

FEBRUARY 2013
CEP - CITIZEN ENGAGEMENT PROGRAMME

How active citizens can make a difference to improving service delivery in Mozambique

PHASE 1: MAPPING CITIZEN ENGAGEMENT
PROGRAMMES, INITIATIVES AND EXPERIENCES

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ACRONYMS AND ABBREVIATIONS

ADB	Africa Development Bank
ADS	Associação para o Desenvolvimento Sustentável/Association for Sustainable Development
AENA	Associação Nacional de Extensão Rural/ National Association of Rural Extension
AGIR	Programa de Acções para uma Governação Inclusiva e Responsável/ Actions for Inclusive and Responsible Governance Programme
AMCS	Associação da Mulher na Comunicação Social/ Association of Women in the Media
AMODE	Associação Moçambicana para o Desenvolvimento e Democracia/ Mozambican Association for Development and Democracy
AMPCM	Associação Moçambicana de Promoção do Cooperativismo Moderno/ Mozambican Association for the Promotion of Modern Cooperativism
AAAJC	Association for Support and Legal Assistance to Communities
CEBRAP	Centro Brasileiro de Análise e Planeamento/ Brazilian Centre for Analysis and Planning
CEC	Centro de Estudos Interdisciplinares de Comunicação/ Centre for Interdisciplinary Studies in Communication
CEDAW	Committee on the Elimination of Discrimination Against Women
CEDE	Centro de Estudos de Democracia e Desenvolvimento/ Centre of Studies in Democracy and Development
CEMO	Centro de Estudos Moçambicanos e Internacionais/ Centre for Mozambican and International Studies
CEP	Citizen Engagement Programme

CESC	Centro de Aprendizagem e Capacitação da Sociedade Civil/ Civil Society Learning and Capacity Building Centre
CIP	Centro de Integridade Pública/ Centre for Public Integrity
Citizenship DRC	Citizenship Development Research Centre
CIVICUS	World Alliance for Citizen Participation
COWI	Multidisciplinary International Consulting Group
CSO	Civil Society Organisation
CTV	Centro Terra Viva Association
CDL	Conselho de Desenvolvimento Local/Local Development Council
DFID	Department for International Development of the United Kingdom.
DIALOGO	Democratic Governance Support Programme
EP1	Primary School, lower cycle
EP2	Primary School, upper cycle
FDC	Fundação para o Desenvolvimento da Comunidade/ Foundation for Community Development
FORCOM	Fórum das Rádios Comunitárias/ Community Radio Forum
Fórum Mulher	Coordenação Para Mulher no Desenvolvimento/ Coordination Forum for Woman in Development
GDP	Gross Domestic Product GPI Gender Parity Index
HOPEM	Rede Homens Pela Mudança/ Men for Change Network
ICDS	Institute for Citizenship and Sustainable Development
IDS	Institute for Development Studies
IESE	Instituto de Estudos Sociais e Económicos/Institute for Social and Economic Studies
IREX	Civil Society, Education and Media Development
JA!	Associação Justiça Ambiental/ Association for Environmental Justice
Kwantu	Information and Technology Company
Magariro	Associação para o Desenvolvimento Comunitário/ Association for Community Development
MASC	Mecanismo de Apoio à Sociedade Civil/ Civil Society Support Mechanism
MDG	Millennium Development Goal
MEPT	Movimento de Educação Para Todos/ Movement Education for All
MINED	Ministério da Educação/ Ministry of Education

MULEIDE	Mulher, Lei e Desenvolvimento/ Women, Law and Development Association
NGO	Non Governmental Organisation
N'weti	Associação Comunicação Para a Saúde/ Communication for Health Association
OE	Observatório Eleitoral/ Election Observatory
OECD	Organisation for Economic Cooperation and Development
OIIL	Orçamento de Investimento de Iniciativa Local/ Investment Budget for Local Initiatives
OPM	Oxford Policy Management
ORAM	Organização Rural de Ajuda Mútua/ Rural Association for Mutual Aid
PARP	Plano de Acção para Redução da Pobreza/ Poverty Reduction Action Plan
PESOD	Plano Económico Social e Orçamento Distrital/ District Economic and Social Plan and Budget
PLWHA	People Living With HIV/AIDS
PNDH	Pressão Nacional dos Direitos Humanos/ National Pressure of Human Rights Association
PRIA	Society for Participatory Research in Asia
PROGOAS	Programa de Governação, Água e Saneamento/ Governance, Water and Sanitation Programme
RUth	Associação Rede para a Advocacia e Lobby Social Uthende/ Uthende Association Network for Social Advocacy and Lobby
UNAC	União Nacional dos Camponeses/ National Peasants Union
UNDP	United Nations Development Programme
UPCT	União Provincial dos Camponeses de Tete/ Provincial Peasants Union of Tete
USAID	United States Agency for International Development
Watsan	Programme of Support to Decentralization of Rural Water and Sanitation
WLSA	Women and Law in Southern Africa

1 Introduction

This section presents a brief summary of the Citizen Engagement Programme, the justification for this assessment and the structure of the report with the aim of providing introductory information to the reader.

1.1 About the Citizen Engagement Programme

The Citizen Engagement Program (CEP) supports citizens to monitor the quality of health and education service delivery in 4 of the 11 provinces of Mozambique, as well as to advocate for the improvement of the quality of those services at the district, provincial and national levels.

The CEP aims at contributing towards the increased availability of relevant information for citizens to better access and benefit from services delivered by the public sector; improving citizens' capacity to assess service delivery and engage with service providers to improve the quality of health and education services at the primary and secondary levels; and supporting civil society organizations to leverage those findings within decision-making processes at higher levels. The programme will facilitate the dialogue between citizens / communities and service providers to improve the quality of services.

The programme supports capacity-building, learning and experimentation, and will develop a robust system of monitoring and evaluation. The CEP will also analyse and build on experiences of service monitoring carried out by other actors and programmes, including other DFID and Irish Aid funded activities.

The CEP is expected to deliver **five main outputs**:

- Output 1: Service users in monitored facilities are aware of their entitlement to better quality health and education services.
- Output 2: Local Civil Society Organisations (CSOs) in programme provinces have the capacity to run a monitoring

system for measuring performance of health and education service providers.

- Output 3: Frontline service providers' staff and service users agree on actions to address identified service issues in the health and education sectors.
- Output 4: Performance issues in the health and education sectors identified at the local level are discussed with key stakeholders at the provincial and national levels.
- Output 5: Based on project experiences, national learning hubs and networks disseminate good practices and lessons learnt on measuring the performance of service providers.

1.2 Why this assessment?

In Mozambique the monitoring of public services by citizens is a relatively new process. So far, most of citizens' engagement with government regarding service delivery is for consultation and communication about government activities, through government established mechanisms for community participation (community health committees, school councils, etc.). It is generally perceived that effective monitoring does not happen because of weaknesses in the service supply structure and the functioning of participation mechanisms, as well as inadequate information and knowledge of citizens on how to undertake appropriate monitoring of public services. There is also a perception that the Government has low tolerance for dissenting opinions, as dissent is often interpreted as potential "political opposition" by government and portions of society.

CSO-led governance monitoring is becoming increasingly common, but on the whole it remains small and localised. CSOs face capacity constraints, and a lack of skills and support to apply rigorous methodologies for monitoring and citizen empowerment. Few experiences are being scaled up, there is insufficient learning between organisations and the feedback channels with service providers are inadequate. Furthermore, there are limited linkages between national organisations and those representing or comprised of local interest groups, as well as between 'professionalised' groups and membership organisations. However, there are a number of initiatives upon which a base can be built. In light of the Government's sensitivity to criticism, the organisations need to tread a careful balance between working collaboratively with state institutions without becoming co-opted by them.

Despite serious shortcomings, the Mozambican media environment is favourable when compared with other Sub-Saharan African countries. Mozambique features among the top six African countries for media pluralism in the IREX Media Sustainability Index (IREX, 2010). There is a small but growing network of community radios throughout the country.

These can play an important role in disseminating information about service standards, as well as strengthening the capacity of the media to uptake monitoring results and build political pressure.

Information about the current and past initiatives for basic service monitoring is scarce and spread out through the various actors carrying out the interventions, while at the same time there is very limited analysis and evaluation of what exists, how it works and lessons to be learned. Which programmes and projects to strengthen the engagement of citizens are being implemented in the country? What resources are being invested in engaging citizens in service monitoring and influencing? What practices and methods are used? Which outcomes are being achieved, and in what context? These are key questions to be answered in this assessment on citizen engagement in service monitoring".

1.3 Objectives of the assessment

The overall objective of this assessment is to identify and analyse experiences of health and education service delivery monitoring in order to learn from them as well as to identify gaps that need further data collection and analysis. The assessment will also produce information to support the refinement of CEP's intervention approaches, and at the same time constitute a database for potential future collaborations and partnerships with complementary or similar programmes and projects. This study is also part of a more comprehensive analysis that will include an IDS analysis of experiences of citizens engaging in monitoring health and education services of in the Southern Africa region, which will support the review of the programme's theory of change.

The assessment will be carried out in two phases. The current report presents the results of the first phase, which focused primarily on mapping institutionalized programmes and projects implemented by Mozambican CSOs at national and sub-national levels that monitor public services and track budgets.

In this first phase, the assessment will focus on identifying and describing programmes and projects grouped into four categories: 1) international agencies cooperation programmes, 2) programmes and projects implemented by key actors of Mozambican civil society, 3) programmes and projects implemented by innovative and emerging actors and 4) small local initiatives of citizen engagement. The search focused on identifying the programme or project; its implementers, contacts and addresses; sources and amount of funding; and thematic and geographic areas of intervention.

The second phase of the assessment will deepen the understanding of strategies used and lessons learned from the programmes and projects mapped in the first phase of the assessment.

1.4 Outline of the document

The present document is organized into six sections. The first section presents CEP, clarifies the motivations for the assessment and its objectives. The second section presents the methodology applied and explains how the assessment was performed. The purpose of this section is to inform the reader about what kind of programmes and projects were prioritized in the assessment and why, as well as what aspects of the programmes and projects were considered and why.

The third section provides the conceptual framework of the assessment. It discusses the current knowledge about citizen engagement, identifies major traditional and modern forms of citizen engagement and presents some results of programmes and initiatives of citizen's engagement in different countries. The purpose of the section is to start building a theoretical framework on which the mapping and analysis of engagement initiatives in Mozambique will be based.

The experience of Mozambique is introduced in section four, which presents the main institutionalized initiatives of citizen's engagement in the country. The purpose of the section is to describe the main forms of citizen's engagement identified by the assessment and the major programmes and projects currently implemented by national CSOs.

Finally, the fifth section presents the references used to support the design of the conceptual framework and gather data about the programmes and projects.

Annex 1 provides detailed information about on the citizen's engagement programmes and projects identified.

2 Context

Mozambique has recorded significant progress in relation to a few human and social development indicators, with a substantial decrease of maternal and infant mortality and an increase in primary school enrolments rates. According to the 2011 Human Development Report, Mozambique features among the 25 best performing countries in terms of absolute growth, with an average growth of 7.2% since 2000 (UNDP, 2011). However, these improvements must be seen in the context of a very low departure point. Despite moving back one position in 2011, the country improved its performance in the indicators of life expectancy and expected years of schooling.

In recent years the education and health sectors have constituted a priority for the Government. For example, the two sectors absorbed 9,609 million meticaïs of the State's budget for 2012, representing 41.1% and 20.3% respectively of the total expenditure, excluding Debt Charges Grants (ADB et al, 2012). These efforts were aimed at expanding access to education and health.

Notwithstanding the progress mentioned above, there are enormous challenges on the quality of basic health as well as education services, concerning equitable distribution and large regional and social disparities in access to these services:

Health

In general, while the health service network has expanded through construction and rehabilitation of service delivery outlets, a significant proportion of health units still operate with inadequate staffing, inappropriate infrastructures and insufficient equipment and drugs. The conditions are generally poorer in rural areas, and in northern and central regions of the country.

1. Malaria continues to be the major cause of disease and mortality in the country and Mozambique has one of the highest tuberculosis incidences in the world, ranking among the 22 highest TB burdened countries worldwide. HIV/AIDS poses a greater

challenge as the prevalence rates show that women, especially young women, are most affected (ADB et al, 2012).

2. An analysis of trends in the health budget shows that there has been almost no increase in recurrent budget allocations, in spite of the fact that salary expenses are anticipated to increase and that the growing health network requires a higher recurrent budget for maintenance, staff, etc. (ADB et al, 2012).
3. The Strategy for Quality Improvement and Humanization of Health Care lays a solid basis for promoting citizen-led monitoring and government accountability in relation to public service delivery. However there is a risk that the implementation of the Strategy will face difficulties unless both service providers and citizens are supported to take on an active role in the process.

Education

The Ministry of Education (MINED) is aware of the decreasing quality of education and is determined to counteract it. The Poverty Reduction Action Plan (PARP 2001-2014) for the next four years aims at increasing the gross completion rate of primary education from 48% to 57% by 2014. No increase of external funding is expected in the foreseeable future and, given that Mozambique is already spending 5% of its Gross Domestic Product (GDP) on education, it is unlikely that more funding will be available. Thus, the only way to increase the quality of education is to get more out of the same money.

4. There is a substantial shift in trends in the Education sector, from high growth to contraction, with fewer students than expected enrolled in 2011. The number of students in the lower primary school ("EP1" cycle) decreased by 3%; and the number of students in upper primary school ("EP2" cycle) by 15%. There has been a slight improvement in the pupil-teacher ratio, which was last reported at 58 in 2010, down from 61 in 2009. In 2012 it was estimated that only 8 500 teachers were hired, of the 15 000 needed (ADB et al, 2012).

According to the African Economic Outlook 2012, the shift in primary education to the promotion of students by "cycles of learning" is failing to deliver the desired results, leading instead to a reduction of the completion rates in primary education and negatively impacting on the desired completion rates up to the 7th grade. The overall completion rates in Mozambique for 2010 suffered a reduction in all grades. Failure rates were particularly high in the final grades, with completion rates at 63% for the 5th grade; 64% for the 7th grade; 51% for the 10th grade and only 7% for the 12th grade. In technical and vocational education and training courses, as well as night classes, the success rates were even lower. In light of these numbers, the achievement of the

Millennium Development Goals (MDGs) in education is less likely to happen (ADB et al, 2012).

Gender

5. In terms of gender equality, over the last decade Mozambique has produced a set of well-designed and well-articulated gender policies based on the nation's commitment to gender, including a National Gender Policy approved in 2006. Currently a dilemma is faced on how to translate the gender policy into action. Although the primary school enrolment rates of girls have expanded, more needs to be done in order to narrow gender gaps and increase the enrolment of girls in upper primary and secondary levels as well as in the technical and vocational training sector. In higher education, the proportion of women students has remained constant in recent years with a Gender Parity Index (GPI) of 0.49.

In the health sector, services are still very focused in the reproductive role of women with key women health issues little addressed in policies and programmes. Community involvement and the involvement of men in particular in reproductive health programmes and especially in family planning are still poor. Also, women face the burden of children's health with little participation from fathers and other male relatives.

The country continues to make progress in the increase of the representation of women in politics and decision-making structures, including at decentralised levels. Strategic actions are also needed to reduce the gender role disparities in rural areas and in formal businesses. (ADB et al, 2012)

Information for empowerment

- In what concerns the education and health sectors, in general there is an accentuated information deficit and low citizens' awareness of rights and service standards. This lowers expectations and generates complacency. Information related to performance, including resources received and utilised, is not available in the majority of health facilities or schools. There have been some efforts by the government at the central level to improve information quality and accessibility, but in general the access to information by the population, in user friendly formats is very weak. For instance, disaggregated budget data on district level expenditures and taxes collections remain widely inaccessible to the public.

