Civichive

Spotlighting
Africa's Civic Tech
Leaders:

Stories, Impact and Lessons

Civichive

Civichive was established in 2017 as the innovation hub of BudgIT with the goal of developing new civic tech leaders and also creating an innovative virtual and physical space for partnerships and to support new civic tech organizations and strengthen the capacity of already existing NGOs in Nigeria In order to meaningfully impact the Nigerian civic tech space.

Our overarching goal is to stimulate citizens' interests around public data and trigger discussions towards better governance. We are committed to the principles of open data & governance, citizen participation, and data transparency.

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Outline

Civic Tech in Africa:
An Introduction

Since the adoption of the African Charter on Democracy, Elections and Governance (ACDEG) in 2007, where African states committed to promote and enhance adherence to the principles of good governance, the rule of law, and the establishment of necessary conditions to foster citizen participation, transparency, access to information, and accountability in the management of public affairs; African states have experienced several successes and challenges particularly as it concerns tech driven solutions in governance and public participation.

Building on this, civil society organizations (CSOs) and civic actors on the continent have been using civic tech to promote and enhance adherence of African states to the principles of good governance, strengthen democratic processes and promote inclusive decision-making. While some of these initiatives have succeeded and thrived beyond their first year of initial funding, some have disappeared either due to low citizen adoption or because its tech component is exaggerated and not-fit to the needs of the marginalized people it claims to serve.

Civic Tech represents the intersection between technology and civic engagement with the aim of enhancing the relationship between citizens and governments. From youth-driven revolutions across Africa, call for open governance and transparency, the realities of the COVID-19 pandemic, and to recent military coups across the Sahel region which has conributed to the rise of civic technology across the continent as a tool to

rethink and promote public participicipation in governance by strategically leveraging digital innovation to bridge the gap between government and citizens, potentially expanding the civic space which has been described as the cornerstone of Africa's functioning democracy despite different attempts by oppressive governments that are increasingly adopting undemocratic measures to shrink it.

While the advent of smartphones has accelerated the penetration of civic technology, civic tech with its endless possibilities also faces its own fair share of challenges. In some countries, it has triggered a backlash from governments in the form of internet shutdowns, cyber-surveillance, and the reality of access to the internet in Africa which stands at 43%.

Across Africa, different civic tech initiatives have been developed to bring the public to the center of democratic governance. Seeking to interact with interlocutors in government – on the executive, legislative, and judicial levels – they raise awareness, generate and organize engagements, demand better governance and try to strengthen the participation of citizens in public life. However, Governments in Africa tend to be less cooperative with these initiatives than elsewhere.

In this report, we understudied the work and impact of 21 civic tech organizations and tools across Africa, spotlighting their stories and how they have created change through the use of technology to address the social challenges facing governance in Africa.

Civic Tech in Africa:
Regional Overview

As of January 2024, Statista reports that Middle and Eastern Africa had the lowest internet penetration rates among all African regions, standing at **32.1** percent and **26.7** percent respectively.

- In West Africa, the use of CivicTech is arguably more popular than any other region in Africa. It is a rapidly growing field with Nigeria leading with the highest number of civic tech tools that have been built in the region. From tools that make government data and processes available for citizens in a simplified manner, to advanced tools powered by artificial intelligence that makes legal information and support available for individuals at their fingertips.

- East Africa is the last major area globally to gain access to the Internet through submarine fiber-optic cables. During this period, the region lacked an advanced terrestrial fiber-optic network and instead relied on direct satellite links at individual Internet Service Providers (ISPs) and Mobile Network Operators (MNOs) for internet connectivity. As of January 2024, Statista reports that Middle and Eastern Africa had the lowest internet penetration rates among all African regions, standing at 32.1 percent and 26.7 percent respectively.

- In Southern Africa, a region marked by diverse socio-political landscapes and varying degrees of democratic governance, civic tech tools provide a transformative potential to address local challenges and issues affecting the people. Hence, the impact of civic tech tools across The southern african region continue to improve governance, transparency and citizen participation.

In recent years, Southern African countries have witnessed a surge in the adoption of digital solutions aimed at engaging citizens in governance, this is due to the growing usage of mobile internet, a vibrant civil society and the citizens willingness to be involved in matters that directly affect them.

Spotlight on
21 Civic Tech Tools
in Africa:

Stories and Impact

(This is neither an exhaustive list
nor a ranking of top civic tech
tools in Africa.)

1. Dokeza

Mzalendo is a non-partisan parliamentary monitoring organization that was established in 2005 to promote openness, inclusiveness and accountability in Kenya and African Parliaments. Mzalendo Trust was established after being set up as a legal entity in 2013 and debuted their parliamentary scorecard which has been released every year except election years since then.[1]

Mzalendo Trust has collaborated with a number of Civil Society networks across different regions in Africa to foster transparency and drive engagement in the civic space. Some of these networks include CSPEN (Civil Society Parliamentary Engagement Network), OGP (Open Government Partnership), APMON (African Parliamentary Monitoring Organization Network) and EACSOF (East African Civil Society Organization Forum).[2] They have pioneered launches on reports and various civic tech platforms including Bonga-na-Mzalendo, Searchable Hansard, Vote Match and Dokeza.

Dokeza was launched in April 2017 with the approval of both houses of the parliament – Senate and National Assembly – and leverages on the Constitution of Kenya 2010 in Art. 118, which covers public access and participation in the legislative and other business of Parliament and its committees.[3] Dokeza, swahili for 'share your idea', is a bill-annotation platform created by the parliamentary-watch organization Mzalendo Trust with the aim to bridge the gap between public participation and the law making process.[4] Dokeza works in conjunction with Bonga-na-Mzalendo, an SMS service where users have the opportunity to ask questions on legislative reforms and receive a response

via SMS from a database of users. Mzalendo utilizes Dokeza to enlighten citizens on the possible avenues and methods of presenting their opinions to their elected representatives.[5]

Through this platform, Mzalendo has made it possible for citizens to easily access simplified bills, post comments and simplified explanations about bills, and track and scrutinize the legislative proposals to be considered in the parliament before the Senate and National Assembly indicate the bills open for memoranda.[6] Additionally, Dokeza has promoted the inclusion of political parties and regional parliamentary monitoring organizations.

Following its inception, 24 Senate and National Assembly bills were made accessible for public feedback on the platform between 2018 and 2019.

The Dokeza platform utilizes various methods to foster civic involvement such as bill publication, YouTube videos, SMS service, Twitter handles and a notable feature of the platform is that it highlights when a bill is "open for memoranda."

These diverse methods of engagement have shown some positive outcomes in enhancing civic participation in legislative processes. For instance, the Mental Health (Amendment) Bill, 2018 shared on Dokeza, garnered 11 online comments. A YouTube video featuring a Senator discussing the Bill received 100 likes, while 168 individuals responded via SMS to a related question. Two Twitter hashtags generated around 86,000 and 18,000 impressions respectively.

