Mobile phones, human rights and social justice in Africa
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The number of mobile subscribers in Africa is expected to almost triple between the period 2007 and 2011, says a report from BroadGroup, a London based consultancy group. By the end of 2006, said the report, the number of mobile phone subscribers had increased to more than 188 million. This is up from 52 million in 2004.

1. Summary

Research for this report indicates a broad uptake of mobile phones by civil society organisations involved in human rights and social justice issues in Africa. This usage is taking place across a range of countries and sectors. While our understanding of the use of mobile phones was previously based on our own involvement in the sector and previous internet research to identify projects, it now appears as if this usage is far more extensive than we had previously thought. Given the limited amount of time taken to compile this report and the fact that our call for expressions of interest was distributed electronically and not through any widespread advertising campaign, it seems fair to assume that the projects identified through this report only touch the surface. Although over 50 organisations were identified who were using mobile phones or where interested in using them, the number could in reality be several hundred.

The organisations using mobile phones – ranging from large international or national organisations through to small community-based groups – view the mobile phone as offering unprecedented communication and networking opportunities for their work. While landline infrastructure and the internet have bypassed large parts of Africa, many of these organisations have quickly grasped the potential of the mobile phone and are using it for basic communication needs, to network with their members or for direct activism and mobilisation.

Numerous cases showcasing diverse examples of how mobile phone technology is being used in Africa can be found on the internet. However, research for this report also showed a sizeable number of organisations who are quietly using the technology with little fanfare, or who are aware of the possibilities of mobile technology and are interested in applying it in their work.

While the character of these organisations varies in size, many are small, working with grassroots communities and/or using mobile phones to bridge a rural/urban communication gap, which is significant considering that the mobile phone offers for the first time a direct means of communication for organisations with rural constituents. In many cases these organisations have used mobile phones in inspiring ways to further their cause, while operating in difficult circumstances and with little support.

These organisations still face enormous problems, however, in using mobile phones in their work.

Not surprisingly seeing as though the growth of mobile phones has been driven by the liberalisation of the telecommunications sector and the push by large multinational companies for profits, costs associated with handsets, call and SMS charges are a major blockage to more widespread uptake of mobile phones, while the diversification of network providers in Africa means that a situation can still arise in some countries where people cannot call across networks. The lack of electricity in rural areas makes it difficult for organisations to maintain permanent contact with members because phone batteries run dry and owners have to walk long distances to charge their handsets. And even though the mobile phone has penetrated rural areas, organisations have faced problems developing strategies to communicate effectively in situations where there may be only one mobile phone for an entire village. A lack of networking and knowledge sharing means that organisations using the technology often operate in a vacuum and that the lessons learned from their experience in using mobile phones can be lost.

Small organisations with limited person and technical capacity find it difficult to integrate the technology into their organisational structure once donor funding dries up. Many also struggle with limited knowledge of the tools and resources available to them.

From the examples in this report, its clear that the wildfire spread of mobile phones in Africa has major implications for human rights and social justice work in terms of an increased ability to communicate, network, advocate and engage in a variety of service-provider functions. However, a challenge remains in further promoting the many uses of the mobile phone amongst CSOs, developing technological capacity and skill and overcoming the problems discussed above. Failure to do this could mean that the potentials of the mobile phone for human rights and social justice work are not fulfilled.

The workshop to be held by Fahamu and Tactical Tech therefore presents an opportunity to bring organisations working with mobile phones together for the first time. It presents the opportunity to overcome isolation and enable the exchange of experiences in the use of mobile phones; the trouble-shooting of common problems experienced in Africa; an exploration of available tools and resources that organisations may find useful; and the establishment of a support network beyond the life of the workshop. Overall, it can contribute to facilitating the many uses of the mobile phone and its uptake for human rights and social justice work.

* Please see Appendix One for a list of organisations who responded to Fahamu's call for expressions of interest on mobile phone use in human rights and social justice work.*

2. Introduction

From its beginning in 1997, Fahamu has concerned itself with how developments in information and communications technologies (ICTs) can be harnessed to support the growth of human rights and civil society organisations in Africa.

Since the early 1990s, Africa has witnessed a flourishing of numerous organisations of civil society, including non-governmental organisations, membership organisations, professional associations, religious groups and movements. The period has also seen a significant growth in the number of organisations concerned with promoting and protecting human rights. Much of Fahamu's work since its establishment has been concerned with how ICTs can be used to open, maintain and expand an environment in which basic freedoms are respected through the harnessing of new technologies[1].

As a result of this, Fahamu has developed a range of distance learning materials delivered by CD-Rom and email; established a Pan-African email newsletter and multimedia website called Pambazuka News and maintained or developed a range of listserves and websites on behalf of human rights and civil society organisations.

In the last two years Fahamu has been interested in how the phenomenal growth in the use of mobile phones in Africa can be used for the promotion of human rights and social justice.

Fahamu's first experience in the use of mobile phones came through its involvement in a campaign to push African countries to ratify the Protocol on the Rights of Women in Africa that was adopted by the African Union in July 2003. A coalition of human rights groups,

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[1] Manji, Firoze, 2005. 'Using ICTs for social justice in Africa'.

spearheaded by women's rights organisations Equality Now and FEMNET, together with Oxfam and Fahamu amongst others, campaigned to promote the ratification and popularisation of the Protocol.

As part of this campaign, Fahamu ran a petition to collect signatures in support of the ratification of the Protocol. In addition to setting up an online petition, a facility was developed for people to send SMS messages from mobile phones in order to sign their names to the online petition.

The action was motivated by the fact that at the time in January 2004 whereas there were between 5-8 million email users in Africa, there were approximately 52 million mobile phone subscribers. Figures furthermore indicated that Africa was not immune to the global SMS fad, with 450 million SMS messages sent in December 2002, compared to 350 million for December 2001.

Within this context, Fahamu realised that an opportunity existed to test the extent to which information could be sent to this army of "texters" in order to inform them about issues associated with a specific campaign – and to mobilise them in support of this campaign. A total of 511 SMS messages in support of the petition were received from 29 African countries, while more than 1000 people signed up to an SMS alert list in order to receive updates about the campaign.

This use of mobile phones was followed by the development of the Umnyango Project in KwaZulu-Natal, South Africa. Currently being implemented, the project aims to harness SMS technology in the local IsiZulu language, in order to enhance the potential for participation in regional, national, provincial and local government initiatives which impact on rural livelihoods and development. It will use mobile phones to enable women to have greater access to information on unconstitutional preclusion to land and allow them to report on unconstitutional conduct.

The project uses SMS as an information and reporting tool for rural communities in KwaZulu Natal. This will allow community members to send and receive information in isiZulu from project partners and Fahamu on selected project focus areas[2].

In exploring how to harness mobile phones in the cause of social justice, it has been clear that the technology has great potential for communication, networking and debate. But at the same time it has also been clear that while mobile phones have been widely used in a variety of areas, there has been little or no pan-African networking, experience-sharing, and documentation of activities. Furthermore, while many tools have been developed to facilitate the use of mobile phones, there is uneven knowledge and understanding of how such tools could be used.

This realization led to us developing, in partnership with Tactical Tech, a project that seeks to address this problem. The project involves Fahamu holding a workshop in Nairobi in 2007 that will bring together people and organisations who have used, or are interested in using, mobile phone technologies in their work, thus initiating a process that will lead to the establishment of a regional network of activists who use mobile technology in Africa. Dovetailing with this initial workshop is a further component, to be developed by Tactical Tech, that will involve the development of a toolkit on mobile technologies for use by activists.

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[2] Fahamu, 2006. 'Umnyango Project: Narrative Report, 1 July 2006 – 31 October 2006'.

In preparation for the workshop due to be held in May 2007, Fahamu decided to produce this review report that would look into the use of mobile technology in Africa by human rights and social justice organisations.

The report would seek to establish who is using or developing mobile phone technology in relation to human rights and social justice in Africa. It would seek to provide a background synopsis of mobile phone technology and activism in Africa, an assessment of those who have used mobile phone technology for social activism and/or service delivery and attempt to get an impression of groups who may be interested in or planning to use mobile phone technology in the future.

The review report will be used as the basis for making recommendations on:

- Who should be consulted on mobile phone technology in Africa;

- Who should be involved in a proposed network of organisations using mobile phone technology in Africa;

- Who should be invited to the 2007 conference on mobile technology and activism to be held by Fahamu and Tactical Tech;

- Who should be invited to act as expert resource people for the conference.

3. Review of existing literature

While there are many practical examples of how mobile phones are being used in Africa, there is a limited amount of literature that analyses the use of mobile phones to advance social causes in Africa. Much available literature deals with the growth of mobile phone use in Africa from the perspective of its telecommunications and business implications, with a small number of accounts examining the implications for activism and development work. There is a wider literature on the use of Information and Communications Technologies (ICTs) for development and arguably much of this literature applies to mobile phones, but for the purposes of this review only those reports that deal directly with mobile phones are listed.

Specifically dealing with mobile phones and activism, Ebenezer Obadare[3] looks at the implications for activism of a consumer mobile phone boycott in Nigeria in 2003. On 19 September 2003, mobile phone users in Nigeria joined a one-day boycott to express their displeasure at exorbitant costs and unreliable service. The success of the boycott is unclear, with some reports saying it was a powerful demonstration of consumer power, but others saying that although the boycott was significant, it failed to attract a large enough amount of users.

Obadare takes the debate beyond a discussion of the numbers of those who joined the boycott, arguing that the action raised a number of questions. He defines these as:

- How useful or reliable is technology as an instrument of social activism?
- How is (mobile) technology shaping the democratic momentum in Nigeria and Africa?
- How useful is technology in the socio-economic empowerment of ordinary citizens?

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[3] Obadare, Ebenezer, 2004. 'The Great GSM Boycott: Civil Society, Big Business and the State in Nigeria', in Dark Roast Occasional Paper Series, Isandla Institute.

Obadare argues for "the emergence of a new social space of politics and agitation" and calls for "a rethinking of the scholarly paradigm on the interface between technology, citizen action and social activism." He argues that in the context of a restrictive Nigerian state, mobile phones allowed for the expression of a frustration with corporate power in Nigeria. The new "outlet of voice" is important for African countries, he contends, providing a "means of social democratic activism". This is not to say that mobile phones are sufficient in and of themselves, but Obadare does acknowledge that mobile technology needs to be used in concert with "other instruments" and by established bodies.

