

# CSBAG BUDGET NEWS



## Auditor General unveils digital platforms to enhance citizen engagement



Auditor General Edward Akol making his presentation in West Nile last week. (Photo: OAG)

Last week, the Auditor General, Edward Akol, continued with his nationwide tour aimed at engaging with citizens, civil society organizations, and local government officials, this tour focused on identifying and addressing challenges that impacting service delivery.

CSBAG participated in this second regional visit that run from 17th to 21st March 2025, in Arua City and Fort Portal City. These visits involved dialogue between citizens and district officials regarding service delivery challenges in their respective areas.

The core objectives of the visit were to listen to the stakeholder concerns regarding service delivery for the next audit and provide feedback to citizens and the launch of digital platforms such as the Citizen Feedback Platform (CFP) and ART tools.

This initiative demonstrates a commitment to responsiveness and improved service delivery, ensuring the Office of the Auditor General is aligned with public needs. Through direct engagement with citizens and local officials, the AG seeks to fortify its role in promoting accountability and transparency within Uganda's public sector. This continued approach is expected to enhance citizen participation in the audit process, ultimately contributing to a more transparent and accountable government.

CSBAG Executive Director, Julius Mukunda, expressed his enthusiasm for participating in the Auditor General's regional visits, a first-of-its-kind initiative allowing citizens, civil society, and district leaders to voice concerns on service delivery.

This groundbreaking approach fosters public trust, accountability, and transparency. Mukunda praised the Auditor General's openness to feedback and his capacity to conduct complex audits, such as those of the Bank of Uganda and UMEME. He also commended the timely completion of the Auditor General's first report for the FY2023/24.

Mukunda emphasized CSBAG's commitment to enhancing citizen participation through simplified audit reports and technology integration. In partnership with GIZ, CSBAG is developing an AI audit tool, "CSBAG Kalimagezi," which enables citizens to access and understand audit information from consolidated annual reports, thematic reports, and district audit reports. This innovative tool promotes transparency and accountability, ensuring that citizens are informed and engaged in the audit process.

Auditor General Edward Akol expressed his gratitude to civil society organizations and stakeholders for their efforts in promoting accountability and transparency in public resource utilization.

He outlined the Office of the Auditor General's (OAG) mandate, as stipulated in the 1995 Constitution, which includes auditing government revenue and expenditure, as well as assessing public service delivery by various ministries and local governments.

Akol emphasized the importance of collaboration in service delivery, stating, "Service delivery combines our efforts, so we need to work together." He encouraged citizens to report any irregularities in service delivery, utilizing mechanisms such as the Client Feedback Platform (CFP), the Auditor General's website, and the soon-to-be-launched OAG call center. This, he noted, would enable the OAG to improve its audit process and enhance public participation.

Mr. Steven Katerega, Auditor General Corporate, shed light on the Office of the Auditor General's (OAG) regional visits, emphasizing the importance of disseminating audit findings to stakeholders. This initiative is being undertaken in partnership with the Directorate of Stakeholder Engagement, ensuring that audit results are shared effectively.

Katerega highlighted the development of digital platforms aimed at boosting citizen engagement and tracking the implementation of audit recommendations.

Two key platforms, the Client Feedback Platform (CFP) and the Audit Tracking Tool (ART), are set to enhance transparency and accountability. The CFP will facilitate citizen participation, while the ART will monitor the progress of audit recommendations.

In preparation for the official launch, Ms. Mamtaz Ismail conducted a session to guide attendees on installing and navigating these digital platforms. This hands-on approach ensured that stakeholders were well-equipped to utilize the platforms effectively, promoting a seamless transition to the new digital tools.

CSBAG has urged the Auditor General to prioritize key issues raised during the planning phase of this year's audit. The need for prudent public financial management practices to significantly improve service delivery to the people of Uganda was also an emphasis by CSBAG to the OAG.

CSBAG reiterated its commitment to collaborating effectively with the AG to ensure that citizens' voices are heard and their concerns about service delivery are actively addressed. By promoting transparency and accountability in public financial management, CSBAG aims to bridge the gap between citizens and the government, ultimately leading to better service delivery.

## CSBAG IN THE NEWS

1. Parliament approves Shs700 billion loan for Umeme buyout, [Read more here.](#)
2. Uganda Rushes Shs700 Billion Umeme Buyout Amid Debt Fears, [Read more here.](#)
3. CSO analysis: Implications of Uganda's government buyout of UMEME, [Read more here.](#)



#UGBUDGET25

Last week, we trained Community Budget Facilitators on participatory monitoring tools for government-aided primary schools. They are expected to conduct verification and service delivery monitoring in Universal Primary Education (UPE) schools in Madi Okollo, Yumbe, and Adjumani.

The OAG report discovered that UGX 2,820.30 Bn remained undisbursed across 17 government loans. Notable examples include the Mbarara-Masaka Transmission Line with EUR 34.888 Mn (UGX 146.53 Bn) and the Kampala City Roads Rehabilitation Project with USD 165.843 Mn (UGX 630.2 Bn), despite the project end dates having expired. This highlights a critical failure in loan absorption. Furthermore, the OAG report indicates only 26% (USD 64.739 Mn) of the USD 247 Mn total loan acquired for road rehabilitation and repairs was disbursed by June 2024.

Source: OAG REPORT 2024