

# Mobile technology empowering grassroots NGOs

## Challenges, barriers and opportunities

Ken Banks  
Founder

[kiwanja.net](http://kiwanja.net)

**W3C** Mobile Web  
Initiative



**ACTIVISM**

**EMPOWERMENT**

**Government**

**Private sector**

**NGO**

**Individual**

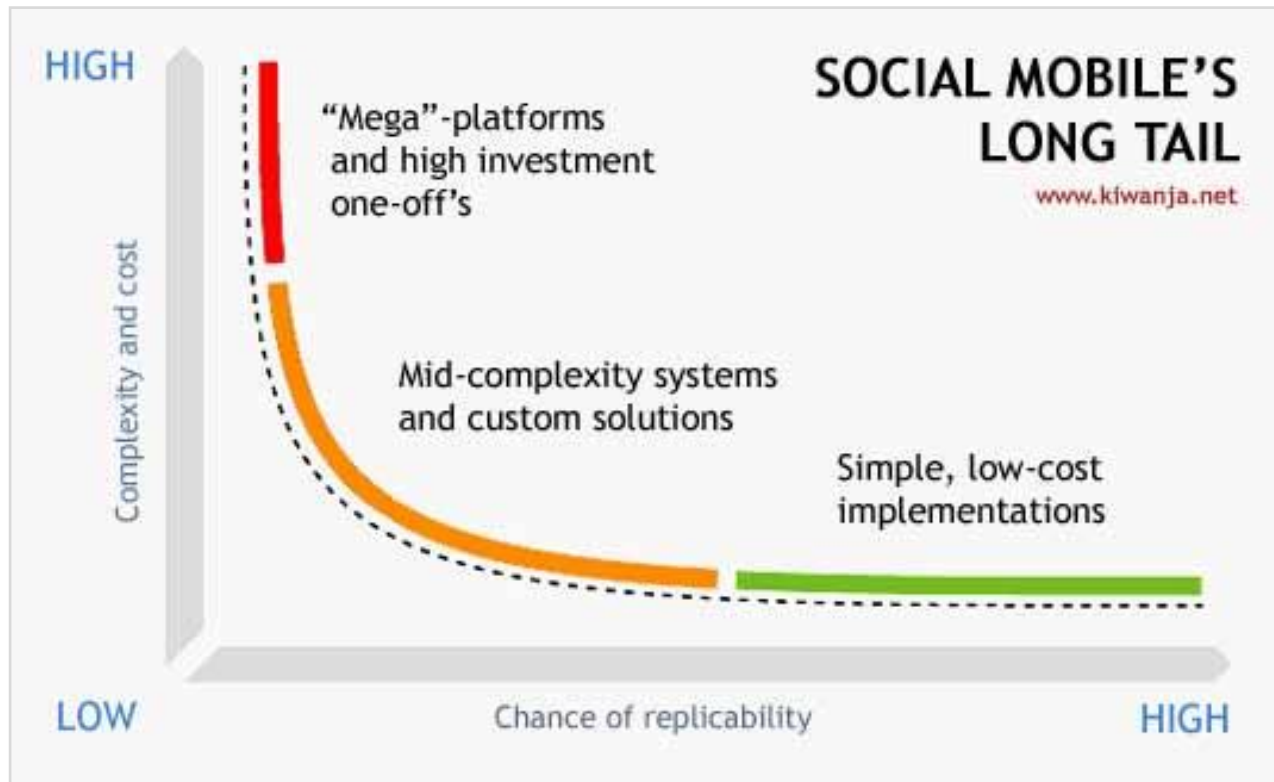
**Government**

**Private sector**



**NGO**

**Individual**











**The majority of reports on the use of mobile phones for positive social and environmental change fail to report what application is being used to provide the service, or how other NGOs can start running similar projects of their own**

