



National Conference on Promoting Good Governance and Accountability through use of ICTs in Uganda on 28th June 2012 at Hotel Africana - Kampala



Conference Proceedings

Report compiled for WOUNET & CIPESA by

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This conference was jointly organized by Women of Uganda Network- WOUNET and the Collaboration on International ICT Policy in East and Southern Africa- CIPESA

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List of Acronyms

CAO	Chief Administrative Officer
CSOs	Civil Society Organisations
CIPESA	Collaboration on International ICT Policy for East and Southern Africa
ICTs	Information and Communication Technologies
IGG	Inspectorate of Government
NDC	National Data Centre
NITA-U	The National Information Technology Authority Uganda
NUSAF	Northern Uganda Social Action Fund
MOLG	Ministry of Local Government
OGD	Open Government Data
RDC	Resident District Commissioner
SPIDER	Swedish Program for ICTs in Developing Regions
UNATU	Uganda National Teachers' Union
VSACs	Voluntary Social Accountability Committees
WOUGNET	Women of Uganda Network

1.0 Introduction

Women of Uganda Network (WOUGNET) in partnership with the Collaboration on International ICT Policy in East and Southern Africa (CIPESA) organized a conference on Promoting Good Governance and Accountability through use of ICTs in Uganda. The aim of this one day conference was to disseminate the field and research findings by CIPESA and WOUGNET as well as share strategies of improving governance through the use of ICTs. With support from the Swedish Program for ICTs in Developing Regions ([SPIDER](#)), [WOUGNET](#) and [CIPESA](#) are both implementing projects that promote good governance through the use of ICTs at grassroots level across Uganda.

1.1 Specific objectives of the Conference

- Share research findings from projects on promoting governance and accountability in Uganda through use of ICTs
- Discuss strategies of promoting good governance through use of ICTs in Uganda.

1.2 Expected out puts

- Awareness creation on the use of ICTs to promote good governance and accountability
- Identification of new strategies on promoting good governance through use of ICTs.

1.3 Key issues emerging from the Conference

- In governance ICT tools are used in various ways and this includes demanding for accountability and transparency in the conduct of public affairs, encouraging citizens to demand for better services, communication between and among leaders, civic education and eServices.
- Uganda is one of the six African Countries eligible to participate in the Open Government Partnership (OGP <http://www.opengovpartnership.org/>). Of the six, only Uganda has not signed up to the global initiative. The other African countries currently eligible to join the OGP are Kenya, Liberia, Ghana, South Africa and Tanzania..
- The results of CIPPESA's Open Governance Data study show that there is a willingness for the Uganda government to open up and this could be inferred from the different initiatives that are taking place. The need for accountability and transparency features prominently in key government documents, such as the BTTB 2011/12, the NRM Manifesto, and the National Development Plan, and other regulatory frameworks. Although it should be noted that willingness does not automatically translate into implementation.

- Engagement of Leaders both at National and Local levels was important in Governance. Citizens should not only engage with leaders during elections and campaign times, but also engage with them when they are elected into office.
- Civil education and awareness of citizens rights is a campaign that has to be taken on by Civil Society Organisations (CSOs) in collaboration with Government because most citizens are not aware of their civic rights. CIPESA and WOUGNET were encouraged to promote civic awareness and duty as part of their advocacy work in governance.
- The use of ICT in governance and monitoring service delivery is good. However it was also noted that it is important to investigate and verify information before posting on online platforms as information could easily be manipulated.
- In Uganda, a lot of changes had already taken place in relation to ICTs. Communities were using Mobile phones, toll free call centres and the internet to report incidences of corruption and bad governance. Eg. Transparency international- Uganda uses a toll free number 0800200188 to report any health worker absentism and centre issues in Lira and Oyam districts. WOUGNET uses the Ushahidi Platform to map cases of bad governance www.wougnet.org/ushahidi. Other instances where ICTs have been used in Governance include [Uganda Watch 2011](#), Citizen [Election Watch IT](#)(CEWIT). CIPESA conducts extensive research into Governance and ICTS. These are all resources that should be shared/linked with Government initiatives.
- Poverty and the economic status of citizens should not be ignored when it comes to monitoring governance issues. Citizens should also be empowered economically so that the focus is not only on their economic well being at individual levels, but also on governance issues.
- There was need for citizens to have a cultural and political change, since advocacy and monitoring is a duty for every citizen.
- Findings in the Health Sector:CSOs were encouraged to share their findings with training institutions of Nurses as all public servants swear to an Oath and should be accountable to the citizens they promise to serve diligently.
- When investigating governance and service delivery issues, WOUGNET and CIPESA were advised to cross-reference with other parties involved including political leaders in the districts, RDCs, government departments, the Police and other stakeholders so as to authenticate the information obtained on issues of governance.

2.0 Opening and closing Remarks

The Conference was opened by the WOUGNET Coordinator, Ms Violet Akurut and Ms Lillian Nalwoga of CIPESA. In the opening remarks, both CIPESA and WOUGNET upheld the communities for their participation in the governance and accountability initiatives. Both Organisations are part of a wider network of "[ICT4Democracy in East Africa](#)". This Network is premised on the recognition that Information and Communication Technology (ICT) enhances communication and the right to freedom of expression, as well as the right to seek, receive and impart information. The network aims to encourage collaboration between democracy actors in Uganda, Kenya and Tanzania with a view to catalyzing the role ICTs can play in enhancing civic empowerment and improving governance.

