participation. For example CHRAGG conducted human rights awareness campaigns in secondary schools and encouraged them to form youth clubs. CIPESA's partner e-Society Kasese in western Uganda specifically conducts ICT skills building for the youth without a restrictive gender focus.

However, it is worth noting that while the target numbers for women participation were achieved, the quality of this participation could be given more attention. Like one respondent mentioned:

⁹ [This data was collected from all select partner activity reports. It is noteworthy that this is a sample and does not represent all the participation by women and men during the project duration as not all event reports have disaggregated data by gender](#)

“Even in the activities we have implemented, men are the ones explaining issues of service delivery” **Network Partner, Uganda**

From the above assessment, the criteria of ‘Effectiveness’ of outcome 4 scores B+: Good with minor changes required. The project performed well in achieving close to the target of 40% participation by women. One partner even went further to target women by bringing the debates closer to them. Some VSACs groups met had a good gender balance of membership, though the women were largely elderly. However, the data for youth participation was not always disaggregated in partner reports to enable assessment of this dimension. The downside was the lack of specific strategies for mitigating underlying causes of gender inequality in participation.

4.5 Impact

At the impact level, some partners reported benefits (particularly on aspects of service delivery and holding leaders accountable) within the communities (sub-counties) where the project has been implemented. Cases cited included: - completion of public service facilities in Education (classrooms, pit latrines), Health Centre (Staff houses, outpatient department, and staff houses), and general community infrastructure (repair of roads and boreholes) that had been pending over a long period. A few cases addressing corruption were also cited whereby following the mobilization and engagement by civic groups, some duty bearers were forced to refund money which they had misappropriated. There were also reports of cases where inadequate staffing and abuse of office in Health facilities were acted upon. Recruitment of new staff was done while some staff got disciplinary action in the form of demotions or transfers. This was as a result of ongoing engagement by VSACs and VACs who actively monitored the services and engaged duty bearers in physical accountability meetings with key stakeholders. Other cases related to: district leaders taking on/following up key issues raised during a talk show, and the prosecution of a legislator following a social media campaign and public demonstration. The quote below elaborates on the impact.


“In Barr HC III, the in charge was transferred to Ogur health centre IV on demotion. A new in charge was posted to this health centre and service delivery has improved, the health centre now opens at 8:00 am compared to previous days when they would open at 11:00 am, staff arrival time has also improved. Staff members have now improved, there is no rampant issues of mistreatment of

patients and Primary Health Care (PHC) fund is now being utilised appropriately. The signatory to the bank has been changed to the new in charge who engages all staff and management committees in planning” **Report of Network Partner, Uganda**

It is noteworthy that some of these impacts were reported as early as December 2014, slightly over one year into the project. This is with hindsight that the Sida project was a buildup on the mainstream work of some partners, and the project efforts contributed to the realization of something that the related institutions had been working on before the onset of the project. It is therefore realistic that these impacts are evident within the short duration of the project.

Contribution analysis would therefore guide in assessing the project impact whereby a plausible link between the project results (outcomes and outputs) and the described impact is established for the partners reporting this as a case in point. According to the project theory of change, the deployment and availability of the various ICT platforms, the ICT skills among the civic groups and their use of the availed platforms, and the engagement of duty bearers/policy makers, and women and youth were the key drivers for achieving the postulated impact. It was evident that the civic groups did a great job in monitoring and follow up, and using the information to engage duty bearers through a number of physical accountability meetings with key stakeholders. It is evident that the traditional platforms like SMS, radio (talk shows) and the toll free lines contributed to a large extent in realizing these impacts. However, the contribution of the Internet-Based platforms is not so clear. A detailed assessment of the Internet-based platforms reveals that apart from using them as spaces for posting information, for the majority, there was limited use of/interaction among citizens and duty bearers. The civic groups that the evaluation team met mentioned that they had received training on monitoring service delivery (including the use of ICTs) but it was not evident that they got much opportunity to practice as they did not have sufficient access to ICTs. Some had used the cameras availed to capture issues of service delivery and forwarding them to network partners for posting on the Ushahidi website. However, the postings on the Ushahidi website did not seem to generate much attention and debate as it was not evident whether duty bearers or other citizens accessed and used this information.

Four key factors stand out to have contributed to the realization of these impacts. They include: - (i) The sustained monitoring of service delivery and governance



issues by VSACs/VACs, (ii) the ongoing engagement of duty bearers by the Network partners and VSACs/VACs through physical accountability meetings; (iii) Leveraging the traditional ICT platforms (Radio, SMS, toll-free lines) in gathering evidence, engaging of duty bearers, and seeking opinions of rights holders; and (iv) Leveraging the mainstream work of Network partners to enhance their ability to deliver on their mandate(s)

From the above description and assessment, the criteria of 'Impact' scores B: Good: The project performed well according to the criterion but some changes were required. The project leveraged the mainstream work of the partners and contributed to a number of service delivery impacts in the Education, healthcare and community infrastructure e.g. roads and water. The use of traditional platforms like SMS, radio (talk shows), and the toll free lines in engaging rights holders and duty bearers contributed to a large extent to realizing these impacts. However, the role and contribution of the Internet-Based ICT platforms, their use/engagement by the civic groups, the wider community and duty bearers to realizing these impacts is not as strong as postulated in the Theory of Change.


4.6 Sustainability

Ownership, leadership commitment, technical and financial capacity by government, CSOs and communities

Partners mentioned a number of sustainability mechanisms which include: - Advocacy and journalist forums that are citizen led; have own steering committees which evolve independently; they are politically independent, which promotes social ownership; Committed and passionate civic groups which would carry on the monitoring and advocacy work even without any pay from the project or otherwise; the start of Income Generation Activities (IGAs) among some groups to establish financial capacity for their advocacy work; the project objectives and work being mainstream functions of some Partners organizations (for example, TIU runs similar call centres which exist outside the project); the training of civic groups that emphasizes their responsibility as citizens and imparts in them a spirit of volunteerism.

Similar Government initiatives were also noted like the toll free number on drug theft, on Oil and gas, the IGG and Police, and Electricity supply in Uganda. The caveat however was that Government has a lot of bureaucracy and that citizens don't call much because feedback is slow.

There was however concerns at the Civic group level which while acknowledging



their civic responsibility to monitor service delivery and engage duty bearers thought that some facilitation by the project would sustain their efforts. The specific issues of concern were the transport and Internet access costs involved in doing such work.

As well, some partners think that they still lack resources to sustain the project activities. Like three respondents mentioned:

“...continued support is required... in terms of staff capacity through the covering of salaries of key staff with ICT expertise...” **Network Partner, Kenya**


“The only gap may be the call center which may need some resources to run...” **Network Partner, Uganda**

“KHRC does not currently have sufficient financial capacity to continue with the project initiatives should CIPESA’s funding end”. **Network Partner, Kenya**

The role of national/local institutions

The project has collaborated with Local Governments and CSOs. In some districts, District Civil Society forums (DCSF) have been formed. Some partners have signed MoUs with the District Local Governments (DLGs) regarding community activities and engagement of duty bearers. As well, Partners mentioned that there is strong political will for the kind of work they are doing and there is a general atmosphere conducive for talking about corruption and transparency. Additionally, there are other local institutions (e.g. TACC - *The Anti-corruption coalition* in Apac) that are doing similar work on anti-corruption. Community structures have been established and being voluntary, they assured a sustained pursuit of issues of governance and service delivery.

From the foregoing description, it is evident that the project goal and objectives are the mainstream work of majority of the network partners. Partners mentioned that they have similar projects and will continue to mobilize resources from alternative sources targeting the same intentions. It is therefore evident that the issue of ownership at the CSO level is a given. At the national level, the existing political will by the three Governments provides a framework for resource mobilization and engagement of duty bearers on key governance and service delivery issues. The engagement of District Local Governments and sub-counties in the implementation of this project, as well as having CHRAGG and the Kasese local government as key partners demonstrates buy-in by Government. This is underscored by similar initiatives by



some of the Governments. However, it was also noted that the grassroots work by the advocacy forums, HURINETS, VSACs, VACs while voluntary needs sustained facilitation for some time. It was also pointed out that the Government initiatives are bureaucratic and not as effective as the project oriented ones. As well, salaries of some staff are funded under the project and not yet mainstreamed in the respective partner structures. Therefore from the perspective of intensity of project activities, continued support is critical.

Overall, it is apparent that partners have conceived sustainability at an individual institution level and strategies proposed may assure that the respective partners can continue regardless of the Network.

“Partners all have other projects related to Human Rights...” **Network Partner, Uganda**

“Even if CIPESA pulled out, I would mainstream them in my other projects...”. **Network Partner, Uganda**

The Network has developed a fund-raising plan that aims at raising sufficient funds for implementation of current projects, up-scale some of its work, diversify sources of funding, and contribute to institutional sustainability.

From the above description and assessment, the criteria of ‘Sustainability scores B: Good: The project performed well according to the criterion but with some changes required. The partners own the project and the respective Governments provide a conducive environment for resource mobilization and continued engagement. Additionally, the Network has developed a fund-raising plan that aims at diversifying funding sources. It is however apparent that in the immediate future, funding to sustain the current intensity of engagement by partners is yet to be realized.

