

IMPLEMENTATION OF TAARIFA –SMARTPHONE ICT BASED PROJECT IN 11 MMAs



November, 2016

MLGRD

Outline of presentation

- **Background/ Introduction**
- **Specific outcomes**
- **Objectives**
- **Architectural Design and Implementation Strategy**
- **Key Stakeholders for Project Implementation**
- **Narration of Process**
- **Development and WASH issues for reporting**
- **Target MMAs and Community/ies**
- **Reflection on pilot implementation in 2 MMAs**
- **Upscaling in 11 MMAs**
- **Importance of Taarifa ICT based smart phone monitoring and evaluation platform**
- **Practical Steps**

Background/ Introduction

- Taarifa is an ICT-based social accountability tool that is utilized through an ICT Knowledge Platform for Accountability and Service Delivery, with the basic aim of promoting sustainable governance and addressing developmental challenges through community accountability.
- The platform has capabilities for enhancing social accountability by forging collaboration between citizens, MMAs and other responsible agencies' response teams to ensure a quick turnaround time of issues
- Allows for accurate specification of problem details through collection of problem description/data, geo-coordinates, and photos.



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Background/ Introduction

- The World Bank in championing Social Accountability introduced “Taarifa” in Ghana in 2012 after successful stints in Uganda
- The pretest led to pilot implementation in both GSMA (Ngleshie Amanfro) and AshMA (Ashaiman Newtown) in 2015
- Implementation for 3 years in 11 MMAs in Greater Accra Region beginning from October 2016



Specific outcomes

- Increase citizens' engagement in the planning and governance of WASH services in their communities;
- Increase citizen's participation in the monitoring of project resources allocation & Utilization
- Ensure citizen's participation in the monitoring of fund disbursement and expenditure tracking
- Up-scale community participation in monitoring the management, operation and maintenance of facilities

Specific outcomes

- Citizens' access to information on WASH services especially water quality, alternatives available etc.;
- Increase service providers' responsibility in making information available to citizens in a proactive manner;
- Support project stakeholders to understand and apply social accountability, communication and transparency concepts and mechanisms to improve governance in WASH service provision.

Objectives

- Monitoring water & sanitation services delivery
- Monitoring project resource allocation and utilization
- Monitoring the management, operation and maintenance of facilities
- Monitoring the assemblies' work and performance under the GAMA-SWP Project
- Measuring the performance of MMAs and GWCL in addressing pressing problems of citizens in regards to water & sanitation concerns.
- GAMA Projects Progress Monitoring
- Grievance Redress Mechanism



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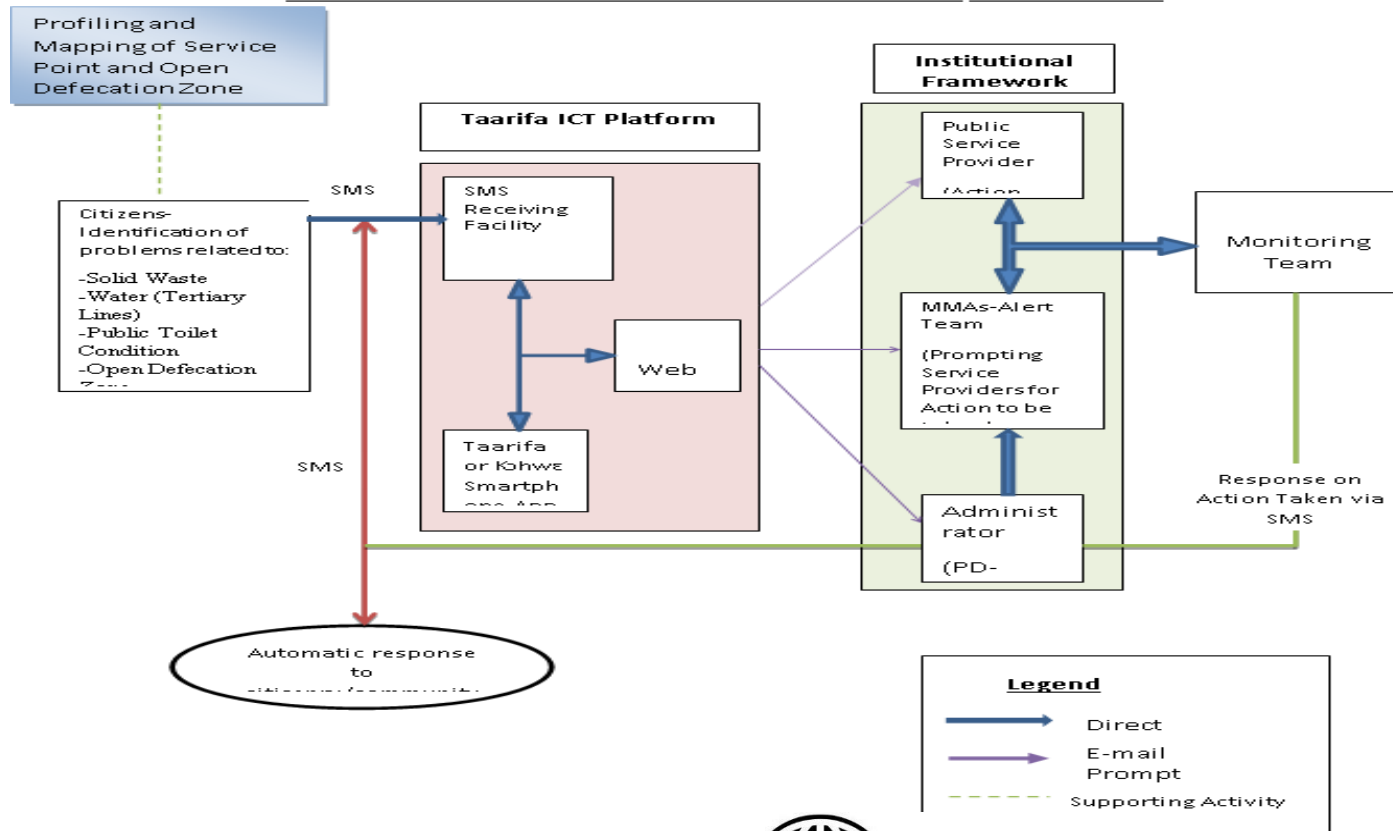
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Architectural Design and Implementation Strategy

