Corruption and the Service Delivery Tragedy in Uganda
Stories from the Eastern Leg of the Anti-Corruption Caravan

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About ActionAid Uganda

ActionAid Uganda (AAU) is a National Development Organisation registered under the laws of Uganda and an Affiliate Member of the Action Aid International Federation. The Organization has been in operation in Uganda since 1982 working directly with citizens or their groups in civil society to eradicate the injustice of poverty through addressing both the immediate needs (condition) as well as underlying obstacles (position) that militate against a life of dignity.

The Organisation’s philosophy is built around two fundamental beliefs: a) that the injustice of poverty is a violation of human rights perpetuated by unequal power relations that permeate the entire social strata from the family level to global institutions; b) that the injustice of poverty can be overcome through purposeful action by individuals acting on their own and or collectively with others. Central to our understanding of development is therefore an emphasis on the question of power and how it is exercised.

The Anti Corruption Caravan reinforces not just ActionAid’s philosophy but directly contributes to the realisation of at least seven strategic objectives with the main programmatic entry point being mission priority three on ‘strengthening local democracy’.
ACKNOWLEDGEMENTS

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Finally, ActionAid greatly appreciates the financial, technical and solidarity support the Democratic Governance Facility extends not just to us but several other Civil Society Organisations whose capabilities directly contribute to the success of the model that the Anti-Corruption Caravan is evolving into.
Contents

Introduction 4
Looking at where we slipped 8
Education 11
Law and Order 14
Service Delivery 16
Walking Down The Lane Of Shame 18
We Have The Will 19
Fighting Corruption Unconventionally 20
Faming The Good Leaders 24
Rebuilding The Ruins And Looking Ahead 32
Conclusions 36
THE ANTI-CORRUPTION CARAVAN

Stop The Silence! Shame The Corrupt
Introduction

The Anti Corruption Caravan is an initiative of ActionAid supported by the Democratic Governance Facility (DGF). The Caravan is a citizen-led campaign that seeks to strengthen Citizens’ response to the alarming levels of graft in Uganda.

Its main objectives are; a) mobilising citizens for collective anti-corruption action by raising public understanding about dangers of corruption to service delivery and welfare of the citizen. b) Documenting cases of corruption for presentation to relevant government authorities and institutions for action. c) Identifying Icons of Integrity in the as part of the citizen efforts to reward and promote local champions in fighting corruption and deepening public education on the relationship between tax revenue generation, public service delivery and corruption.

The Anti Corruption Caravan is a complimentary approach to the ongoing efforts by the state and non state actors in the fight against corruption and it is mainly focused on; a) taking the fight out of Kampala to the rural areas, b) opening spaces for local voices and cementing them to the rightful actors for follow up, c) shaping an integrity campaign from local level.

In December 2013, Action Aid pioneered a landmark anti-corruption caravan that was organized under the theme, “Wake up! Report the Corrupt! Save Uganda! Join the Caravan against Corruption”. The 2014 Anti Corruption Caravan covered 11 Districts; Kotido, Abim, Amuria, Soroti, Katakwi, Kumi, Mbale, Pallisa, Tororo, Iganga, and Namutumba under the theme “Stop the Silence, Shame the Corrupt.” In this report are highlights of what transpired during the Caravan.
Looking at where we slipped

Health

A healthy nation is a wealthy nation and all wealthy nations dedicate most of their energies to have a functional health system. Uganda seems to have a different perspective in regards to the health sector and the health care that is availed to the citizens. Dilapidation symbolises all government hospitals, drugs are scarce or never available, doctors and medical officers are insufficient and many Ugandans have to first bribe to get hold of a doctor. Most hospitals are stretched beyond capacity because the population influx surpasses their original plan. How Uganda will become a wealthy nation with a sick health sector is the million question whose answer is far away for many at the moment.

Residents of Abim walk past the dilapidated and dirty Abim Hospital with no facilities at all to handle helpless patients who die in numbers.
Access to good health care is a big challenge for the local communities in Kotido. The Public health facilities lack drugs yet the medical personnel have to treat the locals. It becomes more ironic for the locals when they see Government vehicles from the National Medical Stores delivering drugs to Health Centers but when they go for treatment, they are instead referred to private clinics because the drugs are not available at the unit.