Dokeza aims to foster open expression of opinions by the public, assist organizations across Nairobi and beyond gather public input swiftly for parliamentary deadlines, act as a central hub for public regulations regarding memorandum submissions and promote transparency and accountability in bill drafting and public participation phase.

2. OpenESR Conqueror (Mali)

TUWINDI

Country: Mali
Website: tuwindi.org
Twitter: @tuwindi

Built by **Tuwindi Foundation,** a tech organization that was founded in 2015. They have built a number of civic tech products, among these are MonElu and OpenESR Conqueror.

OpenESR (Elections Situation Room) Conqueror was the first tool developed by Tuwindi Foundation with the goal to enable citizens participation, election transparency, and monitoring using technology.

The project was first implemented in Côte d'Ivoire then Benin, Mali, Senegal etc.

OpenESR is a tool to enable citizens to participate and monitor the electoral process through the use of technology to collate data from polling stations and upload in the database. This helps citizens have a real time view of the electoral process and right awareness, thereby forcing the system to be transparent.

The platform also served as an educational tool, providing voters with information about their rights, the importance of voting, and how to report issues. This led to a more informed electorate, capable of participating more effectively in the democratic process.

Open ESR Conqueror has significantly contributed to the electoral process in Mali by enhancing transparency, improving electoral security, and fostering citizen engagement. The inspiring stories of preventing electoral fraud, ensuring safe elections, and promoting civic education highlight the transformative potential of civic tech initiatives like Open ESR Conqueror. Addressing challenges such as digital literacy and internet access will further enhance the platform's reach and effectiveness.

The platform also provides real-time data and reporting through sms, it has enhanced the electoral process by the ability to detect electoral fraud and manipulation. With this tool, it was possible to capture and report incidents around elections and also hold authorities accountable by ensuring that reported issues are addressed promptly, transparently, ensuring a smoother electoral process.

Open ESR Conqueror has contributed to empowering citizens in Mali to take an active role in monitoring elections, nurturing a sense of ownership and participation in the democratic process.

3. The MOOC on Democracy, Elections and Governance (MOOC DEG)

Country: Senegal
Website:
africtivistes.com
mooc.africtivistes.org/en_GB
Twitter: @africtivistes

AfricTivistes is a pan-African civil society organization established in 2015 and headquartered in Dakar, Senegal with representatives in 40 countries and over 200 members. It promotes and defends democratic values, human rights, and good governance across Africa using civic tech.

AfricTivistes has created a network of change agents aiming to address major challenges to democracy and unity on the continent. The organization empowers African citizens to actively participate in building their societies and holding governments accountable through various strategies, including digital infrastructure development, research, innovative media design, social media campaigns, advocacy, capacity-building workshops, and community mobilization. Africtivistes has citizens lab in Mauritania and Benin.

The MOOC on Democracy, Elections and Governance (MOOC DEG) launched in July 2022, aims promote public awareness of the African Charter for Democracy, Elections, and Good Governance, with a focus on the following specific audiences: media professionals, youth from grassroots community organizations (GCOs), bloggers, web activists, and citizen activists, CSOs

The MOOC DEG free online learning platform offers five courses: Democracy Human Rights and Gender, Civic Spaces and Citizen Participation, Elections and Electoral Cycles, Peace and Security in Africa, African Union and its specialized organizations. It provides access to several online interactive and diverse educational content (videos, quizzes). The courses also exist in printed format and are available here – resource center.

Through their platform, MOOC DEG has promoted civic awareness and understanding of democratic principles and electoral processes among Senegalese citizens. It engages young people, equipping them with the knowledge to actively participate in democratic activities. Participants report feeling more empowered to engage in political discourse, vote, and hold leaders accountable.

Additionally, the course has inspired government officials to improve governance practices, recognizing the increased awareness among citizens. So far, over 1500 learners have enrolled on the MOOC DEG, and over 128 have finished at least one of the five (5) courses available on the dedicated platform.

4. TaxawTemm 🇸🇳 (AfricTivistes Femmes Cybersecurity)

Country: Senegal
Website: africtivistes.com/en
/programme/africtivistes-femmes-cybersecurity/
Twitter: @africtivistes

The #TaxawTemm! toolbox, launched on August 10, 2023, aims to promote responsible internet usage and equip the public with strategies to address various forms of cyber-harassment. Developed in collaboration with Internews and AfricTivistes, this initiative targets online violence against women and girls in Senegal, with the primary objective of raising awareness, educating, and mobilizing various societal stakeholders to cultivate a safe and respectful digital space for all users.

#TaxawTemm! serves as a decisive call to action against online violence, advocating for open discussions by establishing a digital environment where everyone can freely express themselves without fear of harassment. The toolbox encompasses more than 40 practical scenarios of cyber-harassment, each accompanied by a multiple-choice question and explanatory comment to aid understanding.

It also caters to a diverse audience, including youths, parents, and educators, with engaging educational content suitable for younger individuals. Additionally, the toolkit has a quiz section that offers comprehensive guidance to cyber-harassment, sexual harassment, by empowering users with increased needed knowledge and confidence. It Covers various themes of cyberbullying, from insults to online coercion, the quiz serves as an educational resource to mitigate the risks associated with online harassment.

Millions of citizens have been impacted by this tool; the project has trained nearly 700 people and has been implemented in 13 countries, including Haiti.

5. Tracka 🇳🇬

tracka

Country: Nigeria
Website: tracka.ng
Instagram : tracka_ng *| X:* TrackaNG

Tracka is a social platform that offers citizens the opportunity to collaborate, track and provide feedback on public projects in their communities. Its creation aimed to tackle the low levels of citizens participation in the budget implementation process and the absence of citizens' inclusion in developmental projects.

Since its inception in 2014, Tracka has monitored over 17,811 zonal intervention projects spanning over 678 communities in 32 states across Nigeria. In addition, it has conducted over 11,000 town hall meetings in these 32 states and has engaged with over 12,000 communities in various focus states.

One of Tracka's numerous interventions led to provision of electricity for a local community in Niger state. In 2018, Tracka hosted a town hall meeting in Kawu, a local community in Lapai Local Government, Niger State, which had been without electricity for almost three decades. The absence of electricity resulted in several losses for the community members, including the financial losses to fraudulent individuals promising solutions, impact on numerous businesses and even loss of the lives of loved ones.

During a town hall meeting, it was revealed that a substation for the community had been allocated funds in the 2018 budget, a fact previously unknown to the community members. They were then informed about this allocation and educated on budget processes to empower them in holding their representatives accountable. Through a series of proactive measures and months of persistent efforts by Tracka, the community now benefits from the electricity supply of the country.

