



Digital platform for inclusive national
dialogue in Mozambique

Monthly Report
April 28 – May 28, 2026

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List of Abbreviations

IMD	Institute for Multiparty Democracy
MASC	Civil Society Support Mechanism
JEALOUSY	Computer Center of Eduardo Mondlane University
DNI	Inclusive National Dialogue
USSD	Unstructured Supplemental Service Data
SMS	Short Message Service
FDS	Defense and Security Forces
VAT	Value Added Tax
CNE	National Election Commission
STAE	Technical Secretariat for Electoral Administration
EGFAE	General Statute of State Employees and Agents
COTE	Technical Committee of the National Inclusive Dialogue

Summary

This report falls within the scope of the “Citizen Participates” project, coordinated by a consortium composed of the consortium leader, the Institute for Multiparty Democracy (IMD), the Mechanism for Support to Civil Society Organizations Foundation (MASC), the Computer Center of Eduardo Mondlane University (CIUEM), and the Barcelona-based organization Decidim, and is funded by the Catalan Agency for Development Cooperation. The project arises in a context marked by the need to strengthen trust in democratic institutions, promote governance reforms, and expand spaces for citizen participation in Mozambique.

In this sense, the digital platform “Cidadão Participa” (Citizen Participates) was conceived as a tool for citizen participation at the service of the Inclusive National Dialogue Process (DNI), allowing citizens to actively contribute to debates on constitutional reforms, governance, decentralization, national reconciliation, and other topics of public interest.

Through this platform, citizens’ contributions are collected, systematized, and channeled to the Technical Commission for Inclusive National Dialogue (COTE), helping to ensure that different sensitivities, perspectives, and proposals from Mozambican society can be considered in the process of building national consensus.

The platform thus constitutes a complementary and permanent mechanism for public consultation, reinforcing citizen participation beyond the face-to-face meetings held within the scope of the DNI. Thirty days after the official launch of the platform, this report aims to present the main contributions of citizens to the inclusive national dialogue process. The report consists of a systematization of the information collected between April 28 and May 28, 2026.

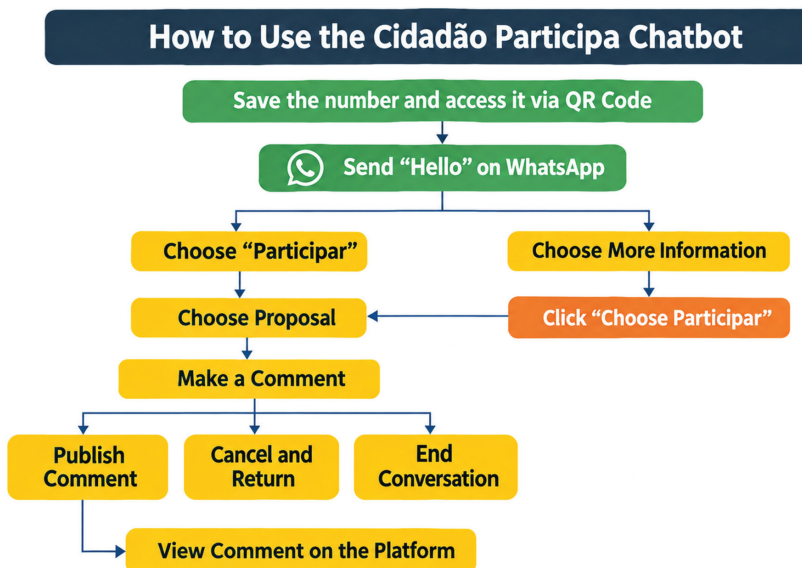
1. Regarding Access/Use of the Platform

The “Citizen Participates” platform allows citizens to submit proposals, participate in debates, track the progress of reforms, and monitor commitments made within the framework of the Inclusive National Dialogue, contributing to strengthening trust in institutions and consolidating democracy in Mozambique. In addition to providing a space for public participation, the platform functions as a mechanism for the continuous collection of contributions to the Inclusive National Dialogue Process. The proposals, opinions, and recommendations submitted by citizens are periodically systematized and shared with COTE, contributing to enriching the process of reflection and the construction of national consensus. Participation in the platform was designed to be simple,

accessible, and inclusive, allowing citizens to interact through two main channels: via WhatsApp chatbot or through the web platform.

