Model for ICT Integration to Governance Processes
An Adaptation of the Christian Aid ICT4D Innovation Project - Kenya
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1) System receives and synthesizes info for dissemination to public and targeted CSOs

2) CSO receives information and automated updates from ICT platform

3) CSO disseminates information at Ward level to community coordinators

4a) Information is also shared through community notice boards at strategic locations

4b) Information is sent to CCs phones after briefing by CSO for onward sharing with community

5) Demand creation as a result of awareness raised on governance, public participation & accountability mechanisms

6) Public mobilized into organized groups to demand action through direct petitions to duty bearers

7) USSD platform facilitates direct community interaction, complaints mechanism, whistle-blowing, M&E and general feedback through mobile phones

8) System sends alerts to relevant offices & duty bearers for action

9) Demand channeled to Governors office or other officers for enhanced accountability

10) Action realised—enhanced accountability & service delivery

Green broken arrow shows direct citizen engagement with County government structures

- Information related to County affairs e.g. Conditional grants, budgets
- Education messages on public participation from HURINETS and partners
- Dissemination of alerts and mobilization to enhance public participation

Information from Central/County Government related governance and participatory processes and Constitutional Organs sent to County