



ANTI CORRUPTION COALITION UGANDA (ACCU)



AUGMENTING CITIZEN VOICES IN THE QUEST FOR A TRANSPARENT AND CORRUPTION FREE SOCIETY



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December 2015



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Augmenting Citizen Voices in the Quest for A
Transparent and Corruption Free Society

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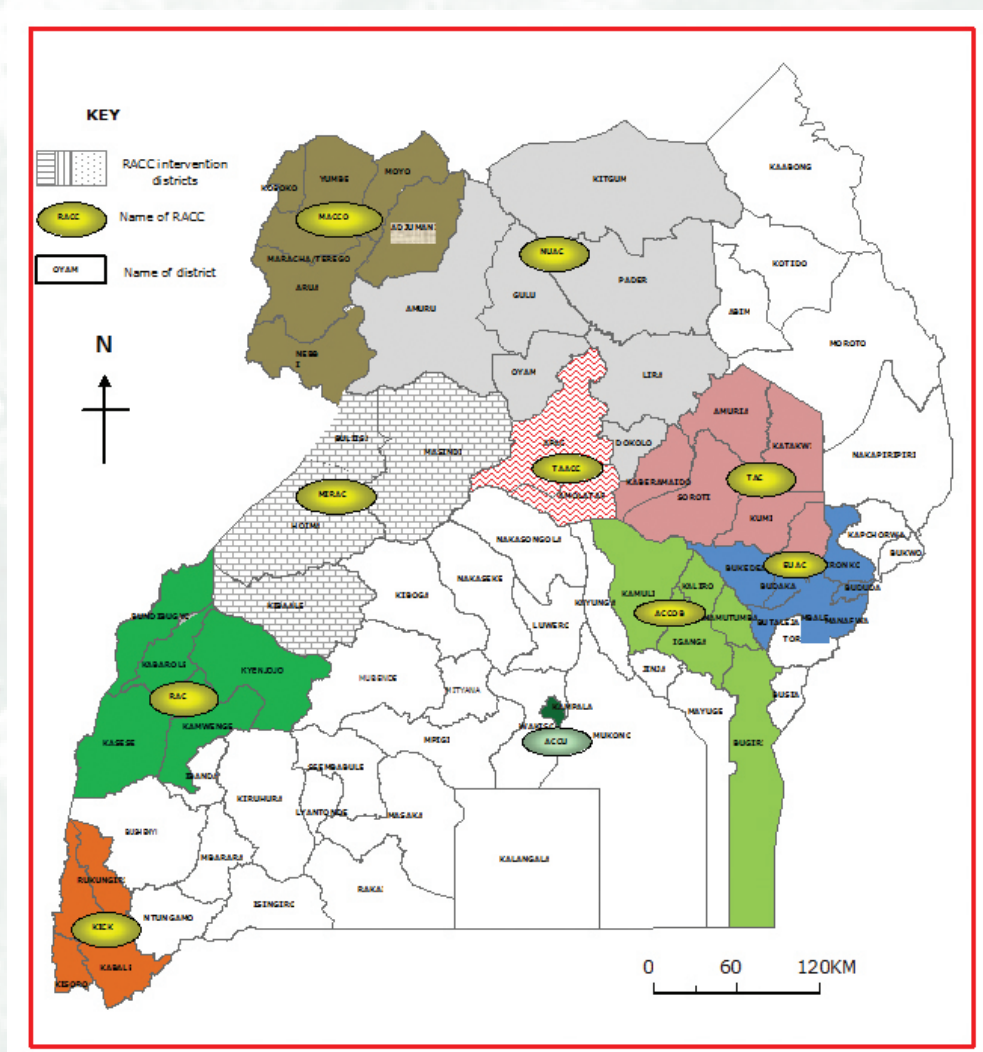
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ACRONYMS

AAIU	Action Aid in Uganda
ACCOB	Anti Corruption Coalition of Busoga
ACCU	Anti Corruption Coalition Uganda
CAO	Chief Administrative Officer
CAP	Citizens Accountability Platform
CFM	Collaborative Forest Management
CBMs	Community Based Monitors
CSOs	Civil Society Organisations
DFO	District Forestry Officer
DGF	Democracy Governance Facility
DHO	District Health Officer
DIPF	District Integrity Promotion Forum
ESAWG	Education Sector Anti Corruption Working Group
EUACC	Eastern Uganda Anti Corruption Coalition
HCII	Health Centre II
HSACWG	Health Sector Anti Corruption Working Group
KICK	Kick Corruption out of Kigezi
MACCO	Mayank Anti Corruption Coalition
MDA	Ministries, Departments and Agencies
MHSDU	Health Services Delivery Unit
MIRAC	Midwestern Anti Corruption Coalition
MoGLSD	Ministry of Gender, Labour and Social Development
NFA	National Forestry Authority
NUAC	Northern Uganda Anti Corruption Coalition
PAF	Public Accountability Forum
RACC	Regional Anti-Corruption Coalitions
RDC	Resident District Commissioner
SMC	School Management Committee
TAAC	The Apac Anti Corruption Coalition
UPE	Universal Primary Education
USE	Universal Secondary Education
YLP	Youth Livelihood Programme

Augmenting citizen voices in the quest for a transparent and corruption free society



ORGANIZATIONAL PROFILE

Organisational Background

Anti Corruption Coalition Uganda (ACCU) was formed in January 1999 and later registered as a Non Governmental Organisation (NGO) under the NGO Statute in 2004 with the sole objective of providing a forum through which various anti-corruption actors can enhance their capabilities and act as one strong voice and force that can effectively engage government on issues of corruption.

ACCU brings together like-minded organizations and individual actors whose pre-occupation is exposure and advocacy in the fight against corruption in Uganda.

ACCU works with national Civil Society Organizations (CSOs) engaged in the accountability sector. At the local level ACCU works with and through Regional Anti-Corruption Coalitions (RACCs) that are spread out in the various parts of the country and of recent grass root member organisations.

These include: Teso Anti Corruption Coalition (TAC), Eastern Uganda Anti Corruption Coalition (EUACC), Anti Corruption Coalition of Busoga (ACCOB), Kick Corruption out of Kigezi (KICK), Rwenzori Anti Corruption Coalition (RAC), Mid-western Anti Corruption Coalition (MIRAC); the Apac Anti Corruption Coalition (TAAC), Mayank Anti Corruption Coalition (MACCO) and Northern Uganda Anti Corruption Coalition (NUAC).

ACCU interventions are aimed at empowering masses to sustainably and actively demand for accountability at all levels. ACCU empowers citizens to effectively engage local governments on issues of governance and accountability. Together with national level partners, ACCU spearheads the fight against corruption at the national level.

ACCU also works closely with a myriad of other partners including; the media, religious leaders, individual activists, academicians, and relevant government Ministries, Departments and Agencies.

ACCU's work is premised on the programmatic areas of research and advocacy, information and communication, capacity building, membership and community mobilisation and sensitisation.

Vision

A transparent and corruption free society.

Mission

To empower citizens to actively and sustainably demand for transparency and accountability from public and private sectors.

Core Values

- Integrity
- Transparency
- Accountability
- Non-discrimination
- Justice
- Solidarity
- Objectivity
- Working with others.

Strategic Objectives

- To influence the private sector and government institutions in the effective implementation of the anti-corruption laws and policies to reduce on the levels of corruption in Uganda by 2017.
- To empower citizens to effectively demand for access to quality information, transparency, and accountability of public resources from public and private sectors for improved service delivery in Uganda by 2017.
- To strengthen the ACCU Secretariat and member organizations to build a critical mass in the fight against corruption in Uganda by 2017.

