

BUILDING CITIZEN-CENTERED ACCOUNTABILITY: UDN STRENGTHENS PARTNERSHIPS WITH OAG AND PPDA

INTRODUCTION



The Auditor General Mr. Edward Akol handing over the Terms of Engagement (TOE) to UDN's Representative Ishimimaana Jenice witnessed by Development Partners from GIZ and European Union

Uganda Debt Network (UDN) has taken another decisive step in advancing citizen-driven accountability with the signing of a Terms of Engagement (TOE) with the Office of the Auditor General (OAG). The agreement will enable UDN to utilize corporate accounts on the Citizens Feedback Platform (CFP) to amplify citizen voices in monitoring public service delivery. This milestone builds on UDN's

earlier collaboration with the Public Procurement and Disposal of Public Assets Authority (PPDA), through which UDN and other civil society partners were granted access to the Contract Monitoring System (CMS) platform. While the CMS supports transparency in procurement and contract management, the CFP expands this oversight by creating a channel for citizens themselves to provide structured feedback on how services are delivered on the ground.

From Procurement to Service Delivery Oversight

Together, these agreements demonstrate an evolving ecosystem of accountability where institutions, citizens, and civil society organizations complement one another.

Through PPDA's CMS platform, UDN and partners can track how contracts are awarded, managed, and implemented.

Through OAG's CFP platform, community monitors and citizens can report directly on whether the services and infrastructure promised under those contracts actually reach them.

This dual engagement closes the loop between procurement and service delivery, ensuring value for money at every stage of public resource use.

Commitment to Collaboration

The new OAG-UDN agreement sets out clear areas of cooperation:

Citizen Engagement: UDN will register and support community monitors to use the CFP in reporting service delivery gaps.

Joint Oversight: OAG will provide UDN with corporate accounts, technical support, and act on citizen feedback shared through the platform.

Capacity Strengthening: Both parties will carry out joint activities including awareness campaigns and training to deepen citizen understanding of accountability processes.

Speaking at the ceremony,

UDN's Ishimimaana Jenice representing the Executive Director, emphasized that "these partnerships are about making accountability more tangible for citizens: "The Citizens Feedback Platform

gives people a voice to highlight stalled projects or poor-quality services, while the CMS allows us to track



Group Photo: OAG, UDN, GIZ/EU, ACCU, and CSBAG Representatives after the signing of the Terms of Engagement (TOE)

contracts from the very start. Together, they strengthen the chain of accountability from procurement to delivery."

A Stronger Foundation for Transparency

With support from development partners such as GIZ and the European Union, and in collaboration with civil society groups including ACCU and CSBAG, these agreements signal a stronger, more inclusive approach to governance. They underscore the belief that accountability is most effective when citizens, state institutions, and CSOs work together.

As UDN deepens its collaboration with OAG and PPDA, Uganda moves closer to a system where public resources are managed openly, feedback is valued, and every Ugandan sees real improvements in service delivery.

UDN appreciates support by: UDN Membership; [DCA](#); [Save the Children in Uganda](#); [OSIEA](#), [Inspectorate of Government](#); [IBP](#), [Trocaire](#); [UNICEF](#); [Bill and Gates Foundation](#) and [NDI](#).

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