Technology Tools for Accountability

Improving Citizen's Access to Service Delivery in Nigeria.

UKaid
from the British people

Partnership to Engage, Reform and Learn · PERL ·

FOSTER
FACILITY FOR OIL SECTOR TRANSFORMATION

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Abbreviations

ACORN	Anti-Corruption
BOF	Budget Office of the Federation
CASE	Content Aggregation System for Elections
CBO	Community Based Organization
CIA	Corrupt Incidents Alerts
CODE	Connected Development
CSO	Civil Society Organization
DFID	Department for International Development
EFCC	Economic and Financial Crimes Commission
FEC	Federal Executive Council
FGN	Federal Government of Nigeria
FOSTER	Facility for Oil sector Transformation
FMoE	Federal Ministry of Environment
FTM	Follow The Money
GRS	Grievance Redress System
GRM	Grievance Redress Mechanism
ICPC	Independent Corrupt Practices Commission
KADSUBEB	Kaduna State Universal Basic Education Board
LGA	Local Government Area
MadACT	Make A Difference Against Corruption Today
MHR	Member House of Reps
NCTP	National Cash Transfer Programme
NSIO	National Social Investment Office
NDDC	Niger Delta Development Commission
NRGI	Natural Resource Governance Institute
OIC	Officer in Charge
PERL	Partnership to Engage, Reform and Learn
PERL-ECP	Partnership to Engage, Reform and Learn - Engaged Citizens
SAVI	State Accountability and Voice Initiative
SDN	Stakeholder Democracy Network
S-NPP	Suomi National Polar-orbiting Partnership
UBEC	Universal Basic Education Commission
VIIRS	Visible Infrared Imaging Radiometer Suite
V&A	Voice and Accountability platform
YAF	Youth Alive Foundation
YANET	Youth Anti-Corruption Network

Acknowledgements

The Partnership to Engage, Reform and Learn (PERL) programme, and the Facility for Oil Sector Transformation (FOSTER II) programme in Nigeria are especially grateful to the Department for International Development (DFID) in Nigeria for initiating the learning sharing activity that gave rise to this report. The development of this important report was made possible due to the efforts of the Nigerian Government, Civil Society organisations, and Development organisations across Nigeria who shared accountability tools/mediums that they effectively utilised to improve governance processes in Nigeria on the 6th of June 2018. We recognize the contributions of the Budget Office of the Federation, Federal Ministry of Environment, Voice and Accountability Platform, CODE, The National Social Investment Office, Youth Alive Foundation, Stakeholders Democracy Network (SDN), Yar'adua Centre, Reboot, and development enthusiasts who shared very useful tools and processes during the event.

To all stakeholders, we appreciate you for your thoughts, contributions and ideas that gave shape to this document. We may inadvertently fail to mention all critical partners and those supporting this notable development but be rest assured that your contribution remains invaluable in every aspect, and hence we continue to bank on your unflinching support now and always.

Signed:

FOSTER II AND PERL
With support from:

UKaid
from the British people

Preface

This report summarises how government and citizen constituencies are using technology to improve accountability of the Nigerian Government as shared during a one-day lessons learning event which was held in Abuja on the 6th of June 2018.

The report focuses on the potential for leveraging technology towards transparency and accountability initiatives in at least four ways: (1) Bringing projects and interventions to scale; (2) Bringing citizens closer to the policymaking process through new and improved channels of participation as well as citizen monitoring of government; (3) Identifying policy priorities and service delivery challenges through real-time evidence-based data collection, analysis and visualisation, based on transparent systems for communicating and generating beneficiary feedback by the government, civil society, citizens constituency and private sector; and (4) Improving the efficiency of Civil Society Organisations working in the transparency and accountability space through sharing and adoption of good practices on technology platforms.

It explores interventions that leverage the use of technology in fighting corruption and providing platforms for constituencies to share lessons and scaling good practices in the use of technology to fight corruption.

The Department for International Development's (DFID) anti-corruption activities are noted for supporting the reduction of the negative effects of corruption, in particular as experienced by the poorest in society. DFID recognises corruption as a critical development challenge and willingly engages programming that tackles it through direct and indirect activities. Sustained improvements in service delivery in Nigeria depend fundamentally on the quality of governance. Nigerian citizens need their own government at all levels to take responsibility for the effective management, resourcing and regulation of services, in ways which respond to their needs and are accountable. PERL focuses on improving these "back room" governance processes over the long term – supporting Nigerian governments to make better use of their own resources to deliver appropriate and effective services for their citizens. PERL works in 7 locations in line with DFID's broader strategy for Nigeria to catalyse reforms in systems, approaches and working relationships that government and non-government partners can sustain and replicate themselves, without the need for external support. PERL started in May 2016 and will run until 2021.

Technology Tools for Accountability (TTA)

Improving Citizens' Access to Service Delivery in Nigeria.

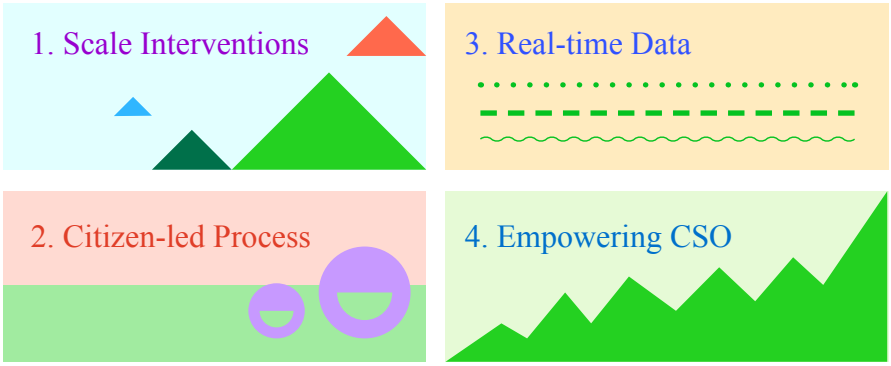
The Department for International Development (DFID) over the years supported diverse governance and service delivery improvements in Nigeria and these have been facilitated through efforts of its funded projects targeted at strengthening local stakeholders (Citizens, Civil Societies and Government). Some of the key reform efforts are facilitated through promoting and use of technology to improve the core business of government, of developing, implementing, tracking and accounting for policies, plans and budgets used in delivering public goods and services to the citizenry and how citizens themselves engage with these processes.

