Entitlements

Challenges:
- Targeting of entitlement services – people who are not entitled to the service are receiving the services and vice versa
- Unclear process transactions – Service users do not have an access to information being processed when he/she is using the service. For example, one can be entitled for a service and she/he knows how to. But sometimes, he/she is not receiving the full service they are entitled or asked for extra cost
- Users of services are not aware where to go to submit issues and complaints

Possible Solutions:

- What entitlements are available should be made clear – for example, a mechanism that simplify and consolidate enrollment to entitlement services
- The process of service provision should be clearer – for example, one should receive a text message when their money is being transferred or record of service they received; An application that consolidates all the entitlement service one is receiving, status of service usage (e.g., which service was used when and how much it cost, if any), and which service centres provide good service (e.g., hospitals etc.)
- Accountability chain should be made clear – an application that tells service users where to go to submit complaints and follow the status of complaints handling

Possible partners:

Corporate – to enhance connectivity and to develop applications

Citizens in general and service users – to make possible applications useful to them