Tracka also visited another community in Sokoto state where a pregnant woman had tragically lost her life due to the absence of primary health. Prior to Tracka's intervention, the residents of Kaffe, a rural community situated in Gada Local Government, had previously been unaware that a total of N34 million had been allocated in the Federal Government budget to enhance and equip the health center in Kaffe. Tracka brought this situation to light through the use of their social media platforms and effectively prompted a positive response from the government of Sokoto, who promised to address the situation with urgency.

6. MonElu

Country: Mali
App: Available on Google Play Store
Website: tuwindi.org

MonElu is a smartphone application that enables Malian citizens to communicate with their elected representatives directly, sharing their own concerns and offering fresh suggestions to enhance local governance or draw their attention to a specific issue.

MonElu, which translates to "My Elect" in French, is a civic technology tool created in Mali by Tuwindi to improve citizen engagement, government accountability, and transparency by bridging the gap between citizens and their elected representatives.

MonElu facilitates continuous communication between electors and their representatives in government. It allows citizens to question, criticize, and even suggest new initiatives to government representatives. This app empowers citizens to actively engage with their representatives, participate in political discourse, and contribute to decision-making processes, allowing them to also track performance and promote transparency.

7. iFollowTheMoney

Follow The Money
Country: Nigeria
Website: ifollowthemoney.org
Instagram: ifollowthemoney

iFollowTheMoney is an online community of over 7000 thousand users that is involved in advocating, tracking, and visualizing government spending and international aid and its impact in rural communities.

They have worked in over 300 communities across 10 African countries and have impacted over 4,879,000 lives. According to the 2020 report, iFollowTheMoney tracked a total of $507,967,121.5 USD in government budgets, while mobilizing active citizens across Africa to push for government accountability, consistently advocating for policy formulation and improved execution to enhance public service delivery.

iFollowTheMoney began in 2012 following a lead poisoning incident in Bagega community in Anka LGA of Zamfara State. Over 700 people, mostly children and pregnant women, were exposed to the poisoning and the incident claimed 163 lives.

Through a series of investigations, online publicity, offline advocacy and sensitization, iFollowTheMoney was able to work together with the citizens of the community to ensure the funds allotted to tackling the lead poisoning was utilized judiciously.

8. Maso Athu 🇲🇼

Maso Athu is a technology application created by Mhub that allows citizens and observers to send in election observation reports using SMS, USSD, Web and mobile application.

Through this innovation, the citizens can participate and report directly on elections from anywhere within the region. With 36,000 reports collected,

Maso Athu has been able to create solutions to the issue of accessibility of election reports to the people of Malawi, providing technical skills for youths who are trained on how to use the App to send reports of events and conduct of voters, MEC and other various stakeholders on election day.

9. GovSpend ()

GovSpend is a visual platform, launched by BudgIT in 2021, that provides access to simplified data sourced from the Federal Government's Open Treasury Portal (OTP). The platform was created to make the once inaccessible data in the OTP available to citizens, CSOs, the media, and stakeholders. Additionally, it highlights monetary irregularities discovered in the OTP, promoting transparency and accountability.

disbursed a sum of N9.3 billion to a Microfinance Bank, between June and December 2023 for a total of 62 projects, which include road construction projects nationwide, among others. Through GovSpend Media Fellowship, several groundbreaking discoveries were unearthed by journalists who investigated several payments made by the Federal Government to questionable contractors who either

absconded with funds or delivered a substandard project. Some media fellowship publications include:

Funding Flood of Fraud: Navigating the Waters of Accountability in Ogun State,[ ] Worries over "poor execution" of Kwara's Share-Patigi Road project,[ ] Dashed Hope: Three Years After Nigerian Government Paid N43 Million To Contractor, Anagu Road In Anambra Remains Abandoned[ ] and Contractor Paid Over 78m, Failed to Deliver Dawanau-Danguguwa Road in Kano.[ ]

GovSpend provides simplified data, including data of payment, MDA, beneficiary, amount, description, payment number, and payer code, making it easy for users to access and analyze government spending information.

10. Municipal Observatory ◉

Founded by Al Bawsala, a non-governmental Tunisian non-profit organization whose aim is putting citizen at the heart of political action by giving them the means to learn about the activity of elected officials and defend their fundamental rights; establish relationships with elected officials and decision-makers to work towards the establishment of good governance and a political ethic, and participate in the defense of the idea of social

progress and emancipation of the citizen at municipalities across Tunisia.

This tool, Municipal Observatory, focuses on the right of access to information by collecting all data related to the work, projects and property of all municipalities. It delivers information related to municipalities in a direct and timely manner to citizens.

1 https://rockcityfmradio.com/2024/01/16/funding-flood-of-fraud-navigating-the-waters-of-accountability-in-ogun-state/
2 https://radionigeria.gov.ng/2023/12/29/worries-over-poor-execution-of-kwaras-share-patigi-road-project/
3 https://newspaperforce.com/2023/12/11/dashed-hope-three-years-after-nigerian-government-paid-n43-million-to-contractor-anagu-road/
4 https://odntimes.com/investigations/enkbak

The platform also provides a quantitative and qualitative assessment of the level of transparency of municipalities across Tunisia through an index that is published annually in the form of a ranking at the national level.

The Municipal Observatory also follows up progressive policy implementation through social advocacy pressure and interaction with the relevant authorities by producing research and analytical reports to provide the appropriate reasoning for the successful implementation. The platform also supports citizen participation in local government processes by creating and supporting a network of local observers in more than 180 municipalities who play a role in following up on municipal work and demanding transparency and accountability.

The platform also monitors municipal activities in 350 municipalities throughout the territory of the Tunisian Republic. This is done by collating data at municipalities through a unified method and also provides information related to the municipal budget, human resources, real estate and movable property, the municipal council and its activities, municipal investment projects, municipal debts, and local collections to citizens.

Through their network of local observers which are composed of male and female volunteers who serve within their regions. They contribute to the work by encouraging other citizens to get involved in accountability and activity of councils and contribute to enhancing the participation of residents in decision-making with the aim of ensuring better governance of public resources and a better quality of public services and facilities.

Furthermore, in November 2018, Al-Bawsala led a reformative proposal to amend the draft government order related to setting the conditions and procedures for creating and maintaining a register of civil society components and a register of the opinions of residents, components of civil society and ensuring utmost service delivery for citizens.

11. Urban Alert 🇳🇬

Country: Nigeria
Website: urbanalert.ng

Urban Alert is a Civic initiative established to enable the residents of Osun state monitor all zonal intervention projects facilitated by Senators and the house of representatives from the state on the platform.

The organization has shed light on numerous issues affecting the state including the failure of the government to protect the Osun River, the increased danger to lives and properties of Osun residents by the activities of scavengers, and poor condition of public education in the state.

