

# Citizens'

needs and concerns

on public infrastructure projects

## Summary Report



February 2019

# Acknowledgement

CoST – the Infrastructure Transparency Initiative, Uganda Chapter Multi-Stakeholder Group (MSG) is grateful to present its findings on; citizens' needs, concerns and stakeholder perceptions, policy options and general sector good practice and recommendations to stakeholders in the national construction sector in Uganda.

The successful development and completion of the Survey on Citizens needs and stakeholder perceptions on infrastructure projects in Uganda is a result of technical and financial support from several parties;

Our acknowledgments go to the Government of Uganda through the Ministry of Works and Transport, the Champion of CoST in Uganda, for inviting and enabling CoST to operate within the legal and policy structures in Uganda.

We appreciate the support received from the Government Agencies, Ministries, Departments, Local Governments, Civil Society, Development partners, Private Sector and Journalists, to the Survey Team in the last six months in data retrieval, interviews, Focus Group Discussions and clarifications and feedback and action on the findings and recommendations raised during and after engagements.

We are indebted to the citizens who actively and physically attended all the interviews and Focus Group Discussions in various communities and sampled project sites in Jinja, Gulu and Wakiso.

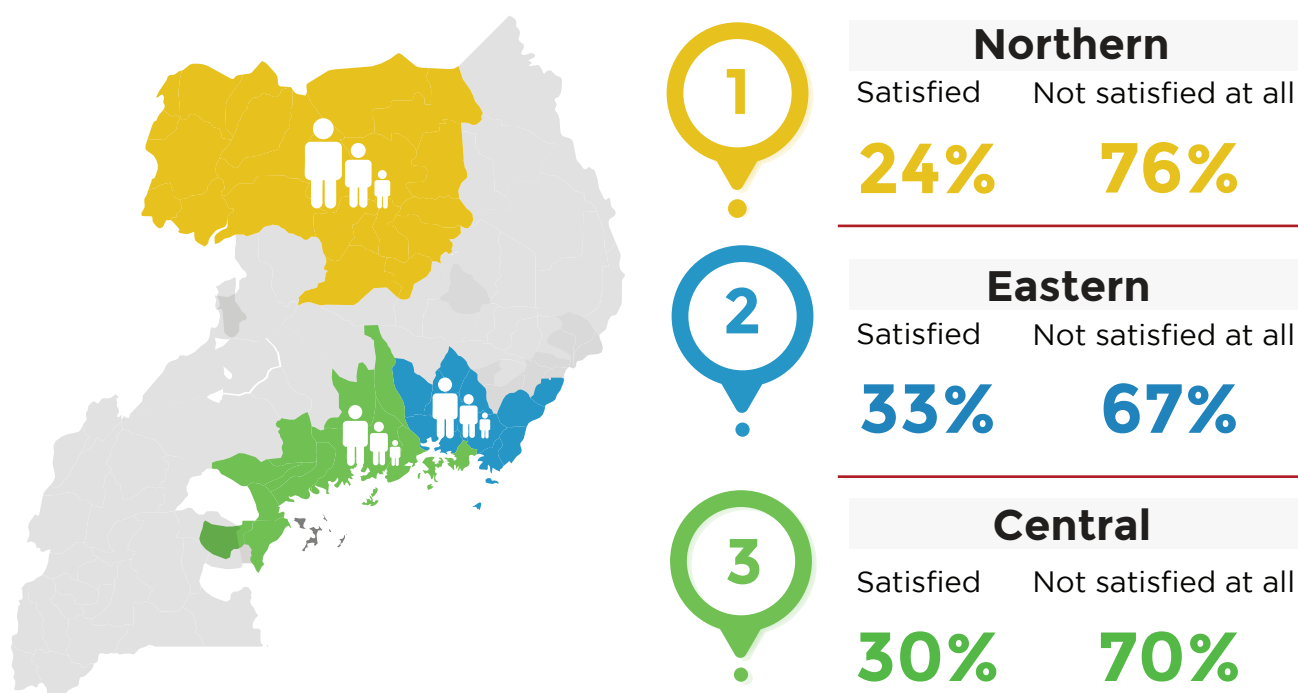
The MSG also appreciates the technical support of the Survey Team led by Dr. Firminus Mugumya and the CoST Team at the Africa Freedom of Information Centre (AFIC) for commissioning and coordinating the survey, the International Secretariat, and DfID for the financial support to the Infrastructure Transparency Initiative – CoST in Uganda, without whom this survey would never have been achieved.

