

Civil Society perspectives on Delivery of Public Services in Uganda

Problems

Public contracts overshoot their planned budgets, they are not completed on the designated time and this affects the quality of the final service

Approach

- 1) Improve Access to Information - contract transparency
- 2) Strengthen citizen's participation
- 3) Build trust between citizens and public sector

Challenges

1. Timely access to information on contracts and services
2. Limited scope for citizens participation through monitoring
3. Formalizing arrangements for collaboration between civil society and public sector are painfully slow
4. Funding



ICT tools



Open Contracting Theory of Change



Recommendations

1. Accessibility of contract information and citizen participation in public contracting through monitoring contracts should be urgently considered. In the absence of formal legal provisions the Rt. Hon. Prime Minister should Urgently issue directives in this regard.
2. Open Contracting and implementation of the Access to Information Act, 2005 should be mainstreamed in training programs of the recently established Uganda Civil Service College to ensure that all public officials are prepared.
3. Public agencies should provide a favorable climate for citizens engagement e.g. fast track formalization of relationship through MoUs.

Uganda Public Contracts and Service Delivery

The process of public procurement, or the purchase of goods and services by government, is one of the processes most vulnerable to corruption.

- 50 percent of government expenditure in Uganda is allocated for the procurement of goods and services.
 - significant financial interactions between the public and private sectors
 - open bidding is regarded as the most transparent and desirable method.
 - Unpublished evaluation criteria or deviations from this criteria contribute to a lack of transparency in the procurement process by increasing the level of subjectivity and discretion.
- OAG audits have revealed that a number of government contracts worth a total value of UGX 99.8 billion and US\$ 8.7 million which had been ongoing or were started during the 2012/13 financial year, lagged behind schedule or appeared to be failing. These audits noted that a number of these contracts had not been completed by their stipulated completion dates, while others had been abandoned.

Uganda Contracts Monitoring Coalition

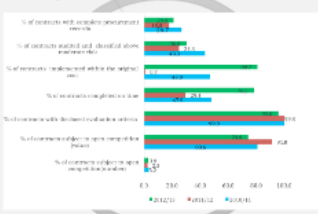
- was set up: multi stakeholder in 2010
- generate contract performance through promoting transparency, participatory approaches and accountability in the planning, bidding, awarding, implementation, monitoring and final audit of contracts.
- the coalition is organized around seven clusters that represent thematic core priorities i.e. Education, Health, Workplaces, Transport, Water and Environment, Agriculture, Energy and Environment and ICT.



Achievements

Iganga works on construction of a VIP latrine at the public school was resumed and completed following citizens' request for information on the contract.

After an information request was submitted for records regarding the construction of a stadium and a 2-year struggle against Bushenyi District Local Government led to a court petition. It became clear that the contract of 300 million Ugandan Shillings (approx. USD 377,500), which had been awarded to HABA Construction Company, a sympathizer to the ruling party, represented a serious case of mismanagement of public resources.



Thank you for your attention



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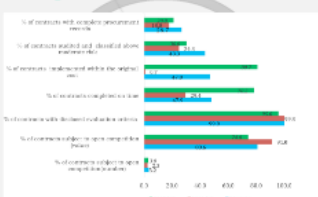
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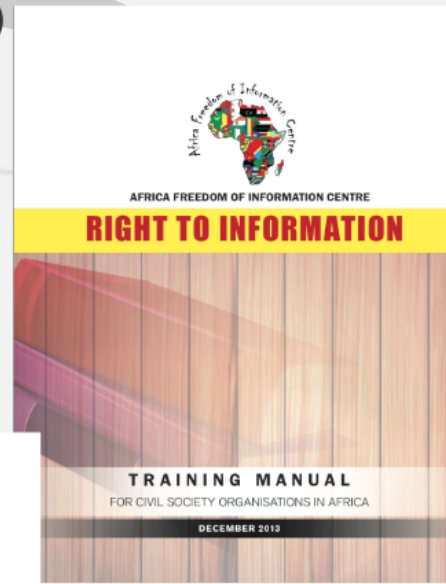
- non partisan multi-stakeholders' initiative
- promote contract performance through promoting transparency, participatory approaches and accountability in the planning, bidding, awarding, implementation, monitoring and evaluation of Contracts
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Tools

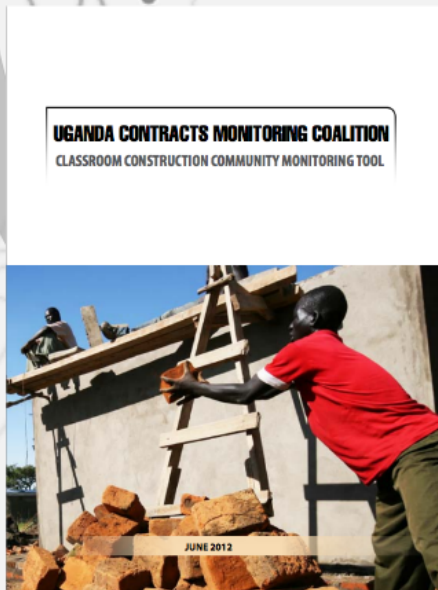


Open Contracting Guide



ATI Manual for CSOs

Roads Monitoring Tool



Education Infrastructure Monitoring tool



Social and environmental compliance monitoring tool

Achievements

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ICT tools

ASK YOUR GOVERNMENT

The screenshot shows the homepage of the 'ASK your GOV UGANDA' website. At the top left is the national coat of arms of Uganda with the text 'ASK your GOV UGANDA'. To the right is a search bar with a magnifying glass icon and the text 'Sign in or sign up' above it. Below the logo is a navigation menu with links: 'Home', 'Make a request', 'Browse requests', 'View agencies', and 'About'. The main content area features a large heading 'Make a new Access to Information request' with a green 'Make a request »' button. To the right, it states 'Search over 80 requests and 76 agencies' with a search input field and a green 'Search' button. Below this is a section titled 'It is your Right to Know' with a paragraph explaining the right to access information. At the bottom, there are two columns: 'Who can I request information from?' listing agencies like the Ministry of Lands, Housing and Urban Development (9 requests) and the Ministry of Finance, Planning and Economic Development (6 requests); and 'What information has been released?' mentioning a request about building abatement standards answered 11 days ago.