OPERATIONAL FLOW CHAT FOR TAARIFA PLATFORM



Narration of Process

- Mapping of service points related to solid waste disposal site, public toilet, tertiary water lines, open defecation zones and, water and sanitation facilities in schools which will support in creating baseline information to measure improvement in service delivery.
- Citizens sending an SMS to dedicated SMS NUMBER **(0544444940)** upon sighting problem regarding solid waste, public toilet condition, public water tertiary lines. The SMS should contain in brief the nature of problem and location.
- Using the Taarifa App with an already customized template, details of issue, photos and geo-coordinates of location will be taken and will automatically register on the Taarifa platform.
- Automatic response via SMS SHORT CODE to acknowledge receipt of message.
- Community Monitoring Team triggered to verify the report
- SMS is automatically registered on the website and automated response sent to sender

Narration of Process

- Officer at MMA to prompt responsible agency.
- Five member MMAs response team follow up on responsible agencies for redress or action.
- Action taken by responsible agency promptly upon receipt of information by Desk Officer at MMAs.
- SMS notification is sent to the citizen as soon as issue is resolved.

Development and WASH issues for reporting

DEVELOPMENTAL ISSUES	INDICATORS
Water Services	Exposed tertiary pipelines
	Burst pipe lines
	Pipelines found in drainage systems
	Illegal piping system
Toilet Facilities	Toilet sewage system connected to flowing gutters
	Leachates from toilet septic tanks
	Unbearable stench from public toilet facilities
	Sanitary and hygiene condition
Solid Waste	Waste bins overflow
	Indiscriminate disposal of solid waste around waste bin site and unapproved locations

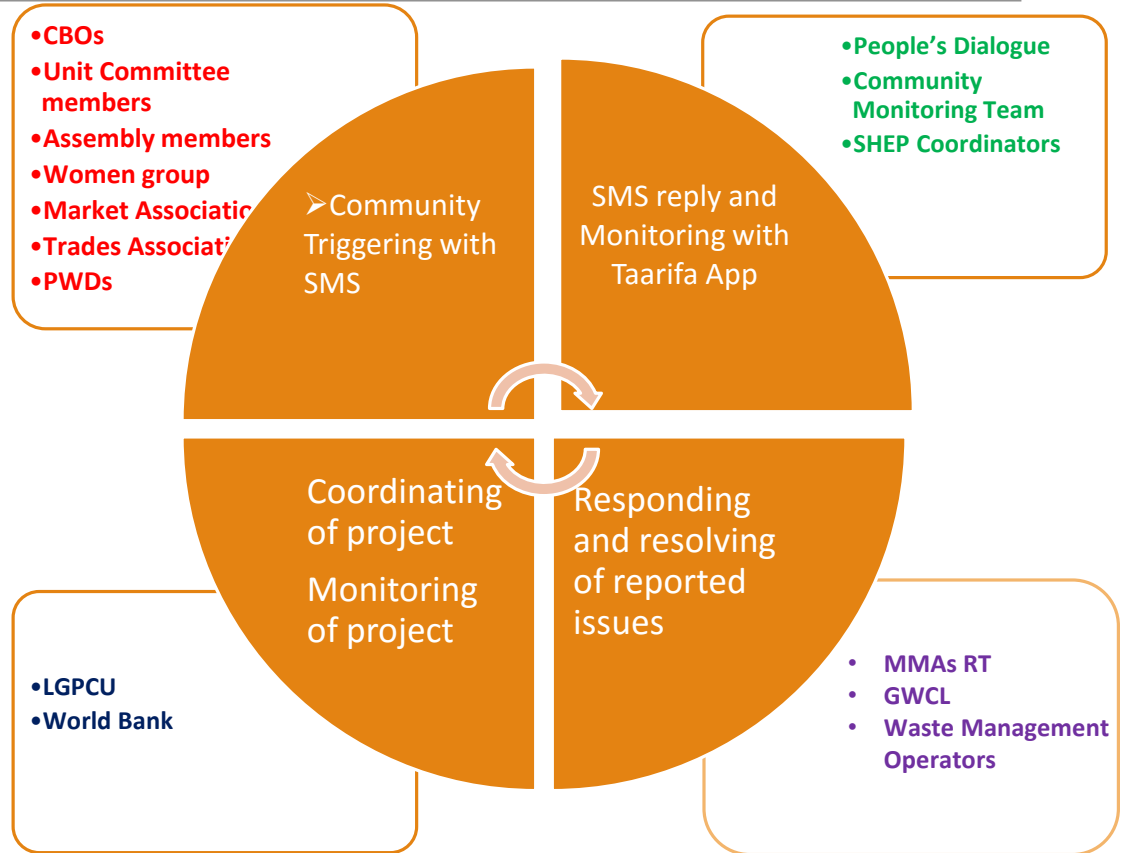
Development and WASH issues for reporting

DEVELOPMENTAL ISSUES	INDICATORS
Open Defecation	<p>Faeces in the open</p> <p>Faecal matter left in open drains</p>
Grievance Redress Mechanism	<p>Citizens affected by projects (World Bank Funded) can send sms on how he/she is affected by the project</p> <p>Follow up is made by monitoring team</p> <p>Complaint sent to the GRC</p>
Budget Tracking	<p>Composite Budget Statements</p> <p>Funds Disbursement</p> <p>Expenditure Tracking</p>



Key Stakeholders for Project Implementation

- MMAs RT
- GWCL
- Waste Management Operators
- SHEP Coordinators
- LGPCU
- World Bank
- People's Dialogue
- CBOs
- Unit Committee members
- Assembly members
- Women group
- Market Associations
- Trades Associations
- PWDs