ACCU'S APPROACHES

INVESTIGATIVE RESEARCH

Cleansing of the judiciary from corruption through investigative research

After receiving complaints from the public on corruption allegations in the judiciary, ACCU conducted investigations into LDC Court (2013), Kasangati courts (2014) and selected lower Magistrates Courts (2014-2015) across the country. The selected Magistrates Courts included; Mukono, Matugga, Buganda Road, Nakawa, Mpigi, Apac, Jinja, Mityana, Ibanda, Amuria, and Kisoro.

ACCU hence commissioned an investigative research to establish the validity and gravity of the allegations in anticipation of using the findings to address the corruption problems in the lower magistrate courts. The investigation birthed a report with findings titled “Temples of Injustice: A Report highlighting Alleged Abuse of Office in selected Magistrates Courts In Uganda.

In June 2014, ACCU carried out the maiden campaign by holding a youth televised debate on the matter and this was followed by a series of engagements with the Judicial Service Commission. In August 2014, during the Magistrates’ Annual Conference, ACCU printed and shared 300 copies of the report titled “Temples of Injustice” with the Magistrates taking a copy including those courts that had been implicated in the report. The agenda of the fifth Magistrates’ Conference as a result was highly on addressing corruption with commitment from the Judicial Service Commission (JSC) to address the accountability challenge in the judiciary.

Following the release of the report “Temples of Injustice” Al-Jazeera an International media station followed suit by conducting another investigation, visiting the same courts and meeting with the same whistleblowers that ACCU used during her earlier investigations. Aljazeera released a documentary titled exactly like ACCU’s “Temples of injustice” capturing judicial officials on camera demanding for bribes.

In December 2014, ACCU’s engagement with the Judiciary (JLOS/JSC/ACD) was attributed to her work in the Judiciary. This has further provided ACCU with an opportunity to sustain the demand for responsiveness in addressing the issue of corruption in the Judiciary.

In 2015, ACCU made another investigation into the judiciary with an objective of assessing the impact of ACCU’s 2014 judicial campaign. A report titled “Chasing the wind: A glimpse into the impact of ACCU investigations on magistrates’ courts in Uganda’ was produced and shared amongst the government accountability and anti corruption MDAs, CSOs, Academia and the Media.

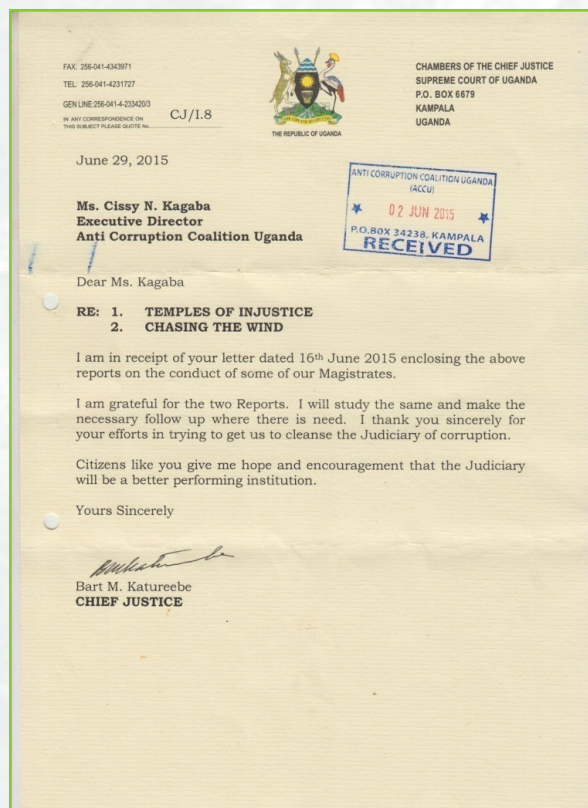
Pertinent issues in the report included; transfer of magistrates implicated in the previous investigation into corruption at lower magistrates’ courts, court officials soliciting for bribes through mobile money, case backlog leading to corruption, inefficient disciplinary mechanism for the judiciary amongst others. ACCU used the report to interface with government accountability ministries, departments and agencies where some action points were agreed upon.

ACCU was tasked to target legal advocates and investigate law firms that have court

clerks on payrolls, sensitize citizens about judicial corruption, Investigative bush lawyers, intensify the investigation aspect country wide, partner with IGG and police to take an investigative approach. The Judicial Service Commission was asked to continue advocating for recruitment of clerks to be under the JSC instead of the Public Service Commission. JSC was further tasked to come up with the law to streamline the process while the Judiciary was encouraged to build networks and partnerships with CSOs to disseminate information.

In May 2015, the judiciary through the JLOS accountability committee noted the following as results for ACCU's judicial campaign. E-payments of some court fees, Toll free lines for reporting corruption cases, Transfer of judicial officers implicated in corruption tendencies and placing corruption messages in key strategic places in some courts. To improve efficiency and effectiveness in the judiciary, high court judges are now annually allocated 300 cases, chief magistrate 700 cases, old magistrates 400 cases, and new magistrates 250 cases.

On June 16th, 2015, ACCU shared her two reports with the Chief Justice who was grateful for the reports and ACCU's efforts in cleansing the judiciary off corruption. The letter is as seen below.



ACCU was also co-opted as a member to the JLOS accountability committee and our role on the committee is to represent civil society in advocating for transparency and accountability within the JLOS sector. Thus far, ACCU is working with the Judicial Service Commission to ensure that action is taken against errant judicial officers.

ACCU's intervention in the judiciary has been applauded by several stakeholders and shared at different fora.

For instance Daniel Luyombya Ssalongo, a resident of Kira town council in Wakiso district and one of whistleblowers recently noted, "We had land wrangles in our area and took the case to court. The court staff were misbehaving, asking for bribes, framing court users and behaving in a way not expected of judicial officers. That is when I contacted the Anti Corruption Coalition Uganda for help. ACCU has helped us a lot in exposing corruption in court. Some of the corrupt judicial officers were arrested and others transferred. The situation has now improved."



The Director Public Prosecution Mr. Mike Chibita (above) and the Spokesperson of the Judiciary Mr. Araali Muhirwa (below on next page) commenting during the launch of the report "chasing the wind".



Media Links

<http://www.newvision.co.ug/news/659434-kavuma-cautions-magistrates-on-image.html>

https://www.youtube.com/watch?v=f_PgDK1E1k8

SECTOR WORKING GROUPS

Anti Corruption Coalition Uganda (ACCU) with support from development partners has been implementing interventions aimed at improving health and education services at the grassroots and national level. Inspired by her strategic direction, ACCU has worked towards addressing service delivery gaps and accountability issues in the health sector.

Working through her members at the regional and grassroots level, ACCU has monitored the performance of both sectors focusing on issues like quality, access, value for money, quantity among others and used the monitoring findings to engage relevant duty bearers in a forum referred to as the Health Sector Anti Corruption Working Group (HSACWG) for health and Education Sector Anti Corruption Working Group (ESACWG) for education.

These platforms provide opportunities for duty bearers to know the status of service delivery in selected districts, dialogue on the issues presented and provide feedback. On the other hand ACCU is able to solicit action on the issues presented in this forum. These platforms convened by ACCU promote accountability between ACCU and her partners and the duty bearers and sits periodically.

These forums which are composed of both state and non-state actors only handle corruption and accountability issues that have been forwarded by her regional members after failing to obtain remedy at the local level and require action at the national level.

Health Sector Anti Corruption Working Group takes action

Through the Health Sector Anti Corruption Working Group, ACCU together with the Health Services Delivery Unit (MHSDU) intervened to address the issue of non-functionality of Bunyo HCII in Namalembe Sub County, Iganga district. Since its inception, the health centre had remained redundant due to lack of medical staff.