Access via WhatsApp is through the number +258 844308393. To participate, citizens must save the number on their phone, send a “Hello” message, and follow the instructions provided by the system, selecting the “Participate” option, choosing one of the available proposals, entering their comment, and submitting their contribution. After submission, the comment becomes immediately visible on the platform.

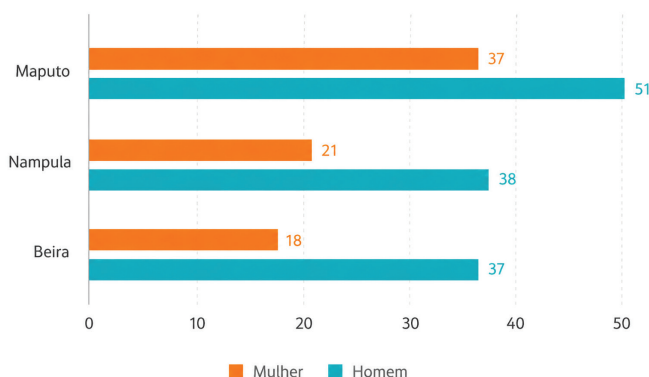
Alternatively, citizens can participate through their browser by accessing the Citizen Participation platform via the following link: <https://www.cidadaoparticipa.org.mz/>. In this case, the user must create a simple profile with an email address and password, enter the “Inclusive



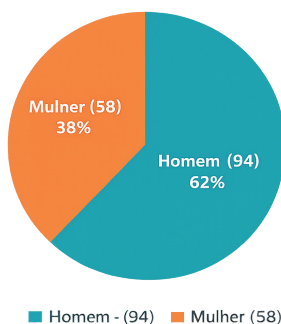
National Dialogue” process, access the “Proposals” section, identify the proposal in which they wish to participate, consult the main results of the consultation and the guiding questions of the debate, and submit their comment.

2. Regarding the Capacity Building of Key Actors on the Platform

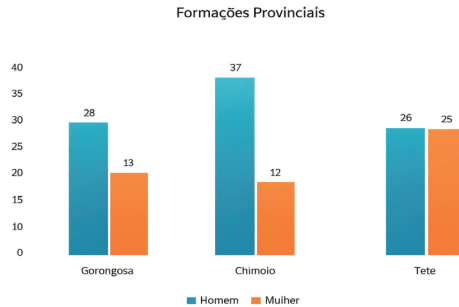
In an introductory phase of the project, regional workshops were held to present and raise awareness about the “Citizen Participates” platform in the North, Central, and South regions of the country, specifically in the cities of Nampula, Beira, and Maputo. These meetings aimed to introduce the platform, explain its operation, demonstrate the available participation mechanisms, and encourage citizen involvement in



Participação Inclusiva do Cidadão na Era Digital:
O Papel das Ferramentas Digitais no Diálogo



the Inclusive National Dialogue process. In terms of participation, the Regional Workshops had 55 participants, of which 18 were women and 37 were men in Beira (April 20th and 21st). In Nampula (April 23rd and 24th), there were 59 participants, 21 women and 38 men, and in Maputo (April 29th and 30th), there



were 88 participants, of which 37 were women and 51 were men.

