

# MACHAKOS COUNTY



OPEN GOVERNMENT PARTNERSHIP  
LOCAL ACTION PLAN  
2025 – 2027

Open  
Government  
Partnership



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## 1. Message from H.E Hon Wavinya Ndeti Oduwole, EGH, Governor, Machakos County



In April 2024, Machakos County proudly joined the Open Government Partnership (OGP), marking a significant step toward fostering a governance model rooted in transparency, accountability, and citizen participation. As Governor, I am honored to introduce the Machakos County OGP Local Action Plan, a bold and transformative framework designed to strengthen collaboration between the government and the people we serve.

This Action Plan represents our unwavering commitment to ensuring that every resident of Machakos has a voice in decision-making. Our vision is to cultivate an inclusive and participatory governance culture where citizens, civil society organizations, and government institutions co-create policies that directly address community needs.

Through this initiative, we are establishing sustainable mechanisms that enhance trust, facilitate open dialogue, and integrate public input into the heart of governance. We aim to improve public service delivery, promote equitable representation, and make government processes more accessible and responsive to the needs of our people.

The County Government of Machakos is fully committed to implementing this Action Plan through a citizen-centric, multi-stakeholder approach. We will invest in capacity-building, strengthen communication channels, and hold regular public forums to ensure continuous engagement. Additionally, we will establish clear monitoring and evaluation metrics to track progress and adapt strategies where necessary to maximize impact.

This plan is more than a policy document—it is a shared vision for a future where public participation is not just encouraged but embedded in our governance structures. I invite all stakeholders—citizens, civil society organizations, private sector actors, and development partners—to actively contribute to its implementation. Together, we can build a more open, inclusive, and accountable Machakos County.

**H.E Wavinya Ndeti Oduwole, EGH**  
***The Governor, Machakos County***



## Message from the Point of Contact

The Machakos County Open Government Partnership (OGP) Local Action Plan is a testament to our commitment to transparency, accountability, and citizen-driven governance. As the Government Point of Contact, I reaffirm the County Government's dedication to fostering meaningful collaboration with civil society organizations, the private sector, and, most importantly, the people of Machakos.

This Action Plan represents a shared vision for co-creation—one that ensures governance processes are inclusive, participatory, and responsive to the needs of our communities. By strengthening public participation, enhancing access to information, and encouraging open dialogue, we aim to build a governance framework that is both effective and accountable.

The success of this initiative depends on collective action. Through multi-stakeholder engagement, capacity-building, and continuous feedback mechanisms, we will work together to translate commitments into tangible reforms that improve service delivery and strengthen public trust.

I invite all stakeholders—citizens, civil society organizations, private sector actors, and development partners—to actively engage in this process. Together, we can create a Machakos County where governance is not just for the people but with the people.



**Mercy Ndululu Mutua**  
**Chief Officer - County Administration and**  
**Decentralized Units**

## Message from Civil Society Organization Point of Contact



Youth Senate Kenya is honored to collaborate with the Machakos County Government and other stakeholders in the Open Government Partnership (OGP) to enhance transparency, accountability, and citizen participation. As a youth-led civil society organization, we champion inclusive, open, and people-driven governance.

Devolution, as outlined in Article 174 of the Constitution, envisions a governance structure where citizens actively participate in decisions that affect them. Through the Machakos County OGP Local Action Plan, we are committed to strengthening civic space, public participation, and youth engagement. This includes advocating for policies that protect civic freedoms, fostering dialogue between citizens and county leadership, and ensuring representation of youth, women, and marginalized groups.

By engaging in the OGP Local Circle on Inclusion and the 2030 Agenda and SDGs, we align local governance efforts with global best practices. We extend our gratitude to the Machakos County Government and civil society partners for their commitment to this initiative.

Together, we will ensure that open governance delivers real impact, strengthening trust in institutions and empowering citizens—especially young people—to shape the future of Machakos County.

**Philip Mutooni Mwangangi**  
*Youth Senator Machakos, Youth Senate Kenya*



## Acknowledgment



The development of the Machakos County Open Government Partnership (OGP) Local Action Plan has been a collaborative effort, made possible through the dedication and commitment of various stakeholders. I extend my sincere gratitude to H.E. Hon. Wavinya Ndeti Oduwole, EGH, Governor of Machakos County, for her visionary leadership in championing open governance and ensuring that transparency, accountability, and citizen participation remain at the heart of our county's development.