It is our sincere and continued hope that issues raised in this report will be to inform the delivery of better public infrastructure in Uganda.

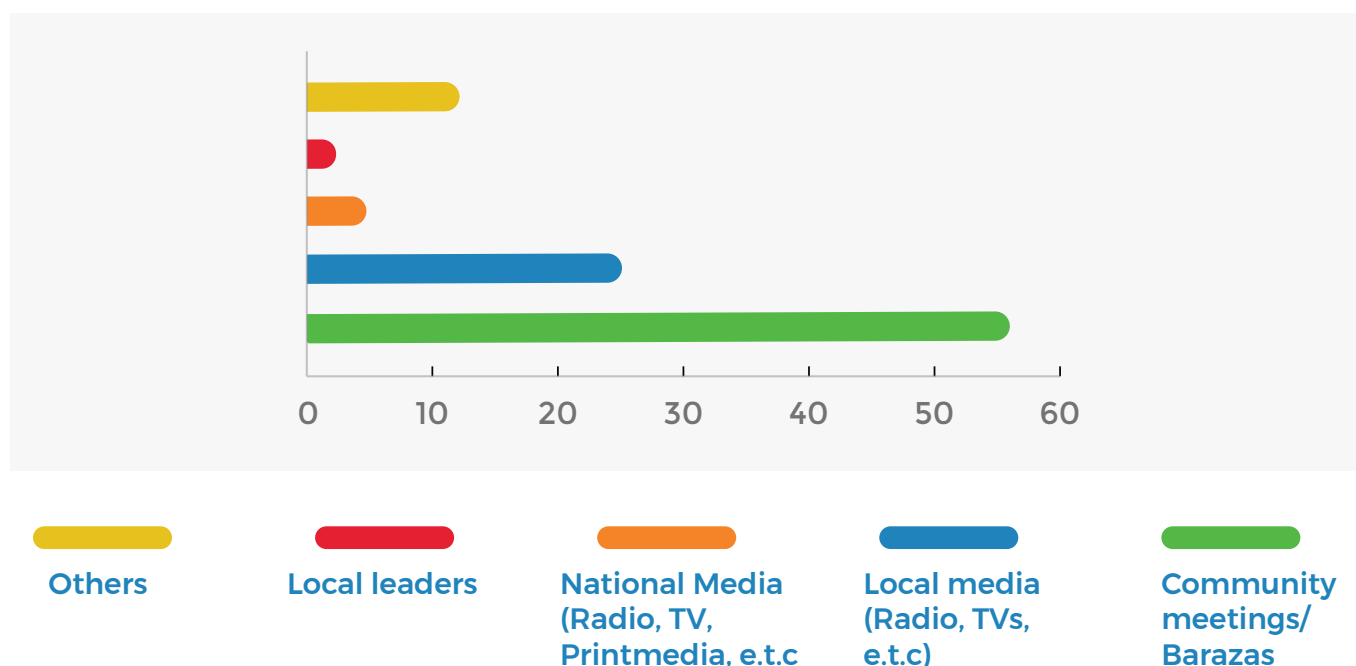
## What are the concerns of the citizens?

