EXAMPLES OF ICT-ENABLED CITIZEN ENGAGEMENT IN WORLD BANK-FINANCED OPERATIONS

Democratic Republic of Congo – Participatory budgeting through mobile surveys in South Kivu

Dominican Republic – Voz Electrica: real-time electricity reports from citizens

Haiti – A 48-hour Code Sprint to capture hydrological data for early warning systems

India - Karnataka beneficiary verification system: portable handheld devices to optimize care provided to pregnant women

India – SLB Connect: Citizen Feedback Surveys on Service Delivery Using ICTs

Indonesia – Participatory mapping for disaster preparedness

Kenya – MajiVoice: Citizen Feedback in the Water Sector
Ignite Talk | Promotional video of the CE ICT application

Kyrgyz Republic – ICT-enabled feedback tool on road maintenance

Mozambique – Online reporting of waste management problems in Maputo

Nigeria – MyVoice: ICT-enabled reporting by Farmer User Groups

Nigeria – MyVoice: ICT-enabled feedback tool to monitor rural clinics

Pakistan – Citizen feedback on public services via SMS and phone calls

Philippines – CheckMySchool: ICT-enabled community monitoring in public schools

Philippines – Drones and participatory geo-tagging technology to map last mile road access

Uganda – Mobile data to save banana crops from bacterial wilt

Uruguay – Toward Systematic Citizen Engagement in the Transport Sector

*Click here* to learn more about the World Bank’s work on Citizen Engagement.