



INTEGRATED INFORMATION DELIVERY MANAGEMENT SYSTEM (ISDMS)

PROFILE

www.mulikakenya.co.ke/gallery





Name of Organization:	<i>Integrity Support Services</i>
Address:	<i>P. O Box 1855-20100 Nakuru</i>
Telephone:	<i>+254 725 646 465</i>
Contact of person:	<i>Ms. Grace Wanjohi</i>
Email:	<i>grace@grace.co.ke</i>
System Name:	<i>Integrated Information Delivery Management System(IIDMS)</i>
Project Title	<i>MULIKA</i>
Project Goal	<i>To promote and facilitate citizens participation in National Security and Service Delivery</i>
Sector	<i>National Coordination and Security</i>
Website	<i>www.mulikakenya.co.ke/gallery</i>
	<i>www.grace.co.ke</i>





CONTEXTUAL BACKGROUND

Kenya is in the process of transforming into a middle-income economy by the year 2030 in line with the country's development blueprint, the Vision 2030. Security is one of the foundations for socio-economic transformation on which the economic, social and political pillars of Kenya Vision 2030 are anchored. In this regard, the overall ambition for this project is “a secure society free from danger and fear”.

The danger posed by criminal activities and poor service delivery of government services hinders the exploitation of the country's potential for economic growth by adversely affecting young and old in both the private and public sectors. It also cancels the development gains already made and diverts resources from development projects to enforcement costs.

The Government of Kenya has shown true commitment in ensuring that the citizenry live in a safe environment devoid of crime and insecurity, despite the increasingly deteriorating global security situation. The Ministry of Interior has pursued a course of modernizing our security services through provision of modern security equipment along with modern training systems that include equipping officers with digital skills relevant to today's policing realities.

Additionally, the Kenyan government has expended enormous efforts in increasing the ratio of police officers relative to population so that it can be an effective service. The Kenya Police service has continued to establish more mortar-and-bricks police stations, police posts and increase patrols in various locations including remote areas in a bid to increase police presence.

A multi-agency reporting mechanism in security management has also been adopted towards improved coordination, cohesion, effectiveness and team work among the various agencies.

Further, as national security encompasses everything causing disharmony in the society, the National Coordination arm has also effectively enhanced service delivery of national services at grass root level. This has also laid a conducive environment for public participation in National Security and service delivery.

Where security and service delivery is concerned, the public is a very useful asset because in most instances when a crime or poor service delivery occurs, there is likelihood that a member of the public would have witnessed the event or become aware subsequently. In effect members of the public are latent walking sensors capable of transmitting and receiving important information of criminal activities and service delivery. That, coupled with the fact that most people are by nature unhappy with crime and poor service delivery as they feel that they are latently capable of becoming victims at some point, makes it possible to rely on the public to provide information helpful to security/government agencies in undertaking investigations and effecting interventions.

The present level of public participation in fighting crime and poor service delivery in Kenya falls way below the 57% proportion required to ensure that rising crime rates are effectively curbed.



No criminologist today can deny the critical role that public involvement can play in preventing and controlling cases of crime, insecurity and growing infrastructure that promotes poor service delivery (corruption, misconduct, bribery etc.).

The citizens should therefore be co-opted conveniently and easily into the crime-fighting and service delivery architecture. It is this gap that Mulika Uhalifu project seeks to address.

Traditionally, information from the public is processed by several security committees in a lengthy process that at time sees some information distorted by the time it gets to decision makers.