	Inadequate consultations with citizens on the projects before their commencement	<b>57%</b>	for centrally procured infrastructure projects
		<b>32.6%</b>	for local government projects
	Citizens were not satisfied with the quality of works on the projects		<b>57%</b>
	Nearly three quarters of the citizens were not satisfied with their level of involvement		<b>71%</b>
	Consultations were done at	<b>36.9%</b>	project identification
		<b>29.2%</b>	project implementation
		<b>13.8%</b>	preparation/design
	Citizens that preferred engagement to take place throughout the lifecycle of a project		<b>43.1%</b>
	Inadequate display of basic project information on site, as well as caution messages		
	The use of technical language in sharing information hinders access to the information by the majority of the target groups		
	Some projects, especially road projects were left incomplete and disrupted people's businesses		
	Communities always hold expectations that they can be employed on infrastructure projects and where this fails to happen lack satisfactory knowledge as to why they cannot get jobs in infrastructure projects around their localities.		

## Citizen satisfaction level of participation by region



## Do you know the means used to consult citizens about public infrastructure projects?

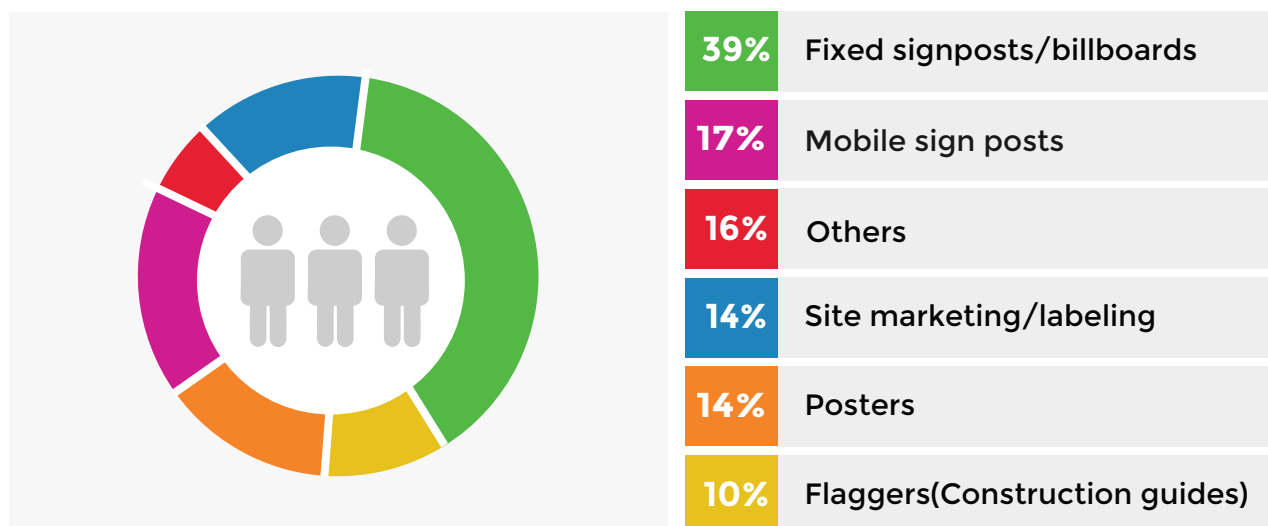


### Good Practices:

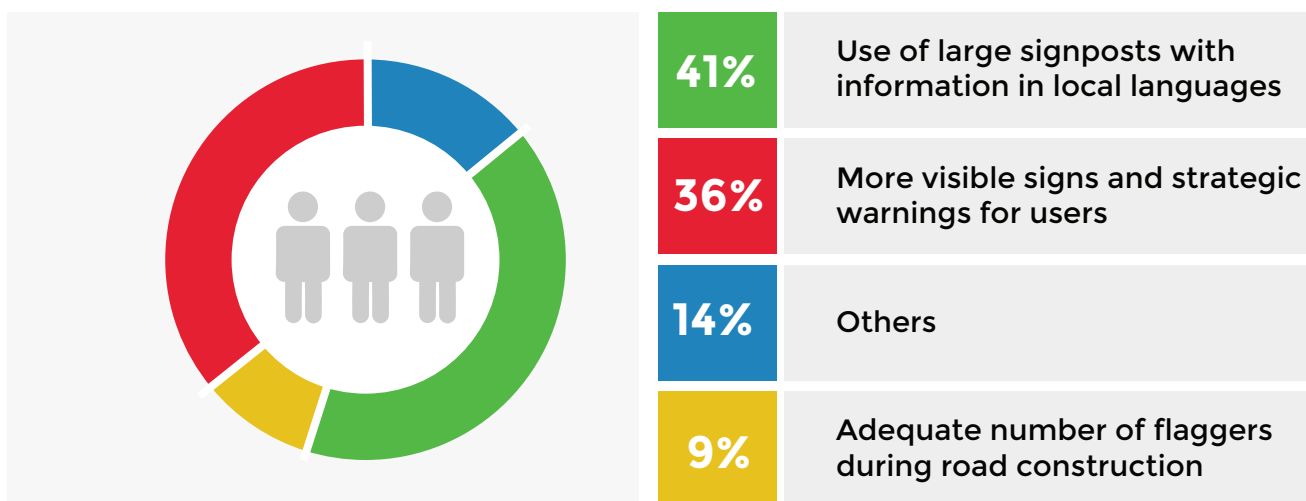
Some public procurement entities are using; websites, social media links etc. for disclosure of information. Entities are using the Multi-Stakeholder Group approach to engage citizens on acquisition of right of way and road width without compensation.