After constant pressure and several engagements held with the District Health Officer (DHO), Resident District Commissioner (RDC), Chairperson LCV, Chief Administrative Officer (CAO), councillors, and local council leaders, the district leadership finally resolved to recruit health workers.

Bunyo HCII is today fully functional and run by the community. *“I am happy that our health center is finally open. The outreaches conducted twice a week are very beneficial to all of us. I pray the health workers are permanently allocated to the facility,”* notes Teddy Nabirye a resident of Nawangisa parish, Namalembe sub-county in Iganga district.

At Kawolo Hospital, following incessant complaints from the community and subsequent investigations, ACCU together with MHSDU caused the arrest of Ms. Khadija Namutebi, a Nursing Officer, for selling government labelled drugs at her private clinic. She was subsequently convicted and is currently serving a 3-year sentence at Luzira prison.

In Northern Uganda, ACCU set out to curtail the theft and sale of government labelled drugs. Working with Northern Uganda Anti Corruption (NUAC) in Dokolo district, 5 drug shops selling government labelled medicine were closed and culprits arrested. Using ingenious techniques to expose drug bandits, ACCU's investigative team and Community Based Monitors (CBMs) arrested one person selling government drugs in a

brief case – a trick previously unknown.



Participants during the Health Sector Anti Corruption Working Group meeting. Set-up at the behest of ACCU, the group meets often to discuss governance and accountability issues in the health sector.

In Iganga district, kiosks in the precincts of the Main Hospital had long been used as a conduit for stealing government drugs. ACCU worked with the hospital administration to have the kiosks demolished. This has reduced incidences of drug theft at the hospital.

During one of the HSACWG meetings, ACCU presented the issue of charging of illegal service fees at Iganga Hospital. These mainly included; 50,000/= for blood transfusion, 15,000/= for scanning and 15,000/= for x-ray services per patient. The fees were subsequently scrapped after a visit by the Medicines and Health Services Delivery Unit (MHSDU). Additionally, mandatory name tags have been introduced to make identification of culprits much easier.

Ms. Shamimu Kasoga a resident of Nkono village in Iganga Municipality and one of the beneficiaries of this intervention notes, *"In 2014, my child was admitted at Iganga Main hospital with an illness that required blood transfusion. I was requested to pay 50,000 shillings which I struggled to get, because I wanted my child to survive. In 2015, my child was again admitted at the same hospital with the same illness. This time round, I was surprised not to be charged any money. I am happy that every time I go to hospital, I don't need to worry about fees."*

These interventions have helped citizens to access health services as Bernard Kunya, the Coordinator of Anti Corruption Coalition of Busoga (ACCOB) notes, *"The feedback we get from people is that there is change. They are no longer asked money to access medical services, and the medicines are readily available. With the introduction of name tags at some health centres, medical personnel are afraid of charging illegal user fees."*

In Karamoja sub region, working with MHSDU and HSACWG, the issue of drug theft at Nabilatuk HCIV has been addressed by closing all drug shops selling government labelled drugs.

The progress highlighted notwithstanding, a lot more is still desired in health service delivery especially at the local level. ACCU working closely with her partners will continue building critical mass among citizens, to demand for transparency and accountability in Uganda's health sector. We hope that by empowering citizens, the quest for quality health services will carry on.

More so, in September 2014, ACCU received 28 corruption cases from 8 Regional Anti Corruption Coalitions (RACCs) and Karamoja Community Based Organisations (CBOs). ACCU used a sectoral approach to tackle these cases and also produce a report titled, *"Towards a transparent and accountable health sector: Summary of corruption issues and cases."*

This report was shared with state actors and commitments were. The Medicines and Health Service Delivery Monitoring Unit (MHSDMU) was tasked to take immediate action against corrupt health officials, cause arrest for RDCs and Police officers who obstruct justice, and involving technical personnel in monitoring construction of Health Centers.

National Medical Stores (NMS) was asked to review drug delivery notes in a bid to ascertain drug theft in Nakapiripirit district. NMS and MHSDMU were asked to Involve Civil Society Organizations to witness delivery of drugs and the Directorate of Ethics and Integrity (DEI) agreed to follow up on corruption cases in Kibaale and Wakiso.

Ministry of Health was asked to Involve Health Centers II and IIIs in budgetary process

of the Health Sector. More still, duty bearers from the National Medical Stores and MHSDMU have shared their contacts with participants for reporting corruption issues within their communities.

Media links

<http://news.ugo.co.ug/kawolo-hospital-remains-coma-corruption-thrives/>

http://observer.ug/index.php?option=com_content&task=view&id=28372&Itemid=114

http://www.observer.ug/index.php?option=com_content&task=view&id=34012&Itemid=114

<http://accu.or.ug/health-officials-decry-fake-test-results-in-hospitals-laboratories/>

Education Sector Anti Corruption Working Group makes commitments

In 2014, through RACCs and Karamoja CSOs who inturn work with Community based monitors, 104 cases in education sector were registered. In February 2015, ACCU used the findings to compile a report titled *“Service Delivery Gaps in Uganda’s Education Sector: A case of 9 RACCs and Karamoja CSOs.”*

Notable issues highlighted included the delayed release of capitation grants, shoddy work, and embezzlement of UPE and PTA funds, teacher absenteeism, dilapidated buildings and transfer of errant officers amongst others.

ACCU used the report findings to convene the ESACWG where commitments were made by state actors. The Ministry of Education pledged to ensure timely release of USE funds to respective schools to avoid delayed disbursements, institute disciplinary committees to take action against errant teachers instead of transfers, as well as incorporating monitoring of school performance and human resource while doing inspection.

The other commitments were; Issuing a 5 year Certificate of operation to private schools as a Quality Assurance Mechanism, dissemination of MOE standard guidelines, sensitizing masses on what is expected in schools to easily track gaps and an inclusive approach to accommodate pupils with special needs in various schools.

The Education Standards Unit was tasked to disseminate basic requirements and minimum standards for schools to all public and private schools while PPDA will follow up on ACCU’s findings relating to shoddy work in Iganga District. The Latter further committed to engage the Accounting Officers on issues of shoddy work.

ACCU was assigned to compile a list of service providers that have mismanaged funds in schools and share with the line ministry as well as sensitizing masses on what is expected in schools to easily track gaps. ACCU will also provide information on all shoddy works at both local and national levels to PPDA and disseminate the report to all concerned ministries and Accounting Officers for action and follow up on the commitments drawn.

Finally, the Education Service Commission will work towards strengthening transparency in recruitment process and timely feedback to applicants. UNATU was asked to provide information on all shoddy works at both local and national levels to PPDA.

As a follow up of ACCU's report, the MoES through the human rights desk officer reported the following as feedback.

- At the national level, MOES through their accounts department reported the timely release of USE funds to the respective schools. However, fund absorption is still challenged by the un-constituted SMCs who delay funds approval in the respective institutions.
- As a mechanism of instituting disciplinary measures on errant officials, the MoES disciplinary committee introduced two lower level disciplinary committees at local government levels i.e. secondary and primary disciplinary committees responsible for handling disciplinary issues at the grassroots.
- The ministry has further adopted a comprehensive approach of school inspection which guarantees monitoring of school performance as well as human resource during inspections.
- With support from UNICEF, the MoES has disseminated standard guidelines to district duty bearers including teachers through district education dialogues. MoES uses these fora to sensitize both the duty bearers and rights holders on standard guidelines and any information related to education service delivery.