Findings from the event showed that citizen groups and development organisations are increasingly using technology to challenge corrupt systems and practices. They also suggest exciting potential for scaling action and impact to ensure improved service delivery that will contribute to inclusive growth and poverty reduction.

Several organisations platforms shared useful tools they have developed or adapted towards contributing to achieving a critical mass of accountability by Nigerian governments at various levels (Federal and Sub-national). They also shared the challenges and limitations they face and short term and longer ambitions to improve their approaches and tools to scale up reform. Examples of some of these tools include the Citizens' Budget Portal launched and managed by the Federal Government, an Online Gas Flare Tracker, a Recovery Intervention Tracking Tool, an Election Monitoring Tool, a Grievance Redress Mechanism, the #OpenKaduna Radio program, MANTRA-ACORN, Follow the Money, My Voice, The MadACT web portal and Mobile App.

For some organisations platforms, success from use of their technology tools (both high tech and low tech) is still limited to increased engagement by citizens or a more informed citizenry, while others have started seeing successes and evidences of positive reform by challenging corrupt systems and practices. For example, in 2014, the Federal Executive Council (FEC) approved the sum of $49.8 million (9.2 Billion naira) to purchase and distribute 750,000 clean cook stoves and 18,000 wonder bags to rural women free of charge.

Leveraging Technology for Transparency



‘IFollowTheMoney’ by Connected Development (CODE) leveraging technology and citizens partnerships was able to unmask this project. As a result of the tracking, over N7.5 Billion was recovered and corrupt government officials were prosecuted. Meanwhile in Kaduna (Northern Nigeria) citizens’ constituencies adopted the hashtag, #OpenKaduna, across both social media platforms and traditional media to track projects and expose possible corrupt practices. For example, on a call-in radio program, dedicated to #OpenKaduna, citizens were able to report and document work on project site locations where sub-standard work was carried out by a vendor. As result the contractor was recalled to site due to poor implementation of project and accused of short changing the state and the benefiting communities.

The Grievance Redress Mechanism (GRM) developed by the Federal Government of Nigeria with the support of PERL will ensure that poor and vulnerable Nigerians who are beneficiaries of the government’s social investment programme are not prevented from accessing services as a result of corruption or negligent systems. GRM has been institutionalised to promptly and effectively address the grievances that may arise from the delay or denial of service. The Recovery Intervention Tracker developed by citizens’ groups in North East Nigeria, with the support of PERL, is a key tool in the oversight of recovery interventions in Borno and Yobe. Civil society groups and the legislature in Yobe State leverage the tool to track interventions and mitigate against the duplication of efforts and resources, ensuring effective coordination of interventions and efficient responsive utilization of resources. With support from the DFID funded ACORN Programme, Youth Alive Foundation (YAF) are using MadACT.ng portal to increase youth participation in governance and in the fight against corruption, irrespective of their geographical location. A discussion on the portal sparks real-time live engagement and advocacy to hold government accountable. Similarly, CSOs advocating for an end to routine gas flaring, in order to save the environment and ensure maximum value from oil and gas exploration, have been able to use data from the online Gas Flare Tracker to strengthen their advocacy and engagements with key stakeholders. ■

Citizen groups and development organisations are increasingly using technology to challenge corrupt systems and practices.

Grievance Redress Mechanism (GRM)

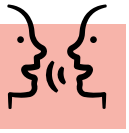
Enhancing Citizen access to service delivery in the National Cash Transfer Programme.

Beta don Come
We are Getting Better

PERL's technical support to the National Cash Transfer Programme (NCTP) facilitated delivery of a system that captures and addresses pain-points experienced by service recpients.

NCTP is a social investment programme conceived by the Federal Government of Nigeria (FGN) to provide financial support to targeted vulnerable households, as part of the FGN's growth and social inclusion policy.

Citizens aren't Heard



The initial engagement with the National Social Investment Office (NSIO), NCTP's implementation agency, revealed that service challenges faced by recipients were not being identified or solved, leading to overall dissatisfaction with the programme.

Fix with Process

As a result, PERL developed the NCTP's Grievance Redress Mechanism (GRM) manual and organized capacity building sessions on handling and managing grievances.

Automation for Speed

Further engagment following the implementation of GRM, revealed that redress systems though effective weren't delivering timely reponses, leading to more dissatisfaction from recipients and NSIO personnel.