He writes: "Thus, for Nigeria, while mobile telephony has no doubt come to be seen as a veritable instrument of political struggle, its potential effectiveness is bound to be determined by the way in which it is used. And while it is definitely a welcome addition to civil society's arsenal, it may not necessarily fulfil the fondest telecommunicative fantasies about securing total victory in the contest for social and economic justice." It's worth nothing that while mobile phones can indeed be seen as the "outlet of voice" that Obadare describes, counter forces can also appropriate the technology. This was the case with the 2005 Ethiopian elections, when the opposition used mobile phone text messaging for mass communication. However, quickly realising the power of the technology, the government also began sending disinformation via text messages[4].

Obadare's paper does give an insight into mobile phones that is useful when considering the significance of the technology for use in work by human rights and civil society organisations. These organisations have traditionally not had access to the kinds of communication offered by mobile phones and have operated on small budgets in environments where constituents may be spread out over large areas. Clearly, the mobile phone as a means of communication offers something substantially different to previous forms of communication and thus opens up a new avenue for expression.

Apart from the GSM boycott mentioned by Obadare, the use of mobile phones in Nigeria are widespread, as pointed out in a comprehensive paper explaining the overall development impacts on Nigerian society, 'Mobile Telephony: Leveraging Strengths and Opportunities for Socio-Economic Transformation in Nigeria'[5], which specifically looks at the impact on rural areas of the country. Apart from many other usages, Nigerians have also used SMS in political campaigning around the controversial third term debate. SMS was used for an opinion poll on the 2007 presidential elections and subscribers sent a text message with the name of their preferred candidate to a specific number, according to the report. The report states that: "It is important to stress that the transformational impact of mobile telephony cannot be evidenced by mere access but on its impact on the socio-political and economic structures of communities. To a large extent, the local appropriation of this ICT on livelihoods, social interactions, political orientation and of course perceptions of what mobile telephony can do in the people's social, economic, political and religious lives is crucial to ensuring social-economic transformation." In conclusion, the report states that in order to leverage the strength of the technology mobile phone users should be sufficiently educated, the capacities of rural women to use mobile phones should be encouraged and that sufficient and cost-effective energy be made a priority.

Charles Lewis[6], in 'Right of Assembly and Freedom of Association in the Information Age', begins by discussing the use of mobile phones in a June 2003 pro-democracy stay-away led

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[4] Email communication, Ethiopian activist, December 2006.

[5] Charles-Iyoha, Christiana, 2006. 'Mobile Telephony: Leveraging Strengths and Opportunities for Socio-Economic Transformation in Nigeria'.

[6] Lewis, Charles, 2006. 'Right of Assembly and Freedom of Association in the Information Age'. Working draft.

by the opposition Movement for Democratic Change (MDC). Describing the oppressive atmosphere in a context in which copies of the country's only independent newspaper, The Daily News, were seized and burnt, Lewis notes how mobile phones were used to pass on information between supporters of the stay-away.

"The Zimbabwe stay-away in 2003 was certainly a striking case of the use of ICTs in support of the right of assembly and freedom of association. The use of mobile phone text-messaging was supplemented by a plethora of web sites that carried information and news about the unfolding protests," he writes.

Although Lewis acknowledges that the stay-away was not as well supported as the MDC had hoped for, he argues that the use of mobile phones alongside the use of traditional media like newspaper adverts and leaflets was a "key component of the campaign". And while not the first to use mobile phones, Lewis argues that Zimbabwean activists used ICTs in "several innovative ways to exercise the right to assembly and freedom of association in the face of ongoing government repression". In conclusion, Lewis states that the case of Zimbabwe shows how the "the spaces and channels through which individuals and organisations interact and mobilise, assemble and associate" has fundamentally changed as a result of ICTs.

In Africa, the opening of space that both Obadare and Lewis allude to is significant for several reasons, including the fact that fixed line telephony and internet access have bypassed large areas of Africa. To some extent mobile phone technology also fills a communication gap between urban and rural areas, although this is not to suggest that coverage is universal.

A further significance of mobile phones is suggested in a discussion by Herman Wasserman[7] on activism and ICTs in Africa. Wasserman explores the way in which ICTs enable organisations to access larger political networks in Africa and globally. While not directly addressing the issue of mobile phones, in referring to the use of ICTs, Wasserman asks whether this experience can be replicated by social movements in Africa.

In discussing the case of the South African Aids lobby group the Treatment Action Campaign, Wasserman states: "The same new media that accelerates globalisation can also be used by African activists, to create a counter-flow of information and communication by publicising their aims to a broader audience. These media can also be used to draw on sympathies abroad and in so doing to embed local issues within global discourses and solidarity networks." This point has resonance for many of the organisations listed in Chapter Four of this report, who have recognised the power of the technology to enable them to access and network with local, regional and international constituents. Furthermore, it's clear that the use of mobile phones in rural areas enables the kind of access to authorities or support structures that weren't possible before.

There are a wider number of publications internationally that do tackle directly the use of mobile phones for activism by human rights and civil society organations. A few are mentioned here in relation to the significance of mobile technology for civic activism in Africa. As described by Michael Stein[8] in 'Using Mobile Phones in Electoral and Voter Registration Campaigns' mobile phones are "powerful tools for democratic participation and the growth of civil society". Stein states that mobile phones "connect seamlessly with existing political strategies and movements, and reveal new techniques for mobilisation, education and engagement".

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[7] Wasserman, Herman, 2005. 'Connecting African Activism with Global Networks: ICTs and South African Social Movements', in Africa Development, Vol. XXX, Nos. 1 & 2, pp. 163–182, Council for the Development of Social Science Research in Africa.
[8] Stein, Michael, 2006. 'Using Mobile Phones in Electoral and Voter Registration Campaigns'. www.mobileactive.org

'Using Mobile Phones in Advocacy Campaigns'[9] examines the use of mobile phones in advocacy campaigns worldwide, providing helpful pointers on how to develop an advocacy campaign using mobile phones. "Mobile phones are a new tool for advocacy campaigners as they seek to reach new and existing supporters, provide new avenues for engagement, decrease response time and provide novelty in how advocacy campaigns are conducted," the guide says.

Mobile technology also has significance at the level of reach. As described in 'Global Lifestyles: Tech-Enabled Activism Virtual, Mobile, and Online'[10] "activists will be able to leverage technology to quickly reach a global audience with increasingly sophisticated multimedia content." The paper also predicts the increase in the use of multimedia messages and argues that more content will be generated at the grassroots level.

 "As people become accustomed to the idea of participatory media - and as digital cameras become more common in phones and other devices - more of the multimedia images used by activists will be created at grassroots level. This trend will extend to activist groups, who may use the participatory model to gain more eyes and ears in the field for monitoring events and companies."

This echoes a paper entitled 'Mobile Media in 21st Century Politics'[11] which discusses the mobile phone as a "third screen", the first two being the television and computer screen. The paper describes itself as an introduction to this new screen and discusses its impact on media in general but also on the political world. It quotes Howard Rheingold, Kathi Vian, and Andrea Saveri from their report 'Technologies of Co-operation':   "Social mobile computing is poised to become an important organizational strategy for communities, governments, and businesses alike... From daily activities as mundane as shopping and as important as obtaining health care and participating in civic life, smart-mob skills will play an important role in how people interact on a daily basis. Those who are not equipped to manage this sort of group action will be at a disadvantage - a new class of digital have-nots."

While many of the practical examples listed in Chapter Four of this report bear out these assessments, especially in relation to the use of mobile phones in politics, for advocacy and to access broader networks, some caution is also necessary in considering these predictions. As indicated in 'Telephones in Africa: Mind the Gap'[12], while the ending of state monopolies in Africa has resulted in cheaper services, this is mostly for people in cities, with cost structures dictating that rural areas are not worthwhile markets. In Burkina Faso, for example, the report points out that in one of the world's poorest countries, a mobile call can cost half the daily wage of an agricultural worker. Meanwhile, in Zambia, only two per cent of rural homes in Zambia have electricity, restricting the effectiveness of any technology requiring power. Clearly, cost alone places a severe constraint on the use of mobile phones for civil activism.

It should be noted that despite the euphoria around the growth of mobile telephony on the continent, the risk remains of a growing gap between those who have access and those who do not, with those who have access being able to tap in to a global network to their advantage and those who don't being left behind. Furthermore, it remains to be seen the extent to which the "third screen" develops in Africa. Africa faces a number of constraints related to, amongst other issues, access and cost, which will dictate the way in which the technology is used, but

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[9] Stein, Michael, 2006. 'Using Mobile Phones in Advocacy Campaigns', www.mobileactive.org

[10] Global Lifestyles Magazine, 2005. 'Tech-Enabled Activism: Virtual, Mobile, and Online'.

[11] Chambers, Tim and Sebastian, Rob, 2006. 'Mobile Media in 21st Century Politics'. New Politics Institute.

[12] Panos Institute, 2004. 'Telephones in Africa: Mind the Gap'.

at the same time this does not mean that mobile phones cannot be used successfully by human rights and social justice organisations.

Dealing with the development aspect of mobile phones, a number of reports are worth mentioning. 'Completing the revolution: the challenge of rural telephony in Africa'[13] notes that bridging the digital divide remains crucial to development. Without telecommunications, development benefits of ICT's will bypass the poor. It acknowledges that mobile phones are spreading dramatically, but says that user costs are too high to allow Internet access and coverage is mainly in urban areas. Questioning the assumption that providing rural connectivity is unprofitable; changing the protected status of many former state-owned providers, understanding how the absence of roads, electricity and postal services undermines the viability and value of rural telephony and subsidising the rural sector and encouraging flexible and cost-effective new technologies is needed, the report says.

'Using ICTs for Poverty Reduction and Environmental Protection in Kenya'[14] examines the developmental implications of ICTs, specifically dealing with the use of mobile phones for environmental protection, defined as a keystone of development strategy. "ICTs such as mobile telephony are used mostly by youth who constitute the single demographic grouping who will benefit from environmental protection and poverty reduction. Involvement of youth as equal players at all stages of policy and project development should be a minimum condition for any initiative that seeks to address the challenges of sustainable development," the report says.