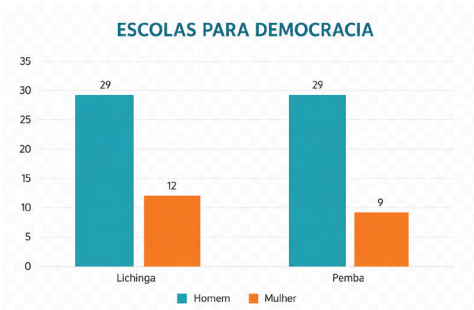
Also in Maputo, on April 28th, the Platform Launch event took place, bringing together representatives of civil society, public institutions, cooperation partners and citizens, with the participation of 152 people, of whom 58 were women and 94 were men.

On that occasion, the President of the Technical Commission for the National Inclusive Dialogue (COTE), Lourenço do Rosário Macuácuá, highlighted the importance of digital participation for deepening inclusion in the national dialogue process. According to him, the “Citizen Participates” platform will allow public consultations to continue beyond face-to-face meetings, creating a permanent space for citizen participation.

Macuácuá also stated that the Technical Committee remains open to receiving, discussing, and evaluating all contributions submitted through the platform, ensuring that the different sensitivities and perspectives expressed by citizens can contribute to the process of building national consensus.

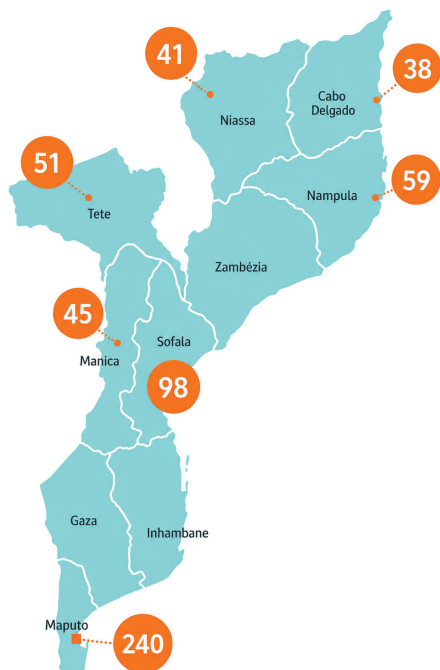
Simultaneously, provincial training

sessions were also held for Civil Society Organizations (CSOs). In Sofala province, specifically in the Gorongosa district, the training held on May 5th and 6th brought together 43 participants, of whom 15 were women and 28 were men. In Manica province, the training held on May 12th and 13th had 49 participants, including 12 women and



37 men. Finally, in Tete province, on May 19th and 20th, the training brought together 51 participants, of whom 26 were women and 26 were men.

Within the framework of the “Schools for Democracy” initiative, civic mobilization and training activities were also carried out, involving 41 participants in Lichinga (29 men and 12 women) and 38 participants (29 men and 9 women) in Pemba.



Overall, the activities carried out demonstrate a consistent effort toward decentralization and the promotion of citizen participation, involving local actors, civil society organizations, youth, and community representatives in processes of dialogue, reconciliation, and democratic participation. The levels of participation recorded also highlight the growing interest of citizens in actively contributing to inclusive governance and peacebuilding processes in Mozambique.

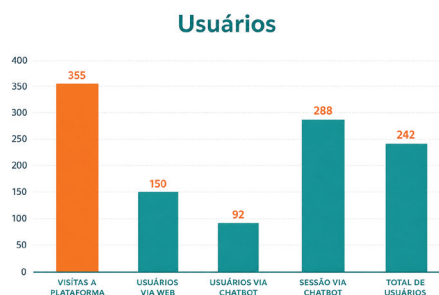
A total of 576 people participated in all the activities, of which 207 were women (36%) and 369 were men (64%). The data demonstrate significant participation of women in the different

spaces for dialogue, training, and civic mobilization, although a male predominance remains in several activities. However, there is a consistent effort to promote inclusion and gender balance, particularly in the regional workshops, the platform launch event, and community-based training and democratic participation initiatives.

Analyzing the data by province and region demonstrates that the project's activities successfully reached different parts of the country, ensuring a decentralized and inclusive approach to promoting citizen participation, community reconciliation, and democratic strengthening.