“Government drugs are sold expensively in private clinics. How do you expect a poor Karimojong to buy such drugs that are meant to be offered freely? Our children are dying of illness like malaria because of these corrupt officials in Government Health Centers,” Says Akello, a resident of Kotido. The pathetic state of Abim Hospital paints a picture of a society that has completely lost it to a dysfunctional system. Many patients lose their lives when they are admitted because the hospital lacks vital medical equipments like water, medicine and human resource. Despite the fact that money is allocated for its rehabilitation, the hygienic condition is very poor as the LC 111 Councilor for Abim Town Council, Joseph Owana recounts.
“The Ministry of Health contracted Excel Construction Company with a tender of Shs2.8 billion to renovate the Hospital sewage system but the company did shoddy work which instead led to the blockage of the entire system. The hospitals sewage system and power wiring are in dangerous state which puts the lives of the hospital occupants at risk. Surprisingly no official from the ministry of health has bothered to follow up with this issue and we suspect that there could have been some connivance between the Government officials and the construction company,” Owana explains.

Charles Opoka, a resident of Abim Town Council adds that the First Lady of Uganda, Hon Janet Museveni lobbied for 200 million for the improvement of the maternity ward in the hospital but it was grossly squandered and the ward still remains in a sorry state.

Abim Hospital beds show abandoned medical facility left in ruin with no facilities at all to handle helpless patients who die in numbers. Medical services are among the many areas the government has ignored living the ordinary citizens in danger.
Charles Opoka, a resident of Abim Town Council adds that the First Lady of Uganda, Hon Janet Museveni lobbied for 200 million for the improvement of the maternity ward in the hospital but it was grossly squandered and the ward still remains in a sorry state.

EDUCATION

Education is the fulcrum on which societies base to impart new ideas and solve problems in their midst. All generations, young and old, look at education as the avenue to create a better society but many Ugandans find themselves in a bizarre situation where funds that are meant to facilitate free education to pupils are swindled; funds meant to set up infrastructure like classroom blocks and latrines for the pupils are squandered and teachers are absentee

A Shs700 million grant was allocated for the construction of two housing blocks and a pit latrine at Buligo Primary School in Iganga District. Ordinarily such a good investment is a positive quid pro quo service from government to the citizens who pay the taxes that the government uses to operate.

Otabule Julius, a tailor in Soroti town expresses his disappointment and challenges in accessing government services especially education where, funds meant to facilitate free education are swindled, teacher’s salaries under paid and not in time leading to absenteeism.
And since it is on rare occasions that government extends such grants to the education sector at the grass root, one would expect the authorities at the grass root to utilize each and every penny without any anomaly.

The bidding procedure for the contract to construct the two housing blocks and pit latrine was properly followed, public adverts were run and bidders submitted their applications to the Contracts Committee of the Municipal Council. However when it came to announcing the bid winner, a company belonging to the Municipal Engineer; Sebyala Edward had won the contract.
Much as there is no legislation barring private companies owned by public servants from bidding for government contracts, Sebyala’s case presented a scenario where influence peddling and unfair competition would arise in the awarding of the contract since he is a member of the contracts committee. It would also be difficult for him to supervise works done by his own company.

Such conflicts of interest are commonplace in many of the public institutions at the grass root where office bearers offer their companies tenders at the expense of other bidders. In most cases a lot of money is lost because of inflation in figures since they supervise themselves. The quality of work is usually sub standard because of minimal check, and the grass root population ends up benefitting very little from the grants that are sent to them by the central government.
LAW AND ORDER

While many of our officers and men in the Police Force are dedicated and work tirelessly in very difficult environments, concerns are still raised.

In Kotido District for instance, the Uganda Police Force is alleged to be at the centre of violating people’s rights especially when it comes to using excessive force during arrests. Many youth in Kotido Town are rounded up during night and tortured in police cells without any clear case against them as Zechariah Okao narrates his ordeal.

