



## Participation at your fingertips

### Councillor Connect



Sauti yako  
Diwani wako  
Jamii yako

Jiunge na Councillor Connect kwa kutuma neno  
"diwani" kwenda namba **0755 928 686**



SHIRIKISHA JAMII YAKO

*"It can get quite frustrating. Citizens in my ward are just not engaged in democratic action. Regardless of how much we announce a meeting and invite participants to public forums, they do not turn out, and later on, complain about not being consulted when decisions made affect them." WEO, Moshono Ward, Arusha.*

Your democratic rights and duties do not end at the ballot box when you vote for your preferred candidate. Citizen participation is a process that provides individuals an opportunity to influence public decisions and has long been a component of the democratic decision-making process. Active engagement in local governance is designed to enable citizens to improve their lives and that of Tanzania. Ensuring that the government you helped put in place actually works for the good of the public requires informed, organized, and active participation of its citizenry.

Public policy and practice provide opportunities for citizens to contribute by participating in public meetings, and in planning committees from the lowest level of governance at their villages, streets and wards. Crucial decisions are made in such forums. However, it is often difficult to get citizens to participate in their local authority decision making processes. The numbers of participants at public forums drops significantly in wards that are characterized as middle class residential areas.

CCR is excited to launch **Councillor Connect**, a new service designed to encourage and ease citizen participation in local governance from the comfort of your mobile phone.

Citizens join the service by texting a keyword, DIWANI to 0755 928686 and can submit problems, complaints, or suggestions directly to their elected councilors. Citizen's SMS reports are processed and tracked in a portal visible to the elected officials, who respond to the citizen's report by



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communicating directly with them within 3 days. Councilor performance is tracked over time and results are visualized in quarterly scorecards disseminated to the councilors and the citizens.

The Councillor Connect service creates opportunities for adults and adolescents to influence cities' planning priorities in their interest. Further, Councilor Connect is a tangible way of practicing the Government's Decentralization by Devolution policy. It closes the feedback loop between the citizen and their elected representative and gives citizens an opportunity to rate the performance of their Councilor in real time.

During this pilot phase, this service is currently available in seven Wards in Arusha City; Levulosi, Moshono, Sokon 1, Sombetini, Them, Engutoto, and Mjini Kati. The service will be rolled out to more wards in Arusha and across the country in 2018.

#### **Notes to Editor**

**Download: Publicity materials for Councillor Connect [here](#)**

CCR is a community of people who take actions to protect children. Our vision is to build a culture of action and accountability to children, so that children in Tanzania experience less violence. Join us today.

**More about CCR [here](#)**

**Please emphasize that we want citizens to subscribe to Councillor Connect by texting the word **DIWANI** to **0755 928686****