I also acknowledge the invaluable contributions of civil society organizations, private sector partners, development agencies, and the people of Machakos County who actively participated in shaping this Action Plan. Your insights, feedback, and engagement have been instrumental in ensuring that this document reflects the true needs and aspirations of our communities.

Special appreciation goes to the Machakos County OGP Local Action Plan Steering Committee, whose dedication and expertise have been crucial in the co-creation process. Their commitment to fostering meaningful dialogue and driving impactful reforms will ensure the success of this initiative.

Finally, I recognize the role of the Open Government Partnership community and our technical partners for their continuous support and guidance. Together, we are setting a new standard for governance—one that is open, inclusive, and responsive to the needs of all citizens.

Let us now work collectively to implement this Action Plan and turn commitments into tangible actions that will transform governance in Machakos County.

**Bruce Isika Kinyae**  
**County Chief Officer; Youth and Sports**  
**Government Point of Contact, Machakos County OGP**





## 2. Background

### → Machakos County

Machakos County is one of the 47 counties established under the First Schedule of the Constitution of Kenya, 2010. The county's administrative headquarters is in Machakos Town, which is also its largest urban center.

According to the 2019 Kenya Population and Housing Census (KPHC, 2019), Machakos County has a population of approximately 1,421,932 people. Of this population, 71% reside in rural areas, while 29% live in urban centers. The county is part of the Nairobi Metropolitan Region, which also includes Nairobi, Kiambu, Murang'a, and Kajiado Counties. The region's mission is to build a globally competitive, inclusive, and dynamic economy, supported by world-class infrastructure and strong local, regional, and international linkages.

Machakos is also a member of the South Eastern Kenya Economic Bloc (SEKEB), alongside Makueni and Kitui Counties. SEKEB focuses on:

- Enhancing land-based adaptation and promoting resilient green economies.
- Creating an enabling environment for youth entrepreneurship.
- Collaborating with development partners to foster regional economic growth.





Administratively, Machakos County is divided into 8 constituencies and 9 sub-counties, further broken down into 40 wards and 234 villages. The county also has 13 urban centers.

The county government operates under a bicameral structure, with the executive arm led by the Governor, supported by the Deputy Governor and a team of County Executive Committee Members (CECMs). These officials oversee various public sectors as outlined in the Fourth Schedule (Part Two) of the Constitution. The County Assembly, headed by the Speaker, consists of elected Members of County Assembly (MCAs) who represent the 40 wards. The Assembly plays a critical role in:

- Legislation – Enacting laws that govern county affairs.
- Oversight – Providing checks and balances to the executive arm.
- Representation – Voicing the interests and needs of the residents.

Together, these governance structures ensure efficient service delivery, accountability, and sustainable development in Machakos County.





## OGP LOCAL IN MACHAKOS COUNTY: Advancing Open Governance in Machakos County

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### → Challenges, Opportunities, and Strategic Vision

Machakos County faces critical challenges in achieving open governance, including low civic awareness, inadequate digital infrastructure, and weak coordination between government agencies and civil society organizations (CSOs). These issues hinder public participation, particularly among marginalized groups, and limit the effectiveness of transparency initiatives. Additionally, the lack of strong monitoring and evaluation frameworks makes it difficult to measure progress and improve governance processes.

Despite these obstacles, Machakos County has a unique opportunity to lead in open governance through the Open Government Partnership (OGP) framework. Investments in digital infrastructure, civic education, and stronger partnerships with CSOs can enhance transparency, accountability, and public engagement. By expanding digital governance, formalizing collaborations, and ensuring inclusive decision-making, the county aims to build a governance system where citizens actively contribute to policy formulation and implementation.

Machakos County's strategic vision focuses on strengthening public participation, improving financial transparency, and reinforcing anti-corruption measures. Through a commitment to collaboration, inclusivity, and technology-driven solutions, the county seeks to institutionalize open governance, promote civic engagement, and foster trust in leadership.

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### → Achievements in Open Government

Machakos County has made significant strides in advancing open government, demonstrating its commitment to transparency, accountability, and public participation. Key achievements include:

1. **Public Participation Frameworks** – The county has institutionalized public forums, town hall meetings, and community discussions, ensuring inclusive decision-making, particularly for marginalized groups such as women, youth, and persons with disabilities.
  2. **Participatory Budgeting** – Residents are actively involved in deciding county fund allocations, ensuring spending aligns with community needs and priorities.
  3. **E-Government Services** – Digital platforms now streamline service delivery, making it easier for residents to access permits, and tax payments.
  4. **Transparent Procurement Processes** – Public disclosure of procurement information has increased fairness, reduced corruption, and fostered trust in governance.
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5. Machakos Youth Empowerment Act – This legislation enhances youth participation in governance and decision-making, ensuring greater accountability in areas such as education and employment.