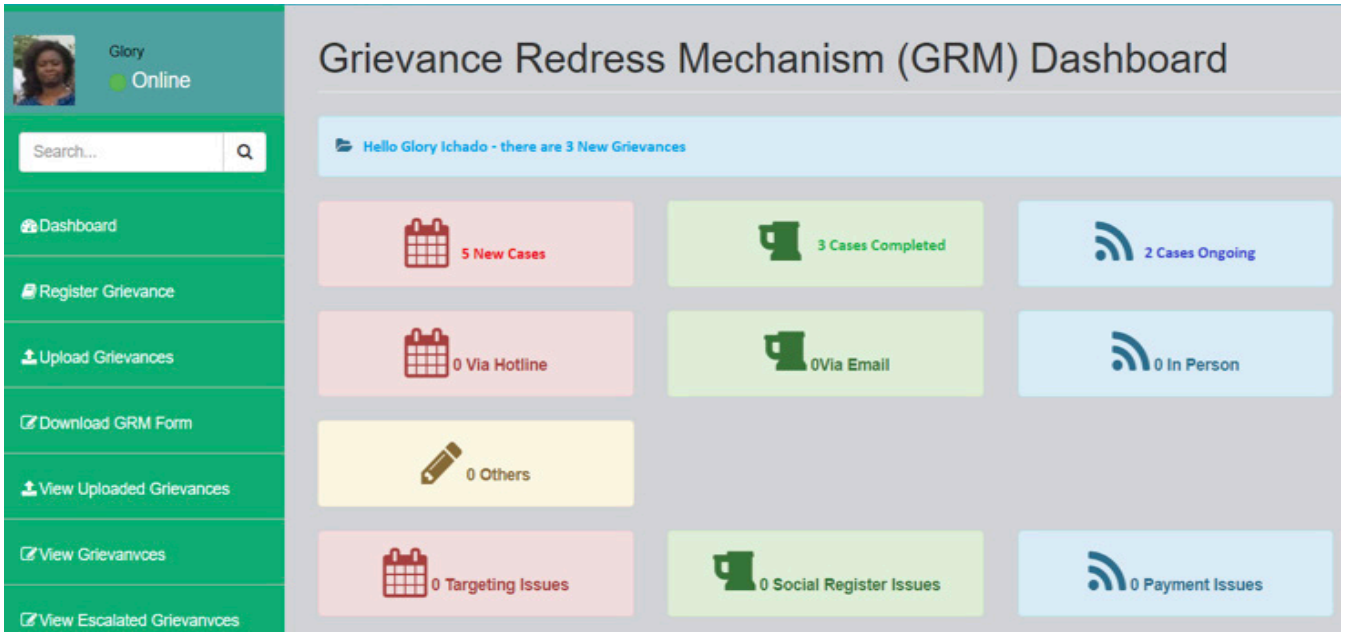
Timely Satisfaction

To simplifiy the GRM process, PERL facilitated delivery of a suite of Technology Solutions: "Grievance Redress System (GRS)" Offline Desktop, Web Solution and a Mobile App for Grievance Redress Mechanism.

Forward Thinking...

GRM allows Victims of poor service or corruption to promptly and effectively redress the grievances that may arise from the delay or denial of service to the Management for prompt actions. Data generated from the system is catalogued into reports for further improvements. Citizen access remains a priority, and GRM hotlines and WhatsApp Numbers are being deployed for swift reporting and redress.

GRIEVANCE DESK
STEPUPNIGERIA.BLOGSPOT.COM


Glory
Online
Search...
Dashboard
Register Grievance
Upload Grievances
Download GRM Form
View Uploaded Grievances
View Grievanvces
View Escalated Grievanvces
Grievance Redress Mechanism (GRM) Dashboard
Hello Glory Ichado - there are 3 New Grievances
5 New Cases
3 Cases Completed
2 Cases Ongoing
0 Via Hotline
0Via Email
0 In Person
0 Others
0 Targeting Issues
0 Social Register Issues
0 Payment Issues

Gas Flare Tracker

Empowering responsible use of Oil and Gas resources to reduce adverse Environmental impacts and secure Citizen-benefits.

SDN

Better for the Environment

To support efforts to curb gas flaring in the Niger Delta, Stakeholder Democracy Network, SDN, developed the Gas Flare Tracker for the Federal Ministry of Environment (FMoE), with support from FOSTER. The Niger Delta faces complex, connected challenges from oil and gas industry activities, such as gas flaring, which harm the environment and waste potential. Flaring is not properly monitored with only 10 of 170 flare sites in the region having equipment to measure how much gas is flared.

How it Works

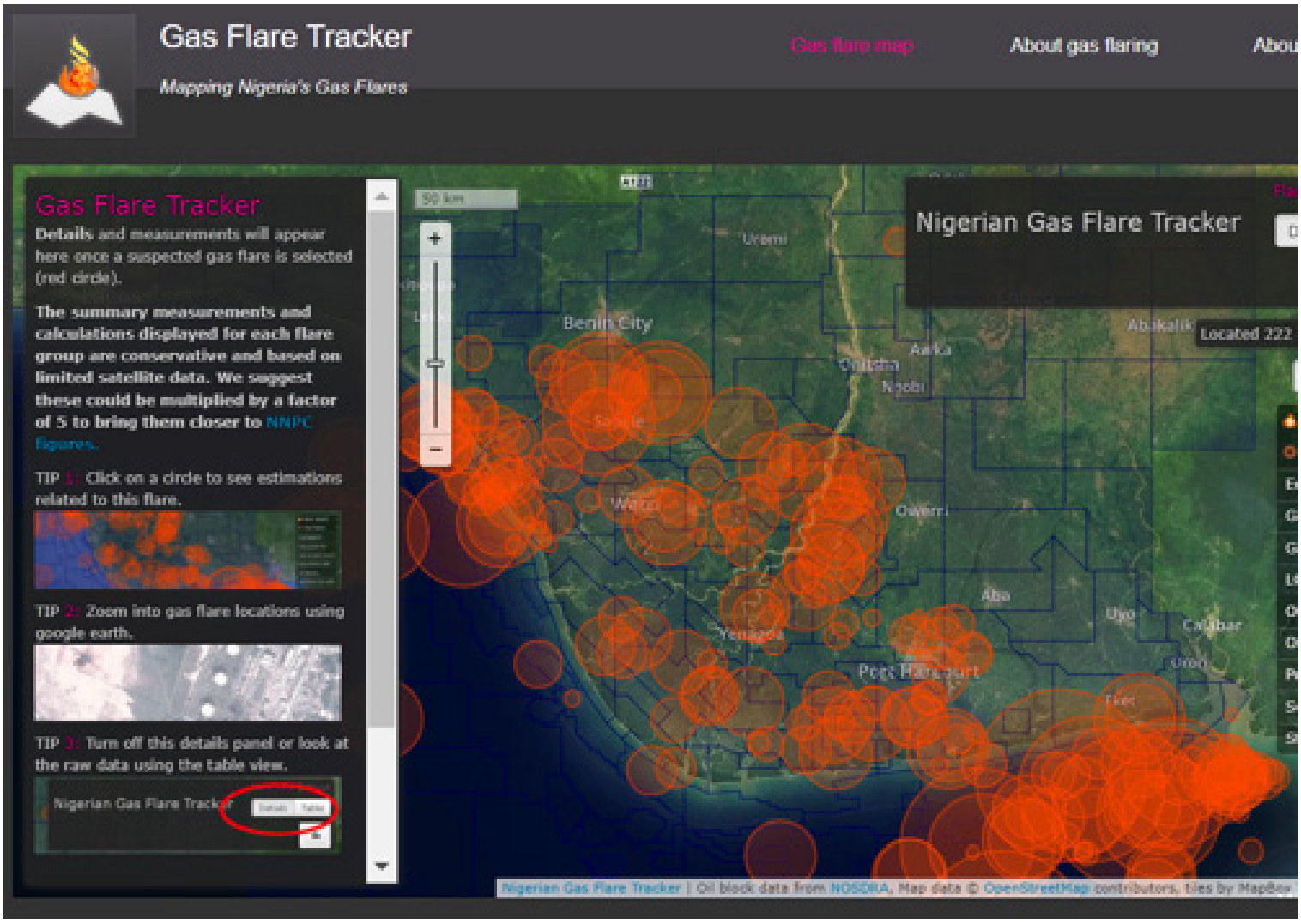
To locate and quantify gas flares, the Tracker uses data from the Visible Infrared Imaging Radiometer Suite (VIIRS), a device on-board the Suomi National Polar-orbiting Partnership (S-NPP) satellite. The tracker takes nightly, geo-located snapshots of flames burning over a certain temperature and makes the data available to the public. Based on temperature measurements taken by the VIIRS, the tracker identifies locations of gas flares and quantities of gas being emitted by each site over a specific time period. The tracker is embedded within an agency in the FMoE.