The findings from the research and work that both CIPESA and WOUGNET are doing on the ground had been made possible due to the collaborations and partnerships that have been built with government organs especially at the local level. Governance work was a collective responsibility of all citizens and they called upon everyone to participate. They thanked the participants of the conference and wished for fruitful discussions.

2.1 Closing Remarks.

In the closing remarks, Mr Moses Byanguye from the Ministry of Local Government, welcomed on board the organisations involved in governance issues and encouraged them to continue sharing their findings with Government. He also asked that the terminology be amended, because once one says "POOR" it has a negative tone yet Government has made tremendous efforts towards improving service delivery and it was only a few individuals failing government efforts. He was happy to note that through Government efforts, there was indeed services to monitor and build efforts on by Civil Society Organisations. (CSOs). He appreciated CSO's concerns in Governance but emphasized that Government was doing everything possible to ensure good governance through various efforts at Ministry level and through the office of the Inspectorate of Government.

He encouraged the Organisations to also monitor projects by NGOs, because they were also partners in service delivery. In Northern Uganda especially, he mentioned that only Government projects were visible and wondered where projects implemented by NGOs were? He therefore urged for collaborative support. As the Ministry of Local Government, he pledged to support efforts in the fight against corruption.

3.0 Summary of presentations and plenary discussions

Presentation 1:

3.1 A Presentation on good Governance, Transparency and Accountability

by Mr Luutu Daniel - Office of the Inspectorate of Government - Gulu

This Presentation was made by Mr Daniel Luutu from the Office of the Inspectorate of Government in Gulu, Northern Uganda. The presentation focused on three main sectors

- ✚ Governance
- ✚ Accountability and
- ✚ Transparency



The presenter mentioned that good governance was a situation where both elected and appointed leaders served the nation and its people. It was also where the leadership must adhere to the set standards, and where mechanisms are put in place to encourage adherence to such standards.

- It should be a situation where leaders do not use their positions for getting personal wealth and power.
- Where leaders do not ask for bribes in order to carry out official duties.
- Means that those who hold official positions should not act in abuse of the authority given to them by their employers.

”The ordinary people normally felt powerless in dealing with government/ public officials of all kinds. As such, they should be helped so that they address their needs. The ordinary people should not be excluded from decision-making and in the sharing of benefits accrued from their communal efforts,” said Mr. Luutu

- Good governance also meant that the ordinary people should be allowed to elect their own leaders, free from bribery or any other form of calculated favours to win their support.

Transparency

He mentioned that transparency was a principle that allowed those affected by administrative decisions, business transactions or charitable work to know, not only the basic facts and figures, but also the mechanisms and processes. It was a situation where the actors acted visibly, predictably, truthfully and understandably.

- Transparency is built on free flow of information and processes.
- For transparency to exist, information should be freely available and directly accessible to those who will be affected by such decisions and their enforcement.
- Transparency is a situation where both the elected and appointed leaders at all levels are open in their activities and fully accountable to the people they represent or serve.
- In our situation therefore, in order to ensure transparency in what we do, we may put in place means that people can use to access information about what we do.

Accountability

In simple terms, he mentioned that accountability can be defined as the acknowledgement and assumption of responsibility for actions, decisions, resources utilization and results within the scope of the role of the person entrusted.

3.1.1 Plenary session- Q & A

- 🚩 **Amuru District:** “You have been talking about NUSAF, I am one of the people who has benefited from NUSAF, but the funding has delayed. For us not a single coin has been handed to the community. Are you aware of the NUSAF budget?”
- 🚩 **Amuru District:** “Why are all the Officials in our district in “Acting “ capacity right from the Sub-county level, this is an embarrassing situation. Can you highlight what could be some of the problems causing this?”

NUSAF-Amuru was the first district to be investigated over the NUSAF project. However the district has now been cleared by the World bank and IGG’s office has issued clearance, the funds should be accessible soon.

Acting Capacities: Most of these people do not hold required qualifications. You find a Sub county Chief is an Acting CAO. Substantial appointments will be made of qualified people.

✚ **Gulu District:** Why has the IGG failed to disclose the leaders who are corrupt? When it comes to publicizing such leaders the IGG's office is quiet.

✚ **Gulu District:** Comment on how the fuel is being used in the districts. "A person from the municipality and district comes to get fuel from the division. Is this right?"

Response

Disclosure of Corrupt leaders: "IGG issues a report to Parliament every six months. Local Government probably does not get these reports. We cannot give everybody, but these reports can be accessed from the IGG's office."

Fuel: "You local leaders should go and ask the accounting officer, who gets fuel from where." Often, people are under intimidation, and some of these matters are under investigation by the IGG's office."

Comment: On the five thousand shillings pupils are asked to pay in Pader, Gulu and other Northern districts by school authorities and yet this is not a government directive.

Question: "This is a Parents Teachers Association fund, to help the school. If you were a teacher in that school, how do you think you would be motivated? Kampala Schools have enough money to pay their teachers." As the IGG how do you see this?