“One day I was arrested by police. When I tried to resist, the police officer forced a tear gas canister into my buttocks and spread a dangerous chemical into my anus. This caused a lot of pain I still live with. We want police to execute their duties professionally and that shall a good relationship with them.”
Francis Okidel’s mother was poisoned to death and he reported the matter to police naming some suspects. However he was tasked by the police officers to raise some money before they could embark on the investigations.

“We reported our case to police but because our family is poor and could not pay the money they asked for, no action was taken against the suspect. Up to now we wonder whether police is in Kotido just to help the rich who can afford to pay bribes to their staff or to serve everyone,” decries Francis Insufficient allocation of funds for police operations in upcountry areas by government makes it hard for the police officers to effectively execute their duties to the citizens and inevitably some cost sharing has to arise where citizens have to incur some costs to enable the police do their work and in most cases this is looked at as soliciting for bribes from the eyes of the public.
SERVICE DELIVERY

The tax burden on Ugandans keeps increasing every other passing day and one would expect better services that are meant to be facilitated by the taxes collected. Instead, Ugandans have had to grapple with poor roads, shoddy public buildings, insufficient drugs in hospitals, and very high prices of commodities because of the high cost of transporting them on poor roads. The public servants who are meant to supervise road constructions rarely have the time and will to execute their duties.

“Shs300 million from the Uganda Road Fund was sent for tarmacking Oboja road and it was withdrawn from the municipality bank account but the road was not tarmacked and no accountability has been presented to the public. Also, Shs290 million that was to finance the construction of the Old Market Street in the Municipality was embezzled because the work is shoddy and incomplete.” Says Hassan Muyinda of the Public Interest Network Iganga

“The political and administrative leadership at the municipality has sold off almost all public land and the money is not banked on the municipality account. Huge sums of money were paid to a firm to install the street lights in the municipality but the Town is still in darkness. The municipal engineer, Edward Ssebyala who is supposed to supervise the construction projects is also the contractor. As concerned citizens, our worry is the quality of work being done because there could be conflicts of interest. “Isiko Salimu, a resident of Iganga
Residents of Pallisa look on at a truck stuck in the middle of the road making it impassable for other road users. The services Ugandans get are not equivalent to the tax burden that keep on increasing each passing day. Poor road network has led to high cost of transport.
WALKING DOWN THE LANE OF SHAME

Rarely is vice and incompetence publically rewarded in the African setting. Many a times, people even fear to discuss about the other’s weaknesses for fear of reprisal but the shameless manner in which public officials squander public funds and deliver little has left Ugandans with no option but to abandon their old fears about exposing the corrupt and so was the case during the Anti Corruption Caravan where publically shamed by nominating them as the most corrupt.

The reason why I nominated Mr. Moses Omunyokolo as the most corrupt citizen in Pallisa District is because all the work he does is shoddy. As a District Engineer, he has never offered any good roads to the people of Pallisa yet awards construction tenders to himself and we continue paying taxes. Apulasi Kedi, Agule Village Gogonyo Sub county Pallisa District

Williams Emuron from Agule Sub County in Pallisa District shamed Dama Enterprises, a seed supply firm which was contracted by NAADS to supply treated rice seeds to the farmers but the seed that were supplied to the farmers were not treated.

Dama Enterprises was contracted by NAADS to supply seeds to farmers of Agule sub- County in 2013-2014 and fake seeds were supplied.
Filbert Ocailap-Resident District Commissioner Katakwi

My office is committed to fighting corruption in the district but the challenge is that the public has not been supportive when it comes to disclosing information about corruption in the district. As government, we are ready to fight corruption at all levels in the district. Therefore let us work together and expose the corrupt people in the district. That is the only way residents of Katakwi will benefit from the financial resources that the central government sends to the district. My office is going to come up with a task force which will monitor all the ongoing government construction projects in the district and those found to be doing substandard work will be prosecuted in the courts of law.

Bishop Augustine Solimo-Church of Uganda Sebei Region

If corruption Sebei sub region is not tackled, many locals will not access quality government services especially in the education and health sectors. All religious leaders must live by example and be transparent whenever they are executing their duties. Those found corrupt should be named and shamed before the public and if possible, the Anti-corruption court should charge them.
FIGHTING CORRUPTION UNCONVENTIONALLY
Searching for the Path

“Music, dance and drama have been used in Teso to create awareness about HIV/AIDS and the public has picked the message. If we use the same strategy in fighting against corruption, the country will register positive results,” - Lillian Akello, Anti-corruption activist, Soroti Town.

