



LOCAL GOVERNMENT COUNCILS SCORECARD INITIATIVE

CIVIC ENGAGEMENT IMPACT STORIES 2019 - 2021



Published by ACODE

P. O. Box 29836, Kampala

Email: library@acode-u.org; acode@acode-u.org

Website: <http://www.acode-u.org>

Citation

Advocate Coalition for Development and Environment. (2021). *Civic Engagement Impact Stories 2019-2021*, Kampala, ACODE.

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ISBN 978 9970 56 726 3

**CIVIC ENGAGEMENT
IMPACT STORIES
2019 - 2021**

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ACKNOWLEDGEMENTS

ACODE is grateful to the Democratic Governance Facility (DGF) and contributing partners (Austria, Denmark, Ireland, The Netherlands, Norway, Sweden, United Kingdom (UK) and the European Union (EU) for their generosity and support to the Local Government Councils Scorecard Initiative (LGCSCI). We would also like to extend our gratitude to the Hewlett Foundation, whose support to ACODE's Centre for Budget and Economic Governance (CBEG) enabled us to further deepen civic engagement through the use of Civic Engagement Action Plans (CEAPs). We would also like to appreciate the support from USAID and UKAID to this Local Government Councils Scorecard Initiative (LGCSCI) under the Governance, Accountability, Participation and Performance (GAPP) program we were able to pilot this civic engagement.

ACODE is indebted to the Ministry of Local Government, Ministry of Finance, Planning and Economic Development, Local Government Finance Commission, the District Chairpersons, Speakers of Council, District Councils, Chief Administrative Officers, Resident District Commissioners and the District Clerks to Council for their continued support in the implementation of LGCSCI in all the 35 districts.

In the same way, we acknowledge the cooperation of the District Councillors who have been very instrumental in ensuring that citizen demands are submitted to the right offices in local governments. We are also grateful to the hundreds of community members who attended the Civic Engagement Meetings (CEMs), wrote letters and petitions to their leaders and local councils, participated in community meetings, called in radio talk-shows to demand delivery of better services.

ACODE acknowledges the unreserved support of the Uganda Local Government Association (ULGA), a partner in the implementation of the LGCSCI. We also wish to acknowledge ACODE's network of district CSOs and researchers who are responsible for conducting fieldwork in the 35 districts.

Lastly, we would like to acknowledge the efforts of the ACODE Management team and Staff for their contribution.

ACRONYMS AND ABBREVIATIONS

ACODE	Advocates Coalition for Development and Environment
CAO	Chief Administrative Officer
CCCC	Chinese Communication and Construction Company
CEAPs	Civic Engagement Action Plans
CEM	Civic Engagement Meeting
CSO	Civil Society Organisation
DEO	District Education Officer
DEC	District Education Officer
DHO	District Health Officer
DLG	District Local Government
GoU	Government of Uganda
FY	Financial Year
HC	Health Center
Km	Kilometre
LC	Local Council
LG	Local Government
LGCSCI	Local Government Councils' Council Scorecard Initiative
LLG	Lower Local Government
Min	Minute
NUDEIL	Northern Uganda Development of Enhanced Local Governance, Infrastructure, and Livelihoods
NURI	Northern Uganda Resilience Initiative
OPD	Out Patient Department
PLE	Primary Leaving Examination
PRELNOR	Project for Restoration of Livelihoods in Northern Region
SMC	School Management Committee
UGX	Uganda Shillings
UNEB	Uganda National Examinations Board
UNDP	United Nations Development Programme
UPE	Universal Primary Education
UPPET	Uganda Post Primary Education and Training
VISO	Voluntary Initiative Support Organization
WHO	World Health Organisation



CIVIC ENGAGEMENT MEETING IN NTUNGAMO DISTRICT

1. CIVIC ENGAGEMENT IN LOCAL GOVERNMENTS

Civic Engagement is one of the components of the Local Government Councils Scorecard Initiative (LGCSCI) a social accountability initiative that seeks to deepen local governance by strengthening political accountability of elected local leaders and citizens' demand for better delivery of public services by their local governments. The overall goal of the LGCSCI is to deepen the demand side of democracy through three major outcomes: (i) Effectiveness of citizens to demand political accountability and effective service delivery; (ii) Enhanced capacity of civil society organizations (CSO) partners to act as mediators between citizens and Local Government Councils to improve service delivery; (iii) Enhanced capacity of government to respond to citizens demands at local and central government levels. Therefore, citizen engagement is meant to contribute to the achievement of the above objectives.

The design of the Civic Engagement Meetings (CEMs) and Civic Engagement Action Plans (CEAPs) in 2015 was a response to previous research findings which established a correlation between the poor quality of public services and a citizenry that had become disengaged from their civic responsibilities. Findings revealed that citizens exhibited minimal or no interest and were minimally involved in demanding accountability or better service delivery from their leaders. This attitude by the citizens was largely attributed to two major factors: (i) the low levels of civic awareness on their rights, duties, and obligations; and (ii) the non-responsiveness of government towards their demands. This gap between the demand and supply sides gave room for not only the wastage of public resources but also deterioration in public service delivery.

CEAPs were first piloted in 2015 in 5 sub-counties across 5 Districts of Gulu, Amuru, Nwoya, Lira and Agago in the sub-counties of Awach, Pabbo, Anaka and Lira Palwo respectively. The positive feedback inspired the rolling out of this innovation to 35 districts. In CEAPs, the CEM participants are drawn from members of the community with a focus on groups such as youth women, PWDs, and older persons; area Councillors representing particular sub-counties at the district, as well as Councillors whose jurisdiction covers the entire district such as Councillors for youth, older persons, and PWD Councillors at the district, as well as LC III and LC I Councillors (as agreed).

Thus, in the implementation of citizen engagement interventions, ACODE acts as an intermediary between the citizens and the Local Governments. The essence of promoting civic competence in local governments was intended to empower citizens with knowledge, information and skills with which they could constructively hold their leaders, local government authorities accountable for effective service delivery. This was done through a methodology; called Civic Engagement Action Planning (CEAP).

Under the CEAPs, tailor-made civic engagement strategies are often used as social accountability tools. These strategies include citizens convening

community meetings and inviting their leaders to attend; writing letters to local Governments (LG) and LG leaders; writing petitions to the local government authorities; participating in radio call-in programs; phone calls to their leaders; attending Council meetings among others. Thus, the CEAPs methodology was conceptualized to activate the demand-side of democracy through enhancing citizen participation. With this methodology, citizens would convene Citizen Engagement Meetings (CEMs) to discuss issues of concern within their community and generate a plan of action to address the service delivery concerns identified as Civic Engagement Action Plans (CEAPs).

This report documents the impact registered from various districts of Uganda where the Advocates Coalition for Development and Environment (ACODE) with support from the Democratic Governance Facility (DGF), Governance, Accountability and Participation Program under USAID, and Hewlett Foundation has been promoting civic competence under the Local Government Councils Scorecard Initiative (LGCSCI).

1.1 What is Civic Engagement?

According to Reuben (2004), Civic Engagement is defined as the participation of private actors in the public sphere to influence decision-making or pursue common goals. It is a process in which people take collective action to address issues of public concern and are instrumental to democracy (Checkoway & Aldana, 2013). Citizens must be involved in the governance of their communities as it advances the demand and accountability sides of the governance process. Citizens' engagement refers to a variety of mechanisms; formal and informal – through which people express their preferences, opinions and views. It can include a complaint, organised protest, lobbying and participation in decision making, product delivery or policy implementation (Goetz and Gaventa 2001).

Thus, Voice and Accountability (V&A) are important dimensions of governance. It is widely acknowledged that citizens, as well as state institutions, have a role to play in delivering governance that works for the poor and enhances democracy (UNDP, 2008). To achieve any meaningful citizen-government interaction, there is a need for some intermediaries to amplify the citizens' voices and follow up on governments' responses to the citizens' voices. This is the role of Civil Society Organisations, like ACODE. The CEAPs adopt this model of civic engagement that envisions an ongoing cycle of the citizen-CSO-government relationship.

1.2 What are Civic Engagement Action Plans (CEAPs)?

The Civic Engagement Action Plans are social accountability tools that enable citizens to constructively engage with their elected leaders to hold them accountable and demand better service delivery. The CEAPs usually result from CEMs that are facilitated by civil society partner organisations – during which information on roles and obligations of elected political leaders, roles and responsibilities of citizens and service delivery standards are shared with the citizens.

Citizens make use of this information to develop step by step action plans

(CEAPs) to hold their leaders accountable for service delivery. Whilst the process empowers citizens, it also provides opportunities for capacity building for the citizens who gain a deeper understanding of the roles of their elected leaders and an appreciation of their rights and civic duties as citizens. The process also provides an opportunity for local CSOs to appreciate their roles as intermediaries in service delivery, and above all, it improves the relationship between the citizens and their elected leaders by bringing together a more informed citizenry and responsive and accountable government leaders.

The CEAPs, therefore, seek to:

- a. Enhance the effectiveness of citizens and civil society to demand political accountability and effective service delivery
- b. Enhance the capacity of civil society to act as mediators between citizens and Local Government Councils to improve service delivery
- c. Enhance the capacity of government to respond to citizens' demands for better service delivery.

Specifically, CEAPs are designed to:

- Help citizens understand the Local Government Councils Score-card Initiative (LGCSCI) scoring results and how to use them to demand accountability from LGCs
- Increase citizens' awareness of LGC roles and responsibilities
- Increase citizens' capacity to use civic engagement tools to demand improved service delivery
- Build LGC capacity in the Legislative Role, Contact with Electorate and Monitoring performance areas.

What CEAPs are and are not:

Are: Community-generated plans for engaging with their Councillors and Local Government Authorities to improve service delivery.

Are not: Community-generated lists of complaints and demands.

Are: Organized around what community members will do to engage their Councillors and Local Government Authorities.

Are not: Organized around what individual community members want their Councillors to do for them at a personal level.

1.3 Citizen Engagement Action Plan (CEAP) Methodology

The CEAP methodology involves three key actors; the citizens and their elected leaders who identify local service delivery gaps, and develop plans for engaging the District Council to address the gaps; Local Government Councils which respond to citizen demands for better services and accountability; and the local Civil Society Organizations (CSOs) which act as intermediaries between the citizens and Local Governments. The development of the CEAPs follows through a process that includes: i) mobilization of participants, ii) civic engagement meetings, iii) identification of service delivery issues and development of strategies for engagement and, iv) monitoring of the implementation of the

strategies and Local Governments' response.

1.3.1 Strategies for Civic Engagement

Under the CEAPs framework, citizens are encouraged to use strategies such as writing citizen letters, petitions, convene community meetings; participate in radio call-in programs; attend budget conferences and phone calls to their leaders about service delivery concerns among others. However, this booklet focuses on the outcomes of the citizens' letters and petitions whose outcomes have been documented in the sections that follows.

2. CEAP IMPACT STORIES

This section presents impact stories from citizen engagement with local government authorities arising from the Civic Engagement activities undertaken by ACODE in various districts under the Local Government Councils Scorecard Initiative (LGCSCI). The impact stories documented in this booklet cover the periods between 2019-2021. These stories are drawn from various sectors including Primary Education, Healthcare, Roads, Water and Sanitation and Agriculture.

2.1 Education Sector

Under the education sector, citizen groups raised several service delivery concerns that their community-based schools were facing with their elected leaders and local governments. Some of these concerns included; Inadequate furniture, teacher and pupil absenteeism, inadequate classrooms and pit latrine stances, the inadequacy of water sources, inadequate teaching staff, poor performance in the national Uganda Primary Leaving Examinations (PLE) among others.

CASE 1: AMURU DISTRICT

Inadequate desks addressed in Abera primary school

Background

Abera; a government-aided primary school is located in Parubanga Parish, Pabbo Sub-county in Amuru district and is approximately 7 kilometres from the Gulu – Juba highway. This school among other challenges was reported to have inadequate desks for pupils. Abera primary school had an enrolment of 815 pupils with classes from primary one to primary seven, with seven classrooms and 15 desks only. The majority of learners either sat on classroom floors or improvised sitting objects such as stone pieces and tree logs.

ACODE's intervention

During a Citizen Engagement Meeting (CEM) facilitated by ACODE on November 24, 2019; citizens of Parabongo Parish, most of whom were parents with children at Abera primary school enumerated several challenges faced by the school, that mainly rotated around inadequate furniture for pupils to sit on. The citizens of Parabongo Parish resolved to petition Amuru District Local Government and demanded that the District Council allocates money to purchase furniture and constructs more classroom blocks to improve Grades and the quality of education in the school. The petition was submitted to the District Council through the office of the Speaker. Furthermore, during the budget conference (part of the budget and planning process for the financial year 2019/20), the Vice-Chairperson of Amuru District requested the District Planner to consider in the district budget; procurement and supply of furniture to the school by the time the academic first term commenced.

The outcome

Consequently, Amuru District Local Government procured and supplied Abera primary school with 75 desks. The district leadership also engaged other stakeholders and development partners who supplemented the efforts of the district with additional desks; Pabbo Sub-county supplied the school with 100 desks, the Ministry of Education and Sports supplied 18 desks, African Revival donated 30 desks, Voluntary Initiative Support Organization (VISO) donated 20 desks and Save the Children donated 20 desks. Moreso, the school repaired 5 desks (See figures 1, 2, 3, 4, 5 and 6). In an interview with the District Education Officer of Amuru DLG, it came to be known that the decision to enlist support from development partners was triggered by the citizen petition upon the realization that the district did not have adequate resources to meet the need. She noted that while the District Council had it in their plan to procure more desks as a department; when they received the citizen's petition, they treated it with the utmost urgency. She had this to say... "we realized the situation was urgent and could not wait for Council's time-frame, therefore we needed to do something expeditiously. That is why we used the Citizens' petition to make our case to our development partners". The number of desks in Abera primary school had increased from 15 to 253 at the time of reporting (February 2021).

