

A development partner perspective on tools SAIs can use to strengthen SAI-citizen communication using the Citizen Eye web-based tool

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Implemented by:



Background



The CitizensEye Mobile Application is developed by the Ghana Audit Service with Support from GIZ (GIZ-GFG, South Africa and GIZ-GovID, Ghana). It was launched in May 2019



The objective of the platform is to allow for a citizen led process for conducting audits, especially under performance audits.



The Platform allows for citizens to RATE the quality of public service delivery , and also to anonymously REPORT inappropriate(corrup pt) activities in the Public Services.



The Feedback by citizens allow the Auditor General, through the Ghana Audit Service(GAS) to:

Conduct Realtime follow ups on reported issues, where necessary

Narrow the audit scoping to key issues of interest to the citizenry

Prioritize which areas of public policy to audit or give special attention.

Output and Results

- Application has nearly 3000 downloads on both apple and play stores across Ghana.
- Citizens as well as staff of government agencies find the application safe, and a reliable alternative in hiding their identities and making anonymous tip-offs (with assurances of anonymity)
- Also, reports on abandoned MRI machines at a government hospital have led to installation of said machine at said hospital within two weeks, following visit by Audit Team to the said hospital and threats of surcharges on hospital Management by Auditor-General.
- Reports on the application have facilitated Realtime retrieval of about \$40,000 of Luxury Vehicle Tax which was nearly diverted to private coffers by staff of local revenue offices.

Next Steps: A rapid Trail Evaluation would be done on Citizens Eye in June/July to determine its Impact and make recommendations on how to improve the system

Rate and report issues on service delivery to the Auditor General

with the Citizen Eye App

Download the CizenEye Mobile Application from the Google Play or App Store and start holding the Government accountable.

Simple to start



Download the app

Report important issues, corruption and rate service delivery in your community easily.

Easy steps



The CitizenEye App is downloadable on all devices, even on your computer.

78%



With your input I know what to hold Public Institutions accountable for. Your report provides important leads and helps me to conduct real time follow ups on public service delivery.

Auditor General

Quick results

The team of the Auditor General will receive all your issues and ratings directly through the app. So that they know where to focus on and look for solutions.



Together we show urgent problems

Download the CizenEye Mobile Application from the Google Play and App Store



Info-Graph on CitizensEye Mobile Application

Questions and comments