At the grassroots, RACCs and Karamoja CSOs used the fora to effect changes below;

- In the West Nile Region, Ayaa Yia Primary school which had remained closed for Term II and III in 2014 without proper explanations from the district officials was re-opened by the inspector of schools and DEO in Term I 2015 after follow up efforts by MACCO. According to MACCO, Ayaa Yia Primary School had been abandoned from March to December 2014 without teachers and pupils. Whereas MACCO had contacted different stakeholders as regards to the issue, no result was obtained. During the ESACWG, MACCO reported the issue to the national stakeholders present for the meeting where the Ministry of Education, Human Rights Desk Officer promised action after following up with the inspection department. From their investigation, the ministry revealed that Ayaa Yia's head teacher was posted in two schools and the district hadn't forwarded the matter to the ministry. However, the Ministry through the district fostered the recruitment of a new head teacher and in Term 1 2015, he reported on duty. According to MACCO, teacher's responsiveness to pupils in the school has improved since the district continuously monitors the school operations.
- In Nakapiripirit district, monitoring reports and ACCU's exposure of cases through media reported the abandonment of duty by teachers for Bodaboda business. Despite community monitors interface with the duty bearers on the issue, the teachers continued with the same despite receiving a government salary. On November 25th, 2015, the LCV through the community parliament pledged to advocate for stringent punishment against teachers who abandon duty. Two Karamoja CSOs (KACHEP and WAPIIK), community monitors, LCV and DEO had a meeting on March 13th, 2015 where a commitment to fast track the removal of the implicated teachers from the payroll was made by DEO after investigations. On March 26th, 2015, the CSOs reported the deletion of 3 absentee teachers from the payroll out of the 8 submitted. Two teachers were from Acegeretolim Primary school while one was from Cucu primary school, all in Nabilatuk Sub County.

COMMUNITY DIALOGUES

ACCU has used Public Accountability Forums (PAFs) at mainly sub county level to bring to the attention of duty bearers health issues of key concern for action. Public Accountability Forums are forums through which ordinary citizens interface with their leaders and demand for transparency and accountability in the usage of public funds.

On the other hand District Integrity Promotion Forums (DIPFs) have been used at the district to address unresolved issues at sub county level. A DIPF is convened and chaired by the Resident District Commissioner (RDC) with the Chief Administrative Officer (CAO) as the secretary. It brings together accountability and good governance actors in the District who include the Office of the RDC, the District Internal Security Officer (DISO), the Police, Criminal Investigations Department (CID), the District Executive Committee, the District Technical Planning Committee, the District Public Accounts Committee, the Chief Magistrate, the Resident State Attorney, the Office of the Auditor General, the Regional Inspectorate of Government, the Private Sector, the Civil Society Organizations (CSO), the Cultural Institution and the Religious Leaders.

Addressing health sector service delivery gaps through Public Accountability Forums

Apac Hospital benefits

Through the Citizens Accountability Platform (CAP) project that addresses service delivery gaps in the health sector in Apac district, a Public Accountability Forum was held at Apac hospital, where key issues were reported. These included; faulty CD4 machine, X-ray, ultra sound scan and ambulance which had not worked for 3 years.

The PAF was organised in joint collaboration with community monitors - dedicated community vigilantes and volunteers who work to report cases of corruption at free will.

Consequently, findings from the Public Accountability Forum were used to engage key decision makers in the district who included the Chief Administrative Officer (CAO), Resident District Commissioner (RDC), District Health Officer among others.

As a result, staff numbers at Apac hospital have increased from 60% to 80%, and there has been a reduction in absenteeism and late coming after the introduction of clock-in books.

In addition;

- A new ambulance was delivered to Apac referral hospital by Ministry of Health.
- Apac Hospital has initiated disciplinary action against negligent staff especially in cases of alcoholism and neglect of duty.
- A financial allocation of 500 million for renovation of the hospital has been provided by the Ministry of Health.
- Ministry of Health is in the process of installing a new x-ray and ultra sound machines.

- The dental unit got a sterilizer, consequently patients are no longer charged for dental services.
- Emergency surgeries are currently free.
- Mama kits have been put in antenatal section for easy issuing.
- Customer care has significantly improved by introducing a suggestion box.

These dialogues are also credited for improving the relationship between Community Based Monitors and district health officials as district health officials no longer see Community Based Monitors (CBMs) as enemies, but rather as partners in the struggle for quality service delivery.

In essence, one Community Based Monitor in Apac district noted,

 "When we started monitoring health service delivery in the district, everybody was wary of us; health workers and district officials were often avoiding us. After they got to know of our good intentions, they now associate with us. We now work closely with the district health team; they even invite us for the health meetings,"

Through awareness created by the CBMs, duty bearers are increasingly aware of their obligations and rights holders are cognizant of what is due to them.

 "When I went to Apac Hospital, the Medical Personnel diagnosed me and referred me to a clinic without giving me any medicine. As I was leaving, he realized that a TAACC Community Monitor was approaching the hospital. He came rushing after me and told me to go back to the hospital and get the medicine. It's when I realized that the medicine was there but he didn't intend to give it to me. Today I have to demand for the medicine because I know it's my right,"

says a Resident of Apac district.

Alado HCII cleansed

In 2014, ACCU held another Public Accountability Forum (PAF) at Alado Health Centre II in Apac district. Corruption was top-most of the issues raised. Residents highlighted the main concerns as; mismanagement of Primary Health Care (PHC) funds for financial years 2012/2013 and 2013/2014, misappropriation of NUHITES funds worth 2.4 million, and sale of government mosquito nets. Patients also complained of the sale of mothers' immunization cards at 1,000 shillings and poor hygiene among others.

ACCU approached the relevant stakeholders and an investigation was conducted. The In-charge at the health centre was instructed to step aside as the investigations were on-going. The watchman and nurse were transferred for their roles in mismanaging funds.

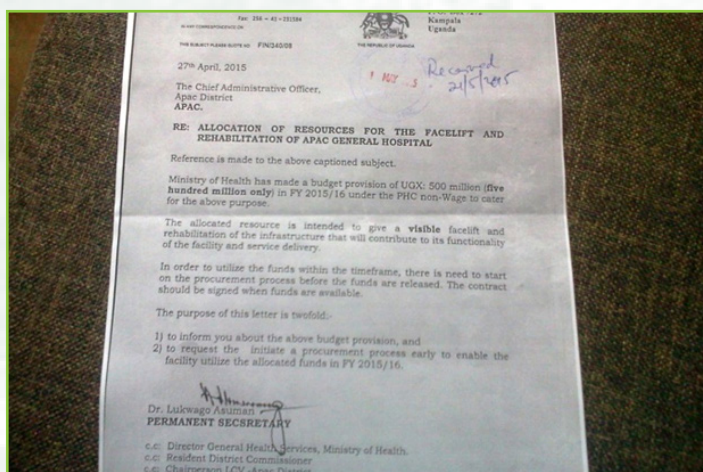
Through constant monitoring by the CBMs, health workers are now readily available

and report early to work. Additional services like immunization, patient sensitization, distribution of free mosquito nets, family planning, immunization, HIV testing have been enhanced.

“Previously when patients came to Alado Health Centre II, they were sent away, ostensibly for lack of drugs. But we always heard of stories of expired medicines being thrown away. However, since the investigation people now access the drugs,”

- A Service User in Alado, Ibuje Sub County, Apac district noted.

To further foster transparency at the health centre, the health management committee witnesses all drug deliveries fortnightly. The communities are also cognizant of their rights to be served well, and the right to access information at any time.



Above: A letter written by the Permanent Secretary Ministry of Health on the allocation for funds for renovating Apac General Hospital. **Below:** The new procured ambulance for Apac General Hospital.



Strengthening Local Accountability Networks and Partnerships: Recovery of Youth Livelihood Funds in Buikwe District.

On January 9th 2015, the membership of Universal Human Rights defenders and Activists (UHRDA), Buikwe District Youth Council in partnership with the office of the RDC Buikwe reported the embezzlement and mismanagement of Youth livelihood Project (YLP) funds worth UGX. 189 Million meant for 27 youth Groups.