Citizens are rarely called upon to get feedback on the quality of the services they receive. When this happens, citizens' ability to participate in these processes is often hampered by lack of information about rights and standards. In addition, CSOs have limited human and financial resources to invest in this area. While the environment in which

Mozambican civil society operates has improved during the first decade of the multiparty system, a number of recent events show that citizens are hindered in the exercise of their rights and the state is at times undemocratic and marred by an inefficient bureaucracy (FDC et al 2007).

3 Methodology

The assessment of existing citizen engagement programmes and projects will be done in two phases: The first phase will focus on mapping major current citizen engagement programmes and projects, while the second phase will explore and analyse the methodologies and approaches used, as well as identify key lessons learned and best practices in engaging citizens in the country.

This study is not intended to provide an exhaustive analysis of existing initiatives, but rather to capture the most relevant initiatives and the larger dynamics in the monitoring of public services by citizens. It recognizes that many initiatives being implemented in the country were not captured, especially those less institutionalized such as petitions, protests and demonstrations carried out by citizens, which nonetheless have influenced the social and political context of the country.

In the first phase of the assessment, a mapping was done of the most expressive programmes and projects that monitor basic services in the sectors of health, education, water and sanitation, and agriculture and natural resources management. These are services that have been receiving increased attention in current debates about the country's development and whose initiatives have the potential to provide useful experiences for the CEP. Additionally, a mapping was also carried out of monitoring and advocacy programmes and projects targeting cross-cutting themes such as democratic participation and civil society, public finance management, media and access to information, elections, decentralization, community mobilization, municipal governance, urban public services, citizen's empowerment, gender equity, and HIV/AIDS.

Data was collected using different sources and methods such as literature review, consultation with key informants and online research. However, in some cases it was necessary to double check the data collected, meaning that more than one source was used to verify the information.

In this first phase of the assessment, the collection of the following data was prioritized: the name of the programme / project; implementers, their

contacts and addresses; the objectives; the start and end dates; funders and funding amount; geographical and thematic areas of implementation; available documents and publications. When possible, information about implementation strategies, key stakeholders and lessons learned was also collected, even though it did not constitute a priority in this phase.

4 Conceptual framework

The CEP's concept of citizen engagement is based on the ideal that citizens have the right to be involved in decision-making processes that affect or could potentially affect them and take initiatives to improve their lives (COWI et al, 2012). This concept involves a vision of citizenship centred on the notion of politically active citizens. From a conceptual standpoint, citizen engagement is not a static concept and has evolved throughout history. Nor it is politically neutral, as its conceptualization and understanding is differentiated by political-ideological visions (Gaventa, 2002).

The issues of citizenship and citizen engagement, including political discussions about the meaning of the terms, foster ideological debates (Dora, 1994). The terms of citizenship and citizen engagement are often assumed to be polysemic words, with different meanings and multiple layers (Yvone, 2002).

This section aims to discuss the concept of citizen engagement, identify the major forms of citizen engagement and compile the results obtained from a few experiments of citizen engagement. This conceptual framework will be used to explore the mapping of citizen engagement experiences in Mozambique in the next section, and will be mainly used in phase 2 of the assessment "analysis of citizen engagement in Mozambique".

4.1 What is citizen engagement?

Citizen engagement is a concept still evolving in an emerging field. As such, the lines separating participation, involvement and engagement are often faint and blurred (Sheedy, 2008).

In recent years the term citizen engagement has gained expression due to the growing crisis of legitimacy that characterizes relations between citizens and the institutions that represent them, in both the North and South (Gaventa, 2002). Citizens have been showing strong

disappointment over their governments based on concerns about corruption, poor response to the needs of the poor and weak or no connection between elected representatives and their constituents (Lartey and Sastry, 1999). The decision-making model of representative democracy has often led to situations where "the public interest decisions are made by a small group of individuals" and, inadvertently, the interests of minorities (racial, ethnic, gender, etc.) are underrepresented (Irvin, 2006).

In response to the rising tensions, dissatisfaction and discontent inherent to the representative democratic system, the conviction of the need for direct forms of democratic decision-making has been growing since the 1970s (when people began to feel that the existing democratic forms do not always serve expressed public opinions and interests). These concerns have clearly influenced the growing interest in and the use of the expression "citizen engagement" in political decisions (Irvin, 2006).

More contemporary concepts of citizen engagement emphasize the sharing of power, information and mutual respect between government and citizens. Ideally the engagement of citizens requires that governments involve citizens in all phases of policy development and implementation, from the agenda construction and policy development to decision making. In this process citizens represent themselves as individuals, instead of being represented by stakeholder group (Sheedy, 2008).

Different conceptual frameworks have been developed with the aim of differentiating the different forms of public participation. For example, the International Association for Public Participation developed the Public Participation Spectrum that distinguishes five categories in the process of participation: information, consultation, involvement, collaboration and empowerment. The first two categories are not considered as engagement per se because they do not include an interactive information flow between both directions (Sheedy, 2008). In another example, the Health Canada's Policy Framework for Public Involvement, which is used widely in the field of health, considers five levels of citizens' involvement, namely communication, hearing, consultation, engagement and partnership (Sheedy, 2008).

The debate on the concept and practice of citizens' engagement continues to evolve within academy as well in the community of practices and in the political arena.

4.2 How do citizens engage in public affairs?

In academic literature, much of the work on citizen participation has been on its political meaning, which has been inevitably linked to people's relationship with the state. People are defined either as beneficiaries or as voters. This means that 'the state delivers' and citizens are mere voters, and that periodically 'you exercise your vote and then forget about it until the next election' (Tandon, 2002). Historically citizen

engagement has taken many forms, from individual volunteerism to organizational involvement to electoral participation. It can include efforts to directly address an issue, work with others in a community to solve a problem or interact with the institutions of representative democracy (Tandon, 2002).

A study published by the Centre for Information & Research on Civic Learning & Engagement at Tufts University, divided citizen engagement into three categories: civic, electoral, and political voice (Keeter et al, 2002):

- 1 Civic engagement – includes community problem solving, regular volunteering for a non-electoral organization, active membership in a group or association, participation in fund-raising run/walk/ride, other fund-raising for charity, etc.
- 2 Electoral engagement – includes regular voting, persuading others to vote, displaying buttons, signs, stickers, campaign contributions, volunteering for candidate or political organizations, etc.
- 3 Political voice – includes contacting the print media, contacting officials, contacting the broadcast media, protesting, email petitions, written petitions, boycotting, canvassing, etc.

Given the crisis of legitimacy of the representative democracy's decision-making mechanisms, interest in the principles of participatory democracy has increased, tending to advocate for more involved forms of citizen participation than traditional representative democracy (Keeter et al, 2002).

Nowadays participatory democracy strives to create opportunities for all members of a population to make meaningful contributions to decision-making, and seeks to broaden the range of people who have access to such opportunities (Ross, 2011).

Some scholars argue for the need to refocus citizen engagement on community-based activity within the domain of civil society, based on the belief that a strong non-governmental public sphere is a precondition for the emergence of a strong liberal democracy (Chambers and Kymlicka, 2002). These scholars tend to stress the value of separation between the realm of civil society and the formal political realm (Seligman, 1992).

Some forms of engagement such as voting, referendums, municipality or community assembly, public presentations, public exhibitions and public discussions are called traditional methods (Ploštajner and Mendes, without date). However, due to the change in circumstances, those forms of participation are often not enough, as they offer limited possibilities for expressing the interests and opinions of citizens and need to be supplemented by new forms that have evolved in the last decade (Tandon, 2002).

New forms of citizen participation have arisen, which include:

- **Citizens organizing themselves** (breast cancer survivors, environmentalists or similar) to lobby and influence public policy. Different citizens' alliances are formed to initiate, propose or comment on the respective new legislation.
- **Social networking media**, such as facebook, twitter, internet, mobile phone, etc., has become a communication tool between citizens and different levels of government, and / or serves as a meeting point for citizens to discuss different issues. This increased access to information has a "democratizing effect" - politicizing citizens and often mobilizing them into action (Ploštajner and Mendes, no date) - which renders the relationship between government and citizens increasingly complex and multifaceted. The development of information technology is changing the context of governance. New communication technologies allow citizens to overcome the barriers of physical distance and organize themselves more quickly (Ploštajner and Mendes, without date)
- **Informal discussions** in the communities are also becoming common. In order to participate in the development of their communities, citizens and other stakeholders create public spaces to discuss common projects (from the conceptualization to the implementation).

4.3 Does it make a difference?

Worldwide there is increasing recognition that citizen involvement is critical for enhancing democratic governance, improving service delivery and fostering empowerment. "Demand for Good Governance" refers to the ability of citizens, civil society organizations and other non-state actors to hold the state accountable and make it responsive to their needs (World Bank, 2004).

Almost two decades have passed since participation has become a key element in development practice, and citizen engagement in public affairs has become an attractive strategy for developing projects and programmes, especially those aimed at promoting good governance and improved accountability and responsiveness of government and state institutions. However, there is little evidence of the results of this engagement, the context and conditions (Citizenship-DRC, 2010) in which they occur.

To fill in this information gap of evidence of how changes occur through the influence of citizens, research on citizen engagement initiatives has been undertaken by different institutions and individual researchers, such as the Canadian Institute of Health Research, the Society for Participatory Research in Asia (PRIA) and the Brazilian Centre for Analysis and Planning (CEBRAP), among others. These studies have

gathered evidence that shows that, when organized and empowered, citizens can make a difference and influence positive changes towards achieving development goals, make states more democratic and responsive and promote the respect for human rights.

In 2010 the Development Research Centre on Citizenship, Participation and Accountability (Citizenship DRC) published a compilation of findings from a decade of collaborative research. This publication indicated that about 75% of the 100 case studies conducted in 20 countries were positive in terms of generating favourable changes to development. However many of the changes were not captured by the donors of those initiative. While donors try to measure changes at the level of the Millennium Development Goals, changes often occur at the intermediate level. These changes include, among other examples, increased citizen knowledge and awareness of their rights and obligations, improvement of the quality of citizens' participation and interaction with the public sector, and the removal of barriers between citizens and their representatives in government and state.

The compilation of studies conducted by the Citizenship DRC pointed out a set of outcomes achieved by the action of citizen engagement:

- 1 The engagement of citizens in public affairs, by itself, develops the sense of citizenship, increasing people's knowledge and awareness of their rights. The studies of the Citizenship DRC hold that citizens learn through action, through trial and error. During this process they acquire skills and willingness to act. This process, however, takes time, because the journey from silence to the sense of citizenship occurs through several steps.
- 2 Citizens develop particular skills through engaging: they learn how to conduct a legal action, how to arrange and conduct a meeting, how to attract the media, how to build alliances and strengthen relationships. These skills have accumulated benefits because they can be transferred to other areas of activity. Brazilian experiences documented by the Citizenship DRC found that the participation of citizens in protests also contributed to the predisposition to engage in institutionalized processes of budgeting. In South Africa citizens who developed citizenship skills and practices during the anti-apartheid movement were able to use these in the mobilization for the rights of people living with HIV/AIDS and treatment campaigns.
- 3 In the process of influencing service providers, citizens shift from simple user to decision maker in what concerns the services provided to them. The experience of Brazil shows that, in spite of an overall reduction of expenditures in health in rural areas, the expenditures in indigenous health grew five times in the same period, as a result of the coordinated actions of the

indigenous movement to organize protest actions, participate in health services management and get involved in discussions on national policies.

- 4 Changes in law or policies do not lead to reforms unless accompanied by a new constituency to change the political environment. Beyond the production of laws, campaigns can lead to changes in decision-making procedures, resulting in more democratic decisions and / or improving the perception of service providers and services that are geared to the users' needs. The example of Mexico demonstrates that the use of participatory approaches in health care led to the creation of a network of community clinics and the development of new approaches to deal with infectious diseases by the Ministry of Health.
- 5 Citizen engagement does not always generate positive responses from services providers. This can happen to the most developed movement. South Africa's national programme of antiretroviral treatment increased the coverage and the number of PLWHA receiving treatment as a result of advocacy campaigns and actions from social movements; however the sustainability of the programme was challenged by the lack of infrastructure.
- 6 In some cases the State may feel compelled by international pressure to become more transparent and accountable to citizens. However, experience has shown that the impetus can also come from internal movements of citizens and other groups advocating for changes in the law. In India the Right to Information Act, one of the strongest movements in the world, began a movement from bottom to top and then connected with champions of change within the government in Delhi and resulted in positive changes.

One of the conclusions of our research is that "more effective citizens are those more versatile: those that cross borders, move to local, national and global level, employ a set of techniques, act as allies and opponents of the State and use their skills to protest and partner in key moments and different institutional points of entry" (Citizenship DRC, 2010).

5 The experience of Mozambique

5.1 Citizen engagement in Mozambique

The evolution of participation

Three main forms of participation coexist in Mozambique: i) the traditional, ii) the conventional-institutionalized and iii) the “modern” form of participation. The traditional form of participation is usually voluntary and motivated by recognition of the interdependence in community life and aims mostly at self-help, conflict resolution and community organization. It promotes the sense of belonging to a particular community and thus plays a role of social cohesion. This form of participation has undergone changes and external influences over the years in the country, but still existing while other more institutionalized forms of participation are growing.

The first major influence on traditional forms of participation occurred shortly after independence, when the country adopted the socialist political orientation based on the notions of collective ownership of the production means and central planning of economic and social development. On the one hand this regime strengthened collective work and solidarity but, on the other hand, participation was not always voluntary and this led to resentment when people who did not want to participate in community activities would suffer formal and informal sanctions for this.

The second and third period forms of participation correspond to the adoption of a liberal democratic political orientation and a market-oriented economy (1987), and the beginning of the decentralization process (in 1997). These two periods have fostered considerable changes in the community context, giving space to more liberal forms of social organization. However, economic pressures and the liberal vision influenced negatively on voluntary participation and self-help at the community level.

The first *conventional forms* of institutionalized participation gained expression through development aid projects implemented by Non-Governmental Organisations (NGOs) and government in the mid-1980s and early 1990's. During this period many community groups emerged such as institutionalized water management committees, savings groups, voluntary associations and cooperatives for production and trade, among others. Participation was geared towards service provision, especially in areas that the state could not reach or reached with difficulty.

Modern forms of participation have emerged in the past ten years, characterized by the expansion of the scope of citizen participation, which has moved from the social arena to the policy and political arenas. Some of the most expressive examples of this form of participation include participation in elections, rights advocacy campaigns, alliances pressure and, more recently, the use of information technologies to disseminate legislation, promote debate and reflection on public policies and practices, exclusion and poverty, etc.

Political participation

Electoral participation has decreased since the first general elections of 1994, which had a massive participation of 87% of registered voters. In the 1999 elections the abstention increased to 33%, rising to 60% in the 2004 elections and to a further 61% in the 2009 elections. The numbers clearly show the eroded public confidence in the political system. One of the key issues is the electoral system, which is based on proportional representation rather than constituency-based. This tends to diminish accountability towards citizens, particularly in recently independent states where independence was acquired through liberation wars and the government is led by liberation movements. Although the elections have been deemed free and fair by local and international observers, opposition parties have expressed concerns about their transparency and fairness.

Interaction between members of parliament at national and provincial levels and their constituents is very limited, and, according to many analysts, this constitutes a weakness in the functioning of the democratic system in Mozambique.