There are essentially six mediums of reporting crime:

1. Dialing a police emergency number such a 999 Or 112
2. Dialing a non-emergency number that connects to a switchboard or police station
3. Personal visit to a police station or police post or the area chief office to file a complaint.
4. Submitting written letter in anonymous drop-off boxes located in various areas
5. Third-party reporting such as through an advocate or private investigation agent.
6. Digital reporting through a platform such as Mulika Uhalifu

Comparitive reporting mediums analysis table

Method	Time taken	Distance	Average Cost	Convenience	Anonymity
Dialing 999	5 -10 Mins	Nil	Ksh. 0/-	High	X
Dialing non-emergency	5 -10 Mins	Nil	Ksh. 15/-	High	X
Personal visit to station	1 hr	3 kms	Ksh. 100/-	Low	X
Drop-off letter box	1 hr	2 Kms	Ksh. 10/-	Medium	<input type="checkbox"/>
Third-party reporting	2 hrs	3 kms	Ksh. 250/-	Medium	<input type="checkbox"/>
Mulika Uhalifu Online	5 Mins	Nil	Ksh. 0/-	Very High	<input type="checkbox"/>

Explanatory notes and assumptions of above table:

- i. The cost of a telephone call is assumed to be from a personal mobile telephone handset on the Safaricom network charged at Ksh. 3/- per minute.
- ii. When considering drop-off letter box reporting it is assumed that the only cost considerations are for paper and envelope at Ksh. 10/- for both.
- iii. Distance to police station as well as to drop-off letter box locations are estimated conservatively and means of travel is public transportation.
- iv. Convenience takes into cognizance time of day/night, level of interaction with reporting interface (desk officer or online page)

How MULIKA works

The *Mulika Uhalifu* platform is an Integrated Information Delivery System configured to act as a virtual report desk; enabling mobile phone users to report incidents of conflict, insecurity and poor service delivery anonymously without fear of reprisals since the receivers (security/government agents) get a text branded 'MULIKA' and therefore do not have the details of the sender.



The Platform makes use of the SMS Code 22068, the MULIKA app, and online portal where citizens send information on crimes and service delivery. The report is replicated immediately to the county and sub county security intelligence committees and other relevant government agencies

This initiative was initially tested and piloted in Nakuru and Nandi Counties and thereafter rolled out to the rest of the counties. The platform is disseminated through, public barazas, local media stations and social media. As a security installation holding sensitive data, the Platform is hosted at the Regional Coordinators office (Rift Valley Region) and linked to senior security officers in all 47 counties.

We have been able to link more than 700 senior security officers who include: county and sub-county intelligence security committees. Through this “virtual report desk” these teams have been receiving raw unedited intelligence reports directly from the citizens and have been acting on the information. The system so far, has processed more than 100,000 reports in less than one year. The cases vary from GBV, muggings, illicit brews, drugs, communal violence, hate speech, radicalisation to police misconduct.

According to security chiefs, in the operating counties this initiative has been able to actualise community policing popularly referred to as *Nyumba Kumi*.

Response Loops

Security Committees Whatsapp groups(47)

Whatsapp groups have been created to enhance accountability and transparency on reports made through the platform and to coordinate operations. These groups are county based and members consist of all security agents including OCS and location chiefs. This is a forum for the security personnel to communicate among themselves and build cohesion and team work. Mulika National Coordinator is the only civilian member in these groups. The CSICs(County Security Intelligence Committees) decided that the whatsapp would be created and include all the Multi –agents personnel.

The platforms process supports coordination, decision making, and police deployment at the national, county and community level in addressing reported crime. There is usually no vacuum in security management in Kenya. The multi agencies operate within a coordinated protocol headed by the chairs of the county and sub county committees and they recognize internal hierarchy. Once a Mulika alert has been reported, it is handled by relevant teams within the committees. Each agency plays a role without conflict or duplication.

Each crime classification elicits relevant intervention. However, in the security weekly meetings they go over the mulika reports to determine if the issues were handled in the right manner and how to improve the process. In addition, should several reports show certain trends, then they discuss more innovative interventions. Therefore, deployment of officers is done on the basis of prevalence or trends of a particular crime in a specific area or specialisation of officers in dealing with certain types of crimes or different clients.