Overall, the project performance scores a B: Good: The project performed well according to the criterion but some changes were required.

5. Conclusion and Recommendations


5.1 Conclusion

The project performed well across the six performance criteria but could have even done better with some changes. The project objectives were relevant to the national policy frameworks and priorities of the three countries and is fully owned by partners. It could have benefited from a deeper analysis of the appropriateness of different technologies for the community contexts where they were deployed. The project had clear objectives though the M&E function could have been strengthened with a more logical results hierarchy and SMARTer indicators especially at the Outcome level. The project implementation was very good with clear coordination and management roles and functions, as well as project and respective institutional mechanisms that assured fiduciary use of resources. Activities were implemented as per plan though with a few delays outside the control of the network partners. Such delays included: - telecommunication service providers failing to provide and sustain links, and a discontinuation of some online tools targeted for study. The inability to effectively monitor the results level indicators resulting from the limitations in the design of a logical results matrix and the inability to have smart indicators at this level was a key let down. The project achieved majority of its key objectives, particularly Objective 1 (Research) and Objective 3 (Engagement of duty bearers). However Objective 2 on the use of ICT tools by HURINETs, VSACs, VACs and the wider citizenry had mixed results with the traditional platforms (Radio, SMS, toll free lines) realizing more citizen participation and engagement of duty bearers than the modern ones (social media). The project achieved some impacts though the causal links with the postulated outcomes/objectives was in some instances not strong.

5.2 Recommendations

The following recommendations are made for and relevant to all key stakeholders including ICT4Democracy network, SIDA, Spider, and individual network partners to consider.

Explore a model ICT platform mix for adoption by all partners: ToroDev approach of a mix of ICT platforms (TracFM, Radio talk shows, Social media) for different purposes but used in a coherent manner when compared to standalone platforms used by others provides some insights into how to model an ICT for Democracy



intervention. The use of SMS through TracFM which links with a website where an analysis of citizens' opinions is used to inform the engagement of duty bearers in a talk show with call-ins from citizens is noteworthy. This is complemented with the training of journalists on how to identify issues for debate and moderating them during the talk shows. A related observation from KHRC further elaborates this recommendation. They note that the backend benefits of the crowdmap (records management platform that could e.g. map complaints to source) can be exploited and combined with the SMS platform benefits (easy access, cheaper, easy to use) to come up with an application that is both easy to use, and that directly simplifies the work of the Partner Hurinets e.g. monitoring the number of reported cases and from which region.

This integrated, appropriate, purposeful and coherent mix of platforms addresses aspects of effective citizen participation, engagement of duty bearers (including with facts from citizens) and fosters feedback and two-way interaction among key stakeholders. The evaluation team recommends that ICT4 Democracy explores the adoption of an ICT platform(s) framework to be deployed for each implementing partner that is comprehensive and assures the achievement and inter-connectedness among all the three key aspects of: (i) Effective citizen participation (use of the technology); (ii) engagement of duty bearers on the issues identified under (i), and (iii) two-way interaction among citizens and duty bearers.

Use a holistic approach to the design of future interventions and possibly invest more in the non-ICT components of the project:

It is common to make a number of 'social' and 'administrative' assumptions about ICT focused interventions and some of these assumptions turn out to be killer assumptions. As was established from the assessment of the effectiveness and impact of this project, realizing change at the impact level depended a lot on non-ICT strategies like: - provisions for physical follow ups, investigations, referrals to other duty bearers, and physical meetings which involved a lot of movement over long distances. In addition, key trainings on issues of human rights, advocacy and civic duty were critical. A related aspect was getting the buy-in of duty bearers through continuous sensitization, engagement and capacity building. The design should therefore clarify well all the key results and map them out, particularly paying attention to the causal links among the results and explicating key underlying assumptions. This will ensure that a number of issues (typically the non-ICT) taken for granted are provided for in the project design, or alternatively, the risks and assumption the project is working with




are clear.

Consider standardizing the Capacity building for HURINETS, VACs, VSACs and related citizen groups: This category of beneficiaries is a linchpin in the Theory of Change of this project. However, their capacity building varied across the partners. Some civic groups the evaluation team met informed that they received only a one-day training on all issues (Human rights, ICT, etc.) and they lacked adequate access to ICT tools to practice what they had learned. It was also reported that in some cases, the logistical and technical support provided was not sufficient and that transport facilitation to remote areas remained a challenge, limiting effective coverage. Some groups mentioned that sharing a camera among many of them was ineffective as one had to travel long distances to pick and return it to the custodian. In addition some mentioned that the facilitation for Internet access was insufficient to sustain access and continuous use of ICT. Thought should therefore be given to a standard 'package' that each HURINETs, VSACs, or VACs should receive to assure competence and utilization of the platforms deployed.

Give more attention to the capacity building of duty bearers and legislators: Realizing the impact of this intervention is contingent on long-term engagement, appreciation by and action on the part of duty bearers and legislators. For most of the partner interventions, this category of stakeholders played the role of participating in accountability forums and explaining to citizens on issues identified. While there was some action taken, it is believed that this could even have a greater impact when duty bearers/legislators can equally use ICTs to engage on/verify the very issues citizens are demanding action about.

5.3 Lessons Learned

Multiple platforms strategically conceived and used in a coherent and coordinated way have greater potential to realize impact as compared to standalone ICT platforms (traditional or modern). The traditional platforms (Radio/talk shows, SMS, toll free lines) and modern internet-based platforms (Social media, crowd sourcing) have their comparative advantages and can complement each other when used in a strategic, integral and coherent way. There are platforms that are better placed for two-way interaction (e.g. Radio talk shows) and others that are cost-effective and efficient for obtaining opinions from stakeholders (SMS in combination with a back-end application that can analyse the data; and



Social media if it has a back-end management function that can synthesize posts). There is need to understand the categories of key players along the value chain of information flow (rural communities, VSACs, VACs, HURINETs, Government staff) and their contexts and deploy the ICT platforms in response to the needs and possibilities that will optimize usage. It is apparent that a single platform may not suffice to address all the aspects of Citizen Participation and engagement of duty bearers but a well thought-out and coherent combination of multiple platforms can.

Social media need a back-end analysis function if they are to add value: The use of social media (Facebook, blogs, twitter, etc.) may not have much value added when the information therein does not include an analysis and feedback function. The majority of social media sites studied in this evaluation included posts that had minimal comments or follow-ups. It was also not evident who they were targeting, as it was clear that most of the rural communities (including the VSACs, VACs, HURINETs) were unable to access them. As well, access by the duty bearers or use of the information on such sites to engage them was not very common. Interventions that include social media may therefore need to provide for a human resource component that analyses and takes the comments beyond simply the posts.

Physical engagement and follow up of Policy makers/duty bearers seems the most effective to realize impact. It was evident from the interviews and FGDs that without sustained engagement and follow-up through physical accountability meetings with key stakeholders, the information gathered through the different ICT platforms would be wasted. It is important to appreciate that the platforms are not an end in themselves but a component that contributes information that can be used for evidence-based advocacy and engagement of duty bearers during physical accountability forums.

ANNEX I: TERMS OF REFERENCE

Request for Expression of Interest for an Evaluation Consultant – ICT4Democracy in East Africa Network


Background

The Collaboration on International ICT Policy for East and Southern Africa (CIPESA, www.cipesa.org), a Kampala-Uganda-based non-profit, non-government organisation, coordinates the ICT4Democracy in East Africa network (www.ict4democracy.org). The Network uses Information and Communications Technology (ICT) to promote citizen participation in democratic processes, human rights monitoring and social accountability in Kenya, Tanzania and Uganda. The network partners are the Women of Uganda Network (WOUGNET), Transparency International Uganda, CIPESA, iHub Research (Kenya), the Kenya Human Rights Commission (KHRC), the Tanzanian Commission for Human Rights and Good Governance (CHRAGG), and Toro Development Network (ToroDev).

Since November 2013, the Network has received support from the Swedish International Development Cooperation Agency (Sida) for a project that aims to turn more East Africans, including sidelined and detached communities such as women, the rural poor and youth, into active citizens that connect and engage with other citizens and with leaders, and play a role in local decision-making through the use of ICT. Working with civic groups and the media via network building, skills transfer, mentoring, awareness-raising and advocacy, Network members aim to strengthen democracy by holding leaders accountable to citizens, fight corruption, enhance communication and the right to seek, receive and impart information and respect for human rights via a mix of ICT, such as mobile, interactive mapping, SMS and voice-based reporting, social media, and interactive radio.

In the focus countries of Kenya, Tanzania, and Uganda, the Network's specific objectives are:

- Promoting access and dissemination of information for improved government openness and better service delivery;
- Growing the capacity of civic groups, including Human Rights Networks, Voluntary Social Accountability Committees (VSAC), and citizen journalists, to use ICT to foster free speech, human rights, access to information, and open governance;

- 
- Engaging policy makers and duty bearers on the need to provide regular and timely information on service delivery, human rights and governance to the citizenry using a range of ICT and non-ICT means; and
 - Gender mainstreaming in civil knowledge, ICT skills and participation in governance processes. This includes advocacy for gender sensitive ICT and governance policies across the region.