They also reported the abuse of YLP guidelines during group procurement, in addition to kick backs and influence peddling as key determinants for a group to attain the fund. On January 22nd, 2015, ACCU conducted a verification exercise in form of a social accountability forum bringing together key rights holders and duty bearers. In the meeting, it was discovered that the user department was never involved in the procurement process. Further still, since merit was never used as a yardstick in the groups' recruitment, most group leaders had no tangible projects to show.

Duty bearers present in the meeting therefore made committed to resolve to impasse. The RDC pledged to support initiatives aimed at fighting corruption, expose and foster efforts to report the corrupt. Police was asked to arrest the culprits who mismanaged youth livelihood funds, while the regional IGG pledged to thorough investigation into the YLP in Buikwe.

The Community Development Officer (CDO) having the primary mandate was tasked to re-arrange the Youth Livelihood groups and beneficiaries, while NBS Television serialised a week long investigative feature on Buikwe's livelihood scandal. Councillors and local leaders were to advocate for the termination of contracts for civil servants who embezzle tax payer's money.

After the meeting, NBS TV conducted a one week investigation series on the YLF scandal (16th to 20th February 2015) which aired in their prime news. The Buikwe police superintendent used the investigation and youth council monitoring findings to arrest the group chairpersons who embezzled funds. Links to the story are as

http://www.observer.ug/index.php?option=com_content&view=article&id=36131:-rdc-vows-to-track-youth-project-cash&catid=34:news&Itemid=114

<http://24sevennews.com/rdc-vows-to-track-youth-project-cash/>

<http://allafrica.com/stories/201501280252.html>

On 20th February 2015, ACCU conducted a public accountability forum in Kawolo town council to follow up on commitments made by duty bearers during the social accountability forum. While at the PAF, the RDC, CAO, Youth Councillor and DPC Buikwe reported the arrest of the Nyenga sub accountant for embezzlement of 5,000,000/=, arrest of 6 group chairpersons for embezzlement of group funds worth 7,400,000/= in Ssi sub county, 14,000,000/= in Lugazi Town council, 16,100,000/= in Nyenga Sub County and Najjembe Sub county 7,080,000/=.

After arresting the six chairpersons, other groups started refunding the monies. For instance; Magudu youth group refunded all the money worth 7,900,000/=, Sanga Youth barbers refunded all the 7,080,000/= and money was on their accounts during the PAF period. All the three groups in Lugazi Town Council refunded the money i.e Tukulakulane Youth Group 4,000,000/=, Buwanguzi youth group 5,000,000/= and Abeewo youth

group 5,000,000/=. In Najjembe 7,800,000/=. Njeru 10,260,000/=. Wakisi 12,150,000/=. Kawolo 7,000,000/= and Buikwe Town Council 7,900,000/= was recovered.

Through the PAF, the District Community Development Officer (DCDO) Mr. Sewanyo Kiganda Sam used the fora to sensitize masses on procedures for receiving Youth livelihood funds. Though he pointed out the need for communities to be sensitized and groups to be recommended by LC1s, two of the LC1s present at the PAF urged that they only heard about YLP funds when arrests began.

In the same forum, the CAO urged communities to name and shame officials who were involved in the scam, and those who got jobs through fraudulent means. He also reported the suspension of the district Human resource officer for four months due to influence peddling in awarding jobs.

Through the arrests and use of the PAF to sensitize communities on the refund, UGX 94,180,000 was recovered altogether. With support from the CAO and youth councillor, re-arrangement of the groups to target the rightful beneficiaries has also commenced using the procedures stipulated in the YLP guidelines. This is credited to ACCU's exposure of the YLP monitoring findings, enhancing a platform for rights holders to voice their concerns before duty bearers and her engagement with NBS TV to run a week-long investigative series on the scandal.



A cross-section of members attending a the Public Accountability Forum held on Buikwe district.



Citizens raise accountability issues during the PAF.

COMMUNITY BASED MONITORING MODEL

Gender project augmenting women voices in the quest for transparency and accountability

ACCU prides in working with a myriad of like-minded partners to foster transparency and accountability especially at the local level. This is deeply engrained in our theory of change and philosophy; that permanent change can only happen when several forces come together.

Through the Gender Strategic Social Accountability Project (GSSAP), currently implemented in Iganga, Arua, Lira, Dokolo and Mbarara districts, ACCU has been fostering transparency and accountability at the local level especially in health and education sectors. The GSSA project puts women at the fore in the quest for accountability from public institutions.

Education

In Mbarara district, trained women monitors continuously examine education service provision including grant disbursement and usage, teacher performance, hygiene at schools, and teacher absenteeism. At Nyabuhama Primary School for instance, the trained women monitors have unearthed issues relating to; sharing rented rooms, and semi-permanent structures among others. At Ruti Primary School, the women monitors exposed shoddy work in the construction of two classroom blocks.

All these creepy issues were raised with the relevant authorities. For Nyabuhama Primary School, the issues were raised with the district administration, and the council subsequently budgeted for the construction of three teacher's quarters in the FY 2014/2015. In addition, two classroom blocks have since been constructed at the same school.

At Ruti Primary School, after the report from the women monitors on the issue of shoddy work, the municipal council responded by cancelling the services of the shoddy contractor. Another contractor was procured to continue with renovations on the two classrooms.

On the issue of the non-functionality of School Management Committees (SMCs), ACCU engaged the District Education Officer (DEO) Mbarara district during a District Integrity Promotion Forum (DIPF) and subsequently, 5million shillings was allocated for the recruitment and training of 2,500 SMC members. The DEO Mbarara district additionally interdicted 70 teachers, for being drunk during school hours. This has improved operational efficiency and accountability in these schools.

In Arua district, due to the constant monitoring and reporting of service delivery gaps to the duty bearers, the sub county authorities now routinely monitor schools to check any problems reported by the women monitors. Local leaders like local council chairpersons are currently using platforms like markets and PTA meetings to advise parents to send their children to school, and on the essence of education to their children.

Community vigilance has also been heightened as witnessed recently when community members including women and youth caused the arrest of drunken teachers from Tilevu Primary School. Sub county leaders have also come up with by-laws banning pupils from attending discos, which had contributed to pupil absenteeism.

Health

In Arua district, women monitors reported of the lack of a placenta pit at Vura Health Centre. Consequently, the district administration constructed the pit and installed solar power at the maternity ward.

ACCU through her partner ACCOB in Iganga has worked with the Office of the RDC Iganga district to convene District Integrity Promotion Forums (DIPFs); through which critical accountability issues are discussed.

Through this, key service delivery gaps have been identified including; theft of medicines in Iganga main hospital, medicines being sold in kiosks outside the hospital, leaking roof at the maternity and antenatal wards in Iganga main hospital, theft of newborn babies, shoddy work in Busei and Nakivumbi Primary schools and Igombe HC III in Iganga district, ghost teachers on the payroll and mismanagement of funds by the Iganga CAO among others.

The process of organising DIPFs and raising issues from the community has always been coordinated by community based women monitors. The women monitors are trained vigilantes, who passionately monitor and advocate for accountability and transparency in their respective areas of abode.

On the back hill of incessant complaints by patients on the lack of drugs at Iganga main hospital, the monitors have worked successfully to arrest private drug shop operators selling government drugs.

Among other accomplishments at Iganga Main Hospital so far include: the permanent removal of government drug selling Kiosks by the district security committee, and constant monitoring of drug shops to avoid drug thefts. Two wards with leaking roofs at Iganga Hospital are currently under renovation, and repairs on Igombe Health Center III are also on-going.