6. Participation in the Open Government Partnership (OGP) – Machakos County's onboarding into OGP has provided access to global best practices and technical support, guiding future transparency reforms.

These achievements provide a strong foundation for continued progress. As Machakos County advances its open governance agenda, its commitment to transparency, accountability, and citizen engagement will drive sustainable development and inclusive governance.

### → Development stages of the Machakos County OGP Local Action Plan

The Machakos County OGP Local Action Plan was developed through a structured, participatory, and inclusive process to ensure that its commitments reflect the priorities of citizens, civil society, and government stakeholders.

#### 1. Stakeholder Mapping

A working team, comprising government representatives and non-state actors, was formed to initiate the process. The team defined the objectives, developed a work plan, and established a steering committee and a multi-stakeholder forum to provide policy guidance.

#### 2. Capacity Building

Stakeholders underwent sensitization, training, and brainstorming sessions to strengthen their understanding of OGP principles and refine the action plan. The steering committee identified priority areas and incorporated citizen feedback to shape commitments.



## Stakeholder Engagement and Issue Identification

Extensive consultations with government departments, civil society organizations, private sector representatives, and community groups were conducted through town halls and sectoral meetings. Key governance challenges were identified, with a focus on inclusivity for youth, women, PWDs, and marginalized communities.

## Co-Creation of Commitments

Multi-stakeholder workshops and technical working sessions brought together government officials, civil society actors, and experts to refine governance priorities and develop clear, actionable commitments.

## Public Participation and Validation

Draft commitments underwent a public review process, including consultations across Machakos County and engagement with civil society and community-based organizations. Feedback was incorporated to ensure commitments aligned with citizens' needs.



## Finalization and Adoption

The multi-sectoral steering committee compiled a comprehensive action plan with four commitments and verifiable outputs. After thorough deliberation and revisions, the plan was finalized, ensuring it was citizen-driven, actionable, and impactful.



### 3. Brief description of the Commitments

Machakos County is dedicated to advancing open governance, fostering citizen participation, and enhancing accountability through strategic reforms that promote transparency, inclusivity, and digital transformation. In alignment with the Open Government Partnership (OGP) principles, the county has identified four key commitments to address critical governance challenges and strengthen democratic governance:

#### **Commitment 1: Strengthening Citizen Engagement and Public Participation**

This commitment focuses on creating structured participation frameworks to ensure meaningful public involvement in decision-making. By leveraging technology for real-time engagement and incorporating mechanisms that prioritize inclusivity—particularly for marginalized groups—Machakos County aims to make governance more accessible and responsive to citizens' needs.

#### **Commitment 2: Enhancing Government Transparency and Accountability**

To improve public access to financial, procurement, and governance information, this initiative seeks to streamline processes through digital innovations. Institutionalizing oversight mechanisms will empower citizens and civil society organizations to actively monitor government activities, reinforcing trust and accountability.

#### **Commitment 3: Digital Transformation and Innovation for Open Government**

Recognizing the role of technology in improving governance, Machakos County is committed to adopting digital solutions that enhance service delivery, automate public administration processes, and provide open data platforms for increased transparency. Key initiatives include digitizing public records, implementing e-governance systems, and leveraging artificial intelligence (AI) and data analytics to optimize decision-making.

#### **Commitment 4: Institutionalizing Open Government Practices**

To ensure long-term sustainability and impact, the county is embedding open governance principles into institutional frameworks. This commitment focuses on policy reforms, capacity-building programs for public officials, and establishing legal frameworks that mandate transparency, participation, and accountability across all government sectors.

By implementing these commitments, Machakos County strives to build a more inclusive, participatory, and accountable government that fosters trust among citizens. These efforts align with Kenya's Vision 2030, the Sustainable Development Goals (SDGs), and the County Integrated Development Plan (CIDP), reinforcing the county's role as a model for open governance at both the national and global levels.