Purpose of the evaluation

The evaluation seeks to establish the achievements, outcome and challenges registered by the network's projects during the period November 2013 – October 2015. The evaluation will assess the appropriateness, effectiveness and outcomes of the ICT4Democracy in East Africa network in relation to the program objectives. The specific objective of the evaluation will include:

- Provision of an overview of the project outcomes
- Analysing key factors for achievement and/or non-achievement of project objectives.
- Making recommendations regarding future project design, priorities and sustainability, based on the needs of the target groups.

Scope and focus

The consultant shall conduct an evaluation based on:

1. Relevance of concept and design
 - a. Appropriateness of the project design, including its theory of change, to achieving stated objectives;
 - b. Coherence and appropriateness of the project's results based framework (RAF/RBM), such as the link between inputs, activities, outputs, outcomes and objectives; specification of targets and baselines; and formulation of valid assumptions and risks associated with the outputs, outcomes and objectives;
2. Gender equality and Integration of the Human Rights Based Approach

An analysis of the project design and its integration of gender equality and the Human Rights Based approach including:

- a. Extent to which equality considerations were reflected in project objectives and design to address the needs, priorities and constraints of women and youth groups, and in the identification of beneficiaries;
- b. The extent to which women and youth have participated in the project's various activities including encouragement of their participation and



protection of their rights

- c. Extent to which the other underlying principles of human rights - accountability, participation, empowerment and rule of law have been incorporated into the project design and reflect in the outcomes.
3. Efficiency and effectiveness of project implementation process. The consultant will assess how the project was implemented, including overall efficiency of delivery and management of available resources. Any major issues that affected implementation should be documented including:
 - a. Extent of monitoring and incorporation of feedback into planning and operations;
 - b. The quality and appropriateness of strategies for detecting and preventing corruption and the extent of their implementation.
 - c. Analysis of the ICT4Democracy network, namely: the added value and effect of the network compared to partners working at individual level on the project; partners' focus and strength; and overall contribution of partners' projects to the network's wider objectives through synergies, resources, experience and expertise sharing and overall network sustainability. The analysis should evaluate whether the network structure is an effective way to reach the results set out in the theory of change.

4. Project Outcomes

The consultant will also provide an overview and analysis of the key outcomes of the project, including how they benefit the primary target beneficiaries.

5. Sustainability

Provide an analysis of the prospects for sustaining and up-scaling the project. The assessment of sustainability will include, as appropriate:

- a. Evaluation of efforts and strategy for diversifying funding for the network.
- b. Sustainability of project results beyond the implementation period.
- c. The role of the target groups and their ownership of the results achieved.

Evaluation methodology

The evaluation will consist of:

- Review of project documentation, including project proposal, annual reports, contracts with partners, work plans, budgets, progress reports, partners' newsletters, impact stories, etc.;

- Interviews with project implementers and with individuals who are either affiliated with the project in some way or who have or might be expected to be impacted by the project (e.g. training participants, community leaders/members, trainers, VSACs).
- Field visits to partner project sites; and
- Review of digital platforms run by the project partners.

The Consultant shall visit at least two of the three countries where the network is present but shall be expected to interview all the project's partner organisations. Additional interviews may be conducted remotely by Skype or telephone.

Evaluation deliverables

Based on the above scope and focus, the evaluation will draw attention to specific good practices and lessons to be learned for both CIPESA and network partners. It will discuss and analyse what worked well and should continue, what didn't work well and should not be continued and what needs strengthening. The evaluation should make actionable time bound recommendations to both CIPESA and the ICT4Democracy in East Africa Network regarding any need for follow up and future project design, implementation and sustainability.

1. An Inception Report including detailed methodology and scope of the evaluation
2. A draft evaluation report illustrating evidence found that responds to the evaluation issues, questions and criteria listed in the ToR.
3. Presentation of the draft evaluation findings at a stakeholder workshop for CIPESA and other stakeholders' review, comments and feedback
4. Final evaluation report. Supporting data and analysis should be annexed to the report when considered important to complement the main report. Annexes to the evaluation report should include:
 - List of documents reviewed;
 - List of institutions and stakeholders interviewed by the consultant;
 - Any other relevant materials.

Expected Qualifications:

- Advanced degree in Project Monitoring and Evaluation, international relations, democratic governance, ICT Policy analysis, development studies or related fields, or equivalent demonstrated experience.
- Demonstrated ability to reliably contribute to Results Based evaluations, both assessment and learning aspects.

- Familiarity with international development agencies' M&E procedures preferred.
- Excellent ability to work in English, with effective oral and written communication skills;
- Experience with researching and writing on international ICT4D and/or international development issues;
- The Consultant may be an individual, firm, or consortium.

The consultant shall not have been directly involved in the design or implementation of the project.

Duration of assignment

The duration of the consultancy shall be a **period of 7 weeks** beginning towards the end of November 2015 as per the schedule below:

- Inception report – week 1
- Draft report – week 4
- Stakeholder workshop, feedback and comments on draft report – week 5
- Final evaluation report – week 7

To apply

Expressions of interest including a detailed CV, samples of similar work done, proposed methodology, the timeline for delivery, and proposed budget for the consultancy should be submitted in English to programmes@cipesa.org.

The deadline for submissions is **17:00 hours East African Time (EAT) on November 19, 2015**.

List of reference reading

- ICT4Democracy in East Africa Project Proposal to Sida 2013 - http://iati.openaid.se/docs/1126403_1_1.PDF
- ICT4Democracy in East Africa 2014 annual report - http://www.cipesa.org/?wpfb_dl=188
- 2013 - 2014 progress report to Sida http://iati.openaid.se/docs/1483687_1_1.PDF
- 2013 - 2014 project results framework – http://iati.openaid.se/docs/1177163_1_1.PDF
- 2015 – 2016 project results framework (available upon request)
- Governance and ICT Context Update 2015 - http://iati.openaid.se/docs/1483683_1_1.PDF

ANNEX II: THEORY OF CHANGE

Goal	Strengthened democracy characterized by: holding leaders accountable to citizens, fighting corruption, enhancing communication and the right to freedom of expression, as well as the right to seek, receive and impart information, and respect for human rights			
Outcomes	Greater ability by ICT4Democracy network partners to effectively implement their projects based on established facts rather than assumed needs of citizens	Increased use of ICT tools by civic groups including HURINETs, VSACs, and citizen journalists in reporting on service delivery, governance and human rights in their communities	Increased engagement of legislators, policy makers and duty bearers in the three countries of the shortcoming of existing and draft laws	Increased participation of youth and women in decision making in their communities, and in monitoring service delivery and governance
Outputs	<p>ICT for governance tools in East Africa research reports distributed and disseminated</p> <p>Three country dissemination event blogs</p> <p>Infographics and factsheets on national and regional trends in ICT for governance</p> <p>Regional interactive map tracking all ICT tools developments</p> <p>Country policy brief and ongoing blogs on ICT and electioneering</p> <p>Short video documentary on ICT and Governance in East Africa</p> <p>Research publications – journals and conferences</p> <p>Ongoing social media campaigns and engagements</p>	<p>Aggregated citizen journalist reports on social media platforms and crowd maps</p> <p>Blog posts and media articles documenting human rights, governance and service delivery</p> <p>Radio programmes, radio jingles and radio talk shows</p> <p>IEC materials</p> <p>ICT for governance and human rights skills acquisition by citizens and citizen groups</p> <p>15 Journalists mentored in Uganda country on effective reporting of ICT and democracy and free speech</p> <p>Journalist awards on excellent reporting on ICT and democracy and free speech.</p>	<p>Three country reports on the policy analysis studies published</p> <p>Three briefs/ facts sheets derived from the analysis published</p> <p>Evidence based advocacy activities</p> <p>Presentations and breakfast meetings with parliamentarians</p> <p>Presentations and breakfast meeting with media</p> <p>Wider dissemination events</p>	<p>Guidelines on gender and youth approach in deploying activities</p> <p>Statistical reports on gender and youth use of the project's ICT platforms</p> <p>Gender assessment report/ policy brief</p> <p>Participation in at least 2 women in ICT events and presentations on gender at partners events</p>
<p>Network building, learning and exchange</p> <p>A network website is fully functional with summaries of planned project activities, monthly news and events updates, and downloads available</p> <p>MoUs signed with 6 partners organizations</p> <p>Network IEC materials</p> <p>Participation and/or hosting of ICT4D events</p> <p>Monthly and bi-annual network meetings</p> <p>Conduct physical and virtual meetings with partners to map program activities</p> <p>Document project activities</p> <p>Facilitate communication between partners and other stakeholders</p> <p>Participate in regional ICT4Democracy events</p> <p>Identify and analyse regional developments related to ICT for democracy but also ICT for development</p> <p>Identify and communicate relevant efforts by other development agencies and develop funding applications as a means of ensuring sustainability</p>				