 "We have had a challenge with private drug shops selling government labelled drugs in the precincts of the hospital. This has often contributed to shortage of drugs in the main hospital since most of the drugs are stolen. With the intervention of community monitors, this has since changed,"

says Iganga hospital medical superintendent.

ACCU also caused the interdiction of treasurer of Iganga Municipal council over loss of funds, constant complaints of ghost teachers on the payroll and mismanagement of funds. This followed incessant complaints from the public. This has led to improved service provision as Mr. Bernard Kunya, Coordinator ACCOB notes,

 "With the interdiction, of the treasurer and CAO, service delivery in the district has generally improved. Health centres are being renovated, and the occurrence of ghost teachers has significantly reduced."

The women groups in Mbarara, Dokolo and Hoima have formed 3 community based organisations as a sustainability mechanism so as to continuously conduct monitoring of service delivery and engaging with duty bearers.

Harnessing community structures to preserve natural forest resources

Cases of misuse of forest resources have previously been awash in the Ugandan media. These range from encroachment, unclear boundaries, illegal logging, double taxation of the charcoal dealers by both the district and sub counties, lack of follow-up on forest cases at police and court, non-compliance to the Collaborative Forest Management (CFM) agreement, and corrupt National Forestry Authority (NFA) staff.

To address this unfortunate trend, ACCU with support from CARE International in Uganda has been implementing a forest governance project in Hoima, Kibaale and Kyenjojo districts since 2014, with the aim of reversing this unfortunate trend.

Through the project, 3 accountability feedback meetings were held in the aforementioned districts to address some of these issues. The meeting explored possibilities of addressing forestry encroachment, opening up the forestry boundaries, following of cases at police and in court, and monitoring non-compliance of the CFM agreement. The meeting also envisaged to address double taxation of the charcoal dealers by both the district and sub counties, and exposing corrupt officials.

As a result of our constant engagements with the different stakeholder, NFA has embarked on boundary opening exercise of Central Forestry Reserves (CFR). In Hoima district, the District Environment and Forestry Protection Force has been created to address issues of encroachment. So far, 40 households have been evicted from Bujaawe CFR, 40 from Kasongore CFR and 6 households from Bugoma CFR.

ACCU has further facilitated the prosecution of forest encroachers. In Kasongore CFR for instance, 7 encroachers who had established a trading centre in the CFR were arrested, prosecuted, convicted and are currently serving their sentences. Additionally, ACCU together with MIRAC CBMs and NFA conducted on-spot monitoring and verification. So far, boundaries have been opened in Bugoma and Kangombe, evictions were conducted at Bujaawe CFR and houses demolished and land leased to private tree growers.

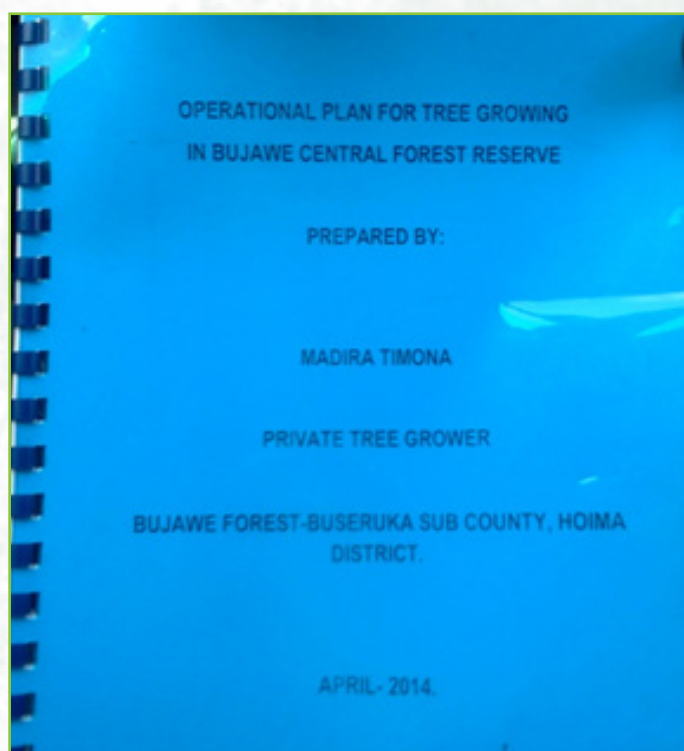
General highlights of the project so far are;

- Duty bearers are increasingly cognizant of their responsibilities.
- NFA has deployed forestry officers and facilitated them with motorcycles.
- Forest camping by environmental police and NFA is taking place in Bugoma and Wambabya forest reserves.
- Bugoma and Nyairongo forest reserve boundaries have been opened and boundary markers put in place.
- A network has been formed where the RDC, deputy RDC, DFO, sector manager, Bunyoro kingdom, DPC, district environment officer and environmental police are part of a platform for sensitizing the community on forestry issues.
- Licenses are shared on sub county notice boards and with monitors.
- Monitors know how, who, where, and when to report in case of any illegal activity.

ACCU is currently working with all other stakeholders to address emerging challenges including delays in getting action and delayed feedback from NFA.

NFA has additionally granted licences to private tree growers, as Madira Timona, private tree grower, in Buseruka Sub county, Hoima district notes,

“Previously I was an illegal encroacher on this very land and when NFA came, they evicted me and my family. At first I was very annoyed but later realised the importance of the forest. Currently, I am one of the private tree growers after applying and getting a licence from NFA.”



An agreement with a private tree grower, to plant trees at Bujawe forest reserve in Hoima district.



Trees sprouting on land previously occupied by forest encroachers.

INFORMATION AND COMMUNICATION TECHNOLOGIES (ICT)

Using ICTs for improved health service delivery in Apac district

Information technologies are increasingly part and parcel of Uganda's culture. Uganda currently has over 23 million telephone subscribers, 13 million internet users, 4 million Facebook users and 250,000 people on Twitter.

In a bid to harness these ICT resources, ACCU with financial support from Partnership for Transparency Fund (PTF) has been implementing a project entitled Citizen Action Platform (CAP) in Apac district. The CAP project is an open source platform that seeks to amplify citizens' voices through Information and Communication Technologies (ICTs), to demand for improved service delivery in the health sector.

Using innovative information and communication technologies, ACCU and partners gather information from service users at the grassroots, which is then channelled to relevant policy makers and the media, with the ultimate objective of improving health service delivery.

This strategy, by its design allows ACCU and her local partner TAAC to increase their reach and impact in monitoring government performance using ICT tools such as web, SMS and geo-mapping. The approach provides a mechanism for citizens to report government service deficiencies, present this information to duty bearers, track responses and provide feedback to citizens on outcomes.

The project is premised on improving health service delivery for underprivileged citizens who are most affected by corruption and poor governance. The project envisages holding duty bearers accountable to deliver on their mandate as well as empowering service users to demand for efficient and effective service delivery.

Using ICTs including SMS (6363) and toll-free line (0800-200188), ACCU has registered complaints of poor health services in Apac district. One particular incident is of Abei Health Centre II, in Atule Parish, Chawente Sub County, in Apac district.

Service users registered complaints including; the issue of bats that had occupied the Out-Patient Department (OPD) at Abei Health Centre II, leading to stench, weakening the buildings and exposing patients to diseases like Rabies and Ebola.

The other issue raised was the collapsing wall ends at the out-patient department and staff quarters constructed and commissioned only 5 years ago, partly because of shoddy work and also due to weight exerted by the innumerable bats that had occupied the building. The other issue was incessant staff absenteeism.

Consequently, ACCU together with TAACC organised a Public Accountability Forum (PAF) that attracted the district leadership including; DHO, RDC, DISO, Councillors, and civil society organisations. During the PAF, local and national media houses were engaged to publicise the problems riddling the health centre, only commissioned 5 years earlier.