Service Delivery whatsapp pages – NGAOs (47)

For Coordination of government functions, Mulika will set up and coordinate the whatsapp groups to give feedback loop for the reports send by the public. Mulika Coordinator will then



take the suggestions and questions to the public in several communication mediums at their disposal.

Tracking system

Mulika will be able to track issues in all stages of report life. Each report will be ticketed for realtime tracking and monitoring. (Mulika Salient Features below)

Facebook pages (300)

Mulika will set up and manage over 300 facebook pages. This will include constituencies and interest group pages to the public engaged in their security and governance agenda.

Uniqueness of the innovation

This platform is unique in that it receives unprecedented support and response from the Government Policing Agents. The response time on average is between 5min to 15minutes.

In addition, the use of technology in reporting crime and the platforms' system setup provides certain advantages;

It gives the user anonymity and confidence and therefore they give any information without fear. Fear of victimisation has been one of the biggest impediments to citizen participation in security.

The security management is able to reduce human interaction time in every issue thereby freeing up the time for follow-up on the issues already raised. Ordinarily it would take an average of 15min to serve each person reporting physically whereas; the text takes less than a minute to read.

It brings about accountability and transparency in policing since the platform is multi agency based.

It builds trust between the government policing agents and the public thus enhancing collaboration in fighting crime

The platform is cost effective. The public will not be charged for sending the reports. If the said user would travel to the police station, it would take them at least 40/= to and fro by boda boda(bicycle); the cheapest form of transport.

Mulika System Features

- **Multichannel System**
- Voice, SMS, Web Chat, E-mail, Fax and Social Channels on the same unified solution

- **Contact Management**
- Manage the information from the public and keep track of the interactions across multiple channels.