Figure 1: Desks supplied by Amuru District Local Government, Pabbo Sub-county and Development partners piled in one of the classrooms during the lock-down related to the COVID-19 pandemic



Figure 2: One of the engraved desks supplied to Abera primary school by Amuru District Local Government



Figure 3: One of the engraved desks supplied by Pabbo Sub-county



Figure 4: A student seated on one of the desks donated by Save the Children after schools opened on March 1, 2021 (following a government directive to gradually open up schools during the COVID-19 pandemic)



Figure 5: One of the desks donated to Abera primary school by African Revival, a Development Partner of Amuru District Local Government



Figure 6: Student writing a pre-mock Examination on one of the new desks supplied to the school (picture taken on March 4, 2021)



Transfer of a Teacher from Oloyotong P7 School in Amuru district

Background and problem

Oloyotong primary school is a government-aided primary school founded by the Catholic church. It is located in Oloyotong Village, Toro Parish in Amuru Sub-county. By second term 2019, the school had 394 pupils (215 boys and 179 girls) and 9 teachers (eight males and one female). It was reported in one of the civic engagement meetings that for over two years, the school staff and parents had a frosty relationship over what the parents described as negligence by the teachers. At the Center of the parents' complaints were two teachers who had worked in the school for between 10 and 15 years. The parents complained that the two teachers in question had become complacent and in-disciplined, something they said was affecting the performance of the pupils. They further reported that the school had not registered any pupil passing in Division One in the Primary Leaving Examinations (PLE) over the last 10 years.

The intervention

On November 19, 2019; a team of ACODE researchers under the Local Government Scorecard Initiative organized a Citizens' Engagement Meeting at Oloyotong village in Toro Parish, Amuru Sub-county in Amuru District. The meeting's main purpose was to sensitize citizens about their roles and responsibilities in the service delivery chain as well as the roles of their elected leaders. At the meeting, citizens were also sensitized about the methods that the community members could use to constructively engage the Local Government leadership to address their service delivery challenges. This was done using the Civic Engagement Action Plan (CEAP) methodology, which requires citizens to write letters and petitions to their elected political leaders and/or participate in call-in radio talk-shows, among others.

The group of citizens that participated in that CEAP resolved to petition the Amuru

District Council on the conduct of a section of teachers in Oloyotong Primary School. In the petition, the citizens complained about the fact some teachers who had spent a longer tour of duty at the school had become complacent and in-disciplined. They further intimated that as a result, the performance of pupils in the school had taken a downward spiral. In their petition, the citizens demanded that Amuru District Council through the Education Department causes the transfer of the two teachers.

Council's Response and outcome

The petition was later submitted to the District Council by the Secretary for Education and Area Councillor. Once lodged with the Speaker of Council, the petition was referred to the Committee of Social Service whose mandate involved investigating the matter and advising the District Council as directed by the Council Speaker. The Committee of Social Service later on, in consultation with the education department, recommended that the two errant teachers be transferred to another school.

When contacted by the Research Team during a follow-up engagement, the DEO admitted that the department was aware of the citizens' concern about the conduct of the teachers contained in their petition. She would later reveal that; "we took an administrative decision to transfer the two teachers after receiving the petition; we will review the situation and take further action to solve the general problem of complacency among teachers in the district". The Area LC V Councillor on his part noted that the transfer of the two teachers had restored hope in the parents of Oloyotong primary school.

Amuru District Council relocates Trading Center over distractions on pupils and teaching staff of Labala primary school

Background

Labala Trading Center located in Apaa Junction Village in Labala Parish, Pabbo Sub-county in Amuru district is a beehive of activities. The commercial Center attracts traders and revellers in equal measure from as far as Atiak, Amuru Town Council, Lamogi Sub-county as well as Gulu Town. Residents of "Oloyo Kampala", Maro Awobi, Parubanga and Pabbo town Council are the common patrons in this bustling trading Center. They flock to the Center on a daily to trade in household items and general merchandise as well as making merry. On a normal day, there is trading, drinking and merry-making accentuated with loud music from a handful of bars. It was reported that such heavy activity disrupted learning at the nearby Labala primary school which was just a stone-throw away from the trading Center. This generated a lot of concern among parents given that sometimes; the pupils and teachers would abandon school and join revellers in the hyper activities within the trading Center.

The intervention

During a Civic Engagement Meeting organised by ACODE on December 8, 2019; citizens raised the issues of the worrying trend of poor performance at Labala Primary Seven School. They noted that activities in the trading Center had become a major source of distraction for the pupils and teachers at the school.

They further noted that there was uncontrolled access to video halls by pupils and that music played from bars in the trading Center could not allow the pupils to concentrate in class.

Parents who attended the meeting then resolved to petition Amuru District Council to relocate Labala Trading Center to a nearby Sub-village of Patolo. In their petition, they noted that the trading Center was too close to the school and whenever music was played from the Center, it interfered with learning, as some pupils would lose concentration and instead turn their attention to the sound of music. They further noted that the trading Center being near the school gave room to some teachers to go and drink alcohol during class hours. Above all, some pupils tended to sneak from school and hang around the Center especially in the afternoon time.

Council response and outcome

During the Council meeting held on March 11, 2020, the Council resolved under Min: 10/FC/FY 2019/2020/18/10 to identify land in Patolo which is about 5 kilometres away from the school where the trading Center would be relocated. When the team from ACODE visited the District Headquarters on March 3, 2021, to follow up on the progress of the petition, it was established that the District Department of Engineering was in the advanced stages of planning and relocating the trading Center. Residents of Labala Parish were thankful that the trading Center would finally be relocated. An elderly woman said she was hopeful that the performance in the school will improve.

CASE 2: NEBBI DISTRICT

Nebbi DLG allocates UGX 80m for the construction of a classroom block at Matutu Primary School

Background and problem

Matutu Primary School, located in Pamitu Village, Nyarogal Ward in Parombo Sub-county is a government-aided primary school. The school, with an enrolment of 760 pupils, had 5 permanent classrooms and one office block. The challenge of few classrooms meant that 152 pupils sat in one classroom which was contrary to the National Minimum Service Delivery Standard of 55 pupils per classroom. In an interview with the school head-teacher on August 15, 2019, he noted inadequate classrooms as one of the key challenges facing the school.

The challenge of inadequate classrooms at Matutu Primary School had earlier been the subject of a Citizens' Engagement Meeting in March 2019. During the meeting facilitated by ACODE researchers based in the district, citizens raised it as a major challenge facing the education sector within their community. During the community meeting, the citizens who were mainly parents with children at Matutu Primary School noted that the overcrowding of children in classrooms at the school was affecting their performance. They noted that the overcrowding was discouraging children from attending school. This concern was shared by the school head-teacher who noted that because of the "prevailing circumstance, children's attendance would diminish as the term goes by".

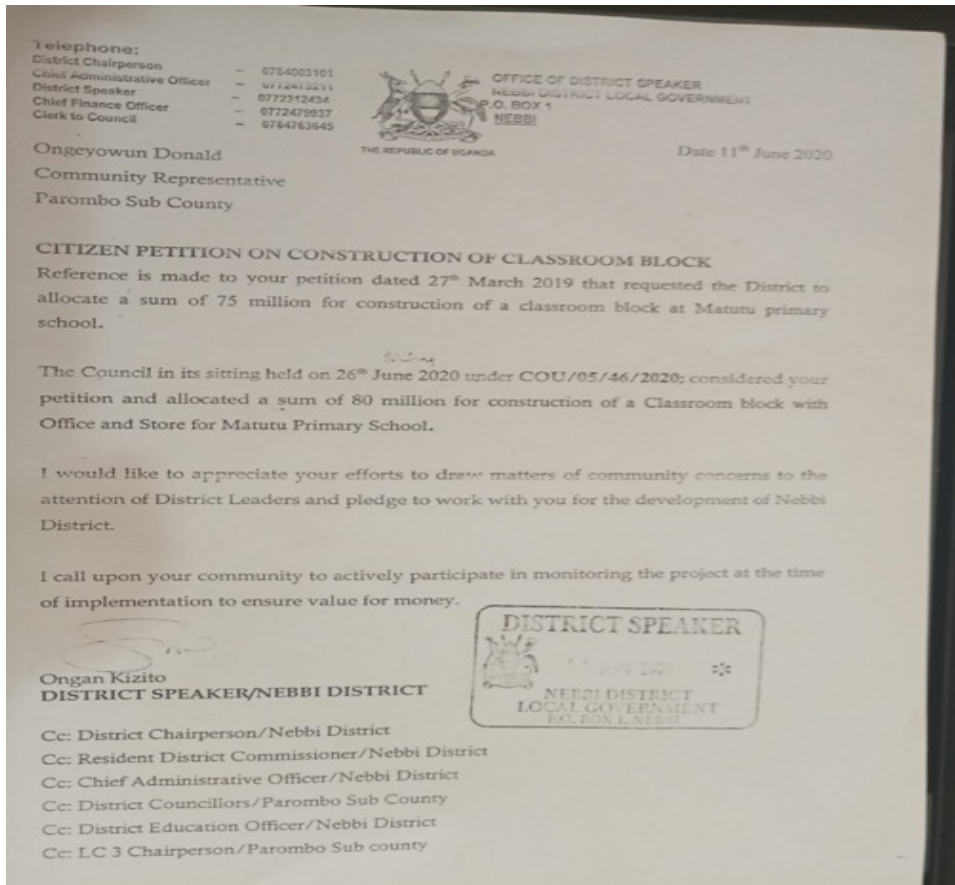
Citizens' petition

The citizens resolved to petition Nebbi District Council about the challenge of inadequate classrooms at the school. Subsequently, the citizens led by Donald Ongeyowun (Lead Petitioner) drafted and submitted the petition on March 27, 2019. In the petition, the citizens demanded that the Council allocates UGX 75 million to construct a classroom block at the school.

Council's response and outcome.

After the submission of the petition to the District Council, the Speaker of Council referred the petition to the committee of education which recommended that budget allocations be made to construct a classroom block at Matutu Primary School. On May 26, 2020, Council sat to discuss the recommendations of the committee; the same Council meeting was intended to approve the district budget for FY 2019/ 2020. The Council later approved and allocated UGX 80 million under Min: COU/05/46/2020 for the construction of a classroom block with a provision of an office and a store at Matutu Primary School as shown in figure 7. When the research team visited the school for a follow up of the progress of the citizens' petition, construction work had not commenced. The Headteacher of Matutu Primary School told the research team that she was reliably informed by the area LC V Councillor that construction of the new classroom block would commence in the financial year 2021/ 2022.

Figure 7: Copy of feedback letter to petitioners written by the Speaker of Council



Nebbi District Council Constructs 4-stance Pit Latrine at Adhwongo primary school

Background and problem

Adhwongo Primary School is a government-aided primary school located in Nyamana Village, Koch Parish, Nebbi Sub-county in Nebbi district. The school had an enrolment of 550 pupils including 284 males and 266 females. The 550 pupils of this school were being served by 5 stances of pit latrine which they shared with the teaching staff. Statistically, this meant that on average, 110 pupils shared one stance of the pit latrine. This was contrary to the National Minimum Service Delivery Standard of the Ministry of Education which required a pupil to pit latrine ratio of 40:1 and separate facilities for both teachers and learners and both males and females. This challenge of inadequate pit latrines at Adhwongo Primary School in Nebbi Sub-County was central in the discussions among members of the community and thus became the focus of a citizens' petition to Nebbi District Council.

The Intervention

On March 28, 2019, a team of Researchers facilitated by ACODE mobilised citizens of Nebbi Sub-county for a community meeting. During this community engagement meeting, citizens noted that Adhwongo Primary School had inadequate pit latrines. They noted that there was only a 5-Stance pit latrine at the school that was shared by both learners and teachers. They, therefore, resolved to petition the Nebbi District Council over the matter. The citizens, led by one member of their community subsequently drafted and submitted a petition to the Speaker of Council on March 28, 2019. In the petition, the citizens demanded that the Council allocates UGX 15 million to construct a 4-Stance pit latrine at Adhwongo Primary School.

Council's Response and Outcome

On receipt of the petition, the Speaker of Council deferred the matter to the Committee of Works and Technical Service directing the committee to scrutinise the petition and report back to the Council on its recommendation. Subsequently, on May 26,, 2020, the District Council resolved under Min: COU/05/46/2020 to allocate UGX 20 million for the construction of a VIP Latrine at Adhwongo Primary School as indicated in a feedback letter written by the Speaker of Council to the chief petitioner in figure 8.

Follow-up with the school Headteacher confirmed that the District Chairperson and other officials from the district had officiated at the ground-breaking ceremony for the construction of the new pit latrine on April 9, 2021. She expressed gratitude to the Council for responding to the citizens' petition and noted that the new development in her school would help reduce the burden on the students who used to go to the neighbouring homesteads to help themselves. Progress of the construction is indicated in figure 9.

