



# **New Digital Tools for Citizens' engagement– the case of Parliament of Ghana.**

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# Mandate of the GAC



- The Committee on Government Assurances is charged with the mandate of pursuing all assurances, promises and undertakings given by Ministers and to take a follow-up action to see the extent to which such assurances have been implemented and whether such implementation has taken place within the minimum time necessary for the purpose.



# New Digital Tools for Citizen's Engagement



- Online Platform
  - Web
  - Social media (Facebook & Twitter)
  - Bulk SMS
  - Mobile App
  - Whatsapp



# How it works



# Web



## PLATFORM CHARACTERISTICS

- Archived Assurances
- Assurance tracker
- Assurance Automation
- Citizen Polls
- Citizen comments with multimedia files
- Policy Briefs
- Alerts and Feedback

You are logged in as kwarame.boame@live.com | Upload new document | Processed Documents | Admin backend | Logout

**GovAssurances.** | Search Assurances.gov.gh

HOME | ASSURANCES | PUBLIC PROFILES | ACTIVITIES | MULTIMEDIA | REPORTS | CONTACT

### Government Assurances Tracker

Here you will find data, tools, and resources on the status of assurances made by officials in the Ghana government.

[View Assurances](#)

#### WHAT YOU CAN DO

- See assurances made by government
- Follow assurances via SMS
- Follow ministers via SMS
- Provide feedback on assurances
- Embed widgets on your websites (for website owners)
- Get announcements from Parliament

#### FEATURED ASSURANCE

##### Free SHS

Minister in charge

**HON. MATTHEW OPOKU PREMPEH**  
Minister of Education

Date Made: March 2, 2017  
Deadline: September, 2017  
Status: FULFILLED

Description:  
Government made an assurance to offer free senior high school (S.H.S) education starting September 2017.

[View Assurance](#)

#### Tweets by @GovAssurance

Gov't Assurances @GovAssurance

#GHPromises: Get familiar with the Gov't Assurance Committee in Ghana's Parliament

Embed | View on Twitter

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# How do we respond to Citizens' Concerns?



- CGA's Public hearing
- Media Engagements
- Citizen Forums
- CSO's Consultation Meetings



# Key take aways



- Adoption of new digital technologies by parliament
- Cost effective solutions that brings citizens closer to parliament
- ICTs foster easy access to parliamentary information
- ICTs enhances citizen participation in the oversight function of parliament
- Growing interest of citizens to hold governments to account
- Stimulation of collective action is key to success
- Huge potential for deployment of innovative and creative ICT platforms for citizen engagement



# Challenges



- Low citizens' engagement due to apathy
- Low level of grassroots' collective action
- Online, mobile app and SMS usage is low
- Literacy levels
- Low bandwidth and high costs



# Conclusion



- Online platform enhanced citizen engagement with duty bearers and enhanced ability to hold them accountable
- Increased awareness of the work of Parliament
- Citizens became aware of the potential in using existing and new ICTs in holding public officials accountable
- Capacity of Parliament enhanced in using SMS to solicit citizens' views and also their participation in discussing governance issues.
- Work of the CGA has made Parliament more accessible and responsive to citizens
- Wider reach and coverage



# Online Links



- Website: [www.assurances.gov.gh](http://www.assurances.gov.gh);  
[www.parliament.org.gh](http://www.parliament.org.gh)
- Facebook:  
[www.facebook.com/govassurancesgh](http://www.facebook.com/govassurancesgh)
- Twitter: <https://twitter.com/GovAssurance>
- Mobile App:  
<https://play.google.com/store/apps/details?id=com.governmentassurance>
- Whatsapp and Bulk SMS  
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