Some progress has been made in relation to local governance, decentralization and de-concentration, in a country characterised by highly centralized systems inherited from the colonial and post-independence eras. Community Participation and Consultation Institutions were created in the 1990's as a mechanism to ensure community participation in planning and budgeting processes at the district level; along with Development Observatories at the provincial and national levels to stimulate the participation of civil society in the monitoring of the implementation of the Poverty Reduction Action Plan. In both cases, however, these institutions are only meant for consultation and have no decision-making powers; there is no obligation for the

government to address the contributions of civil society and citizens.. This seriously undermines the effectiveness of these institutions for citizen engagement.

Emerging citizen engagement initiatives

Changes in the Constitution brought into force in 1990 and 2004 created legal space for the emergence of citizens' associations, and strengthened the freedom of expression and other civil liberties. With this opening, the number of civil society organizations has grown considerably and the media have expanded and diversified beyond the state media. These actors have played a key role in modernizing the forms of citizen's participation and provide opportunities for citizen's voice and engagement. They also play an important role in increasing the information flow, improving the knowledge and awareness of individuals about their rights; disseminating the agendas of public policies and service monitoring and influencing / advocating for the need for changes both in systems and public practices.

In recent years new forms of participation gained expression, namely popular protests. Despite being violent, these protests proved effective in bringing forward citizens agendas, often using modern communication technologies such as Facebook, twitter, cell phone messaging etc., to convene and organize demonstrations. For many analysts, the popular demonstrations of February 5, 2008 and September 2, 2010 that took place in the cities of Maputo and Matola are an indicator that citizens lack a space in which they feel they are heard and can influence the issues that affect their lives. This shows a deficit in the current structures and forms of citizen participation.

5.2 Programmes and Projects to Strengthen Citizens Engagement

The mapping of citizen's engagement programmes and projects identified a number of initiatives that were grouped into four main categories, namely:

- 7 **Initiatives promoted by international cooperation agencies** - designed as part of development assistance, these initiatives are mainly focused on building the capacity of civil society organizations and strengthening democratic values and practices, with the aim of increasing the transparency and accountability of state institutions over resources, plans and services provided to the citizens. In this way cooperation agencies strengthen the investments made by the direct support to the Mozambican state.

A very small number of national civil society organizations have demonstrated capacity to directly access these resources. These

organizations have a nationwide geographic focus but are based in Maputo. They target the sectors of local governance, health, education, water and sanitation. Urban services and municipality management are emerging areas of interest.

There are no relevant experiences of implementation coordination and the information available on these programmes is scarce and limited. Basic data such as program objectives, geographical coverage, implementing partners, financial resources and tools delivered is difficult to access, with some exceptions such as the case of MASC, School of Democracy and others with information available on their websites. Information about external and independent evaluations of these programmes, as well as best practices and lessons learned for scale-up, is even scarcer.

- 8 **Key civil society organizations representing interest groups** - there is a small number of key actors with interest in monitoring the quality of basic services (health, education or other basic services). Most of these organizations are oriented to advocate in defence of the rights of specific or disadvantaged groups such as women, children, People Living With HIV/AIDS (PLWHA), the elderly, as well as for particular fundamental freedoms such as the right to information and right to justice, among others. These organizations do not perform services monitoring and budget tracking on a regular basis, but rather as an advocacy tool for policy change at the national level. Collaboration and partnerships with citizen groups and service providers tend to be weak. However these actors have the potential to contribute to changes in governance structures and legislation.
- 9 **Emerging and innovative organizations / programmes** – A few actors have emerged in the national civil society arena with innovative programmes to engage citizens. These tend to be more focused in their intervention and address the gaps in civil society performance. Some examples of these actors are the Centre for Civil Society Capacity Building and Learning (CESC) which monitors health and education services; the Wadzafica which has a strong approach to the monitoring of health and education services as well as community empowerment; and the Uthende Network which is specialized in Urban Services, among others. These new actors face challenges in their growth, particularly in their management structure and functioning as well as their limited geographic coverage. However, they have a potential for rapid growth.
- 10 **Local Initiatives** –these are implemented by small community-based organizations. They have a weak capacity to mobilize resources and are often supported by key actors and emerging innovators. Notwithstanding they represent an important resource for the action of citizen engagement due to their

constituency and are crucial in supporting and expanding the outreach of more professional organizations.

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Appendix A Mapping of Citizens Engagement Programmes and Projects

This appendix presents some of the key programmes, projects and initiatives for the monitoring and advocacy of the quality of public services, geared to demand accountability with the aim of strengthening citizen's engagement. There is potential for CEP to collaborate, coordinate, and share experiences and knowledge with these actors, in a way to seek complementarities and synergies to strengthen Civil Society as a united and cohesive force.

In order facilitate the understanding of their content; the programmes are organized into four main categories:

- Cooperation programmes;
- Programmes led by key national actors;
- Programmes led by innovative and emerging actors;
- Small and relevant local initiatives.

A list of all mapped initiatives is provided below:

A. Cooperation programmes

1. Civil Society Support Mechanism (MASC)
2. Actions for Inclusive and Responsible Governance (AGIR)
3. Democratic Governance Support Programme (DIALOGO)
4. Olavula platform
5. Citizenship and Schools for Democracy Programme
6. Citizens Demand for Better Public Health Service Delivery
7. Social Monitoring and Accountability of Sexual Reproductive Health Services
8. Building Social Accountability Around Social Protection in Mozambique
9. Governance / Water and Sanitation Programme (PROGOAS)
10. Support to Decentralization of Rural Water and Sanitation Services and Policy Dialogue (Aguasan)
11. Decentralisation for Rural Development

B. Key national programmes

12. Centre for Public Integrity (CIP)
13. Mozambican Association for Democracy Development (AMODE)
14. Foundation for Community Development (FDC)
15. Centre for the Study of Democracy and Development (CEDE)
16. Civil Society Learning and Capacity Building Centre (CESC)
17. Centro Terra Viva (CTV)
18. National Community Radio Forum (FORCOM)
19. Women Coordination and Development Forum (Forum Mulher)
20. Institute of Social and Economic Studies (IESE)
21. Environmental Justice (JA!)
22. Movement Education for All (MEPT)
23. Women, Law and Development Association (MULEIDE)
24. N'weti - Communication for Health
25. Electoral Observatory (OE)
26. Child Network Association (Rede da Criança)
27. Rural Association for Mutual Aid (ORAM)
28. National Union of Peasants (UNAC)
29. Women and Law in Southern Africa (WLSA)
30. Magariro - Association for Community Development
31. Facilidade - Institute for Sustainable Community Development (Facilidade-IDSC)
32. Akilizetho-Association for Sustainable Development (Akilizetho-ADS)
33. WADZAFICA - Institute for Women's Leadership and Participation (Wadzafika-ILPM)

C. Innovative and emerging programmes

34. Network Men for Change (HOPEM)
35. Center for Mozambican and International Studies (CEMO)
36. Association Network for Social Advocacy and Lobby Uthende (RUTH)

- 37. Estamos - Association for Development
- 38. National Pressure for Human Rights (PNDH)

D. Small local initiatives

- 39. Monitoring and Advocacy for Good Governance
- 40. Monitoring and Advocacy for Water and Sanitation in Cahora Bassa district
- 41. Strengthen Governance and Citizen Demand for Transparency and Inclusion in the Extractive Industry
- 42. Monitoring Good Governance and Accountability
- 43. Better Local Advocacy For Better Service Delivery Project
- 44. MCT - Movement Against Tuberculosis
- 45. Chimoio Civil Society Platform
- 46. Constitutional Observatory
- 47. Monitoring Public Resource Allocation to women and children wellbeing
- 48. Education Barometer in Mozambique
- 49. Monitoring Lang Legislation implementation and promoting land ownership for community
- 50. Pro-child monitoring for the integration child rights in the PESOD
- 51. Monitoring Social Responsibility at the Community Level in Niassa
- 52. Municipality and Civil Society together for Transparency and Citizen Wellbeing
- 53. Mathi Ndlwini- Water at Home
- 54. Strengthening and diversifying civil society involvement in governance process at local level
- 55. Monitoring Good Governance and Accountability
- 56. Active Civil Society Participation in Municipality and District Governance
- 57. AENA – National Association of Rural Extension
- 58. AMCS - Association of Women in the Media
- 59. AMPCM - Mozambican Association for the Promotion of Modern Cooperatives

A.1 Cooperation programmes

Within this category 12 programs currently in implementation were mapped, whose profiles are relevant for collaboration with CEP:

1. Civil Society Support Mechanism (MASC)
2. Actions for Inclusive and Responsible Governance (AGIR)
3. Democratic Governance Support Programme (DIALOGO)
4. Olavula platform
5. Citizenship and Schools for Democracy Programme
6. Citizens Demand for Better Public Health Service Delivery
7. Social Monitoring and Accountability of Sexual Reproductive Health Services
8. Building Social Accountability Around Social Protection in Mozambique
9. Governance / Water and Sanitation Programme (PROGOAS)
10. Support to Decentralization of Rural Water and Sanitation Services and Policy Dialogue (Aguasán)
11. Decentralisation for Rural Development

1. Programme name:	Civil Society Support Mechanism (MASC)		
2. Implementer (s):	Managed by COWI, MASC supports CSOs in the area of governance monitoring		
3. Objectives of the programme:	To strengthen and diversify civil society engagement in governance monitoring and advocacy - providing grants, capacity development, and access to information and networking		
4. Actual Start date:	2007	5. Actual end date:	2015
6. Financing (donor and amount):	British Department for International Development (DFID), Irish Aid and the U.S. Agency for International Development (USAID) Second phase (2012-2015) £7,780.720		
7. Geographical Areas of Implementation:	› National coverage. Currently supporting 40 governance monitoring & advocacy projects nationwide		
8. Thematic areas of Implementation:	› Operation of political systems and equity of access for all › Public finance management › Media and access to information › Human rights › The functioning of the justice system (access to justice)		
9. Implementation strategies used:	› Funding › Technical support for civil society organisations for monitoring and advocacy › Strengthening of the organisational capacity and internal governance		
10. Main stakeholders:	› CSOs › National and Local Government › Donors › Civil Society Support Mechanisms		
11. Emerging lessons learned and knowledge developed:	› The dramatic increase in the number of CSOs in Mozambique needs to be compensated by developing capabilities for monitoring governance, in order to improve the influence of citizens in governance and public service delivery › In Mozambique there is limited number of service providers capable to supporting the needs of projects financed by MASC. Because many of these providers have insufficient knowledge of CSOs. For example for the elaboration of training manuals › The integrated approach using different forms of support for each CSO and strengthening the cooperation between CSOs and CSSM has proven to be effective		
12. Existing documents and publications about the programme:	› Mid Term Review Report › Case Studies › Fact Sheet › Annual Reports		
13. Contacts:	João Pereira MASC Avenida do Zimbabwe nº 1374 Bairro da Sommerschild Maputo/Mozambique Cell.:+258: 823049946/ +258 843983782 Email: j.pereira@masc.org.mz		

Source: MASC website, DFID Website, reviewed by MASC Staff

1. Programme name:	Actions for Inclusive and Responsible Governance (AGIR)		
2. Implementer (s):	Implemented by four INGOs: Diakonia, Ibis, Oxfam NOVIB and Swedish Cooperative Centre, currently partnering with 44 National Key CSOs, aiming to reach 50 Key actors by the end of the programme		
3. Objectives of the programme:	To promote civil society engagement and influence for increased governance accountability / deepen democracy, gender equality and human rights		
4. Actual Start date:	2010	5. Actual end date:	2014
6. Financing (donor and amount):	Sweden is the core donor (US\$ 50million), with Denmark and the Netherlands also providing focused support to some of the implementing partners		
7. Geographical Areas of Implementation:	› National coverage. Most grantees are CSOs with national outreach; a few are province based NGOs		
8. Thematic areas of Implementation:	› Democratic participation and civil society › Human rights/basic services: participation, social and legal accountability › Social accountability in the management of natural resources and community land rights › Media and access to information: promotion of access to information › Public finance management: transparency, financial and political accountability		
9. Implementation strategies used:	In line with the Paris Declaration and the Accra Agenda for Action, AGIR is structured to: › Promote “good donor-ship” through support for CSO ‘core funding’ that is aligned with the strategic direction of the organisation › Support and facilitate linkages and knowledge sharing between Mozambican CSOs › Capacity building of CSOs		
10. Main stakeholders:	› National and provincial CSOs › Government at the Local and National levels › Community Based Organizations › CSO Thematic networks		
11. Emerging Lessons learned and knowledge developed:	› The increased participation of citizen forums in the context of the public sector reform and district governance decentralization programme does not pose a guarantee, nor has it been enough to ensure stronger and better citizen influence in policies and practices affecting their lives. Individuals must have greater access to information and knowledge, and be empowered, to participate effectively in these opportunities. › The support provided by AGIR to the preparation of CSOs participating in the Bussan Conference was a pioneering experience of Civil Society coordination in the context of international and global advocacy. However challenges remain for the Civil Society to monitor and influence the dialogue with major donors and cooperation programmes, to ensure that decisions from the Bussan Conference are implemented, their implementation is properly documented for reporting and support is provided to the on-going process of change.		
12. Existing documents and publications about the programme:	› Programme document › Newsletter “PlataformAGIR” › Annual Report 2010. 2011 › Mid Term Evaluation		
13. Contacts:	Maja Tjernström Embassy of Sweden Avenida Julius Nyerere nº 1128 Maputo / Mozambique Phone: + 258 21 480300, Fax: + 258 21 480390/1 Email: maja.tjernstrom@gov.se		
Source: Sweden embassy webpage, Joint Programme Semester (1 st semester 2012), AGIR newsletter PlataformAGIR)			

1. Programme name:	The Democratic Governance Support (DIÁLOGO)		
2. Implementer (s):	DAI-Global Development Professional Network, COWI, the Institute of Development Studies (IDS), Electoral Institute for Sustainable Democracy in Africa (EISA), IREX, and the Civil Society Learning and Capacity Building Centre (CESC) in Mozambique		
3. Objectives of the programme:	To contribute to improved governance and accountability for Mozambican citizens in urban municipalities, so that citizens—particularly women and youth—know more, engage more, and vote with confidence in their cities		
4. Actual Start date:	2011	5. Actual end date:	2016
6. Financing (donor and amount):	The U.K. Department for International Development (DFID) £9,600,000		
7. Geographical Areas of Implementation :	Municipalities of Maputo, Beira, Quelimane and Nampula		
8. Thematic areas of Implementation :	› Democratic participation and civil society › Media and access to information › Elections › Decentralisation		
9. Implementation strategies used:	› Raising awareness of, and access to, democratic processes in 5 urban areas; › Facilitating dialogue and action around issues of importance to urban communities; › Supporting municipal governments and assemblies to become more responsive and accountable; › Establishing challenge funds for the media and for policy research organisations; › Producing audience measurement data and an annual report on the state of the media in Mozambique.		
10. Main stakeholders::	› National and Local CSOs › Parliament › Municipal assemblies › Local governments, and › Media Service Providers		
11. Lessons learned and knowledge developed:	Will be explored in the second phase of the project.		
12. Documents and publications:	› Programme technical proposal › Fact sheets		
13. Contacts:	Rebecca Lawrence Avenida Amilcar Cabral n° 853 rebecca_lawrence@dialogomz.com Tel: +258 846 183744 / +258 21 304935		