# Transparency and accountability in public infrastructure projects;

## What are the citizens' concerns?



## Suggested good practices for displaying information



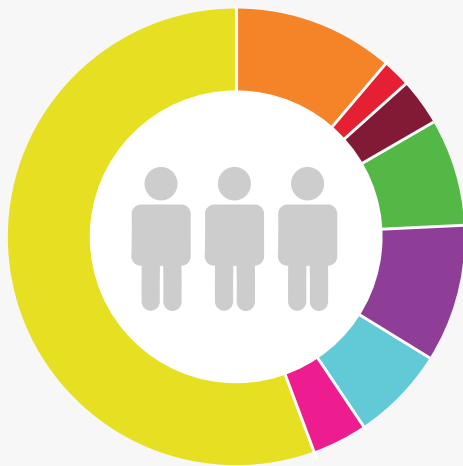
**64.7%**

of the citizens did not understand the relevance of requesting for information and had not bothered to request.

**53.8%**

Gulu district respondents were more aware of the standard procurement procedures compared to those in Wakiso and Jinja districts

## Public infrastructure projects commonly known by citizens



**55.5%**

Opening new, rehabilitation /upgrading existing roads

**9.7%**

Construction/renovation of public schools

**7.7%**

Construction/renovation of public health markets

**6.5%**

Rehabilitation of water and sewage lines

**3.9%**

Construction of water and sewage lines

**3.2%**

Construction/renovation of public markets

**1.9%**

Construction/rehabilitation of government/district offices

**11.6%**

Others

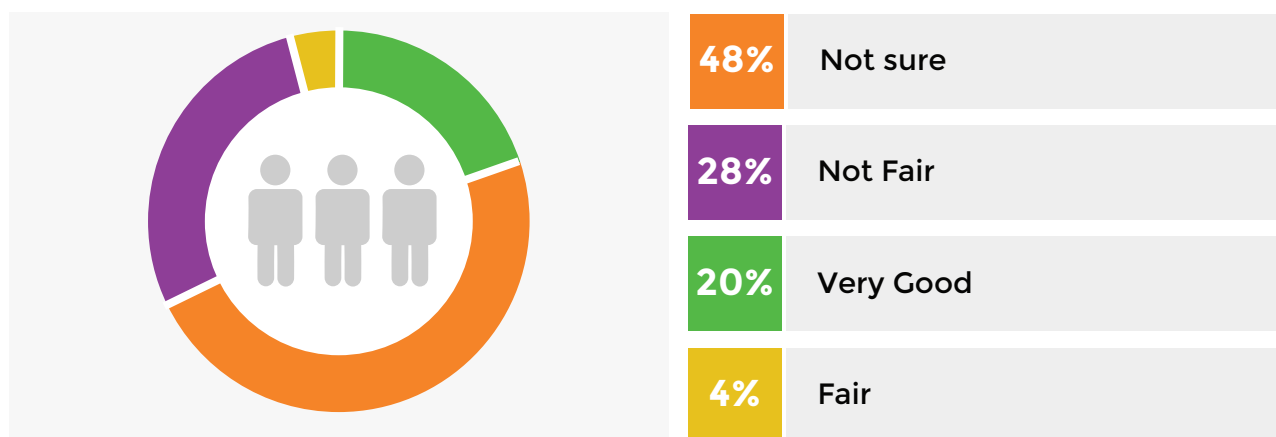
## Did you know?