The situation of flying bats at the health centre was further exposed on Nation Television (NTV) Uganda (www.youtube.com/watch?v=UHvVzgW-XyU) and in Daily Monitor, one of the leading dailies in Uganda. This exerted pressure on the DHO, CAO, LC V and other

actors to take immediate action, as we evidenced in our subsequent engagements.

“... you people have made me to have very serious issues with the Ministry...if they dismiss me from my job, who will feed and pay fees for my children...?”

The DHO Apac district remarked immediately after the story run in the media.

These engagements by have also awakened district civil servants, making them more responsive to citizens’ concerns. The bats were eventually fumigated, and abandoned the building. The collapsing gable ends on the out-patient department has since been repaired. The other issues were raised with the Heath Sector Working Group (HSWG) at the national level.



A newsprint from the Daily Monitor newspaper highlighting the issue of bats at Abei Health Centre II



Bats occupying the roof at Abei Health Centre II.



Collapsing gable ends of the OPD at Abei Health Centre II.

DUTY ROSTER FOR SEPTEMBER 2015

DAYS

DAYS

ONGOM ROBERT EN

UMAR DANIEL
EIMW

AGUTI JANET
N/ASS

OBOYE BOSCO
PORTER

ALWOCH SUSAN
ASCAD

KEY

D Duty

O Week day off

• Weekend off

09/23/2015

A duty roster at Abei HC was introduced to check absenteeism.



The gable ends of the OPD wall were corrected and the health was fumigated chasing away the bats.

Harnessing ICTs to preserve forests in the Albertine region

Encroachment of forestry reserves has been singled out as one of the leading forms of forest illegalities during the pilot partnership titled “Tackling corruption and illegal activities in the Forestry and wildlife sectors”. The most affected forest reserves included Bugoma, Bujaawe, Wambabya, and Matiri.

In the current project titled “Deepening Democratic Governance in the Forest Sector” ACCU uses community based monitoring system supported by ICT, through which cases of forest encroachment, illegal timber harvesting, illegal occupancy, using forestry land for agriculture, deforestation are reported.

In the areas of Bugoma, Bujaawe, Wambabya, Matiri, cases of forest encroachment, illegal timber harvesting, and illegal occupancy, using forestry land for agriculture and grazing, deforestation continued abounding amounting to 23.9% of all cases reported on the ICT platform by Community Based Monitors on SMS (6006) and toll-free line (0800-113322).

As a result of the ceaseless cases, ACCU together with implementing partners RAC, MIRAC, and Joint Efforts to Save the Environment (JESE) held several engagements including Public Accountability Forums with the respective duty bearers to address the prominent case of forest encroachment.

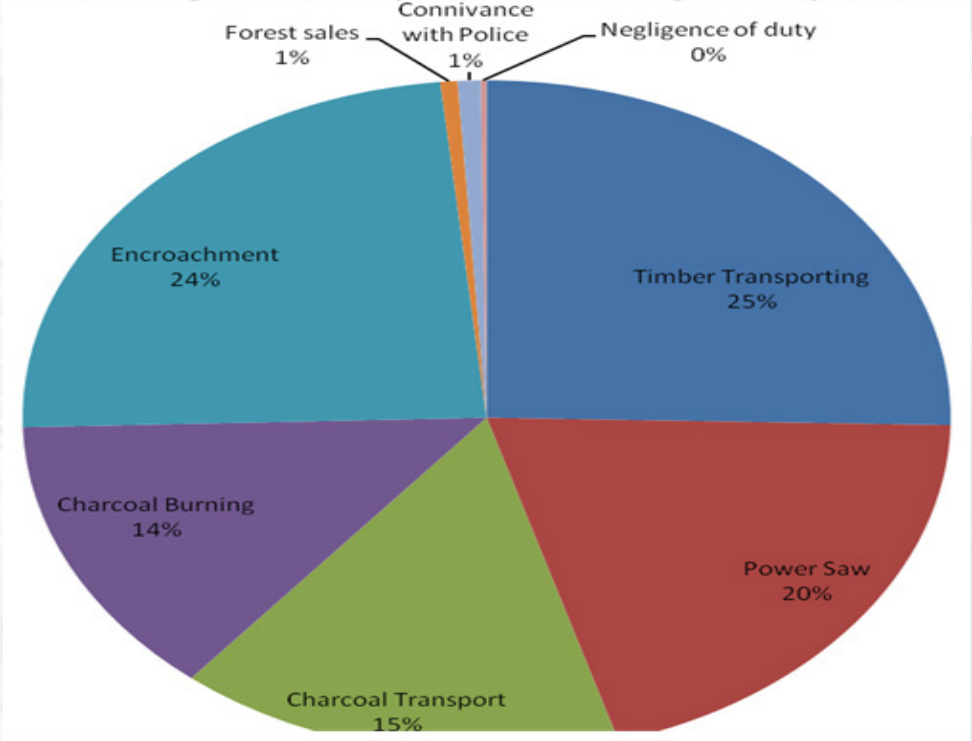
From the community dialogues and field verification visits, it was evident that the major cause of the rampant encroachment was the blurred forest boundaries at Bugoma, Bujaawe, Wambabya, and Matiri central forest reserves.

The other intermittent issues were discussed during national level engagements organized by ACCU and CARE International in Uganda, where the National Forestry Authority (NFA) committed to start on the eviction of all encroachers and boundary re-opening exercise - giving Bugoma and Matiri priority.



Boundary opening around Bugoma CFR with concrete pillars (Source NFA: Kisindi Sector Office)

Forest illegalities reported through ICT platform



Source: FCBM Reports 2014

In 2015, evictions and boundary opening exercise started in Matiri, Bugoma, Wambabya, Kangombe, Bujawe and Kandangobya, and this has significantly reduced on the levels of encroachment in these forest reserves.

The ICT platforms have as well been essential in dissolving the forestry law enforcement unit. One particular case is of Amon Rutenta, an NFA intelligence official attached to Muzizi range, Kyenjojo district who used his office to clear illegal timber which ended up at his store in Kabarole town and Kisenyi, a suburb of Kampala.

Incessant complaints were raised by CBMs from RAC and JESE through the ICT platform on Amon Rutenta's blatant behaviour which contradicts Public Service Standing Orders. ACCU followed-up with the complaints and officially wrote to the NFA on the same matter. ACCU's partners CARE and Water and Environment Media Network (WEMNET) also conducted parallel investigations that alluded to the same findings.

With no response from the NFA, ACCU organised high level engagement at national level involving key decision makers in a bid to solicit for action.

The NFA Board of Directors consequently picked interest in the matter given the fact that the Intelligence and Surveillance Unit was not a recognized unit in the NFA organizational structure. In September 2015, the NFA Board of Directors dissolved the unit. This has brought sanity to Muzizi range.



ANTI CORRUPTION COALITION UGANDA

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Date: 28 May 2014

The Executive Director
National Forestry Authority

Subject :Seeking Clarifications

The Anti Corruption Coalition Uganda(ACCU) in partnership with Care International are implementing a Forest Governance project titled "Deepening Democratic Governance in the forestry sector".
The ultimate Goal for the project is increased transparency, accountability and responsiveness in the forestry sector.

The project has been implemented for the last 10 months and a number of issues and observations have been reported through our regional partners which triggered an investigative research.

The report points out a number of allegations that need to get clarification from your office.

It is alleged that the District Councilor for Kibiito Town Council in Kabarole, a one Amon Rutenta is at the same time an "Intelligence and surveillance Officer for NFA in Muzizi Range". We find this disturbing considering his being a Councilor at the district and we therefore seek your indulgence and clarity on his position in NFA to avoid presumptions of abuse of processes and office.

