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**STRENGTHENING CITIZENS ENGAGEMENT AND PUBLIC ACCOUNTABILITY.**

**DEVELOPMENT OF A POLICY BRIEF**

**TERMS OF REFERENCE**

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**Introduction and Background**

The Uganda National NGO Forum (UNNGOF) is a National Platform for NGOs to influence governance and development processes in Uganda and enhance their operating environment. Its constituency comprises National, Regional and International NGOs operating in different parts of the country.

UNNGOF is currently implementing a project titled Strengthening Citizens Engagement and Public Accountability (SCEPA) supported by the Royal Danish Embassy. The project’s overall objective is to contribute towards an organized and engaged citizenry actively holding public institutions accountable.

Uganda has made significant strides in adopting information and communication technologies (ICT), with a notable increase in mobile phone and internet penetration. While this has improved connectivity and access to information, a persistent challenge remains especially in governance i.e. public accountability and transparency. Weak oversight mechanisms, corruption, and lack of citizen engagement have often resulted in inefficient public service delivery.

Citizen-led monitoring and feedback, a form of social accountability, empowers citizens to actively participate in government oversight. By using technology, citizens are able to report on public service challenges, monitor government projects, and provide real-time feedback.

It is against this background that Uganda National NGO Forum (UNNGOF) seeks to develop a policy brief on ***Leveraging Technology for Public Accountability in Uganda: Opportunities and Challenges for Citizen-Led Monitoring and Feedback.*** The brief will explore how digital tools can be effectively leveraged to enhance public accountability, bridging the gap between citizens and public institutions and fostering a more responsive and accountable government.

**Objective of the assignment.**

The overall objective is to document the opportunities and challenges of using technology to foster public accountability in Uganda, with a focus on citizen-led monitoring and feedback.

**Scope of Work**

1. Conduct a desk review of relevant national policies, and reports on public accountability, citizen engagement, and the use of technology in governance.
2. Document existing technologies and platforms currently used for citizen-led monitoring and feedback in Uganda.
3. Analyze the opportunities presented by different technological tools for promoting public accountability.
4. Document the existing challenges and risks associated with leveraging technology for public accountability, including issues related to digital literacy, data privacy, security, and institutional responsiveness.
5. Assess the impact of technology on citizen participation and government responsiveness in specific sectors like health, education, and infrastructure.
6. Provide recommendations for various stakeholders to enhance the use of technology for public accountability in Uganda.

**Approach**

UNNGOF will engage a Resource person to support the development of the policy brief. The resource person will undertake a desk and literature review on the topic for the policy brief. The Resource Person will work closely with Uganda National NGO Forum to undertake the assignment.

**Key Deliverables**

1. An inception report including a work plan, detailed methodology and Policy brief structure.
2. A comprehensive and detailed policy brief on ***Leveraging Technology for Public Accountability in Uganda: Opportunities and Challenges for Citizen-Led Monitoring and Feedback.***

**Duration of the Assignment**

The assignment should be completed within 15 working days agreeable between UNNGOF and the Resource Person consultant during the inception meeting.

**How to Apply**

The Consultant should submit a detailed technical and financial proposal with the following components:

1. Understanding and interpretation of the TOR
2. Statement of capability by the Consultant
3. Methodology to be used in undertaking the assignment.
4. Profile and experience of the Consultant (s).
5. Clear work plan including outputs/deliverables and detailed time frames.
6. The financial proposal (in Ugandan shillings) highlighting total costs as per man-day rates, work plan and any other costs anticipated in undertaking the process of the assignment.

Note: The technical and financial proposal should not be more than five (5) pages.

**SUBMISSION**

Full Technical and Financial Proposals should be submitted to the Executive Director by email to [procurement@ngoforum.or.ug](mailto:procurement@ngoforum.or.ug) no later than Thursday, 16th

October 2025.