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Target MMAs and Community/ies

MMA (11)	IDA Communities (14)	OBA Communities (21)	Total number of communities (35)
Accra Metropolitan Assembly	Chorkor, Glefe, Mamponse, Gbegbeyise (Ablekuma South Sub-Metro)	Jamestown, Sabon Zongo and Pilienzo	7
Ga South Municipal Assembly	Ngleshie Amanfrom	Weija, Oblogo	3
La Dade-Kotopon Municipal Assembly	New Lakpana Community	Mantiase	2
Adentan Municipal Assembly	Manmomo	Ashale Botwe Old-Town	2
Tema Metropolitan Assembly	Ziginshore Community	Sakumono Village	2
Ledzokuku-Krowor Municipal Assembly	Teshie Old Town	Nungua Old Town,	3
Ga Central Municipal Assembly	Olebu township	Lomnava, Agape, Fanmilk	4
Ga East Municipal Assembly	Dome Kwabenya	Konka, Ayigbey Town	3
Ga West Municipal Assembly	Pokuase	Ofankor, Amamoley	3
Ashaiman Municipal Assembly	New Town	Valco Flats	2
La Nkwantanang Madina	La Nkwantanang Community	Madina Zongo, Libya Quarters, Washington Ayimansah	4



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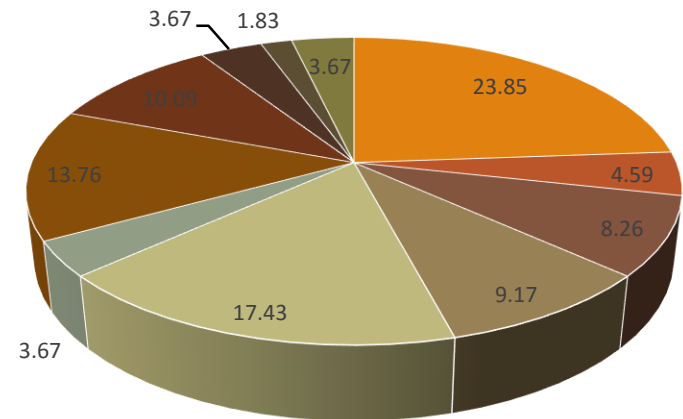
Reflection on pilot implementation in 2 MMAs

GA SOUTH AND ASHAIMAN MUNICIPAL ASSEMBLIES – PILOT AREAS.

Community-led Results Monitoring

- Total report submitted via GHANADISTRICTS shows 94 verified and approved reports, 22 unapproved reports
- Ashaiman Municipal Assembly actions were taken to resolve five of the reported issues
- Ga South Municipal Assembly had 3 of the issues resolved

Category of reported issues in both Municipalities in Pie Chart



- Indiscriminate Solid Waste Disposal
- Leacheate
- Eposed pipes
- OpenFeecal Matter
- Poor Sanitation & Hygiene
- Pipe Burst
- Over flowing Wastebin
- Extreme Stench
- Illegal Connections
- Toilet connected to gutters
- Pipeline in Drains



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Reflection on pilot implementation in 2 MMAs

Enablers

- Effective Collaboration
- Deepened understanding on the platform
- Effective Community Engagement
- Publicity

Upscaling to 11 MMAs

- Interface meetings
- Profiling and Mapping of community including open defecation zones
- WASH inventorization and GAMA projects tracking
- Reconnaissance/Transect Walk (9 MMDAs and 2 MMDAs mop up respectively)
- Training for 6 officials from each MMA on data yielding and usage and sustainability of the platform
- Creating awareness on platform with CSO/CBO, Service Providers and relevant stakeholders
- Capacity Building for CSOs/CBOs, Community Leaders on Social Accountability Tools and Mechanisms (e.g. SPEFA, Budget Tracking, PFM Template, etc) through fora, town hall meetings and public hearing.

Upscaling to 11 MMAs

Kick off meeting with 11 MMAs



Training of MMAs MIS Officers



Training of MMAs Response Team 6 MMAs



Field Training of MIS Officers



Importance of Taarifa ICT based smart phone monitoring and evaluation platform

Smartphone -based platform for improved M&E and accountability:

- Real-time monitoring mechanism for data capture
- Participatory tracking of project impact/progress/irregularities
- Service complaint/comment submission mechanism
- Tool for placing 'pressure points' on authorities for action
- Sector neutral

