
Presented by Mohammed Nyagsi

Director of Research

Parliament of Ghana
Content

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• Digital tools for Citizens’ engagement
• How it works
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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

- Minister makes a Pledge
- CGA analyzes reports and feedback
- Codification of Assurance by CGA
- Field visits to monitor and verify progress
- Assurance communicated to the citizens

Platforms (SMS, Web App, Mobile App)
WEB PLATFORM CHARACTERISTICS

- Archived Assurances
- Assurance tracker
- Assurance Automation
- Citizen Polls
- Citizen comments with multimedia files
- Policy Briefs
- Alerts and Feedback
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](https://twitter.com/GovAssurance)
- **Whatsapp and Bulk SMS**
  +233(0)279848444/(0)241995737 & 9030