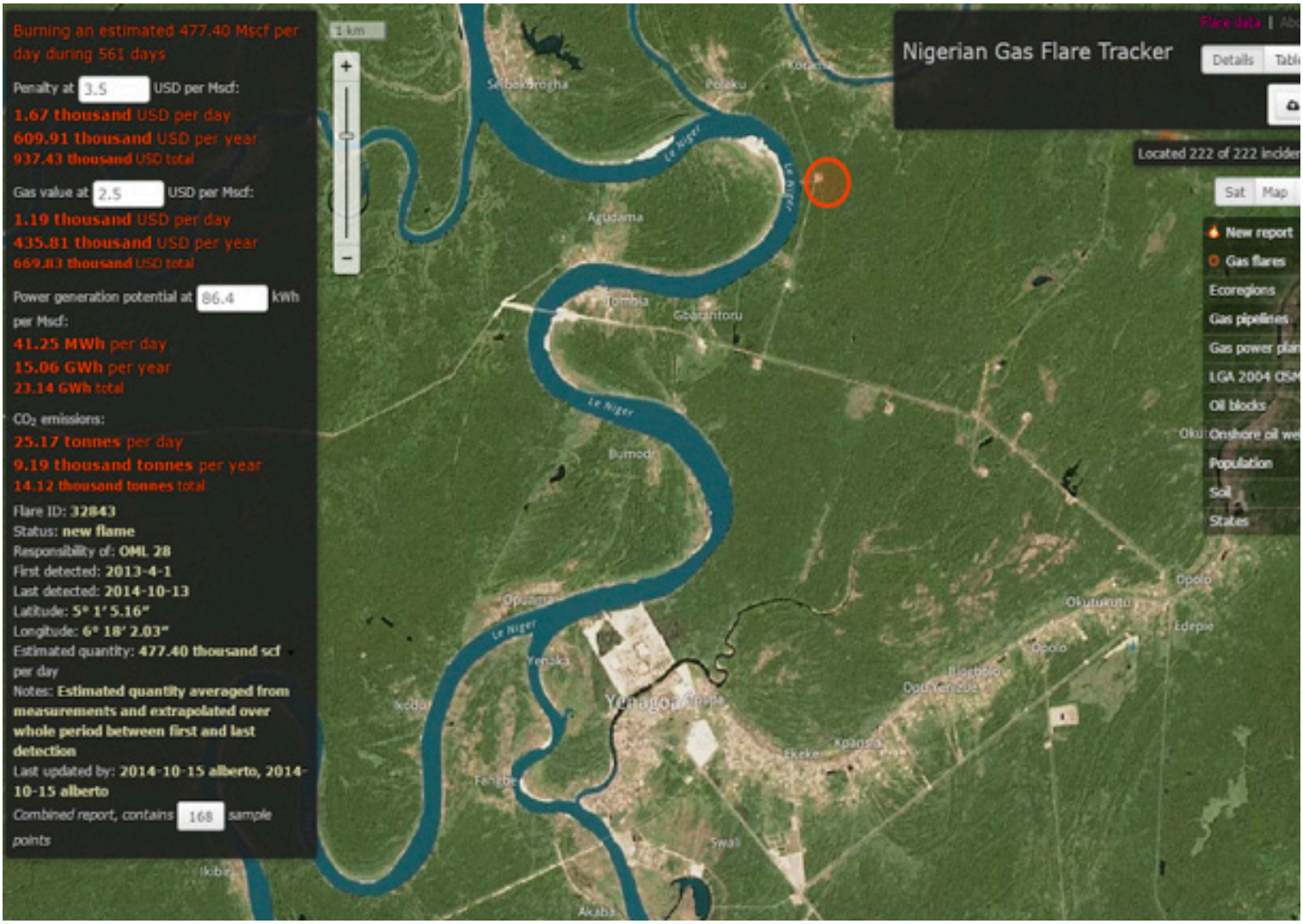
Impact

All of the tracker's data is open access, and used by both government and other accountability actors for advocacy. CSOs can collaboratively carry out more awareness and advocacy campaigns. Currently, the 'Zero routine gas flaring campaign' has kicked off. Some work was done with the National Assembly through the provision of technical support on relevant pieces of legislation. The current gas flare commercialisation programme marks the first time a framework has been developed to end gas flaring in Nigeria through a commercial strategy.