Citizens could help and monitor infrastructure projects if they knew details about them?

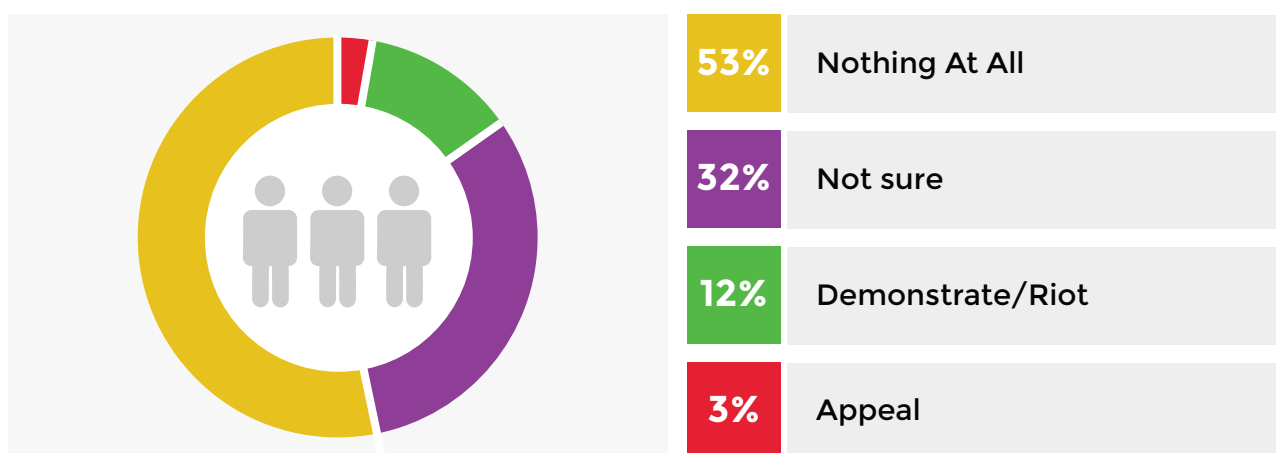
**74.3%**

of the survey participants had seen information about projects in their localities revealing an increased appreciation of the CoST Infrastructure Data Standard for information disclosure.

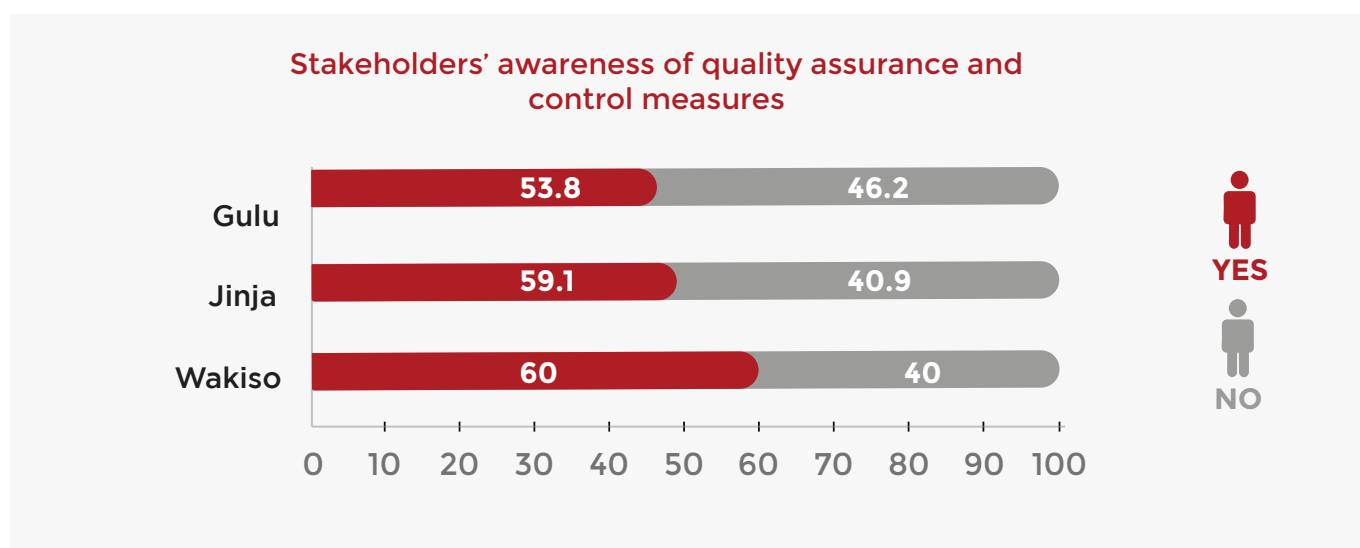
## Perceptions on compensation in relation to the market rate