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FRONTLINE SMS

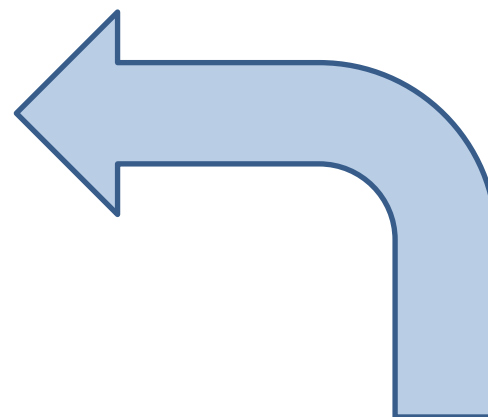


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Radio

Monitoring

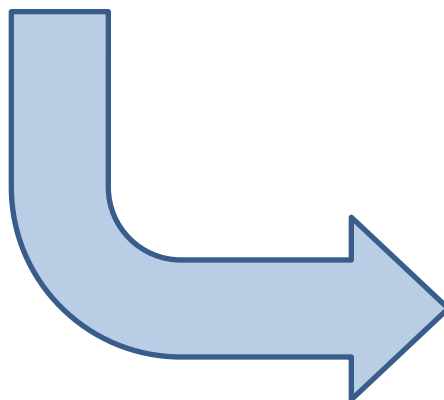
Surveys

Health

Alerts

Jobs

Prices





FRONTLINE SMS

**ROOTS IN**  
**CONSERVATION**

**NOT**

**ACTIVISM**

(although the problems are not too dissimilar)

# COMMUNICATION!



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**“FrontlineSMS provides the tools necessary for people to create their own projects that make a difference**

**It empowers innovators and organisers in the developing world to achieve their full potential through their own ingenuity”**

**Africa Journal:**

**“ICT infrastructure – Meet the innovators”**

**Fall 2007**



# Nigeria / Philippines



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Last Updated: Friday, 20 April 2007, 12:17 GMT 13:17 UK

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## Texts monitor Nigerian elections

**Anyone trying to rig or tamper with Saturday's presidential elections in Nigeria could be caught out by a team of volunteers armed with mobile phones.**

The Network of Mobile Election Monitors (NMEM) will use SMS to feedback their observations to a central computer hub.

The collected text messages will then be passed on to other monitoring groups and authorities including the EU.

NMEM hopes the system will stop fraud, especially in areas considered too dangerous for other groups to enter.

"We want to set a precedent," said Emauwa Nelson of the Human Emancipation Lead Project, a Nigerian NGO that helped set up the project.

"We want people to know that if they are trying to rig the election, there could be someone behind them and that person may send a text message saying what happened."



Voting will decide who will succeed Olusegun Obasanjo.

### NIGERIA VOTES

**KEY STORIES**

- ▶ Could 'people power' work?
- ▶ Poll mired in controversy
- ▶ Monitors slam poll 'charade'
- ▶ Relief for those who vote
- ▶ At the polls: Reporters' log
- ▶ At the polls: Voters' log

**PERSONAL STORIES**

**Voters' views:** Nigerians reflect on their future after disputed elections

- ▶ A monitor's experience
- ▶ 'Against my wish'
- ▶ A barber's life
- ▶ Roadside chef

**AROUND THE COUNTRY**

Troubled heart

**BACKGROUND**

- ▶ Presidential possibles
- ▶ Obasanjo's legacy
- ▶ Facts and figures

# Zimbabwe



FRONTLINE SMS

## Texting it in - what we want in a new Zimbabwe



In addition to inviting [email contributions](#), we also asked our many SMS subscribers what a new Zimbabwe looks like to them. Read some of their ideas below, and text your dreams for a new Zimbabwe to +263912452201