The organization has written to both the state and federal government on several occasions concerning these issues and continues to push for actions and the enforcement of laws to protect the people. For instance, Urban Alert continues to demand the enforcement of the minerals and Mining Act 2007, National Environmental Standards and Regulations Enforcement Agency Act and other environmental laws against pollution.

This demand arises due to the contamination of the 213 km Osun River. This river poses a significant concern due to its high contamination levels with mercury, lead, cyanide, and other harmful substances. Its importance is underscored by the fact that it serves over 70 communities in South West Nigeria.

Conversations are still ongoing as the federal and state governments continue to undermine the issue.

12. Ushahidi 🇰🇪

Ushahidi

Country: Kenya
App: Ushahidi mobile
Website: ushahidi.com

Ushahidi, Swahili word for Testimony, is a not-of-profit global company focused on creating integrated technology solutions that empowers people to create solutions that positively impacts their societies. Following the 2007 post-election violence in Kenya, Ushahidi developed a tool of the same name to monitor and map post-election violence in Kenya.[13]

The Ushahidi platform is a flagship, opensource, crowdsourcing tool which was established in 2008 in response to a nationwide media ban in Kenya following an outbreak of violence after the general elections. This ban left citizens and observers in the dark, prompting the creation of a simple mapping platform where citizens could report events via a short code. The platform received about 40,000 reports which were mapped and made accessible to the public, providing vital information on the unfolding situation. Sixteen years after its inception, Ushahidi maintains its open-source model and supports Kenya in election monitoring initiatives. It empowers communities globally by providing access to information, fostering interest in societal issues, and collaborating with organizations to utilize open data and strengthen their work.[14]

Ushahidi has been utilized in 160 countries globally by various bodies in different initiatives and solutions to drive change across the globe including HarrasMap in Egypt, Syria Tracker, Ushahidi-Chile in Haiti, Heal Zimbabwe Trust Map, Louisiana Bucket Brigade (LABB) Connected Development, among many others.

Ushahidi is collaborating with governments in the political space and citizens in the social sphere to foster inclusion and social change across the globe through technological solutions.

Ushahidi's work in society revolves around thematic areas of good governance, human rights protection, humanitarian and disaster relief and climate action. The company has undertaken numerous endeavors to support good governance. For instance, Ushahidi supports civil society organizations globally to conduct election monitoring initiatives whereby they are able to capture citizen voices concerning pre-election, during elections and post elections.

The reports received included inability to access polling units and vote correctly. These reports were mapped out on the Ushahidi platform and forwarded to the PWD representatives in 47 counties to aid in finding solutions.[15]

Ushahidi also supported the Nigerian elections in 2023 in partnership with the Connected Development (CODE) to enable citizens to effectively partake in election activities with the aid of technological tools. This partnership also led to the creation of the Uzabe platform, an election monitoring tool, that identifies gaps in the Nigerian electoral processes and provides a feedback mechanism for citizens receive real-time situational reports on election processes targeting specific locations within different parts of the country.[16]

The second thematic area, human rights protection, involves various initiatives and solutions to provide human rights advocates with a safe space to report human rights violations. In Egypt, HarrassMap utilized Ushahidi's opensource platform to map out sexual harassment incidents. HarrassMap is Egypt's pioneer independent initiative to tackle sexual harassment through the use of crowdmapping of sexual harassment. The platform provides a safe space for women to anonymously and honestly report on sensitive information about harassment. This was scaled up to many other countries, providing human rights defenders with a tool for, reaching the women in the same situation.[17]

13 https://www.ushahidi.com/about-us/
14 Ushahidi | Crowdsourcing (acsdg-2019.GMT+1)
15 Ushahidi | Crowdsourcing (acsdg-2019.GMT+1)
16 https://www.ushahidi.com/blog/2023/02/28/empowering-nigerian-election-via-ushahidi/
17 https://rightescblog.org/case_study/harrassmap/

The third thematic area of humanitarian and disaster relief involves Ushahidi providing support to various communities that have been affected by natural disasters. On popular instance is the 2010 Haiti earthquake where Patrick Meier initiated the Haiti Implementation in collaboration with Ushahidi, The Fletcher School of Law & Diplomacy at Tufts University, UN OCHA/Colombia and the International Network of Crisis Mappers (CM*Net). The Ushahidi Haiti Project received nearly 40,000 independent reports of which nearly 4,000 distinct events were plotted.[20]

The fourth thematic area is climate action where Ushahidi is working to bridge the gap between climate data and implementation by raising awareness among citizens on the effects of climate change. A popular case study involves the Tana River Climate Change and LIvelihoods Restoration Project (T-CLIRP), a project by World Vision Kenya in response to the climate disaster affecting the Tana River County.[20] World Vision Kenya primarily focuses on women and youth in a bid to build their resilience to better adapt to climate change.

13. Live Result by Civichive

Country: Nigeria
Website: liveresults.civichive.org

Prior to the 2023 General Elections in Nigeria, citizens had to wait at least four to five days to have a sense of how the election result was going. The manual journey of ballot boxes from the polling units to the Independent National Electoral Commission (INEC) national collation center gives room for manipulation of election and anomalies.

To promote election results transparency and real time visualization, Civic Hive developed the Live Result election portal in 2022 to make election results accessible to citizens of the country, aid voters' education and enhance their involvement in the electoral process. The portal also features an interactive map, grants users access to previous election results, enables them to make their own projected outcomes, create scenarios with the interactive map, and provide election updates.

During the 2023 elections, Civichive, in collaboration with credible grassroots organizations, deployed officers to the 774

LGAs collation centers across Nigeria to have quick access to election results. These results were uploaded onto the map and updated as necessary.

The website became a go-to website for updates on election results throughout the country and beyond, attracting over 3 million unique visitors and about 233,000 accounts were created.

In a landmark discovery during the 2023 gubernatorial election, the CivicHive team discovered that In Lafia LGA, INEC erroneously declared APC candidate winner of the election in the LGA while verified data from INEC evidently showed that the PDP candidate won. With this discovery the PDP candidate approached the tribunal to seek redress.[20]

LiveResults by CivicHive has played a tremendous role in educating the general public and voters even in off-cycle, rerun and bye elections in Nigeria.

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19 https://www.unja.org/publications/2010/09/ippe/oport-mission-haiti-mission-&cation=&Pierce=&option=&
19 https://www.ushahidi.com/in-action/case-studies/the-tana-river-climate-change-restoration-project=&option=&p-o
20 https://youm-clve-hive/stotws/1b8f064f2110f89e7527eqt0rt=?p-@resTDP565B(BNM_drt]

14. Zuela 🇦🇴

UELA

Zuela is a word in Kimbundu (Northern Angola) that is translated "Speak Up". This tech tool was created by "Friends of Angola" in 2017 to provide a platform for people to upload and share information on issues that directly affects them, with the main aim that such issues will be publicized by Journalists, activists and CSOs to government agencies. This platform focuses on political engagement and good Governance. It provides a medium where individuals can share, engage, and interact together or with political organizations and leaders on issues they feel passionate about.