Response to comment:

"If parents have not complained about the payment of the five thousand shillings there is no case. People have accepted this as a way of doing things, but it is not a legal act."

Presentation 2:

3.2 Empowering Local people and Communities to monitor Districts' Services delivery through ICTs by Brenda A. Otika - WOUGNET



**Empowering local people and
communities to monitor
districts' services delivery
through ICTs**

**Women of Uganda Network
(WOUNET)**

info@wougnnet.org

SPIDER ICT for Democracy :

By: Brenda A. Otika

Email: botika@wougnnet.org

Aim of the Project:

Aims at strengthening the capacity of local grassroots people to be able to monitor delivery of services in their districts so as to expose poor service delivery.

Objectives

- Create awareness on the need of good governance and effective service delivery
- Build Capacity in ICT skills for information gathering, packaging and dissemination of information on corruption and poor service delivery
- Document and disseminate grass root voices on corruption and poor service delivery

Target:

The project targets grass root people and the local community based organizations from five districts in Uganda i.e. Apac, Oyam, Kole, Amuru and Gulu.

Project Activities

- To document and disseminate voices of the grass-root communities so as to raise awareness on corruption and poor service delivery so that the public can generate debate and cause change.
- Information is collected from local people, simplified and turned into various formats and disseminated to the public to increase awareness of the challenges faced by local communities.

- Platforms being used include websites, social networking platforms, radio shows, face to face meetings
- Ushahidi web based platform was established and is being used to collect information on corruption. The platform facilitates uploading of messages through SMS, email, uploading pictures and video highlighting corruption.
- Radio talk shows are conducted on a quarterly basis to discuss issues of transparency and accountability, in local language. WOUGNET is partnering with local FM stations such as radio Apac, Radio Wa and Mega FM.
- Partnerships with other CSO addressing good governance.
- Conduct information sharing meetings at both district and national level.

Expected results

- Civic awareness on good governance and effective service delivery
- ICT skills strengthened
- Grass root voices on corruption and poor service delivery accessible by wider public

Presentation 3:

3.3 Findings on Poor Service Delivery from the districts of Apac, Kole, Oyam, Gulu and Amuru by Brenda Otika- WOUGNET

Voluntary Social Accountability Committees - Who are they?

Who are they?

They are key individuals who are expected to ignite the fire to demand for improved services in their respective communities.

Composition

Opinion leaders, religious leaders, political leaders, business people, respected men and women.

Their Roles:

- Mobilize communities
- Raise awareness

- Monitor delivery of services
- Report issues related to service delivery to communities, district officials, and to WOUGNET.

Issues captured by VSACS include:

- Absenteeism in public institutions
- Mismanagement of public resources
- Informal payments to ghost workers
- Ignoring roles by government officials
- Inadequate access to public resources
- Corruption
- Talk about people who fear-reluctance of people to report cases due to fear

3.3.1 Key Findings from the Field

Health Sector

- Harassment of patients by some medical staff like in Chegere Health Centre II-Mid-wife Dolly Atoke, Akullu Anna, Adongo Lucy
- Neglect of duty that led to the death of an unborn baby at Chegere HC II.
- Constant drug stock outs
- Late reporting at the workplace (10:00 am). Most staff are often out in the afternoons at Teboke HC III, Labongali HC III.
- Theft of drugs from the HC e.g. It was reported that Lucy Ajok (Nurse) picks drugs from the health center and gives her husband to sell them at cheaper prices in the village. Kidilani
- Porters are diagnosing patients e.g. in Loro HC II, Akeca Ronald & Odongo Moses) not working as porters, Kidilani HC II.
- Hidden costs incurred by the patients at the health units e.g Labongogali HC III.
- Reluctance and sometimes absenteeism during weekends

- Drugs are kept at nurses' homes so patients are often told to go and take their doses from there at a cost.