ANNEX III: EVALUATION FRAMEWORK

Main question	Detailed questions/issues	Indicators	Methods and sources
Relevance To what extent are the objectives of the Project consistent with the evolving needs and priorities of the beneficiaries, partners, and stakeholders?	How has the project addressed the relevant needs in the country? Have new, more relevant needs emerged that the project should address in future?	Evidence that project objective and outcomes are linked to Key national development strategies in documents like the National Development Plans, ICT Policy/strategies.	Key informant interviews (<i>Partners</i>) FGD (<i>VSACs, VACs, Advocacy forums, Journalist forums</i>) Literature review (<i>progress reports, relevant National policies and strategies</i>)
	How have the stakeholders taken ownership of the project concept?	Stakeholders (especially beneficiaries) demonstrate an understanding of the issues Relevant national institutions take up aspects of the project concept	Key informant interviews (<i>Partners</i>) FGD (<i>VSACs, VACs, Advocacy forums, Journalist forums</i>)
	How do the partners, target groups and beneficiaries consider that the project achieved or will achieve its goal in enhancing democracy and governance in their respective countries?	Positive perceptions of beneficiaries on: use of ICT tools; influencing governance and democracy in their communities and nationally	FGD (<i>VSACs, VACs, Advocacy forums, Journalist forums</i>) Key informant interviews (<i>Partners</i>)
	To what extent has the project contributed to the national priorities stipulated in key documentation (e.g. National Development Plans)?	The Project directly contributes to key result areas in the National Development Plans and ICT strategies of the respective countries	Key informant interviews (<i>Partners</i>) Literature review (<i>progress reports, relevant National policies and strategies</i>)
	How have the project objectives addressed identified rights and needs of women and youth? How much has the project contributed to shaping women's rights priorities?	The Project is based on clear needs and problem analysis Needs and unfulfilled rights and their underlying causes addressed by the project interventions	Key informant interviews (<i>Partners</i>) Literature review (<i>project proposal</i>)
Efficiency How economically were resources / inputs (funds, expertise, time, etc.) converted to results?	What measures have been taken during planning and implementation to ensure that resources are efficiently used?	Project management put in mechanisms to guard against fiduciary risk including selection of partners etc. Choice of delivery mechanisms for interventions ensures the least cost route and most beneficial route is take (partnership arrangements, staffing in agencies, monitoring systems etc.)	Key informant interviews (<i>Partners</i>)
	Have project funds and activities been delivered in a timely manner? If not, what were the bottlenecks encountered? How were they addressed?	All activities are delivered as per annual work plans Actions taken to address the bottlenecks to delivery	Key informant interviews (<i>Partners</i>) Literature review (programme monitoring reports, Annual Work Plans)
	Could the activities and outputs have been delivered with fewer resources without reducing their quality and quantity?	Alternative mechanisms of delivery identified by stakeholders and beneficiaries	Key informant interviews (<i>Partners</i>) FGD (<i>VSACs, VACs, Advocacy forums, Journalist forums</i>)
	Has CIPESA's organizational structure, managerial and coordination mechanisms effectively supported the delivery of the project?	Perceptions of stakeholders, implementing partners on the coordination capacity of CIPESA	Key informant interviews (<i>Partners</i>)

Main question	Detailed questions/Issues	Indicators	Methods and sources
Effectiveness To what extent were the project's objectives achieved, or are expected / likely to be achieved?	What has been the progress made towards achievement of the expected outcomes?	Progress on results (outcomes and outputs) as per indicators (where applicable) or perceptions of respondents Specific successes registered in: Publication and dissemination of research reports and if possible use of key findings to inform programming Functionality of online tools and platforms, and evidence data on increased use of ICT tools among target beneficiaries	Key informant interviews (<i>Partners</i>) FGD (<i>VSACs, VACs, Advocacy forums, Journalist forums</i>) Literature review (<i>progress reports, success stories; research reports and publications</i>)
	How has the project fostered networking among Partners and what has been the added value and effect of this compared to partners working at individuals level on the project	Citations among Network partners on specific aspects to which the project has strengthened 'networking' and assisted achievement of the ICT4Democracy objectives	
	To what extent have beneficiaries been satisfied with the results?	Perceptions of beneficiaries on the quality of services provided by the project	FGD (<i>VSACs, VACs, Advocacy forums, Journalist forums</i>)
	To what extent have the capacities of duty-bearers and rights-holders been strengthened?	Evidence that duty bearers were directly targeted as recipients of project services; Evidence that rights holders (Women, youth) were targeted and services focused on enhancing their capacity to claim rights	Literature review (programme proposal, monthly and annual reports) Key informant interviews (<i>Partners</i>)
Sustainability What is the likelihood of a continuation of benefits from the project after the intervention is completed or the probability of continued long-term benefits?	What is the likelihood that the benefits from the project will be maintained for a reasonably long period of time if the program were to cease?	Opinions of stakeholders on the likelihood of continuing the services offered through the project and benefits thereof;	Key informant interviews (<i>Partners</i>) FGD (<i>VSACs, VACs, Advocacy forums, Journalist forums</i>)
	Do partners have sufficient financial capacity to continue with initiatives?	Evidence of planned resources (human and financial) in the present and future to sustain interventions (including alternative sources of funding)	
	Is the project supported by national/local institutions? Do these institutions, demonstrate ownership, leadership commitment and technical capacity to continue to work with the program or replicate it?	Role of relevant national/local institutions is visible in the project Evidence of contributions by relevant national/local institutions to the project Perceptions of national/local institutions on capacity to continue interventions and gaps that remain	
Impact What positive and negative, primary and secondary long-term effects have been produced by the project, directly or indirectly, intended or unintended?	What are the intended and unintended, positive and negative, long term effects of the project, particularly on women and youth and on their socio-economic conditions?	Beneficiary views on the influence of the project (positive and negative) on democracy and governance	Key informant interviews (<i>Partners</i>) FGD (<i>VSACs, VACs, Advocacy forums, Journalist forums</i>)

Main question	Detailed questions/Issues	Indicators	Methods and sources
Management and Coordination How well was the program managed and coordinated?	How well were the responsibilities delineated and implemented in a complementary fashion?	Clear management and Coordination roles between CIPESA and Partners. Partners demonstrate common understanding of these mechanisms	Literature review (<i>Project Proposal, monthly and annual reports</i>) Key informant interviews (<i>Partners</i>)
	How well have the coordination functions been fulfilled?	Opinions of stakeholders on CIPESA's coordination capacity (technical support, M&E, linking partners)	
	How effectively has the project management monitored programme performance and results?	Evidence of a robust M&E system (SMART indicators, clear means of verification, clear structures for data flow, clear frequency of data collection, responsibilities for data collection)	
	Has the relevant project information and data systematically being collected and collated?	Evidence of project information and data systematically being collected and collated (systematic data flow and	
	Has information been regularly analysed to feed into management decisions?	Monitoring information is consistently used in decision making	
Validity of the design How well was the program conceived and what effect has this had on its potential to achieve the postulated results?	Was a gender analysis conducted during the development of the project? If undertaken, did the gender analysis offer good quality information on underlying causes of inequality to inform the project design?	Evidence of a gender analysis in the situation/ problem definition and specific strategies thereof	Key informant interviews (<i>Partners</i>)
	Were the planned project outputs and results relevant and realistic for the situation on the ground?	Opinions of beneficiaries on practicality and relevance of planned outputs and outcomes	Key informant interviews (<i>Partners</i>) FGD (<i>VSACs, VACs, Advocacy forums, Journalist forums</i>) Literature review (<i>progress reports, success stories; research reports and publications</i>)
	Is the intervention logic coherent and realistic?	Evidence that the results matrix demonstrates a logical link among the Activities and outputs; Outputs and Outcomes; Outcomes and the goal	Literature review (<i>project proposal, Results matrix – Original and revised</i>)
	Who are the partners of the project? How strategic are partners in terms of mandate, influence, capacities and commitment?	Opinions of Partners on their respective comparative advantages and how these were leveraged to achieve the project objectives	Key informant interviews (<i>Partners</i>)
	What measures were put in place to promote 'network' among ICT4Democracy Network partners?	Specific activities planned and implemented to strengthen the ICT4Democracy network	Key informant interviews (<i>CIPESA, Partners</i>)
	How appropriate and useful are the indicators described in the project document in assessing the project's progress? Are the targeted indicator values realistic and can they be tracked?	Indicators presented meet the SMART criteria Indicators provide information to inform validity of the Theory of Change	Key informant interviews (<i>partners</i>) Literature review (<i>project proposal, Results matrix – Original and revised</i>)



ANNEX IV: LIST OF DOCUMENTS REVIEWED

- Minutes of project meetings
- Results Matrix (Original and Revised)
- Project Proposal Document
- MoUs between CIPESA and Network Partners
- Research reports and publications
- Annual report (2014)
- Monthly Reports
- Mid-year reports
- Annual Work Plans
- ICT and Governance in East Africa: A Landscape Analysis in Kenya, Uganda and Tanzania