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## Commitment 1: Strengthening Citizen Engagement and Public Participation

**Objective:** The commitment aims to enhance public participation by developing inclusive engagement guidelines, leveraging digital tools like live-streaming and a citizen feedback portal, and ensuring active representation of marginalized groups. It seeks to improve government accountability through real-time response mechanisms such as the upgraded Machakos Call Centre while fostering civic awareness through targeted campaigns. Additionally, data-driven insights from citizen feedback will inform policy decisions, ensuring a more transparent, inclusive, and responsive governance system in Machakos County.

Commitment Start and End Date	2025	2027
Lead Government Implementing Agency/Actor	Devolution	Mercy Ndululu Mutua, Chief Officer County Administration and Decentralized Units
Other Government Actors	Communications	Vincent Munywoki, Deputy Director
Lead Non-State Implementing Agency/Actor	Youth Senate Kenya	Philip Mutooni Mwangangi, Youth Senator Machakos
Other Non-State Actors - Support	Mutituni Maendeleo Women Group	Phoebe Ngalaka, Director

## Commitment Description

### What is the public problem that the commitment will solve?

Machakos County struggles with limited citizen engagement in governance and policy-making among marginalized groups—particularly youth, women, and persons with disabilities (PWDs). Additionally, the absence of robust digital infrastructure hinders inclusive and transparent citizen engagement, weakening accountability and reducing the responsiveness of government institutions to public concerns. This commitment seeks to bridge these gaps by fostering a more participatory, inclusive, and technology-driven governance framework.

### What is the current state of affairs?

The governor and her team have made commendable efforts to attend public participation forums across all 40 wards. However, citizen engagement remains inconsistent and ineffective due to limited awareness, large geographical size of the County, and accessibility challenges, particularly for marginalized groups such as persons with disabilities (PWDs) and rural communities. Additionally, the absence of structured feedback mechanisms prevents meaningful incorporation of citizen input into government policies. Furthermore, insufficient technological integration—such as live-streaming, digital surveys, and interactive communication channels—continues to hinder inclusive and effective participation, limiting transparency and responsiveness in governance.

### What is the commitment?

This commitment seeks to enhance public participation and accountability by establishing structured and inclusive guidelines to ensure all citizens have a voice in governance. It includes implementing live-streaming for public forums to improve accessibility, launching a citizen feedback portal for petitions, comments, and recommendations, and upgrading the Machakos Call Centre to enhance real-time responsiveness. Additionally, awareness campaigns will be conducted to educate and encourage citizens to actively engage in decision-making processes, fostering a more transparent, inclusive, and participatory governance system.



<p><b>How will the commitment contribute to solve the public problem</b></p>	<p>These efforts will lead to:</p> <ul style="list-style-type: none"> <li>• Enhanced Transparency: Ensures key government processes and decisions are open and accessible to the public.</li> <li>• Increased Public Participation: Expands access to public forums, allowing more citizens to engage in governance.</li> <li>• Inclusion of Marginalized Groups: Strengthens representation in decision-making to ensure equitable participation.</li> <li>• Improved Accountability: Introduces real-time citizen feedback mechanisms for better oversight and responsiveness.</li> <li>• Strengthened Public Trust: Fosters confidence in governance through open and participatory administration.</li> <li>• More Effective Service Delivery: Enables data-driven decision-making and timely policy interventions.</li> </ul>
<p><b>Relevant Long-term Open Government Strategic Vision</b></p>	<p>This commitment advances Machakos County's vision of becoming a model for open governance by fostering participatory decision-making, leveraging digital transformation, and institutionalizing transparency. By ensuring inclusivity, accountability, and data-driven governance, the county aims to build public trust, enhance service delivery, and create a more responsive and citizen-centric government.</p>
<p><b>Primary Policy Area</b></p>	<p>Civic Space Digital Governance</p>
<p><b>Relevant Primary Sector for the Commitment</b></p>	<p>Public Services (general) Media and Telecommunications</p>

**OGP Value the Commitment is Relevant To**

**Civic Participation** – Increases citizen engagement in governance through structured participation frameworks.

**Access to Information** – Establishes digital feedback mechanisms for real-time communication.

**Public Accountability** – Strengthens mechanisms for collecting and acting on citizen feedback.

**Technology and Innovation for Transparency and Accountability** – Enhances participation through live-streaming, AI-assisted responses, and data dashboards.