Education Sector

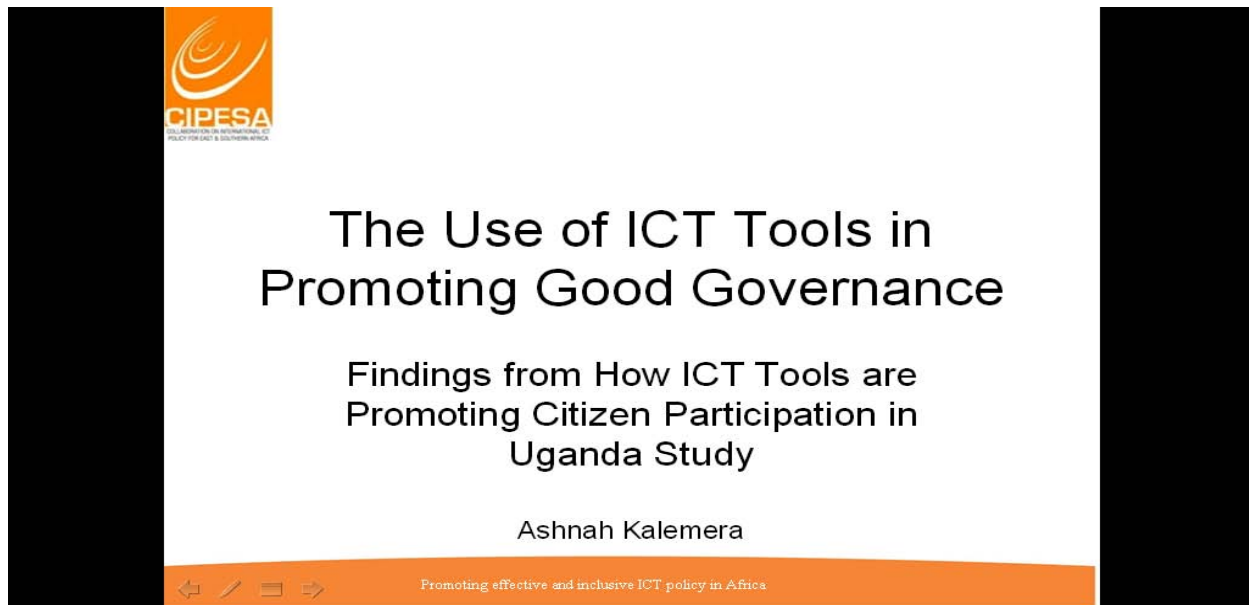
- Teachers' absenteeism without official leave e.g. in Abedi Primary school, Atigolwok primary school, Chegere Annex in Chegere sub-county
- Limited staff in some government schools e.g. Aketo, Boke and Cakali primary schools in Ibuje and Chegere Annex
- No transparency on UPE and other School funds utilization (UPE release not displayed).e.g. Agulurudde, Acan Pii, Aketo , Boke, Abilonino P/S
- Limited skills on use of books of accounts.

3.3.4 Plenary Session- Q & A

- ✚ “How can we promote governance and accountability in the context of low and poor resources?”
- ✚ “The connection of ICT in governance is very scanty, when I came here, that was one of the key objectives of this conference.”
- ✚ “When Government agreed to increase teachers salaries, what did UNUTA say? We demand value for money. What do we expect from these increments? This also applies to the Health sector. So that when people get increased pay, we expect better services.”
- ✚ MOLG: “We welcome you aboard, we encourage you to share your findings and send your reports to the Ministry of Local Government too”.
- ✚ Comment: “The findings from the ground are few, there should have been many more. Areas like conflict were not covered. However what you have presented is realistic and we as local leaders will see how to handle them.”
- ✚ Comment: “Ensure that communities are empowered especially in schools that are “Annexes” (*Not government founded*) as it has been found that such schools share teachers. The same teachers supposed to be teaching in government schools are found teaching at the same time in “ Annex schools”
- ✚ “I request that both Organisations, WOUGNET and CIPESA do a little more investigations on the incidents or cases. You have given out gadgets like mobile phones and cameras, how do you rule out malice (*manipulation of Data*)?”

Presentation 4:

3.4 The Use of ICT Tools in Promoting Good Governance



The Presenter gave a brief presentation on a study that was conducted by CIPESA as part of a wider intervention aimed at catalyzing the use of ICTs in democratic processes in Uganda. She gave a review of the different ICT tools being used to promote transparency, accountability and citizen participation in Uganda.

Highlights of the Presentation

Methodology used in the study


- Desk research
- 24 tools test and audits
- Field visits to community based projects
- Focus group discussions
- Semi structured questionnaire

Purpose of ICT tools in Governance

- Demand accountability and transparency in the conduct of public affairs
- Encourage citizens to demand for better services
- Communication between/among citizens, leaders and interest groups
- Civic education
- eServices

ICT Tools Categories

- Information provision
 - Election monitoring
 - Lobbying and activism
 - Voter registration
 - Elections monitoring
 - Citizen policing
 - Civic participation - post elections
- Platforms
 - Social media
 - Web portals
 - eForums
 - eNewsletters
 - Email
 - Discussion groups
 - Print, TV and Radio
 - SMS
 - Automated calls



Election Monitoring

- Crowd sourcing
- Visualisation and Interactive mapping
- Report verification
- Language
- SMS short code costs
- Limited reach
- Sustainability

Promoting effective and inclusive ICT policy in Africa

Voter Registration

- National Voters' Register
- Identification of 'ghost' voters
- No updates
- Privacy and security

Citizen Policing

- Ureport

- Free SMS social monitoring tool to address issues affecting the youth in Uganda
- Published polls and information

Civic Participation: Post Elections

- Parliamentary Call System - UsPeak
- Africa4All Project

During Election Campaigns - Political Party websites were used for:

- Manifesto
- Speeches
- Donations
- Volunteering
- News and alerts

The presenter also went on to give examples where Government uses ICTs and these included;

- Open Data
- eServices
- eAdministration
- eDemocracy
- eParticipation
- eConsultations
- eVoting

Presentation 5:

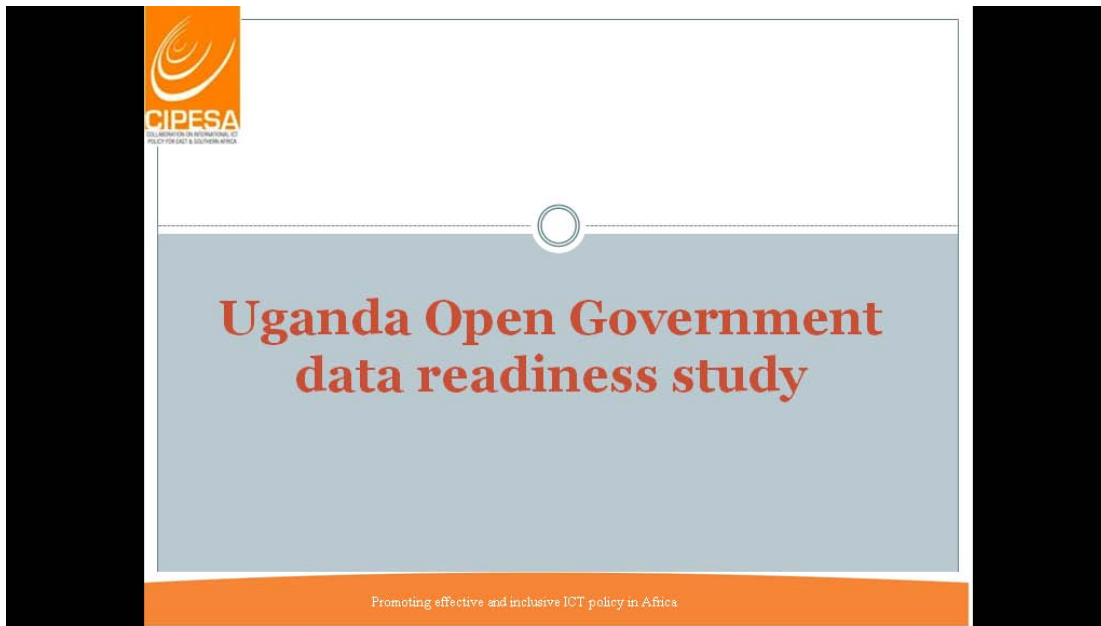
3.5 Presentation on the Uganda Open Government Data (OGD) readiness study By Lillian Nalwoga – CIPESA

This study was conducted between January and April 2012 to assess the country's readiness to implement Open Government Data (OGD). It explored three basic areas with regards to readiness:

Knowledge, Attitudes and Practice.

Key actors interviewed

- Executive level
- Public Administration level
- Civil society level



Overall objective:

The Overall objective was to assess the Government Open Data Readiness in Uganda, and to recommend actions needed for the country to implement an OGD and move to the openness levels which countries such as those grouped under the Open Government Partnership initiative are working to attain.

Methodology of the study

- Desk research considered literature on OGD, with a particular interest on initiatives in Uganda.
- In-depth interviews: focused on ascertaining the level of awareness and knowledge about open government data, the expected value of opening government data, the capability of government to implement open government data, what would be required for government to meaningfully open up its data, and the current – and potential – reuse of public data by government and the private sectors.

Uganda's Current Status and its Implication on Government Open Data

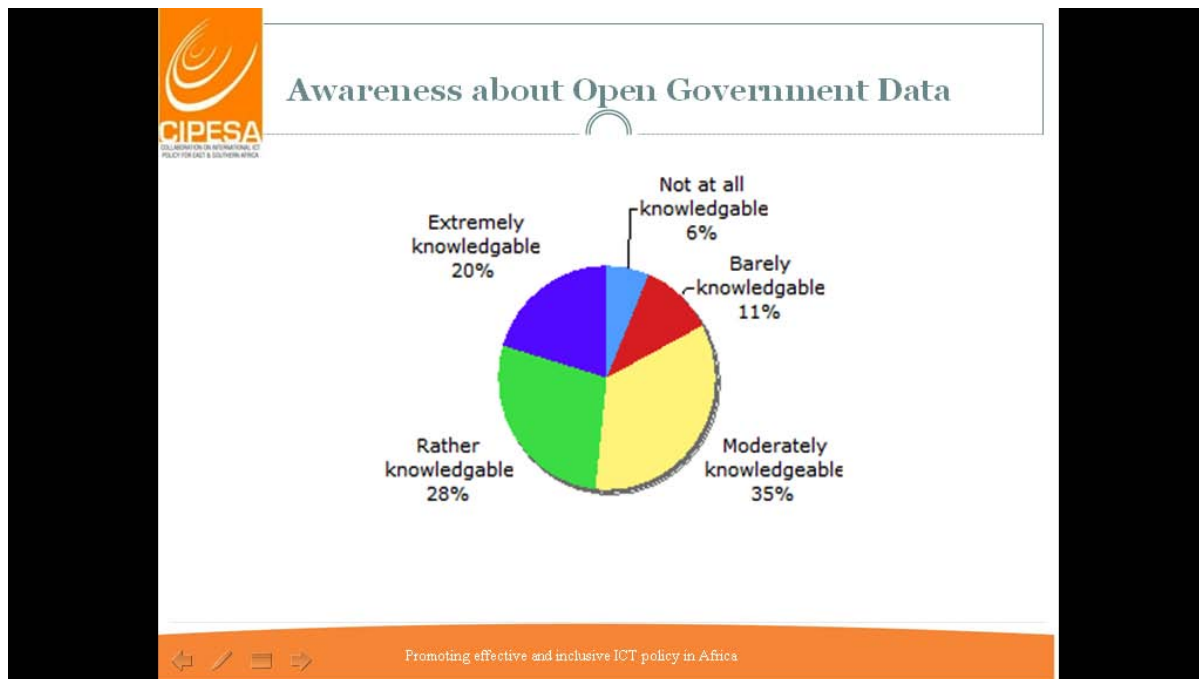
According to the presentation, Uganda is one of the six African Countries eligible to participate in the Open Government initiative. The other African countries currently eligible to join the OGP are Kenya, Liberia, Ghana, South Africa and Tanzania. Of the six, only Uganda has not joined the partnership.