ANNEX V: LIST OF PEOPLE INTERVIEWED

Name	Organization	Position
Ashnah Kalemera	CIPESA	Programmes Associate
Lillian Nalwoga	CIPESA	Policy Officer
Goretti Amuriat	WOUGNET	Gender and ICT Policy Program Manager
Peter Wandera	TI Uganda	Executive Director
Francis Ekadu	TI Uganda	Program Coordinator
Mr Richard Rwabuhingi	Kabarole District	Chairman LC V
Johnstone Baguma	ToroDev - Kabarole	ToroDev Executive Director
Sheila Amanya	ToroDev- Kabarole	M&E Officer
Florence Baguma	ToroDev- Kabarole	M&E Officer
David Kugonza	ToroDev- Kabarole	Communication & Documentation Officer
Mumbere Samuel	eSociety - Kasese/	ICT Officer
Gilbert Egwel	Kubere Information Centre - Apac	Project Officer
Francis Nzuki	CHRAGG	Director for Human Rights
Wilfred Warioba	CHRAGG	Project Coordinator
Betty Etim Fiona Alongo	TI-U - Lira	Programme officer
Caroline Wamala	Spider	Programme Manager for Research
Moses Odokonyero	Northern Uganda Media Club (NUMEC)	Project team lead
Julie Kingsland	KHRC	Programme Manager – M&E, Project team lead
Catherine Kamatu	KHRC	Communications Assistant
Nanjira Sambuli	iHub	Project team leader
Anne Salim	iHub	Project team leader

Name	Organization	Position
Nduhura Phenehans Bamanyisa Patrick Abbooki Mukonyezi Wilfred Abooki Rwahuru Gilbert Ahaisibwe Jane Thembo Kahungu Misairi Tumwesigye Andrew	FGD - ToroDev	Citizen journalists and Advocacy forums leaders
Muhumuza Steven Mugisa Innocent Sharif Munoga Athairwe Isaac Bwambale Joram Tumwebaze Rodgers Masereka Boaz Komurubuga Annet Balicwamu Aaron Mumbere Samuel	FGD - eSociety	Youths training at the e-society offices
Mr. Opul George Adwek Boniface Opio Ray Hellen Opio Nagomba Joan Alum Eveline Okello George Atine JP Angole Jimmy	FGD – Lira	VAC members of Barr-sub-county
Bito Okori May Angulo Apaca Cypiriano Hellen Ogwang Amolo Paska Hellen ebong	FGD – Apac	VSAC members
Getrude Alex Aisha Hamisi Fadhili Ferdinard Farida Ndege Hussein Hakika Nicodemus Isangura Brian Joseph	FGD - CHRAGG	System Users
Stanely Ogola Jarius Abdulsalim Ouma Osera Paul Otieno Omondi Chege Thande	FDG - KHRC	

ANNEX VI: TOOLS

Key Informant Guide (CIPESA)

Estimated Time: 1 hour

General:

1. Could you please give us an overview of the project, (start-end dates, roles of partners; elaborate a bit on each component)

Relevance

1. How is the project aligned to the national priorities of democratization, governance and fighting corruption in the country? How has it addressed the relevant needs in the three countries?
2. Have new, more relevant needs emerged that the project should address in future? Which are these?
3. Is there evidence that Partners have taken ownership of the project concept? What evidence is there? If not why?
4. Was a needs assessment and problem analysis conducted to inform the project? How was this used to design and plan the project? **PROBE:** *How needs and unfulfilled rights and their underlying causes were addressed by the project interventions; Was a gender analysis integrated as part of the needs assessment? Are there specific gender issues that emerged as a result and strategies integrated to address them?*

Validity of design

1. Do you think the planned project outputs, results and targets were realistic in light of project resources and timeframe? **PROBE:** *Opinions on select Outcome statements in the Results Matrix that seem ambitious in the context of the project scope, funding and duration*
2. Elaborate on how strategic the partners of the project are in terms of mandate, influence, capacities and commitment and how this has contributed to realizing the project objectives
3. How did ICT4Democracy work as a network as opposed to the network partners working individually in delivering the project?
4. What are the key indicators you have been using to track progress of the different objectives? How relevant have you found the indicators in assessing



progress of the project results? **PROBE:** How the indicators in the results matrix have been used.

5. How did the project consider issues of gender and youth in the proposed interventions?

Efficiency

1. What measures were taken during planning and implementation to ensure that resources are efficiently used? **PROBE:** Whether Project management put in mechanisms to guard against fiduciary risk including selection of partners etc.
2. Were activities implemented and delivered as per annual work plans? What challenges (if any) were experienced in this regard?
3. Were the online platforms implemented and are they operational? Are they being used? How are they monitored?
4. What research was undertaken and how has it been used to inform programming?
5. To what extent were duty bearers (government, policy makers, and legislators) engaged?
6. Elaborate on the actions implemented to strengthen the ICT4 Democracy network objectives?
7. What actions were taken to overcome bottlenecks (if any) and improve timely delivery of activities?
8. Did you face any constraints (e.g. political, practical, and bureaucratic) in addressing human rights and gender equality efficiently during implementation? What level of effort was made to overcome these challenges?
9. Could alternative means of implementation have been adopted that could have reduced costs but maintaining the quantity and quality of activities?
10. Were there any challenges experienced by your partners in integrating human rights and gender equality in the design, implementation, monitoring and review of the project?

Management and coordination

1. How well were the responsibilities delineated between CIPESA and Network Partners and implemented in a complementary fashion? **PROBE:** *Clear management and Coordination roles; Partners demonstrate common understanding of these mechanisms*
2. What mechanisms were put in place by CIPESA to coordinate the project well?
3. Has the relevant project information and data systematically being collected and collated by the CIPESA to inform project wide implementation and planning?

4. How has this information been regularly fed into management decisions?

Effectiveness

1. What are some of the key success you have registered with the project? **PROBE:** Under each Objective: Access to knowledge; Use of ICT Tools; Engagement of Policy makers; Gender and Youth mainstreaming; Stronger ICT4 democracy Network; success factors and failure factors.
2. Do you think the project met its targets? **PROBE:** Were there some results more difficult to achieve than others? What were the challenges in achieving results?
3. What evidence is there that duty bearers (Government, Legislators, Policy makers) are better able to protect and promote human rights
4. What evidence is there that rights holders (Women, youth) are able to claim their rights with respect to democracy, governance and service delivery?

Impact

1. Do you think this project has contributed to achievement of democracy, good governance and better service delivery? **PROBE:** Elaborate. Has the time frame been sufficient? What else (outside the scope of the project interventions) needs to be in place to realize the impact?
2. How responsive have the Government been in addressing issues raised?
3. Do you think Government has the political will and ability to respond to the concerns raised?

Sustainability

1. What is the likelihood that the benefits from the project will be maintained for a reasonably long period of time if the project were to cease? **PROBE:** Is there an exit strategy?
2. Do partners have sufficient financial capacity to continue with the project initiatives? **PROBE:** Evidence of available resource in the present and future to sustain interventions (including alternative sources of funding).
3. What has been the role of national/local institutions? Was this adequate? What have been their contributions to the project?
4. What evidence is there that demonstrates ownership, leadership commitment and technical capacity to continue to work with the program or replicate it by government, CSOs and communities?

Key Informant Guide (Implementing Partners - WOUGNET, TI-U, CHRAGG, KHRC, ToroDev, iHUB)

Estimated Time: 1 hour

General

1. Kindly give us a brief of your organization's work.
2. What is your role in the project and specific activities you have been implementing?
3. When did you start receiving funding for the project?

Relevance


1. In your view, how is the project aligned to the national priorities of democratization, governance and fighting corruption in the country? How has it addressed the relevant needs in the three countries?
2. How has your organization taken ownership of the project concept? **PROBE:** How does it resonate with your organization's activities?
3. Have new, more relevant needs emerged that the project should address in future? Which are these?

Validity of design

1. Were the planned project outputs and results realistic for the situation on the ground?? **PROBE:** Opinions on select Outcome statements in the Results Matrix and Partner Work plans that seem ambitious in the context of the project scope, funding and duration
2. Elaborate on how strategic your organization has been in terms of mandate, influence, capacities and commitment and how this has contributed to realizing the project objectives
3. How relevant have you found the indicators in assessing progress of the project results? **PROBE:** Have you been tracking any indicators? Which ones?
4. How did the project consider issues of gender and youth in the design? **PROBE:** Do you think the integration of gender and youth issues was sufficient?

Efficiency

1. What measures have you taken during planning and implementation to ensure that resources are efficiently used?
2. Were activities delivered as per annual work plans? What challenges were experienced in this regard? **PROBE:** Any key issues identified in the reports
3. What actions were taken to overcome bottlenecks and improve timely delivery of activities?

- 
4. How (if at all) did you address issues of human rights and gender equality during implementation? **PROBE:** *Do you feel you had adequate knowledge of the human rights programming prior to the project? Did you face any other constraints in doing this?*
 5. Could alternative means of implementation have been adopted that could have reduced costs but maintaining the quantity and quality of activities?