Source: DAI website, DFID website

1. Programme name:	Olavula Platform		
2. Implementer (s):	CESC – Civil Society Learning and Capacity Building Centre, FORCOM – Community Radios Forum, MEPT – Movement Education For All, CIUEM/CAICC/Eduardo Mondlane University		
3. Objectives of the programme:	To contribute to improving the provision of public services through the establishment of a platform that brings together the citizen-user and the service provider to identify and answer the challenges faced		
4. Actual Start date:	2012	5. Actual end date:	2013
6. Financing (donor and amount):	The U.K. Department for International Development (DFID) through Civil Society Support Mechanism (MASC) £2,320.200		
7. Geographical Areas of Implementation:	› Cabo Delgado (Pemba, Ancuabe) › Gaza (Xai-Xai, Chibuto) › Zambézia (Quelimane, Mocuba)		
8. Thematic areas of Implementation :	› Basic services water, health, education and infrastructure. › The pilot project will start initially in the education sector		
9. Implementation strategies used:	Citizen involvement in monitoring of basic services through information technology (SMS, website, etc.): › Citizens express anonymously their concerns, complaints or suggestions via mobile phones and the Internet - Facebook, twitter, website › Platform confirms citizen receipt of complaints › The claim is forwarded to an online database (Platform) › This platform resumes and forwards the complaint to the public services providers		
10. Main stakeholders:	› Citizens in general › Users of basic services › Providers of basic service › Local and national government		
11. Lessons learned and knowledge developed:	Will be explored in the second phase of the project		
12. Existing documents and publications about the programme:	› Concept Document › Web Page › Fact sheet		
13. Contacts:	Paula Monjane Bairro Malhangalene "A", Rua da Amizade nº 83 CP: 4669, Maputo - Mozambique Tel: +258 21 301389; Fax:+258 21 301574 email: pmonjane@cescmoz.org Website: www.cescmoz.org		
Source: MASC database, revised by MASC Staff			

> Program name:	Citizenship and schools for democracy		
> Implementer (s):	Netherlands Institute for Multiparty Democracy and FDSC (Facilidade/ Nampula)		
> Objectives of the programme:	To Involve citizens in monitoring social order, in order to influence and participate in decision-making processes about the quality of public basic services		
> Actual Start date:	2011	> Actual end date:	2014
> Financing (donor and amount):	Embassy of Netherlands, Hivos, Oxfam Novib, Dutch Government through the NIMD Amount to be confirmed		
> Geographical Areas of Implementation:	› Nampula: Mogovolas and Mongicual Municipalities of Nampula and Chimoio		
> Thematic areas of Implementation:	› Public and Urban Services: water and sanitation, education and health, access roads › Public finance management, with a focus on corruption › Access to information		
> Implementation strategies used:	› Training of community-based organizations › Training of citizen › Financing of small citizen engagement initiatives › Provision of information		
> Main stakeholders::	› Citizens › Civil society organisations › Local government		
> Lessons learned and knowledge developed:	Will be explored in the second phase of the project		
> Documents and publications:	All these programs are at an early stage but there are training support materials , brochures and videos available		
> Contacts:	Anne-Mieke van Breukelen NIMD (Headquarters) Passage 31 2511 AB The Hague The Netherland Tel.: +31 70 311 7297 Email:annemiekevanbreukelen@nimd.org		
Source: website of Netherlands Institute for Multiparty Democracy, and Revised by Facilidade-ICDS Staff			

1. Project name:	Citizens demand for better public health service delivery		
2. Implementer (s):	Implemented by a Coalition Led by N'weti, including CIP and CESC. There are 24 Local CSOs/Platforms at district level		
3. Objectives of the project:	To contribute to the improvement of quality of health service delivery and to the effective use of existing resources in public clinics of Mozambique. It aims at impacting on the health of women and children particularly in terms of reducing the waiting time spent to access the health services, petty corruption related with access to services and treatment and to improve the attitudes of the health personnel, and cleanliness of health facilities. This intervention also intends to reduce the misuse and leakages of development funds made available for the Districts		
4. Actual Start date:	2012	5. Actual end date:	2017
6. Financing (donor and amount):	Swiss Development Cooperation (SDC) 4 million USD		
7. Geographical Areas of Implementation :	24 districts: › Gaza: Chibuto, Guijá, .Manjacaze, Bilene, Chókwè and Mabalane › Inhambane: Homoíne, Massinga, Panda › Cabo Delgado: Ancuabe, Montepuez, Quissanga › Niassa: Cuamba, Mandimba, Ngauma, › Nampula: Monapo, Murrupula, Ribaué › Zambézia: Milange, Alto-Mulocue, Mocuba › Manica: Machaze, Manica, Mossurize		
8. Thematic areas of Implementation :	› Health Services		
9. Implementation strategies used:	› Awareness-raising, Social mobilization and Empowerment of CSO and citizens › User perception studies › Evidence-based Advocacy		
10. Main stakeholders:	› Local civil society organizations and platforms › Ordinary citizens/potential health-clinics clients › Health service providers and government representatives at local level, › Local leaders/decision makers › Media organizations › Ministry of Health and parliament at national level.		
11. Lessons learned and knowledge developed :	› Will be explored in the second phase of the project		
12. Existing documents and publications about the programme:	› Project Document › Project Log Frame		
13. Contacts:	Denise Namburete Rua Lukas E. Kumato nº 288 Bairro Sommeschild Maputo, Mozambique Tel: +258 21 485253/ +258 21 485256 Cell. +258 82-3079630/ +258 84-3079630 Email: d.namburete@nweti.org.mz		
Source: N'weti			

1	Project name:	Social Monitoring and Accountability of Sexual Reproductive Health Services		
2	Implementer (s):	Implemented by N'weti and AMODEFA.		
3	Objectives of the project:	To increase the engagement of civil society organizations and youth towards improved sexual and reproductive health (SRH) and service delivery in Maputo and Gaza Provinces (9 districts)		
4	Actual Start date:	2013	5 Actual end date:	2017
6	Financing (donor and amount):	USAID Amount to be confirmed		
7	Geographical Areas of Implementation :	› 9 districts in Gaza and Maputo Provinces		
8	Thematic areas of Implementation :	› Health Services (sexual and reproductive services) › Social Accountability		
9	Implementation strategies used:	› Awareness-raising, Social mobilization and Empowerment of CSO and citizens; › User perception studies; › Evidence-based Advocacy		
10	Main stakeholders:	› Local civil society organizations and platforms, › Ordinary citizens/potential health-post clients, › Health service providers and government representatives at local level, › Local leaders/decision makers, › Media organizations, › Ministry of health and parliament at national level.		
11	Lessons learned and knowledge developed:	› Will be explored in the second phase of the project		
12	Existing documents and publications about the programme:	› Project Document › Project Log Frame		
13	Contacts:	Swiss International Development Cooperation Avenida Ahmed Sekou Toure nº 637, Maputo, Mozambique Tel: +258 21 321337, Fax: +258 21 321339 Website: http://www.swisscooperation.org.mz Email: maputo@sdcc.net		
Source: N'weti Strategic Plan				

1	Program name:	Building social accountability around social protection in Mozambique		
2	Implementer (s):	HelpAge		
3	Objectives of the programme:	› Social accountability approach to strengthen the coherence in civil society monitoring, mobilisation and government engagement in a way that can 'scale-up' civil society voice and participation. It aims to strengthen national and sub-national engagement with government and thereby strengthen the role of civil society as a key partner of Government in social protection policy and programmes.		
4	Actual Start date:	2012	5 Actual end date:	2013
6	Financing (donor and amount):	Global Fund Nederland Embassy £2,670,269 (some amount are not confirmed by donor)		
7	Geographical Areas of Implementation :	› Tete › Zambezia › Nampula › Sofala › Gaza		
8	Thematic areas of Implementation :	› Social protection		
9	Implementation strategies used:	› The approach aims to consciously feed into the monitoring and implementation efforts by the Ministry of Woman and Social Action and wider government, by making full use of the existing position held by civil society on the Social Protection council		
10	Main stakeholders:	› Local CSOs › Local government		
11	Lessons learned and knowledge developed:	Will be explored in the second phase of the project		
12	Existing documents and publications about the programme:	Project Document Project Log Frame		
13	Contacts:	Álvaro Zimba HelpAge International Rua Valentim Siti nº 439 R/C Maputo, Mozambique Tel. +258 21 414460, Fax. + 258 21 416435 Cell. + 258 82 4440380, / + 258 84 8408839 e-mail : alvarozimba@tvcabo.co.mz Website : www.helpage.org		
Source: HelpAge webpage				

1.	Program name:	Governance and Water and Sanitation programme (PROGOAS)		
2.	Implementer (s):	› Helvetas (Swiss NGO)		
3.	Objectives of the programme:	› Rural citizens participate actively in transparent consultation and decision making processes. › Local authorities, the communities and the local private sector provide and manage rural water and sanitation services according to their role and responsibilities		
4.	Actual Start date:	2009	5. Actual end date:	2011 (currently planning a new phase)
6.	Financing (donor and amount):	SDC - Swiss Development Cooperation CHF 5.32 Mil		
7.	Geographical Areas of Implementation:	› Nampula (Erati, Muecati, Mecubúri, Nacaróa) and › Cabo Delgado (Ancuabe, Chiúre, Macomia, Mecúfi).		
8.	Thematic areas of Implementation:	› Water and Sanitation › Local governance		
9.	Implementation strategies used:	› Technical assistance to district WatSan departments to increase efficient and effective delivery of water and sanitation services to the communities. › Strengthening community based organisations, such as community development councils and water committees integration, and promote cooperation between the State, Civil Society, and the Private Sector		
10.	Main stakeholders:	› District Water and Sanitation Departments, › Community Based Organizations		
11.	Lessons learned and knowledge developed :	Will be explored in the second phase of the project		
12.	Existing documents and publications about the programme:	› Fact sheet › Logframe		
13.	Contacts:	Laura Bott Swiss Development Cooperation in Mozambique Avenida Ahmed Sekou Toure nº 637, Maputo, Mozambique Tel: 21 321337, Fax: 21 321339 Website: http://www.swisscooperation.org.mz Email: maputo@sdc.net		
Source: website of Swiss Development Cooperation in Mozambique				

1. Program name:	Support to Decentralization of Rural Water and Sanitation Services and Policy Dialogue (Aguasán)		
2. Implementer (s):	Helvetas and Water Aid		
3. Objectives of the programme:	To promote the implementation of the decentralisation agenda of the National Water Directorate (DNA) and to work towards an improved Watsan service delivery at local level in rural areas		
4. Actual Start date:	2008	5. Actual end date:	2011 (second phase in design)
6. Financing (donor and amount):	SDC - Swiss Development Cooperation CHF 2'235'000		
7. Geographical Areas of Implementation:	› Northern Provinces of Niassa, Nampula and Cabo Delgado › Maputo for Policy Dialogue		
8. Thematic areas of Implementation:	› Water and Sanitation		
9. Implementation strategies used:	› Strengthen the capacity of key actors at the local level (district and municipal Governments, private sector and local NGOs), providing short term training opportunities, in order to contribute to decentralized human resource development. Commitments regarding long term training scholarships at medium and high levels will be respected, but this support will be phased out progressively.		
10. Main stakeholders:	› National Water Directorate (DNA), › Vocational Training Centre for Water and Sanitation (CFPAS), › Provincial Directorates of Public Works and Housing (DPOPHs) in the Northern › Development Partners of the Watsan Group		
11. Lessons learned and knowledge developed:	Will be explored in the second phase of the project		
12. Existing documents and publications about the programme:	› Fact sheet › Logframe		
13. Contacts:	Pierre-Olivier Henry Swiss Development Cooperation in Mozambique Avenida Ahmed Sekou Toure nº 637, Maputo, Mozambique Tel: 21 321337, Fax: 21 321339 Website: http://www.swisscooperation.org.mz Email: maputo@sdc.net		

Source website of Swiss Development Cooperation in Mozambique

1. Program name:	Decentralisation for Rural Development		
2. Implementer (s):	Provincial Directorate of Planning and Finance : Although the programme it is being implemented by a public institution, it aims to reinforce the engagement of citizens		
3. Objectives of the programme:	To provide services that benefit the poor segments of the population in particular provinces, districts and autonomous municipal administrations strengthened.		
4. Actual Start date:	2007	5. Actual end date:	2013
6. Financing (donor and amount):	GIZ 10.500.000 EUR		
7. Geographical Areas of Implementation:	› Inhambane, Sofala and Manica		
8. Thematic areas of Implementation:	› Local Governance. › Municipality Service		
9. Implementation strategies used:	› Transfer of budgetary competences and functions to local administrations › Strengthening of districts in the areas of planning, procurement, investment and financial management › Promotion of political participation and development of district participation committees › Modernisation of internal and external monitoring of the use of public funds › Introduction of a monitoring system for district development		
10. Main stakeholders:	› Local administration › Community Institutions of Participation and Consultation		
11. Lessons learned and knowledge developed:	› To be explored in the second phase of the project		
12. Existing documents and publications about the programme:	› Log frame › Fact Sheets		
13. Contacts:	Josef Ising GIZ Office Mozambique Tel. + 258-21-49 12 45 GIZ-Mozambique@giz.de Avenida Francisco Orlando Magumbwe 976 Email: josef.ising@giz.de		
Source: GIZ website			

A.2 Programmes led by key national actors

This section describes some of the key monitoring and advocacy initiatives for the improvement of public services, carried out by mature national Civil Society Organizations. The following initiatives are included:

12. Centre for Public Integrity (CIP)
13. Mozambican Association for Democracy Development (AMODE)
14. Foundation for Community Development (FDC)
15. Centre for the Study of Democracy and Development (CEDE)
16. Civil Society Learning and Capacity Building Centre (CESC)
17. Centro Terra Viva (CTV)
18. National Community Radio Forum (FORCOM)
19. Women Coordination and Development Forum (Forum Mulher)
20. Institute of Social and Economic Studies (IESE)
21. Environmental Justice (JA!)
22. Movement Education for All (MEPT)
23. Women, Law and Development Association (MULEIDE)
24. N'weti - Communication for Health
25. Electoral Observatory (OE)
26. Child Network Association (Rede da Criança)
27. Rural Association for Mutual Aid (ORAM)
28. National Union of Peasants (UNAC)
29. Women and Law in Southern Africa (WLSA)
30. Magariro - Association for Community Development
31. Facilidade-Institute for Sustainable Community Development (Facilidade-IDSC)
32. Akilizetho-Association for Sustainable Development (Akilizetho-ADS)
33. WADZAFICA - Institute for Women's Leadership and Participation (Wadzafika-ILPM)

1. Program name:	CIP - Centre for Public Integrity		
2. Implementer (s):	CIP in collaboration with some provincial partners such as Facilidade (Nampula), Estamos(Niassa), Wonelela(Inhambane) and Liga dos Direitos Humanos (Gaza)		
3. Objectives of the programme:	To promote integrity, transparency, ethics and good governance in the public sphere, and to promote human rights in Mozambique.		
4. Actual Start date:	2010	5. Actual end date:	2014
6. Financing (donor and amount):	In February 2007 CIP began to implement a three year strategic plan, with the support of DFID, the Danish Embassy, Swiss Cooperation, the Embassy of Holland and the Embassy of Sweden. A Memorandum of Understanding was then signed by CIP and these donors, which guides the relationship and dialogue between the parties. Through this Memorandum, a Common Fund was set up, to which all five donors contribute. Amount to be confirmed		
7. Geographical Areas of Implementation:	› Niassa - Ngaúma, Mandimba, Cuamba; › Nampula – Murrupula, Ribáue and Monapo; › Manica – Mossurize, Machaze, Manica; › Inhambane – Panda, Massinga, Homoíne; › Gaza – Chokwé, Mabalane, Bilene		
8. Thematic areas of Implementation:	› Public finance management/Corruption › Access to information		
9. Implementation strategies used:	› Research › Exposure › Advocacy › Monitoring		
10. Main stakeholders::	› Others CSOs › Parliament › Citizens › Public service providers		
11. Lessons learned and knowledge developed:	Will be explored in the second phase of the project		
12. Existing documents and publications about the programme:	› Strategic document › Fact Sheets › Programme reports		
13. ontacts:	Adriano Nuvunga CIP Rua Frente de Libertação de Moçambique nº 354 CP 3266 Maputo, Mozambique Tel: +258 21 492335 - Fax: +258 21 492340 Mobile: +258 82 3016391/+258 84 3890584		
Source: CIP Strategic Plan and Website			