Sign in or sign up

ASK your GOV UGANDA

[Home](#) [Make a request](#) [Browse requests](#) [View agencies](#) [About](#)

Make a new **Access** to Information request

[Make a request »](#)

Search over **80 requests** and **76 agencies**

[Search](#)

It is your Right to Know

Every citizen has the right to access information held by public bodies. **By law, the public bodies are obliged to respond.**

Who can I request information from?

Ask Your Government Uganda covers requests to 76 agencies, including:

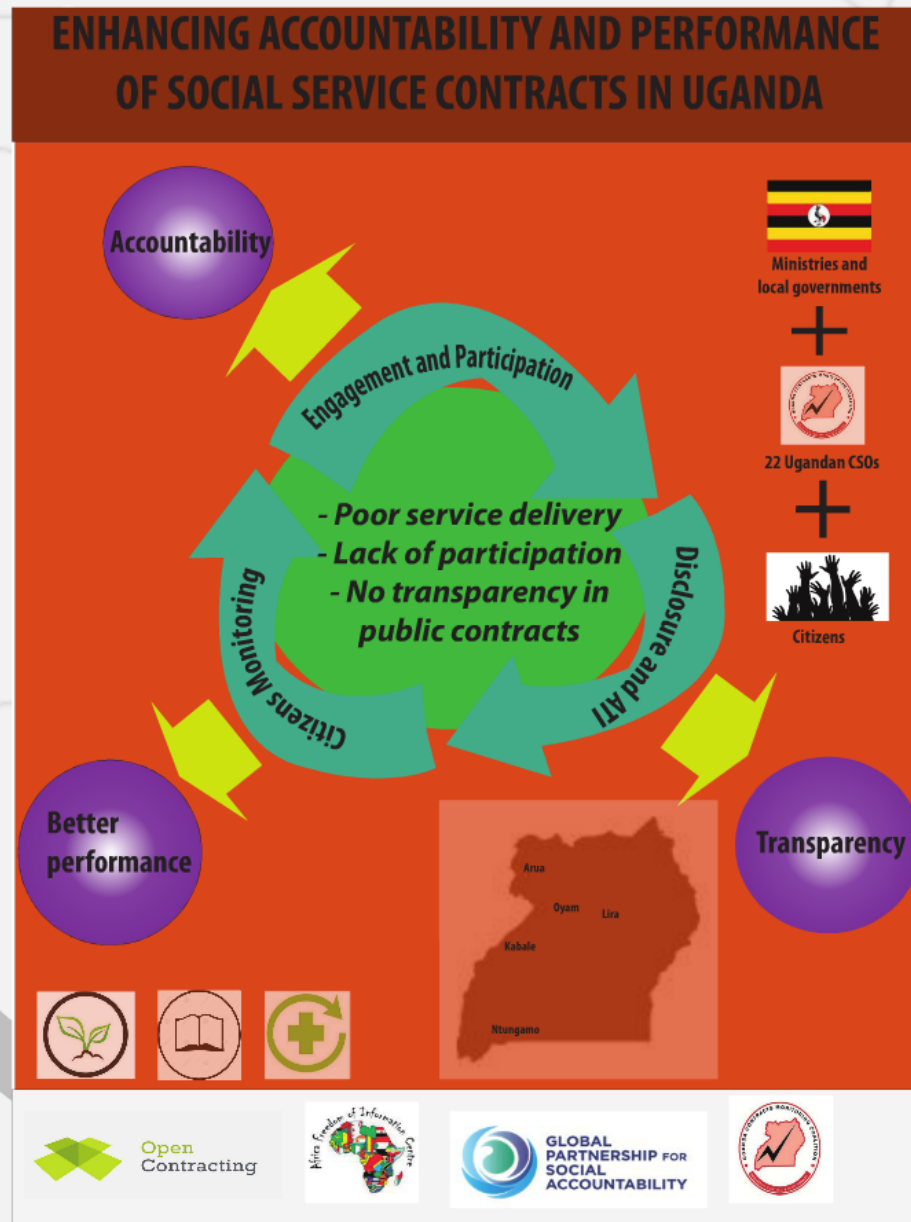
[Ministry of Lands, Housing and Urban Development](#) 9 requests
[Ministry of Finance, Planning and Economic Development](#) 6

What information has been released?

Ask Your Government Uganda users have made 80 requests, including:

[Ministry of Lands, Housing and Urban Development](#) answered a request about [Building Abatement standards](#) 11 days ago

Global Partnership for Social Accountability



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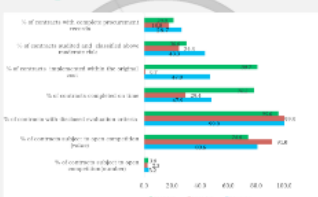
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