Management and coordination

1. How well were the responsibilities delineated between CIPESA and the Network Partners and implemented in a complementary fashion? **PROBE:** *Clear management and Coordination roles between CIPESA and Partners. Partners demonstrate common understanding of these mechanisms*
2. In your opinion, do you think CIPESA put in adequate measures to coordinate the project in a coherent manner? **PROBE:** *What were the good practices? What should be avoided?*
3. Have there been mechanisms and processes put in place to make you aware of the entire progress/activities by others/results being achieved/opportunities for collaborations?

Effectiveness

1. What are some of the key successes you have registered with the project? **PROBE:** *success factors and failure factors.*
2. Do you think the project met its targets? **PROBE:** Were there some results more difficult to achieve than others? What were the challenges in achieving results?
3. What evidence is there that duty bearers (Government, Legislators, Policy makers) are better able to protect and promote human rights
4. What evidence is there that rights holders (Women, youth) are able to claim their rights with respect to democracy, governance and service delivery?

Impact

1. Do you think this project has contributed to achievement of democracy, good governance and better service delivery? **PROBE:** *Elaborate. Has the time frame been sufficient? What else (outside the scope of the project interventions) needs to be in place to realize the impact?*
2. Do you think Government has the political will and ability to respond to the concerns raised?

Sustainability

1. What is the likelihood that the benefits from the project will be maintained for a reasonably long period of time if the project were to cease? **PROBE:** Is there an exit strategy?
2. Does your organization have sufficient financial capacity to continue with the project initiatives? **PROBE:** Evidence of available resource in the present and future to sustain interventions (including alternative sources of funding).
3. What has been the role of national/local institutions? Was this adequate? What have been their contributions to the project?
4. What evidence is there that demonstrates ownership, leadership commitment and technical capacity to continue to work with the program or replicate it by government, CSOs and communities?

Focus group discussion guide

estimated time: 1 hour

My name is....

ICT4Democracy Network Partners have been implementing a project in the three East African Countries from November 2013 – December 2015. The project activities aimed at leveraging Information and Communication Technology (ICT) to turn more East Africans, including side-lined and detached communities such as women, the rural poor and youth, into active citizens that connect and engage with other citizens and with leaders, and play a role in local decision-making. Working with civic groups and the media via network building, skills transfer, mentoring, awareness-raising and lobbying legislators, it works to strengthen democracy by holding leaders accountable to citizens, fight corruption, enhance communication and the right to freedom of expression, as well as the right to seek, receive and impart information and respect for human rights via a mix of ICT, such as mobile, interactive mapping, SMS and voice based reporting, social media, and interactive radio.

Time has now come to take stock of current project achievements, challenges and opportunities, verify the continued relevance (alignment with national needs) and pertinence of the project as well as the related sustainability of benefits thereof.

I would like to ask you a few questions, but before I do that I would like to inform you that nothing you say will be attributed to you directly or indirectly without your permission, and that the notes on this interview will not be shared outside the data collection team. You may refuse to answer any question or choose to stop the interview at any time. Do you have any questions about the survey? Do I have your agreement to proceed?

General

1. How have you participated in this project?

Relevance

1. What community needs did the project address?
2. How has this project contributed to enhancing democracy, accountability, good governance, and government responsiveness to these community needs?

Efficiency

1. What kind of support did you receive under this project?
2. What (if any) ICT tools or platforms have you used under this project? **PROBE:** How frequently do you use them? Did you receive any training and how effective was it? How have you found the use of the tool? Have you experienced any challenges in using the tools?
3. Do you think the support you received from (name Network Partner) was adequate to help you use the ICT tools to monitor and report on service delivery, good governance and accountability?

Effectiveness


1. What are some of the benefits of this project? **PROBE:** success factors and failure factors.
2. What evidence is there that duty bearers (Government, Legislators, Policy makers) are better able to protect and promote human rights
3. What evidence is there that rights holders (Women, youth) are able to claim their rights with respect to democracy, governance and service delivery?

Impact

1. Do you think this project has contributed to achievement of democracy, good governance and better service delivery? **PROBE:** Elaborate. Has the time frame been sufficient? What else (outside the scope of the project interventions) needs to be in place to realize the impact?

Sustainability

1. When this project comes to an end, do you think the benefits from the project will be maintained for a reasonably long period?
2. Do you know whether national/local/community institutions have had a role in this project? Was this adequate? What have been their contributions to the project?

- 
3. Is there any evidence that demonstrates ownership, leadership commitment and technical capacity to continue to work with the project or replicate it by government, CSOs and communities?

Key Informant Guide (INDEPENDENT PLAYERS. E.g. SPIDER)

Estimated Time: 1 hour

General

1. What was your role in the project and specific activities you implemented?

Relevance

1. How is the project aligned to the national priorities of democratization, governance and fighting corruption in the country? How has it addressed the relevant needs in the three countries?
2. Have new, more relevant needs emerged that the project should address in future? Which are these?
3. Have new, more relevant needs emerged that the project should address in future? Which are these?

Effectiveness

1. What are some of the key success you have registered with the project? **PROBE:** success factors and failure factors.
2. Do you think the project met its targets? **PROBE:** Were there some results more difficult to achieve than others? What were the challenges in achieving results?
3. What evidence is there that duty bearers (Government, Legislators, Policy makers) are better able to protect and promote human rights
4. What evidence is there that rights holders (Women, youth) are able to claim their rights with respect to democracy, governance and service delivery?

Impact

1. Do you think this project has contributed to achievement of democracy, good governance and better service delivery? **PROBE:** Elaborate. Has the time frame been sufficient? What else (outside the scope of the project interventions) needs to be in place to realize the impact?
2. Do you think Government has the political will and ability to respond to the concerns raised?

Sustainability

1. What is the likelihood that the benefits from the project will be maintained for a reasonably long period of time if the project were to cease? **PROBE: *Is there an exit strategy?***
2. Does your organization have sufficient financial capacity to continue with the project initiatives? **PROBE: *Evidence of available resource in the present and future to sustain interventions (including alternative sources of funding).***
3. What has been the role of national/local institutions? Was this adequate? What have been their contributions to the project?
4. What evidence is there that demonstrates ownership, leadership commitment and technical capacity to continue to work with the program or replicate it by government, CSOs and communities?

Criteria for the review of online tools and platforms

statistical Assessment

1. Availability – confirms that the tool or platform is available and accessible online
2. Frequency of Use of platforms
 - a. Platform deployment Date
 - b. Date last used/accessed
 - c. Number of platform users monthly/quarterly
 - d. Platform usage statistics – cumulative usage of the platform over a year
 - e. Evidence of access & participation by duty bearers

Content Analysis

1. The common themes (of discussion) or complaints made on the platform
2. The feedback mechanisms in place (where applicable)

Additional questions to explore the value addition of the ict4democracy network

1. In your opinion, what has been the value addition of implementing the project as a Network as opposed to working individually? **Probe: *How different would it be if your project was standalone as opposed to being part of the ICT4Dem Network?***
2. What specific issues have you collaborated on with other network partners during the project period? (**Probe: *Have you experienced any challenges for which the network (partners) have provided support? Cite an example***)
3. Are there any ways this collaboration among partners could be strengthened to better deliver on the project?

ANNEX VII: ANALYSIS OF ONLINE TOOLS AND PLATFORMS

A. General Assessment			B. Availability & Use Assessment (statistical)						C. Content Analysis	
Partner-Country	Platform	Purpose	Available (Active online)	Platform deployment Date	Date last updated/ used	Number and trends of platform users	Platform usage statistics – cumulative usage of the platform	Evidence of access and participation by duty bearers	The common themes (of discussion) or complaints made on the platform	The feedback mechanisms in place (where applicable)
SMS Platforms										
ToroDev	TracFM	Online SMS polling services that enable citizen express their views on different subjects	Yes	N/A	On-going	Ranges between 600 - 1000 participants per poll depending on the network quality	On average 12 polls are run monthly (July 2014- March 2015)	N/A	Service delivery accountability, civic education, agriculture, entrepreneurship and youth development	Radio talk shows, face to face interactions with duty bearers
CHRAGG	SMS for Human Rights	Citizens report human rights violation incidences by sending 'REPORT' or 'TAARIFA' to +255(0)754460259	Yes	2013	On-going	N/A	On average 3-4 genuine complaints per month	N/A	Land disputes, Albino killing, employment (pensioners and promotions), hospital, police brutality, excessive punishment in schools, judicial system delays	Receive notification on status through complaints handling management system. Final verdict involves visiting CHRAGG, or directly from officers in charge (still rudimental)
KHRC	SMS platform, Bulk SMS Platform	Platform through which citizens report human rights violation incidences on a toll-free number	No - have had several challenges with the system especially regarding records management	2013	May-15	Not available	15 cases per week	N/A	police brutality, land grabbing, gender violence, domestic issues	Involves forwarding issues to the legal aid unit, getting them processed & then reporting to complainant
ToroDev	6868	Participation in radio talk shows	No	N/A	N/A		N/A	N/A	Service delivery accountability, civic education, agriculture, entrepreneurship and youth development	N/A
Supporting Application										
CHRAGG	Complaints management handling system		Yes	2010	On-going	N/A	N/A	N/A	N/A	N/A
Broadcast Media										