On the country status, the presenter gave an overview of the

- Social status
- Economic status
- Political and Institutional status
- Science Technology and Innovations status
- Information and Communication Technology Status
- Legal and Policy Status

3.5.1 Awareness about Open Data

Majority of the study respondents had an idea about Open Government Data, and clearly understood what it stood for.



One of the respondents had this to say?

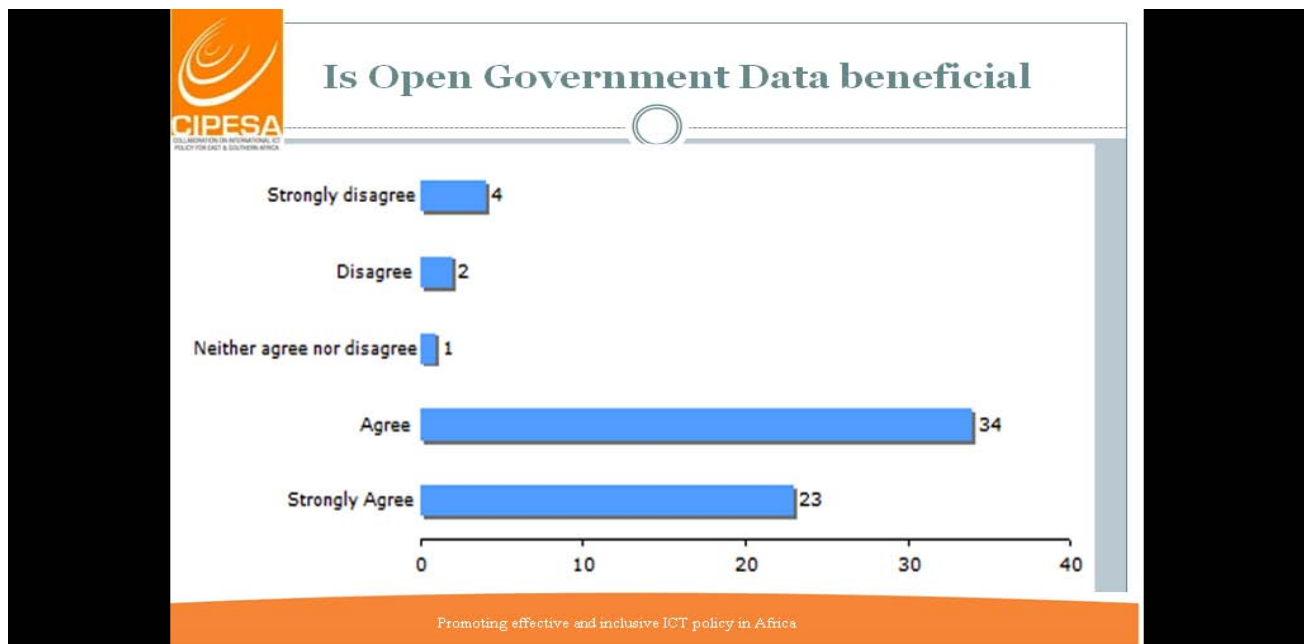
“It is now that I realize that I have been practising OGD. This practice enabled officers and citizens to have access to information that their superiors would withhold for whatever reason. The number of complaints tremendously went down because leaders could be put to task to account what has been received for service delivery.” (John Muwanga; Auditor General of Uganda).”

3.5.2 Why Open Government Data?

All respondents agreed that government should open up its data to the public because of the associated benefits. Some mentioned benefits:

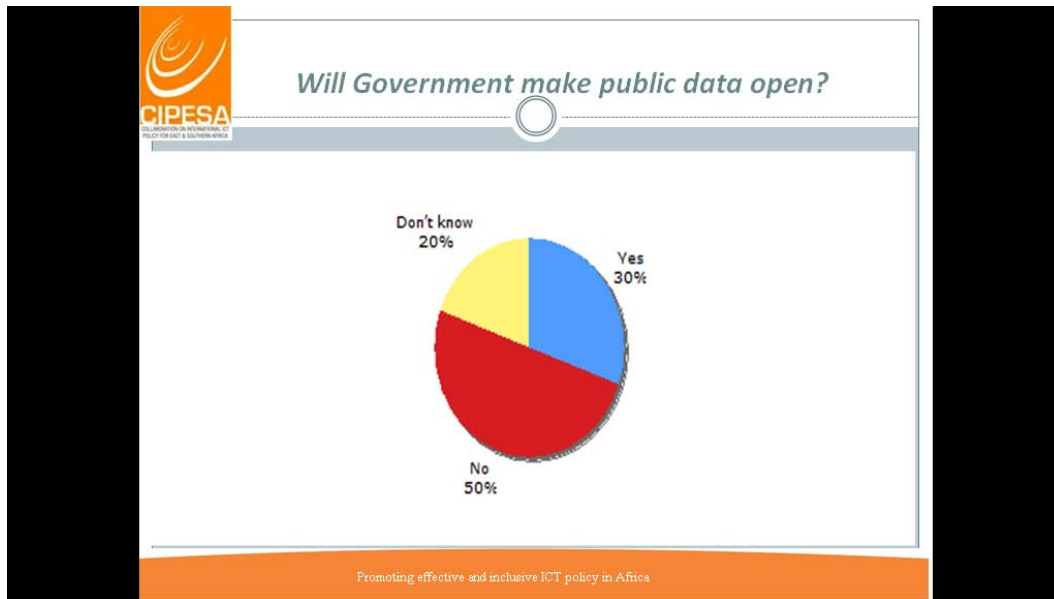
- Enable citizens to demand more with regard to value for taxpayers' money.
- Value for public
- Empowerment- hold authorities accountable

"Yes, Government should open its data. There is a lot of information that government is keeping and people would benefit from it. For example, if I was a stationery dealer I would like to know how much government spends so that I can also plan to participate in supplying government. We are keeping a lot of information and that is why we have a lot of corruption taking place." James Saaka, Executive Director NITA-U



Role of Government

There was a general feeling that there is willingness to go open and this could be inferred from the different initiatives that are taking place. The need for accountability and transparency feature prominently in key government documents, such as the BTTB 2011/12, the NRM Manifesto, and the National Development Plan, and other regulatory frameworks.



ICT as an enabler

- ICT enables the dissemination of data but at the same time the manipulation of this data.
- Need to have other enabling factors (requisite legal environment, ICT Infrastructure, Human resources, among others) in place.

What public bodies should open their data as a priority?

- All government ministries,
- Central bank, inspectorate of government and regulatory authorities, the judiciary, parliament, government parastatals, the police, the army, and local governments as agencies that should be a priority for making public their data and information. Those listed as “critical” to make open data were the health, education, transport, water, and energy ministries.

3.5.3 Challenges of Accessing and Opening Government Data

- Government data is not harmonised as every unit has its own set of data and it is difficult from the user perspective to know which piece of data is valid or should be trusted.
- Source of data: It is critical to know the source of what you are searching, and in many instances where to start searching is a challenge. Having in place a central location would greatly enhance access. E.g NITA-U in 2011 commissioned the National Data Centre (NDC) but it is not yet operational. Operationalising the NDC without the basic requirements like standards and formats could lead to no substantial value being attained.
- Fear for change or unknown i.e. making data public dis-empowers the public officials

- Limited interest from public in demanding for data

In summary the study recommended that;

- Commitment to the cause of OGD: Uganda should make a commitment to open its data to the public in the near future.
- Sensitisation of the public: Substantial investment in making the public and public officers aware about OGD and its benefits. Thus, Government and civil society actors should undertake civic education, awareness raising, and capacity building on open government and the role citizens and citizen groups play.
- Learn and emulate from proximity: Uganda should seriously take a leaf from Kenya because of the substantial progress so far made through the Kenya Open Data Initiative.
- Political leadership should take full responsibility
- Encourage and enable community engagement: Government should open up and allow it to be part of the on-going engagements on different fora. Wider stakeholder engagements in the wake of OGD should be undertaken to realise its full potential.
- Attitude change: Attitude of the public officers was found to be wanting with regard to OGD. Developing appropriate programmes that enable the public officers' to change their attitudes will have a significant impact on the success of the OGD initiative in Uganda.

References:

www.cipesa.org

Facebook: [HTTPS://WWW.FACEBOOK.COM/PAGES/COLLABORATION-ON INTERNATIONAL-ICT-POLICY-IN-EAST-AND-SOUTHERN-AFRICA/](https://www.facebook.com/pages/collaboration-on-international-ict-policy-in-east-and-southern-africa/)

3.5.4 Plenary session- Q & A

- 'What do we consider as Government classified information?'
- One of the participants was happy with CIPESA and the research they carry out in Policy. The speaker further said it was important that CIPESA moves faster. The question he asked was "We are always buying phones, where do they go after we use and dispose of them? Me I change my phones after every three years."
- "Is there a database of teachers in the whole country? If so how can it be accessed?"
- The study recommends that, Uganda should open its Data. "When we as Government officials go for high level meetings, we make recommendations. One of the challenges we

face is if the powerful states have not signed such agreements especially with regards to classified information, then it becomes hard for countries like Uganda.”