'Wireless Technologies and Development in Africa'[15] looks at examples of how mobile phones are being used for development work in health and education. Mobile phones, it says, have been used by farmers to track prices and to cut out middle-men, while in West Africa, farmers in Ivory Coast were able to track commodity prices for coffee and cocoa through their mobile phones.

The benefits of mobile phones for development is closely linked with the suggestion that mobile phones are responsible for an increase in economic growth, an argument put forward in 'Africa: The Impact of Mobile Phones', published by Vodafone[16]. It examines the economic impacts of mobile phones on individuals, businesses and overall economic activity, noting the lack of systematic research in the area and saying that more attention needs to be paid to understanding how people use mobile phones. "The combination of illiteracy and indigenous languages clearly has dramatic effects on the use of SMS messaging; the implications of this extend to other types of data usage (e.g. the internet). Our view is that the policy debates on ICT policy are not sufficiently informed by this type of evidence."

It goes on to discuss the value of mobile phones in Africa with regards to the economic benefits in terms of enabling people to have access to the economic system and states that the impact of mobile phones extends beyond subscriber rates due to its shared use and the provision of public mobile phone booths. The report shows that mobile phones save people in rural communities financial costs in terms of time and travel. Mobile phones are also being used as a community amenity, with over half of mobile owners in South Africa allowing family members to use their handset for free and a third doing the same for friends, the report states. The linking of mobile phones with economic growth probably needs more analysis as it's not

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[13] Shanmugavelan, Murali and Warnock, Kitty, 2004. 'Completing the revolution: The challenge of rural telephony in Africa'. Panos Report No 48, Panos Institute.
[14] Mungai, Wainaina, 2005. 'Using ICTs for Poverty Reduction and Environmental Protection in Kenya'.
[15] Nyaki Adeya, Catherine, 2005. 'Wireless Technologies and Development in Africa'.
[16] Vodafone, 2005. 'Africa: The Impact of Mobile Phones'. The Vodafone Policy Paper Series, Number 2.

clear whether the mobile phone came before or after economic growth. Moreover, while there may be economic benefits associated with mobile phones, the technology can also take money away from other household essentials in poor communities.

In 'The impact of Mobile Phones in Africa'[17], prepared for the Commission for Africa, it is noted that demand from rural and low-income areas have exceeded expectations. "As urban markets become saturated, the next generation of phone users will be rural based, and they will be using mobile phones." Although mainly voice as opposed to digitally based, it argues that in the future voice will converge with digital services, so mobile phones will enable access to a range of data based services. "In the longer term, handheld devices will combine features of radio, television, camera, mini computer (PDA) and phone. These will be even better suited to the culture of Africa's poor, and will offer almost limitless opportunities for delivering services tailored to the needs of the poor. The challenge is to ensure the poor can access services, and that services are useful." The authors see an opportunity to maximize the benefits that the technology can bring to the poor, and to make sure that this includes the most marginalized communities. Again, some caution may be necessary in this assessment. It remains to be seen if issues like cost and network problems can be overcome. The danger also exists that added features will bypass Africa.

Interestingly, the report notes a mixed experience in the use of text messaging, with limited use in East Africa. "This appears to be in contrast to West Africa where use is widespread. This is counterintuitive as literacy is higher in the East African countries. It may be due to the approach of the telecom operators who offered free and very low cost SMS messaging to students in West Africa, which developed a culture of text messaging." It's interesting to note this kind of regional nuance when it comes to the use of mobile phones as these can have major implications for any work in the field.

Context can be all-important. As pointed out in 'User-led innovations in mobile use in sub-Saharan Africa'[18] much of the mobile phone use in Africa has been based on innovation and been developed in "close partnership with local users, which fills a need unique to the context".

It states: "As observers of and participants in the worldwide adoption of new communication technologies, we should look for further trends in mobile behaviours emerging in sub-Saharan Africa. The next great contributions to global mobile culture, perhaps in political mobilization or in m-commerce (both are well underway), or in something we can't yet imagine, may be coming from users in the region."

Ultimately, its already been argued that the impact of the mobile phone is resulting in changes to social structures. Referring to the theories of Castells and others, 'The use of mobile phones by microentrepreneurs in Kigali, Rwanda: Changes to social and business networks'[19] states that mobile communication can be seen as a system which "changes and creates new relationships and networks, and/or one which amplifies and strengthens existing ones".

Sociologically, 'Towards a Sociological Theory of the Mobile Phone'[20] notes a lack of theoretical perspectives on the significance of the mobile phone. The internet has received

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[17] Scott, Batchelor, Ridley, Jorgensen, 2004. 'The impact of Mobile Phones in Africa', prepared for the Commission for Africa.

[18] Donner, Jonathan, 2005. 'User-led innovations in mobile use in sub-Saharan Africa', Receiver Magazine.

[19] Donner, Jonathan, 2005. 'The use of mobile phones by microentrepreneurs in Kigali, Rwanda: Changes to social and business network', Annenberg Research Network on International Communication Workshop.

[20] Geser, Hans, 2004. 'Towards a Sociological Theory of the Mobile Phone', University of Zurich.

much attention, it says, even though the mobile phone has wider use. While the mobile phone bridges at least some gaps between different social classes, the paper warns that mobile phones may still accentuate social inequalities "insofar as their factual usage patterns are tightly correlated with the various purposes of social actions, as well as with different situations, social relationships and social roles".

4. Overview

There are a vast amount of direct examples of how mobile phones are being used in practice by organisations in Africa. This section attempts to provide an overview of these organisations and the projects involved. The examples are drawn in the main from a list of projects compiled from the expressions of interest sent to Fahamu following a public announcement about the planned workshop in May. We have attempted to verify details provided, but this has not always been possible in any great detail. Examples found as a result of internet research are also referred to. Due to the number of these projects, it is not possible to provide details about all of these projects and so an attempt has been made to profile the most interesting examples. Nor can this list be considered comprehensive as obviously there are projects where mobile phones are being used which have not been turned up by this research. For a full list of all the examples, both those that arise from responses to Fahamu's public appeal but also those researched on the internet, please refer to Addendum 1 and 2 respectively.

West Africa

In the West African region, the largest number of examples come from Nigeria. The country's Civil Liberties Organisation (CLO), Nigeria's oldest human rights organisation that works in the areas of police abuse, penal reforms, women and children rights, democracy and governance, human rights education and legal support, has an ongoing project called National Alert on Torture and Extra Judicial Killings (NATEK).

Advocacy unit head Damian Ugwu[21] says NATEK is targeted at Nigerians at risk of torture or other serious abuses by law enforcement agents. The Network has a membership strength of 3000 Nigerians from different backgrounds and professions, who subscribe to a free membership.

On receipt of a report of grave human rights abuses either from information provided by NATEK members or from CLO members, the abuse is investigated. The report of the investigation will be circulated to members of the network and if necessary a NATEK urgent appeal mechanism will then be activated, asking members to write polite and appealing letters to the authorities including the president, governors, police chief and officers directly involved in the abuse.

CLO introduced the use of mobile phones into the process due to the high cost of postage and lack of access to the internet. The system works by making available the cell phone numbers of relevant government officials, enabling members to send SMS messages to the officials. Members of the network alert the NATEK coordinator about human rights abuses in their areas through SMS messages to their cell phones. "This system has proved very useful due largely to the fact that most educated Nigerians have access to GSM phones in Nigeria. There is also the advantage of quick response. Within a few minutes, hundreds of members can send messages to senior police officers and government officials," says Ugwu.

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[21] Email Communication, December 2006.

The Human Rights and Justice Group International, also in Nigeria, claims that it started using mobile phone technology for human rights activism in October 2002, says the organisation's Prince Devison Nze[22]. Nze says the establishment of a hotline for people to report on abuses has received numerous callers. The major benefits are a reduction in costs compared to having to use physical mail and the ability to reach clients in seconds and get an immediate response. Mobile phones have also been used for sending urgent alerts to other human rights organisations and fellow human rights advocates.

The International Centre for Accelerated Development in Nigeria says it has used mobile phones to join a campaign against the costs associated with mobile phone providers; to send voting information via text messages, as a resource for helping rural women access agricultural experts for advice and so that women and youth can access lawyers when their rights are infringed.

"Villages with very poor income levels become the most active in terms of making calls to our help desk thus suggesting that poorer communities or villages are underserved or are starved of information compared to the richer villages or communities," says the Centre[23].

However, the organisation notes that social and economic factors might still prevent communities from making use of information. For example, having information about better seedlings may be useless if finance prevents the purchase of the seedlings. Or, social pressures that prevent a woman from filing a charge if she is raped will not be helped solely be a helpline.

Although not using mobile phones, Nnimmo Bassey[24], from Environmental Rights Action in Nigeria, which lobbies for environmental justice specifically in relation to exploitation by multinational oil companies, says his organisation is planning to set up mobile lines through which people all over Nigeria can report on environmental emergencies as well as environmental and human rights abuse incidents. "Our idea is to give the people a ready voice and access to support and redress when such incidents occur. Everywhere we go in the Niger Delta we find that communities feel isolated and unheard when they are faced by incidents such as oil spills, pipeline explosions and sundry violent attacks."

Bassey hopes that these "green hotlines" will uncover abuses and place them in the public glare and also send help to the victims. Plans also include linking the hotlines to the ERA website so that SMS messages can be logged on the website. "All these are at preparatory stages because none of the mobile services in the country have yet accepted to provide the consideration needed to make this happen," he says.

Moving to Ghana, the Volta Basin Development Foundation based in Accra, aims to harness water resources for the full benefit of the ecosystem and its people by working with relevant stakeholders to find sustainable solutions to the negative impacts of dams. It's objectives are to prevent pollution and ensure water quality of the Volta River; to improve socio-economic infrastructure, to improve upon agricultural production and productivity in the area; to manage the watershed by undertaking afforestation projects; and to promote national and international co-operation and exchange among experts working on similar projects.

As a result of the construction of two large dams in Ghana, the organisation says there are about 62 resettlement townships established. Limited funding has forced the organisation to

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[22] Email Communication, December 2006.
[23] Email Communication, December 2006.
[24] Email Communication, December 2006.

use the mobile phone to help in disseminating their work to groups that they work with and also to collect feedback from constituents.