Relevant Stakeholders

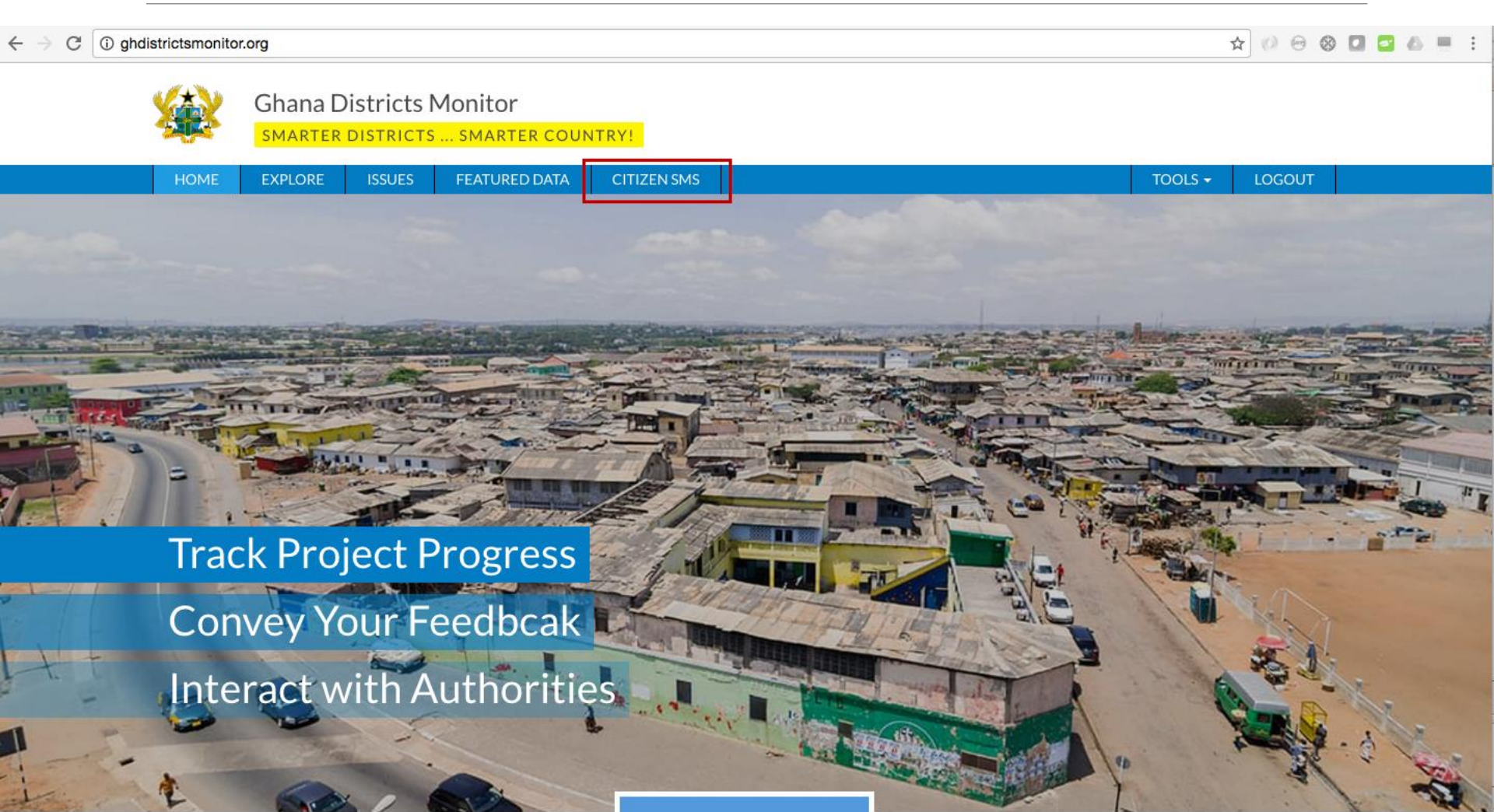
- ❖ Citizens – Once an issue is observed in terms of service delivery challenge or project affected person
- ❖ MMA Response Team – Once issues are reported the response team needs to follow up with appropriate service provider to resolve reported and verified issue
- ❖ CSO (PD) – Make sure the backend of the platform is properly administered
- ❖ Service Providers – Water, Sanitation, Contractors, Municipal Assembly Officers and any other organisation rendering service within the community
- ❖ MLGRD/PCU – Coordinate with the CSO in terms of the Projects being funded and the monitoring indicators

Phone number to text:

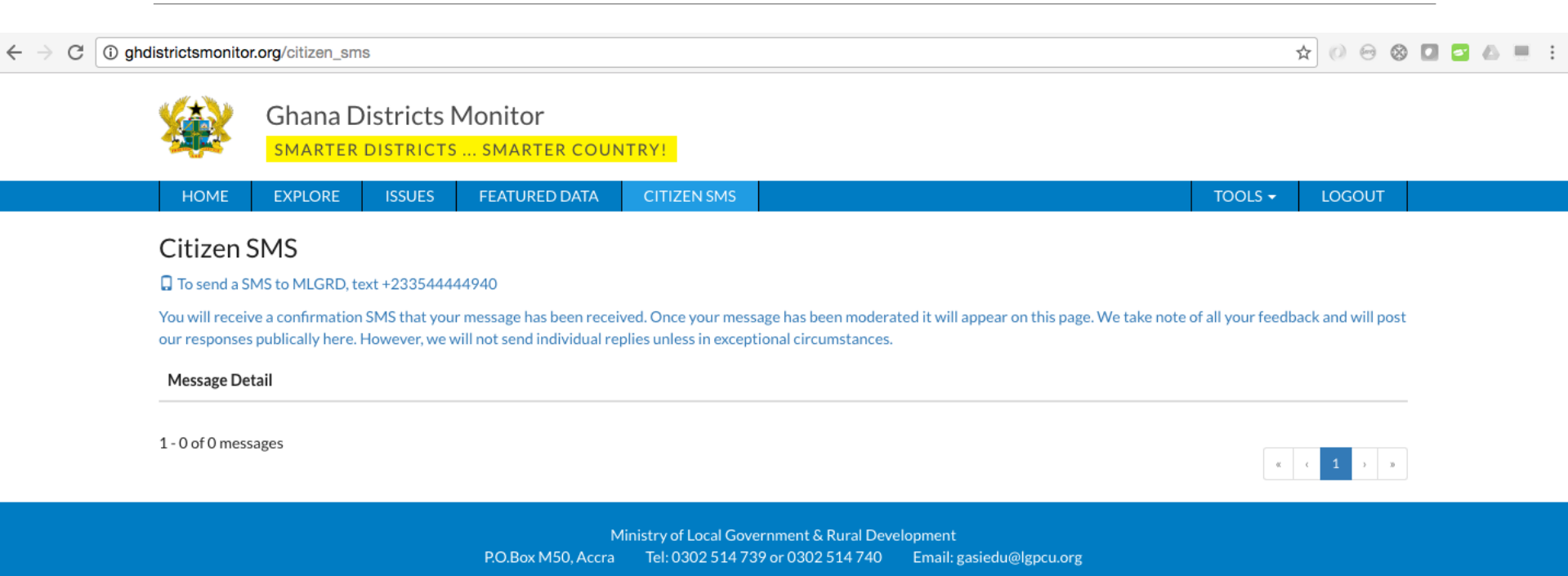
Citizen feedback sent via SMS to the following number will be displayed on the website