Zuela is a pro-democracy and social networking Mobile App that tackles six main subjects; Elections, Politics, Corruption, Violence, Gender and Human Rights, and is designed to provide guidance for the user in terms of the kinds of issues they can post updates on.

The app serves as an intermediary between individuals, organizations and the government. It gives individuals a platform to denounce corruption and human right abuses in the region, it also gives organizations a section to start a project, seek donations for such provides and provide all details regarding money allocation and progress of such project.

There is also a category dedicated to reports of Natural Disasters and Emergencies within the country. Also, One of the distinctive features of Zuela is that it allows for anonymity to individuals who might want to upload or share information. This invariably gives the people protection as they do not necessarily need to reveal their identity to report or upload issues.

Zuela has been used by journalists and activists to highlight and track major conflicting issues in Angola such as human right violations and abuses, Corruption and Violence and with evidence provided in the App to follow up and eventually get to the root of such issues. Despite the success and impact of Zuela over the years, there are some challenges and limitations that the organization has encountered to achieve and sustain their objective.

The major challenge highlighted by Florindo Chivucute, Executive Director, Friends of Angola, is the expensive data usage needed to run and use the app. This has become a problem as the people find it difficult to spend so much data on the app with the high cost of internet rate in Angola. Another challenge is the lack of resources by the organization to sustain and update the app and website needs to be updated regularly and this takes time and money. The application has been down for two years while the website is being updated. To help achieve and sustain the goals of the Tech tool, Friends of Angola is currently reaching out to donor organizations within the landscape.

15. My Candidate 🇳🇬 by Orodata Science

Orodata Science

Country: Nigeria
Website: mycandidate-nigeria. opencitieslab.org

Orodata Science in partnership with Open Cities Lab developed the platform called MyCandidate which enables Nigerians to get information about every candidate vying for positions at all levels in the 2023 general elections in their immediate location.

MyCandidate Nigeria which is an open-source platform is anchored on the exhaustive information provided by the INEC and verified information sourced from the media. The impact of this product enables voters to have adequate knowledge and make informed decisions about the candidates they want to vote for during the polls.

A lot of young people who are new to participatory governance relied on the information on this platform to keep themselves updated about candidates vying for electoral seats rather than just the Presidential and Gubernatorial candidates. The added advantage of this platform can also be attributed to the features on the website that allows other websites and organizations to embed their HTML code on their own platform allowing them to share the candidates' profiles with their own audience.

16. Mchaguzi 🇰🇪

Country: Kenya
Website: mchaguzi.demographyproject.org
Instagram: demographyproject
X: DemographyPROJ

The Demography project was established in 2017 as a not-for-profit civic technology and data journalism organization in response to the gap in civic engagement between the election management body in Kenya and the citizens, where the youths bear the brunt of this gap. The organization began as an accredited domestic election observer group, civic education platform and an election media organization and deploys open data to promote transparency in the history of electoral processes in Kenya.

They employ open data to sensitize citizens on methods of connecting election voting patterns with societal issues such as development and investment programming, and the direct impact their choices have on their lives. Their research project goes as far back as the pre-colonial era, utilizing archival government data to highlight patterns and stories in election petitions, election results, contestants, and a popular controversial issue known as gerrymandering.[1]

One of the goals of the Demography project is to democratize election data from the grassroots and utilize open data to inspire democratic change and trust in the electoral process.

They currently have four ongoing civic tech projects namely Maai Makwa (Open water data), Infrastraker, Bungeni and Mchaguzi. Each project was initiated based on the Constitution of Kenya 2010 in Art. 118, which was established to promote engagement and transparency in Kenya.

Mchaguzi, Swahili for 'water', is an independent voter-centered electoral intelligence toolkit launched in May 2022 with the aim of engaging the grassroot communities and enhancing participation and engagement pre-election, during elections and post elections in Kenya.[2]

21. Orodata x Demography Project (2023) Art.118 §1 ch. 11.Go GH?×1↓
22. https://mchaguzidemographyproject.org/ ↓

It is a live project constructed on information garnered from various communities across 12 out of 47 counties in Kenya following a preliminary assessment and allows users to access information such as manifestos, campaign trails, and electoral financing going as far back as 1963. The Mchaguzi platform enables users to locate their polling units through a geolocation feature that provides details on their election ward, constituency, county and specific candidate vying for a seat. This is part of their Open–up data initiative to encourage youth participation in governance.

Impact

During the 2022 elections in Kenya, Demography deployed a hotline where they received about 6000 phone calls in the three to four days it was active, regarding electoral issues. They created a small space where they deployed a civic education curriculum which had about 5000 users. Through civic educators in Mombasa county, they were able to engage youths directly to gauge their level of interest in politics in order to address the barriers in voting such as language, ethnicities, electoral violence and patterns in voting to facilitate the process of civic engagement.

They mapped polling units from Mombasa county and beyond and used the information obtained to provide answers to pressing questions surrounding polling units and voting locations. In 2022, between January to August, they conducted 17 forums at the community level where they addressed individual issues affecting individual voters with their focus being counties most susceptible to electoral violence as well as major settlements in Kenya.

Demography Project aims to empower individuals capable of inspiring meaningful conversations to drive traction for their online platform. Their mission is to dissociate civic technology from being solely accessible to smartphone users, beginning from the grassroots level and scaling up. Their goal is to enlighten citizens on the process of mining data pertaining to electoral issues, with the aim of fostering trust in the electoral process from the local to the national level. To this end, they have collaborated with organizations like ForAfrika and Citizen Science Association to scale up their work as a means to inspire cooperation and the creation of civic tech organizations from the grassroots up to address various societal issues.

17. Podus by Gavel

Country: Nigeria
Website: podus.org

Podus is a portal designed to assist Nigerians with human right support. The portal was designed to provide victims of police brutality, exploitations and other violations of human rights with easy access to lawyers and other legal services. Podus distinguishes itself by enabling citizens to request quick legal assistance in the face of a violation or infringement of human rights by law enforcement agents.

Podus has delivered prompt and effective legal services to several Nigerians from marginalized communities who have been victims of human rights violation. One of the most popular cases involves a young man who was unlawfully detained for a month and seven days without legal assistance.

Following a timely legal intervention, the case was resolved outside of court and the young man was granted freedom on January 23rd, 2024.[23] In a different case, another young man was facing allegations of theft and was offered prompt legal support up until January 23rd, 2024 when his case was dismissed due to lack of prosecution.[24]

18. Sema Tanzania 🇹🇿

Sema Tanzania meaning 'Say Tanzania' is the product of the Ongea na Demokrasia, swahili for 'speak with democracy' research project carried out by the African Child Projects. It is an open civic technology platform developed in collaboration with Code for Africa (CfA) and launched in 2020 to build an inclusive digital democracy by utilizing polling, ideation, collaboration and access to digital services. This approach aims to foster democratic participation, promote civic engagement, strengthen citizen-to-government interaction and facilitate youth participation in governance.[25]

Features of the Sema Tanzania platform include blogs where content creators share their opinions, polls to assess community knowledge and opinions on diverse topics to garner an in-depth understanding of user perspectives and insights, forums for hosting virtual meetings, and document vaults for the uploading of reports, publications and links to Government tenders.