"We are using this facility in three communities which are not easily accessible by vehicle and it has demonstrated some good results. The people are informed beforehand when we will call to discuss issues and they also come well prepared with their information and questions. One of the opinion leaders is selected to coordinate the programme," says the organisation's Richard Twum[25].

The Rural Women Development Centre (RUWDEC) in Buea, Cameroon, fights stigma and discrimination against people living with HIV/AIDS (PLWHA). The organisation says they realised that some people, especially in rural areas, had limited information about HIV/AIDS. RUWDEC intends setting up Hello HIV/AIDS telephone centres where information on HIV/AIDS will be given for 12 hours a day throughout the week. These centres will also be used to fight for the rights of PLWHA[26].

Manobi (www.manobi.net), based in Senegal, is an operator of mobile and Internet services designed for rural areas in developing countries. The platform combines mobile phone and internet technology and services "to respond both to the specific information technology (IT) needs of millions of active professionals in rural areas as well as those of telecommunication operators who wish to develop their traffic and coverage".[27]

East Africa

The Women of Uganda Network (WOUGNET), an NGO initiated in 2000 to develop the use of ICTs among women, is running a project called Enhancing Access to Agricultural Information using Information and Communication Technologies (EAAI). The EAAI project is based at the Kubere Information Centre in Apac district in Northern Uganda and was developed to improve access to agricultural information for women farmers in the area.

The project has used a mixed approach to access to and delivery of information. This includes the use of radio in partnership with a community radio station, audio-cassettes, video documentaries, mobile telephones, computers, government agricultural staff and face-to-face meetings.

The project is driven by the fact that access to information using ICTs remains a big challenge to the improvement of agricultural productivity, says WOUGNET's Dorothy Okello[28]. Mobile phones are used to receive short text messages from information officers in local languages, for direct communication with agricultural extension workers and to ask questions using the phones during agricultural radio talk shows. It also helps with marketing of produce and with private communication.

Okello says the project has raised awareness on the agricultural information available and its use has stimulated interest amongst the beneficiaries and the general public. "In this rural area, the radio is the most appropriate tool for disseminating agricultural information to the project beneficiaries. However, because radio is largely one-way traffic from the viewpoint of the listener, it is more a source of information than a tool for communication. Therefore, the

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[25] Email Communication, December 2006.
[26] Email Communication, January 2007.
[27] www.manaobi.net. Accessed January 2007.
[28] Email Communication, December 2006.

introduction of the mobile phone has enhanced value of the radio as this facilitates interaction between the radio panel and the farmer group audience," says Okello.

Also in Uganda, Pius Sawa Murefu[29] from Radio Sapientia LTD, says as part of a commitment to fighting for human rights and protecting the marginalised, a special program in the local language (Luganda) called Kyusa Endowoosayo (Change your attitude) was started. Running for five years, the three-hour program teachers listeners about their constitutional rights. The radio bought mobile phone handsets through which specific questions are sent by short text messages for those who cannot afford to get through on the direct studio lines.

Areas discussed include land rights, traffic offences, community policing, prison rights, domestic rights, marital rights and many others. Each week, guests are invited from government departments, the police, prisons, the army, the high court, and the human rights commission. The radio employed a permanent legal expert, who handles all the problems by giving legal advice, with a private office being set aside to handle cases that cannot be tackled on air.

Kikandwa Rural Communities Development Organisation is a rural development organisation promoting better agricultural methods for social, economic and educational development in Uganda. Having implemented a bee-keeping project in Mukono district, the organization is planning to set up an information resource centre. This will act as a training point for rural community people to access information, as well as for cheaper communication using SMS technologies in the form of mobile phone to mobile phone, computer to mobile phone, mobile phone to computer and computer to computer, according to Kibaya Robert[30] from the organisation.

In Kenya, GROOTS Kenya, which works with rural communities on issues of property and inheritance rights, is already using mobile phones in four communities as a means of capacity building among their Provincial Administrators (PA) and other community leaders, in a bid to monitor and guard more effectively on the issue of women property inheritance rights.

Esther Mwaura-Muiru[31], the organisation's national coordinator, says GROOTS Kenya has been using mobile phones informally to communicate with focal point leaders in the different regions of the country to facilitate effective implementation of different projects; and as a tool of enhancing capacity building for the community leaders and constituents in preparation for local and national meetings that do not necessarily require them to travel outside their regions.

A formal project on women's property inheritance rights in the four regions of Limuru, Gatundu, Kakamega and Kendu Bay is using mobile phones in a more formal way. In monthly forums, communities come together with their provincial administrators (PAs) and community leaders to listen to the experiences of those who have been dispossessed of their property and also to commend PAs who are tackling the challenges effectively. The open forums are also used for capacity building. Assistant chiefs and chiefs who are challenged in their knowledge of dealing with the women inheritance cases seek knowledge from their counterparts within and without their regions who have handled similar challenges in the past. Use of speaker phones aid listening by more than one leader or participant. The activity is known as electronic regional exchange mentoring.

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[29] Email Communication, January 2007.
[30] Email Communication, December 2006.
[31] Email Communication, December 2006.

Also in Kenya, Wainaina Mungai[32] was involved in the development of a project known as Mobile 4 Good. The Mobile Content to Change Lives project started as part of the Open Knowledge Network (OKN) initiative managed by OneWorld International. To ensure sustainability, OKN Mobile was transformed into a limited company known as Mobile for Good.

Mungai describes Mobile for Good as using SMS messaging to provide job, health and community news information. The user interface with the service requires only basic knowledge of mobile telephony in order to subscribe and access information. The most successful segment of the service is a job service known as Kazi560 – www.kazi560.co.ke – that has helped Kenyans to find employment vacancies through text message alerts.

The project aimed to use mobile technology to address development concerns. He says it has simplified the job search process for low-cadre employees and although begun with an initial grant from the Vodafone Group Foundation it had grown into a sustainable social venture by November 2005.

Further projects planned include the mPower initiative, which is aimed at "Empowering Every Kenyan to Influence Local Governance in Their Constituencies". The mPower initiative will enable Kenyans to influence social economic development through constituency development committees, reporting corruption and influencing other decentralized funds. It will inform, educate and positively mobilise Kenyans in each constituency through their mobile phones, says Mungai.

John Traxler[33], from the University of Wolverhampton in the United Kingdom, has been working to bring together Kenya policy-makers, technologists and educationalists to develop a bulk SMS system for the 200,000 in-service teacher participants. "This SMS system will help structure the study programme, address the isolation of distance learners and deliver learning simply, sustainably and cost-effectively," he says. Traxler said subsequent work would look at exploring the possibility of running much of the country's schools' statistical returns off SMS.

In explaining the idea, Traxler says currently it seems that schools provide regular statistical returns to district and provincial education offices and that these returns play a vital role in national planning and in the allocation of resources to individual schools. However the postal return method is slow, expensive and error-prone. "The notion of using SMS as the main input medium and also the medium for exception-reporting is still very novel but a trial system has been specified, developed and trialled," he says. The project is supported by the United Kingdom's Department for International Development (DfID).

Lastly, The Kenyan Human Rights Commission (KHRC) and Fahamu have begun talks on using mobile phones during election monitoring in the forthcoming 2007 elections in the country[34]. Suggested options are to set up a publicly available number that anyone could ring or send an SMS to during the election period. The purpose of this number would be to create a way for any citizen who wishes to report any issue of concern during the election. Citizens might use the number for emergency reporting, whistle blowing or information requests. The second alternative is a system structured around the usual monitoring practices of the KHRC - such as standard forms used - and would be made available solely to KHRC election monitors. This would be a rapid reporting system whereby KHRC election monitors send in specific monitoring data via SMS using a mobile phone or using a PDA. This data would then

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[32] Email Communication, December 2006.
[33] Email Communication, December 2006.
[34] Email Communication, November/December 2006.

be processed by a system developed by Fahamu and turned into real time statistics, which could appear on the KHRC site.

In Ethiopia, the Siiqqee Women's Development Association (SWDA) says it has undertaken several projects that aim to reach as many women as possible, to sensitize them on their constitutional and human rights, create awareness on gender violence, and other issues. So far the organisation has been using fliers, posters and occasional visits to villages. Local radio is also used. Director Zertihun Tefera[35] says mobile network coverage in Ethiopia is expanding and areas that had no access to telephone systems in the past are now accessible using mobile phones. As a result her organisation sees future possibilities for reaching women in urban and rural areas.

Central Africa

AZUR Dévelopement in Congo Brazzaville is a non-profit organization seeking to provide leadership in the socio-cultural and economic development of the Congo and of Africa in general. The organisation encourages sustainable development. One of its projects, Freemobile4women, seeks to empower rural young women through the use of the mobile phone. It plans to provide 50 mobile phones to 100 young women living in urban and rural areas.

Project officer Claude Jourdan[36] notes that in urban areas, there are at least two mobile call kiosks per kilometre. It is anticipated that empowering women to open these kiosks in rural areas will be a success as mobile phones have penetrated faster than the internet. The women will also be trained in marketing, and other areas of business. The project focuses on women because they are economically disadvantaged and live in impoverished areas, says Jourdan.

The Congolese Law Clinic for Justice and Reconciliation (CLCJR), based in Lubumbashi in the Democratic Republic of Congo says the presence of the mobile phone in the human rights field is a "revolution in the work of human rights organisations". Dieu-Donné Wedi Djamba[37] says the use of SMS has become the principle means of communication between members because it is the cheapest, fastest and most discreet. Three conventions are used – the call, the SMS and the bip.

The call is used usually only in emergency cases in order to collect information or to give it. The main method of communication is SMS. All invitations for any meeting and reminders for tasks are made through SMS. The bip is used as a reminder or call-back. One bip means a reminder and two bips is an indication to call back. The clinic plans to use mobile phones in a survey in order to check the reconciliation process between the Kasai and Katanga, which were divided in 1992-1993 by conflict in Katanga province and during which thousands of people were killed.

Also in the DRC, a collaboration between Celplay International, the Government of the DRC and the World Bank uses cell phones to pay ex-combatants[38]. The National Commission for Disarmament, Demobilisation and Reintegration is reintegrating almost 100 000 ex-combatants. As part of returning the combatants to civilian life, they are paid an allowance for a fixed time after leaving their armed group. The challenge faced was how to pay all of these

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[35] Email Communication, February 2007.
[36] Email Communication, December 2006.
[37] Email Communication, December 2006.
[38] Email Communication with Pamela O. Beecroft, January 2006.

combatants in many diverse locations around the country given a limited banking system. Celplay developed a system that would enable the activation of a bank account from mobile phones which makes the payments possible.