Figure 8: Copy of feedback letter to petitioners written by the Speaker of Council

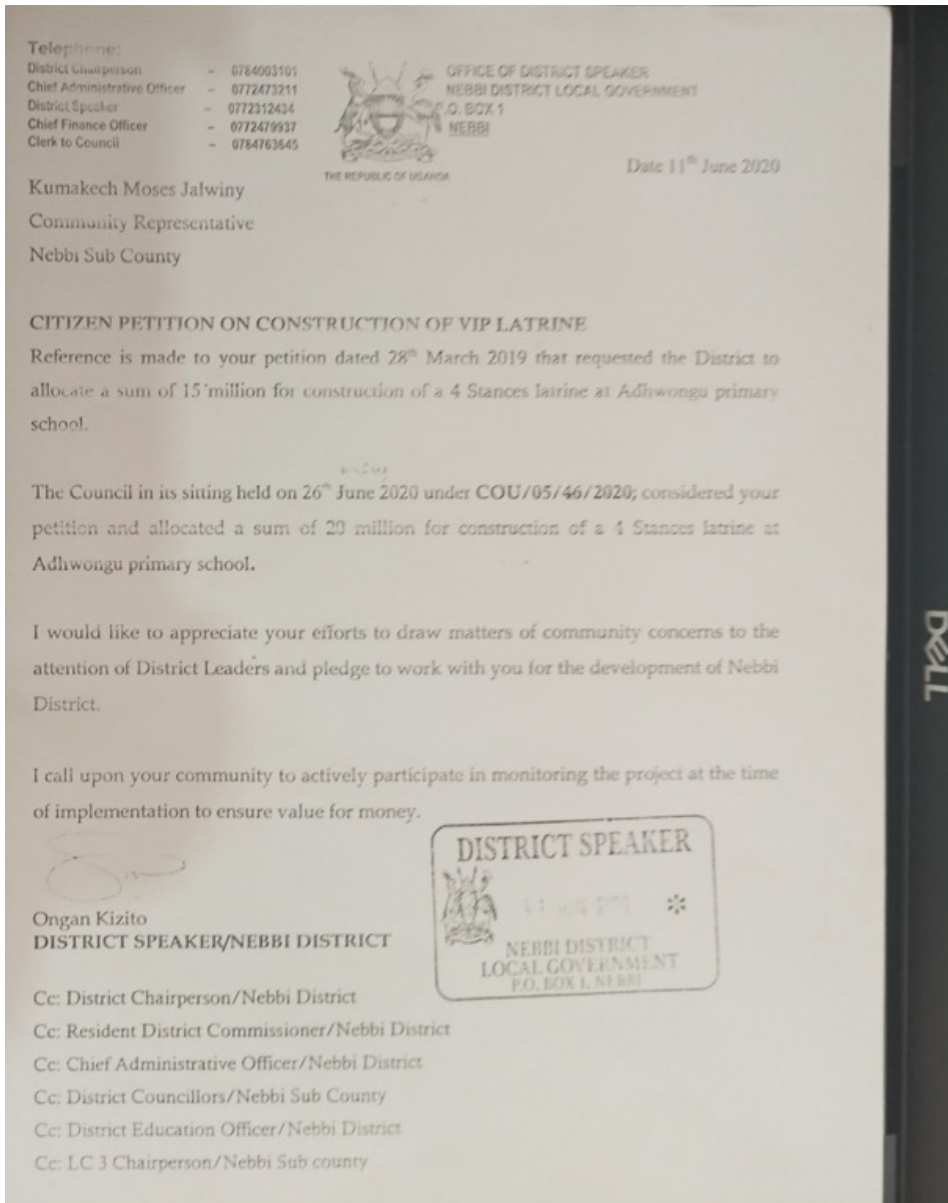


Figure 9: The only 2 Stances of boys' Pit latrine that existed in the school (L) and Pupils appreciate the process of digging the new pit latrine (R)



Komkech primary school receives a VIP latrine

Background

Komkech primary school is a government-aided primary school located in Got Atum village, Mavura Parish in Kucwiny Sub-county. The Catholic Church founded school had an enrolment of 815 pupils. The long queues of pupils at pit latrines during health breaks were an indication of the challenge that they went through because of the inadequate sanitary facilities at the school. While the National Minimum Standard of the country's education sector required only 40 pupils per pit latrine stance, about 116 pupils at Komkech primary school shared one pit latrine stance. The situation worsened after the two pit latrine stances of the boys' latrine collapsed under heavy rain in June 2019. The school authorities re-allocated the teachers' pit latrine to the learners. The teachers were then asked to commute and use latrines that belonged to the nearby church latrine. This arrangement enabled the boys to use the 5 stances of the pit latrine that was initially for the girls.

The Intervention

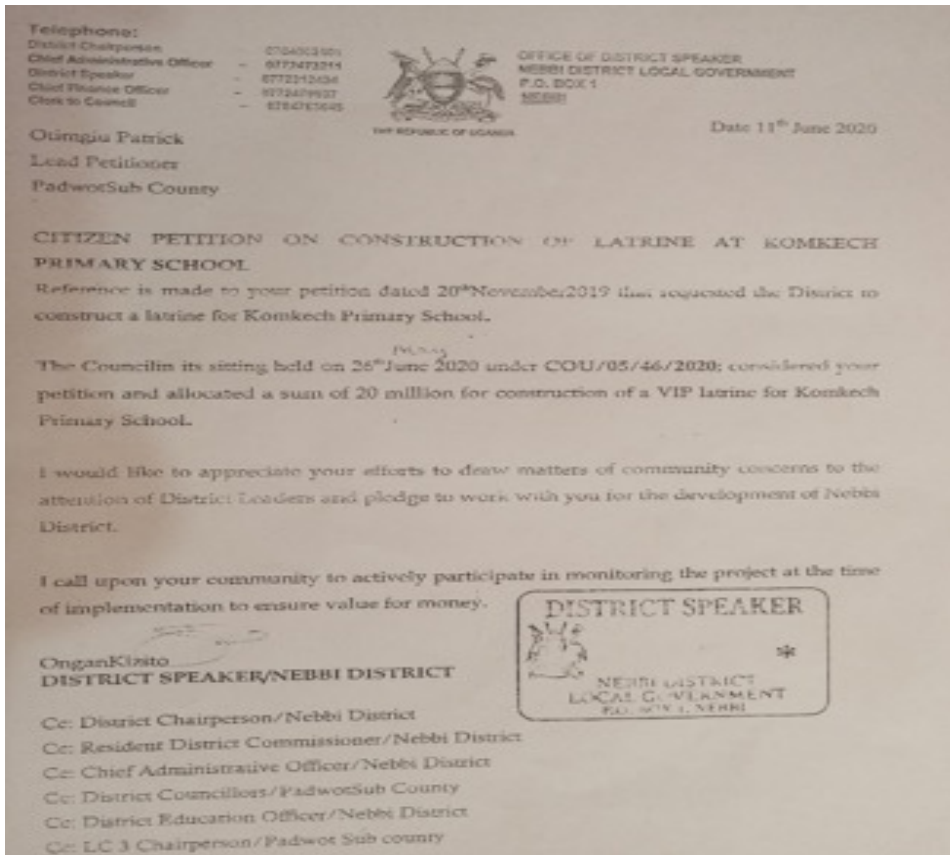
On September 5, 2019, a team of researchers facilitated by ACODE under the Local Government Council Scorecard Initiative mobilised citizens of Kucwiny Sub-county for a citizen's engagement meeting held in Got Atum Village in Mavura Parish. The purpose of the meeting was to sensitize the citizens on the roles of their elected leaders. Furthermore, the meeting was intended to train the citizens on their roles and responsibilities in the service delivery chain. The citizens were also trained on the strategies that they could use to constructively engage with their elected leaders in case they had challenges with service delivery. At the meeting, the citizens resolved to petition Nebbi District Council

over the shortage of Pit latrines at Komkech primary school. On November 20,, 2019, the petitioners led by Mr Otimgiu Patrick submitted the petition to the Council. They demanded the Council to allocate money in its budget for the FY 2019/ 2020 to construct more pit latrines for the primary school.

Council's response and outcome

The District Council debated the petition on May 26, 2020, and resolved under Min: COU/05/46/2020 to allocate UGX 20 million for the construction of a VIP Latrine at the school as indicated in a letter from the Speaker of Council to the Chief Petitioner in figure 10. Follow-up with the headteacher at the school on the progress of the construction work confirmed that the construction work was flagged off by the District Chairperson on April 9, 2021. The Headteacher revealed that "I can confirm that the digging of the latrine has commenced, and 5,000 bricks have already been delivered to the site". The head-teacher further revealed that the new pit latrine would be allocated to the girls.

Figure 10: A letter from the Speaker of Council informing the lead petitioner about the action taken by the Council on their petition



2.2 Health sector

Through the use of different strategies such as writing petitions and letters, different communities engaged their leaders and local Councils who on their part were also responsive and addressed some of the citizen concerns regarding the provision of health services. Some local Councils took up the concerns and made allocations in their budgets, while others lobbied for support from development partners to have the issues addressed. We documented some of the unique stories from different local governments as is seen below.

CASE 3: APAC DISTRICT

Citizens of Ayago parish demand upgrade of Ayago Health Center II to a Health Center III

Background and the problem

Ayago Health Center II was serving the communities of Ayago and Amun parishes, and partly the surrounding parishes of Apoi, Awila, and Olelpek in Akokoro and Apac Sub-counties; and yet by policy and design a HC II should be established at every parish and serve a population of 5000 people. Secondly, at the time this meeting was held, there was a decision by the government not to construct new HC IIs but rather upgrade the existing ones to HC IIIs. Since its establishment in 1997, the number of patients who visited Ayago HC II had tremendously increased, and the facility had lacked adequate space to meet the surging number of people seeking services from the facility.

By the time of documenting this story, a health unit staff confirmed that the one block that had existed for 23 years and served as an emergency unit for pregnant mothers, a laboratory, and a waiting area for patients, had never been renovated. The 2-pit latrine stance that was shared between patients and health unit staff was also in a dilapidated state, with no doors, no roof and on the verge of collapsing. The status of the facility was alarming and unfit for the provision of health services. There was no shade at the facility and patients who queued for services would sit outside in the open and often braved either the hot sun or rain in their determination to be attended to by the health unit staff. The limited space at Ayago HC II had greatly affected the quality of service to the service users.

ACODE's intervention

On November 23, 2019, ACODE organized and facilitated a Civic Engagement Meeting (CEM) at Ayago primary school located in Ayago parish, Akokoro Sub-county as shown in figure 11. Through this meeting, participants with knowledge on the roles of elected leaders, and citizen roles and responsibilities. The citizens also gained knowledge and skills on how to constructively demand better services from their leaders or the District Council through strategies such as letter writing and petitions.

Three months after the meeting that was facilitated by ACODE (March 9 2020), the community of Ayago parish in Akokoro Sub-county wrote a petition to Apac District Council through the office of the Speaker demanding that the Council upgrades Ayago HC II to a HCIII as shown in figure 12. The Speaker of Council

received the petition on May 26, 2020.


The outcome

In response, Apac District Council allocated UGX 41 million for remodelling of the Old Structure at Ayago HC II in the FY 2020/2021 budget process,. It was on purpose for the district not to construct a new building because, at the time, all Health Center IIs were being phased out in the entire country or upgraded to the level of Health Center IIIs. This particular health facility had not yet been elevated and that informed the decision that was taken by the District Council to remodel it. The remodelled structure had a provision of an extension to provide for a shade for patients waiting to be served. It was expected that the remodelled structure (shown in figure 14) would go a long way in improving the work environment for the health unit staff and the quality of services delivered to the service users. By the time of reporting, construction of the remodeled building was ongoing as seen in the photo attached.

Figure 11: Citizens of Ayago in the process of developing Action Plans during a CEAP meeting which led them to petition Apac District Council



Figure 12: Copy of citizens petition received by the office of the Speaker of Council


The Republic of Uganda

AKOKORO SUB – COUNTY LOCAL GOVERNMENT
AYAGO PARISH,
P.O BOX 1,
APAC.

9th March, 2020

To The Speaker,
Apac District Local Government,

ISSUES: HEALTH.
STRATEGY: PETITION.

*Received
26/5/2020*

PETITION TO UPGRADE AYAGO HEALTH CENTRE II TO H/C III.

REF: UPGRADE OF AYAGO HEALTH CENTRE II TO HEALTH CENTRE III.

We the community of Ayago and Amun Parishes who have appended our signatures below have conducted a general meeting to assess and sort out problems affecting OUR community in regards to Health Sector.

We therefore assessed and came out with the following challenges:-

LOCATION:

- Ayago Health Centre II is located at a distance of ^{18.5} 18.5 kms from Onyany H/C III.
- 25 kms from Akokoro H/C III.
- 18 kms from Ollepek Health Centre III.
- Ibuje Health Centre III - 23 kms and Alado H/C II – 20 kms.

Ayago Health Centre II is serving 12 Villages in Ayago Parish and 8 Villages in Amun with greater population of a round 12,500 – 13,500 people per cell and this makes very large population, people are walking at a distance of 5 kms – 25 kms to the Health Centre.

SERVICES:

Ayago Health Centre is on bad record in terms of service delivery and structures:-

- a) Very little drugs which cannot serve the number of patients at a given time.
- b) Few structures which are in bad condition and shapes.
- c) Poor sanitation.
- d) Few number of staff.

I have

ALELE TUM to 07871112644

Figure 12 continued.....

- e) Small rooms which cannot accommodate patients at a time.
- f) Work load of Ayago Health Centre II is more than most Health Centre III.
- g) Lack of power supply at the facility.

Working Condition / Challenges faced by the Patients through Staffing:-

- Mismanagement of PHC Fund by Incharge.
- Poor turn up at work place.
- Time table / duty roster are not followed.
- Poor time management at work place.
- Negative attitude towards patients.
- Vaccines schedules at the outreaches are not followed.

With the above mentioned challenges, we are therefore requesting the district to:-

- a) Upgrade Ayago Health Centre II to Health Centre III.
- b) Post more staff.
- c) Provide enough drugs at the Health Centre.
- d) Construct more structures to accommodate large numbers of patients and staff.
- e) Supervise staff work at the Health Centre.
- f) Connect electric power at the facility.
- g) Auditing of source documents and actualizing whistle blowing.

I request your Office to put this petition under your kind consideration as we look forward to hearing from you again.

Yours Faithfully,

ALELE TOM.
CHIEF PETITIONER.

0787102644

- C.C The Chairman LC V.
- C.C The CAO, Apac District Local Government.
- C.C The RDC Apac District Local Government.
- C.C Area Councilors.
- C.C Area MP Maruzi / Apac District.
- C.C ACODE.
- C.C TAAC.
- C.C DHO, Apac.
- C.C Chairman LC III Akokoro Sub – County.
- C.C File.

Figure 13: The Old Structure at Ayago Health Center II constructed in 1997 before it was remodelled in 2021



Figure 14: Photo of the Old Structure of Ayago HC II with some sections broken and remodelled. (Photo taken in the third quarter of the FY 2020/2021)



CASE 4 : KAMULI DISTRICT

Citizens' petition causes renovation of a dilapidated surgical theatre

Background and problem

The surgical theatre at Nankandhulo Health Center IV in Kamuli district finally started operations after close to two decades of being dysfunctional. The theatre was officially launched on June 10, 2002, by the then-District Chairperson, with

funding from Poverty Action Fund (PAF). However, for close to 20 years members of the community who sought health services at the facility, were left confused as to why the theatre was not functional despite the completion of renovation works by the contractor. During one of the CEAP meetings, a male participant noted that mothers in labour were being forced to move long distances to Jinja Regional Referral hospital located in the neighbouring Jinja District or to Kamuli General Hospital for a service that should have been offered at Nankandhulo Health Center IV.

