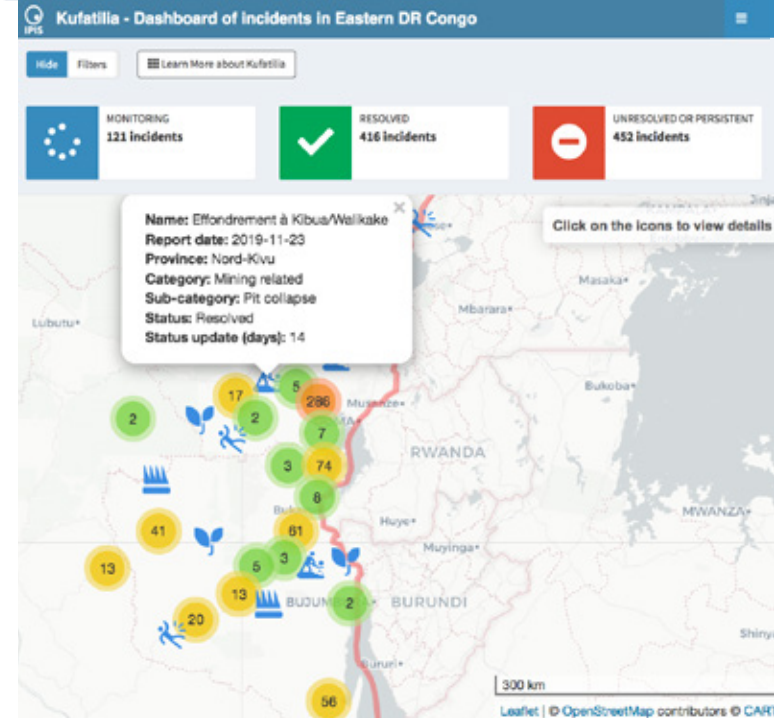


Word cloud of incident descriptions as reported by key informants.



Screenshot of the public interactive dashboard of incidents

Kufatilia – SMS based incident reporting for mineral supply chains in Eastern DRC



V.U. Filip Reynders, Directeur, IPIS, Italiëlei 98A, 2000 Antwerpen | 04/10/2019

Public webpage

A public interactive dashboard visualises reported and monitored incidents on the IPIS website. Relevant stakeholders (national authorities, Congolese CSOs, international NGOs, private companies) can access this page and see the location and status of incidents.

The dashboard can filter incidents by date, province, category or status. Different interactive maps and graphs are available, displaying the incidents by category and subcategory. The table of incidents can be downloaded. Detailed description of the incidents is not available to the public as it might contain sensible information.

More information about this project:

<http://ipisresearch.be/home/conflict-mapping/maps/conflict-mapping-drc/asm-incident-tracker/>

Link to IPIS interactive dashboard of incidents:

https://ipisresearch-dashboard.shinyapps.io/kufatilia_app/

How does the project support ASM mines to produce responsibly?

- Follow up of reported incidents by independent Congolese Civil Society Organizations (CSO) result in the resolution of incidents at the local level.
- Congolese CSO are strengthened as watchdog of the mining sector and Human Rights monitors. They have access to a structured dataset of geo-localized incidents for advocacy and remediation seeking with local authorities.
- The public interactive dashboard increases transparency for the artisanal mining sector in Eastern DRC and provides real-time indicators.



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Interactive dashboard for incident monitoring



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How to report an incident using Kufatilia

- ANONYME ET REMBOURSABLE**
Votre identité sera gardée secrète. Vous aurez besoin de suffisamment de crédit pour envoyer 10 sms. Nous vous remboursons les SMS envoyés après complétion du questionnaire.
- COMPLÉTEZ LES QUESTIONS**
Répondez aux questions en appuyant sur les numéros de votre clavier ou bien en écrivant du texte.
- ENVOYER LE MESSAGE TEXTE "KUFATILIA" AU 0850291251 OU AU 0824443391 OU AU 9974729100.**
Un court sondage par SMS sera initié.
- DESCRIPTION DE L'INCIDENT**
Lorsqu'on vous demande de décrire l'incident, veuillez écrire une brève description très complète.
- SÉLECTIONNER LA LANGUE**
Choisissez entre le français, l'anglais ou le swahili.
- RECEVREZ VOTRE PRIME**
Vous recevrez un remboursement (1 500 FC) dans les 48 heures après la soumission de l'incident si le questionnaire est complet.

Increasing transparency in the artisanal mining sector

IPIS supports an independent, transparent and participatory platform for incident reporting and community empowerment in responsible sourcing in the eastern DRC artisanal mining sector. The platform aims at increasing transparency, follow-up and resolution of incidents in cooperation with local civil society organisations (CSOs).