1. Program name:	AMODE- Mozambican Association for Development and Democracy		
2. Implementer (s):	AMODE and 225 members in eight provinces		
3. Objectives of the programme:	To assure that citizens enjoy their rights, give their opinion, make suggestions and pose questions that contribute to improve governance		
4. Actual Start date:	2012	5. Actual end date:	2016
6. Financing (donor and amount):	Swiss Development Cooperation (SDC): SF 1 Million Ford Foundation: US\$ 200 MASC: US\$ 150 European Union: EUR 780		
7. Geographical Areas of Implementation:	› Gaza: Bilene, Mabalane, Manjacaze; › Sofala: Búzi, Cheringoma, Marromeu; › Cabo Delgado: Chiúre, Montepuez, Mocímboa › Niassa: Lago Marrupa, Lichinga › Inhambane: Massinga, Inharrime Vilanculo, Maxixe › Nampula: Malema, Meconta, Angoche		
8. Thematic areas of Implementation:	› Democratic participation › Local Governance › Health › Municipality Development		
9. Implementation strategies used:	› Research and Public Policy Analysis › Local Governance Monitoring Initiative › Develop training materials and train CSOs on social accountability › Build the capacity to monitor Mother and Child Health › Citizen Participation		
10. Main stakeholders:	› Local CBOs and NGOs › Municipalities › Health services		
11. Lessons learned and knowledge developed :	To be explored in the second phase of the project		
12. Existing documents and publications about the programme:	› Strategic Plan › Projects documents › Programme reports › External evaluation		
13. Contacts:	José Luis Gundana (Executive Director AMODE Av. Emília Dausse nº 2231 - 2º andar Bairro Alto-Mãe Maputo, Mozambique Tel.: +258 21 405750/ +258 21 405749 Cell.: +258 826541379 / +258 844782217		
Source: AMODE Website and project documents			

1	Program name:	FDC – Foundation for Community Development		
2	Implementer (s):	FDC implements its programs through partnerships with and funding to local CSOs		
3	Objectives of the programme:	› To contribute to the observance of child rights in Mozambique › To strengthen the leadership of governance networks and enable the implementation of advocacy initiatives through participation in management direction and provision of technical training in co-finance. › To strengthen the capacity of the District Consultative Councils to engage in decision-making processes at the district level, based on development strategies		
4	Actual Start date:	2011	5 Actual end date:	2015
6	Financing (donor and amount):	The Global Fund, Unicef, MASC, HabitÁfrica, PNUD, USAID, Terres des Hommes, Unesco, Oxfam, British High Commission, Charities Aid Foundation, among others. \$ 12.000.000,00		
7	Geographical Areas of Implementation:	› National and regional coverage		
8	Thematic areas of Implementation:	› Child Rights › Women’s Empowerment › Gender › Local governance › Democratic participation › Health › Girls education › Infrastructure		
9	Implementation strategies used:	› Sub grants › Capacity building of CSOs › Supporting CSO networks › Advocacy at the national level		
10	Main stakeholders:	› Other CSOs › CSO Networks › Local governments		
11	Lessons learned and knowledge developed :	To be explored in the second phase of the project		
12	Existing documents and publications about the programme:	› Strategic Plan › Project document › Progress Reports		
13	Contacts:	Narciso Matos FDC Avenida 25 de Setembro, Edifícios Times Square Bloco 2 - 3º andar Maputo, Mozambique Tel: +258 21 355300, Fax: + 258 21 355355 Website: www.fdc.org.mz Email: info@fdc.org.mz		
Source: FDC website				

1	Programme name:	CEDE - Centre for the Study of Democracy and Development		
2	Implementer (s):	CEDE		
3	Objectives of the programme:	To encourage initiatives that put different platforms and agendas in dialogue with each other in order to build consensus on the basic policy decision on development and democratization process through		
4	Actual Start date:	2010	5 Actual end date:	2015
6	Financing (donor and amount):	Diakonia (AGIR), DFID , Cafod, FDC Amount need to be confirmed		
7	Geographical Areas of Implementation:	› All provinces except for Niassa		
8	Thematic areas of Implementation:	› Democratic participation › Elections › Municipal governance › HIV/AIDS and gender		
9	Implementation strategies used:	› Mediation and conflict resolution › Promote discussion forums between citizens and policy makers at various levels › Conduct comparative studies on governance to assess the functioning of municipalities › Write and disseminate papers on important events and achievements in the democratization and development of Mozambique		
10	Main stakeholders:	› Municipalities › Citizens › PLWHA › Political parties		
11	Lessons learned and knowledge developed :	To be explored in the second phase of the project		
12	Existing documents and publications about the programme:	› Strategic Plan › Project documents		
13	Contacts:	Guilherme Mbilane CEDE Av. Agostinho Neto nº 1770, R/C, Maputo, Mozambique Tel.: +258 21 3090610 Cell.: +258 823227340/823153410 Website: www.cede.org.mz Email: cede@tvocabo.co.mz		
Source: CEDE Website and projects documents				

1	Programme name:	Civil Society Learning and Capacity Building Centre (CESC)		
2	Implementer (s):	CESC		
3	Objectives of the programme:	To contribute to better governance and accountability through strengthening the capacity of local communities to monitor primary basic health and education services , and advocate on a national level to improve policies		
4	Actual Start date:	2011	5 Actual end date:	2014
6	Financing (donor and amount):	IBIS (AGIR), UNICEF, DFID (MASC, CEP) \$ 3.000.000		
7	Geographical Areas of Implementation :	› Cabo Delgado: Quissanga, Ancuabe, Montepuez; › Zambezia: Maganja Coast, Milange, Alto Molócuè › Gaza: Manjacaze, Guijá, Chibuto. › Municipalities of Nampula, Quelimane, Tete, Beira and Maputo		
8	Thematic areas of Implementation :	› Governance › Child Rights › Citizenship › Education › Health		
9	Implementation strategies used:	› Mobilization of Civil Society › Information Disclosure › Using Media for interpersonal communication › Training › Research and Advocacy		
10	Main stakeholders:	› Local CSOs › Local Service providers › Citizens › Schools		
11	Lessons learned and knowledge developed:	To be explored in the second phase of the project		
12	Existing documents and publications about the programme:	› Strategic Plan › Project documents		
13	Contacts:	Paula Monjane Rua da Amizade nº 83 Bairro Malhangalene "A", CP. 4669 Maputo, MozambiqueTel: +258 21 301389; Fax:+258 21 301574 Website: www.cescmoz.org Email: pmonjane@cescmoz.org		
Source: CESC Strategic Plan				

1	Programme name:	CTV - Centro Terra Viva		
2	Implementer (s):	CTV		
3	Objectives of the programme:	To contribute to better support the environmental decisions based on technical and scientific knowledge, as well as, to capacitate the civil society to contribute positively through informed and relevant knowledge in the calling of public involvement in the environmental management included in the national environmental policies, strategies and legislation		
4	Actual Start date:	2010	5	Actual end date: 2014
6	Financing (donor and amount):	Need to be confirmed		
7	Geographical Areas of Implementation:	› The CTV works across the country. However, their actions are currently concentrated in the provinces of Maputo, Gaza, Inhambane, Manica, Tete and Nampula. Later this year may extend their projects to Cabo Delgado and Niassa		
8	Thematic areas of Implementation:	› Good governance; › Lands, forests and biodiversity › Information and environmental education		
9	Implementation strategies used:	› Conduct environmental research › Public campaign on environmental issues		
10	Main stakeholders:	› Others CSOs › Local government › Municipalities		
11	Lessons learned and knowledge developed:	Will be explored in the second phase		
12	Existing documents and publications about the programme:	› Strategic Plan		
13	Contacts:	Cristina Louro Rua Macombe Macossa (Ex- Dom João IV), Nº 213 Email: ctv@ctv.org.mz; ctv@tvcabo.co.mz Maputo, Mozambique. Tel: +258 21 483121/ + 258 21 490970 Cel: +258 82 3122250		
Source: CTV Website				

1	Programme name:	FORCOM - Community Radio Forum		
2	Implementer (s):	FORCOM		
3	Objectives of the programme:	To promote the strengthening of Mozambican community radio stations, with a view to ensuring their long-term sustainability. To provide and foster a common space for discussion and harmonisation of positions between the associated Community Radio Stations, around matters of common general interest. To stimulate and promote cooperation and close coordination with the government of Mozambique, as well as with other Mozambican public and private entities, donors and persons or institutions involved in related national development programs. To stand for the viewpoints of the Community Radio Stations, before government institutions and other decision-making bodies. To promote the associated Community Radio Stations in the regional and international cooperation To contribute to the consolidation of Mozambique's peace and development.		
4	Actual Start date:	2011	5	Actual end date: 2015
6	Financing (donor and amount):	IBIS: 288,000 EUR		
7.	Geographical Areas of Implementation:	> National coverage		
8.	Thematic areas of Implementation:	> Access to information		
9.	Implementation strategies used:	> Training, monitoring and promotion of community participation > Discussions with academics and the communities > Disclosure in newspaper articles, newsletters and dissemination in the Website > Organization of national and international conferences > Legal Assistance > Dissemination of useful information to the communities		
10.	Main stakeholders:	> Community radios > Citizens in the communities		
11.	Lessons learned and knowledge developed:	Will be explored in the second phase of the project		
12.	Existing documents and publications about the programme:	> Newsletter > Fact Sheet		
13.	Contacts:	Naldo Chivite FORCOM Rua Eusebio da Silva Ferreira 104 Matola Website: www.forcom.org.mz; Tel.: +258 21 720549 Cell.:+258 82 4569060/; +258 849305478		
Source: Forcom Website				

1. Programme name:	Forum Mulher - Coordination Forum for Women in Development		
2. Implementer (s):	Forum Mulher		
3. Objectives of the programme:	To contribute to higher equality in gender relations, reduce domestic violence and greater respect for women's rights		
4. Actual Start date:	2010	5. Actual end date:	2014
6. Financing (donor and amount):	UN Women, IBIS, Oxfam, Norway Embassy. Swiss Development Cooperation, Keppa, Agencia Catalana de Cooperacio al Desenvolupament, UNDP, UNDEF, UNFPA, Africa Gruppenna \$ 3.000.000,00 (need to be confirmed)		
7. Geographical Areas of Implementation:	> Maputo Province, with collaborating members in the provinces of Gaza, Manica, Sofala, Nampula, Cabo Delgado and forums that support the creation and strengthening in Zambezia, Tete, Niassa and Inhambane provinces		
8. Thematic areas of Implementation:	> Political Participation > Sexual and Reproductive Rights > Gender Violence > Gender Economics		
9. Implementation strategies used:	> Awareness Raising Campaigns > Capacity building > Network coordination		
10. Main stakeholders:	> Women's groups and CSOs > Parliament > Citizens in general		
11. Lessons learned and knowledge developed:	Will be explored in the second phase of the project		
12. Existing documents and publications about the programme:	> Strategic Plan > Annual Reports		
13. Contacts:	Graca Samo Fórum Mulher Rua Vila Namuali nº 246, R/C Maputo, Mozambique Tel.: 258 21 414189, Fax.: +258 21 414137 Cel. +258 82 3113920 +258 84 3113920 CP 3632 Website: www.forumulher.org.mz		
Source: Forum Mulher Strategic Plan and Website			

1. Programme name:	IESE - Institute of Social and Economic Studies		
2. Implementer (s):	IESE		
3. Objectives of the programme:	To promote high quality, interdisciplinary and pluralist research, , on issues and problems of the social, political and economic development of Mozambique and Southern Africa, as well to disseminate research results and conduct training to feed public debate in matters of public policy and development options		
4. Actual Start date:	2012	5. Actual end date:	2015
6. Financing (donor and amount):	MASC Amount need to be confirmed		
7. Geographical Areas of Implementation:	> National		
8. Thematic areas of Implementation:	> Democratic participation and economic development •Population, Poverty and Social Protection •Citizenship, Political Participation and Governance.		
9. Implementation strategies used:	> Research > Capacity building > Advocacy		
10. Main stakeholders:	> Students > Government > Academy > Citizens		
11. Lessons learned and knowledge developed:	Will be explored in the second phase of the project		
12. Existing documents and publications about the programme:	> Strategic Plan > Midterm review		
13. Contacts:	Carlos Nunes Castel Branco IESE Av. Patrice Lumumba nº178 Maputo, Mozambique Tel.: + 258 21 328894, Fax: + 258 21 328895 Website: www.iese.ac.mz Email: iese@iese.ac.mz		
Source: IESE Website			

1. Programme name:	JA! – Association for Environmental Justice		
2. Implementer (s):	JA!		
3. Objectives of the programme:	To engender a culture of civil action in Mozambique both through actions to protect the environment and by actively engaging in developmental decisions relating to issues of environmental justice in Mozambique and throughout the world.		
4. Actual Start date:	2009	5. Actual end date:	2013
6. Financing (donor and amount):	To be confirmed		
7. Geographical Areas of Implementation:	> JA! operates nation wide, with different activities in different provinces		
8. Thematic areas of Implementation:	> Industrial Pollution and Environment > Water and Development > Land Conservation and Use		
9. Implementation strategies used:	> Meetings and consultations with communities > Seminars and meetings with various stakeholders > Development of research studies on various topics > Writing articles for various media > Publishing a monthly electronic newsletter		
10. Main stakeholders:	> Government > Citizens > Others CSO		
11. Lessons learned and knowledge developed:	Will be explored in second phase of the project		
12. Existing documents and publications about the programme:	Strategic Plan		
13. Contacts:	Anabela Lemos JA! Rua Marconi Nº 110, 1º Andar Maputo, Mozambique Tel.: +258 21 496668 Cell.: +258 82 3061275 / +258 84 7151300 Blog: http://ja4change.wordpress.com/ Facebook: http://www.facebook.com/ja4change Twitter: http://twitter.com/JA4chang Email: jamo2010@gmail.com		
Source: Website			

1. Programme name:	MEPT - Movement Education for All		
2. Implementer (s):	MEPT		
3. Objectives of the programme:	Contribute to improving access to quality and inclusive education with special attention to girls, women and vulnerable children		
4. Actual Start date:	2009	5. Actual end date:	2013
6. Financing (donor and amount):	ActionAid, Diakonia, Global Campaign for Education, Ibis, Oxfam, Osisa, Handicap		
7. Geographical Areas of Implementation:	> National		
8. Thematic areas of Implementation:	> Advocacy for Education		
9. Implementation strategies used:	> Research; > Consultation with members > Promotion of Debates		
10. Main stakeholders:	> Schools > Ministry of Education > Citizens in general		
11. Lessons learned and knowledge developed:	Will be explored in the second phase of the project		
12. Existing documents and publications about the programme:	> Strategic Plan		
13. Contacts:	Dinis Machaul MEPT Av. Alberto Lithuli, nr. 1275, 1º Andar Maputo, Mozambique Tel.: +258 21 405532 Cel.: +258 82 3033409 Website: www.mept.org Email: d.machaul@mept.org.mz; Meptcentral@tdm.co.mz		
Source: Website			