Forward thinking...

As part of SDN's redevelopment of the Gas Flare Tracker, here are planned upgrades: 1) Introduce a section explicitly aimed at a civil society audience with data and information formatted in a way that is pertinent to this audience 2) Enable civil society actors search for gas flare sites by location/community name and find information relating to specific incidents 3) Provide easy access to information in specific locations/communities 4) Enable civil society actors access information and data about the flare and its estimated quantities 5) Include automated google news feed listing recent news articles relating to gas flaring in Nigeria 6) Feature that will allow Nigerian civil society organizations and local actors to upload data, comments, research and images related to the health and environmental impacts of gas flaring to the back-end of the platform 7) Triangulate flare stacks to differentiate from bush fires and artisanal refining spots.


Gas Flare Tracker
Mapping Nigeria's Gas Flares
Gas flare map
About gas flaring
Gas Flare Tracker
Details and measurements will appear here once a suspected gas flare is selected (red circle).
The summary measurements and calculations displayed for each flare group are conservative and based on limited satellite data. We suggest these could be multiplied by a factor of 5 to bring them closer to NNPC figures.
TIP 1: Click on a circle to see estimations related to this flare.
TIP 2: Zoom into gas flare locations using google earth.
TIP 3: Turn off this details panel or look at the raw data using the table view.
Nigerian Gas Flare Tracker
Benin City
Owerri
Aba
Port Harcourt
Nigerian Gas Flare Tracker | Oil block data from NOSDRA, Map data © OpenStreetMap contributors, tiles by MapBox


Burning an estimated 477.40 Mscf per day during 561 days
Penalty at 3.5 USD per Mscf:
1.67 thousand USD per day
609.91 thousand USD per year
937.43 thousand USD total
Gas value at 2.5 USD per Mscf:
1.19 thousand USD per day
435.81 thousand USD per year
669.83 thousand USD total
Power generation potential at 86.4 kWh per Mscf:
41.25 MWh per day
15.06 GWh per year
23.14 GWh total
CO_2 emissions:
25.17 tonnes per day
9.19 thousand tonnes per year
14.12 thousand tonnes total
Flare ID: 32843
Status: new flame
Responsibility of: OML 28
First detected: 2013-4-1
Last detected: 2014-10-13
Latitude: 5° 1' 5.16"
Longitude: 6° 18' 2.03"
Estimated quantity: 477.40 thousand scf per day
Notes: Estimated quantity averaged from measurements and extrapolated over whole period between first and last detection
Last updated by: 2014-10-15 alberto, 2014-10-15 alberto
Combined report, contains 168 sample points
Nigerian Gas Flare Tracker
Details
Sat
Map
New report
Gas flares
Ecoregions
Gas pipelines
Oil blocks
Population
Soil
States
Agudama
Tombia
Gbarantoru
Bumodi
Yenagoa
Le Niger

Citizen's Budget Portal

Enhancing Citizen's Participation in the Budgeting Process.

Planning with Citizens

In support of the FGN's committment to Open budgeting, PERL developed the Citizens Portal, a web-based tool that enhances citizen participation in the federal budgeting process from pre-budget statement, executive proposal, enacted budget (Appropriation Act) to budget monitoring. Hosted on the website of the Budget Office of the Federation, the portal was designed to improve Citizens' budget participation experience by providing a simplified budget information to citizens in the form of pictures, infographics and other summaries. The portal also enables citizens provide feedback on projects via its i-monitor functionality.

Citizens are more informed

The level of discourse around the budget over the last 5 years is currently at an all-time high. Other CBOs and CSOs have also used proactively disclosed budget documents published on the website of the Budget Office to push advocacy in their core areas (Extractives, Education, Health etc) and interestingly, demand transparency and accountability from their elected representatives sponsoring projects. For example, the Jigawa Project Monitoring Partnership gleaned Zonal Intervention Projects in Jigawa, on a senatorial zone basis and demanding accountability from the respective Senators and MHRs.

Forward Thinking...

In partnership with Citizens groups, the Budget Office will continue improving the usability of the tool to increase citizens usage. For instance, developing an app for the iMonitor, to be made available via the google play store and apple store for citizens to use on their mobiles for offline capture and recording of ongoing projects and upload once in a data stable location to help with issues and feedback around inability to access the iMonitor on the BOF website during internet downtime or poor data coverage project locations. There were a lot of glitches. There was a captcha that would not let citizens upload monitored project information initially. This was due to some security features on the website, but this has now been resolved. Citizen based organisations want to be part of the Budget Office physical monitoring visits. This is currently being worked out.

The office plans to have enough manpower within the backend team to manage the expected increases in citizens participation.