- **API Open Channel**

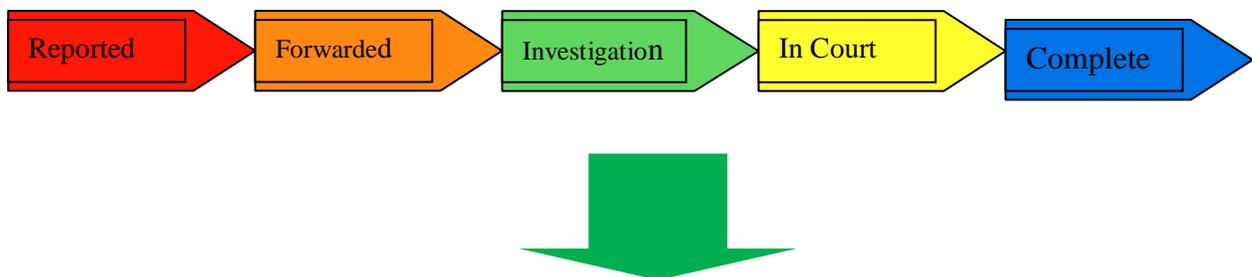


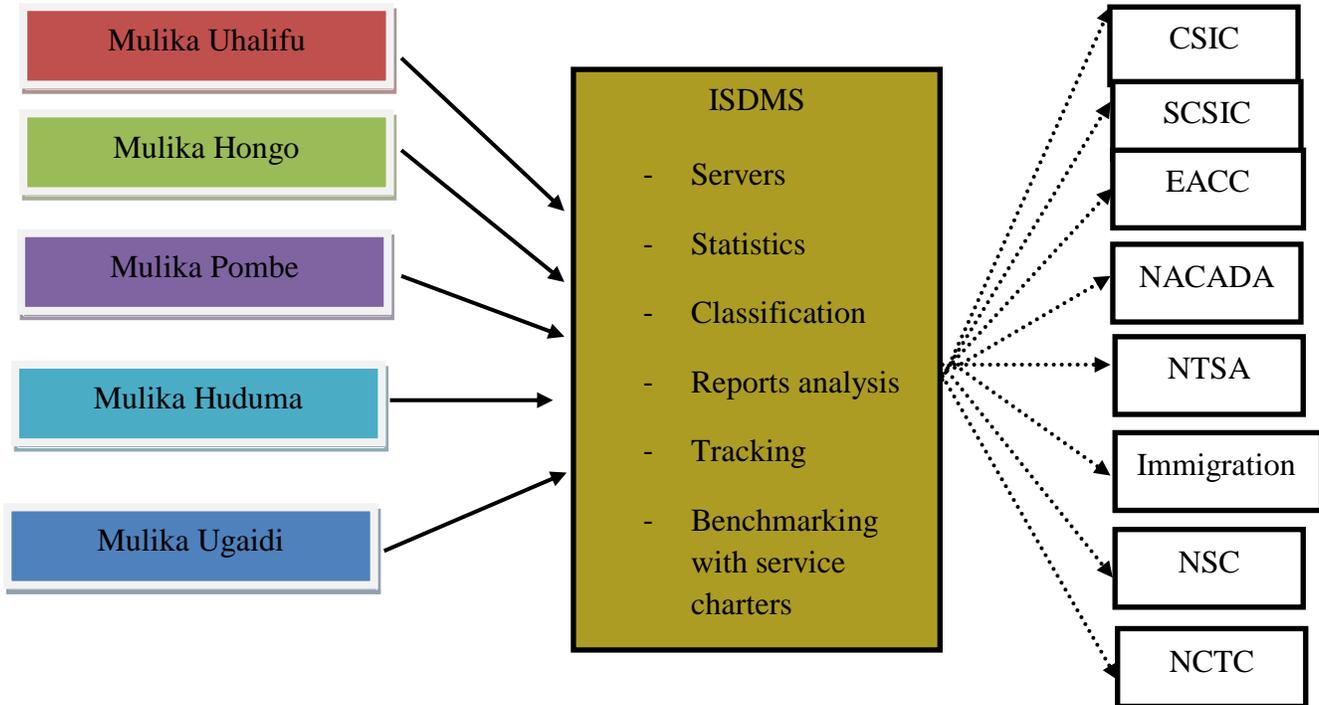
Enables development of custom channels (social networks, video...). The officers will then manage the reports inside a single Omnichannel Desktop interface.

- **Officer log on**
Authorised officers can login to their queues, manage multiple statuses and perform different tasks, according to their assigned skills.
- **Realtime Monitoring**
Enables use of realtime panels to monitor officer's response performances and to make dynamical changes as needed.
- **Analytics and Reporting**
Analyze data and performances through real time reports viewed from the dashboards
- **Custom dashboards**
Build custom Dashboards that security managers can monitor and improve officer's response times.
- **Mass Broadcast**
Send alerts directly to the public from the system.
- **Custom Integration**
The system is able to be integrated into a wide range of pre-existing solutions.
- **Rerouting**
Enables automatic routing of reports to other ministries and government institutions for action and feedback.

System Map

The process flow of Mulika Uhalifu platform is summarised as below:





ORGANIZATIONAL EXPERIENCE

Mulika Uhalifu platform is anchored by Integrity Support Services as a community project, that promotes and facilitates citizen participation in national security as mentioned in the 3rd Annual Report, 2015 (Gazette notice 2477) on measures taken and progress achieved in the realization of national values and principle no. 73 and vide Circular Ref: OP. PA. 3/17A dated November 2016 by the Ministry of Interior.

Adopted by the National Committee on Citizen Participation in National Security as the main medium for receiving reports from citizens anonymously, it operates under their Terms of Reference (d); review and recommend Information Communication Technology (ICT) usage framework to reduce transaction costs of citizens' participation.

Such framework must include media channels like social media among others and establish a Geographical Information System (GIS) based citizen's data bank.

The Mulika Platform is in use by County Security Intelligence Committees and National Government Administrative officers(NGAOs); County Commissioners, Deputy County Commissioners, Assistant County Commissioners, and Chiefs as a medium through which they receive and respond to raw unedited information from the public anonymously (some reports come in vernacular language).