1. Programme name:	MULEIDE - Women, Law and Development Association		
2. Implementer (s):	MULEIDE		
3. Objectives of the programme:	Improving the status of women in Mozambique.		
4. Actual Start date:	2009	5. Actual end date:	2014
6. Financing (donor and amount):	To be confirmed		
7. Geographical Areas of Implementation:	All districts of Maputo, Sofala, Cabo Delgado and Niassa provinces		
8. Thematic areas of Implementation:	> Human Rights: Gender, Domestic Violence Advocacy, Sexual and Reproductive Health, Empowerment of Women, Legal Aid and Counselling Psychology, Development		
9. Implementation strategies used:	> Use basic legal instruments (laws, policies, regulations and conventions) and other tools created by the organization itself (posters, pamphlets, books, brochures) in order to eliminate the gender imbalance of access opportunities to progress and socio-economic well-being. > Community mobilization through radio and television to spread their actions.		
10. Main stakeholders:	> Women Associations > Public Justice Institutions		
11. Lessons learned and knowledge developed:	Will be explored in the next phase of the project		
12. Existing documents and publications about the programme:	Strategic Plan		
13. Contacts:	Elina Catarina Mafuiane Gomes Avenida Paulo S. Kamkhomba n° 2150 Maputo, Mozambique Tel. : +258 21325580, +258 21311250, +258 21325831. Cel : +258 823055900 Email: muleide@tvcabo.co.mz Website: www.muleide.org.mz		
Source: Website			

1. Programme name:	N'weti - Communication for Health		
2. Implementer (s):	N'weti Communication for Health		
3. Objectives of the programme:	Provide communication materials for health and facilitate community mobilization for the Mozambican communities adopt informed and healthy lifestyle choices		
4. Actual Start date:	2011	5. Actual end date:	2015
6. Financing (donor and amount):	FH360, DFID, Sida, AGIR Amount to be confirmed		
7. Geographical Areas of Implementation:	> Nation wide within the media > Nampula province - interpersonal communication		
8. Thematic areas of Implementation:	> Health > Women rigths		
9. Implementation strategies used:	> Multimedia and Advocacy Programme – implemented at the national level > Social Mobilisation Programme – implemented in Nampula province		
10. Main stakeholders:	> Citizens in general, women and children in particular > Health public institutions > Local government		
11. Lessons learned and knowledge developed:	Will be explored in the next phase of the project		
12. Existing documents and publications about the programme:	Strategic Plan		
13. Contacts:	Eduardo Costa (Gestor de Programas) N'weti Rua Elias Kumato no 288 Maputo, Mozambique Tel. +258 21485253, +258 21 484246 Email: eduardo.costa@nweti.org.mz Website: www.nweti.org		

Source: Website

1. Programme name:	Observatorio Eleitoral - Election Observatory		
2. Implementer (s):	Election Observatory		
3. Objectives of the programme:	Promote transparency and peaceful outcome of the electoral process.		
4. Actual Start date:	2009	5. Actual end date:	2014
6. Financing (donor and amount):	Nederland embassy, DFID, Diakonia Amount need to be clarified		
7. Geographical Areas of Implementation:	> All of Mozambique		
8. Thematic areas of Implementation:	> Election Observation > Conflict Management > Advocacy > Monitoring Governance		
9. Implementation strategies used:	> Training of observers and civic education agents > Organization of public debates. > Meetings with stakeholders with interests in elections and electoral processes in Mozambique and Africa. > Research and Publications		
10. Main stakeholders:	> Political parties > Citizens		
11. Lessons learned and knowledge developed:	Will be explored in the second phase of the project		
12. Existing documents and publications about the programme:	Strategic Plan		
13. Contacts:	Abdul Carimo Nordine Sal Election Observatory Avenida Agostinho Neto nº 1170, R/C Maputo, Mozambique Cell.: +258 82 3153410 Fax: +258 21 309061 Email: o.eleitoral@tvcabo.co.mz		
Source: website			

1. Programme name:	Rede da Crianca – Child Network Association		
2. Implementer (s):	Child Network Association		
3. Objectives of the programme:	Coordinate cooperation between the various organizations working in the area of Child.		
4. Actual Start date:	2010	5. Actual end date:	2015
6. Financing (donor and amount):	To be confirmed		
7. Geographical Areas of Implementation:	> 11 provincial capitals and 20 districts		
8. Thematic areas of Implementation:	> Promotion and Protection of Child Rights		
9. Implementation strategies used:	> Institutional coordination and cooperation; > Advocacy and Training on issues of Child Rights, > Promotion of Child Participation		
10. Main stakeholders:	> Civil Society Organizations with a focus on children and/or child rights > Education Ministry > Citizens		
11. Lessons learned and knowledge developed:	Will be explored in the second phase of the project		
12. Existing documents and publications about the programme:	Strategic Plan		
13. Contacts:	Ulisses Temporario Rede da Criança Rua das Flores nr.52, Bairro Central-B, CP.185 Maputo, Mozambique Telefone – 21-314215, Fax – 21 – 310633, Cel – 82 – 3044417 email: crianca@tvcabo.co.mz Website: www.rededacrianca.org.mz		
Source: Website			

1. Programme name:	ORAM - Rural Association for Mutual Aid		
2. Implementer (s):	ORAM		
3. Objectives of the programme:	Defend the rights and interests of farmers, contributing to the development of community associations, to ensure ownership and sustainable use of land and natural resources to rural communities.		
4. Actual Start date:	2009	5. Actual end date:	2014
6. Financing (donor and amount):	To be confirmed		
7. Geographical Areas of Implementation:	In all provinces on Mozambique, focusing on the district level		
8. Thematic areas of Implementation:	Land and natural resources, with a focus on the ownership of these resources by peasants.		
9. Implementation strategies used:	> Community participation, seminars, debates > Research > Awareness raising through theatre and information leaflets > Lobbying and Advocacy > Community development through training, micro-credit financing and institutional development		
10. Main stakeholders:	> Peasants > Women > Citizens		
11. Lessons learned and knowledge developed:	Will be explored in the second phase of the project		
12. Existing documents and publications about the programme:	> Strategic Plan		
13. Contacts:	Dulce Mavone ORAM Avenida Paulo Samuel Kankhomba nº 1110, 1º andar Maputo, Mozambique Cell.: +258 82 5877847 Tel.: +258 21 302957Fax: +258 21 302958; Website: www.oram-moz.org		
Source: website			

1. Programme name:	UNAC - National Union of Peasants		
2. Implementer (s):	UNAC		
3. Objectives of the programme:	Representing the farmers and their organizations to ensure their social, economic and cultural rights by strengthening farmers' organizations, participation in defining public policies and development strategies aimed at ensuring food sovereignty, taking into account the youth and gender equity.		
4. Actual Start date:	2011	5. Actual end date:	2016
6. Financing (donor and amount):	Need to be confirmed		
7. Geographical Areas of Implementation:	Nationwide		
8. Thematic areas of Implementation:	> Land use > Agriculture		
9. Implementation strategies used:	> Promotion and participation in community activities through meetings, debates, demonstrations; > Research > Synergies with academia and CSOs, > Dissemination of legal instruments directly affecting the peasantry.		
10. Main stakeholders:	> Peasants > Ministry of Agriculture > Rural communities		
11. Lessons learned and knowledge developed:	Will be explored in the second phase of the project		
12. Existing documents and publications about the programme:	Strategic Plan		
13. Contacts:	Luis Muchanga UNAC Rua Valentim Siti nº 29, R/C CP. N. 1016 Maputo, Mozambique Tel. + 258 21 306737, Fax: + 258 21 306738 Website: www.unac.org		

1.	Programme name:	WLSA - Women and Law in Southern Africa			
2.	Implementer (s):	WLSA Mozambique			
3.	Objectives of the programme:	To help identify and disseminate favourable contexts, critical areas and obstacles regards to equal rights and opportunities for women and men in the country, providing the change in law and public policy, access and administration of justice, and social practices.			
4.	Actual Start date:	2009	5.	Actual end date:	2014
6.	Financing (donor and amount):	MASC, AGIR, Oxfam, UN Women Amount need to be confirmed			
7.	Geographical Areas of Implementation:	Nationwide			
8.	Thematic areas of Implementation:	> Women Rights			
9.	Implementation strategies used:	> Research, whose results are integrated into training programs and disclosed in discussions with academics, civil society, with young people from various levels, government institutions and religious organizations > Establishment of partnerships with other organizations			
10.	Main stakeholders:	> Women > Communities in general			
11.	Lessons learned and knowledge developed:	Will be explored in the second phase of the project			
12.	Existing documents and publications about the programme:	Strategic Plan			
13.	Contacts:	Terezinha da Silva (National Coordinator): WLSA Mozambique Rua Pe. António Vieira,nº 68 Maputo, Mozambique Tel./ Fax:: +258 21 415811; Cell.: +258 823058100 Email: adm@wlsa.org.mz Website: www.wlsa.org.mz			
Source: WLSA website					

1. Programme name:	Magariro - Association for Community Development		
2. Implementer (s):	Magariro - Association for Community Development		
3. Objectives of the programme:	Eenhance the capacity of rural communities to engage with local governance in the planning, implementation, and monitoring of programs that address identified needs of development of rural citizens		
4. Actual Start date:	2010	5. Actual end date:	2016
6. Financing (donor and amount):	To be confirmed		
7. Geographical Areas of Implementation:	> Manica province		
8. Thematic areas of Implementation:	> Local governance, including capacity building of local councils > Basic education, including training of school councils > Livelihoods and Sustainable Management of Natural Resources		
9. Implementation strategies used:	> Organizational Development of CSOs / CBOs > Participatory Learning and Action and Participatory Organizational Diagnosis > Facilitation of strategic planning processes and operational change > Local resource mobilization and advocacy for local communities.		
10. Main stakeholders:	> Local farmers		
11. Lessons learned and knowledge developed:	Will be explored in the second phase of the project		
12. Existing documents and publications about the programme:	Strategic plan		
13. Contacts:	Pedro A. Paulino (Presidente do Conselho de Direcção) Joaquim Oliveira Mucar (Director Executivo) Bairro 4, Talhão # 4 Chimoio, Mozambique Tel.: +258 251 22747, Fax: +258 251 22488 Cell.: +258 82 5013390/ +258 82 5901617 E-mail: office@magariro.org Website: www.magariro.org Email: pedro.paulino@giz.de Email: Joaquim.oliveira@magariro.org		
Source: Magariro Strategic Plan			

1. Program name:	Facilidade - Institute for Sustainable Community Development (Facilidade-IDSC)		
2. Implementer (s):	Facilidade-IDSC		
3. Objectives of the programme:	Strengthening community organizations and civil society organizations so that they work in a democratic and transparent manner, exercising their economic, political and social rights and fulfilling their duties in the community		
4. Actual Start date:	2012	5. Actual end date:	2014
6. Financing (donor and amount):	Basket fund: Embassy of Netherlands, Hivos and Oxfam Novib		
7. Geographical Areas of Implementation:	5 districts in Nampula: Ribáue Murrupula, Monapo, Mogincual and Mogovolas USD 2,811,822. 86		
8. Thematic areas of Implementation:	> Local Governance > Basic service: Education, Health, Water and sanitation		
9. Implementation strategies used:	> Provide grant to small CBOs and capacity development in subjects of District Planning and Governance Women Empowerment and Gender Equity and Civic Development and Governance		
10. Main stakeholders:	> CBO > Local government		
11. Lessons learned and knowledge developed:	Will be explored in second phase of the project		
12. Existing documents and publications about the programme:	> Strategic Plan		
13. Contacts:	Momade Bin Av FPLM nr 59 Nampula, Mozambique Tel.: +258 26215448 :+258 823248930 Email: facilidade@ tdm.co.mz		
Source: Facilidade Strategic Plan			

1. Programme name:	Akilizetho - ADS (Association for Sustainable Development)		
2. Implementer (s):	Akilizetho - ADS		
3. Objectives of the programme:	Organized communities and participating effectively in participatory mechanisms at the local level, ensuring effective representation of women		
4. Actual Start date:	2013	5. Actual end date:	2017
6. Financing (donor and amount):	AGIR, Oxfam, Nederland Embassy		
7. Geographical Areas of Implementation:	> 4 districts in Nampula Province: Moma, Angoche, Mogincual and Mogovolas.		
8. Thematic areas of Implementation:	> Local Governance.		
9. Implementation strategies used:	> Development and implementation of a package of training modules followed with several action plans. > Interaction with various organizations for networking with the CDLs > Participation in research. > Studies and debates (including academics) at the provincial level and subsequent dissemination of experiences by publishing brochures on the subjects. > Participation in the process of Provincial Development in close collaboration with the Coordination Unit.		
10. Main stakeholders:	> Institutions of community participation and consultation > Women > Community leaders > Local government		
11. Lessons learned and knowledge developed:	Will be explored in second phase of the project		
12. Existing documents and publications about the programme:	Strategic Plan		
13. Contacts:	Pedro de Carvalho AKILIZETHO - ADS 1ª Rua dos Viveiros nº 57 Bairro Muahivire C.P. 315, Nampula, Mozambique Tel.: +258 26 218541 & / Fax: 26 218638 Cel: +258 826581173 / +258 82 6061426 Email: carvalho.pde@gmail.com		
Source: Akilizetho Strategic Plan			

1. Programme name:	WADZAFICA - Institute for Women's Leadership and Participation		
2. Implementer (s):	Wadzafica - Institute for Women's Leadership and Participation		
3. Objectives of the programme:	Contribute to improving the health and wellbeing of men and women in the communities, greater equality and respect for human rights by strengthening the capacity of community organizations and their leaders, and encouraging partnership between them, with government institutions public and private sector		
4. Actual Start date:	2012	5. Actual end date:	2016
6. Financing (donor and amount):	AGIR USD 850.000,00		
7. Geographical Areas of Implementation:	> Nationwide, with focus on the provinces of Sofala, Zambézia and Maputo		
8. Thematic areas of Implementation:	> Health > Education > Women rights		
9. Implementation strategies used:	> Community Mobilization: information and sensitization > Capacity development of communities > Community based on monitoring service, resource and government plans > Advocacy for the defence of women rights, access and quality of health and education services.at the local, provincial and national levels		
10. Main stakeholders:	> Women and girls > Community leaders > Health and education unities > Local government		
11. Lessons learned and knowledge developed:	Will be explore in the second phase of the project		
12. Existing documents and publications about the programme:	Strategic Plan		
13. Contacts:	Jéssica da Silva Wadzafica Rua Mártires de Massangano, Nº 1564 Bairro dos Pioneiros, Cidade da Beira. Tel:+258 825763930 Email: Wadzafika@gmail.com		
Source: Wadzafica Strategic Plan			

A.3 Programmes led by innovative and emerging actors

In this section we describe some of the main initiatives carried out by a number of emerging key actors, who stand out by integrating aspects and / or innovative approaches or by showing skills to work in a difficult environment. The list includes the following organizations:

- HOPEM - Men for Change Network
- CEMO - Centre for Mozambican and International Studies
- RUTH - Association Network for Social Advocacy and Lobby Uthende
- ESTAMOS – Association for Development
- PNDH - National Pressure of Human Rights