2017
Jigawa State Constituency Projects
CONSTITUENCY PROJECTS
N30,000,000
N23,100,000
N705,600
N30,623,114.23
Constituency Watch

2017
Jigawa State Constituency Projects
CONSTITUENCY PROJECTS
N30,428,714
N10,000,000
N44,000,000
N10,000,000
Constituency Watch

2017
Jigawa State Constituency Projects
CONSTITUENCY PROJECTS
N10,000,000
N60,000,000
N20,000,000
N10,000,000
N40,000,000
N20,000,000
N20,000,000
Constituency Watch

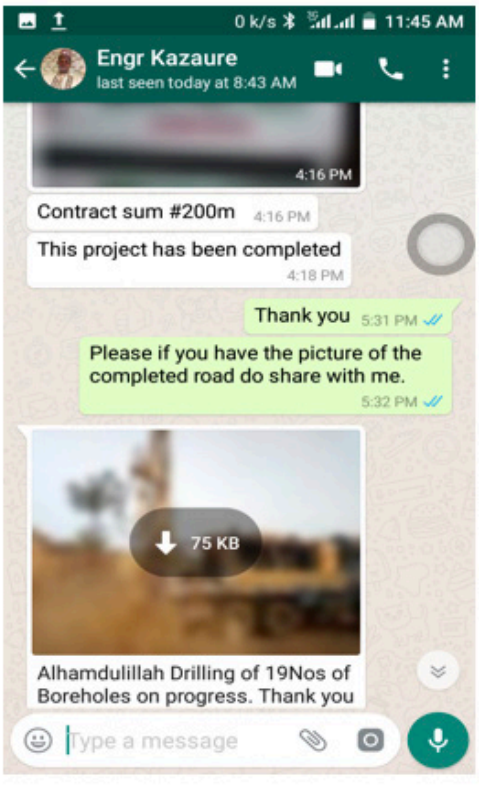
2017
Jigawa State Constituency Projects
CONSTITUENCY PROJECTS
N20,000,000
N36,428,714
N28,000,000
Constituency Watch

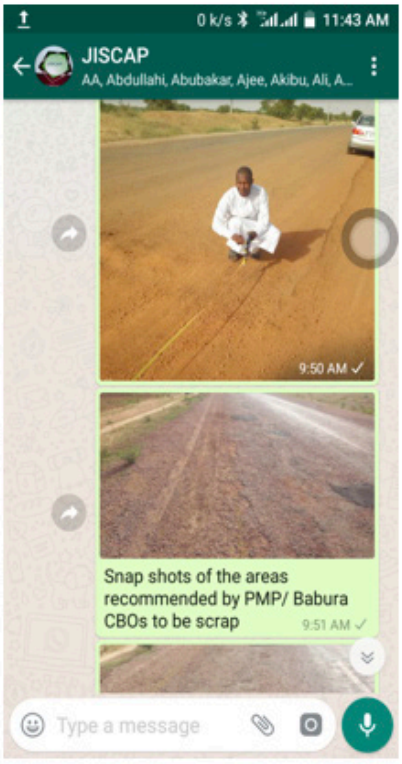
2017
Jigawa State Constituency Projects
CONSTITUENCY PROJECTS
N24,285,714
UNSPECIFIED PROJECT
N23,900,000
N55,000,000
Constituency Watch

2017
Jigawa State Constituency Projects
CONSTITUENCY PROJECTS
N10,000,000
N26,000,000
N28,428,714
N10,000,000
N10,000,000
Constituency Watch

2017
Jigawa State Constituency Projects
http://www.facebook.com/jigawa.mef
CONSTITUENCY PROJECTS
Hon. Muhammed Gudaji Kazaure
Member: Kazaure/Roni/Gwiwa/Yankwashi Constituency
N9,000,000
N9,000,000
N9,000,000
N20,428,714
N20,000,000
N10,000,000
N9,000,000
N9,000,000
Constituency Watch

0 k/s 10:14 AM
Tasi'u Umar Sa'eed Bbr and 54 others
Muzambilu Suraja
14w Like Reply
Isah Mustapha Wanan kuma ina ne wa...
Sarkin Yakin Fagen Gawo Fagengaw...
Isah Mustapha OK good pls I need wa...
Muzambilu Suraja
Write a comment...


0 k/s 11:45 AM
Engr Kazaure
last seen today at 8:43 AM
4:16 PM
Contract sum #200m 4:16 PM
This project has been completed 4:18 PM
Thank you 5:31 PM
Please if you have the picture of the completed road do share with me. 5:32 PM
75 KB
Alhamdulillah Drilling of 19Nos of Boreholes on progress. Thank you
Type a message


0 k/s 11:43 AM
JISCAP
AA, Abdullahi, Abubakar, Ajee, Akibu, Ali, A...
9:50 AM
Snap shots of the areas recommended by PMP/ Babura CBOs to be scrap 9:51 AM
Type a message

Recovery Intervention Tracker

Working with the Community - A New Way of Working Towards Collective Outcome

Introduction

Voice and Accountability platform (V&A) and Voice of citizens (Yobe and Borno) are the pillars of a triangular relationship between State House of Assembly, the media and the Civil society. The primary focus of these platforms is to strengthen collaboration with state legislature and the media to promote participatory public budgeting through institutionalization of the principles of transparency and accountability in governance.

Working with DFID

With the advent of DFID funded PERL-ECP and of course leveraging from the knowledge and capacity gained from State Accountability and Voice Initiative (SAVI), the V&A expanded to cover areas of recovery and humanitarian activities. The NE states particularly Yobe and Borno suffered a devastation as a result of the ongoing conflicts couple with Aid monies in saving lives and bring stability, the crisis still remains on a massive scale. Both Yobe and Borno identified tracking of Donors fund and budget as a critical issue need to be address. To this end, with support from PERL-ECP tracking tool was developed, which is a template that capture all relevant data base for effective service delivery. Regulate duplication of effort and resources. Track support to affected population. Ensure effective coordination of interventions. Efficient and responsive utilization of resources. Provides disaggregated data for planning and intervention. To fill up existing gap. To improve transparency and enhance public trust. To amplify citizens voice in engaging recovery and budget process for improve planning and service implementation for government and humanitarian response.

Forward thinking...

The intervention tracking tool still faces challenges of Buy-in from partners, capacity enhancement of CSOs and CBOs, access to the right information, disbursement of funds at will, and many still see tracking as auditing. Going forward efforts will be made to address these challenges, with specific focus on reducing painpoints and increasing adoption.