In the Democratic Republic of Congo (DRC) SMS is being used to monitor child rights violations. A local NGO called Ajedi-Ka-Child Soldier Project, operating in South Kivu Province, Uvira is involved in reporting and monitoring activities on child rights[39]. In 2000, the organisation implemented village committees for child protection whose role was in reporting and monitoring on child rights violations. Each committee had five members. When a violation of rights occurred the committee would compile a report and send it by mail to the office of Ajedi-Ka-Child, but this could take 4-5 days. This led to a system being developed whereby mobile phones could be used to deliver reports, allowing 15 committees in 22 villages to report by mobile phones and SMS about abductions of children.

In Rwanda, mobile phones have been harnessed to meet the challenge of a growing HIV/AIDS rate. Part of the challenge involves meeting the need for drug supply and the Rwandan government is using cellphone technology for data sharing amongst health workers. Known as TRACnet, the system is used by 67 clinics and 150 health workers around Rwanda. Health workers can dial a number or access a web site to get patient test results and ensure steady supply of drugs. Rwanda's antiretroviral (ARV) program currently covers the treatment needs of more than 13,000 HIV-positive citizens, with a target of 101,000 patients by 2007.[40]

Southern Africa

In Zambia, Africa Internally Displaced Persons Voice
(Africa IDP Voice), is a regional NGO working to raise awareness on the human rights of Internally Displaced Persons (IDPs) and promote their effective protection. IDPs are Africa's most vulnerable population, yet least protected, believes the organisation, but there are no specific national, regional and international instruments explicitly devoted to them.

Africa IDP Voice uses various strategies to advocate and lobby for the establishment of policy, legal and institutional frameworks for the protection of IDPs at national, regional and international levels. Africa IDP Voice's executive director Joseph Chilengi[41] says the organisation has embarked on a campaign to lobby member states of the United Nations and African Union to establish a thematically dedicated international day for IDPs.

"The project envisages using the mobile phone as an information and communication technology tool for people to lobby their heads of states and governments on the matter by sending SMS's in support of the project which will be received for onward submission to their heads of state and government," says Chilengi. "It will use SMS technology for people all over the world to transmit messages in support for their IDP human rights including reporting on incidences of internal displacement and human rights violations. This will stimulate debate, discussion and analysis."

The project is still in conceptual stage, however, and Africa IDP Voice is looking to learn from tested experiences before the project is launched.

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[39] Burnett, Patrick 2005. 'Cellphones, Connections for Change', in Pambazuka News, http://www.pambazuka.org

[40] The Earth Institute, 2005. 'In Rwanda, Clever Use of Technology Helps a Little Go a Long Way, and Faster'. http://www.earthinstitute.columbia.edu/news/2005/story10-28-05.html

[41] Email communication. January 2007.

Also in Zambia, the BY-CELL Venture is a consortium of technology companies that have joined together to deliver services via mobile phone to the developing world. It provides access to social, financial and information services, working with local development organizations to deliver these services. Applications include income generation, microfinance, micro-insurance, and public health. The BY-CELL application reduces the cost of delivering services by encouraging routine activities to be outsourced to the community, allowing development organizations to more efficiently expand their client base. BY-CELL can be used to monitor immunization and treatment programs in community health centres and mobile clinics and provide incentives. Access to the BY-CELL platform is independent of the handset provider and mobile phone service operator. BY-CELL kiosks are located within the local community at appropriate places to provide training on data collection procedures and to support users of the BY-CELL applications.[42]

"Question and Answer" is an innovation which was initiated and designed by the Tanzania Resource Centre Development (RCDTZ) and began in 2004. It is a system meant to bridge the gap of water supply and sanitation information that exist between grassroots communities and other bodies working in the field. The system comprises of three components. Queries are sent to the centre using SMS messages where they are dealt with by a message management system for receiving, sorting and forwarding messages. These two components are complemented by adverts in newspapers and stickers which say "Uliza Ujibiwe", which in Swahili means "ask a question and get an answer". To date more than 1000 questions have been properly answered. Typical questions relate to urban water supply, water shortage and management issues; rural water management issues, including registration of water user associations, legal aspects, operation and maintenance related problems; accessibility and price of different tools, equipments and services and products; policy and general sector development issues, water pricing, regulations and water rights; and spare parts, pumps and other water supply technologies[43].

In Tanzania, Sustainability Watch Network is an organisation campaigning in 10 African countries for environmentally sustainable policies. With a wide network of members, it has been mainly dependent on Internet chats and voice over Internet application Skype for meetings with global partners, but has been looking into what strategies it could use to more effectively communicate with its members[44].

The Kubatana Trust of Zimbabwe, incorporating the NGO Network Alliance Project (NNAP), aims to strengthen the use of email and Internet strategies in Zimbabwean NGOs and civil society organisations. Kubatana makes human rights and civic education information accessible from a centralised, electronic source and has also used SMS to communicate with constituents[45].

In South Africa, the Umnyango Project in KwaZulu-Natal is run by Fahamu in collaboration with Indiba-Africa. The project is based on the premise that there needs to be an accessible and sustainable strategy by which rural communities can access information and report on human rights violations. For this reason, the project makes use of conventional radio as an information tool, and rural advice and resource centres as access to justice nodes, where human rights violations may be reported. A further premise is that there needs to be a synergy between stakeholder organisations working with rural communities to harness the

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[42] Email communication with Joseph Kasonde, December 2006.

[43] Email communication with Pitio Ndyeshumba, December 2006.

[44] Email communication with Happy James Tumwebaze, December 2006.

[45] www.kubatana.net. Accessed January 2007.

appropriate expertise and galvanise these into a collaborative force with the best interest of the rural constituency as the prime objective.

The project aims to enhance the potential for participation of the communities involved in regional national, provincial and local government initiatives, which impact on rural livelihoods and development; Contribute to overcoming the patrimonial challenges that make the reporting of violence against women virtually impossible; Enable women greater access to information on unconstitutional preclusion to land as well as land evictions and to allow them to report on unconstitutional conduct[46].

There are a number of other examples of mobile phone use amongst organisations in South Africa. Also dealing with agricultural information is the Makuleke farm project in the Mpumulanga province, which supplies agricultural information to farmers[47]. Politically, South Africa's Independent Electoral Commission (IEC) has used mobile phones in a voter registration drive that targeted the youth and resulted in hundreds of thousands of voter registrations for the 2004 national elections[48]. The Abahlali baseMjondolo – an activist organisation advocating for the rights of informal housing residents in Durban – has used mobile phones extensively as a way for people in settlements across the city to stay in touch to arrange ordinary meetings, share information and rally people in a crisis. Abahlali baseMjondolo have also used mobile phones for what they call 'cell phone toyi-toyi', whereby everyone is asked to SMS a particular official to request a meeting.[49]

The Meraka Institute is a national research centre managed by the Pretoria-based Council for Scientific and Industrial Research (CSIR) in collaboration with the Helsinki University of Art and Design in Finland and the University of Pretoria. The researchers have, over the past 18-months, been working on a project dubbed MobilED, where they are investigating the use of mobile technologies and services for formal and informal learning. The project is funded by the Department of Science and Technology (DST). The project has developed an audio-Wikipedia - an online encyclopaedia - from which anyone can receive and upload information. Children send a short text message (SMS) with a key word to a cell phone number. In response, they receive a call-back and a speech synthesiser "reads" an article on the subject. Children can also dictate information to the service to add their unique knowledge on a particular subject.[50]

Much publicity has also been received by Mxit, a free application that can be downloaded to mobile phones that enables GPRS chat at a fraction of the cost of sending an SMS.[51] Developed by a private company in the Western Cape, Mxit has seen phenomenal uptake amongst children. Media coverage has focused on the negative impact on children because of its addictive nature, the distraction it causes from their education and fears that children may be lured into dangerous real life situations by anonymous online friends. However, its possibilities for networking and use in human rights work are enormous, although at this stage examples of this use are not available.

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[46] Fahamu, 2006. 'Umnyango Project: Narrative Report, 1 July 2006 – 31 October 2006'.

[47] .Slocombe, Mike, 2005. In 'African Farmers Boost Profits With Mobile Phones'. http://digital-lifestyles.info/2005/07/05/african-farmers-boost-profits-with-mobile-phones/

[48] Independent Electoral Commission, 2006.
http://www.elections.org.za/news_get.asp?press=0&NewsID=242&Opt=&Data=&RecNum=81

[49] Email communication with Richard Pithouse, February 2007.

[50] Meraka Institute, 2007. 'Cellphones in Schools'. In Pambazuka News, http://www.pambazuka.org/en/category/education/39751

[51] www.bizcommunity.com. 2007. 'MXit reaches the 3 million mark'. http://www.bizcommunity.com/Article/196/78/13147.html. See also http://www.mxit.co.za/

Launched recently, FishSMS is in initiative of the World Wildlife Fund and aims to tackle the problem of collapsing fish stocks in South African waters due to over-fishing and consumer demand for endangered species of fish. Using the system, consumers can SMS the name of the fish they wish to purchase to a short code number and will receive an instant reply telling them if the fish variety is safe to buy or whether it should be avoided.[52]

Lastly, well known HIV/Aids lobby group the Treatment Action Campaign (TAC) is known to be examining the possibilities of formally setting up systems that will allow more effective communication via mobile phone, even though the mobile phone has been used extensively for communication purposes[53]. Technology organisation Ungana-Afrika is planning a strong focus on mobile technology, working with the South African office of the Open Society Foundation (OSF-SA), says Toni Eliasz, Executive Director[54].

5. Interviews

Following a call for expressions of interest in the workshop circulated through Pambazuka News and to Fahamu contacts in Africa, 54 organisations and individuals responded showing an interest. Organisations were asked to submit the following information:

- Name of organisation or individual
- Contact Details
- Country
- Nature of past, existing or planned work involving mobile technology, including a description of the project, the problem it sought to address and its successes or failures
- Any reports concerning work in the area of mobile phones.