- I desire everything to be in order - no corruption
- Want stable currency and return to real money - not bearer cheques
- First essential is freedom of expression and assembly so we can tell government what the people want and don't want.
- To quickly remove POSA and AIPPA.
- Freedom of expression & association. Observation of human rights. Impartial judiciary, economic emancipation etc
- Transparency, health and education delivery, a new constitution, non-partisan police and army, accountable leadership and good economy
- We need fuel to be available in service stations, to access forex in the banks, free primary education, affordable health delivery system and cheap food for all
- Mainly I am concerned with return of the environment of happiness we used to have
- New Zimbabwe - new constitution by the people for the people.
- A new people driven constitution
- Good international relations then total globalization
- Well in free Zim fist we want e rule of law and availability of basic commodities inputs & jobs
- I wld want a new constitution that doesn't give 2 much political power to an individual. There should be guaranteed freedoms 4 citizens.
- Changes(1)Re-currency(coins&notes)(2)Stop paying war vets(3)Reduce gvt ministries(4) promote industrial &agric investment
- Reduced tax
- Racial integration - equal opportunities 4 blacks and whites etc eg cricket team, sustainable labour laws, respect 4 property rights, free market, free media, just want more!
- We should never again leave power in the hands of one man.
- In a new zim we want freedom to exercise our rights end police brutality stop corruption ban all the fake police (neighbourhood police)
- Want affordable tertiary education and respect of the rights of students and all citizens. Accommodation of youth in decision making

# Pakistan



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Tuesday February 5th 2008  = requires subscription LOG IN: E-mail address  Password  Remember me  Register >

PRINT EDITION

**Blog: Democracy in America** Read more: [To and fro and back to home](#)  
[Potluck discussions on America](#) [Huckabee hunkers down](#)  
Tue, 05 Feb 2008 02:39 Global analysis. Daily

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**Mobile phones and protest**  
**Cats, mice and handsets**  
Nov 29th 2007 | SÃO PAULO  
From *The Economist* print edition

**Protesters and governments are mastering the tricks of the mobile trade**  
BACK in September, protesters from many parts of the United States poured into the small town of Jena, Louisiana, to express their anger over the over-zealous prosecution (as they saw it) of six young African-Americans on charges of assault. Mobile-phone text messages played an important role in pulling in the crowd.

AFP But for pioneers of mobile telephony and texts as tools of protest and dissent, simply summoning people to demonstrations—a technique first deployed in the Philippines as long ago as 2001—is old hat. The search is on for ever more creative ways to use this