**Commitment, Milestone, and Activities**

No	Milestone Activity with a Verifiable Deliverable	Start-End Date	Responsible Agency and Contact
1	Develop clear guidelines for inclusive, structured, and accessible public participation across all county departments.	2025 – 2027	Mercy Ndululu, Chief Officer County Administration and Decentralized Units
2	Ensure CSOs, youth, women, and PWDs are actively involved in decision-making processes.	2025 – 2027	Philip Mutooni, CSO POC
3	Implement live-streaming of public participation forums.	2025 – 2027	Ian Obare Machogu, Chief Officer ICT and Infrastructure
4	Develop a citizen feedback portal where residents can submit petitions, comments, and recommendations on county policies and projects.	2025 – 2027	Ian Obare Machogu, Chief Officer ICT and Infrastructure

5	Upgrade the Machakos Call Centre to include real-time data tracking and AI-assisted responses.	2025 - 2027	Mercy Ndululu, Chief Officer County Administration and Decentralized Units
6	Increase awareness campaigns to ensure more citizens utilize the toll-free service.	2025 - 2027	Department of communications





## Commitment 2: Enhancing Government Transparency and Accountability

**Objective:** To strengthen transparency, accountability, and public engagement in Machakos County by establishing a centralized Open Data Portal, institutionalizing quarterly budget transparency reports, and publishing annual Open Governance Reports. These measures will ensure public access to key financial and governance documents, enhance oversight, and promote data-driven decision-making. By leveraging digital tools and fostering citizen participation, this commitment aims to build trust in government, reduce corruption risks, and improve service delivery.

Commitment Start and End Date	2025	2027
Lead Government Implementing Agency/Actor	Finance, Economic Planning, Revenue Management and ICT	Julius Muindi Kasanga, Chief Officer Finance
Other Government Actors		
Lead Non-State Implementing Agency/Actor	Violet Mbiti Foundation	Dr. Violet Mbiti, Executive Director
Other Non-State Actors – Support	Abled Differently	Lilian Kitavi, Director

## Commitment Description

### What is the public problem that the commitment will solve?

Key financial documents, and budgets are not consistently published in accessible formats, limiting public oversight and civic engagement. The absence of quarterly budget transparency reports weakens accountability. Additionally, the county lacks a structured framework for tracking governance and service delivery performance, making it difficult to assess progress, address gaps, and implement evidence-based policies. To foster public trust and strengthen governance, Machakos County must establish open data policies and institutionalize regular financial and performance reporting.

### What is the current state of affairs?

Machakos County currently lacks a comprehensive open data policy framework to promote transparency and accountability in public finance management. Key documents such as financial reports, and county budgets are inconsistently published and often inaccessible to the public. The absence of a centralized Open Data Portal and routine quarterly budget transparency reports further limits access to critical government information. The county has yet to institutionalize regular performance audits or open governance reporting, making it challenging to track progress, identify service delivery gaps, and implement evidence-based policy reforms. These shortcomings weaken accountability mechanisms and restrict meaningful citizen participation in governance.

### What is the commitment?

Machakos County commits to enhancing transparency, accountability, and citizen engagement through open governance mechanisms. This includes establishing a centralized Open Data Portal to provide public access to financial reports, procurement data, and county budgets in user-friendly formats. The county will also publish quarterly budget transparency reports to improve financial oversight and accountability, and institutionalize annual Open Governance Reports to evaluate service delivery, track progress, and address gaps. These initiatives aim to improve public access to government information, foster civic participation, and strengthen accountability in public finance management. Ultimately, this commitment seeks to build a culture of openness, restore citizen trust, and promote data-driven decision-making for better service delivery across Machakos County.

**How will the commitment contribute to solve the public problem**

The implementation of this commitment will result in:

Key Outputs:

- Operational Open Data Portal – Provides public access to government data.
- Quarterly Budget Transparency Reports – Enhances financial openness and accountability.
- Annual Open Governance Reports – Tracks progress and ensures continued transparency.

Expected Outcomes:

- Increased public access to financial and procurement information.
- Improved efficiency and reduced corruption in government procurement.
- Enhanced accountability in service delivery.
- Greater citizen and civil society participation in governance and oversight.
- Strengthened public trust through transparency and inclusive decision-making.
- More data-driven governance, improving service delivery aligned with community needs.

**Relevant Long-term Open Government Strategic Vision**

This commitment directly supports the long-term goal of making Machakos County a model open government county that sets the standard for transparency, accountability, and participatory governance in Kenya and beyond. By establishing an Open Data Portal, implementing e-Procurement, and institutionalizing regular transparency reports, the county moves toward achieving 100% digital accessibility for governance processes. It also strengthens citizen oversight through participatory budgeting and access to real-time financial and policy data. These efforts lay the foundation for a fully digital, inclusive, and accountable county government that empowers citizens to engage meaningfully in decision-making and service delivery oversight.