According to the outgoing District Chairperson, whose 5-Year political term ended in May 2021, the theatre could not carry out operations or surgery on patients because of the technical defaults it had. He noted that "It is a pity that the theatre had not been used for all this long, but this was because of the technical defaults it had, so we could not risk people's lives in a technically forbidden theatre... the cracked floor, the poor drainage system and ventilation could not permit smooth operations in the theatre." The Theatre also lacked Air Conditioning (AC), equipment to use, and there was a staffing gap. The District Chairperson blamed the management of the theatre which he said was not competent enough to provide service to the people.

In the financial year, 2014/2015 over UGX 50 million was spent by Kamuli District Local Government to have the theatre renovated again. Unfortunately, due to the shoddy work that was done by the contractor, the theatre was unusable, to the dismay of the end-users.

Intervention through CEAPs

In 2019, residents of Magogo Sub-county, a new Sub-county that was carved out of Kisozi Sub-county convened a meeting at Nankandhulo trading Center aimed at reviewing service delivery in key priority government programmes which included education, health, roads, and agriculture, among others. During discussions, the access to quality health services in the district featured prominently with some residents asking why the theatre at Nankandhulo HC IV had remained non-operational since 2002 yet it had been launched officially. The meeting then resolved to petition the office of the Speaker of the Council, Kamuli district to apportion part of the district health budget to renovate the theatre for improved service delivery.

The outcome

In the FY 2019/2020 under Minute No. 38/KDLC/05/2018-2019 of the District Council meeting held on May 30, 2019, the Council unanimously approved a district budget of UGX 40,931,026,000 inclusive of the Health Department budget to facilitate the functioning of the Theatre at Nankandhulo Health Center IV. During follow up, the research team also established that UGX 6,600,000 was paid to install Air Condition in the theatre while UGX 9,560,000 was paid to install surgical lighting. In the FY 2020/2021 the District Council approved in its budget UGX 865,000 to be paid to the facility as retention. Also, medical staff were recruited in 2019 and posted to Nankandhulo Health Centers IV. The facility is now functional as indicated in figure 15.

According to the District Chairperson, there was a lot of pressure from the residents of Buzaaya through written petitions and phone calls to have the theatre operationalised which the District Council addressed to their relief and joy. He noted that; "I have received calls from residents of Buzaaya thanking the district for the work done at the theatre that has made it operational." Honourable Peter Namuboneyo also remarked that; "I am glad I was among the people who petitioned the district to allocate funds in the district budget to this facility, the concerted efforts breathed life in our theatre.

The theatre is already being used. According to the District Health Officer (DHO), ten expectant mothers had successfully delivered their babies through the caesarian section. "Nankandhulo HC IV was operating like a Health Center III facility because we could neither have a surgical procedure here nor blood transfusion. This health facility has a catchment area of 51,000 people." The DHO said. The DHO further said that a new management structure was in place including the health management committee which had streamlined services at the health unit. He was thankful to the community for raising service delivery concerns with their leaders, a practice he said was improving service delivery in the district. The end-users of the theatre were also very happy with the new developments at the theatre. A mother from Matuumu who had just given birth through C-section from Nankandulo HC IV, was relieved to have her delivery close to home. "My first and second deliveries were in Jinja district, but when I had that our theatre is operational, I did not hesitate to come here." A smiling Tabooyo said.

Figure 15: Photo of a mother who had given birth by C-Section at Nankandhulo Health Center IV, Kamuli district taken in March 2021



Figure 16: Photo of a Health Unit Staff walking past the renovated theatre at Nankandhulo Health Center IV taken in March 2021



CASE 5: BUDUDA DISTRICT

Bunamono Health Center II upgraded to a Health Center III

Background and problem

During a Civic Engagement Meeting (CEM) facilitated by ACODE held on November 23, 2019, in Buswalika Parish, Bushiribo Sub-county at the Sub-county headquarters, participants discussed issues regarding the delivery of public services in their area, but most outstanding of them all was lack of a health Center III. They observed that it was a policy of the government that every Sub-county should have a health facility at the level of a Health Center III. However, Bushiribo Sub-county did not have such a facility. According to the national minimum service delivery standards of Uganda, a Health Center II is supposed to serve a population of 5,000 people. However, the only existing health facility in Bushiribo Sub-county at the time (Bunamono HC II) was serving an estimated population of 15,000 people in addition to the population of other neighbouring sub-counties such as Bududa Sub-county, Bukigai Sub-county, Nabweya Sub-county, and Bududa Town Council. The citizens were also concerned that people moved long distances to access health services which were given in form of first aid. They also decried the challenge of drug stock-outs coupled with the fact that patients spent many hours in the queue before being attended to by the health unit staff due to the high population seeking services at the facility. In their petition, they prayed that the District Council of Bududa upgrades Bunamono HC II to the level of a health Center III.

The Intervention

The citizens in this aforementioned meeting agreed to petition the District Council and demand for upgrading of Banamono Health Center III as indicated in figure 17. It was envisaged that upgrading this facility to a Health Center III would solve some of the challenges like walking for long distances looking for some health services not provided at the current health Center II, drug stock-outs and long queues given that more staff would be deployed at the facility.

Outcome

With funding secured by the Central Government from the World Bank, Bududa District Council resolved to upgrade Bunamono HC II to HC III. Construction of Bunamono HC III was ongoing by the time of documenting this story as shown in figures 19, 20 and 21. The LC 1 of Bunanyiri Upper village revealed that; "The community was inconvenienced in terms of walking distance especially considering that we live in hilly areas... We have been suffering moving up and down the slopes to seek better health services at the general hospital located at the district headquarters and therefore we are overly excited as a community and looking forward to the opening of the facility once construction is completed." Also, the in-charge of Bunamono HC II revealed that; "Currently, the health facility is using the staff house to serve and attend to patients... However, we are hoping that construction of the upgraded health Center III is completed in time to provide is with adequate working space."

Figure 17: Copy of citizen petition demanding that Bunamono Health Center II be upgraded to the level of a Health Center III

CITIZEN PETITION

**PETITION TITLE: UPGRADE BUNAMONO H C II TO A HEALTH CENTRE III
IN BUSHIRIBO SUB-COUNTY**

Buswalika Parish
Bushiribo Sub-county
Bududa District

To The Speaker of Council
Bududa District

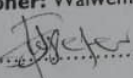
**PETITION TITLE: UPGRADE BUNAMONO H C II TO A HEALTH CENTRE III
IN BUSHIRIBO SUB-COUNTY**

It is a policy of government that every Sub-county should have a Health Centre III but Bushiribo Sub-county does not have it. Bududa District constructed Bunamono Health Centre II in which according to minimum standards of service delivery should serve a population of 5,000 people.

Bushiribo Sub-county has an estimated population of 15,000 people but serves other neighboring Sub-counties like Bududa Sub-county, Bukigai Sub-county, Nabweya Sub-county and Bududa Town Council and all these people move long distances to access health services which are given in form of first aid, this also leads to drug stock outs and a lot of time is taken by health workers to serve one patient due to high population.

We the undersigned citizens of Bushiribo Sub-county petition the district council to upgrade Bunamono a Health Centre II to a Health Center III in Bushiribo Sub-county.

Lead Petitioner: Walwema Peter

Signature:  **Date:** 16/12/2019

Address: Buswalika Parish, Bushiribo Sub-county, Bududa District

Contact: 0782536120




Figure 18: The staff house at Bunamono Health Center II that was being used for serving patients of the facility



Figure 19: A signpost showing details of the construction works of Bunamono HC III (Photo taken in March 2021)



Figure 20: Construction works on the upgraded Bunamono HC III (A photo taken in March 2021)



Figure 21: Members of Bududa District Council monitoring the construction of Bunamono HC III (photo taken in March 2021)



CASE 6: NEBBI DISTRICT

Nyaravur Health Center III gets VIP Latrine following citizens' petition

Background and the problem

Nyaravur HC III is a government health facility located in Alwala East in Mbaro Parish, Nyaravur Sub-county in Nebbi district. The health facility which served approximately 16,000 residents of Mbaro Parish was receiving between 70 to 130 patients daily in its Out-Patient Department (OPD). Sanitation in this health facility had become a nightmare after the health Center authorities discontinued the use of eight of the 16 stances of pit latrines after they were filled up and declared not fit for use. The eight stances of pit latrines used to serve the OPD and In-Patient departments. During the time that this challenge of filled-up latrines was persistent, clients at both the OPD and In-patient departments were sharing the only two stances at the Maternity Ward.

The Intervention

The sanitation challenge at Nyaravur HCI II occasioned by the shortage of pit latrine was the biggest concern of citizens during a civic engagement meeting held on September 6, 2019, at Alwala East Village. The meeting convened by a team of researchers facilitated by ACODE was intended to train the citizens on the roles and responsibilities of their elected leaders. It was also meant to sensitize the citizens about their duties and the strategies they can use to engage with their elected leaders at the LC V level to address pitfalls in service delivery. During the meeting, citizens complained about the state of sanitation at the health Center and noted that they were inconvenienced by the inadequate pit latrine stances at the health Center. They added that the state of sanitation worried them since it could easily become a means of spreading diseases. The citizens resolved to petition the District Council over the shortage of pit latrines in the health Center. On November 14, 2019, citizens led by one of the community members submitted their petition to the Speaker of Council of Nebbi district. In the Petition, the citizens demanded that the Council allocates money in its budget to construct latrines at the health Center.

Council's response and outcome

After receiving the petition, the Speaker of Council referred it to the committee of health and directed the committee to review it and report back to the Council with recommendations. Council sat on May 26, 2020, and adopted the recommendations of the committee to construct a 4-Stance VIP latrine at the health facility. Council subsequently resolved to allocate UGX 20 million under MIN: COU/05/46/2020 for construction of 4-Stances of VIP Latrine at Nyaravur HC III.

A follow-up with the In-charge of the Health Center on April 21, 2021, revealed that the construction work was commissioned on March 29, 2021. The In-charge noted that the process of digging the pit latrine was ongoing and that the Health Unit Management Committee (HUMC) was monitoring closely every stage of

the construction to ensure that there would be no shoddy work. He further applauded the District Council for responding to the distress call by the citizens and noted that sanitation was becoming a source of disease spread in the health Center.

Figure 22: A condemned pit latrine at the Out-Patient Department at Nyaravur HC III (Photo taken on April 21, 2021)



Figure 23: A new pit latrine being dug at Nyaravur HC III, Nebbi District (Photo taken on April 21, 2021)



UNICEF and AVSI Renovates Maternity Ward at Akworo HC III in Nebbi District

Background

Akworo HC III is located in Anyayo Village, Kasatu Parish in Akworo Sub-county in Nebbi district. The government health facility served approximately 11,460 residents of Akworo Sub-county and served between 60 to 80 people who visited the Out-Patient Department (OPD) department on a daily. The number of patients seeking services would often swell to about 150 whenever drugs and other medical supplies were delivered to the facility. In addition to the Out-Patient Department, the facility had an In-patient and offered maternity services as well. One of the challenges of the health facility was the shortage of beds for both maternity and the in-patient department. According to statistics at the facility, there were a total of 11 beds: 7 at the general ward and 4 at the maternity ward. This was below the Ministry of Health Minimum Standard of at least 16 beds for a facility at the level of Health Center III.

The CEAP process

The challenge of shortage of beds at Akworo HC III was the main concern of residents who sought health care services at the facility during a civic engagement meeting that was held in Anyayo Village on March 26, 2019. The meeting was convened and facilitated by a team of researchers facilitated by ACODE under the auspices of the Local Government Council Scorecard Initiative. The meeting intended to sensitize the citizens on the roles of their elected leaders as well as their (citizens) roles and responsibilities in the service delivery chain and the strategies that the citizens could use to constructively engage with their leaders to address service delivery challenges. The meeting was facilitated using the framework of Civic Engagement Action Plan (CEAPs) which encouraged citizens to; petition, write letters, attend meetings organised by leaders, organise community meetings, attend Council meetings and participate in call-ins during radio talk shows as a means of engaging their elected leaders.

Members of the community who attended the meeting raised several service delivery issues that they said were affecting them. Key among the challenges that affected the health sector in the Sub-county was the shortage of beds for the in-patient department at Akworo HC III. Citizens were concerned that the shortage of beds was affecting access to health care services at the facility especially for those whose condition required that they get admission at the facility.

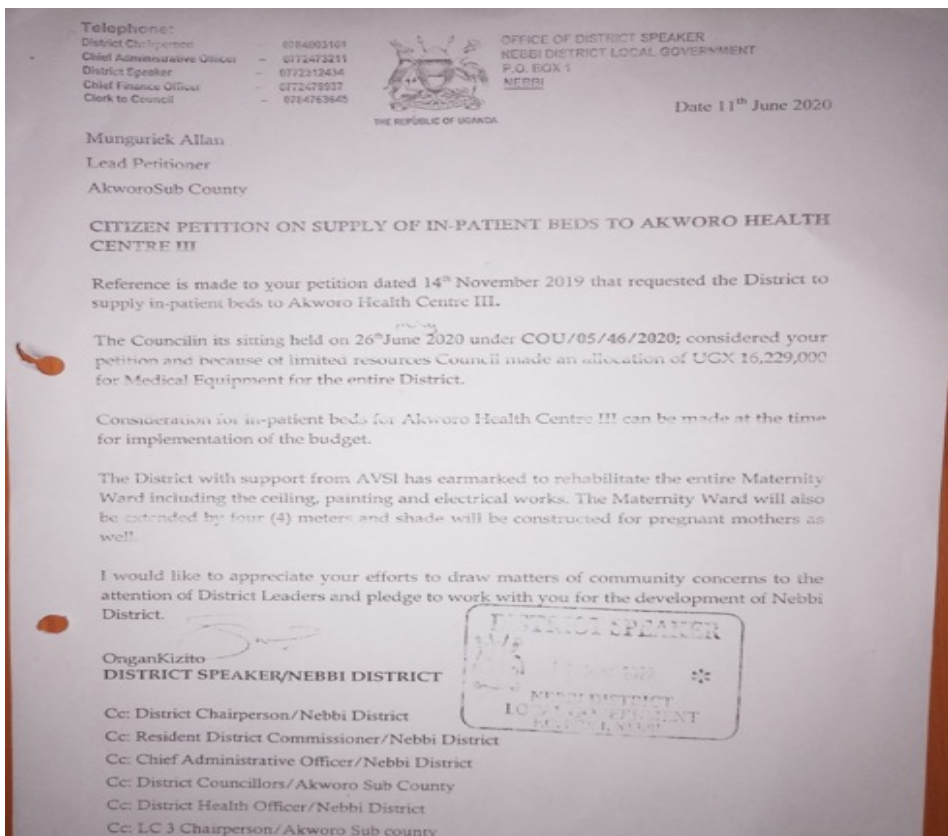
The citizens resolved in the meeting to petition Nebbi District Council over the issue and on November 14, 2019, citizens led by Mr Munguriek Allan petitioned Nebbi District Council. In the petition, they demanded that the Council allocates money in the budget of FY 2019/2020 to procure beds for Akworo HC III.