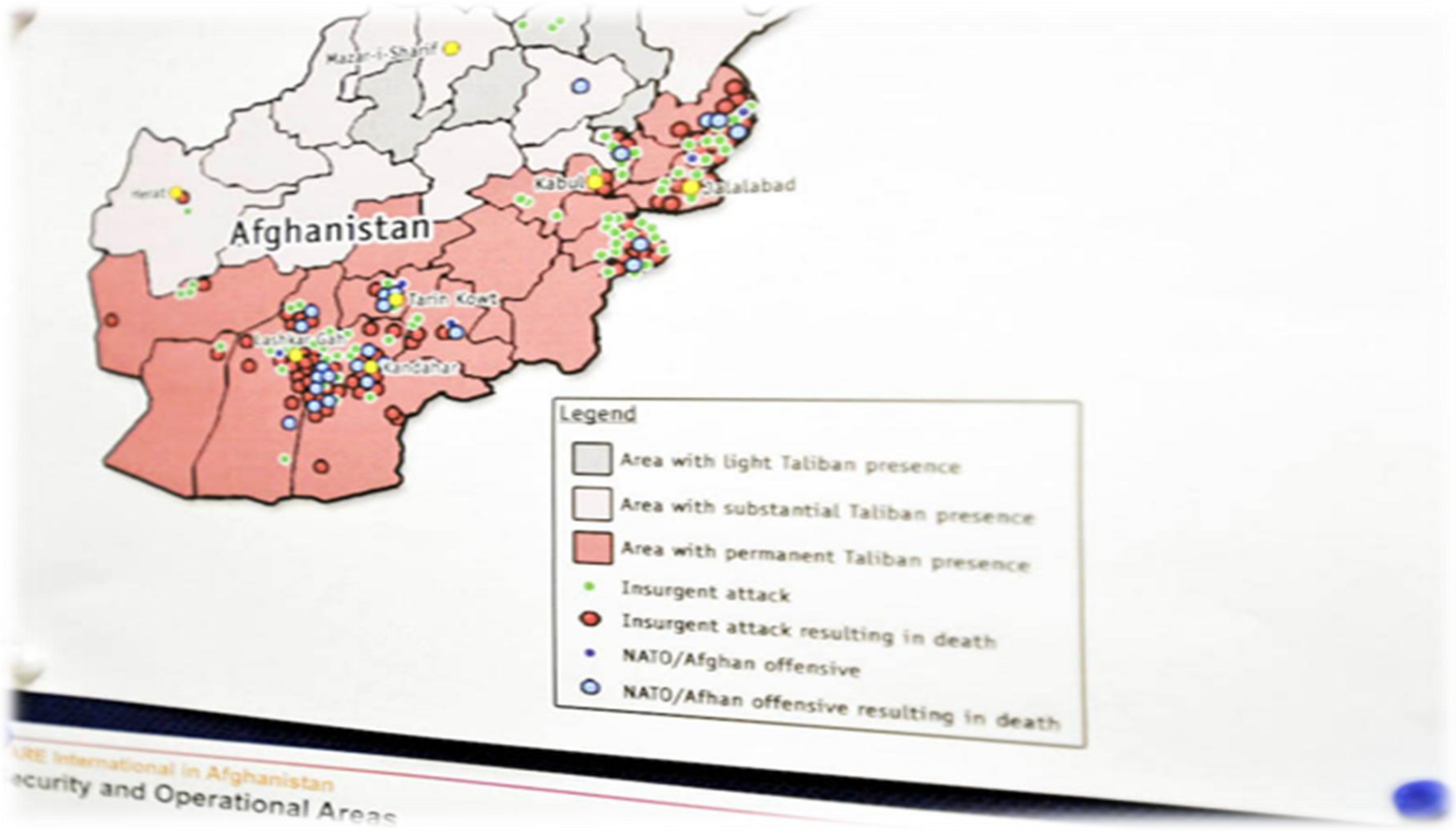
**Related Items**  
**More articles about...**  
Mobile telecommunications  
Human rights  
**Websites**  
Witness has launched the Hub. Princeton posts a summary of the study on voting in the mid-term elections. See also MobileActive and FrontLine SMS.

Advertisement

# Afghanistan



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**“During a recent security alert, FrontlineSMS was essential for us getting the word out quickly. E-mail was down, voice was spotty but SMS still worked**

**We had female staff at a school near a major incident and were able to tell them to stay put till things quietened down. All my staff made it home safe today”**

# Iraq



FRONTLINE SMS

## اصوات العراق

English

كوردني

من نحن | اتصل بنا | خدمة RSS

الصفحة الرئيسية | سياسة | أمن | اقتصاد | رياضة | منوعات | تحقيقات

بحث

ابحث في الموقع...

اصوات العراق

آخر الأخبار ون بتخصيص 12 مقعدا للاقلييات بالانتخابات

أخبار المحافظات والمدن

أنقرة



الحالة الجوية



أختر المدينة

تصويت

ما رأيك بموقع أصوات العراق ؟

اقتصاد

**ميناء خور الزبير يستقبل باخرتين متنوعتي الحمولة**  
خور الزبير (البصرة) / أصوات العراق : استقبل ميناء خور الزبير بالبصرة، السبت،...  
8/11/2008 | اقرأ المزيد »

- تأهيل 16 نورا لاستصلاح أراض زراعية جنوب البصرة
- النقل البري معروضة للشراكة مع القطاع الخاص
- ميناء أم قصر يستقبل باخرتين حمولتهما متنوعة
- مختصون في البورصة: العقود الخاصة تساهم باستقرار اسعار الاسهم