Please send a message to **0544444940**

Go to <http://ghdistrictsmonitor.org/> and click on the tab 'Citizen SMS'



On this page you can see all the incoming SMS messages



The screenshot shows a web browser window with the URL ghdistrictsmonitor.org/citizen_sms. The page header features the Ghana Districts Monitor logo and the tagline "SMARTER DISTRICTS ... SMARTER COUNTRY!". A navigation menu includes links for HOME, EXPLORE, ISSUES, FEATURED DATA, CITIZEN SMS, TOOLS, and LOGOUT. The main content area is titled "Citizen SMS" and includes instructions on how to send an SMS to MLGRD (+233544444940). A "Message Detail" section is present but currently empty, showing "1 - 0 of 0 messages". The footer contains contact information for the Ministry of Local Government & Rural Development, including the address (P.O.Box M50, Accra), phone numbers (0302 514 739 or 0302 514 740), and email (gasiedu@lgpcu.org).

Citizen SMS

To send a SMS to MLGRD, text +233544444940

You will receive a confirmation SMS that your message has been received. Once your message has been moderated it will appear on this page. We take note of all your feedback and will post our responses publically here. However, we will not send individual replies unless in exceptional circumstances.

Message Detail

1 - 0 of 0 messages



Response to Citizens

- Issue can be created and citizens can be notified of the issue on the website and it's status.
- This can be done by replying to them directly from the phone
- This can also be shown on the website



Citizen SMS

To send a SMS to MLGRD, text +233544444940

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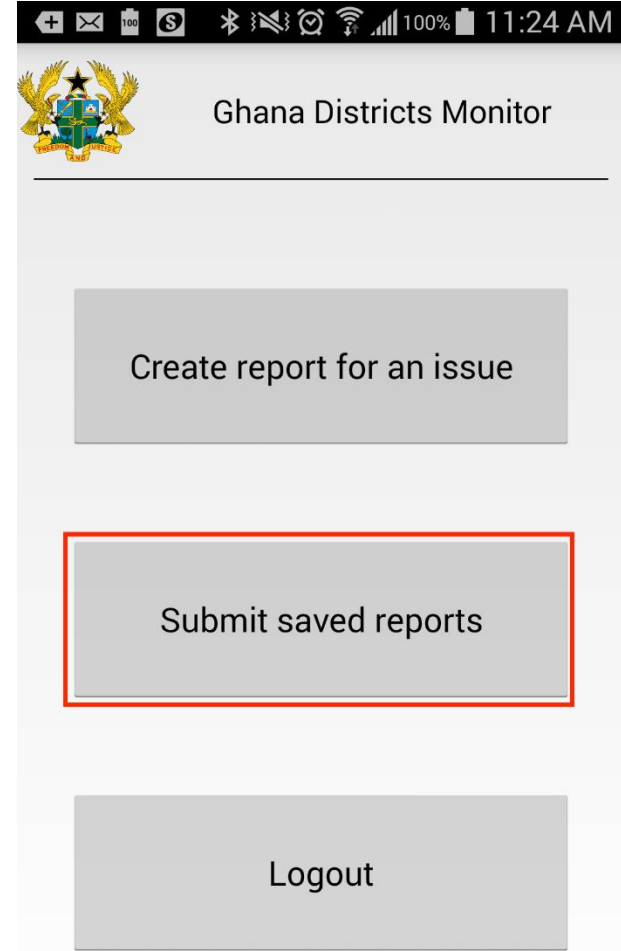
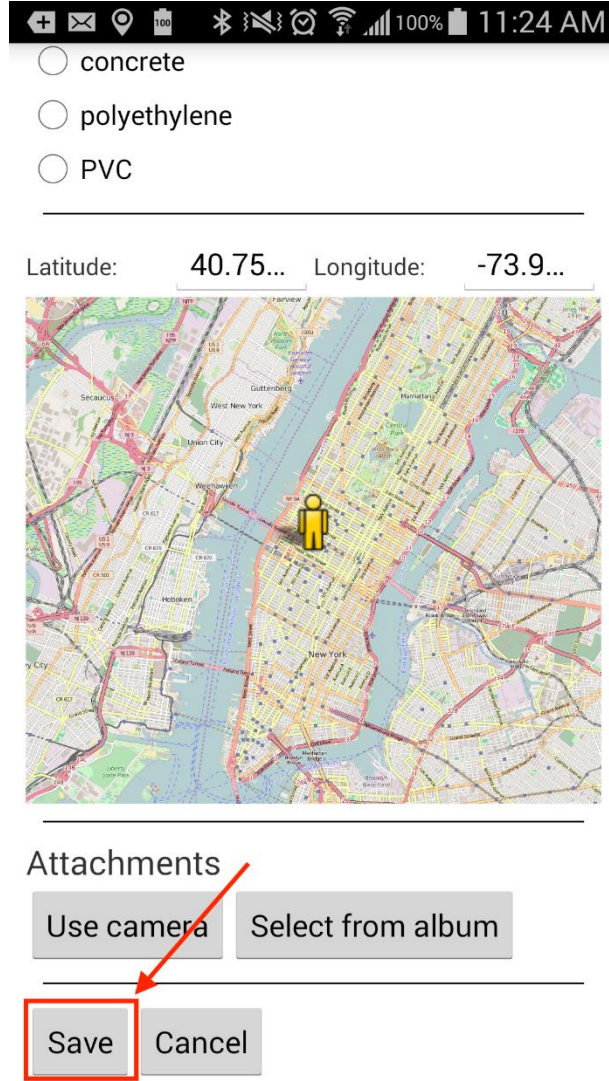
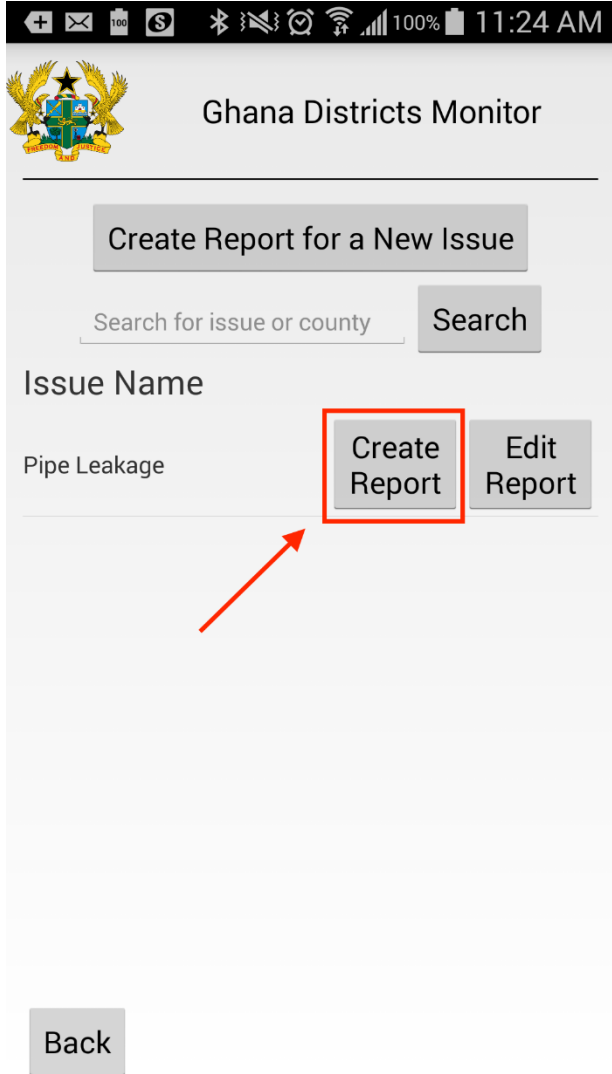
Message Detail	Action
<p>From xxxx-xxxx-6077 on Aug 03, 2016:</p> <p>From Richmond Harding. This is a test</p> <p>Reply</p>	Delete
<p>From xxxx-xxxx-0767 on Aug 03, 2016:</p> <p>Mpw test from Sam Gotomo</p> <p>Reply</p>	Delete
<p>From xxxx-xxxx-0411 on Aug 03, 2016:</p> <p>Check</p> <p>Reply</p>	Delete
<p>From xxxx-xxxx-0767 on Aug 03, 2016:</p> <p>Mpw test from Sam Gotomo</p> <p>Reply from IIU on Aug 3, 2016:</p> <p>Test Reply</p>	Delete