Council's response and outcome

When the petition was delivered to the Speaker of Council, it was directed to the Committee of Health to review and make recommendations to the Council. The

committee's recommendation was twofold; first, that Council should mobilize funds for procurement of beds and second, that the Maternity Ward at Akworo HC III should be renovated and expanded. Council sat on May 26, 2020, and adopted the recommendation of the committee under MIN: COU/05/46/2020 as shown in figure 24. In a feedback letter addressed to the Chief Petitioner on June 11, 2020, the Speaker of Council noted that the District with support from AVSI would expand and renovate the maternity ward. The Speaker further informed petitioners that consideration for in-patient beds would be made during the implementation of the budget for FY 2019/2020. In the same letter, he shared information with them that the District Council had allocated UGX 16,229,000 for procurement of medical equipment for all the health facilities including Akworo HC III under the health sector budget.

Figure 24: Copy of feedback letter from the Speaker of Nebbi District Council to the Petitioners on the action taken by Council on their demand



During a follow up of the progress of the petition on April 22, 2021, it was established that the expansion and renovation of the maternity ward had been completed. The In-charge at the Health Center said; "the renovation began in July 2020 and was concluded in March 2021; I am glad to report that we have already shifted our patients to the new ward". The in-charge further told the research team that although the facility had not received beds, the District

Health Officer had already committed to delivering the beds at the start of the FY 2021/2022. She also noted that the Akworo Sub-county Local Government during its budget conference had also committed to procuring 12 mattresses for the facility in the FY 2021/2022. She added that the intervention of Nebbi District Council and its development partners; AVSI and UNICEF was timely and helpful to address the challenges of equipment at the facility.

CASE 7: GULU DISTRICT

Awach HC IV in Awach Sub-county, Gulu District benefits from the increased budget for drugs and medical supplies

Background

Awach HC IV is located in Payuta Village in Paduny Parish, Awach Sub-county in Gulu district. The government health facility serves the approximately 125,307 population of Aswa County and it is the only HC IV in Gulu district. The government of Uganda through the National Medical Stores supplied drugs and other medical equipment worth UGX 2,300,000 every two months. However, the health facility faced a long-standing challenge of inadequate drug supplies which triggered the citizens of Awach Sub-county to petition Gulu District Local Government. During the meeting, a section of the community identified a shortage of drugs at Awach HC IV as the most pressing service delivery challenge that the District Council needed to address. The citizens noted that often when “we go to the Health Center; we are referred to private health facilities to buy drugs because there are no drugs in the HC IV”. The citizens noted that the rate of mortality had increased as citizens who were often low-income earners were unable to afford private health services.

The Intervention

On March 26, 2019, a team of researchers facilitated by ACODE mobilized the community of Paduny Paromo in Awach Sub-county for a civic engagement meeting (CEM) to sensitize them about citizen’s roles and responsibilities. During the meeting, the citizens were educated about the roles and responsibilities of their elected leaders and the strategies they could use to constructively engage with their elected leaders. The objective of the community meeting was to ensure that the citizens’ voice influences the budgeting process at the local government thus the citizens were also sensitized on the planning and budgeting process of the local government and the plans of Gulu District Local Government for FY 2019/2020. This meeting then re-organized into groups where a group of women developed an action plan (Civic Engagement Action Plan) to write petitions to the District Council to influence the budget process and demand that budget allocations be made to resolve some of their most pressing service delivery needs. On March 28, 2019, the group of women petitioned the Gulu District Council describing the challenge of shortage of drugs at Awach HC IV. In the petition, the women noted that essential drugs like anti-malarial were often reported out of stock and that mostly, patients are referred to private health facilities for drugs. The petitioners further noted that when drugs were supplied, it lasted less than two weeks before it was declared as out of stock. They also

accused staff at the Health Center of stealing drugs from the Health Center.

In the petition, the women group with a chief petitioner and the LC I Chairperson of Paduny Paromo village requested the District Council to increase the budget for drugs and medical supplies at Awach HC IV and investigate cases of theft of drugs at the health facility.

Council's response and outcome

On June 28, 2019, the District Council commissioned a team of District Health Officials and members of the Social Services Committee of Council to follow up on the petition in a fact-finding mission at the Health Center. On September 4, 2019, the CSO partners in the district visited Awach HC IV to make a follow up on the progress of the petition and established that the budget for drugs and medical supplies at Awach HC IV had been increased as was requested by the citizens. While interacting with the In-charge of the facility noted that; "when the District Health Team visited us in June, we shared with them about the challenges of drug shortage that we had and the recommendation that they made was that the budget for drugs supplies should be increased, I am glad that now our drug supplies have been doubled". Members of the community were excited about the increased supply of drugs at Awach HCIV observing during a Community Engagement Meeting in Latwong Village that; "cases of drug stock-out at Awach HC IV had reduced, now we have access to essential drugs like Coartem and Paracetamol."

CASE 8: NWOYA DISTRICT

Nwoya District Local Government designates Fridays for handling Medical Issues for older persons in all health Centers in the district

Background and problem

Nwoya district located in Northern Uganda had a population of 5,394 older persons (those aged 60 years and above) according to the National Housing and Population Census of 2014. These elderly persons with reported several health conditions attributed to their advanced age visit the Out Patient Department at Purongo HC III to seek medical attention. The older persons, however, complained over ill-treatment by health workers whenever they went to the health Centers to seek medical attention. The elderly persons also noted that they queue for a long time before being attended to by a health unit worker despite being weak. They complained of sometimes failing to access treatment because of the long queues at the health facilities. They further complained about the misconduct of health staff who do not handle the elderly professionally during their visits to the facilities. The group further noted incidences where they had been insulted by the health unit staff.

The Intervention

On November 14, 2018, a team of ACODE facilitated a CEM with the community at Pabit East Village, Purongo Sub-county in Nwoya district to sensitize the community on the roles and responsibilities of citizens those of elected leaders in their local Councils and how to constructively engage them on accountability

and effective delivery of services. During the meeting, the citizens were also sensitized on how to constructively engage their leaders and local Councils which among others included writing letters, petitioning, and organizing citizen inviting their elected leaders to community meetings.

On November 25, 2018, the group of elderly persons after being educated on how to engage their Local Councils on service delivery concerns decide to petition the District Council about their plight at the health facilities. These were led by the LC I Chairperson of Pabit East village as the Chief Petitioner against the mistreatment of the elderly persons and the long queues at Purongo HC III. Similar petitions from Older Persons in Ceke Ward Anaka Town Council and Latoro in Got Apwoyo Sub-county have also submitted to the District Council on November 20, 2018; and January 25, 2019, respectively, all raising the same issues.. In the petitions, the elders requested the district to; create a special corner in the health Center to handle older persons; restrain health workers who insult older persons and ensure an adequate supply of drugs or medicines to manage old age-related sicknesses.

Council's response and outcomes

All the petitions were tabled in the Nwoya District Local Government Council and referred to the committee of Social Services. In March 2019, the District Council adopted a recommendation from the committee of Social Services to designate Fridays for handling older persons at all the health Centers in the district. This initiative was piloted in Anaka Hospital and later rolled out to other health Centers within the district.

CASE 9: AGAGO DISTRICT

Agago District Council operationalizes Opyelo HC III in Patongo Sub-county

Background

Kal Parish located, in Patongo Sub-county has eight villages with a population of approximately 10,000 people according to the 2014 National Housing and Population Census. The Parish did not have any government health facility contrary to the government requirement that every parish in the country must have at least one health facility. There was no health facility at the level of a health Center III in the whole of Patongo Sub-county. This affected access to health care services within the Parish as well as the Sub-county. Contrary to National Minimum Standard that stipulates that walking distances to health Centers should not exceed 5 kilometres, residents of Kal Parish were trekking between 7-15 kilometres to access government health facilities.

The Intervention

On the morning of March 16, 2019, a team from ACODE visited Opyelo central village in Kal Parish, Patongo Sub-county, Agago district to conduct the CEMs as well as develop and implement Citizen Engagement Action Plans (CEAPs). The facilitators conducted the meeting to support the citizens so that their voices would feed into the budgeting process of the District Council. The meeting was

also intended to train the citizens on; functions of Councillors and the roles of citizens in service delivery, the national minimum standards for service delivery and strategies that citizens could use to constructively engage with their leaders.

On April 3, 2019, the group of women petitioned the District Council over the lack of health facilities in Kal Parish. The women demanded that Council allocates funds in the FY 2019/2020 budget to operationalize Opyelo HC III located in Opyelo central village, Kal Parish. The petitioners also demanded that the Council allocates money in its budget to purchase drugs and recruit staff for the health Center.

Council's response and outcome

The petition was received in Council on April 5, 2019, by the Clerk to Council and later referred to the Committee of Health that recommended to the Council that Opyelo Health Center III be operationalized. On May 31, 2019, the Council resolved to adopt the recommendations of the Committee of Health and allocated money for the operationalization of the health Center. On November 22, 2019, during a follow-up visit to Patongo Sub-county headquarters, it was established that Opyelo HC III had been operationalized and that citizens were accessing services from the facility.

2.3 Water Sector

This sub-section focuses on the impact registered by citizens through the engagement of their local governments on concerns about access to clean and safe water. In Uganda, deep boreholes, shallow wells and protected springs are the common technology options used for improved water supply in rural areas. Other options include tap stands/ kiosks especially for urban Centers and rainwater harvesting tanks. Overall, the government of Uganda has performed well as far as access to clean and safe water in rural areas is concerned. The percentage of rural villages with a safe water supply increased from 66 per cent in the financial year 2018/19 to 68 per cent in 2019/20, while the functionality of rural water supply had stagnated at 85 per cent (GoU, 2020b). By 2021, water sources had either been rehabilitated or new ones constructed by different local governments as a result of citizen demands through letters and petitions as documented in the case stories below.

CASE 10: AMURU DISTRICT

Amuru District Council rehabilitates borehole in Oloyotong village

Background and problem

Oloyotong Village in Toro Parish, Amuru Sub-county is located in the South-Western part of Amuru district. The village is one of the 63 villages that make up the district and is home to over 2,000 residents according to statistics from the 2014 National Housing and Population Census. For six months, the village had faced a water crisis that forced residents to resort to alternative but often unsafe sources like Ayugi Stream. Citizens noted that lack of access to clean and safe water had made them vulnerable to water-borne diseases like bilharzia, diarrhoea, dysentery, and typhoid. Statistics at Okungedi HC II, the only

health facility in the parish concurred with the citizens' claim. The statistics at the health Center revealed that diarrhoea was among the top three diseases reported within the health Center's catchment area.

ACODE's intervention

On November 19, 2019, a team of researchers facilitated by ACODE under the Local Government Scorecard Initiative organized a Citizens' Engagement Meeting at Oloyotong Village in Toro Parish, Amuru Sub-county in Amuru district. The meeting's main purpose was to educate the citizens on their roles and responsibilities in the service delivery chain as well as the roles of their elected leaders. At the meeting, citizens were also sensitized about the methods that the community members could use to constructively engage the Local Governments to address their service delivery challenges. This was done using the Civic Engagement Action Plan (CEAP) methodology that requires citizens to write letters, petitions, participate in call-in radio talk-shows, among others.

At the meeting, citizens raised a myriad of service delivery issues that they said were affecting them and wanted the District Council to respond to and deal with. Among the key issues of service delivery raised at the meeting was access to clean and safe water. The citizens resolved to petition the District Council over the broken-down borehole.

On December 3, 2019, the citizens submitted the petition to the Speaker of Council through the office of the Clerk to Council. In the Petition, the citizens contended that the village which is home to over 2000 people had been without clean and safe water for some time. They noted that citizens were fetching water from a nearby Ayugi stream and that they have been dangerously exposed to water-borne diseases. They demanded that the Council allocates funds to rehabilitate the broken boreholes.

Council's response and outcome

The petition was submitted to the Speaker of Council who then referred it to the Committee of Works and Technical Services. The Committee was directed by the Speaker to scrutinize the petition and report back to the District Council. In May 2020, the committee reported back to the Council recommending that allocation be made to rehabilitate the broken borehole and drill 3 new ones to address the water crisis in the village.

During a follow-up of the progress, it was established by the District-based Research Team that the Amuru District Council had allocated UGX 4 million in the 3rd quarter of the FY 2018/ 2019 to rehabilitate the broken borehole. Furthermore, Council under the Water Department allocated UGX 22 million in the FY 2019/ 2020 to drill a new borehole in Oloyotong Village. When contacted, the area LC V Councillor noted that; "we agreed in Council that the broken borehole be rehabilitated as a short-term solution and a new borehole be drilled as a long-term solution".

CASE 11: AGAGO DISTRICT

Agago District Council drills a Borehole in Otumpili Village, Lokole Sub-county

Background and problem

On December 5, 2019, a team of researchers facilitated by ACODE mobilized citizens of Otumpili village in Ngudi Parish Lokole Sub-county in Agago district for a civic engagement meeting. The meeting was intended to sensitise citizens on how to constructively engage the local government authorities to respond to their service delivery concerns. The meeting also sensitized the citizens on their roles and responsibilities in the service delivery process. During the meeting, citizens were also trained on strategies that they could use to constructively engage with their elected leaders to address challenges related to service delivery. This meeting was held at Corner Adek Trading Center. The meeting was facilitated using the framework of CEAPs that encourages citizens to petition, write letters, attend meetings, and participate in call-ins during radio talk shows as a means of engaging with their elected leaders.