Community drive by Civil society to document and collate data to feed into the intervention tracker.Photo credit: @comradeASMUAZU/

Content Aggregation System for Elections (CASE)

Enabling Collaborations for Improved Elections

Introduction

CASE 2015 brought together 21 organizational stakeholders from Government, Civil Society, Technology Providers and the International Community who worked together to improve the observation and conduct of the 2015 Elections.

Observing Nigeria's Elections in Real Time

CASE (Content Aggregation System for Elections) is a Multi-Stakeholder Election Observation System driven by Technology, which includes the following components: Aggregation Platform of Social Media and Structured Observer Reports, presented as Visualizations. The CASE platform was available in Android and Java Mobile Apps.

Impact

CASE worked with 4 International development partners, 13 CSOs deployed observers, 2 Technology Partners, and 2 Government institutions. Results included: 2.3 Million Comments, posts and reports retrieved from social media; 12,000+ reports received from traditional observers deployed by partner CSOs in the field; 1,542 Unique incidents identified and geolocated in real time. In addition, 38% of voters were women, card readers worked as expected at 80% of the locations.

Forward thinking...

Beyond the mere adoption of technology for reporting, the collaborative use of CASE by a community of election observation stakeholders to aggregate and analyse reports holds even greater promise in improving the scope and quality of election observation information available to stakeholders during and after elections.

INEC

VOTING IN PROGRESS
INEC
INDEPENDENT NATIONAL ELECTORAL COMMISSION

MadACT.ng

Tech tools for increasing youth participation in Governance and the fight against corruption.

With Support from the DFID ACORN Programme

MadACT is an acronym for Make A Difference Against Corruption Today. This tools seeks to address youth apathy to governance and the anti-corruption fight. The portal contributes to effective information exchange and communication between advocates, Youth Anti-Corruption Network (YANET) members, partners, and various stakeholders in support of the fight against corruption. The MadACT Portal presents on-the-go updates on trending news, articles and reports of corruption, and access to corruption related information through a single Mobile APP technology and web-based portal. Posts are easily shared and made viral from the portal to various social media platforms: Facebook, Instagram and Twitter.

Results

The whistle blowing platform and users discussion and activities on the portal is shared periodically with relevant Ministries, Departments and Agencies of Government, stakeholders and law enforcement agencies for further action. Discussions on the portal sparks up real life engagement and advocacy to hold government accountable. It has created a space for youth voices to be amplified irrespective the geographical location, status against anti-corruption. The portal has many features including a blog, trending news segment, discussion groups, a whistleblowing section tagged CIA (Corrupt Incidents Alerts), a repository of data resources on anti-corruption, evaluation polls, multimedia reporting channels and other interesting features. Available on desktop computers and mobile devices (Android, IOS), the tool is designed to adaptive and dynamic and user driven.

Forward thinking...

The portal will be a major whistle blowing platform for anti-corruption issues and perpetrators of corruption would be less likely to carry on their activity under this increased scrutiny. As the portal user base increases and the integration with social media platforms, issues raised on the portal will go viral quickly and attract responses from political office holders, youths and the citizenry. This will consequently increase citizen engagement in the anti-corruption fight. We see stronger linkages between the anti-corruption agencies and the web portal, where these agencies can harvest reports for investigation and prosecution. This will further serve to deter perpetrators. The whistleblowing will be directly linked with their report lines so that reports can be linked directly to ICPC and EFCC. Currently the portal excludes people who are visually or hearing impaired. In the future we hope to make the portal more inclusive so it is accessible to people with disability.

LICE
ATION
REPORT CORRUPTION #MadACT
NO SCAMS PLEASE
KILL CORRUPTION
COMMON PEOPLE
#MadACT
MOVEMENT
MAKE A DIFFERENCE AGAINST CORRUPTION TODAY
CORRUPTION FREE NIGERIA
PORT
CORRUPTION
I SHOULD REPORT THIS!

Open Kaduna Radio Programme

Leveraging mass media for improved project execution in Kaduna.

Live Monitoring by Citizens

The Open Kaduna program is a LIVE phone in Radio discussion program aired weekly (Every Friday 3:15pm) at Freedom Radio Kaduna. It's a program that is dedicated to budget and governance matters. The programme track projects implementation across the State and provide budget enlightenment as well as analysis to citizens to follow the money. Citizens of Kaduna State provides feedback and ask questions on issues relating to their Communities through LIVE phone in, facebook live streaming, Whatsapp, emails, text messages and twitter.

Capacity for Action

The Open Kaduna program focuses on building citizens capacity to track projects implementation and provide enlightenment for citizens to understand governance process for them to demand for accountability.

The citizens involvement in the use of media to engage government has shown a clear shift from the previous practice where the media could not give voice to the people or speak for the interest of the citizens in the State. Media reportage on citizens' issues relating to budget and service delivery has substantially improved as more platforms are emerging and taking central roles of speaking and representing the interests of the citizens and serve as a check to the government.

Emergence of Citizen Voice

Citizens involvement in the use of media to engage government has now shown a clear shift from the previous practice where the media could not give voice to the people or speak for the interest of the citizens in the State. The Open Radio Program also provides government officials with the platform to clarify issues as well as enlightening citizens on government policies implementation, answering the question of how, where, when, why, who.

Forward thinking...

The Open Kaduna Radio programme is integrating Live streaming using social media platforms. The open Kaduna has just introduced a new dimension of to it broadcast of programs. The new dimension is known Community LIVE Broadcast. The initiative is giving voice to citizens at the grassroots and marginalized group as well as taking radio to 23 LGAs in the State. Open Kaduna is currently developing English and Hausa jingles on Community Development Charter, the two minutes radio jingles are expected to be aired in all radio stations in Kaduna and Zaria. Open Kaduna is proposing to hos community town hall meetings in collaboration with partners, CSOs and citizen groups to discuss how the charter can better inform the budget in Kaduna State.