Admin can reply to messages that shows up on the website

MONITORING WITH TAARIFA APP

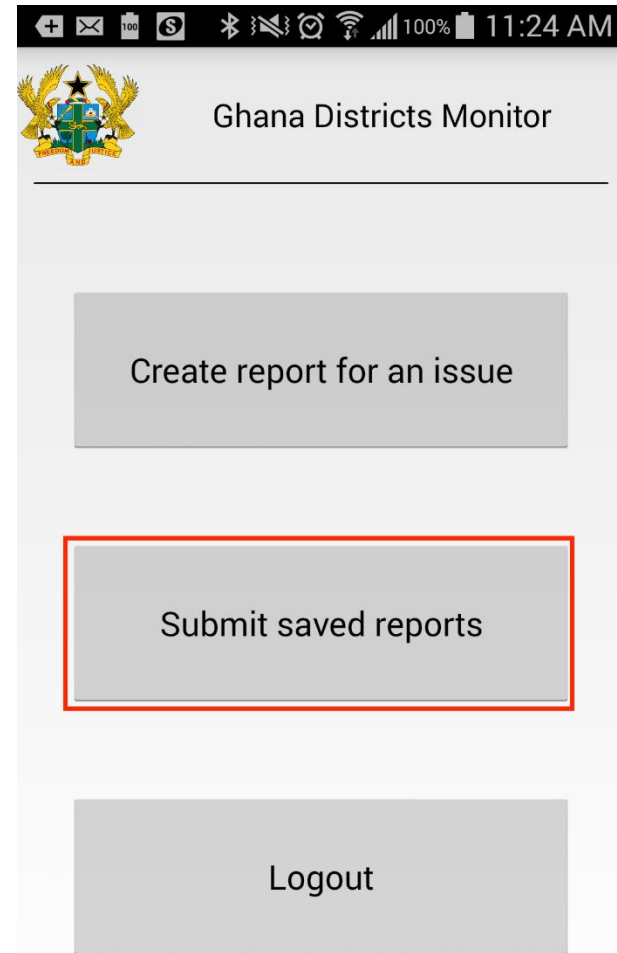
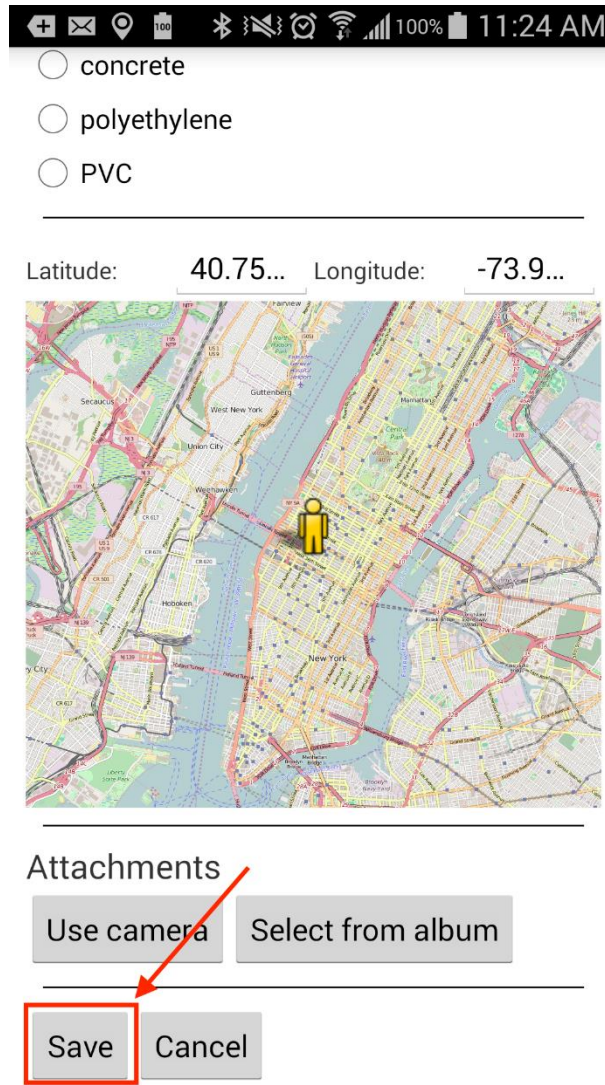
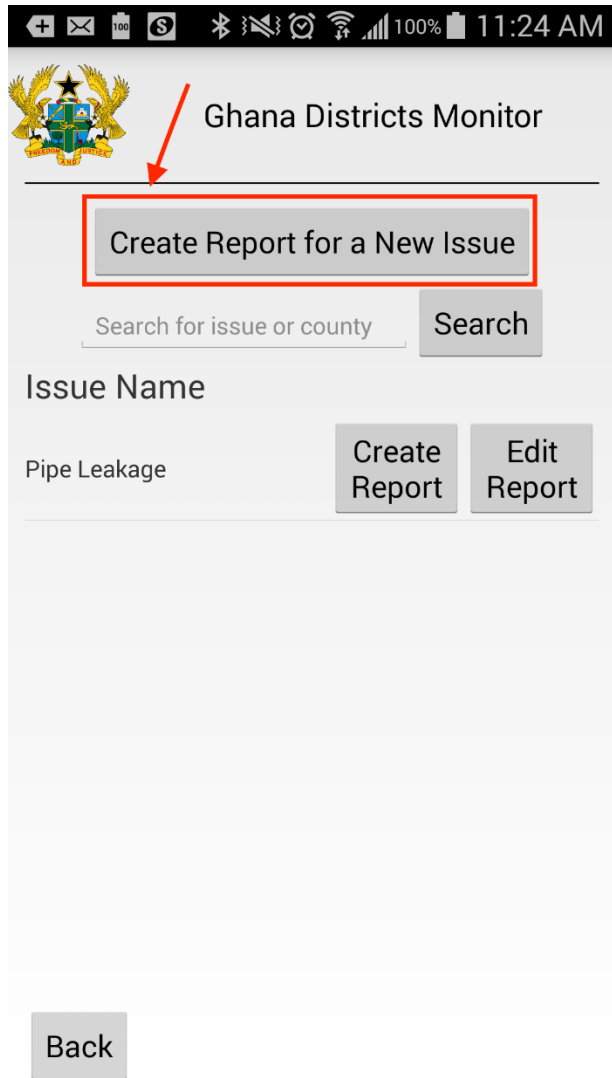
How to Submit a Report from the App