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CHRAGG	Interactive Radio and TV talk show; on 4 TV and 5 radio stations	Create awareness on personal human rights, and how these can be reported through the SMS human rights system	No	Jun-15	Sep-15	N/A	6 radio talk shows and 4 TV talk shows	None	Land disputes, Albino killing, employment (pensioners and promotions), hospital, police brutality, excessive punishment in schools, judicial system delays	No feedback. Used for dissemination purposes only
CHRAGG	Radio and TV Jingles; on 4 TV and 5 radio stations	Create awareness on personal human rights, and how these can be reported through the SMS human rights system	Planned according to national activities e.g. elections, women day celebrations etc.	Jun-15	Sep-15	N/A	16 radio and 8 TV jingles	N/A	Land disputes, Albino killing, employment (pensioners and promotions), hospital, police brutality, excessive punishment in schools, judicial system delays	No feedback. Used for dissemination purposes only
NUMEC	Radio talk shows on Mega FM	Create awareness of the status of PRDP project implementations	No - one-off event	Jul-14	Oct-14	N/A	2 radio talk shows	Engaged duty bearers at the talk shows	Documentation of implementation failures e.g. infrastructure like schools, roads, healthcare centers etc.	Responses from duty bearers on issues raised from call-ins
NUMEC	Documentaries, video and picture stories	Document the PRDP implementation progress	No - one-off event	2014	2014	N/A	2 video	N/A	Documentation of implementation failures e.g. infrastructure like schools, roads, healthcare centers etc.	No feedback. Used for dissemination purposes only
Social Media platforms										
CHRAGG	https://www.facebook.com/chragg.tanzania	Create awareness of personal human rights, receive complaints	Yes	Jul-12	14th December 2015	4,866 likes	Increased from 5 posts in 2014 to 37 posts in 2015	N/A	Political complaints, abduction reports	
CIPESA	https://www.facebook.com/cipesaug/	Information sharing platform on the status of ICT governance	Yes	Apr-11	Jan-16	279 likes	Increased from 4 posts per month in 2013 to 8 posts per month in 2015	N/A	Information sharing platform for global, regional and national news, events regarding ICT developments, e.g. governance, policy, legislation, open data; reports/updates on ICT4Dem events, human rights violation	
KHRC	https://www.facebook.com/thekhrc/	Create awareness on citizen rights, reporting human rights violations	Yes	Jun-13	Active - 20th January 2016	28,709 likes	Approx. 7 posts per month	N/A	Awareness of human rights campaigns e.g. gender violence, slavery, police brutality, rights of the old, children education Announcements on HR bills, reports on commission activities	

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TIU	https://www.facebook.com/tiuganda/	Dissemination platform of the partner activities	Yes	Sep-11	Jan-16	2,412 likes	From 2 posts per month in 2012, to 7 posts per month in 2013, to 6 posts per month in 2013, and 6 posts per month in 2015	N/A	Awareness on personal rights, reports of corruption, reports and announcements of partner events	
WOUGNET	https://www.facebook.com/wougnnet/	Dissemination platform of the partner activities	Yes	Sep-09	Jan-16	2,478 likes	Approx. 7 posts per month	N/A	Raising ICT awareness among youth & women, reporting on partner activities e.g. use of ICT to report cases of poor service delivery in Northern Uganda, training VSACs to Monitor Social Service Deliveries	
ICT4Democracy	https://www.facebook.com/ICT-for-Democracy-in-East-Africa-156798324412061/	Platform for sharing information, updates, success stories and challenges of the Network partner activities	Yes	Sep-11	Jan-16	441 likes	Approx. 6 posts per month	N/A	Reports and updates on Network partner activities and events e.g. meetings, conference attendances, workshops; shares information & best practices in ICT use to support service delivery, accountability & good governance	
ToroDev	https://www.facebook.com/Toro-Development-Network-ToroDev-208441649166138/	Dissemination platform of the partner activities	Yes	Mar-11	Jan-16	853 likes	From approx. 6 posts per month in 2013 and 2014 to 7 posts per month in 2015	N/A	Updates on citizen complaints, reports on the status of service delivery in Kabarole, civic education, campaign status, entrepreneurship posts, dissemination platform of the blog posts; Trac FM poll results, radio programme schedules	

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ToroDev - Journalists and Advocacy forums pages and groups	State of Service Delivery in Rwenzori Region, https://www.facebook.com/groups/519003628194934/	Monitoring Service Delivery in the seven districts of the Rwenzori Region (Kabarole, Kyenjojo, Kamwenge, Kyegegwa, Ntoroko, Kasese and Bundibugyo)	Yes	31/10/2013	Dec-15	259 group members, substantial comments	3 posts in December 2015, 1 post October 2015, 44 posts In November 2013	N/A	Civic education, updates/reports from people's forum meetings and activities, reports on poor infrastructure and service delivery (e.g. roads, hospitals) in the region	Reports of positive response on some complaints are published on the platform
	Orukurato, https://www.facebook.com/groups/14s1619451731153/	Compliments the Orukurato radio programme on HITS FM	Yes	Nov-13	20/12/2015	300 group members; there is substantial participation through comments	On average 5 posts per month	N/A	Elections, radio program announcements, governance issues, budget issues	N/A
	Rwenzori Journalists Forum (RFJ), https://www.facebook.com/groups/412831748727208/members/	A discussion forum for journalists in the rwenzori region	yes	21/04/2012	18/12/2015	318 members, ;there is substantial participation through comments	On average 10 posts per month	N/A	Reports on the RJF activities, updates on accountability and service delivery activities in the region	
	Listeners Forum, https://www.facebook.com/pages/Listeners-Forum/357878987-649611?fref=ts	Compliments the Public Accountability (by the Local Leaders; Politics, Cultural, NGO's, government Institutions, etc.) radio talk show on Better FM; Sundays 8:00pm-10:00pm	Yes	04/07/13	20/12/2015	901 people like the page	On average it is 3 posts per month, but initially there were several posts e.g. 30 in June 2013	N/A	Sharing the radio programme schedule, state of service delivery in the region	

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KHRC - HURINETS Facebook pages	Baringo Human Rights Consortium - https://www.facebook.com/pages/Baringo - Human - Rights - Consortium-BHRC/6176-65731595023?sk=timel ine&ref=pa-ge internal	Promoting Human Rights, Democracy and Development for all people	yes, but not in active use	30/09/2010	05/09/13	50 people like the page	3 posts between 2010-2013	N/A		
	VIFANET HURINET https://www.facebook.com/pages/vifanet-Kenya-/587941157953919	Supports activities of Vifanet to advocate for human rights and visionary leadership.	Yes, but not in active use	25/08/2009	28/07/2014	17 people like the page	4 posts between 2009 - 2014	N/A		
	Centre for Human Rights and Civic Education (CHRCE) - https://www.facebook.com/pages/centre-for-Human-Rights-and-civic-E-ducation/175408132597493?sk=timeline	Raising awareness and reporting human rights and governance activities	Yes	21/11/2012	20/05/2015	310 people like the page	20 posts between 2012-2015	N/A		
	North Rift Human Rights Network - https://www.facebook.com/pa-ges/North-rift-Human-Rights-Netw-ork-nhrn/290903-441836?sk=timeline	Raising awareness and reporting human rights and governance activities	Yes	Feb-10	30/11/2015	591 people like the page	44 posts in 2015, there was 1 in 2013, and 2 in 2011	N/A	Human rights awareness drives	
	Midrift Hurinet https://www.facebook.com/Midrift-Human-Rights-Network-Midrift-Hurinet-1938539-33997443/	Reporting human rights violations; as well as a platform for transparency and accountability,	yes	Aug-11	14th January 2016	44 people like the page	Has total of 87 posts, with majority in September and October 2015; 21 and 49 respectively	N/A	Reports on Network activities, awareness drives, accountability reports, mobilization for Network activities	
	Wajir Hurinet https://www.facebook.com/groups/whrm2010	Discussion group	Yes, but not in active use	Nov-13	Nov-13	64 members	2 posts	N/A	Report on partner activities	
	IDPs Association of Kenya https://www.facebook.com/pages/ldpac-Africa/265551296824895	None provided	Yes, but not in active use	Nov-11	October 2014	8 likes		N/A		
	The Youth Congress https://www.facebook.com/theyouthcongress/	Youth leadership forum, also aims to address participation and emancipation	Yes	2012	Active - 19th January 2016	1678 people like the page	Inconsistent usage; 70 posts in 2012, 60 posts in 2013, 13 in 2014, 3 in 2015	N/A	Grants and job adverts, civic education, reports and mobilization for youth events	