It is further alleged that the said Officer has usurped the powers of the District Forestry Officer and NFA, by possessing a Hammer which is used for clearing timber, which in the process ends up in his personal store in Kabarole town.

It is further alleged that for those that challenge his authority end up having their timber impounded which ends up in his timber stores in Kisenyi and Fort portal town.

It's from the above background therefore that ACCU seeks clarity on the above issues in order to have a balanced report since NFA is a serious stakeholder in ensuring the success of this project.

Thank you in advance and your timely response will be highly appreciated.


Yours

Cissy Kagaba
Executive Director
Anti Corruption Coalition Uganda

Vision: A Transparent and Corruption free Society

A sample of the letter sent to National Forestry Authority on the identity of Amon Rutenta. The Intelligence and Surveillance Unit to which he belonged was later disbanded by the NFA Board of Directors.

ISSUE-BASED CAMPAIGNS

ACCU's pivotal role in saving Namulonge

The National Crops Resources Research Institute (NaCRRI) is one of the 16 agricultural institutions under the National Agricultural Research Organization (NARO), specializing in crops like sweet potatoes, cocoa, cassava, maize, rice, horticulture, and oil palm.

The institute, also known as Namulonge, was established in 1945 to provide capacity to Ministry of Agriculture, Animal Industry and Fisheries on agricultural research, coordinate research knowledge dissemination, and build linkages and partnerships with local, regional and international research bodies.

The institute, which sits on 2,200 acres of land, was in 2015 at the centre of public debate, following an alleged presidential directive giving part of the land to a private flower enterprise. Media reports indicated that the President had directed the Ministry of Lands, Housing and Urban Development (MoLHUD) and the Uganda Land Commission (ULC) to give 900 acres of NaCRRI land to Premier Roses limited. The company is owned by property mogul Sudhir Ruparelia, who has been implicated in dubious land transactions before.

Media reports further indicated that the presidential directive was based on reports that the allocated land was bushy and idle, and that the National Agricultural Research Organisation (NARO), the parent organization to NaCRRI consented to the give-away.

In a bid to get first-hand information, to inform her advocacy and media engagements, Anti Corruption Coalition Uganda (ACCU) conducted a fact-finding mission to the institute on 4th September 2015. During the visit, new information emerged pertaining to the institute, which shaped our media engagements.

The findings were astonishing. The ACCU team discovered that on top of 900 acres reported in the media, an additional 300 of acres had been parcelled out in three blocks, to unknown individuals. The team also discovered that the institute occupies 2,202 acres of land, as opposed to 3,300 acres that had been reported in the media.

It also emerged that the land in question was not idle as reported. The total net worth of the investments currently housed at the institute is at \$18.3million (64billion shillings) comprising; laboratories, office complexes, staff quarters, and a dairy section, all constructed in the last 3 years.

The ACCU team also discovered that the same land housed independent agricultural research institutes including; African Institute for Strategic Services and Development (AFRISA) and the National Livestock Research Institute (NaLIRI), previously based in Tororo. The institute is also a training ground for post graduate students as well as being a centre for regional and international agricultural research collaboration. Over 10,000 crop variety tests were being conducted at the time of our visit.

Armed with this information, ACCU organised a press conference to raise awareness on this fraudulent land give-away. The press conference was jointly addressed with Participatory Ecological Land Use Management (PELUM). All major media houses in this country were garnered for a noble cause of saving Namulonge. During the press conference, ACCU called for a complete reversal of the 99 year lease given to Premier Roses Limited.

ACCU also called for a clear and open government policy on disposal to public land.

 “A clear policy for disposal of public land for investment should be enacted. This is premised on the fact that over the years we have seen parcels of public lands doled out to ‘investors’ through sometimes very suspicious processes, due to lack of clear policies,”

Cissy Kagaba Executive Director ACCU noted during the press conference.

Our partner in the struggle PELUM emphasized the indispensable role agricultural research plays in this country. “We need research so that our farmers can benefit in the long run, and when such land is given away, our researchers will end up leaving the country. The donors also might pull out,” Marilyn Kabalere, the PELUM programme officer enunciated.

During the press conference, a social media campaign was launched, where we urged our online subscribers to condemn the suspicious giveaway. ACCU staff also attended several radio and television talkshows urging the President to reverse his decision.

Not to be undone yet, just after the press conference, ACCU organised a media visit to the institute. Journalists from NTV, Daily Monitor, Observer, NBS TV, and WBS TV were facilitated to visit the institute to get first-hand information. This maintained the momentum and pressure on government, to reverse this give-away. By this time, public opinion against the give-away had been shaped.

With pressure mounting, the Ministry of Lands and the Uganda Land Commission finally capitulated and cancelled the land lease to Premier Roses Limited. Pressure by ACCU and other stakeholders had finally yielded results.

Subsequently, the President of the Republic of Uganda directed the Ministry of Lands and the Inspectorate of Government to investigate all officials implicated in this land saga. The President also directed his name to be cleared in this scandal. We await findings from the investigation.

The battle to save Namuonge is not yet over, but at least the institute is still intact.

Media links:

<https://www.youtube.com/watch?v=2l8mFxQqafY>

<https://www.youtube.com/watch?v=NDxNMhJSLFU>

<https://www.youtube.com/watch?v=yrNsF3Xz2jw>

<https://www.youtube.com/watch?v=d0d3Mk1K4LU>

<http://radioonefm90.com/additional-300-acres-of-namulonge-research-institute-given-away/>

<http://ugandaradionetwork.com/story/govt-had-lost-4-1-billion-shillings-in-namulonge-land-deal>

<http://dembefm.ug/amawulire/temugaba-ttaka-lye-namulonge.html>

<http://www.weinformers.net/2015/09/07/activists-ask-government-to-halt-process-of-leasing-out-namulonge-land-to-sudhir/>

<http://ugandaradionetwork.com/story/govt-had-lost-4-1-billion-shillings-in-namulonge-land-deal#ixzz3rALh5Zwx>



The National Crop Resources Research Institute (NaCRRI) is one of the oldest and most useful research institute in Uganda, serving even neighbouring countries including Kenya, Tanzania and Rwanda.





Some of the crop tests currently being conducted at the National Crop Resources Research Institute (NaCRRI).

Citizens' Voices

“ When we started monitoring health service delivery in the district, everybody was wary of us; health workers and district officials were often avoiding us. After they got to know of our good intentions, they now associate with us. We now work closely with the district health team; they even invite us for the health meetings,

- one Community Based Monitor in Apac district

“ When I went to Apac Hospital, the Medical Personnel diagnosed me and referred me to a clinic without giving me any medicine. As I was leaving, he realized that a TAACC Community Monitor was approaching the hospital. He came rushing after me and told me to go back to the hospital and get the medicine. It's when I realized that the medicine was there but he didn't intend to give it to me. Today I have to demand for the medicine because I know it's my right,

- a Resident of Apac district

“

Previously I was an illegal encroacher on this very land and when NFA came, they evicted me and my family. At first I was very annoyed but later realised the importance of the forest. Currently, I am one of the private tree growers after applying and getting a licence from NFA.

- Madira Timona, private tree grower, in Buseruka Sub county, Hoima district

“

Previously when patients came to Alado Health Centre II, they were sent away, ostensibly for lack of drugs. But we always heard of stories of expired medicines being thrown away. However, since the investigation people now access the drugs,

- a Service User in Alado, Ibuje Sub County, Apac district

“

We have had a challenge with private drug shops selling government labelled drugs in the precincts of the hospital. This has often contributed to shortage of drugs in the main hospital since most of the drugs are stolen. With the intervention of community monitors, this has since changed,

- Iganga hospital medical superintendent

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