



The public sector in Mozambique is the most important health services provider, through its National Health Services Network-SNS. In the past years, the country has made huge strides in improving the lives of its citizens and in generating growth, but many challenges remain affecting the health sector, such as:

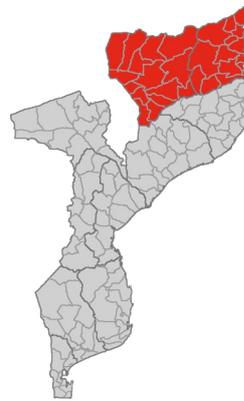
- Low quality of services provided, including lack of medicines and incorrect lab testing.
- Illegitimate charge of medicines to users.
- Lack or weak accountability in policy formulation, resources allocation and its management.
- Poor working environment for health staff (including salaries and hygiene in the health facilities).

Most of these challenges can be addressed with the active participation and dialogue between Civil Society and service providers at the local level. Civil Society Organizations in Mozambique are becoming stronger with increasing capacity to influence politics. This positive development is, however, mostly limited to the Maputo area.

Civil Society Organizations at provincial and district level are still relatively weak with little capacity to influence the political agenda and to engage in the policy dialogue at their levels.

Health

Citizens Demand for a Better Public Health Service Delivery



Geographical focus: 6 Districts per Province in Cabo Delgado and Niassa.

Target group: Civil Society Organizations from 12 Districts in Cabo Delgado and Niassa Provinces, Media, Ministry of Health, Provincial, Municipal and National Assemblies.

Time-frame: April 2013 - December 2017

Phase: 1

Budget:
CHF 2.790.000 - USD 3.032.000 - MZM 107.654.000

Implementing partners:

Consortium led by N'weti - Comunicação para Saúde, but also composed by CIP.Centro de Integridade Pública and CESC-Centro de Aprendizagem e Capacitação da Sociedade Civil.

Partners:

Niassa Provincial Health Directorate, Cabo Delgado Provincial Health Directorate and Community Based Organizations.

Responsible:

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Goal

Contribute to improve health status of the target population through empowerment of citizens that claim for accountability and transparency in public spending and better quality of service delivery.

Main Activities

The project will utilize an innovative range of participatory actions and mechanisms combined with enhanced space and opportunity for citizen/civil society engagement with the state. Tools such as community score cards, expenditure tracking surveys and public hearings will empower citizens and emphasize a solid evidence base and direct dialogue and negotiation with government counterparts.

Impact

- Citizens are informed and mobilised to act and to claim for better quality of health service delivery.
- Increased Citizens and Civil Society Organizations interventions that hold health service providers accountable in the selected 12 Districts.
- Improved Evidence Based Advocacy in order to influence national and macro level health policies.

Expected results

- Individuals and communities are reached with appropriate means/media and with relevant information.
- At least one mechanism established for Citizens to claim and interact with service providers at district level.
- Reports on user's perception of the quality of health service delivery produced and discussed at local and national level.
- Reports on expenditure tracking of district health development budget produced and discussed at different levels.
- Frontline staff/service providers and service users agree on action to address identified service issues.
- At least 2 policy briefs produced and disseminated annually (based on evidence from 12 Districts) to Government, Civil Society Organizations and ordinary citizens

Beneficiaries

The main project is expected to affect a minimum of 1.000.000 citizens from 12 Districts in Niassa and Cabo Delgado Provinces. But, it should also have an indirect effect on the total population of Mozambique, as a result of its effects in policy formulation at the national level.

Transversal themes

Expertise held by each of the three organizations in the consortium ensures that gender and HIV/AIDS sensitiveness are taken into account in the intervention.