1. Programme name:	HOPEM - Men for Change Network		
2. Implementer (s):	> HOPEM		
3. Objectives of the programme:	> Encourage male involvement in deconstruction and sentencing patterns of violent and oppressive masculinity and Influencing men and boys network member organizations to advocate in promoting gender equality		
4. Actual Start date:	2012	5. Actual end date:	2015
6. Financing (donor and amount):	To be confirmed		
7. Geographical Areas of Implementation:	> Maputo City,		
8. Thematic areas of Implementation:	> Women rights > Health: Sexual Reproductive Health and HIV/AIDS		
9. Implementation strategies used:	> Community mobilization: art-based initiatives, public events, campaign approaches, training, applied research and advocacy > Advocacy for gender equality with a focus on the role and responsibility of man to combat gender-based violence > Institutional development of the Network and its members.		
10. Main stakeholders:	Mozambican citizen: Men and Women		
11. Lessons learned and knowledge developed:	Will be explored in the second phase of the project		
12. Existing documents and publications about the programme:	Strategic plan		
13. Contacts:	Júlio Langa HOPEM Rua Vila Namwali nº 296 Bairro Malhangalene Maputo, Mozambique Tel/Fax : +258 21 414543 Cell.:+258 82 14 04 767/ 84 52 40 657 Email: hopem@hopem.org.mz Website: hopem.org.mz Facebook: redepem Youtube: redepem twitter: redepem		
Source: website and strategic plan			

1. Programme name:	CEMO - Centre for Mozambican and International Studies		
2. Implementer (s):	CEMO		
3. Objectives of the programme:	Contribute to improving the business of government, participation and enhance accountability through applied research		
4. Actual Start date:	2009	5. Actual end date:	2013
6. Financing (donor and amount):	World Bank, Embassy of the United States of America, Embassy of Sweden, Embassy of Russia, USAID - Agency for International Development Amount need to be confirmed		
7. Geographical Areas of Implementation:	> National		
8. Thematic areas of Implementation:	> Inclusive economic development > Local Governance > Gender and Human Rights > International Relations		
9. Implementation strategies used:	> Research > Public dialogue with key social, political and economic actors > Publication of the main research findings and debates		
10. Main stakeholders:	Citizen (men and women) Public Services		
11. Lessons learned and knowledge developed:	Will be explored in second phase of the project		
12. Existing documents and publications about the programme:	Strategic plan		
13. Contacts:	Hortêncio Lopes CEMO Rua Daniel Malinda nº 38, 1o Andar CP 1092 Maputo, Mozambique Tel.: +258 21 305935 Website: www.cemo-mozambique.org Facebook: http://www.facebook.com/CEMO.Mozambique		
Source: CEMO Strategic Plan			

1. Programme name:	RUTH - Association Network for Social Advocacy and Lobby Uthende		
2. Implementer (s):	RUTH		
3. Objectives of the programme:	To contribute for better service quality and active citizens in the municipalities		
4. Actual Start date:	2012	5. Actual end date:	2013
6. Financing (donor and amount):	AGIR, Oxfam Amount need to be confirmed		
7. Geographical Areas of Implementation:	> Greater Maputo Area: Maputo and Matola Municipalities, Marracuene and Boane Districts		
8. Thematic areas of Implementation:	> Municipalities Development		
9. Implementation strategies used:	> Public awareness through the dissemination of reasoned argumentation provided by studies using events or public initiatives. > Social Mobilization through the promotion and inspiration of initiatives to lead the general will of mass society ; > Political Pressure and persuasion through the articulation of public and private authorities.		
10. Main stakeholders:	Citizens Municipalities		
11. Lessons learned and knowledge developed:	To be explored in the second phase		
12. Existing documents and publications about the programme:	Strategic plan		
13. Contacts:	Nando Menete Avenida Emília Daússe nº 1469, R/C Maputo, Mozambique CP 3688 Tel.: +258 21 311115 Cell.: +258 86 4111150 / +258 84 4111150 Email: ruth.redeuthende@tvcabo.co.mz/rede.uthende@gmail.com		
Source: RUTH Project document			

1. Programme name:	ESTAMOS		
2. Implementer (s):	ESTAMOS, organização nacional fundada em 1996. Número de membros: 11		
3. Objectives of the programme:	Promoting sustainable community development trough capacity development and support community based monitoring public service		
4. Actual Start date:	2012	5. Actual end date:	2016
6. Financing (donor and amount):	AGIR Amount need to be confirmed		
7. Geographical Areas of Implementation:	Niassa		
8. Thematic areas of Implementation:	> Water and Sanitation > HIV / AIDS, > Natural Resources, > Governance and Social Accountability > Woman and Child (cross-cutting) >		
9. Implementation strategies used:	> Training > Coordination > Debates > Radio shows Supervision and follow-up > Networking > Fund raising campaigns		
10. Main stakeholders:	Local government People living with HIV/AIDS Citizens (men and women)		
11. Lessons learned and knowledge developed:	Will be explored in second phase of the project		
12. Existing documents and publications about the programme:	Strategic plan		
13. Contacts:	ESTAMOS organização comunitária CP 174 Lichinga, Mozambique Tel.: +258 271 20318 Email: estamos@tdm.mz http://www.facebook.com/estamosmozambique blog- http://estamosmozambique.wordpress.com Website - www.estamos.org.mz		

Source: Estamos Strategic Plan

1. Programme name:	PNDH - National Pressure Of Human Rights		
2. Implementer (s):	PNDH		
3. Objectives of the programme:	Promotion and Defense of Fundamental Rights and Freedoms of Humans, both nationally and internationally, in order to provide input to governments to respect human rights.		
4. Actual Start date:	2012	5. Actual end date:	2015
6. Financing (donor and amount):	AGIR USD 120,000.00		
7. Geographical Areas of Implementation:	Sofala province districts of Beira, Buzi and Nhamatanda		
8. Thematic areas of Implementation:	> Human Rights; > Democracy and Elections.		
9. Implementation strategies used:	> Monitoring of Policies for Decentralized Finance ' > Gender Equity > Community Development: Health, Environment, HIV / AIDS Disclosure of laws and conventions;		
10. Main stakeholders:	Poor women and girls People living with HIV/AIDS Elderly people		
11. Lessons learned and knowledge developed:	Will be explored in second phase of the project		
12. Existing documents and publications about the programme:	Strategic plan		
13. Contacts:	Catarina Artur Rua Samora Machel n° 120 Beira, Mozambique Tel.: +258 233 23049 Cell.: +258 828440375/ 846813145; Emails: Email: pressaondhumanos@yahoo.com.br/ c.costapndh@yahoo.com.br/ franciscogale.pndh@yahoo.com		
Source: PNDH Strategic Plan			

A.4 Small local initiatives

This section describes small engagement initiatives, not necessarily implemented by small organizations. The initiatives are mostly financed by MASC and the Swedish Cooperative Centre,. In this category the following initiatives were mapped:

- Monitoring and Advocacy for Good Governance
- Monitoring and Advocacy for Water and Sanitation in Cahora Bassa district
- Strengthen Governance and Citizen Demand for Transparency and Inclusion in the Extractive Industry
- Monitoring Good Governance and Accountability
- Better Local Advocacy For Better Service Delivery Project
- MCT - Movement Against Tuberculosis
- Chimoio Civil Society Platform
- Constitutional Observatory
- Monitoring Public Resource Allocation to women and children wellbeing
- Education Barometer in Mozambique
- Monitoring Land Legislation implementation and promoting land ownership for community
- Pro-child monitoring for the integration child rights in the PESOD
- Monitoring Social Responsibility at the Community Level in Niassa Municipality and Civil Society together for Transparency and Citizen Wellbeing
- Mathi Ndlwini- Water at Home
- Strengthening and diversifying civil society involvement in governance process at local level
- Monitoring Good Governance and Accountability
- Active Civil Society Participation in Municipality and District Governance
- AENA – National Association of Rural Extension
- AMCS - Association of Women in the Media
- AMPCM - Mozambican Association for the Promotion of Modern Cooperatives

1. Project name:	Monitoring and Advocacy for Good Governance		
2. Implementer (s):	Plataforma Distrital Kubverana de Changara		
3. Objectives of the programme:	To influence the improvement in patient care in health units in Changara, Tete.		
4. Actual Start date:	2012	5. Actual end date:	December, 2012
6. Financing (donor and amount):	MASC £ 154,680.00		
7. Geographical Areas of Implementation:	Changara District, Tete.		
8. Thematic areas of Implementation:	Health		
9. Implementation strategies used:	Social audit		
10. Main stakeholders:	> District CSOs > District government		
11. Lessons learned and knowledge developed:	Will be explored in the second phase of the project		
12. Existing documents and publications about the programme:	Project document		
13. Contacts:	Carlitos Raimundo Chipó Vila de Changara Sede Tete. Mozambique Cell: +258 82 3183039/ +258 849015079		
Source: MASC database			

1.	Project name:	Monitoring and Advocacy for Water and Sanitation in Cahora Bassa district			
2.	Implementer (s):	REDACABA: Chitima District Platform			
3.	Objectives of the programme:	To monitor water provision and sanitation in Cahora Bassa District, Tete.			
4.	Actual Start date:	2012	5.	Actual end date:	2013
6.	Financing (donor and amount):	MASC £ 309,360.00			
7.	Geographical Areas of Implementation:	Cahora Bassa District, Tete.			
8.	Thematic areas of Implementation:	Water and Sanitation			
9.	Implementation strategies used:	Social audit			
10.	Main stakeholders:	> District CSOs > District government			
11.	Lessons learned and knowledge developed:	Will be explored in second phase of the project			
12.	Existing documents and publications about the programme:	Project document			
13.	Contacts:	Paulo Sailota Gola Chitima, Cahora Bassa, Tete, Mozambique Tel.: +258 252 82908 Cell.: +258 82 5141896 Email: tlc.chima@teledata.mz			
Source: MASC database					

1. Project name:	Strengthen Governance and Citizen Demand for Transparency and inclusion in the Extractive Industry		
2. Implementer (s):	Sekelekani: Centre for Communication Studies and Research		
3. Objectives of the programme:	To strengthen governance and citizen participation in the transparency and inclusion of the extractive industry, through an increased access to information.		
4. Actual Start date:	2012	5. Actual end date:	December, 2012
6. Financing (donor and amount):	MASC £1,237,440.00		
7. Geographical Areas of Implementation:	Nationwide		
8. Thematic areas of Implementation:	Access to information		
9. Implementation strategies used:	Investigative Journalism		
10. Main stakeholders:	Citizens in general		
11. Lessons learned and knowledge developed:	To be filled in the second phase		
12. Existing documents and publications about the programme:	Project document		
13. Contacts:	Tomás Viera Mário Avenida Joaquim Chissano nº 94 Maputo, Mozambique Email: tomas.mario@tvcabo.co.mz		
Source: MASC database			

1. Project name:	Monitoring Good Governance and Accountability		
2. Implementer (s):	RCC: Catandica Community Radio		
3. Objectives of the programme:	To contribute to the monitoring of the implementation of the government plan, especially in public resources management and transparency and provision of basic services.		
4. Actual Start date:	2012	5. Actual end date:	2014
6. Financing (donor and amount):	MASC £ 618,720.00		
7. Geographical Areas of Implementation:	Catandica District, Manica.		
8. Thematic areas of Implementation:	> Access to information		
9. Implementation strategies used:	Social audit, radio debates		
10. Main stakeholders:	> Community radios > District CSOs > District government		
11. Lessons learned and knowledge developed:	Will be explored in the second phase of the project		
12. Existing documents and publications about the programme:	Project document		
13. Contacts:	John Chekwa Avenida 25 de Setembro. Bairro 1º de Maio Barue, Manica, Mozambique Tel.: +258 251 72028 Email: radiocata.cmcdecatandica87@gmail.com		
Source: MASC database			

1. Project name:	Better Local Advocacy For Better Service Delivery Project.		
2. Implementer (s):	Plan International		
3. Objectives of the programme:	To increase and improve the access to basic public services through community participation and local governance mechanisms in Inhambane Province.		
4. Actual Start date:	2012	5. Actual end date:	December, 2013
6. Financing (donor and amount):	MASC £ 1,546,800.00		
7. Geographical Areas of Implementation:	Inhambane province: Jangamo and Homoine Districts		
8. Thematic areas of Implementation:	> Basic service		
9. Implementation strategies used:	Social audit		
10. Main stakeholders:	> District CSOs > District government		
11. Lessons learned and knowledge developed:	Will be explored in the second phase of the project		
12. Existing documents and publications about the programme:	Project document		
13. Contacts:	Djamila Carvalho Rua Justino Chemane nº. 271, Sommersshield II Maputo, Mozambique Tel.:+258 485602/3/6/7 Djamila.Carvalho@plan-international.org		
Source: MASC database			

1. Project name:	MCT - Movement Against Tuberculosis		
2. Implementer (s):	MCT		
3. Objectives of the programme:	To monitor patient access to tuberculosis (TB) treatment through the monitoring these service in Maputo Province.		
4. Actual Start date:	2012	5. Actual end date:	December, 2012
6. Financing (donor and amount):	MASC £ 19.335		
7. Geographical Areas of Implementation:	Matola, Maputo Province.		
8. Thematic areas of Implementation:	Health		
9. Implementation strategies used:	Monitoring of Public Service Providers		
10. Main stakeholders:	> Provincial CSOs > Provincial government		
11. Lessons learned and knowledge developed:	Will be explored in the second phase of the project		
12. Existing documents and publications about the programme:	Project document		
13. Contacts:	Eugénio Juliasse MCT Avenida 3 de Fevereiro. Bairro Machava Sede Cell.: +258 84 5469703 Email: movimentocontratuberculose@gmail.com		
Source: MASC database			

1. Project name:	Chimoio Civil Society Platform		
2. Implementer (s):	PLASOC: Civil Society Platform of Chimoio		
3. Objectives of the programme:	To influence municipal entities to establish a continuous space for dialogue aiming towards greater transparency and communication in public resources management.		
4. Actual Start date:	2012	5. Actual end date:	December 2012
6. Financing (donor and amount):	MASC £ 154,680		
7. Geographical Areas of Implementation:	Chimoio Municipality, Manica.		
8. Thematic areas of Implementation:	> Governance and public resources monitoring > Accountability		
9. Implementation strategies used:	Social audit		
10. Main stakeholders:	> Local CSOs > Chimoio Municipality government		
11. Lessons learned and knowledge developed:	Will be explored in the second phase of the project		
12. Existing documents and publications about the programme:	Project document		
13. Contacts:	Danilo Antonio Rua de Sussundenga Chimoio, Mozambique Cell.: +258 82 6407754 Email: plasocmz@gmail.com		
Source: MASC database			

1. Project name:	Constitutional Observatory		
2. Implementer (s):	GDI: Institute for the Support to Governance and Development		
3. Objectives of the programme:	To strengthen the capacity of Civil Society in constitutional and democratic monitoring and advocacy.		
4. Actual Start date:	2012	Actual end date:	December, 2012
5. Financing (donor and amount):	MASC £ 386,700.00		
6. Geographical Areas of Implementation:	Maputo City.		
7. Thematic areas of Implementation:	> Access to justice		
8. Implementation strategies used:	Promoting debates and access to information		
9. Main stakeholders:	> Local CSOs > Provincial government		
10. Lessons learned and knowledge developed:	Will be explored in the second phase of the project		
11. Existing documents and publications about the programme:	Project document		
12. Contacts:	Benjamin Pequeno Avenida 24 de Julho nº 3737, Andar 1, Flat 5 Maputo, Mozambique Tel.: +258 21 328051 Email: governance.institute.mz@gmail.com		
Source: MASC database			