The Intervention

During the meeting, citizens raised several service delivery challenges ranging from access to health services to the status of roads which they said was adversely affecting them. However, access to clean and safe drinking water was identified as the most pressing need of the residents of Corner Adek, in Otumpili village, Ngudi Parish. The citizens noted that for over six months, residents of Corner Adek had been without water after the only borehole in the village had broken down. Citizens had resorted to fetching water from a stream which they shared with livestock. They were concerned that the breakdown of the borehole had led to an increase in cases of water-borne diseases like typhoid and scabies.

A group of citizens resolved to petition Agago district over the acute shortage of water that had affected the village for over six months. The research team supported the citizens to draft the petition which was later submitted to the office of the Speaker and Clerk to Council on December 8, 2019. In the Petition, the citizens led by Okidi Alfonse (Lead Petitioner) noted that over 400 households in the village had been affected by the water crisis. They also noted that cases of water-borne diseases had risen in the village while other village residents trek over 5 kilometres in search of water. They demanded that Agago District Council allocates money in its budget for FY 2019/ 2020 to drill a borehole in the village.

The Outcome

When the petition was submitted to the District Council, the Speaker of Council referred it to the committee of Works and Technical Services. The Speaker of the Council directed the committee to scrutinize the petition and report back to the Council. When the research team followed up on the progress of the petition, it was established that the Council through the water department had drilled a borehole in Corner Adek village. In the sitting of March 2020, Council adopted the recommendation of the Works and Technical Services Committee to

allocate UGX 21 million to drill the borehole. On May 21, 2020, the borehole was drilled using funds under the DDEG. Residents of Corner Adek village expressed gratitude over the Council's response to their petition. A female resident of the village noted that; our challenge has been solved, we now have water.

Figure 25: Children fetching water from the newly drilled borehole in Corner Adek, Otumpili, Ngudi Parish in Lokole Sub-county



CASE 12: GULU DISTRICT

Gulu District Council drills three (3) boreholes in Angany Village, Patiko Sub-county

Background and problem

Pawel Angany is one of the villages of Gulu District. The Village is in Pawel Parish, Patiko Sub-county in Aswa County. It is home to about 2000 residents according to the projection of the 2014 National Housing and Population Census. The village residents, settled in the 11 sub-villages, were faced with a dire crisis of clean and safe drinking water which had forced some of them to resort to fetching water from unsafe sources like the Unyama Stream. The water crisis, according to the village residents was occasioned by the breakdown of four (4) boreholes—which had not been repaired for 6 months. Further to this water crisis was the fact that village residents were sharing this stream with livestock and this had left them susceptible to water-borne diseases. This water crisis was the main concern of the citizens during a citizen engagement meeting that was convened by ACODE in the village.

Intervention through the CEAPs process

On August 15, 2019, a team of district based researchers facilitated by ACODE under the Local Government Council Scorecard Initiative mobilised citizens of Angany Village in Patiko Sub-county for a Civic Engagement Meeting. The meeting held in Paminlumiri at the residence of the LC1 Chairperson was to sensitize the citizens on the roles of the elected leaders. During the meeting,

citizens were also sensitized about their roles and responsibilities in the service delivery process. They were further trained on the strategies to constructively engage with their leaders such as petitions and letter writing.

During the meeting, the citizens raised several challenges that they said were affecting service delivery in their area. Among the key issues raised was the long-standing water crisis in Angany Village. The citizens noted that several boreholes had broken down in the village and that residents in the village were fetching water from the nearby Unyama Stream, which they noted, they share with livestock. They noted that the long-standing water crisis had exposed residents of the village to the risk of water-borne diseases. Statistics at Angany HC II reveals that diarrhoea and scabies ranked among the top disease burden reported at the Outpatient Department from within the catchment area of the Health Center in 2019 which is predominantly Angany Village.

Citizens' response

During the meeting, a group of citizens resolved to petition the Gulu District Council over the shortage of clean and safe water in Angany Village. The citizens led one of the members of the community as the Lead Petitioner and the LC I Chairperson subsequently petitioned the District Council. The Citizens submitted the petition to the office of Clerk to Council and Speaker of Council on August 19, 2019. The citizens further submitted copies of the petitions to the office of the Resident District Commissioner, LC III Chairperson, and Sub-County Chief of Patiko.

In the petition, the citizens noted that the 11 sub-villages of Angany village had only four functional boreholes. They further noted that these were not sufficient to support the over 600 households in the village. They demanded that the Council allocates money in its budget for FY 2020/ 2021 to drill boreholes in Angaya.

The outcome

During a Council meeting that was held on December 30, 2019, the LCV Councillor for Patiko Sub-county moved a motion for the Council to receive the petition under Min: COUN/18/2/19/20. The Speaker of Council then referred the petition to the committee of Production, Marketing, and Natural Resources, Works, and Technical Services. On April 28, 2020, The Business Committee (sitting on behalf of the District Council during the COVID-19 lock-down) resolved under Min: 7/4/19-2020 that; "the petition should be addressed expeditiously". The Business Committee subsequently allocated UGX 21 million to drill each of the 3 boreholes in the sub-villages of Patoko, Olwonguu and Paminlumiri. When the research team followed up with the citizens, they expressed gratitude over the Council's response to their petition. The Local Council One (LCI) Chairperson noted that the water crisis had been eased substantially. He however noted that there were still notable gaps regarding access to clean and safe water in his village.

Northern Uganda Development of Enhanced Local Governance, Infrastructure, and Livelihoods (NUDEIL) drills borehole in Omel 'A' Village, Omel Sub-county in Gulu district

Background and problem

Omel 'A' village is located in Omel Parish in Omel Sub-county. The village was previously part of Paicho Sub-county before Omel Parish was carved out to form Omel Sub-county. It is one of the villages in Gulu district. According to residents of the village, over 1,400 residents of Coori, Abi, Omel Boke, Pakwach and Kidilim sub-villages in Omel 'A' village had no access to clean and safe water. They said citizens of these sub-villages had consequently resorted to fetching water from Laduru stream which they share with livestock.

ACODE's intervention and CEAPs process

On August 12, 2019, a team of researchers facilitated by ACODE under the Local Government Council Scorecard Initiative mobilised citizens of Omel 'A' Village in Omel Sub-county, Gulu district for a Citizen Engagement Meeting. The purpose of the meeting held at Omel Trading Center was to sensitize the citizens on the roles of their elected leaders. During the meeting, citizens were also sensitized about the roles and responsibilities of citizens in the process of delivering services. They were further trained on the strategies that they can use to constructively engage with their leaders to address service delivery gaps. During the meeting, the citizens raised several concerns about the quality of services being delivered to them. Key among the issues raised by the citizens was limited access to clean and safe water in Omel 'A' village. Citizens resolved to petition Gulu District Local Council over the matter. On the same date, a group of women drafted a petition over the shortage of water in Omel 'A' village. In the Petition, the women group noted that because of the shortage of clean and safe water in the village, cases of water-borne diseases such as diarrhoea, dysentery, typhoid, and scabies were on the increase. The women with their Lead Petitioner demanded that the District Council allocates money in its budget to drill a borehole in the village. On August 15, 2019, the women group submitted their petition to the office of the Speaker of Council and the Clerk to Council.

Council's response and outcome

During a District Council meeting that was held on December 30, 2019, the Speaker of Council referred the petition to the Committee of Works and Technical Services. The motion to introduce the petition to the Council was moved by the LC V Councillor for Paicho Sub-county under Min: COUN/18/2/19/20. Later, the Business and Welfare committee (acting on behalf of Council) sat on April 28, 2020, and resolved under Min: 7/4/19-2020 to enlist the support of development partners to expeditiously address the water crisis in Omel 'A' Village. Subsequently, the Gulu District Council approached NUDEIL which agreed and drilled a borehole in the village. When contacted, the Deputy Speaker of Council said; "As Council, we are grateful to NUDEIL for responding to our call. We had planned to drill a borehole in the same village, however, due to inadequate resources, we were aware that we would not execute our plan well in time to

respond to the demand of the citizens of Omel 'A' village. We then enlisted the support of our development partner NUDEIL to help us." A follow-up visit to Omel 'A' village, revealed that citizens expressed delight for having received a new borehole. The Lead Petitioner Ms Sylvia Atto said; "We are happy with the local government and NUDEIL for responding to our petition. We can now begin to rest from the problem of the water crisis."

2.4 Roads Sector

The road network within a local government setting comprises central government roads, district roads and community access roads. As of 2019, Uganda had a total road network of 159,364 km which comprised 20,854 km of national roads; 38,603 km of district roads; 19,959 km of urban roads and 79,947 km of community access roads (GoU, 2021). The road sector plays an important role in interconnectivity. A viable road network is essential for the development of other sectors like agriculture, education and health. Roads also link farmers to markets. Roads especially community access roads in the villages also influences the security of persons and properties.

CASE 13: AGAGO DISTRICT

Agago District Council rehabilitates Lалуromwoda road

Background

Laluromwoda is one of 75 villages that made up Patongo Sub-county in Agago District; it is located in Odongkiwinyo Parish. The Village was home to an estimated 3000 people, the majority of whom were peasant farmers of low-income status. The residents of this village were served by Patongo HC III, while its farmers depended on Oliga Market as the main destination of their agricultural produce. The majority of the children there were enrolled at Oyere Primary School, which was the only primary school in the village. Access to these facilities (school, health Center and the market) was dependent on Lалуromwoda-Oyere Road. The road which was a community access road had become impassable because it was heavily infested with potholes with sections of the road flooding because of the existing streams that would fill up especially during the wet season – when there were no rains those streams would dry up. This had hampered greatly the education of children of this village, and access to health services by the villagers. Transport fares had been hiked from the initial UGX 2,000 to UGX 10,000 for a distance of 7km by commercial motorcycle riders ("Boda-boda") citing the bad condition of the road.

The Intervention

A team of researchers facilitated by ACODE mobilised citizens of Lалуromwoda Village for a community engagement meeting held at Patongo Sub-county headquarters. This meeting was held on March 15, 2019, and was attended by over 150 residents of the village who complained about the status of the road among other service delivery pitfalls facing the village. They noted that the road had become impassable making it hard for them to access health care services, education services for their children as well as the market for their agricultural

produce. They resolved to petition Agago District Council to rehabilitate the road.

The citizens later petitioned the Agago District Council as shown in figure 26 In the petition, they demanded the Council to urgently rehabilitate the 7km road from Lалуromwoda-Oyere Primary School to; i) Allow their children to access Oyere Primary School; ii) Allow the community to access Patongo HC III, and iii) Allow farmers to access Oliga Market to sell their produce. The petitioners further demanded that the Council allocates UGX 2 billion under the Roads and Engineering Department in the FY 2019/2020 to rehabilitate the road to the level of a first-class murram.

Figure 26: A Copy of the petition submitted to Speaker of Council

CITIZEN PETITION

TO: THE OFFICE OF THE SPEAKER AGAGO DISTRICT COUNCIL
THROUGH: THE OFFICE OF THE AREA COUNCILOR V. PATONGO SUB-COUNTY
AGAGO DISTRICT LOCAL GOVERNMENT

SUBJECT: OPENING A 7 KM ROAD FROM LALUROMWODA TO OYERE PRIMARY SCHOOL IN PATONGO SUB-COUNTY

We the under signed citizen being representative of community of Patongo Sub-county in Agago district gathered at the sub-county headquarters on the 15th day of March 2019, hereby petition Agago district council to allocate fund worth *two billion shillings (UGX 2,000,000,000)* under roads and Engineering in the budget for the financial year 2019/2020 for opening roads. In the FY 2018/19 the district budget for Roads and Engineering stood at UGX 1,314,572,000 compared to UGX 1,290,540,000 in the FY 2017/18. Even if the budget was increased by 1.8% in the last financial year, road work at the various sub-counties remained alarming because of many road networks which end up overwhelming the fund budgeted to execute road works within such sub-counties. Patongo sub-county in particular has got many road networks like: Lалуromwoda to Oyere Primary school, Opyelo (Patongo sub-county headquarters) to Nyakayuma, Opyelo to Apiano - Odokonyero road, Opyelo to Oyere Primary school, Wang-Ocam - Patongo Apiano Primary to Kotomor and Patongo sub-county headquarters to Toroma road. Due to the many road networks, the sub-county resource envelope gets constrained to work and maintain all of them. Well aware that road work is very expensive, even the indigenous planning figure (IPF) worth *sixty three million shillings (UGX 63,000,000)* given to Patongo sub-county becomes a meager figure when it comes to road opening.

In this letter we request that the district to help the sub-county with the said road work as to:

- Allow access to Oyere primary school,
- Allow community to access Patongo HCIII,
- Connect Patongo sub-county to Omot sub-county,
- Allow farmers to access Oliga market for their produce

In light of the above, we request the council to step up budget for the financial year 2019/2020 under Roads and Engineering to the tune *two billion shillings (UGX 2,000,000,000)*.

Signed: *[Signature]*
Odong Bosco Ocuga
0789347153
Chief petitioner
CC: Chairman LCV
CC: CAO
CC: RDC
CC: District Engineer LCIII Patongo

Council's response and outcome

The petition was delivered to the Office of the Speaker of Council on March 25, 2019. According to information accessed from the Council department, the Speaker of Council referred the matter to the committee of Works and Technical Services with a directive to the committee to review the petition and report back to the Council on its recommendations. On May 31, 2019, Council, under Min 6/5/ADLC/2018/2019, adopted the recommendation of the committee to open a 7 km road from Lалуromwoda-Oyere Primary School with funds from the Project for Restoration of Livelihoods in Northern Region (PRELNOR).

When the ACODE research team contacted the Lead Petitioner on April 21, 2021, to follow up on the progress of the petition, it was confirmed that the Council had indeed opened and rehabilitated the road. He noted that the citizens were glad that the Council had responded to their demands. Mr Odong further noted that

access to the school, health Center and the market had been greatly enhanced as transport fares had significantly dropped to the initial UGX 2,000.