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	kakmega hurinet https://www.facebook.com/profile.php?id=100009195724681	None provided	Yes, but not in active use	February 2012	Feb-15	No friends or likes	None posted	N/A		
TIU - Stop Health workers' absenteeism	https://www.facebook.com/StopAbsenteeism	Provide information for the improved health services,	Yes	Nov-11	Jan-16	300 likes	From 6 posts per month in 2013, to 2 posts per month in 2014 and 6 posts per month in 2015	N/A	Reports of poor healthcare service delivery in Northern Uganda; reports on TIU activities with the VACs, updates on complaints status, engagements with duty bearers	Platform is used to provide updates on complaint status
eSociety	https://www.facebook.com/groups/nokasesesplit/	Platform for discussing prevailing issues in the region.	No, not available on Facebook	2012	N/A	N/A	N/A	N/A	N/A	
KHRC - HURINETS Twitter feeds	Nakuru midrift Hurinet https://twitter.com/midrifthurinet	Raising awareness and reporting human rights and governance activities	Yes		Nov-15	167 followers	226 tweets	N/A	Mobilization, human rights awareness campaigns, reports	
	nairobihurinet https://twitter.com/nairobihurinet		No			6 followers	None			
	kakmegahurinet https://twitter.com/KakamegaHurinet		No			59 followers	None			
	VIFANET HURINET https://twitter.com/VIFANETHURINET		Yes, but not in active use	May-14	Mar-15	20 followers	28 tweets	N/A	Reports on corruption, human rights abuse	

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Network Partners Twitter Feeds	theKHRC https://twitter.com/thekhrc	To entrench human rights and democratic values in society working with human rights defenders	Yes	2009	Jan-16	8,360 followers	4,308 tweets	N/A		
	iHubResearch https://twitter.com/iHubResearch	Raising awareness, reporting activities, information sharing and dissemination	Yes	Oct-09	Jan-16	10,026 followers	4,241 tweets	N/A	Updates on Partner activities e.g. research activities	
	Toro Dev1 https://twitter.com/ToroDev1/	Raising awareness, reporting activities, information sharing and dissemination	Yes	Jun-12	Jan-16	109 followers	570 tweets	N/A	Updates on Partner activities e.g. sharing links of blog posts, media reports on election updates	
	NUMEC-Media https://twitter.com/NUMEC_Media	Raising awareness, reporting activities, information sharing and dissemination	Yes		Oct-15	94 followers	60 tweets	N/A	Updates on partner activities e.g. training; reports on status of service delivery, accountability	
	cipesaug https://twitter.com/cipesaug	Raising awareness, reporting activities, information sharing and dissemination	Yes	Mar-11	Jan-16	1,041 followers	3,743 tweets		Updates on Partner activities, announcements of national governance events, policy analysis discussions	
	TransparencyUGA https://twitter.com/TransparencyUGA	Raising awareness, reporting activities, information sharing and dissemination	yes	Mar-12	Jan-12	679 followers	357 tweets		Reports on corruption, bribery e.g. during election campaigns, discussions of national accountability and transparency e.g. in oil exploration	
	wougnet https://twitter.com/wougnet	Raising awareness, reporting activities, information sharing and dissemination	Yes	Sep-09	Jan-16	2,832 followers	5,368 tweets	N/A	announcements of partner events, ICT and gender events,	
	ICT4DemEA https://twitter.com/ICT4DemEA	Raising awareness, reporting activities, information sharing and dissemination	Yes	Sep-11	Jan-16	326 followers	698 tweets	N/A		

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Call Center Toll free lines										
TIU	0800 200 188 15	Toll free line used to report health care service delivery failures in northern Uganda.	No	2014	Nov-15	N/A	Received 52 calls in 2015	TIU/call center staff directly engage the duty bearers	Status on healthcare service delivery e.g. absenteeism, lack of medical supplies, poor infrastructure conditions of the health centers, medical supplies thefts, education	Rudimental, occasionally through accountability meeting, citizens sometimes call back to give status on improvements in service delivery.
Online Blogs										
ToroDev	http://torodev.blogspot ug	Reporting platform of discussions/debates held during radio talk shows or events	Yes	May-11	Dec-15	Hardly any comments on the blogs	Blog posts dropped to 49 in 2015 (from 115 in 2014)	N/A or None	Service delivery - health, schools, roads; agriculture; Democracy, elections,	Not evident on platform
ToroDev - Rwenzori Journalist forum	http://rwenzorijournalistforum.blogspot ug	Reporting platform of discussions/debates held during radio talk shows or events	Yes, but none recently	Nov-12	Jun-15	Not evident	2 posts in 2015 from 34 in 2014	N/A or None	Journalists capacity building and mentorship into using ICT to support public accountability & Service delivery	Not evident on platform
KHRC	http://www.khrc.or.ke/2015-03-04-10-37-01/blog.html	Information dissemination platform	Yes, but none recently	Aug-10	Aug-15	N/A	11 posts in 2015 from 1 in 2014 and 2013	N/A	Articles on various human rights topics	
CHRAGG	www.chragg.blogspot.com	Share information on commission activities	No	Aug-15	Aug-15	N/A	2 posts	N/A	Video clips to create awareness on people's rights	
ICT4DEM	http://ict4democracy.org/category/blog/	Information dissemination platform	Yes	Jul-11	Nov-15	N/A	28 blog posts in 2015, 51 in 2014, and 14 in 2013.	N/A	Shares articles and reports on activities undertaken by the partners	This only focuses on posts posted under the blog category.
eSociety Kasese	http://kasesenews.blogspot ug	District news portal	Yes	2010	Nov-15	None	8 posts in 2015, 26 in 2014, 43 in 2013	None	Updates on activities in the district and its headquarters e.g. service delivery	
eSociety Kasese	https://dgroups.org/iicd/kasese	Improve information sharing between the District Local Government leaders/ officials and the civil Society (NGOs, private sector and religious leaders)/ Citizens	Yes, not in active use	Not available	Not available	None	None	None	N/A	
NUMEC	http://www.numec.ug/blog.php	Information dissemination platform	Not clear, there are no dates available							

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Midfrit Hurinet	https://madmochas.wordpress.com/	Promote human dignity as conceived by the holy readings and amplified by the UN	yes	May-14	Jan-16	N/A	24 posts in total	N/A	Articles on civic education, gender equality, peace and security; reports on HURINETs' activities e.g. training	
Kwale Hurinet	https://villageeconomist.wordpress.com/	Not clearly defined	Yes, but not in active use	Nov-14	Dec-14	N/A	5 posts	N/A	Articles on the welfare and livelihood of citizens in Kwale	
Crowdmaps										
KHRC	https://hakireport.crowdmap.com	Reporting service delivery failure, human rights violation	Yes, not in active use	Jan-12	Oct-14	N/A	66 reports in total, 34 were posted in one month, February 2013	None	Education, violence, unlawful land evictions, electoral governance, police brutality	None
CIPEsa	https://cipesa.crowdmap.com	Promoting Transparency, Civic Agency and the Right to Information in Northern Uganda's Peace Recovery and Development Programme	Yes, not in active use	Jan-13	Sep-14	N/A	36 reports in total	None	Healthcare service delivery, water & sanitation, community action	None
WOUGNET, ToroDev	http://www.wougnet.org/ushahidi/index.php/	Community reporting on the state of service delivery	Yes	Feb-12	Sep-15	N/A	658 reports in total, annually distributed as follows 251 in 2012, 203 in 2013, 175 in 2014 and 24 in 2015	None	Reports & complaints on the status of services in northern Uganda, roads, hospitals, water	None
Partner Websites										
KHRC	http://www.khrc.or.ke	Information sharing and dissemination platform	Yes	N/A		N/A	N/A	N/A	Publications and updates on project activities	N/A
CHRAGG	http://www.chragg.go.tz	Information sharing and dissemination platform	Yes	N/A		N/A	N/A	N/A	Publications and updates on project activities	N/A
iHub	http://www.ihub.co.ke ,	Information sharing and dissemination platform	Yes	N/A		N/A	N/A	N/A	Publications and updates on project activities	N/A
ToroDev	http://torodev.co.ug	Information sharing and dissemination platform	Yes	N/A		N/A	N/A	N/A	Publications and updates on project activities	N/A
CIPEsa	http://www.cipesa.org ,	Information sharing and dissemination platform	Yes	N/A		N/A	N/A	N/A	Publications and updates on project activities	N/A

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ICT4DEM	http://ict4democracy.org	Information sharing and dissemination platform	Yes	N/A		N/A	N/A	N/A	Publications and updates on project activities	N/A
ICT and Governance report	http://www.ihub.co.ke/ict4gov	ICT in governance in EA report dissemination site	Yes	N/A		N/A	N/A	N/A	Shares the research process and findings of the research in ICT and governance in all three countries	N/A
eSociety	http://kasese.go.ug/	District portal	Yes	N/A		N/A	N/A	N/A	Information and updates on the district services and activities	N/A
eSociety	http://elibrary.kasese.go.ug	Enhance Information sharing between the District Local Government, private sector and the community at large.	Yes	N/A		N/A	N/A	N/A	Job adverts, policies and procedures for different departments	N/A
KHRC	Haki zetu page - http://www.hakizetu.com	Joint HURINETS website for information sharing and encourage collaboration	No - was combined with the KHRC new website	N/A		N/A	N/A	N/A		N/A