أمن

**وزير الدفاع يصل الموصل للاطلاع على الواقع الامني**  
الموصل ( نينوى) / أصوات العراق : قال قائد عمليات محافظة نينوى إن وزير الدفاع...  
8/11/2008 | اقرأ المزيد »

- مقتل مدني وجرح سبعة حصيلة العنف حتى عصر

الساعة الآن في بغداد 02:42:04 PM

**ممثل الجامعة العربية والسيستاني يبحثان قضايا المنطقة**  
النجف / أصوات العراق : بحث ممثل الأمين العام للجامعة العربية هاني خلاف،... اقرأ المزيد »

سياسة

**ممثل الجامعة العربية والسيستاني يبحثان قضايا المنطقة**  
النجف / أصوات العراق : بحث ممثل الأمين العام للجامعة العربية هاني خلاف، السبت،...  
8/11/2008 | اقرأ المزيد »

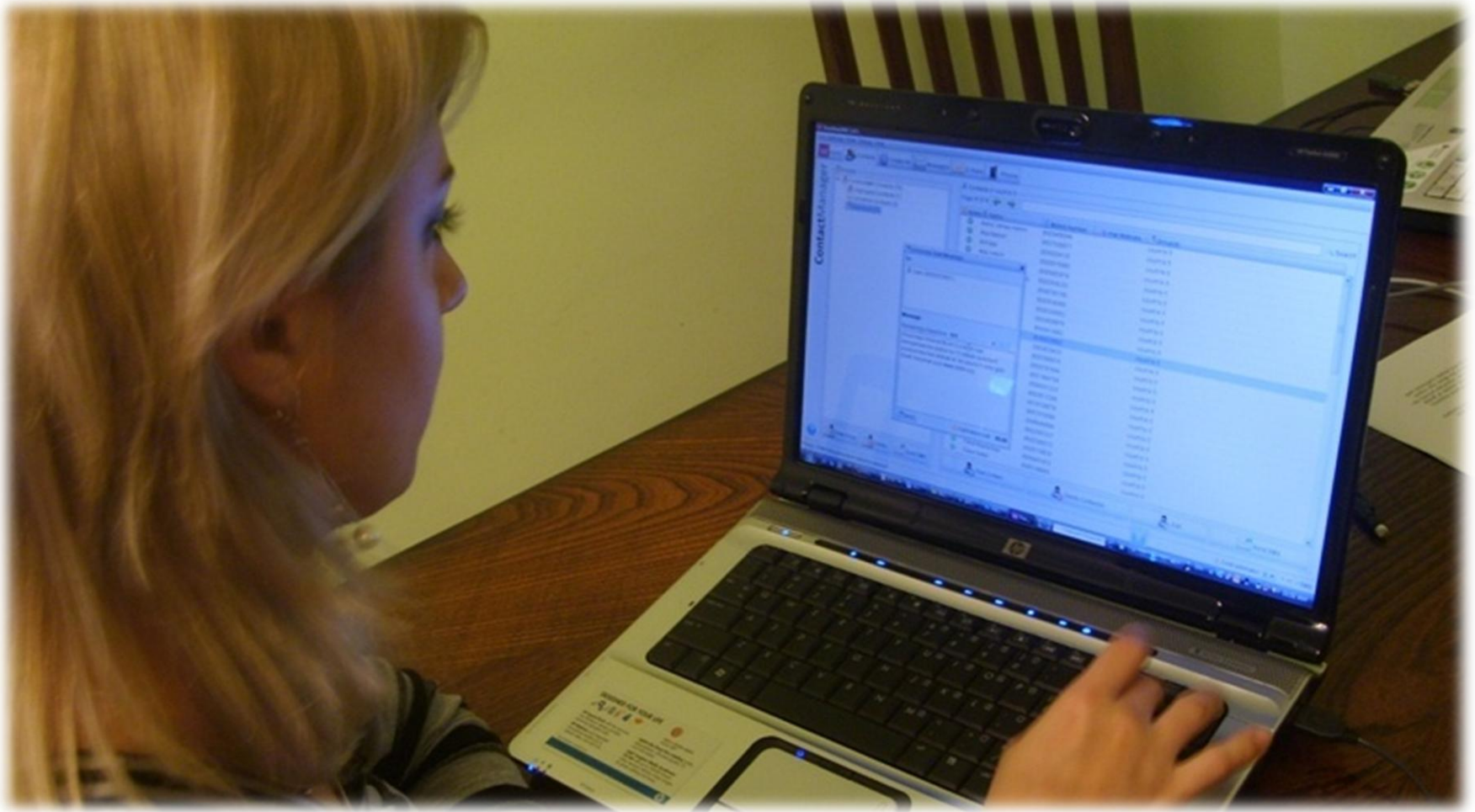
- مجلس الرئاسة يصادق على قانون انتخابات مجالس المحافظات
- الصائبة يطالبون بتخصيص 12 مقعدا للاقلييات بالانتخابات
- برهم صالح: القيادات الكبرى اتفقت على معالجة الملفات العالقة
- مسؤول كردي : زيارة وزير الدفاع الكوري لاربيل