Agago district rehabilitates broken culverts on Awuc bridge in Lukole sub-county

Background

Awuc Bridge is located on the Agago Town Council-Pader Road in Lapingin Village in Lokole Sub-county. This road links the villages of Lapingin, Ladere, Widwol and Adegaronya Villages to; Lapingin and Lokole Health Centers, and Lapingin Primary School. Farmers in these villages rely on this road to transport their produce to Lapingin trading Center and Agago District headquarters which are the two main destinations for agricultural produce within Lokole Sub-county. While the 9km road was essential for providing interconnectivity for the residents of mainly Otumpili Parish, its deplorable state had become a point of concern for the users.

The CEAPs Process

On March 26, 2019, a team of District based researchers facilitated by ACODE organised a Civic Engagement Meeting in Lokole Sub-county Headquarters. The purpose of this meeting was to sensitize the citizens on the roles and responsibilities of their elected leaders. The meeting was also aimed at sensitizing the citizens on their statutory duties and strategies that they could use to constructively engage with their elected leaders to address challenges of service delivery that affect them. The meeting was facilitated using the framework of CEAPs that demands that citizens; write petitions, letters, hold community meetings, attend meetings organised by leaders, and participate in call-ins during radio talk shows as a means of engaging with the leaders.

The meeting provided the citizens with the opportunity to bring to the fore the service delivery challenges that they faced and they enumerated a myriad of those challenges in the education, road, health and sanitation sectors. One of the key issues raised regarding the road sector was the state of Agago Town Council-Pader Road and the broken culverts on Awuc Bridge.

The citizens noted that the state of the road had significantly limited their access to schools, health Centers and markets in Lapingin and Agago District Headquarters respectively. They noted that whenever it rained, the road became impassable. As a result, they resolved to petition Agago District Council over the state of the road and the broken culverts. In the petition, the citizens demanded that the Council allocates money in the budget for FY 2019/2020 to repair the culverts and rehabilitate the road.

Council's Response and Outcome

The Citizens' petition was submitted to the Speaker of Council on March 28, 2019, and registered in the Record Book of Petitions received in Council. Subsequently, the Speaker of Council referred the petition to the Committee of Works and Technical Services directing the committee to review the petition and report back to the Council. On May 22, 2019, the Committee of Works and Technical Services sat and considered the petition and recommended to Council

under Minute 4: that Culverts on Awuc Stream be rehabilitated using funds from Project for Restoration of Livelihoods in Northern Region (PRELNOR) and Northern Uganda Resilience Initiative (NURI).

On May 31, 2019, the District Council adopted the recommendation of the Committee of Works and Technical Services under Min 6/5/ADLC/2018/2019 that the broken culverts be rehabilitated using funds from PRELNOR and NURI.

During a follow-up of the progress of the petition, it was established the Council with support from PRELNOR had undertaken the rehabilitation work in July 2020 as indicated in figure 27. When contacted on April 26, 2021, the District Chairman and Secretary for Works and Technical Services said; “we worked on the culverts in July 2020 and it was not just the culvert but we also upgraded the roads and filled the bad spots”. The Lead Petitioner concurred with the District Chairman. When contacted he noted that; “we are happy that the road has finally worked on and now we receive traders from Pader, Kitgum, Lira and Gulu who come to our monthly market in Lapirin. This has improved on our capacities to make money and indeed our household income.”

Figure 27: Broken culverts on Awuc Stream



Figure 28: A vehicle stuck on a section of Agago Town Council-Pader road



CASE 14: NAKAPIRIPIT DISTRICT

UNRA rehabilitates Lomorimor Road in Namalu Sub-county, Nakapiripit District.

Background and problem

During the Civic Engagement held on August 26, 2019, citizens raised several concerns about the state of public services in the area that ranged from lack of access to safe and clean drinking water, lack of access to agricultural input, the inferior qualities of both health and education service and the poor status of roads. However, the status of Lomorimor road was noted by a citizen as the main challenge facing the citizens of Namalu Sub-county. A group of citizens noted that the poor state of Lomorimor Road was gravely affecting access to other services. They noted that farmers in Namalu were failing to access the central market in Nakapiripit because of the poor state of roads. The citizens also noted that some expectant mothers have had to deliver at home or along the way because of the difficulty experienced in accessing Namalu HC III through Lomorimor road. Access to Namalu Primary school was another service that was said to have been affected by the poor state of the same road.

The Intervention

On August 26, 2019, a team of researchers facilitated by ACODE under the Local Government Council Scorecard Initiative mobilized residents of Lobulepebek village in Lokatapan Parish Namalu Sub-county for a community engagement meeting. The meeting was organized to sensitise the citizens on the roles of their

elected leaders. During the meeting, the citizens were also sensitized about their roles and responsibility in the process of service delivery. The citizens were further trained on the strategies that they can use to constructively engage with their elected leaders to address their service delivery challenges. The meeting was conducted using the framework of CEAPs which encourages citizens to petition the Council, write letters, hold community meetings, attend Council meetings, or participate in call-ins during radio talk shows as a means of meaningfully engaging with their leaders.

While at the meeting, a group of citizens resolved to petition Nakapiripirit District Council over the state of Lomorimor road. They were then assisted by the research team to draft the petition. A group of citizens petitioned Nakapiripirit District Council demanding that the Council allocates money in its budget for FY 2020/ 2021 to rehabilitate Lomorimor Road. In the petition, the citizens noted that the state of the road had severely impacted them limiting their access to education and health care service. They further noted that citizens had experienced a surge in transport fare because of the poor state of the road. The group of citizens submitted the petition to the Clerk to Council and the Speaker of Council on August 26, 2019.

Council's response and outcome

When the petition was delivered in Council, it was referred to the Committee of Works and Technical Services. When contacted, the Speaker of Council noted that; "We received the petition and as the Rule of Procedure says, I directed them to the Committee to scrutinise it and report back to Council".

On December 30, 2019, the Nakapiripirit District Council met to discuss the recommendations of the Works and Technical Services Committee which noted that the cost of the work was overwhelming, and that Council needed to enlist the support of the Central Government through ULGA. Upon receiving additional resources from UNRA, the District Council subsequently approved a supplementary budget of UGX 1,085,000,000 to rehabilitate the road. The research team established that the road had been rehabilitated and upgraded to a first-class murram by UNRA as shown in figure 29. During a follow-up meeting with the Speaker of Council, he noted that; "we are happy that UNRA worked on the road between January and March 2020. We are grateful as District". Citizens also expressed gratitude at the improved state of the road noting that it has improved access to other services like health and education. A resident of Lomorimor said; "It is easy for our children to go to school even if it rains unlike previously when they would miss school after heavy rain because of the poor state of the road then". Another resident said that "access to Namalu HC III has been made easy for us... Our mothers in labour now find it easy to access the health facility to deliver... We are so grateful that finally our road was worked on".

Figure 29: A section of Lomorimor road before and after Rehabilitation by UNRA



CASE 15: BUDUDA DISTRICT

Bududa District Council applies for emergency works on Bumasata-Bushiya road

Background and problem

Bumasata – Bushiya road is a district road that links two Sub-counties of Bulucheke Sub-county, and Bushiya Sub-county. The road is usually unmotorable and slippery, especially during the wet season. Road users use the road to transport agricultural produce from the Sub-counties of Bulucheke and Bushiya linking them to Bududa Town Council up to Mbale City. In addition, the bad state of the road often affected the delivery of social services such as education and health, as staff of those facilities reported late for duty and sometimes departed early for fear of being stranded when it rained. Farmers who transported agricultural produce such as onions, coffee, cabbage, Irish potatoes, Timber, Banana, milk and tomato found it challenging in the wet season as most of the perishable products would rot in gardens and homes due to the difficulties in transporting them. The road serves a population of approximately 21,000 people from Bushiya Sub-county alone without putting into consideration the population of Bulucheke Sub-county.

Intervention through the CEAPs process

On November 22, 2019, a team of researchers facilitated by ACODE under the Local Government Council Scorecard Initiative mobilised citizens of Burafula in Bushiya Sub-county for a Civic Engagement Meeting. The meeting held at Bushiya Sub-county headquarters was to sensitize the citizens on the roles of the elected leaders. During the meeting, citizens were also sensitized about their roles and responsibilities in the service delivery process. They were further trained on the strategies to constructively engage with their leaders such as

petitions and letter writing.

During the meeting, the citizens raised several challenges that they said were affecting service delivery in their area. Among the key issues raised was the challenge of transportation caused by the unmotorable Bumasata-Bushiya road which was slippery and needed to be periodically maintained. The citizens noted that Bumasata-Bushiya road linked Bulucheke Sub-county to Bushiya sub-county as well as a link to several public service delivery points such as Nabooti primary School, Bumasta Primary School, Bulucheke Sub-county Head Quarters, Bushibuya Primary School, Buraba Primary School, Footo Primary School, Busiriwa primary school, Bushiya Sub-county Head Quarters, Urban Trading Centers such as Burafula, Bushibuya, Matuwa, Makhuyu, Mayunde and Buraba.

During the meeting, a group of citizens resolved to petition the Bududa District Council over impassable Bumasata-Bushiya road. A group of Citizens subsequently petitioned the Council and submitted their petition to the office of Clerk to Council and Speaker of Council on January 23, 2020, as shown in figure 30. In the petition, the citizens demanded that the District Council to allocates money in its budget for FY 2020/ 2021 to apply periodic maintenance on Bumasata – Bushiya road from Bulucheke sub-county to Bushiya sub-county.

Council's response and outcome

Upon receipt of the petition, the Speaker of the District Council circulated copies of the petition to the office of the District Chairperson and the Chief Administrative Officer. A decision was then taken by the District Executive Committee in a meeting that was held on December 23, 2019, under minute number DEC 014/23/11/2019, as shown in figures 31 and 32, directing the District Engineer and his team to apply emergency works and on-spot murram on Bumasata – Bushiya road as a short-term solution to address the citizen demands. It was recommended by the Executive that the District Engineer be provided with fuel to execute the task. The road is currently in a much better state (see figure 35) than it was previously (see figures 33 and 34) as can be seen in the photos attached.

Figure 30: Citizen Petition demanding that the District Council applies periodic maintenance on Bumasata-Bushiya road

CITIZEN PETITION

PETITION TITLE: APPLY PERIODIC MAINTANANCE ON BUMASATA – BUSHIYI ROAD

Burafula Parish
Bushiyi Sub-county
Bududa District

To The Speaker of Council
Bududa District

PETITION TITLE: APPLY PERIODIC MAINTANANCE ON BUMASATA-BUSHIYI ROAD

Bumasata – Bushiyi road is a district road that links two Sub-counties of Bulucheke Sub-county, and Bushiyi Sub-county. The road in question serves a population of approximately 21,000 people from Bushiyi Sub-county alone without putting into consideration the population of Bulucheke Sub-county.

Bumasata – Bushiyi road links the community to the following service delivery points:

1. Nabooti primary School
2. Bumasta Primary School
3. Bulucheke Sub-county Head Quarters
4. Bushibuya Primary School
5. Buraba Primary School
6. Footo Primary School
7. Busiriwa primary school
8. Bushiyi Sub-county Head Quarters
9. Urban Trading Centers such as Burafula, Bushibuya, Matuwa, Makhuyu, Mayunde and Buraba.

The road is currently in a bad state and impassable especially during the rainy season. This affects the delivery of social services such as education and health, as staffs of those facilities report late for duty and sometimes depart early for fear of being stranded. Farmers who transport agricultural products like onions, coffee, cabbage, Irish potatoes, Timber, Bananas, milk and tomatoes including milk find it difficult in rainy season as most of these are perishable goods can rot in gardens and homes due to the difficulties in transporting them.

We the undersigned citizens of Bushiyi Sub-county petition the district council to have periodic maintenance done on Bumasaata – Bushiyi road.

Lead Petitioner: Walimbwa Charles

Signature: *Kulobwe Samwel* **Date:** *23/11/2019*

Address: Burafula Parish, Bushiyi Sub-county, Bududa District
Contact: 0772438821

**CLERK TO THE COUNCIL
OFFICE**

23 JAN 2020 ★

Bududa District Local Government
P.O.Box 292 Mbale - (U)

Figure 31: A copy of the Minutes of the District Executive Committee (Paragraph 2) where the District Chairperson Communicated about the Citizen Petition to Council on the poor state of Bumasata-Bushiya road