Government and the Civil Society have been spending millions of money on Anti-corruption campaigns in Uganda through radio and television but minimal results have been attained in Teso region. The escalating rates of corruption are forcing the locals to adopt alternative and more creative mechanisms to tackle the menace before it goes out of hand.

Actionaid staff led by the Director Programmes Harriet Gimbo join Musician Bobi Wine and his crew on stage singing “time bomb” song, song with Anti-corruption and poor service delivery messages like: high taxes, high prices of commodities, bad roads, lack of medicine in hospitals, poor education system, electricity and water shortage. He continued to sing about funds that are embezzled by a small number of Ugandans working for the government. This was during the Eastern Leg of the Anti-Corruption Caravan in Pallisa district on 13th August 2014.
Patrick Okwir, an Actor with the Eastern Choice Drama Actors strongly believes, through using Music, dance and drama to fight corruption will yield better results. The main problem is that the youth who comprise the majority of the population have failed to embrace the fight against corruption and inevitably, other means have to be devised to attract them to the cause. “Many youth enjoy movies, love singing, dancing and if the Anti-corruption campaigns are themed around these three, there is no way the youth will not embrace the fight. As Actors, we have come up with platforms like the Forum Theatre where we invite the public to come and deliberate on what is affecting them and at the same time devise solutions. We have initiatives like research, where all the social challenges are researched about before the actors present them. Using local artistes who come from the region to come up with songs and skits that are themed on Anti-corruption can easily be embraced and create more awareness,” observes Okwir.

Local artiste Robert Kyagulanyi alias Bobi Wine is one Ugandan famed for his lifestyle and music. As he joined the Anti-Corruption Caravan en route to Pallisa, it was obvious that multitudes of the locals would throng to see their icon.
“My fans, be responsible citizens and join the Anti-Corruption. Uganda is not developing because of corruption. Ugandans are paying taxes but the value for money is not seen because funds are embezzled by a small number of Ugandans working for the Government. As a musician, I had to join civil societies that are against corruption in Uganda in order to educate the masses about the effects of corruption in the country through my talent by composing songs like Time Bomb that are against corruption.” he said

The song talks about how Ugandans pay taxes but when it comes to social services delivery, the money that is meant to construct roads, hospitals and buy medicine is swindled, and Ugandans end up with no results. The song goes ahead to show how a number of competent graduates are failing to join the labor market because of corruption in the society.

Soroti Moto music group performing. Through different mediums including music dance and drama, Anti-Corruption activists in Teso are sensitizing communities to say no to corruption.
Rofanice Kokop Cheptoyet from kapwere village, kaptum sub- County, kween district and other residents look in wonderment at the Eastern leg of the Actionaid Anti- Corruption caravan snaking through their village on 12th- August- 2014.
Anne Mary Imone
Icon of people’s choice

When Anne Mary Imone, a Nurse was transferred from Omio Health Centre to Amatenga Health Centre 11, little did she know that she would be under close scrutiny of the public in regards to the way she executed her duties. Her passion for her work propelled her through the ranks to become the Officer in Charge of Amatenga Health Centre 11 and besides the promotion, she remained a humble and approachable person to the patients and the public noticed her for that. When the time for faming the good leaders and shaming the corrupt in Kumi District came, the locals had no option but to reward her as an icon of integrity for her benevolence in rendering her services to them. “That woman is selfless. Even when you go to her place at mid night, she will attend to your problem without asking for any money. She is valuable to everyone in the community” said Openy Festus.
Dr John Opolot
An Icon for his sacrifice during the turbulent times

The Kony insurgency in the Teso region left most institutional infrastructure in a sorry state and many professionals fled from the region abandoning the locals at the mercy of God. However Dr. John Opolot who was a Medical Superintendent for Kumi Hospital at that time braved the risks and continued serving. Long after the insurgency, Dr. Opolot rose through the ranks and became the District Health Officer of Kumi District and once the Anti-Corruption Caravan availed the locals with an opportunity of faming the good leaders in their community, they remembered the doctor who risked his life to serve them. Dr Opolot was recognised as an Icon of Integrity for his dedicated service to the people of Kumi District in the medical field.
Oseveny Openy Festus
A distinguished leader and the people’s Icon