1. Project name:	Monitoring Public Resource Allocation to women and children wellbeing		
2. Implementer (s):	FDC / ROSC/ FOMMUR / FMO		
3. Objectives of the programme:	To monitor the allocation and use of public funds in critical areas concerning women and child rights and well fare, through the strengthening of CSOs towards effective participation in monitoring and governance.		
4. Actual Start date:	2012	5. Actual end date:	December, 2013
6. Financing (donor and amount):	MASC £ 1,546,800.00		
7. Geographical Areas of Implementation:	> Gaza: Manklhacaze > Inhambane: Vilankulo > Sofala: Caia > Cabo Delgado: Ancuabe		
8. Thematic areas of Implementation:	> Child rights		
9. Implementation strategies used:	Budget monitoring		
10. Main stakeholders:	> District CSOs > District government		
11. Lessons learned and knowledge developed:	Will be explored in the second phase of the project		
12. Existing documents and publications about the programme:	Project document		
13. Contacts:	Acia Marisa sales Avenida 25 de Setembro nº 12504, Times Square Building, Maputo, Mozambique Tel.: +258 21 355300 Email: fdc@fdc.org.mz		
Source: MASC database			

1. Project name:	Education Barometer in Mozambique		
2. Implementer (s):	ISOED: Institute for Social and Education Research		
3. Objectives of the programme:	To monitor the quality of Education services through the Education Barometer in Mozambique.		
4. Actual Start date:	2012	5. Actual end date:	December, 2013
6. Financing (donor and amount):	MASC £ 1,546,800.00		
7. Geographical Areas of Implementation:	> Gaza: Xai-Xai > Sofala: Beira > Nampula-City		
8. Thematic areas of Implementation:	> Education quality monitoring > Accountability		
9. Implementation strategies used:	Monitoring education service		
10. Main stakeholders:	> District CSOs > District government		
11. Lessons learned and knowledge developed:	Will be explored in the second phase		
12. Existing documents and publications about the programme:	Project document		
13. Contacts:	José Castiano ISOED Rua Comandante Augusto Cardoso Maputo, Mozambique Email: josecastiano@hotmail.com		
Source: MASC database			

1. Project name:	Monitoring Lang Legislation implementation and promoting land ownership for community.		
2. Implementer (s):	Centro Terra Viva		
3. Objectives of the programme:	To monitor the implementation of the Land Law and the ProTerras.		
4. Actual Start date:	2012	5. Actual end date:	December, 2012
6. Financing (donor and amount):	MASC £ 1,546,800.00		
7. Geographical Areas of Implementation:	> Maputo: Manhiça > Inhambane: Zavala > Cabo Delgado: Metuge		
8. Thematic areas of Implementation:	> Land rights		
9. Implementation strategies used:	Monitoring Service on application of land rights		
10. Main stakeholders:	> District CSOs > District government		
11. Lessons learned and knowledge developed:	Will be explored in the second phase of the project		
12. Existing documents and publications about the programme:	Project document		
13. Contacts:	Cristina Louro Centro Terra Viva Rua D nº 27, Bairro da Coop Maputo, Mozambique		
Source: MASC database			

1. Project name:	Pro-child monitoring for the integration child rights in the PESOD		
2. Implementer (s):	FBO: Inter-religious Platform for Participative Governance		
3. Objectives of the programme:	To monitor the integration of child rights into the PESODs.		
4. Actual Start date:	2012	5. Actual end date:	December, 2012
6. Financing (donor and amount):	MASC £ 32.225		
7. Geographical Areas of Implementation:	Ile and Gile Districts, Zambézia province		
8. Thematic areas of Implementation:	> Child rights		
9. Implementation strategies used:	Monitoring child rights		
10. Main stakeholders:	> District CSOs > District government		
11. Lessons learned and knowledge developed:	Will be explored in the second phase of the project		
12. Existing documents and publications about the programme:	Project document		
13. Contacts:	Boaventura Samuel Veja Rua da Resistência nº 1175 Bairro Malhangalene, Maputo, Mozambique Email: bveja@fbo-plataforma.org		
Source: MASC database			

1. Project name:	Monitoring Social Responsibility at the Community Level in Niassa		
2. Implementer (s):	Concern Universal		
3. Objectives of the programme:	To monitor the social accountability and social auditing at the community level in Niassa province.		
4. Actual Start date:	2012	5. Actual end date:	December, 2013
6. Financing (donor and amount):	MASC £ 1,237.440		
7. Geographical Areas of Implementation:	Sanga District, Niassa province.		
8. Thematic areas of Implementation:	> Basic service		
9. Implementation strategies used:	Social Audit		
10. Main stakeholders:	> District CSOs > District government		
11. Lessons learned and knowledge developed:	Will be explored in the second phase of the project		
12. Existing documents and publications about the programme:	Project document		
13. Contacts:	Helena Skember Rua dos Condomonios das Alfândegas Bairro de expansão de Sanjala Lichinga, Mozambique Tel.: +258 27 120163 Email: cumoz@teledata.mz		
Source: MASC database			

1. Project name:	Municipality and Civil Society together for Transparency and Citizen Wellbeing		
2. Implementer (s):	PSCB: Civil Society Platform of Barue		
3. Objectives of the programme:	To monitor the water distribution system in Barue Municipality.		
4. Actual Start date:	2012	5. Actual end date:	December, 2012
6. Financing (donor and amount):	MASC £ 154,680.00		
7. Geographical Areas of Implementation:	Barue District, Manica.		
8. Thematic areas of Implementation:	> Public service provision monitoring > Water distribution		
9. Implementation strategies used:	Social audit		
10. Main stakeholders:	> District CSOs > District government		
11. Lessons learned and knowledge developed:	Will be explored in the second phase		
12. Existing documents and publications about the programme:	Project document		
13. Contacts:	Rangel Antonio Mairoce Av. 25 de Setembro In front of the Catandica Municipality building Barue, Mozambique Tel.: +258 25 172013 Email: redemarketingsocial@gmail.com		
Source: MASC database			

1. Project name:	Mathi Ndlwini- Water at Home		
2. Implementer (s):	CCM: Mozambican Christian Council - Chibuto		
3. Objectives of the programme:	To contribute to the improvement of public service provision through the establishment of a platform that engages citizens (users) and public service providers in identifying and responding to challenges.		
4. Actual Start date:	2012	5. Actual end date:	December, 2013
6. Financing (donor and amount):	MASC £ 386,700.00		
7. Geographical Areas of Implementation:	Chibuto Municipality, Gaza province.		
8. Thematic areas of Implementation:	> Governance and Citizen engagement > Accountability		
9. Implementation strategies used:	Social audit		
10. Main stakeholders:	> District CSOs > District government		
11. Lessons learned and knowledge developed:	Will be explored in the second phase of the project		
12. Existing documents and publications about the programme:	Project document		
13. Contacts:	Armenio Langa Avenida Heróis da Liberdade. Chibuto, Mozambique Tel.: +258 28 27111 Email: ccmchibuto@tdm.co.mz		
Source: MASC database			

1. Project name:	Strengthening and diversifying civil society involvement in governance process at local level		
2. Implementer (s):	ACUDES: Cultural Association for Sustainable Development		
3. Objectives of the programme:	To build the capacity of CBOs in Jangamo to influence local governance and district planning process.		
4. Actual Start date:	2012	5. Actual end date:	December, 2012
6. Financing (donor and amount):	MASC £ 309,360		
7. Geographical Areas of Implementation:	Jangamo District, Inhambane province.		
8. Thematic areas of Implementation:	> Basic service		
9. Implementation strategies used:	Social audit		
10. Main stakeholders:	> District CSOs > District government		
11. Lessons learned and knowledge developed:	Will be explored in the second phase of the project		
12. Existing documents and publications about the programme:	Project document		
13. Contacts:	Enoque Marcelino Costa Avenida Ngungunhana Bairro da Chalambe - 1 Inhambane, Mozambique Tel.: +258 293 20935 Email: Encosta67@yahoo.com.br		
Source: MASC database			

1. Project name:	Monitoring Good Governance and Accountability		
2. Implementer (s):	ANRAN: Association of Sons and Friends of Namaacha		
3. Objectives of the programme:	To monitor social accountability processes in Namaacha Municipality.		
4. Actual Start date:	2012	5. Actual end date:	December, 2012
6. Financing (donor and amount):	MASC £ 154,680.00		
7. Geographical Areas of Implementation:	Namaacha District, Maputo Province		
8. Thematic areas of Implementation:	> Social accountability monitoring		
9. Implementation strategies used:	Social audit		
10. Main stakeholders:	> District CSOs > District government		
11. Lessons learned and knowledge developed:	Basic service		
12. Existing documents and publications about the programme:	Project document		
13. Contacts:	Rafael Paulo Langa Rua F Namaacha, Mozambique Cell.: +258 82 2707510		
Source: MASC database			

1.	Project name:	Active Ccivil Society Participation in Municipality and District Governance			
2.	Implementer (s):	FORASC: Forum of Civil Society Associations of Cuamba			
3.	Objectives of the programme:	To monitor social public facilities and social accountability at the municipal and district levels.			
4.	Actual Start date:	2012	5.	Actual end date:	December, 2013
6.	Financing (donor and amount):	MASC £ 541,380.00			
7.	Geographical Areas of Implementation:	Cuamba Municipality, Niassa province			
8.	Thematic areas of Implementation:	> Infrastructure			
9.	Implementation strategies used:	Budget tracking			
10.	Main stakeholders:	> District CSOs > District government			
11.	Lessons learned and knowledge developed:	Will be explored in the second phase of the project			
12.	Existing documents and publications about the programme:	Project document			
13.	Contacts:	Lucia Baptista Salimo Av. Samora Machel Cuamba, Mozambique Cell,,: +258 271 62250 Email: luciabaptistasalimo@yahoo.com.br			
Source: MASC database					

1. Programme name:	AENA – National Association of Rural Extension		
2. Implementer (s):	AENA		
3. Objectives of the programme:	> Food security through agricultural extension > Development of female entrepreneurship > Peasantry Empowerment		
4. Actual Start date:	2010	5. Actual end date:	2016
6. Financing (donor and amount):	Funders and amount need to be confirmed		
7. Geographical Areas of Implementation:	> Nampula: Monapo, Meconta Angoche and Moma > Gabo Delgado: Montepuez > Zembézia: Pebane		
8. Thematic areas of Implementation:	> Food and nutritional security > Lobby and advocacy concerning natural resources > Gender equity and equality > Organizational development		
9. Implementation strategies used:	> Training and follow-up visit to peasants > Set up and management of Peasant's Schools in the Farming Plot > Community participation in the sustainable management of natural resources (fish, fauna and forests) > Experience-based learning		
10. Main stakeholders:	Local farmers Economic activities services in the monitored districts		
11. Lessons learned and knowledge developed:	Will be explored in second phase of the project		
12. Existing documents and publications about the programme:	Project document		
13. Contacts:	Lucas A. Muidingui (President)AENA Rua dos Continuadores nº 723 C.P. 653 Telefax: +258 26 217 939 Cell: +258 84 30 12 830 / 82 38 90 838 / 86 21 80 047 Email: aena.mz@hotmail.com , muidingui@yahoo.com.br Website: www.aena.org.mz		
Source: MASC database			

1. Programme name:	AMCS - Association of Women in the Media		
2. Implementer (s):	AMCS		
3. Objectives of the programme:	To contribute for women empowerment by improving availability and access to information		
4. Actual Start date:	2010	5. Actual end date:	2014
6. Financing (donor and amount):	Need to be confirmed		
7. Geographical Areas of Implementation:	> Maputo: Maputo City, Districts of Marracuene and Magude. > Sofala: Mwanza, Dondo, Gorongosa and Nhamatanda Districts > Inhambane: Jangamo, Cumbana, Inharime, Zavala and Morrumbene Districts > Gaza: Bilene District		
8. Thematic areas of Implementation:	> Agriculture and food security by supporting small farmers to be inserted into the chain of production within a project to produce fruit. The same approach was used for the project of producing biomass for sustainable energy generation, thus ensuring the involvement and the rights of farmers and local communities in developing local initiatives. Even in agriculture, a project is being implemented innovative production and supply of cashew seedlings in order to produce cashew seedlings using innovative techniques / advanced as in the case of (i) application of hydrophilic gel which is a substance that allows moisture retention in the roots for a period above normal and (ii) use of rice hulls that can be used as substrate for attachment of changing over the sand which is conventionally used. Rice husk not only allows the reduction in volume of substrate required but also increases the quality and quantity of nutrients translocated to the plant. ABIODES, in partnership with other organizations ROSA, has also been engaged in revising the National Investment Plan for the Agriculture Sector (PNISA) designed by the Directorate of Economics, Ministry of Agriculture.		
9. Implementation strategies used:	> Research and studies followed by disclosure or debates; > Implementation of projects preceded by community participation, training, production of advertising material (leaflets, posters, manuals, Tshirts) > Organization of seminars and workshops, awareness campaigns in schools and communities > Training of NGOs for further dissemination of information > Participation in television programs, radio and debates as well as involvement in the preparation of development tools.		
10. Main stakeholders:	Women Citizen		
11. Lessons learned and knowledge developed:	Will be explored in the second phase of the project		
12. Existing documents and publications about the programme:	Project document		
13. Contacts:	Maria Helena Rua Joaquim Lapa nº 192, 1º andar Maputo City, Mozambique Telefax: +258 21 314854 Cell.: +258 82 3061920 Email: abiodes.biodiversidade@tv cabo.co.mz Website: www.abiodes.org.mz		
Source: MASC database			

1. Programme name:	AMPCM - Mozambican Association for the Promotion of Modern Cooperatives		
2. Implementer (s):	> AMPCM - Mozambican Association for the Promotion of Cooperatives Modern, national organization founded in 2010 Number of members: 17		
3. Objectives of the programme:	> Agro-livestock, savings & credit services, consumer industry, health and housing, in the thematic areas mentioned above.		
4. Actual Start date:	2010	5. Actual end date:	2012
6. Financing (donor and amount):	MASC Need to be confirmed		
7. Geographical Areas of Implementation:	> Headquarters in Maputo and action throughout the country		
8. Thematic areas of Implementation:	> Agricultural services, savings & loans, consumer industry, health and housing.		
9. Implementation strategies used:	> Public Participation Consultation for Preparation of Proposals of Laws / Regulations and subject positions or on cooperative modern Advocacy & Lobbying related entities; Training Sessions, Lectures, Seminars, Workshops and Public Meetings and / or Targeted Promotion of the New Law Cooperatives and the Proposal for a Regulation of the New law on Cooperatives; Personals work Legal Assistance for custom production and or revision of statutes in the light of the new Law of Cooperatives; Training Sessions, Workshops and assistance on matters of custom and Organizational Development Business Management cooperatives; Facilitating the process of identifying market opportunities, partners, and funding for annual participation of cooperatives in Maputo International Fair aka FACIM; facilitation / support of academic research (currently works limit of Undergraduate and Masters) under the cooperative development and dissemination;		
10. Main stakeholders:	Farmers Local services		
11. Lessons learned and knowledge developed:	Will be explored in the second phase		
12. Existing documents and publications about the programme:	Project document		
13. Contacts:	Amâncio R. Armando (Executive Director) AMPCM: Avenida Samora Machel nº 442, R/R Maputo, Mozambique Telefax: +258 21 304552 Cell.:+258 84 5896670 / 82 8410972 / 84 8200027 Email: ampcmmod@gmail.com, aarmando.ampcm@gmail.com		
Source: MASC database			