Ongea na Demokrasia is a collaborative research project undertaken by African Child Projects, Democracy Works Foundation, Charter Project Africa and Co-funded by the European Union to increase accessibility and inclusivity to democracy and redefine civic engagement by leveraging digital technologies. The research focused on three key areas which are research, advocacy and the developing a civic tech tool which is the Sema Tanzania platform.

The research was carried out in Dar es salaam, Dodoma, Iringa & Tanzania with the goal of assessing the citizen's understanding of ACDEG and the role of Digital democracy. It involved the engagement of citizens from the designing phases of the project to gain a deeper understanding of what features are required. Additionally, the literacy gap was studied to effectively educate citizens on democracy through the use of various media like podcasts in local languages. The research yielded positive outcomes including the use of digital democracy to increase youth participation in democratic, governance and decision making processes; the sensitization of citizens on democratic culture and; an increase in awareness about ACDEG through meaningful open digital citizen to government engagement at the local level.

Their advocacy campaigns involved the use of platforms such as Instagram, blogs, Twitter spaces, podcasts, bulk SMS, articles, and LinkedIn to educate diverse demography including youths and encourage a more engaged and participatory society to influence the future of democracy in Tanzania.

During this campaign, African Child Project engaged 350 participants in meaningful discussions, increasing awareness of technology's impact on democracy.

African Child Projects aims to partner with counselors in Dar-es-salaam under Pollicy to find means to engage grassroot communities, disseminate the features of the Sema Tanzania and improve accessibility to information. There are also future plans to integrate AI which would be trained to filter and authorize various content that are submitted to the Sema Tanzania platform.

19. Parliamentary Monitoring Group (PMG)

PMG PARLIAMENTARY MONITORING GROUP

Country: South Africa
Website: pmg.org.za
Email: Info@pmg.org.za

The Parliamentary Monitoring Group, an information service, was established in 1995 as a partnership between Black Sash, Human Rights Committee and Idasa. The aim was to provide a type of Hansard for the proceedings of the more than fifty South African Parliamentary Committees for these three advocacy organizations. This was because there was no official record publicly available of the committee proceedings; the engine room of Parliament.

This type of information is needed by social justice organizations to lobby the Parliament of South Africa on pieces of legislation, matters of democratic processes and parliamentary oversight of the executive. PMG is a civic tech tool that functions as an Information Service Website, providing accurate and recent information on all parliamentary committee proceedings in the form of sound recordings published immediately after sessions on the website.

These recordings are also transcribed into detailed unofficial minutes or reports which are compiled, edited and published on the website within three working days, along with all relevant committee documents used during the meeting.

Reaching the 25 years milestone of facilitating public engagement with parliament proceedings, PMG has been able to reach Ordinary Citizens, MPs, Parliamentary Staff, Political Parties, Government, Department and Entities, Trade Unions, Commercial Companies, Civic Society Organizations, Media, and Academia. The website was set up in 1998 to make the information generated available to a wider audience.

The activities on the Website includes Committee Monitoring, Research, Bill Tracker, Public Participation, CSO Outreach. PMG Longevity, deepended records, expertise and research are also relied upon by the IPU, ZONDO Commission, South African Presidency and Political Parties and civil society. PMG has also facilitated strategic planning workshops and training of MPs while providing training and Job opportunities for Youth.

Despite the great works over the years, PMG has also encountered several challenges which includes funding and sustainability, legal threats from politicians who felt threatened about the amount of information recorded during parliament meetings, lack of cooperation and suspicion of the work, difficulty in maintaining the huge repository and database with a small team.

However, these challenges have not in any way affected the work of PMG, they have deepened collaboration and partnership with legislatures and also increased the quality and breadth of public participation in parliamentary affairs. They have also earned the trust and credibility by being non-partisan and neutral in all their reports. As regards scaling their model to other countries, the team is working on establishing a network of parliamentary monitoring organizations in Southern Africa with the hope of an Open Parliament Index and also engage in peer learning.

The aim is to strengthen parliamentary openness and enhance citizen participation in the legislatures. Another step towards the future of PMG is the usage of Artificial Intelligence to fasten and make their work easier.

20. Transparency International Zambia

TRANSPARENCY INTERNATIONAL ZAMBIA

Country: Zambia
Website: tizambia.org.zm
Email: info@tizambia.org.zm

Transparency International Zambia (TI-Z) is a civic tech tool dedicated to the fight against corruption and the promotion of good governance.

TI-Z, seeks to influence change at the institutional and policy level by the government, as well as behavioral change at personal level involving the Citizens. The website strengthens citizen's demand for transparency and accountability at local and national level with the creation of a corruption report portal via the website https://tizambia.org.zm/report-corruption/ where citizens can directly report cases to expose the red scale of everyday corruption in Zambia, challenge the status quo and encourage citizens to open up and share their stories.

Additionally, TI-Z has a Transparency International Corruption Perceptions index (https://tizambia.org.zm/cpi/ which is published annually and widely used as an indicator of corruption worldwide. The CPI ranks 180 countries and territories around the world by their perceived levels of public sector corruption, scoring on a 0 (Highly corrupt) to 100 (Very clean).

TI-Z has also established volunteer-based community structures called - Transparency Action Groups and District Working Groups, located in 14 and 3 districts of Zambia respectively. By acting as a reference point for receiving complaints and grievances at the local level, investigating wrong-doing, and reporting on corruption cases.

21. OpenStat Madagascar

OpenStat

Country: Madagascar
Website: www.openstat-madagascar.com
Email: hello@openstat-madagascar.com
X: assomaidi

OpenStat Madagascar is an advocacy initiative of The Association Madagascar Initiatives for Digital Innovation (MAIDI). MAIDI was established in 2017 in the capital of Madagascar, Antananarivo, under Ordinance No. 60-133 of 03 October 1960 to promote open data, data journalism and Democracy in Madagascar. OpenStat Madagascar was created to make data accessible to the public.

Their approach to data collection consists of gathering information from projects, government documents and social events already present in daily life and familiar to the public.[25]

MAIDI performs data analysis and has published about 120 detailed datasets on the OpenStat Madagascar website, converting government data and other types of data into formats that are easily accessible, thereby increasing the open data score for Madagascar globally.

Using Openstat Madagascar in 2023, MAIDI participated in Empowering Minority for Open Data to train autistic communities on the importance of open data and on how to use it in their advocacy.