Oseveny Openy Festus is the Vice Chairperson of Kumi District who diligently serves others without considering their political affiliation, tribe, educational levels or religion. To him, the office that he is holding does not belong to him but he is just holding it in custody of the people and in whatever he does, the first priority is given to the people. “Whenever I am approached, I act as soon as I receive the Information and I don’t mind the person I am serving is my friend or enemy, I am just a man of action.” says Festus. It is that attitude that earned Oseveny Openy Festus a place among the Icons of Integrity who were recognized in Kumi district during the Anti-Corruption Caravan.
Heading schools in Uganda is not for the faint hearted considering the trouble that many Ugandans have found themselves in. But for Alex Lowendi, the head teacher of Kyemwania Primary School in Kapchorwa District, this has been one of the simplest tasks in the past 15 years because of following proper channels.

“For smooth operation, I ensure that I follow all the procedures when utilising funds that are meant for the school activities. I am principled when it comes to accounting for public funds. All the NUSAF projects that are being implemented through my school are done as expected and I ensure that all constructions of structures is quality.” says Lowendi. It is little wonder that Lowendi Alex was recognised as an Icon of Integrity in Kapchorwa District.
Jefari Cheptoris
The Pharmacist with a golden heart

Jefari Cheptoris, a Pharmacist at Kapchorwa Hospital has earned himself a reputation of being ever available whenever he is needed at the hospital. Patients call him the special doctor who prescribes drugs without demanding for anything. They view him as someone who treats patients equally irrespective of their socio-economic status. He works overtime and so got recognized as a person of integrity in Kapchorwa District.
Sam Cheptoris
The beacon of transparency and accountability.

Sam Cheptoris is the District person of Kapchorwa District who unlike other district persons is looked at as a beacon of transparency and accountability. He was recognised as an Icon of Integrity for monitoring government projects in Kapchorwa District which enabled the locals to benefit from government resources because there was value for money from contractors who are awarded contracts to construct schools and roads.

“Our chairman has done his best to fight corruption and that is why as voters we need to recognise him such that other leaders in the district can emulate him.” said James Chemongorat resident of Kapchorwa Town Council.
Alice Musana who works as a nurse at Kotido Health Centre and was unanimously recognized as an icon of integrity for her 40 years of service to the people.
In Iganga, Ezra Gabula was recognized as an Icon of integrity for his dedicated service in championing transparency and accountability in the district. He was also appreciated for being the voice of persons with disabilities. Baite Munobwa from Namutumba was recognized for his exemplary life and efforts in fighting for the cultural norms and traditional values in the region. Mulondo Eriya was also recognized for his efforts in advocating for people’s rights through civil society.
REBUILDING THE RUINS AND LOOKING AHEAD

Corruption is deeply entrenched in the rural and its impact is a lot more severe as citizens increasingly accept it as a way of life.

While government has statutory laws on corruption, it doesn’t have strong activities that build upon the anticorruption statutory framework. Merely increasing transparency is not enough and in order to be effective, there must be consistent and reliable means of verifying the information in order to isolate corrupt practices and individuals. The anti-corruption fights must be accompanied by activities that appropriately utilise the additional information made available by citizens and activists. The lack of accountability structures has had a definite impact on the inactivity of citizens against corruption. For quick and sustainable mobilisation and action against corruption, it must be defined and understood locally to be appreciated.

We have come to realize the value of working with the Police as this presents the Civil Society and Government as collaborators rather than adversaries. The Police have enough experience and the means which if collaborated with our experience would yield more positive results in the fight against corruption.

There is need for Government to increase on the funds it allocates to the Inspectorate of Government to enable the institution expand its reach and develop a stronger working relationship with non state actors whose presence in rural areas is an asset.

All local governments should come up with special committees to supervise all ongoing projects instead of depending on district engineers alone who are always corrupted by the contractors. There is great need for trustworthy and consistent support from anti graft institutions. There is need to motivate anti corruption crusaders with awards like recognition and rewards which will encourage them to push on with the fight. Increased engagements with the media are critical in strengthening the network beyond the Civil Society.