**Primary Policy Area**

Fiscal Openness  
Open Data

**Relevant Primary Sector for the Commitment**

Cross-sectoral  
Public Services (general



**OGP Value the  
Commitment is  
Relevant To**

**Access to Information** - The commitment ensures that key government documents such as budgets, procurement records, and financial reports are proactively published in user-friendly formats through an Open Data Portal. This empowers citizens with timely and accurate information to understand and monitor how public resources are being used.

**Public Accountability** - By introducing quarterly budget transparency reports and annual Open Governance Reports, the commitment provides mechanisms for tracking government performance and holding county officials accountable for service delivery and financial decisions.

**Technology and Innovation for Transparency and Accountability** - The adoption of an e-Procurement system and other digital tools introduces modern, efficient platforms that reduce manual processes, minimize corruption risks, and improve transparency in real time enhancing both accountability and public trust.

## Commitment, Milestone, and Activities

No	Milestone Activity with a Verifiable Deliverable	Start-End Date	Responsible Agency and Contact
1	Establish an Open Data Portal where financial reports, procurement processes, and county budgets are made publicly accessible in user-friendly formats.	2025 – 2027	Ian Obare Machogu, Chief Officer ICT and Infrastrucutre
2	Publish quarterly budget transparency reports to enhance accountability in public finance management.	2025 – 2027	Julius Muindi Kasanga, Chief Officer Finance
3	Publication of all contracts and tenders on the PPIP system	2025 – 2027	Julius Muindi Kasanga, Chief Officer Finance
4	Introduce Annual County Open Governance Reports detailing achievements, gaps, and recommendations on transparency and service delivery.	2025 – 2027	Mercy Ndululu, Chief Officer County Administration and Decentralized Units



### Commitment 3: Digital Transformation and Innovation for Open Government

**Objective:** To enhance service delivery, transparency, and citizen engagement in Machakos County through digital transformation and innovation. This commitment aims to establish a centralized e-Government platform, integrate AI-driven response systems, leverage GIS mapping for project accountability, and improve digital access in sub-counties. By modernizing governance through technology, the initiative will streamline service delivery, reduce bureaucratic inefficiencies, and empower citizens to actively participate in decision-making processes.

Commitment Start and End Date	2025	2027
Lead Government Implementing Agency/Actor	Finance, Economic Planning, Revenue Management and ICT	Ian Machogu Obare, Chief Officer ICT and Infrastructure
Other Government Actors	Devolution	Mercy Ndululu, Chief Officer County Administration and Decentralized Units
Lead Non-State Implementing Agency/Actor	United Clergy Alliance	Bishop Dr. Francis Mulinge, National Chairman
Other Non-State Actors – Support	Maendeleo ya Wanawake Muthwani	Damaris Nduku, Director



## Commitment Description

### What is the public problem that the commitment will solve?

The county government lacks a centralized digital service platform, resulting in inefficiencies, delays, and limited transparency in service delivery. Citizens face significant challenges in accessing essential services due to inadequate digital infrastructure, and a lack of awareness. Additionally, the absence of real-time data tracking has led to poor project oversight, mismanagement of county funds, and reduced accountability in government operations. This commitment aims to address these gaps by streamlining service delivery, enhancing accessibility, and improving transparency in governance.

### What is the current state of affairs?

Currently, citizens face significant inefficiencies in accessing essential services such as business registration, permit applications, and healthcare, often requiring in-person visits to multiple government offices. The existing ICT infrastructure is fragmented, making service delivery cumbersome and inconsistent. Additionally, government records remain largely inaccessible to the public, limiting transparency. The absence of a digital tracking system for government projects further weakens accountability, leading to inefficiencies, delays, and diminished public trust in service delivery.

### What is the commitment?

This commitment seeks to establish a robust digital governance framework to enhance service delivery, transparency, and citizen engagement. It involves developing a comprehensive e-Government platform for seamless online service access, setting up digital and physical customer care desks in Level 4 hospitals and Machakos Level 5 Hospital to improve accessibility, and leveraging GIS mapping for county projects to enhance transparency and accountability. Additionally, the commitment introduces AI-driven citizen response systems for faster complaint resolution and establishes digital access points in sub-counties to bridge the digital divide and promote inclusive citizen participation.