# Azerbaijan



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# Philippines



FRONTLINE SMS

Sa oras na kailangan mo ito, may mahihingan ka ng tulong kahit saan ka man sa mundo. Magtext lang sa OFW SOS Hotline at ipapaabot namin ang panawagan mo sa wastong tanggapan para agad-agad itong maaksyunan.

PARA MAGTEXT SA OFW SOS HOTLINE:  
I-text ang SOS <space> <name> <message> sa

**+63 9209 OFW SOS**  
(+63 9209 639 767)

\* Mahigpit na ipinagbabawal ang pagpapadala ng prank text. Ang mga numero ng mga manloloko ay tilinta ng aming sistema. Anumanag magsabi mula sa mga numerong ito ay hindi na tatanggapin ng CMA.

# Aceh



FRONTLINE SMS



**Be the change**


# Community



FRONTLINE SMS

WHAT IS IT? WHO USES IT? REQUEST DOWNLOAD. JOIN THE COMMUNITY.

→CONTACT US

FRONTLINE SMS 

Main My Page Members Forum Pages Photos Videos Invite

Frontline SMS allows you to text message with large groups of people anywhere there is a mobile signal.

## Members



Ken Banks

● Online



Mike Blyth

## Latest Activity



Ken Banks replied to the discussion Motorola Razr V3  
11 seconds ago

×



Mike Blyth replied to the discussion Modem and Clickatell both (separately) stop responding at random times  
35 minutes ago



Mike Blyth replied to the discussion Modem and Clickatell both (separately) stop responding at random times  
45 minutes ago



Carlos Eduardo replied to the discussion Modem and Clickatell both (separately) stop responding at random times  
1 hour ago



Jonathan replied to the discussion Motorola Razr V3  
2 hours ago



Mike Blyth replied to the discussion Modem and Clickatell both (separately) stop responding at random times  
4 hours ago




Ken Banks replied to the discussion Frontline with Skype  
4 hours ago


×



Marco Bardus replied to the discussion Frontline with Skype  
5 hours ago

Sign Out

 My Friends (Invite More)

 My Settings

Ads by Google

### Toyboy Dating

Mature women and younger guys come together at Toyboy. Join for free.