Sports and other recreational activities like music, dance and drama should be embraced in the fight against corruption to bring the majority of Ugandans on board. Special strategies to engage the youth in anti corruption fights should be developed since they are the most enthusiastic.
We shall take forward the cases that were gathered during the Caravan to the IGG. Public funds that were diverted from the construction of Oboja road in Iganga should be accounted for. We are also going to engage the government and lobby for increased facilitation to up country police posts to enable our partners in the police to effectively execute their duties without asking citizens to contribute anything. We shall also hold dialogues with police officers in Kotido to harmonize their working relationship with the locals.

We shall have a national awards ceremony for the Icons of Integrity to promote the idea of integrity promotion to augment the anti-corruption dimension. We plan to develop an online platform to keep the youth engaged in the anti corruption fight and we are already having conversations through a popular platform called ‘I paid a Bribe’
Anti Corruption Caravan in pictures

Kotido District

Police Band leading the Anti-Corruption caravan drive in Kotido town. The Elders, women and children participate in the campaign.
Abim District

Grounded vehicles in front of Abim Hospital, neglected documents at the hospital registry. Residents air out their complaints over governments failure to provide services yet they continue to pay taxes.
Disappointed residents of Katakwi present lists of poor service delivery evidence. They were angered by ruins of a poorly constructed community center that had collapsed immediately after being roofed.
Jubilant residents of Kumi welcome the Anti-Corruption caravan to their district as a mother carrying her newly born baby looks on. The event saw faming of good leaders and shaming corrupt ones.
Kapchorwa District

Kapchorwa residents, religious leaders and local dance troupe graced the Anti-Corruption campaign at Boma ground.
Residents attentively listening to the Anti-Corruption campaign messages in Pallisa and Namutumba
Iganga District

In Iganga Various activities including bicycle race and signing of the Anti-Corruption declaration by the residents were organized by Iganga NGO forum to create awareness about the caravan.
CONCLUSIONS

Irrespective of the despicable situation and gruesome picture that the Anti-Corruption Caravan exposed, there were new insights and experiences gained from which the fight against corruption can be pivoted. It was observed that Corruption is still a big cancer in the communities and many Ugandans at the grass roots don’t know while those who report do not get justice. Citizens are frustrated and have lost trust in institutions like court and police.

Beyond theft of public resources, corruption tendencies are manifested in different forms. The rich still play big role in using their money to victimise the poor because they can always bribe and get away with the law. The Judicial system in Uganda is still struggling under the weight of corruption and unfavorable to the majority of Ugandans.

Access to quality health services in most parts of the region is still a problem. Citizens have been expressing themselves through music and other arts but leaders do not pay attention to the message. Many leaders were surprised by the extent of corruption on their localities thus exposing their lack of stewardship.

None the less, the Anti-Corruption Caravan as a concept is now known and has been embraced by citizens. In the 12 districts where the Anti-Corruption Caravan trailed, we reached over 1000,000 people and a big impact was made in creating public awareness about corruption in the country. The Caravan demystified the notion that fighting corruption is an Anti-government fight but a citizen mandate. Changed the narrative about the assumption that discussions around corruption are national and that the alarm can only be raised at all levels.

The Caravan provided a platform where the local people could speak about their challenges in accessing government services especially in the education and health sectors. It also availed space to government officials to share ideas with the civil societies and the public on how to fight corruption in the country. Local Governments were helped to identify the most corrupt departments in their districts and how it happened. The local communities too were exposed to other forms of corruption in the private sector, judiciary, and construction.
Agnes Lungole with her child Abu Richard on the back asks a police officer in Abim to explain to her what the Anti-Corruption caravan is all about. This was during the Eastern leg of the Anti-Corruption caravan in Abim on 7th August 2014. It is time we all stand up and face the responsible authorities to account for the roles they play in society.
ActionAid is a global movement of people working to achieve greater human rights for all and defeat poverty. We believe people in poverty have the power within them to create change for themselves, their families and communities.

ActionAid is a catalyst for that change

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