- a) Go to ghdistrictsmonitor.org on your smartphone or tablet
- b) Find the tab “Tools” and tap “Download app”
- c) Go to your Downloads folder and tap the new app file
- d) Agree to all the prompts
- e) Sync Data
- f) Log in as a reporter on the app
- g) Create a new report by tapping “Create Report”
- h) Create Reports
 - Input various data field types, Upload Photos, Location is automatically captured
- i) View Reports
- j) Edit Reports
- k) Submit Reports from local drive
- l) Log in to the website (ghdistrictsmonitor.org) with the same credentials and search for your project under the “Explore” tab



How to Create an Issue from the App

- a) Go to ghdistrictsmonitor.org on your smartphone or tablet
- b) Find the tab “Tools” and tap “Download app”
- c) Go to your Downloads folder and tap the new app file
- d) Agree to all the prompts
- e) Sync Data
- f) Log in
- g) Tap “Create report for an Issue”
- h) Tap “Create Report for a new Issue”
- i) Continue to enter data for your new Issue
- j) “Submit” the report for the new Issue
- k) Sync Data
- l) Log on to the website to view your new Issue



This platform allows you to:

Submit field reports for projects with or without internet connection

See collected data organized and paired with **image slideshow**

Visualize the data you collect through charts and aggregated spreadsheets

And as an admin:

- Create new forms & categories to be used for reports
- Manage submitted projects & reports and how they display on the site



Manage Reports

Search for issue or region



CATEGORY FILTER

Ashaiman

Public Water Services

Exposed Tertiary Pipelines

Burst Pipeline

Pipelines found in Drainage Sys

Illegal Piping System

Public Toilet Facilities

Toilet sewage system connecte

Leachates from toilet septic tar

Extreme stench

ADD EMAIL NOTIFICATION TO

Name

First name Last name

*Name is required.

Email address

john@abc.com

*email address is required.

Frequency

Cancel

Save

VIEW EDIT Delete

: PIPE LEAKAGE

VIEW EDIT Delete

Updated At: 06:22 PM, May 8 2016

Categories:

Description : A pipeline at Ashaiman New Town (zone 6) is leaking on OS Adams Avenue, for about a week now.

Location : (5.705393000000, -0.029070000000)

View Level : Member

E-mail Notification:

[Add](#)

Navigate the Homepage

How to Navigate the Homepage

Explore Tab:

- Search by region (with predictive search functionality)
- Search for a specific project
- Search by Category
- Select a project on the map
- Preview that project
- View these projects on the map



Ghana Districts Monitor

SMARTER DISTRICTS ... SMARTER COUNTRY!