Open Kaduna
A hybrid Radio and Social Media Engagement
Live-streaming
Twitter and Facebook Engagement
Organizing Media Retreats
Working with the grassroots
Training Communities
WAKAWAKA
Creating Ambassadors
Organizing Town hall Meetings
Coordinating Civic Space
BudgIT, FollowTaxes, FollowTheMoney, CoLAB, etc

iFollowtheMoney.org

Tracking the flow of public funds

What are we spending on?

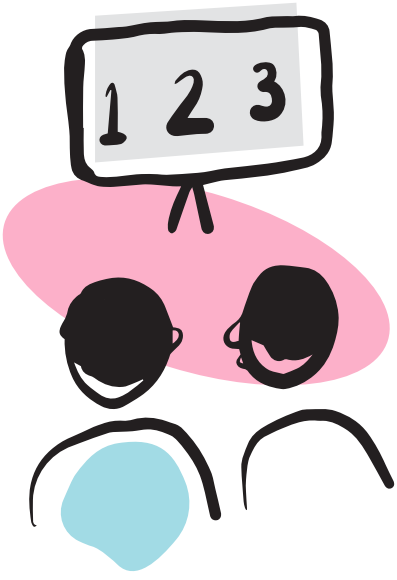
iFollowtheMoney is a public spending tracker app developed for citizen's to track the flow of money to government infrastructure and service projects. The App enables Social Mobilization, Citizens Engagement, Information Dissemination, Partnerships and Collaborations, Management of community reporters.The App was developed through collaborative partnerships with CSOs and movements to enhance community engagement and active citizenship.

Lessons

Overtime and from experience, we have relied more on projects already advertised on the tender as against appropriated on the budget. This is because, at procurement stage, the projects have been prioritized and funds might have been released for them. In addition, part of our work in communities involve capacitating them on budget-value-chain-literacy. As such we give proper information to communities about these projects and work alongside them in tracking fund's release, bid's evaluation progress shortlisted contractors, and the whole implementation cycle. We've also learned that tracking expenditures alone is not enough. There is a need to follow such revenues, understanding how they get planned before manifesting as projects for communities. As such, partnerships with the NRGI are ongoing in tracking oil revenues released to the NDDC, for instance.

Positive Outlook

Positive reviews of the presentation, and excitement from participants that there exist such grassroots organization that track funds in communities. Many enrolled on the ifollowthemoney.org platform and many partnerships were developed.



Forward Thinking...

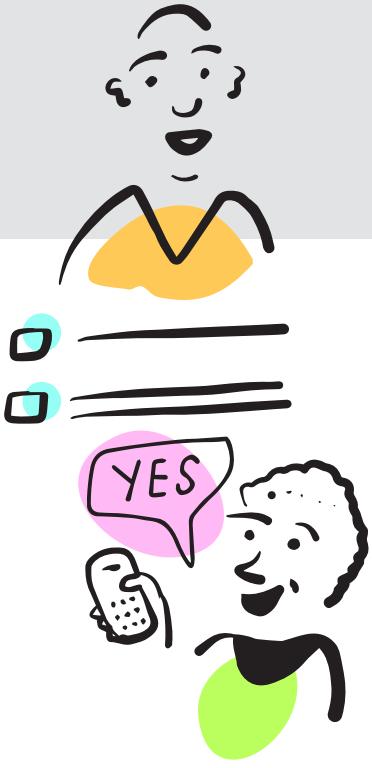
Going forward, CODE seeks to collaborate with PERL Northeast region to organise a step up training and workshop for select CSOs working in communities (Maiduguri and Jigawa); Collaborate with PERL Kaduna to expand tracking of UBEC/ KADSUBEB fund interventions beyond current scope of FTM in the state; Collaborate with PERL SIP to expand, monitor and track the usage of the GRM as part of the disbursement mechanisms of the N5,000 cash transfer program of the federal government. Feedback Mechanism for routine reviews on interactivity and challenges faced by the platform's users.

MyVoice

Improving Citizen Experience & Trust in Public Services

Introduction

My Voice is a platform for improving public services through citizen feedback. It helps government reformers and development partners: Improve quality of service delivery by engaging government officials across the delivery chain. Strengthen program M&E by collecting feedback directly from beneficiaries. My Voice was first designed to improve a World Bank- assisted program to enable better primary health care delivery in Nigeria.



Challenge

In rural Nigeria, health clinics have no effective way of collecting patient feedback. This:

1) Limits citizen's recourse for addressing issues.
2) Deprives clinic management of evidence for improving.
3) Limits state and federal policymakers' oversight.

Approach

Our team rented a house and lived in a rural town, Wamba, to: a) Operate within local constraints; b) Trial existing services systematically; c) Build relationships and trust; d) Involve users in the design process; e) Train local residents to provide ongoing customer service.

Findings from Evaluation

Registered 60% of total patients 22% completion rate, remarkable especially given the context, and when compared to other similar initiatives. Users and stakeholders alike express satisfaction with My Voice program. The system proves capable of generating changes in service provision based on beneficiary feedback. At the facility level, action plans to address issues raised by citizens were developed and implemented. At the local government level, operational policies and protocols were revised. At the state level, leadership was highly supportive of My Voice and began to explore how it may allocate funds. At the national level, policy makers are exploring how to institutionalize citizen feedback

Forward thinking...

MyVoice had deep personal impact. For instance, Officer in Charge, Yashi Madaki Clinic, says "MyVoice reminded me that I need to communicate better with my patients." "People in the community are now thanking me for the work I do." "MyVoice has given me confidence to talk during our monthly OIC (officer in charge) meeting." Reboot is open to other programs interested in improving citizen experience and trust in public services.

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