Challenges and Limitation to Civic Tech in Africa

The rise of new media and increasing access to the internet has created a positive impact on people's lives in Africa. It has created new avenues for people to interact with the government in a seamless manner. Nevertheless, it has also become a marketplace to lament the excruciating effect of governance, policies and corruption without active participation or contribution.

The use of civic tech in Africa has its challenges and limitations in a continent where robust internet access, literacy, infrastructure, and safety are still largely inadequate or absent. Below are some of the limitations and challenges of civic tech in Africa.

1. Choosing The Right Tech For The Primary Beneficiaries:

The selection of an appropriate technology for primary beneficiaries is a crucial factor in the success of a civic tech product. Oftentimes, civic tech innovators build platforms without adequate consideration of the primary beneficiaries and their contextual factors. Building innovations that are ill-suited for the demography or adapting civic tech that are disconnected to the needs of the people.

While certain products may have achieved scalability and success if they were built using low-tech models, they are frequently overlooked due to the innovator's preference for high-tech solutions that would only be accessible to educated individuals with smartphones.

2. Partnership Between Government and Civic Innovators:

The rise in the creation of Govtech solutions cannot replace the roles and functions of CSOs in Africa. On one hand, government agencies are always quick to build tools for citizens engagement, monitoring and service delivery forgetting the role of CSOs as a watchdog because they see them as opposition rather than seeking to collaborate to achieve common purpose.

Through the information, findings, and reports that civic tech tools produce, the government can leverage them to fine tune policies, agencies and improve on service delivery within the country. It can also help the government to be updated on areas where they need to be vigilante, prioritize and appropriate funding to.

The essence, govtech and civic tech should be seen as complementary tools in service of the people. There should be room for synergy and co-designing of tools whose goal is to make governance work for the people.

3. Everyone wants to Build:

There is an unnecessary race to duplicate products in an ecosystem where similar, bigger, and better products already existed. For some civic tech innovators, their products are only welcome and known through the paid media campaigns without no citizen uptake, after a short time, either they disappear into oblivion. In some cases, Some civic tech products only existed in names either due to lack of continuous funding or lack of citizens adoption of such platforms.

Young and new civic tech innovators should prioritize building technologies that focuses on expanding or fixing the gap existing technologies.

Opportunities
& Recommendation

1. Civic Tech solutions should be community driven:

Civic tech innovators should focus on building solutions that provide accessibility for a large number of people, especially those in rural areas, underserved communities with low levels of digital literacy.

2. Collaboration and Partnership among CSOs:

It is essential that civic tech organizations collaborate to build better existing products. Cooperation should be seamless in a way that allows other organizations to build on existing technology or adapt to local context without the need to expend scarce resources.

3. Regional and Continental Incubation and Mentoring Fellowship:

Only few fellowship exist to cater for mentionship of incubation of civic tech innovators in Africa, only few are continental in approach and they sometimes don't give opportunities for mentorship. Majority of incubation programs existed within specific countries with limited funds to pilot their ideas. There is a need for investment in mentorship, incubator, and accelerator programs that not only focus on the tech part of their idea but also for the civic aspect. collaborate to build better existing products. Cooperation should be seamless in a way that allows other organizations to build on existing technology or adapt to local context without the need to expend scarce resources.

4. Strategic Funding For Existing Initiatives or New Initiatives Addressing Innovation Gaps:

Donors need to be strategic and practical with funding new initiatives that address gaps in innovation and not funding new ideas that are similar to the ones existing in civic space. Priority and continuous support should be given to already existing innovations that have survived their infancy state and stood the test of time. Funders should encourage collaborations in new innovations, rather than spreading limited funds thin on innovations that might not scale or be adopted by citizens at scale.

5. Co-creation between GovTech and CivicTech

Civic tech innovators and government-led innovations should not be seen as competitors since their intrinsic goal is to make public service delivery work for the people in an efficient manner. At design and creation stage, there should be intentionality in collaborating together to build better product.

6. Capacity Building for Civic Tech organizations:

In the face of emerging new dimensions to the applicability and use of Artificial intelligence(AI), it is critical that civic actors and civic-tech civic actors avail themselves of the myriads of opportunities to learn and understand how best to infuse AI to addressing the gaps/deficits with the use of existing civic-tech solutions. Importantly, civic actors need to invest more into research and field analysis in order to design suitable civic tech solutions fit for the contexts of the issues they desire to address.

7. Integrating AI solutions into Civic Tech:

Civic tech innovators should embrace and be open to exploring new forms and elements of Artificial Intelligence that will enhance the efficiency, scalability and reach of existing civic-tech solutions. This will require greater collaboration between innovators, civic actors, data holders and citizens to ensure that AI leveraged solutions are driven from a sense of collective grasp of the added value these can bring to improving the use of existing civic tech solutions.

Civic Tech
Landscape
in Africa

CivicTech /GovTech
Tools in Africa

(This is not an exhaustive nor a ranking list of top
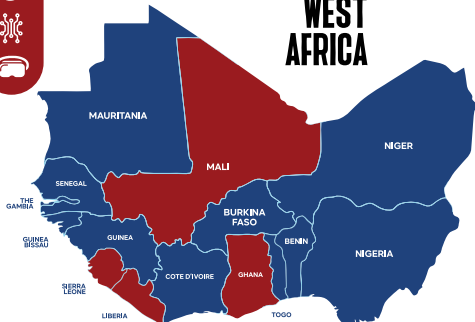civic tech tools in Africa)

WEST AFRICA

MAURITANIA

MALI

NIGER

SENEGAL

THE GAMBIA

GUINEA BISSAU

GUINEA

SIERRA LEONE

LIBERIA

COTE D'IVOIRE

BURKINA FASO

GHANA

BENIN

TOGO

NIGERIA

- YIAGA
- CcHub
- EiE Nigeria
- BudgIT
- Connected Development
- Accountability Lab
- Integrated Tax Administration System (ITAS)
- Central Case Management System
- Policy Alert
- Tracka
- Open Government Data Portal
- The NPA e-Payment Platform
- Code for Nigeria
- Uzabe
- The CAC e-Registration Platform
- DIYlaw
- IlawPadi
- TransparencIT
- PLSI
- Ymonitor
- Budeshi
- Government Contact Centre (GCC)
- CivicHive
- CitizensCommon
- Gender Mobile
- Eduplana
- Nigeria Open Contracting Portal NOCOPO
- Gavel
- Kuram
- Hope Behind Bars Africa
- Udeme Africa
- Know Your Rights Nigeria
- Thrmedia
- Collate
- Orodate Science
- HelpMeVote
- Lagos State Citizens Gate
- Dataphyte Electoral Portal
- Nigerian Election Watch
- Yvote Naija
- Corruption Anonymous
- #WatchingTheVote
- Orodate Science
- HelpMeVote
- Lagos State Citizens Gate
- Dataphyte Electoral Portal
- Local Open Governance Initiative (LOGIN)
- Civily
- Balm Health
- OpenNELTI
- GRAP
- Anfani
- Election Result Analysis Dashboard (ERAD)
- The Interactive Map
- The Nigeria Election Violence Tracker
- Govspend
- Urban Alert
- LegalNaija
- Podus
- Invictus Africa
- Policy Shapers
- Open Nigerian States by BudgIT
- Stears Elections
- Electoral College
- Parallel Vote Tabulation (PVT)
- The Live Result Platform
- Udeme Africa
- Hope Behind Bars Africa
- Know Your Rights Nigeria
- Civic Guardian
- GovServices
- NIS Online Passport Application System
- Podus AI
- Incarceration Insight VR
- VitalReg by NPC