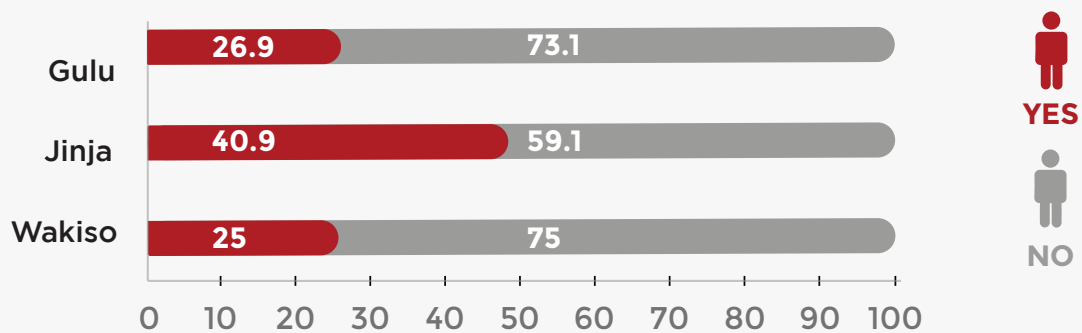
## Action taken incase of compensation disagreements



## Quality Standards and Stakeholders' Satisfaction levels



### Stakeholders' perception on contractors' adherence to quality control measures



## Why Uganda needs CoST

- Multi stakeholder working enables synergies from different players
- Unique approach and strategies deployed by CoST
- CoST is better value for Government because it demonstrates how public money is spent, building trust between citizens and the government. It identifies potential efficiency savings and promotes reforms in the management of public finances and the procurement of infrastructure. In addition to promoting transparency, CoST helps increase the flow of direct overseas investment into a country's infrastructure sector.
- CoST is better value for communities as it ensures cost-effective delivery of improved, life-enhancing infrastructure. Communities can access work and markets on better roads, drink safe water from quality structures, be educated in well-constructed schools and receive medical care in safe hospitals.
- CoST is better value for communities because it ensures cost-effective delivery of improved infrastructure that improves lives. Communities can access work and markets through better roads, drink safe water from quality structures, be educated in well-built schools and receive medical treatment in well built and adequately equipped hospitals.