The system has enhanced integration of National Coordination of government functions aiding NGAOS in national coordination duties by providing reports on government institutions from the



public by way of complaints, or compliments. The system can facilitate the routing of reports received from the public to the relevant ministries and institutions for action.

Mulika Uhalifu has an experienced team of experts in ICT, data analysis and public relations. To set up the platform, Mulika has successfully tested the 22068 SMS code, the MULIKA app, the online reporting portal and synced them to mobile phone devices on GSM mode to receive reports from the public for response by the security officers. The technology is able to synchronize over 1,000 GSM users to receive reports within a minute triggering action and follow-up by relevant officers in command.

Authorized officers are then able to retrieve the information received from the system, analyze trends in prevalence of violence and crime and make projections as well as identify crime by regions, areas, perpetrators and victims. During analysis, the team is also able to gauge response and satisfaction level of the citizens using the platform.

Platform Achievements since roll out

Successes	Description
Enhanced integration of National Coordination of government functions	Aided NGAOS in national coordination duties by providing reports on government institutions from the public by way of complaints, or compliments. The system can facilitate the routing of reports received from the public to the relevant ministries and institutions for action.
Biggest "Virtual" Police Station(Community Policing digitalised)	System has been synchronised and linked to over 700 officers. More than 2million members of the public sensitized. Over 100,000 reports received from selected counties.
Increased reporting by members of the public. (vertically)	In the three years pilot in selected counties, the system has processed diverse reports ranging from illicit brews, drugs, burglary, terrorism, misconduct, communal violence, accidents, corruption etc. Under reporting is a fertile ground for growing insecurity infrastructure.
Unprecedented acceptance by the public and security managers.	Due to the convenience, anonymity and user friendly features of the Mulika system, the public and the security management have been able to use it effectively.



<p>Enhanced transparency and accountability across the various Security agencies.</p>	<p>The Mulika Uhalifu system is designed in a manner that ensures that any report made is received by over 60 security senior officers, minimizing the risk of connivance with law breakers and hence increasing transparency and accountability of response across the various Government Policing Agencies. In addition, due to the tracking feature of the system this improves response/action by the security agencies.</p>
<p>Improved relations between duty bearers (Government Policing Agents) and the Right Holders) the citizens of Kenya.</p>	<p>Due to the response by the security agents, citizens are endeared to the security agents, and trust is inculcated thereby improving relations between the two and therefore ultimately increasing the information received.</p>
<p>Improved safety to crime reporters and whistle blowers</p>	<p>Due to the inbuilt feature that guarantees anonymity, the system enhances the security of those who make reports and hence greatly minimizing incidences of reprisal attacks.</p>
<p>Crime and corruption deterrence</p>	<p>Since law breakers are aware that they can be reported by anybody anonymously from any mobile phone, Mulika's greatest salient feature is deterrence. In addition, misconduct by government officials is nipped in the bud.</p>
<p>Increased security</p>	<p>As the platform offers a safe, convenient and cost effective way of reporting, there has been a marked increase of reports made through the system. Due to the responses by the security management, there is also a marked decrease of criminal activities in areas erstwhile considered crime hotspots.</p>
<p>Facilitates a feed-back mechanism through which communities can communicate.</p>	<p>Communities have been given a forum to express the level of satisfaction through complimenting or complaining about efforts by officers on the ground. Generalization of all officers has been replaced by isolation of individual rogue officers and commendation of those men and women who put their life</p>



	on the line every day to ensure that we are safe.
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Mulika system is premised as being a fast and convenient route to ensuring accelerated public participation in crime control nationwide and service delivery. This is based on the realization that certain challenges inhibit people in general in getting involved in assisting the government agencies in the discharge of their duties.

Members of public are expected to share information on instances of insecurity and service delivery. However, this information has not been forthcoming adequately in proportion to criminal activities and quality service delivery. As a result of accusations of corruption leveled against the government agents coupled with a public perception that the duty bearers do not act on cases that are reported to them.