**This is not an exclusive list, kindly reach out to info@civichive.org if your product/organization is not listed

WEST AFRICA

MAURITANIA

MALI

NIGER

SENEGAL

THE GAMBIA

GUINEA BISSAU

GUINEA

BURKINA FASO

BENIN

SIERRA LEONE

LIBERIA

COTE D'IVOIRE

GHANA

TOGO

NIGERIA

SIERRA LEONE

- Code for Sierra Leone
- BudgiT Sierra Leone
- Directorate of Science, Technology and Innovation (DSTI)

LIBERIA

- iLab Liberia
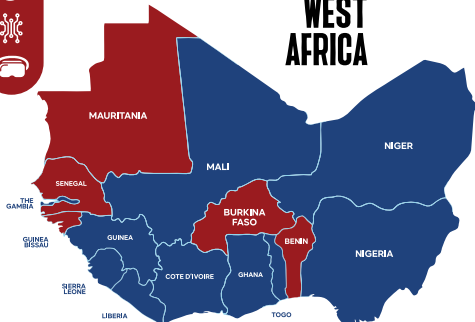- InfoLib (Access to Information Liberia)

GHANA

- Code for Ghana
- GotToVote
- Penplusbytes
- Odekro
- iWatch Africa
- iWatch Africa
- Ghana Open Data Portal
- Ushahidi Ghana
- Civic Response Ghana
- Mobile Web Ghana
- African Center for Parliamentary Affairs (ACEPA)
- Yarysa
- Ghana Integrity Initiative (GII)
- Motiti paylater
- Dobiison
- Curacel

MALI

- Center For Civillian Conflict
- MonElu
- Open ESR
- Xensa

WEST AFRICA

Map labels: MAURITANIA, MALI, NIGER, SENEGAL, THE GAMBIA, GUINEA BISSAU, GUINEA, SIERRA LEONE, LIBERIA, COTE D'IVOIRE, GHANA, BURKINA FASO, BENIN, TOGO, NIGERIA

SENEGAL
● Give1Project   ● AfricTivistes   ● MOOC by AfricTivistes   ● AfricTivistes Femmes Cybersecurity

MAURITANIA
● AfricTivistes CitizenLab Mauritania   ● Rim Startup

BENIN REPUBLIC
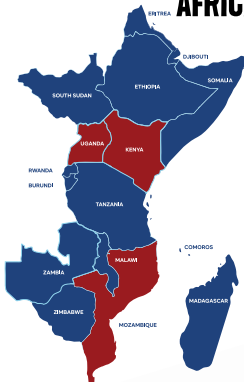● AfricTivistes CitizenLab Mauritania   ● Bidofi

BURKINA FASO
● Open Burkina   ● Julaya   ● Icivil

GUINEA-BISSAU
● Voz di Paz

EAST AFRICA

MALAWI
- GotToVote Malawi ● Maso Athu ● Feam ● Mphamvu
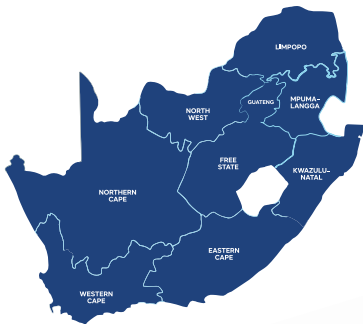
UGANDA
- Mambo Pay ● Parliament Watch ● M-Omulimisa

KENYA
- Kukua ● Lentera ● The Bhub ● Kijiji Yeetu

SOUTH AFRICA

- sensors.AFRICA
- openAFRICA
- GenderGap.AFRICA
- PesaCheck
- DigiBot
- Zito
- PMG
- Campaign On Digital Ethics (CODE)
- Grassroot
- JamLab
- African LII
- Enlabeler
- BiB

CENTRAL AFRICA

CHAD

CENTRAL AFRICAN REP.

CAMEROON

EQUATORIAL GUINEA

GABON

CONGO

DR CONGO

ANGOLA

CAMEROON

● Prepdia

OTHERS

ANCIR
AFIC
AfroLeadership
Africa Talking
Andela
Huridocs
Shape
Wanedata

Quotes

TaxawTemm 🇸🇳
(AfricTivistes Femmes
Cybersecurity)

> ❝ As we were building, one thing we realized is that in places like Angola, the internet is very expensive. People don't just have money to navigate into the App and look for information. To curb this, we integrated a system of sending SMS

Ushahidi 🇰🇪

> ❝ We are providing citizens, civil society organizations and any other organization that is interested in collecting data, whereby we are empowering communities to thrive as a result of accessible data and technology."

> ❝ Our hope is to be able to raise disenfranchised communities and to help these communities to quickly collect and share information that enables them to raise their voices, inform decisions and influence change.

Quotes

Zuela 🦂

> **"** The server wasn't helping, the App was already heavy and consuming too much internet and folks don't have that much internet to spend on App."

Mchaguzi 🇰🇪

> **"** There is a serious gap between the electoral management body in Kenya and the citizens (this gap mostly affects the youth)"

Parliamentary Monitoring Group (PMG)

> **"** A few times in a year, there would be a takedown request or challenge and we've had to deal with it. We've had to look at whether our editorial policies, disclaimer policies are strong enough or need to be strengthened"

> **"** We also have the protection of personal information legislation that was passed two years ago. It challenges us as regards restricting private information as regards private numbers and so we've had to navigate that out

Quotes

OpenStat

> There still remain challenges on the government side of things, low data literacy and collaborating with other Civil Society Organizations who do not share the same values. As of the time of writing this, MAIDI is the only organization working in Madagascar to promote Open Data in Madagascar which is mainly used by local individuals, researchers and international students.

Challenges and Limitation to Civic Tech in Africa

> We didn't have the chance to do enough awareness about the App and we couldn't keep up with updating whatever people were reporting.

> The lesson we have learnt is that it's not enough to build a good website or APP. You need money and resources to publicize and maintain

> Maintenance of App, It cost on money and a lot of people

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