HOME

EXPLORE

ISSUES

FEATURED DATA

CITIZEN SMS

TOOLS ▾

SUPERADMIN ▾

Search for issue or region

Show Projects

Show Trackers

CATEGORY FILTER ▾

Ashaiman

Public Water Services

Exposed Tertiary Pipelines

Burst Pipeline

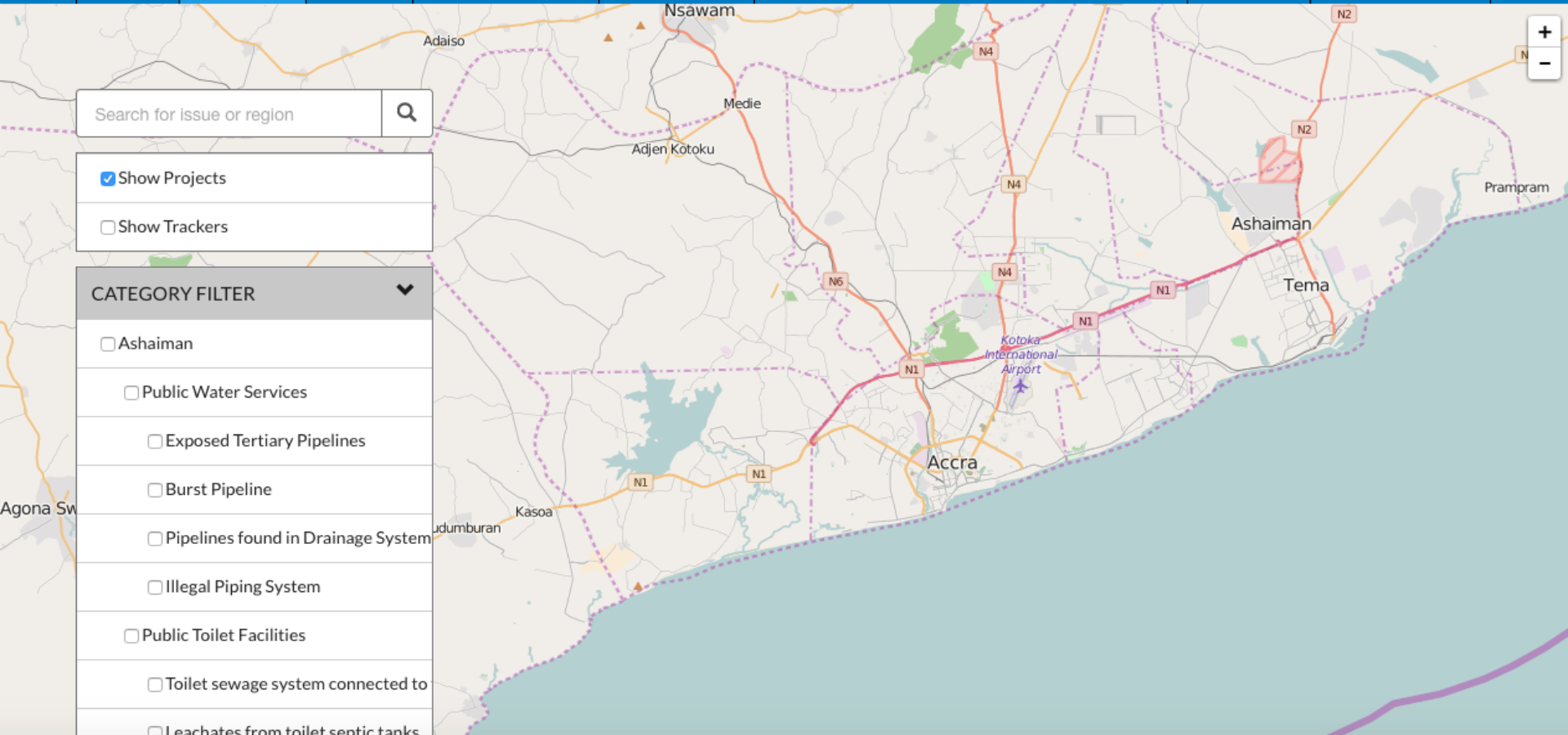
Pipelines found in Drainage System

Illegal Piping System

Public Toilet Facilities

Toilet sewage system connected to

Leachates from toilet septic tanks





Issues

Create New Issue

Search for issue or region



CATEGORY FILTER

- Ashaiman
- Public Water Services
 - Exposed Tertiary Pipelines
 - Burst Pipeline
 - Pipelines found in Drainage Sys
 - Illegal Piping System
- Public Toilet Facilities
 - Toilet sewage system connecte
 - Leachates from toilet septic tan
 - Extreme stench

PIPE LEAKAGE

[VIEW](#) [EDIT](#) [Delete](#)



Last Updated: 04:50 PM, Sep 1 2016

Categories: [Burst Pipeline](#)

Description : The pipe is still leaking and needs repaired.

Location : (5.603700000000, 0.187000000000)



Issues



CATEGORY FILTER

- Ashaiman
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PIPE LEAKAGE

[VIEW](#) [EDIT](#) [Delete](#)

Last Updated: 04:50 PM, Sep 1 2016

Categories: **Burst Pipeline**

Description : The pipe is still leaking and needs repaired.

Location : (5.603700000000, 0.187000000000)

Create New Issue



Manage Reports

- Select View Level -

« ‹ 1 2 3 4 5 › »

Search for issue or region



CATEGORY FILTER

- Ashaiman
- Public Water Services
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- Leachates from toilet septic tar
- Extreme stench

PIPE LEAKAGE : PIPE LEAK REPORT 1

VIEW EDIT Delete



Updated At: 04:50 PM, Sep 1 2016

Categories: **Burst Pipeline**

Description : The pipe is still leaking and needs repaired.

Location : (5.603700000000, 0.187000000000)

View Level : Public

E-mail Notification:

[Add](#)

: PIPE LEAKAGE

VIEW EDIT Delete



Updated At: 06:22 PM, May 8 2016

Categories:

Description : A pipeline at Ashaiman New Town (zone 6) is leaking on OS Adams Avenue, for about a week now.

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[Add](#)

END OF PRESENTATION



THANK YOU