Follow-up interviews were conducted with 16 of these organisations, either telephonically, or when poor line connections or other difficulties were encountered, by email. Questions asked related to what participants would find to be most useful to get out of the workshop; common problems experienced in using mobile phones; the usefulness of the technology in the work of the organisation or individual; factors that influence the way the technology is used; the expertise that the organisation or individual held; whether support had been received in using the technology; the need for and expectations of any support network and; the perceptions of the organisation or individual as to the extent the technology was being used by human rights and social justice organisations in Africa.

The 16 follow-up interviews is a small number compared to the total number of organisations in Africa, making any large generalisations difficult. Ideally it would have been valuable to interview all of those who responded, but this was not possible due to time constraints. In addition, limited time, poor phone connections and the ease with which respondents can ignore questions sent by email, meant that some of the questions were poorly answered. However, a number of interesting points emerged, which are presented below.

Workshop expectations

Firstly, the follow-up interviews attempted to get a sense of what organisations and individuals would find most useful to learn from the joint workshop to be held by Fahamu and Tactical Tech. In summary, those interviewed were interested in available tools and technologies that

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[52] www.textually.org, 2006. 'Send an SMS to find out if fish is an endangered species.'
http://www.textually.org/textually/archives/2006/12/014279.htm
[53] Email communication with Peter Benjamin, December 2006.
[54] Email Communication, January 2007.

could be applied to their work; the development of applications that would be relevant to their work; ways in which the divide between urban and rural areas could be overcome; strategies for speaking to communities using mobile phones and not only individuals; the potentials and possibility for sharing experience, policy issues related to networks and costs; gender issues related to access; strategies and best practice for facilitating participation; and how to assess ways in which information distributed via mobile phones is used.

Joseph Kasonde[55], speaking from Zambia, pointed to the broader strategic importance of what is at stake for mobile technology in Africa. As a health consultant, Kasonde felt that the most important aspect was to "get an appreciation of the great value of the mobile phone for delivering health information and care in remote areas". He said the tendency has been to deal with health surveillance only with traditional communication systems, but that the mobile phone had introduced a new element that was not being taken up. "My concerns are not technical but ensuring that with a new tool people can actually get it and have everyone able to access it," he said.

Related to this, was projecting the idea that the technology was more useful than simply a tool for talking and had a range of other applications. "I feel strongly that this is in addition to the options that we have for communication and debating." Compared to the way in which the internet had opened up the options for debate, Kasonde questioned how the mobile phone could be used to include those that were excluded. To an extent, he said, the mobile phone was already being used in this way. "You just have to get on a bus in Nairobi. It's not so much whether we have the tool but whether we are using the tool in all areas, including debate." The points raised by Kasonde relate to access, but also to maximising the use of the technology in all its forms.

Most respondents indicated an interest in finding out about what tools and technology were available which could enhance the work of their organisation. Happy James Tumwebaze[56] from the Sustainability Watch Network in Tanzania indicated an interest in learning more about the tools and technology available that would enhance the work of his organisation. Noting the different needs within the continent and within different regions, Tumwebaze wanted to know about tools and technology that would be suitable for SWN, which has members scattered throughout the continent and in different regions within countries.

Richard Twum[57] from the Volta Basin Development Foundation in Ghana saw the need for broadening of horizons with regards the technology, especially in Ghana, where he said the emergence of phones was relatively new and had not been linked with other technology. "We need to learn from others who have experience and to hear about the experiences of others," he said. "One of the issues I would like addressed: most of the gadgets are quite complex and so the technology should be adaptable and the cost affordable so that we can reach a greater proportion of people."

Timothy Kortu[58] of Liberia, said: "I would want to learn how to use the mobile technology effectively. It's not widely used in Liberia and I would like to learn how to teach people how to use it so that it can benefit people."

Most of the respondents were interested not only in the applications that might be available but specifically in applications that would be best for use in rural areas, pointing to the

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[55] Telephone communication, 4 January 2007.
[56] Telephone communication, 4 January 2007.
[57] Telephone communication, 4 January 2007.
[58] Telephone communication, 4 January 2007.

documented gap between urban and rural usage, the digital divide of the mobile phone in Africa.

Dorothy Okello[59] of Uganda's Women of Uganda Network (WOUGNET) fell into this category. "In Uganda, people have phones but are using it mainly for talk. But what can be done to enhance mobile phones as income generating tools so it is not only something that uses up income?" Other areas of concern for Okello were policy issues in terms of cost and openness. The issue of gender and how it related to access to mobile phones was also an area of interest.

Nnimmo Bassey[60], from Environmental Rights Action in Nigeria, said he would like to know more about how to popularise mobile phone use and how to use the tool effectively. This concerned strategies related to economy of words in order to get appropriate responses. Also from Nigeria, Olaide Gbadamosi[61] from the Network for Justice and Democracy, said he would like to know about effective ways of using mobile technology to reach desired audiences.

Anil Naidoo[62], of Indiba-Africa in South Africa, which is the implementing organisation for the Umnyango Project, was interested in finding out about other platforms for SMS gateway delivery, but also about strategies which other organisations had employed in order to facilitate participation. Another interest was in discovering more about what people do with the information they receive. Interestingly, Naidoo noted that women involved in the Umnyango project have written down all the SMS messages they have been sent in a resource book, which they are then able to refer to. "I'd like to hear other examples of that experience," he said.

Esther Mwaura-Muiru[63], of Groots-Kenya, which works with grassroots women in Kenya on issues relating to property and inheritance rights, notes: "Mobile phones are very recent. In terms of usage I feel people don't know how to use them." Furthermore, how can phones be used effectively to engage a whole community that might only have one mobile phone? "We have been struggling in communities that only have one mobile phone. How can we make it more useful as a community tool?"

Lastly, Mwaura-Muiru raises an issue that several respondents mentioned, related to differing networks in Kenya not communicating with each other. "Is there a way to consolidate this in order to make the use of phones more effective?" asked Mwaura-Muiru, noting that: "In Kenya the mobile and service providers have made huge amounts of profits after tax: there has to be some dialogue with them in order to enhance effectiveness in terms of its uses for development."

Wainaina Mungai[64] was involved in the Mobile Content to Change Lives Project started as part of the Open Knowledge Network initiative managed by OneWorld International. "In the context of social justice I would like to know what kind of development is going on with regards the development of applications and how they are being deployed in development work. To know the solutions that are out there and if there are any plans to develop applications that have social justice work in mind."

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[59] Telephone communication, 05 January 2007.
[60] Email communication, January 2007.
[61] Telephone communication, 12 January 2007. Email communication, January 2007.
[62] Telephone communication, 12 January 2007.
[63] Telephone communication, 12 January, 2007.
[64] Telephone communication, 12 January, 2007.

Claude Nzaba[65], from Azur Development in the Congo, which runs a project called Freemobile4women, that aims to empower young rural women using the mobile phone, said he was excited about the possibility of learning what other organisations were doing in the field and the sharing of ideas and skills. The International Centre for Accelerated Development in Nigeria also saw the experience of others as being something they wanted to learn from the workshop, with a specific focus on rural work. Learning about resources and the social, cultural, political, technological and financial implications of the mobile phone was also mentioned.

Experience Nduagu[66], programme officer for the Pan African Development Education & Advocacy Programme in Nigeria wanted to learn about strategies to use the mobile phone to bring together leaders and those they governed. Experience sharing and methods of using the phone to enhance the work of community based organisations (CBOs) and other non-governmental organizations (NGOs) were other areas of interest.

Common problems

Common problems in Nigeria were constant power failures, network failure or lack of access and indiscriminate charges, with Networks for Justice and Democracy saying achieving wide coverage given the limited number of people using mobile phones was the biggest problem, and ERA saying cost effectiveness was the main issue.

Staying in Nigeria, the International Centre for Accelerated Development[67] identified a low response from experts on technical matters and the inability of message recipients to use messages to their advantage as common problems. Language was another problem: "Nigeria is a multi ethnic country with well over two hundred languages. Some members of the rural communities do not understand or speak English but require answers to questions regarding their health, social rights etc etc. We often hire the services of interpreters or go through the rigors of getting someone from the location who can speak and understand English fairly."

Language was noted by two other respondents. Kenya's Mungai noted language as a "tricky issue" depending on the service being deployed. "A lot of users require strict instructions and that has to be very clear. We have experienced people still not getting it and then a lot gets lost. Language has different dimensions in terms of communicating the message and we would be interested in seeing if someone has developed Swahili systems in terms of developing intelligent systems." Sustainability Watch Network's Tumwebaze's noted the positive aspects of language in that communication could be in mother tongue Swahili and did not need to be translated.

Mwaura-Muiru, from GROOTS-Kenya echoed cost as a big problem in terms of the expense of mobile phones and call charges. But the biggest problem she identified was the fact that mobile phones had to be continuously charged. "When we want to communicate the phones are not on because people have to walk 1km to go and charge the phones." The technology is not just the phone, it's the electricity that is needed and as Mwaura-Muiru notes there hasn't been support in this area for rural communities in terms of, for example, developing longer-life batteries.

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[65] Telephone communication, 05 January, 2007. Email Communication, January 2007.
[66] Email communication, January 2007.
[67] Email communication with Ngwu Obiageli Grace, January 2007.

Okello in Uganda noted challenges as making the technology more user-friendly for communities who had low levels of literacy and overcoming problems related to the charging of batteries because of a lack of power in rural areas. Also in Uganda, Kasozi said expensive handsets were a problem, as was a lack of knowledge on how to use the mobile phone for advocacy.

In the Congo, Nzaba said the main problems in using mobile technology was a lack of telecommunications infrastructure in Congo-Brazzaville; the high cost of mobiles and calls; getting collaboration with companies on ICT for development; and lack of available information on the use of the technology in rural areas. Nzaba said the most important factor influencing the use of mobile technology was the cost, which was a big problem in Congo-Brazzaville and limited the work they did. Another factor was the limited use of knowledge of mobile technology and a lack of a culture of mobile use.

Djambe, from the Congolese Law Clinic for Justice and Reconciliation, said network connections and delayed messages were the major problems experienced. Kortu, who also noted cost as an issue, says one of the problems in Liberia is how to work with the mobile companies to make phones and the internet accessible. "This is very important because in some areas there are no computers and therefore no access to information," he says.

In Ghana, Twum said network failures in remote areas sometimes meant their whole programme of work had to be rescheduled.