This has increased public distrust of government agents resulting in many incidences remaining unreported due to the fact that most people would rather not share much needed information or write an official statement on incidences they may have witnessed.

Our solution also reduces unnecessary human interface along with time and distance constraints associated with the traditional reporting procedures.

In addition, the system confers the following in security management:

- The platform enables efficient reporting, measurement, review and interpretation of the results for continuous improvement. The in-built monitoring and reporting capacity assists security committees in making informed decisions on improving strategy and outcome of campaigns against crime and poor service delivery.
- Facilitates easy, transparent and free flow of information related to crime between the multiple security agencies.
- Enables implementation of a coordinated national security system that proactively tracks crime chain and responds.
- Promotes public-police cooperation and civilian/community participation in detection and reduction of crime,
- Improves the Nyumba Kumi/Community Policing initiative through enhanced reporting and user confidentiality.
- Improves citizens' participation by adopting information and communication technology (ICT) in crime detection and prevention.
- Improves accountability of the law enforcers thereby enhancing service delivery and greatly increasing their trust by the community.
- Acts as a major deterrence to crime and misconduct by state servants as it enables rapid public reporting of even white collar crimes from anywhere in the republic.

The System confers the following in National Coordination duties

- ✓ The system has been used as an Early Warning Early Response Mechanism for arising national security concern especially in conflict situations.
- ✓ Assisted coordination of government functions
- ✓ The system has assisted in disaster management
- ✓ Aided in coordination and monitoring of government social services



The system is in use countrywide and when expanded is capable of accommodating 30 million users and more than 50,000 officers. There will be one centralised data centre serving all counties and we will not have to build infrastructure in every county.

The public find it inconvenient and time consuming to go to the police stations or duty bearers office to report incidences. Additionally, the current cost of accessing a police station to make a report by a member of the public is approximately 100/=. Being the bus fare(boda) to police station. This is a big inconvenience to the public.

The process of using Mulika platform to report incidences is free, safe, fast and convenient. This offers an incentive for citizen participation in security and service delivery. As the platform enables the public to report anonymously, the fear of victimisation is eliminated because those receiving the information are unable to access the details of the sender. This system also allows citizens to report misconduct of government officials without fear.

PAST INTERVENTIONS

The Nyumba Kumi initiative in Kenya as an intervention that seeks to promote citizen participation in security is to be lauded. However, it has some drawbacks in that it does not effectively address anonymity and fear of repercussions especially in view of the almost universal perception among the public that some law enforcers are directly or indirectly involved in crime. Additionally, the *Nyumba Kumi* approach does not offer a tracking system where the security managers and other duty bearers can monitor the pace and level of various investigative processes for incidences reported. This is of particular concern especially in a context of apathy where people feel that even if they do report incidences, action will not be taken.

Mulika Uhalifu comes to strengthen the above inherent weakness it reduces the human to human interaction that in the worst case end up being counter production in instances where the community policing committees metamorphosis into militias. The platform proposes for these committees to be used as verifiers of the reports coming from the public via their respective area chiefs.

The platform also comes to strengthen peace and security institutions like the National Steering committee since acts as harbinger for early warning, early response mechanism.

The CCTV control centre at vigilant house in Nairobi goes a long way in using technology for crime deterrence and detection. However, it has inherent weaknesses in that it covers a small area with limited types of crime. Further it uses only what the camera captures and is not able to factor background information. The cost of rolling out CCTV to the entire country is quite prohibitive.

Comparatively, Mulika Uhalifu Platform is able to accommodate more than 20 million users in 47 counties and generates more valid intelligence reports. These reports are from all corners of the country(urban, rural, informal settlements) and can be reported in any language familiar to the user.

Mulika will compliment the information received through the CCTV cameras by involving the public to provide additional information to aid investigations.