

GOVERNMENT & PUBLIC SECTOR CAPABILITY BRIEF

VoiceInsights Africa

Citizen evidence a ministry can act on, and the account of where it came from

“Every Voice. Every Language. Every Insight.”

VERSION

1.0

PUBLISHED

2026-09-21

DOCUMENT

VIA-BRIEF-GOVERNMENT

AUDIENCE

Public · Procurement

Public-sector evidence infrastructure

VoiceInsights turns community and field evidence into traceable, decision-ready institutional intelligence.

The problem this answers

Citizen feedback arrives through whichever channel a citizen can reach, and then cannot be compared, because each route produced a different shape. Service monitoring and citizen voice sit in separate systems that never reconcile.

What changes

Every route lands in one governed pipeline. A ministry gets one record of what was asked, who answered, in which language, and what was concluded — with the authority to inspect each step.

The full profile. This brief is drawn from the [Company & Capability Profile 2026](#), which carries every capability, its registered status and its limits in full. Where the two are read together, the profile governs.

Citizen and community data collection

6 registered routes, including the ones a citizen without a smartphone can use.

COLLECTION ROUTE	STATUS
Phone Call	Proven
WhatsApp	Proven
SMS / Feature-Phone Fallback	Proven
Web Platform Link	Proven
Offline Mobile Application	Proven
Email	Proven

STUDY TYPE	STATUS
Service delivery survey	Supported, bounded
Public consultation	Supported, bounded
Citizen feedback survey	Proven
Community scorecard	Supported, bounded

Programme monitoring and assessment

STUDY TYPE	STATUS
Baseline survey	Proven
Midline study	Supported, bounded
Endline survey	Supported, bounded
Post distribution monitoring	Supported, bounded
Programme monitoring	Supported, bounded
Evaluation study	Supported, bounded
Programme review	Supported, bounded
Facility assessment	Proven
Health facility assessment	Supported, bounded
Needs assessment	Supported, bounded
Rapid needs assessment	Supported, bounded
Wash assessment	Supported, bounded
Protection assessment	Supported, bounded
Gender inclusion assessment	Supported, bounded
School assessment	Supported, bounded

The evaluation boundary. Most evaluation commissions use the OECD-DAC criteria. Our evidence base supports relevance, effectiveness and sustainability, and efficiency where the programme supplies its cost figures. It does not establish impact: a DAC impact finding needs a counterfactual, and the analytical engine refuses causal inference by name. Impact and coherence are an independent evaluator's judgement; we supply the evidence they reason from. Naming the criteria is not a claim of accreditation — no such accreditation exists for a platform.

Workspaces, roles and interoperability

Multi-organisation operation

Organisation and project workspaces, role-based access and a multi-tenant architecture in which tenant isolation is an implemented boundary. A programme across several regions stays one institutional record.

Auditability

Material access, permission, review, export and disposal events are designed to remain attributable, without placing sensitive payloads in logs.

INTEGRATION	STATE
Channels	Live
Offline app	Live
Email delivery	Live
Rest api	Configured per deployment
Exports	Configured per deployment
Sso	Configured per deployment
Scim	Configured per deployment
Bi tools	Configured per deployment
Instrument import	Format implemented, never connected
Dhis2	Format implemented, never connected

Stated precisely, because a format implemented is not a system integrated. We can produce a DHIS2 dataValueSet and parse an XLSForm correctly. No DHIS2 server and no Kobo server has ever accepted anything from this platform. Single sign-on and SCIM user provisioning are configured per deployment rather than available by default. SAML and on-premise deployment are not offered. No government accreditation is held or implied, and no government identity system is integrated.

Security, governance and data protection

Applicable law

Implementations are designed to support obligations under Tanzania's Personal Data Protection Act, No. 11 of 2022, alongside the applicable agreement. Where a programme falls under the EU GDPR or another regime, those obligations are assessed and documented during implementation. No independent assessment of GDPR alignment has been carried out, and none is claimed.

Implemented controls

Authentication, scoped authorisation, encryption in transit and at rest, tenant isolation, auditability, retention and deletion controls, and subprocessor and processing-location registers published and read live.

Held by no one here. Voicelnsights holds no SOC 2 report, no ISO/IEC 27001 certificate, no independent penetration test and no independently audited accessibility conformance. Each is listed in the procurement pack as requiring an independent party. Accessibility is a design target of WCAG 2.2 AA measured with automated testing at four viewports plus targeted manual checks — a measurement, not a conformance claim.

Data residency, processing location and transfer safeguards are assessed during implementation and documented contractually. We do not claim a universal residency location for every provider.

Reporting, deployment and engagement

PDF

DOCX

PPTX

XLSX

CSV

JSON

Implementation

A scoping conversation, then a written proposal with the design, the sample, the channels and the timeline. Implementation and training are part of the engagement rather than an afterthought.

Contracting

Framework agreements, annual platform agreements, bounded pilots and managed research engagements. The procurement pack supplies the standing documents.

Request a Demo

voiceinsightsafrica.com/contact

Request a Proposal

partnerships@voiceinsightsafrica.com

Contact Sales

partnerships@voiceinsightsafrica.com



Contact us

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TANZANIA — HEAD OFFICE

Ali Hassan Mwinyi Road, Kisutu
3rd Floor, Haidary Plaza
P.O. Box 77139
Dar es Salaam, Tanzania

REACH US

partnerships@voiceinsightsafrica.com
[+255 \(0\) 659 166 440](tel:+25520659166440)
voiceinsightsafrica.com

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Government & Public Sector Capability Brief · Version 1.0 · voiceinsightsafrica.com

VIA-BRIEF-GOVERNMENT · Published 2026-09-21 · English (canonical)

Derived from the Company & Capability Profile 2026 and the governed capability registries. 126 master claims audited; 39 excluded as future or withheld.