[www.toyboy.com](http://www.toyboy.com)

### Free Dial-Up Access

Simple To Setup. No Registration. Modem & ISDN. Fast & Reliable

[www.Connect4Free.co.uk/DialUp](http://www.Connect4Free.co.uk/DialUp)

### Ubuntu Remote Access

Access Ubuntu OS

Remotely Within



FRONTLINE SMS

# Why FrontlineSMS works

Local ownership (of tool, project, data)

**Builds on local awareness**

Platform is free and works on available hardware

**Highly replicable and scalable**

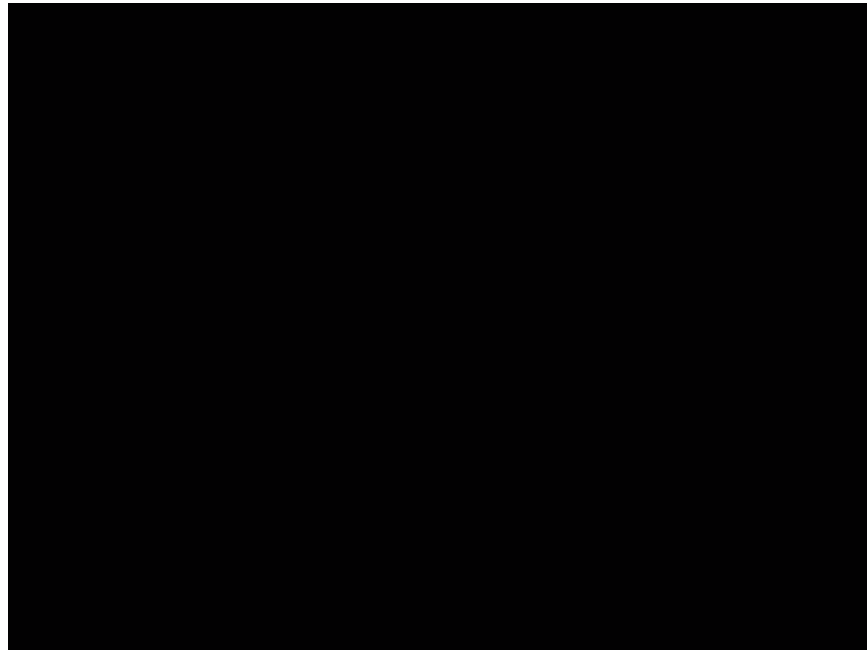
No need for the internet

**Easy to use**

Responds to 'their' need (bottom up)



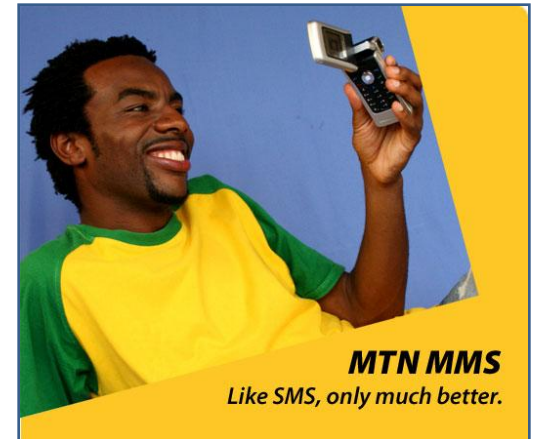
FRONTLINE SMS



# Lowering the bar...



FRONTLINESMS







<b>FrontlineForms</b>	<b>Patient Data</b>	<b>Would you like to send all data to the FrontlineSMS server?</b>
Enter New Data	Please enter the details of your patient, and his phone number if he has one.	
Manage Data	Name <input type="text" value="efd"/>	
Upload Data	<input type="text" value="Jason Orange"/>	
Get New Forms	Date of birth <input type="text"/> / <input type="text"/> / <input type="text"/>	
Options	Appointment Time <input type="text"/> : <input type="text"/>	
Select ✓	✗ Quit	✗ Previous
		Yes ✓
		✗ No





T H A N K Y O U



<http://twitter.com/frontlinesms>



<http://twitter.com/kiwanja>

To...

[ken.banks@kiwanja.net](mailto:ken.banks@kiwanja.net)



<http://www.kiwanja.net>