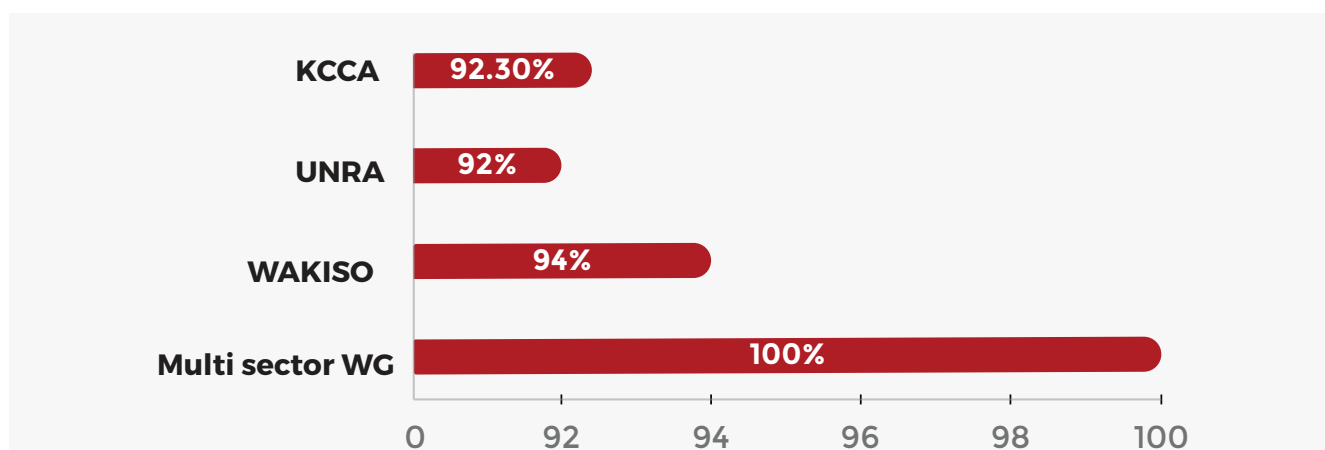
## How CoST helps: Our theory of change

- CoST supports governments to put systems in place that allow the public to access reliable, detailed and easy-to-understand infrastructure project information.
- CoST helps multi-stakeholder groups to oversee the validation and interpretation of infrastructure data so that civil society, the media and citizens can understand this information.



- Empowered with information and understanding, CoST allows civil society and the media to put issues in the public domain and raise challenges such over poor performance, perceived mismanagement and corruption. These stakeholders can then demand better project outcomes, savings, and more effective and efficient governance systems for delivery.
- Government responds to the concerns raised— they can commission audits on specific projects, broader reviews on an agency's performance, or reviews on the sector as a whole. With information, governments can investigate alleged mismanagement and corruption and sanction employees or prosecute offenders, if necessary.

## Percentage of coST recommendations adopted by procurement entities in the last two years



## Do you want to embrace CoST?

### The four features of CoST

The CoST approach is focused on four core features: disclosure, assurance, multi-stakeholder working and social accountability. These features provide a global standard for CoST implementation in enhancing infrastructure transparency and accountability.

Whilst the standard is universally applied by CoST members, we encourage it to be adapted to country contexts so it is appropriately applied to different political, economic and social systems.

**1**

## **Disclosure**

The disclosure process ensures that information about the purpose, scope, costs and execution of infrastructure projects is open and accessible to the public, and that it is disclosed in a timely manner.

Key to the process is disclosure by projects procuring entities in accordance with the CoST Infrastructure Data Standard (CoST IDS). The CoST IDS requires 40 data points or 'items' to be disclosed at key stages of an infrastructure project cycle including: identification, preparation, completion, procurement and implementation.

**2**

## **Assurance**

We promote accountability through the CoST assurance process – an independent review of the disclosed data by assurance teams based within CoST national programmes. The teams identify key issues of concern in relation to the items listed in the CoST IDS and put technical jargon into plain language. This allows social accountability stakeholders to easily understand the issues and hold decision-makers to account

**3**

## **Multi-stakeholder working**

Enhancing transparency and accountability in public infrastructure involves working with different stakeholder groups who have different perspectives and backgrounds, including government, private sector and civil society.

CoST brings these stakeholders together through multi-stakeholder groups in each national programme. The groups guide the delivery of CoST and provide a neutral forum for stakeholders to pursue infrastructure transparency and accountability together

**4**

## **Social accountability**

Social accountability stakeholders such as the media and civil society play an important role in holding decision makers to account. CoST works with these stakeholders to promote the findings from its assurance process so that they can then put key issues into the public domain. In this way, civil society, the media and citizens can all be aware of issues and hold decision-makers to account