Zambia's Kasonde pointed to a broader problem associated with the technology that went beyond technical issues and which he believed would be solved by sufficient demand. His concern was making a division between the technical aspects and the actual application. "I am concerned about what we are not using in Africa for our own benefit. The internet bypassed the continent because of not paying attention to that," he said.

Although not a direct problem, South Africa's Naidoo notes a realisation that SMS technology had to be complemented with other intervention strategies. In the case of the Umnyango project this led to links being made with community advice centres that could give information on human rights issues. The severe limitation of a 160 character SMS meant that a point would be reached where "we couldn't go any further" and it was at this point that other partners in the project came into play to fill the gap.

More generally, Naidoo also raised concerns around sustainability, given that formal, funded projects came to an end when the final report was submitted. In this context, it became critical to use the results of the project to influence policy so that the technology could be implemented permanently as a public good by government. Mungai in Kenya also raised this point. "The challenge is in creating a sustainable model out of donor driven initiatives and turning that into a commercial model while retaining the benefits." Support, he said, did not come easily from commercial operatives.

In describing problems related to the Tanzania Resource Centre Development (RCDTZ) question and answer service on water rights, Pitio Ndyeshumba[68] noted remaining problems as the ability to reach the unreachable in the wider area of the country and developing strategic plans for sustainable, stable funding of the system.

Benefits and perceptions of use

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[68] Email communication, January 2007.

Despite the problems experienced, it was clear from all concerned that the power of the technology far outweighed the negatives. In Africa, mobile phones don't so much replace another form of communication, but make possible communication that wasn't possible before.

Naidoo said the only way rural communities had available to access information was through radio - a one way process. Access to local government by rural communities was limited and there was no internet or email. "There is a gateway of opportunity for them for the first time to be able to anonymously report abuse and be able to do so in an interactive way. The technology has great penetration and is therefore readily available." Naidoo saw mobile technology as being a "great advocacy tool" because it was an easy way to network. "The ability to use it to mobilise people is one of the most significant advantages."

In Kenya, Mwaura-Muiru said even though cost was an issue it was still less expensive to use a mobile phone than other methods of communication. "They have added to making communication easier and faster particularly for communicating with people en masse. It's very effective: it's quicker and faster." She said in dealing with issues of property inheritance rights, it was possible to communicate with people and mass people together using mobile phones. "It makes activism very easy and advocating for an issue very easy. It has revolutionised how people share information."

The International Centre for Accelerated Development in Nigeria described the use of mobile phones in their work as "tremendous". "Some locations are no go areas during the rain season. Most of the inhabitants are farmers who need to get information on certain products like herbicides and fertilizers but cannot come out due to bad roads or washed off bridges." Mobile phones enabled distress calls to be sent that could then be passed on to those who could provide answers. "It is a common place here to see widows and orphans deprived of their belongings and their rights infringed. Such widows and orphans make distress calls and a team of lawyers from our organization tries hard to square up to the problem."

Ndzaba from the Congo sees mobile phones as "the most important tool" for communication between members in urban and rural areas as well as with international networks. "The technology is important for sharing information, knowledge and experiences, but also to participate actively in professional development and to access opportunities." Nzaba said communication methods used by civil society in Congo were still old in nature and this resulted in problems such as non-access to information, and a loss of possibilities for collaboration and networking and partnership with local and international organisations in order to share experience, knowledge and development. "Mobile technology offers incredible opportunities for people to connect with others, to create and to discover new things," he said.

Tanzania's Tumwebaze said that while in the past members have complained about electronic newsletters because some members cannot access them and mailing a hard copy is slow, mobile technology can send a summary that is faster compared to hard copy. "It is quick and makes possible the mobilisation and participation of more people," he said.

Okello from WOUGNET said that most NGOs in Uganda who have been working in rural areas use mobile phones as the only way of reaching people. "The main thing is to be able to reach people otherwise we wouldn't be able to reach women in rural areas. We also use it for quick follow up in our project office." Okello said many people were using the phone as a primary means of communication because of the lack of land line infrastructure, although there was an emerging use of the phone in development orientated work. "I know also that

some of the government offices are using mobile phones for immunisation programmes," she said.

Twum, from the Volta Basin Development Foundation, responded that in Ghana, apart from normal use for voice communication and the ability of people to use their phones to air their views on radio stations, the use of mobile technology by CSOs was "quite minimal and new".

In Liberia, Kortu said most organisations operating in the country had a head office in Monrovia and were using mobile phones to keep in touch with rural areas. However, the phone was not being used in an organised way, he said. Twum said: "Mobile technology enables us to reach our constituents in remote areas and find out what they want, but we are interested in more effective ways of doing that."

Djambe, from the Congolese Law Clinic for Justice and Reconciliation, said the mobile phone had become active in all fields, with the phone acting as the principal means of communication between members.

Skills base and views on a network

This question was poorly understood both in email communication and in telephone conversations. Those who had not implemented projects but only had plans for projects involving mobile phones had no conception of a broader network, while those who had used mobile phones either in a formal or informal way had done so gradually and therefore without the need for a network, or received support from a funder or mobile phone service provider. As a result, responses for this section are brief.

Those interviewed presented a range of different skills and experience, even if they had not directly used mobile technology. Those who had used mobile phones directly in projects obviously volunteered the sharing of their experiences and lessons learned, while those who had only an interest in the use of mobile phones invariably offered their experience as human rights advocates.

The International Centre for Accelerated Development said support had been received in the form of capacity building for staff at the Lagos Digital Village in Lagos and also by Kabissa, NigeriaNet and The German Technical Corporation (GTZ).

"Our expectation of the Pan-African support network is that of a network that assumes the lead in support on programs, mentorship of organization and attraction of funds for members to share vision and expand their work/activities. Our organization would be glad in going into research and training for less stronger organizations around Africa in the use of the phone as a tool for social justice."

ERA's Bassey said no support had been received. His expectations for a network were of an open forum for building solidarity and popularising campaigns across the continent. Bassey volunteered environmental and human rights monitoring capacity and advocacy skills.

Twum from Ghana offered advocacy experience in the field of water rights and sanitation. Also in this ilk, Kortu said: "As an organisation involved in human rights and social justice work we have a lot of experience that we can bring in terms of our work in rural areas and with mobile phones."

Gbadamosi from Networks for Justice and Democracy said his expectations of a support network were that it would facilitate networking and partnering. "Our role is of joining, networking and partnering with such organisations," he said. Gbadamosi said experience in the economical use of mobile technology and in sending text messages would be the main contribution.

WOUGNET's Okello said her expertise would fall into two areas, that of being a lecturer in wireless technology, but also her experience in implementing a mobile phone project for women in Northern Uganda. Mungai's experience was also two-fold: "Mainly I would just see my previous experience as a critical part in terms of being able to answer technical questions, but also in terms of my experience in dealing with the networks and working in the development field."

Sustainability Watch Network's Tumwebaze from Tanzania acknowledged a lack of experience with mobile phones, but noted ten years of experience in organizing and networking at a global, continental and local level.

Mwaura-Muiru in Kenya noted a "little support" but said there would be great benefit to be gained from a wider support network. Kasozi noted the need for the development of skills within communities to bridge a gap in terms of being able to teach people about the technology. "If we can have collaboration with the mobile phone companies we can hold workshops and disseminate information."

Nzaba said support had been granted from individual donors, Kabissa, One World Africa and Global Knowledge Partnership Asia for various activities related to their use of mobile phones.

What was clear from interviews was that there was little, if any, networking and evidence sharing amongst organisations using mobile phones, beyond the immediacy of their project. Organisations are operating largely in isolation with little awareness of and connection to other work that is being done across the continent, or of the tools, resources and expertise that might be available to them. Given this assessment, any broader network that would connect organisations who are using mobile phones and act as a resource for them to draw upon, would be of immense value in facilitating the effective use of mobile phones in this field.

6. Recommendations

- If necessary attempts should be made to raise further funds so that participants over and above the initial number of 30 outlined in the original proposal for the workshop can attend the event.

- Attempts should be made to make contact with and invite to the workshop representatives of major network providers in Africa. Based on information in this report, issues of cost and network coverage are major issues in the use of mobile phones.

- North Africa remains a blank spot in terms of this report. It is recommended that more research be done in this area or that attempts be made to contract a North Africa based researcher in order to do some basic research into the use of mobile phones by human rights and social justice organisations in this region.

- Contact should be made with other donors who might be interested in this emerging field of work.

- Due to time constraints in producing this report, limited follow-up has been done with organisations known to be using mobile phones. Further follow-up should be planned for and conducted. In particular, representatives of the MobileActiv network should be invited to attend the event.

- The workshop should seek to address the issues raised in this report broadly related to:

  - The need for experience sharing and establishment of linkages between organisations, including the establishment of a support network beyond the life of the workshop;
  - The need for knowledge on tools and resources available to those using mobile phones;
  - The trouble shooting of common problems experienced in Africa and ways of overcoming these;
  - The sharing of advocacy strategies and tips for organisations wanting to use mobile phones, including the sharing of success stories;
  - The need to raise awareness on the different uses of mobile phones;
  - The need to address other issues related to strategies for rural versus urban usage, cost issues, sustainability concerns, language and gender.