<p><b>How will the commitment contribute to solve the public problem</b></p>	<p>By implementing this commitment, we expect to achieve the following outcomes:</p> <ul style="list-style-type: none"> <li>• Greater accessibility to government services through digital platforms, ensuring efficiency and convenience for citizens.</li> <li>• Reduced turnaround time in service delivery by streamlining processes and minimizing bureaucratic delays.</li> <li>• Enhanced transparency and accountability in county project management, fostering public trust and reducing corruption.</li> <li>• Increased citizen participation in governance through digital inclusion, empowering communities to engage in decision-making processes.</li> </ul>
<p><b>Relevant Long-term Open Government Strategic Vision</b></p>	<p>This commitment aligns with the long-term goal of promoting citizen-centered governance, digital transformation, and public sector accountability in Machakos County. It also supports transparency, efficiency, and participatory governance through the use of technology.</p>
<p><b>Primary Policy Area</b></p>	<p>Digital Governance Open Data</p>
<p><b>Relevant Primary Sector for the Commitment</b></p>	<p>Science &amp; Technology Public Services (general)</p>

**OGP Value the Commitment is Relevant To**

**Access to Information** – The e-Government platform will provide open data and improve information access for the public.

**Civic Participation** – Digital access points will allow citizens to participate in decision-making and governance processes.

**Public Accountability** – GIS mapping of county projects will enhance transparency and curb corruption.

**Technology and Innovation for Transparency and Accountability** – AI-driven response systems and digital platforms will improve efficiency and oversight.

**Commitment, Milestone, and Activities**

No	Milestone Activity with a Verifiable Deliverable	Start-End Date	Responsible Agency and Contact
1	Develop and implement an e-Government platform where residents can apply for permits, pay fees, and access public services online.	2025 – 2027	Ian Obare Machogu, Chief Officer ICT and Infrastructure
2	Implement digital and physical customer care desks in all Level 4 hospitals and Machakos Level 5 Hospital to improve service delivery.	2025 – 2027	Ian Obare Machogu, Chief Officer ICT and Infrastructure
3	Implement GIS mapping for county projects to track progress and ensure accountability.	2025 – 2027	Ian Obare Machogu, Chief Officer ICT and Infrastructure
4	Introduce AI-driven citizen response systems to improve issue resolution efficiency.	2025 – 2027	Mercy Ndululu, Chief Officer County Administration and Decentralized Units



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Establish digital access points in sub-counties in collaboration with CSOs to allow citizens to access government services and participate in online governance processes.

2025 –  
2027

Ian Obare Machogu,  
Chief Officer ICT and  
Infrastructure



## Commitment 4: Institutionalizing Open Government Practices

**Objective:** To institutionalize open government practices in Machakos County by enhancing transparency, accountability, and civic engagement through structured participation, improved access to information, and technology-driven governance.

Commitment Start and End Date	2025	2027
Lead Government Implementing Agency/Actor	Devolution	Mercy Ndululu Mutua, Chief Officer County Administration and Decentralized Units
Other Government Actors	Youth, Sports, Gender and Social Welfare	Bruce Isika Kinyae, Chief Officer Youth and Sports
Lead Non-State Implementing Agency/Actor	Machakos County Social Development Council	Onesmus Kioko, Chairperson
Other Non-State Actors - Support	Youth Senate Kenya	Philip Mutooni Mwangangi, Youth Senator Machakos

## Commitment Description

### **What is the public problem that the commitment will solve?**

Machakos County currently faces significant gaps in institutional mechanisms designed to promote transparency, accountability, and civic engagement. The absence of well-defined and structured participation frameworks for civil society organizations (CSOs) and the general public has led to minimal citizen involvement in governance processes. Without formalized engagement channels, government decisions and policy implementations often occur without sufficient public scrutiny, reducing opportunities for feedback, collaboration, and accountability.

One of the key challenges is the lack of structured mechanisms for citizen participation beyond periodic ward-level meetings, which are often lack clear follow-up procedures. This weakens the democratic process and fosters public disillusionment with governance structures..

Furthermore, the limited engagement between the county government and CSOs means that many organizations working on critical social, economic, and environmental issues operate in silos. Without official recognition or collaboration frameworks, CSOs struggle to influence policy decisions, contribute their expertise, or align their initiatives with government programs. This leads to inefficiencies, duplication of efforts, and missed opportunities for impact-driven partnerships.