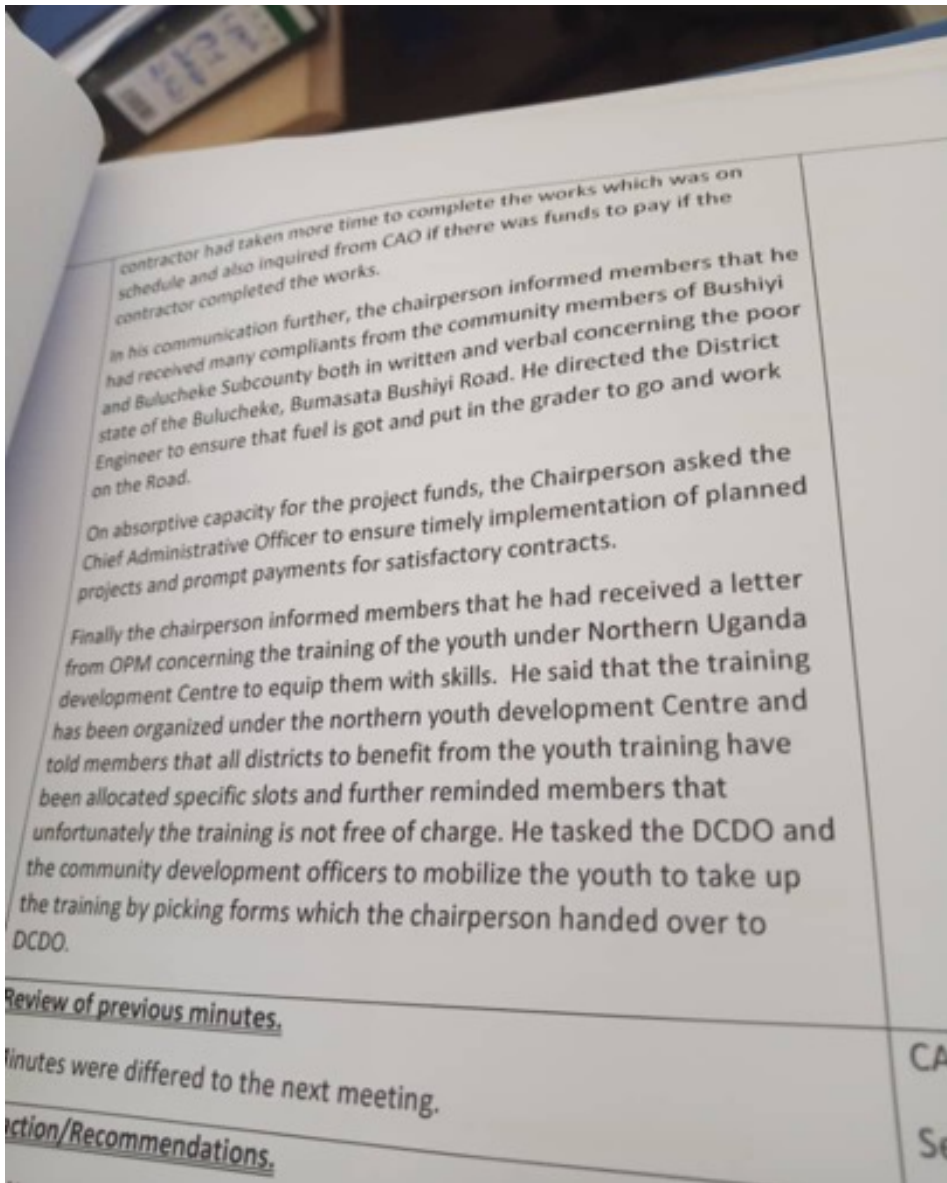


Figure 32: Copy of Minutes of the District Executive Committee (4th Row) meeting held on December 23, 2019, Recommending that fuel be given to the District Engineer to do Emergency works on Bumasa-Bushi road

MIN. DEC. 014/23/09/2019	DISCUSSION/RECOMMENDATIONS		
	Issue	Recommendation	Time frame
	Handover from old clerk to council to a new clerk	Office of CAO and Auditor to ensure that handover is immediately done.	Immediate
	Block at Lunganga primary school destroyed by a heavy downpour	Money meant for construction of Bunamoso p/s be transferred to lunganga p/s to construct a class room block and office.	FY 2019/2020
	Works on Bulucheke, Bumasa to Bushiyi Road.	District Engineer to get fuel and work on the Road.	2019/2020
	Over/Excess expenditures in finance department that have costed a district.	Stringent measures put in place by CAO's office to address the vice. Those officers responsible for causing excess expenditures be disciplined.	Immediate
	Construction works of lukhobo Phrase I	BOCs be prepared, structural plan be availed and contract be advertised for construction of phrase I as the chairperson makes a follow-up with ministry officials to lobby for additional funds.	1 st quarter
	Erosion at Bubiita SEED School which has destroyed school compound.	Letter be drafted for CAO and LCV Chairperson to a state minister for education highlighting all these challenges that came as a result of poor workmanship.	Immediate
	Water run-offs from community homes destroying Roads.	SAO to organize a meeting with Subcounty extension workers and invite the chairperson to address them on this issue before they move out to sensitize	Friday 27/09/2019

Figure 33: Bumasata – Bushiyi road at a time of conducting the CEAP meeting in Bushiyi Sub-county (November 2019)



Figure 34: A section of Bumasata – Bushiyi road after repair (March 2021)



CASE 16: NWOYA DISTRICT

Nwoya District Council Allocates money for the construction of box culvert bridge on Laminonwang stream

Background and the CEAP process

On November 19 2019, a team of researchers facilitated by ACODE under the Local Government Council Scorecard Initiative (LGCSCI) conducted a CEM/CEAP meeting in Pida-Ayago, Lapem village, Koch Goma Sub-county to sensitize citizens on the roles and responsibilities of their elected leaders, the roles and responsibilities of citizens and; ways through which citizens can constructively engage with their elected leaders on issues of service delivery. At the meeting, a group of citizens identified the poor state of Lapem-Alero Kal road as the major service delivery issue that they wanted the Nwoya District Council to address. Participants noted that the road had been rendered impassable because of the collapse of the culvert bridge on Laminonwang stream. This, they said, had cut off the connection to the neighbouring Labworomor village in Alero Sub-county and that children could not access Coorom P7 school.

The Intervention

A group of citizens (A mixture of women and men) chose to petition the District Council over the broken culvert on Laminonwang Stream. On December 10, 2018, the group of men and women petitioned the Speaker of the District Council on the poor state of the road. In the petition, the citizens noted that the road was narrow, infested with potholes and the culvert bridge on Laminonwang Stream had collapsed making the road impassable. They further noted that because of the collapse of the culvert bridge, children could not access Coorom P7 school; farmers could not transport their produce to the market and that it had become extremely difficult to transport sick people to Coorom Health Center II. In the petition, the group, led by Mr Odong Lamson requested the District Council to grade the Lapem-Alero road. They further requested the District Council to rehabilitate the culvert bridge on Laminonwang Stream.

Council's response and outcome

On April 4, 2019, the LC V Councillor for Alero Sub-county Hon. Fred Ocitti Lugacha moved a motion in Council to introduce the petition. The petition was deferred and discussed by the committee of Social Services in May 2019. On June 5, 2019, ACODE held a meeting with Councillors and Clerk to the Council to follow up on the progress of implementation of CEAPs in the Nwoya district. The team established that the Council had allocated UGX 132 million in the district Budget for FY 2019/2020 to rehabilitate and upgrade Lapem- Alero road. The money, according to the budget document, was also spent on installing the box-culvert bridge on Laminonwang stream.

CASE 17: BUDUDA DISTRICT

Citizens of Nalwanza, Nakhamosi and Masikye villages Protest being annexed to Bushigayi Town Council in Bududa district

Background to the issue in Nalwanza Sub-county

In 2018, while defining the boundaries of the newly created lower local governments and administrative units, Bududa District Council had made proposals to annex three villages of Nalwanza, Nakhamosi and Masikye to Bushigayi Town Council. Since then, citizens through different approaches had made it clear that they did not want to be included in the boundaries of the town Council. One of the objectives of decentralization adopted by Uganda in 1992 was to encourage citizen participation in local governance and the delivery of public services.

The decision by the District Council to annex the three villages to Bushigayi Town Council was an indication that local leaders did not consider their involvement (citizens) on matters that concern them as important. In their petition, the citizens raised several critical issues, some of the issues raised included; that they (citizens of the three villages) were not widely consulted by the respective leaders before a decision to annex them to Bushigayi Town Council was made. They also noted that the three villages in Nalwanza formed part of Lutsetshe County while Bushigayi Town Council which annexed them belonged to Bushigayi Constituency. They observed that the three villages had their ancestral linkages to Nalwanza Sub-county and the decision to annex them to Bushigayi Town Council would deprive them of their historical belonging. The annexed villages happened to contribute the biggest part of local revenue to Nalwanza Sub-county and adding them to the Town Council would cause the Sub-county to lose out on local revenue. They observed that the villages in question were hosts to different cultural sites.

The Intervention by citizens

In a community engagement meeting held on August 17, 2020, citizens of three villages of Nalwanza, Nakhamosi and Masikye in Nalwanza Sub-county applied knowledge of the CEAP methodology that they had acquired from a CEAP meeting facilitated by ACODE and on their own volition wrote a petition dated August 24, 2020, to Bududa District Council protesting the annexure of their villages to the newly created Bushigayi Town Council as shown in figure 36. In their petition, they prayed that the District Council rescinds its decision to add these villages to Bushigayi Town Council. That community meeting attracted attendance from citizens of the three villages and some leaders of Nalwanza Sub-county led by the Chairperson LC III Honorable David Weswa who were invited to participate at the meeting and provide technical guidance and direction. The Chairman LC III for Nalwanza Sub-county was selected at the meeting to be the lead petitioner since he had also previously participated in CEAP meetings facilitated by ACODE.

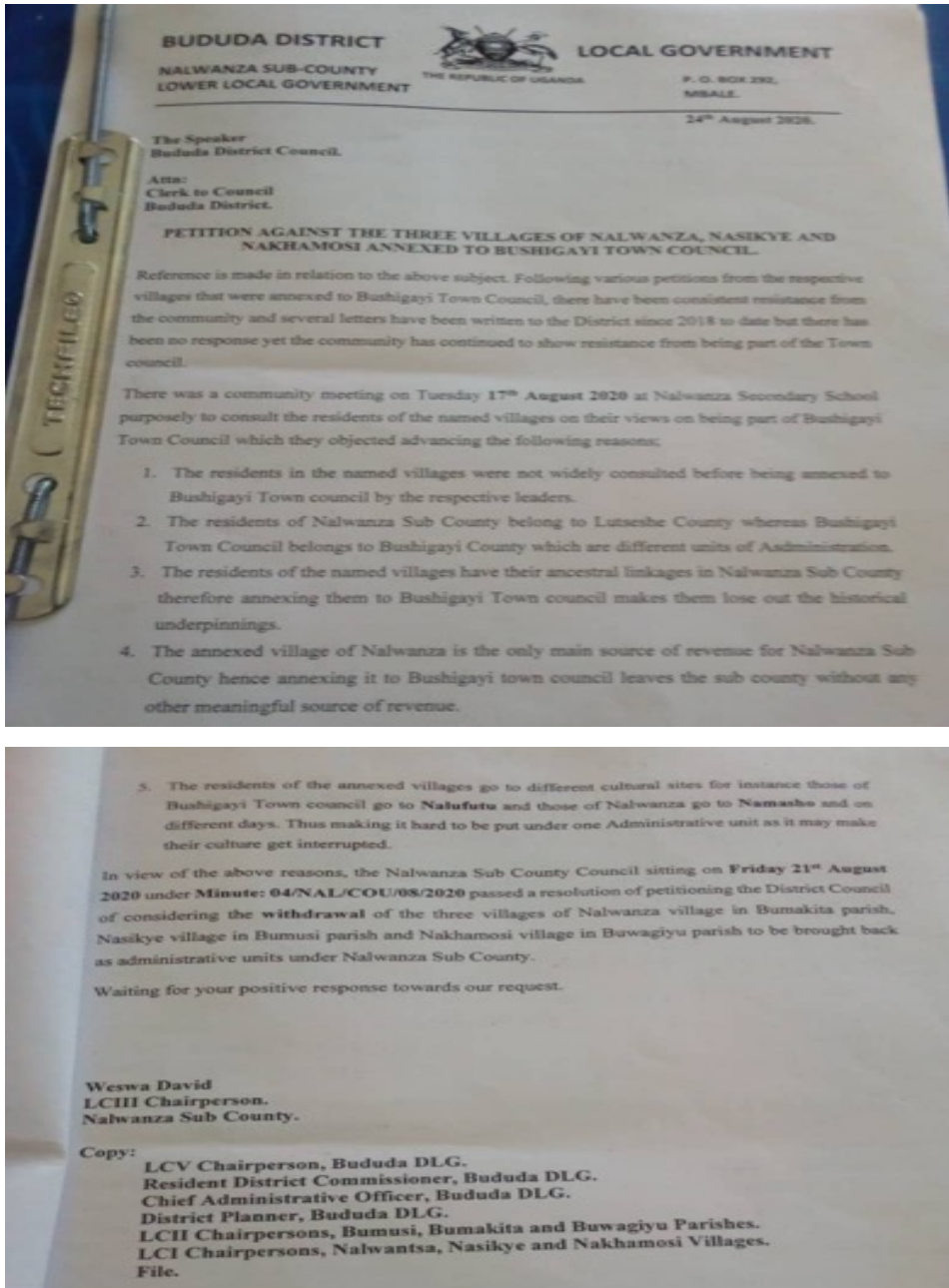
The outcome

In a Council meeting for Bududa District Council held on October 28, 2020, under

Minute number MIN. DLC. 131/10/2020 (See the photo attached) the Council resolved that the three cells of Nalwanza, Nakhamosi and Masikye that were annexed to Bushigayi town Council be taken back to Nalwanza Sub-county. This decision of the District Council was implemented and by the time of documenting this story the three villages were in Nalwanza Sub-county.

This story from the Bududa district is a demonstration that the CEAP methodology is a powerful tool for civic engagement. Citizens of the three villages in Nalwanza Sub-county who had been empowered with information and skills on how to constructively engage the local government authorities on issues of public concern mobilized themselves using the Civic Engagement Methodology to raise their concerns with Bududa District Local Government. Aware that citizens have several options at their disposal to express dissatisfaction regarding the delivery of public services such as demonstrations, the strategy that the citizens of the three villages applied and the response by the District Council to address their demand might have averted a possible conflict either among communities or confrontation with law enforcers in case the citizens had decided to express themselves through violent means such as riots.

Figure 35: A copy of the citizen petition demanding withdrawal of 3 Villages from Bushigayi Town Council



CONCLUSION

The above impact stories are a testimony that empowerment of citizens with information and skills on how to constructively engage their local leaders and local Council authorities produces immense results. The citizens are very motivated to continue engaging the local governments on their service delivery concerns when the local governments continue to respond to issues that citizens raise. Continuous sharing of information on the progress of what the local governments are doing to address the citizen concerns was found to be instrumental in enhancing citizen participation and engagement. This however requires that local government authorities become proactive in handling and responding to citizen concerns.

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ABOUT ACODE

The Advocates Coalition for Development and Environment (ACODE) is an independent public policy research and advocacy think tank based in Uganda. ACODE's work focuses on four programme areas: Economic Governance; Environment and Natural Resources Governance; Democracy, Peace and Security; Science, Technology and Innovation. For the last eight consecutive years, ACODE has been ranked as the best think tank in Uganda and one of the top 100 think tanks in Sub-Saharan Africa and globally in the Global Think Tanks Index Report published by the University of Pennsylvania's Think Tanks and Civil Societies Program (TTCSP).



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