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- http://whiteafrican.com
- http://www.mobileafrica.net/

8. Appendix

Mobile technology: Responses to date on call for expression of interest

* Listed alphabetically by country

	Name	Country	Category	Contacts	Contacted	Description
1.	Ets MADOTEL	Cameroon	Research/Community Development	David Mokam	Yes (email)	Has implemented phone booth project
2.	Rural Women Development Center	Cameroon	HIV/AIDS	Yonga Beatrice	Yes (email)	Hello Hiv/Aids telephone centres
3.	AZUR Development	Congo	Rural Development	Claude Nzaba	Yes (email) Interviewed	Empowering rural women through information
4.	Congolese Law Clinic for Justice and Reconciliation	Congo	Human Rights	Dieu-Donné Wedi Djamba	Yes (email)	Communicating with members
5.	Centre for Human Rights and Democracy Studies	DRC	Human Rights	Yav Katshung Joseph	Yes (email)	To be confirmed
6.	World Bank	DRC	Peacebuilding	Pamela O. Beecroft	Yes (email)	Paying ex-combatants through cell phones
7.	Siiqqee Women's Development Association (SWDA)	Ethiopia	Women's rights	Mulugeta Mammo,	Yes (email)	Planned use for information distribution in rural and urban areas
8.	Black Unity foundation	Ghana	Youth	Tettey Amanor	Yes (email)	Planned use of mobiles
9.	Volta Basin Development Foundation	Ghana	Environment	Richard Twum	Yes (email) Interviewed	Campaigning against dams/displacement
10.	Awaaz Magazine	Kenya	Publishing	Zahid Rajan and Zarina Patel	Yes (email)	Networking and office communication

	Name	Country	Category	Contacts	Contacted	Description
11.	Groots Kenya	Kenya	Women's rights	Esther mwaura-Muiru	Yes (email) Interviewed	Grassroots networking
12.	Kame Youth Group	Kenya	Hiv/Aids	Evans O.Machera	Yes (email)	Organisational communication
13.	Kenyan Human Rights Commission	Kenya	Human Rights	Steve Ouma and Mikewa Ogada	Yes (email)	Election monitoring mobile plans
14.	kiwanja.net	UK	Development	Ken Banks	Yes (email)	Application of mobile technology in developing countries
15.	Made in Kenya Mobile for Good mPower	Kenya	Public service	Wainaina Mungai	Yes (email) Interviewed	Job, health and community news information
16.	National Convention Executive Council	Kenya	Democracy	Jastine Kerage Mironga	Yes (email)	Use for mobilisation/elections
17.	University of Wolverhampton	Kenya	Education	John Traxler	Yes (email)	SMS support to teachers/organic farmers
18.	Volunteers to Support International Efforts in Developing Africa	Liberia	Post-conflict	H. Timothy Kortu	Yes (email) Interviewed	Empowering Rural Communities to Address Gender Based Human Rights abuses
19.	Internet Child Safety Foundation	Mauritius	Research	Mahendranath Busgopaul	Yes (email) Interviewed	Research on internet issues
20.	Centre for Policy and Development	Nigeria	Research	Christiana Charles-Iyoha	Yes (email)	Research on mobile phones and rural development

	Name	Country	Category	Contacts	Contacted	Description
21.	Civil Liberties Organisation	Nigeria	Human Rights	Damian Ugwu	Yes (email)	Human rights alerts sent to governement officials
22.	Environmental Rights Action	Nigeria	Human Rights monitoring	Nnimmo Bassey	Yes (email) Interviewed	Reporting on environmental and human rights abuse incidents
23.	Edo Leadership Program	Nigeria	Governance	Oscar Ubhenin	Yes (email)	Interested in hotline on democracy
24.	Human Rights and Justice Group Int'l	Nigeria	Human Rights	Prince Devison Nze	Yes (email)	Hotline for human rights abuse
25.	International Center for Accelerated Development (ICAD)	Nigeria	Women and youth development	Ngwu Obiageli Grace	Yes (email) Interviewed	Helplines; SMS info
26.	Network for Justice and Democracy	Nigeria	Human rights	Olaide Gbadamosi	Yes (email) Interviewed	Using mobiles for HIV/Aids and trafficking
27.	Oluwaseyitanfunmi Osunade	Nigeria	Academics	Oluwaeyitanfunmi Osunade	Yes (email)	Has studied use of phones and developed text system in three languages
28.	Pan African Development Education and Advocacy Programme (PADEAP)	Nigeria	Education	Experience Nduagu	Yes (email)	Mobilization and advocacy tool
29.	Disability Awareness Action Group	Sierra Leone	Disability issues	Kabba F. Bangura	Yes (email)	Plans to use mobile phones to advocate for rights
30.	Ugana-Afrika	South Africa	Development	Toni Eliasz	Yes (email)	ICT capacity building

Continued on following page…

	Name	Country	Category	Contacts	Contacted	Description
31.	Meraka Institute (Mobile-Ed)	South Africa	Education	Merryl Ford (mford@csir.co.za)	Yes (email)	SMS Wikipedia/podcasting
32.	eThekwini Municipality	South Africa	Governance	Tshepang Mosiea,	Yes (email)	Citizen empowerment
33.	Farmer Support Group	South Africa	Agriculture	Maxwell Mudhara	Yes (email)	SMS information tool to empower rural women
34.	Reisumi Impmelelo	South Africa	ITC community development	Siphiwo Jabu	Yes (email)	Interested in ICTs
35.	Fahamu SA	South Africa	Women's rights	Anil Naidoo	Yes Interviewed	Rural rights monitoring
36.	Sustainability Watch	Tanzania	Sustainable Development	Happy James Tumwebaze	Yes (email) Interviewed	Civil society networking experiments
37.	Tanzania Resource Centre Development	Tanzania	Water rights	Pitio Ndyeshumba	Yes (Email)	Q&A service on water rights
38.	WOUGNET	Uganda	Women's rights	Dorothy Okello	Yes (email) Interviewed	Constituent networking
39.	East African Sub-regional Support Initiative for the Advancement of Women (EASSI)	Uganda	Women's Rights	Teresa Mutuku	Yes (email)	Yet to be established
40.	Aware	Uganda	Women's rights	Grace Loumo	Yes (email, more info requested)	Sending information to constituents

Continued on following page…

	Name	Country	Category	Contacts	Contacted	Description
41.	Ndejje University, Department of Community- Based Development	Uganda	Education	Saidah N. Mbooge,	Yes (email)	Supervising students using SMS
42.	Kikandwa Rural Communities Development Organisation.	Uganda	Community Development	Kibaya Robert	Yes (email)	Plans an information resource unit
43,	Youth Development Forum (YODEFO)	Uganda	Youth	Ibrahim Kasozi	Yes (email) Interviewed	Communication with constituents/need help
44.	Kyusa Endowoosayo (Change your Attitude)	Uganda	Human Rights	Sawa Pius	Yes (email)	Education on constitutional rights using radio/SMS
45.	Doclem Children's Home	Zambia	Childcare	Clement Katongo	Yes (email)	SMS for communication/coordination
46.	By-Cell	Zambia	Community Development	Dr Joseph Kasonde	Yes (email) Interviewed	Community cell phone system
47.	Africa Internally Displaced Persons Voice	Zambia	IDPs	Joseph Chilengi	Yes (email)	Plans to use mobile phones to advocate for IDPs
48.	Brenda Burrell Tad	Zimbabwe	Human Rights	Brenda Burrell	Yes (email)	Mobile radio
49.	Tendai J. Chari	Zimbabwe	Democracy	Tendai Chari	Yes (email)	Investigating cell phones and democratic space
50.	Consumer Council of Zimbabwe	Zimbabwe	Consumer rights	Trust Masarirambi	Yes (email)	Plan to use mobiles in education campaign
51.	Alex Weir	Zimbabwe	Electronic voting	Alex Weir	Yes (email)	Software development

Update: Additional expressions of interest received after the draft of this report was finalised.

	Name	Country	Category	Contacts	Contacted	Description
52.	Abahlali baseMjondolo	South Africa	Activism	Richard Pithouse,	Yes (email)	SMS used for organising activities
53.	Human Emancipation Lead Project	Nigeria	Elections	Emauwa Nelson	Yes (email)	Planned use of SMS in Nigerian elections
54.	Resource Africa	South Africa/Zimbabwe	Conservation	Muroro Dziruni	Yes (email)	Have used SMS as a communication tool in communities around Kruger National Park

Addendum Two

Mobile technology: Examples of mobile phone use found on the internet

* Listed alphabetically by country

	Name	Country	Category	Reference	Description
1.	Feedelix	Ethiopia	Language	http://www.feedelix.com	Developed Ethiopic scrip messaging application.
2.	Apex Farmers' Organisation of Ghana (APFOG)	Ghana	Agriculture	http://www.accra-mail.com/mailnews.asp?id=15976	Network of Regional Market Information Systems and Traders' Organisations in West Africa
3.	Kenya Agricultural Commodity Exchange (Kace)	Kenya	Agriculture	http://www.kacekenya.com/home/index.asp	Agricultural information to farmers
4.	Save the Elephants	Kenya	Environment	http://www.save-the-elephants.org/	Elephants protected through SMS system
5.	Médécins Sans Frontières/ SOS Racismo	Morocco	Immigration	http://www.mg.co.za/articlePage.aspx?articleid=253374&area=/breaking_news/breaking_news__international_news/	Using mobile phones to track immigrants and report abuses
6.	Manobi	Senegal	Mobile for Developement	http://www.manobi.sn	Mobile for development work
7.	Mekhembar Locust Project	Seengal	Agriculture	Mthobi Tyamzashe, head of communications Vodacom http://www.zeenews.com/znnew/articles.asp?aid=292033&sid=ZNS	SMS helping farmers access markets
8.	Tracnet	Rwanda	Health	press@voxiva.net	Tracking health delivery through mobile phones
9.	Mixit	South Africa	Tools and Resources	http://www.mxit.co.za	GPRS mobile phone messaging
10.	Pogo	South Africa	Tools and Resources	http://www.pogo42030.co.za	Free Internet-based file sharing software for mobile phones, enabling users to share ringtones, music, games, videos and themes.

	Name	Country	Category	Reference	Description
11.	South African Depression and Anxiety Group	South Africa	Health	http://www.anxiety.org.za/	Mobile phone service for depressed teens
12.	CellLife	South Africa	Health	http://www.cell-life.org/	System to provide information to HIV patients
13.	Tegic	South Africa	Language	Erin Gifford	Zulu/Xhosa translation for SMS
14.	World Wildlife Fund SA	South Africa	Environment	See http://www.panda.org.za/sassi/about.htm	Protecting marine resources through SMS
15.	Unicef/Red Oxygen	Tanzania	Tools and Resources	Unicef Tanzania	Two-way email to SMS software.
16.	First Mile Project	Tanzania	Agriculture	See google news	Small farmers, traders, processors and others from poor rural areas learn to build market chains linking producers to consumers.
17.	Uganda Electoral Commission	Uganda	Elections	Chris Ssali, Media Officer, UEC	Sent out short text messages to remind potential voters of referendum
18.	Chipata District Women Association/OneWorld Africa	Zambia	Community Development	OneWorld Africa Programmes manager Gay Nyakwende	Access to people using mobile phones as communication is vital to community devel:opent
19.	Zimbabwe Civic Society	Zimbabwe	Elections/Activism	Daniel Molokele	Ran a mock election campaign via SMS

Ends.