The absence of transparency and accessible information further exacerbates governance challenges. While some government documents, such as budgets and development plans, are published, they often remain inaccessible to the average citizen due to technical language and a lack of interactive platforms for public review. This restricts residents' ability to hold leaders accountable and assess the implementation of public projects and expenditures.

By addressing these issues, the commitment aims to establish inclusive, structured, and transparent governance processes that strengthen accountability and foster a more participatory democracy in Machakos County.



**What is the current state of affairs?**

At present, the engagement between the county government and civil society organizations (CSOs) is largely ad-hoc and lacks a formalized structure for collaboration. Many CSOs operate independently, often without official recognition or designated communication channels with government entities. This fragmented approach leads to the duplication of initiatives, inefficient resource allocation, and missed opportunities for synergy in addressing community needs.

Public participation mechanisms remain limited, primarily taking place through ward-level meetings that do not always provide a continuous platform for dialogue between citizens and government representatives. As a result, many residents feel excluded from decision-making processes that directly impact their lives.

Moreover, transparency efforts within the county government, such as the publication of budget documents and policy plans, face significant challenges in accessibility and clarity. While some financial documents may be made publicly available, they are often presented in technical formats that are difficult for the average citizen to interpret.

**What is the commitment?**

The commitment seeks to institutionalize open government principles in Machakos County by establishing a dedicated Open Government and Citizen Engagement Unit. This unit will serve as the central hub for promoting transparency, accountability, and inclusive governance. It will facilitate structured engagement with civil society organizations (CSOs), the private sector, and citizens, ensuring their active participation in decision-making processes and policy implementation. Through this initiative, Machakos County aims to strengthen trust, enhance service delivery, and foster a more open and participatory governance culture.

**How will the commitment contribute to solve the public problem**

This commitment will:

- Establish a dedicated Open Government and Citizen Engagement Unit – A dedicated unit will coordinate open governance efforts, enhance public participation, and monitor progress.
- Develop and publish a structured engagement framework for CSOs and citizens – A structured framework will define clear roles and mechanisms for CSOs and citizens to participate in governance and policy-making.
- Organize quarterly forums to facilitate dialogue between the government and civil society – Regular forums will facilitate direct engagement between the government, CSOs, and citizens to discuss policies, budgets, and service delivery.
- Create a digital platform for CSOs to register and access government documents – A centralized online portal will enable CSOs to register, access key government documents, and engage in discussions.
- Improve access to budget, procurement, and policy information for citizens – Government financial data and policies will be published in accessible formats, with simplified summaries to improve transparency.

**Relevant Long-term Open Government Strategic Vision**

This commitment aligns with Machakos County's vision of a transparent, participatory, and accountable governance system that fosters inclusive policy-making, enhances civic trust, and strengthens democratic governance.

**Primary Policy Area**

Civic Space  
Public Participation

**Relevant Primary Sector for the Commitment**

Governance  
Public Services (General)

**OGP Value the Commitment is Relevant To**

**Access to Information** – Enhances transparency through open data initiatives and public disclosures.

**Civic Participation** – Encourages structured engagement of CSOs and citizens in governance.

**Public Accountability** – Strengthens oversight mechanisms and government responsiveness.

**Technology and Innovation for Accountability and Transparency** – Develops an interactive platform for information sharing and participation.

**Commitment, Milestone, and Activities**

No	Milestone Activity with a Verifiable Deliverable	Start-End Date	Responsible Agency and Contact
1	Establish an Open Government and Citizen Engagement Unit	2025 – 2027	Mercy Ndululu, Chief Officer County Administration and Decentralized Units
2	Secure funding and personnel for transparency and participation initiatives	2025 – 2027	Mercy Ndululu, Chief Officer County Administration and Decentralized Units
3	Create and publish a directory of CSOs	2025 – 2027	Philip Mutooni, CSO POC
4	Develop a structured engagement framework for CSOs	2025 – 2027	Bruce Isika Chief Officer Youth and Sports

5	Organize quarterly CSO–Government forums	2025 – 2027	Mercy Ndululu, Chief Officer County Administration and Decentralized Units
6	Develop an interactive online platform for CSO registration and access to government data	2025 – 2027	Ian Obare Machogu, Chief Officer ICT and Infrastructure
7	Link the CSO database to the county website	2025 – 2027	Ian Obare Machogu, Chief Officer ICT and Infrastructure