Responses:

- There is increase in the use of ICTs, therefore increase of e-waste. In Uganda we currently have an e-waste policy which is in draft form with the Ministry of ICT. There is need for NITA to lobby the Ministry to finalise the e- waste policy.
- Another thing Government has done is put a ban on old computers importation into the country. As a country, we have policies in place, but the challenge is the implementation.
- “What do consider as classified information?” This question was thrown back to the plenary for discussion.
- Phones: there are organisations that re-cycle phones in the country, eg Text-to-Change cycles phones and this is one way of protecting the environment.
- Teachers’ Data- There is work going on with an organisation called ACCORD on Mobile Accountability, which currently has 40,000 teachers on its database. This organisation can be contacted for information on teachers.
- In reaction to a comment made about social media and the Youth by the Presenter: the response was that youth were proactively using social media- coalitions like “ TweetUp” were planning and had done constructive things, for example the current fundraising drive for Bududa landslide victims. The youth were working hand in hand with the Red Cross Society of Uganda and so far had raised two million shillings for the cause.

Presentation 6:

3.6 Effective Monitoring of Service Delivery

By Goretta Amuriat – Women of Uganda Network

The Presenter began her session by asking three basic questions:

- Are you a monitor?
- Do you get involved in monitoring? Where?
- Why is monitoring our responsibility?

She then went on to discuss, what monitoring was all about as summarized below;

Definition of monitoring:

- Systematic follow up of programs, projects or activities to assess progress against plan.

- Keeping close eye on something with aim of attaining good results.
- Following up to ensure better results / make improvements.
- Checking for achievements, problems and solution for effectiveness.

Why Monitor?

- To get value for money.
- To ensure effectiveness.
- For improved service delivery.
- To avoid wastage / deviation from plan.
- To ensure delivery of the right quality / quantity.
- To provide checks against corruption / misappropriation.

What to monitor?

- Quantity / quality of work,
- Plan against implementation,
- Speed / pace of work against plan,
- Attitudes of beneficiaries / workers,
- Value for money used,
- Any issue of interest to inform next planning.

Who should Monitor?

- Citizens / beneficiaries (Article 17, (i) of the constitution of The Republic of Uganda),
- Key stakeholders (RDC, Chairpersons, donors).
- Independent eyes who may not have direct interest,
- Any interested party for learning purpose.

How to monitor

- Design / have tool or checklist,
- Field visits and verifications / observations,
- Have plan / design of what is desired or end result,
- Observe & record findings,
- Analyze / discuss findings / triangulate information got for accuracy,
- Engage / give feedback / share or report & ensure corrections,
- Insist up to when you get desired results.
- Give alternatives if you can.

Things to Monitor

- Public projects, e.g. constructions, delivery of goods & services,
- Plans & budgets,
- Programmes like NUSAF, PRDP, NAADS, UPE etc!
- Performances, interests, desired results,
- Quality & quantity, tastes,
- Effectiveness & anything of interest.

Challenges in monitoring

- Touring Vs monitoring,

- Lack of information,
- Having preconceived positions / biasness,
- Lack of effective tools / plan,
- Feeling of guilt by person being monitored,
- Lying / giving incorrect information,
- The monitored becoming defensive.
- No documentations / results / engagements.

What next now?

- Make it your duty to monitor and report on service delivery.
- Struggle and get information about any public project / services meant to benefit the community.
- Document & report any misuse of public resources / corruption everyday,
- Engage your leaders(LC1,11, 111, etc on effective service delivery.

3.6.1 Plenary session- Q & A

Ques: What prevents you from monitoring?

Response: lack of Monitoring tools, lack of resources, fear, lives being threatened, lack of information, ignorance – did not know it was our right to monitor, intimidation because we are students, It is a culture in Uganda, Political fear, can be denied the opportunity to monitor, Lazy to do work and the general lack of readiness to monitor.

As Government

- Lack of a Monitoring plan as Government.
- Poor Infrastructure and hard to reach areas.
- Issues to do with Attitude, we fail to own and think it is Government to act.
- Ignorance of persons in Project design and project monitoring plan in Government.
- We go for Monitoring but there is no feedback. At times you may give feedback then what happens after?
- People are fatigued and associate governance with Politics, there is need for sensitization.
- Political Influence, when top politicians divert projects and hijack them. It becomes difficult for the grass root politicians to monitor such project.

In summary: Let's take the personal initiative to follow up and recommend what action should be taken. (*Politicians at the local level*)

At Community Level

Things that should be taken note of:

- Poverty and Economic situation then negligence. The villages should not be ignored that they cannot monitor, it is only that people concentrate more on Economic activities.

- Monitoring per se is not bad, but as local councilors, we cannot write. There is therefore need for guidelines from especially Government officials on how to go about monitoring.

In summarizing this discussion, it was agreed that monitoring was our responsibility, it was also our civic right and as leaders, everyone should be engaged in this process.

Detailed presentations made at the conference:

Appendix 1: [Presentation on Good Governance, Transparency and Accountability – by Mr D. Luutu](#)

Appendix 2: [Uganda Open Government Data Readiness study – By Lillian Nalwoga](#)

Appendix 3: [How ICT Tools promote Citizen participation in Uganda – by Ashnah Kalemera](#)

Appendix 4: [Empowering Local people and communities to Monitor districts’ services delivery through ICTs by Brenda A. Otika](#)

Appendix 5: [Findings on poor service delivery from the districts of Apac, Kole, Oyam, Gulu and Amuru by Brenda A Otika](#)

Appendix 6: [Why Monitor use of Public Services by Goretti Amuriat](#)