IPIS and its Canadian partner Ulula developed “Kufatilia”, a mobile-based incident reporting and monitoring mechanism in Ituri and North and South Kivu for artisanal supply chains.

Anyone who witnesses an incident linked to the exploitation, transport or trade of minerals can report it to Congolese CSOs by sending the SMS “kufatilia” to the numbers 0850291251, 0824443391 or 0974729100, from a Congolese line. This key-word will automatically trigger an SMS-based incident questionnaire.

Through a network of Congolese CSOs in Ituri, South Kivu and North Kivu, reported incidents are investigated and followed up by trained Congolese CSOs with relevant stakeholders (such as local authorities, mining state services, cooperatives).

Reporting an incident to “Kufatilia” is simple, free and anonymous. With this system, Congolese CSOs can collect reliable data on incidents linked to Annex II of the OECD Due Diligence Guidelines for responsible supply chains. When an incident is reported on “Kufatilia”, it is automatically uploaded in a secured server accessible through an online application. Access to this web platform is limited to partner organisations that have been trained in the framework of this project.

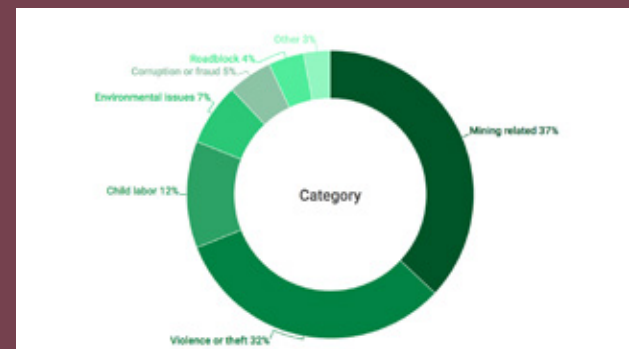
Workshop organized by ADECO in Mayuwano, territory of Mambasa (Ituri) on 16/04/19.



Analysis

From November 2018 to June 2020, about 990 incidents have been reported through Kufatilia.

The chart shows the proportions of different types of reported incidents:

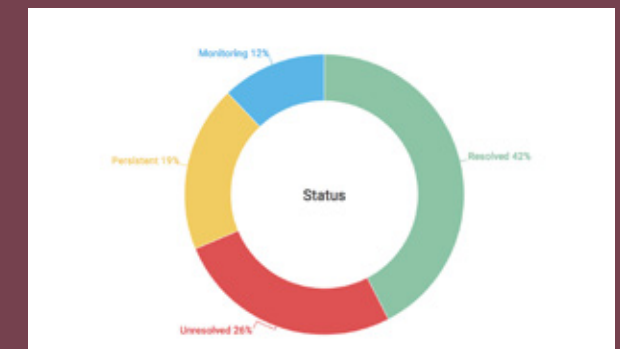


Types of incidents that can be reported

1. Accident (pit collapse, injury, use of explosives, flooding...)
2. Violence or theft (acts of torture, sexual violence, pillage, presence of armed group, forced labor, kidnapping...)
3. Child labor (surface or underground digging, transport of minerals...)
4. Environmental issues (use of mercury, water pollution, deforestation, poaching...)
5. Corruption or fraud (bribery, illegal taxation, traceability issues, non-declaration of production...)
6. Illegal roadblocks (bribery, illegal taxation, abuse of power, violence...)
7. Other

When reporting an incident on Kufatilia, the informant is also asked to specify how many people are affected, who is responsible, where and when the incident happened.

Through monthly follow-up meetings and daily field work, Congolese CSOs have closely monitored each incident reported on Kufatilia. As of June 2020, 12% of all the incidents ever reported on the platform are **under review** while 42% are **resolved**. About 26% of the incidents could **not be resolved** by the work of Congolese CSO while 19% of the incidents reported have been considered **persistent** issues.



Definitions

- **Incident reporting:** reporting of an incident by sending “Kufatilia” as an SMS text to a dedicated Congolese phone number. This automatically triggers a questionnaire to capture the incident typology, status, location and description. This process is anonymous and the informant is reimbursed with phone credits when the incident reporting is completed.
- **Incident monitoring:** the monitoring of new incidents on the web platform by participating CSOs.
- **Incident follow-up:** Any activity by participating CSOs to investigate, report or address an incident. Follow-up activities are reported on the platform and can include a visit to the mining site where the incident happened, a discussion with local authorities or mining state services, sensitization or remediation activities. When completed, follow-up activities can be used to update the status of an incident from under review to resolved, unresolved or persistent.