3. Regarding Platform Users

At the time of writing this report, the "Citizen Participates" platform had registered a total of 242 users, of which 150 accessed it via the web platform and 92 through the WhatsApp chatbot. Additionally, 355 visits to the website and 288 chatbot sessions were recorded.



Within the scope of the activities and participation mechanisms promoted, 38 meetings were registered on the platform, as well as 120 comments and contributions from citizens on the



reform proposals under discussion in the context of the Inclusive National Dialogue. The data demonstrate that the WhatsApp chatbot constitutes the main channel for user access and participation on the platform, with the majority of comments originating from the platform.

4. Regarding Comments by Subject Area

Analysis of the contributions submitted to the “Citizen Participates” platform demonstrates that citizens showed greater interest and involvement in topics directly related to governance, the economy, decentralization, and national cohesion, reflecting the main social and political concerns associated with the Inclusive National Dialogue process. The topic of Economic Affairs registered the highest number of contributions, with 20 entries, highlighting citizens’ concern with issues related to the cost of living, employment, economic development, opportunities for young people, and the improvement of socioeconomic conditions. This result demonstrates that economic issues continue to occupy a central place in citizens’ expectations regarding national

reforms and public governance.

Overall, the data shows that citizens tend to participate more actively in issues that have a direct impact on their daily lives, economic conditions, local governance, and social and political stability. The contributions gathered also highlight the potential of digital platforms as instruments for promoting citizen participation, public consultation, and strengthening inclusive democratic dialogue in Mozambique.

5. Main ContributionstheCitizens’ Choice for the Process

Within the framework of the public consultation process on structural reforms foreseen in the Inclusive National Dialogue, contributions from citizens were collected on the “Citizen Participates” platform via chatbot (WhatsApp) and the online platform. The contributions covered different areas of governance, including defense and security, justice, economy, natural resources, decentralization, public administration, and national reconciliation. This systematization summarizes the main recommendations presented by the participants, organized by thematic

areas of reform.

These contributions will be periodically compiled and shared with COTE, constituting a contribution to deepening the reflection and debate on the reforms under discussion in the country.

5.1. Defense and Security Affairs

Users of the platform understand that the governance and democratic control of the Defense and Security Forces (FDS) must guarantee effective subordination to civilian power, respecting the Constitution and the rule of law, ensuring that these institutions operate in service of the population and national sovereignty. In this sense, defense and security should be understood not only as territorial protection, but also as an essential mechanism for protecting people, promoting human dignity, and strengthening trust in public institutions.

One of the main challenges identified is the depoliticization and professionalization of the security forces, making it essential to ensure institutional neutrality, strengthen professional ethics, and combat corruption. This process also requires continuous investment in the training of officers, focusing on professionalism and service to the national interest.

In the context of combating terrorism and transnational threats, the need to adopt a more comprehensive approach that goes beyond a military response is highlighted. This includes creating mechanisms for the reintegration of young people who leave operational camps, preventing their marginalization and stigmatization, as

well as understanding the structural causes of conflicts, including the lack of consensus in the sharing of natural resources, which reinforces the importance of dialogue and sustainable political solutions.

Regarding human rights and the relationship with citizens, it is essential to ensure that the security forces act with respect for fundamental rights, even in crisis contexts. This implies continuous training, proportional use of force, independent oversight, effective accountability, and the creation of safe reporting channels. Simultaneously, trust between the security forces and citizens must be strengthened through greater transparency, professionalism, and the fight against corruption, with particular attention to the protection of vulnerable groups such as women and young people. In short, defense and security should be seen as a broader commitment to building a stable, just, and inclusive society, based on prevention, dialogue, and good governance.

5.2. Tax Matters

Commentators on the platform argue that tax system reform should be based on the principle of fiscal justice and equity, ensuring that citizens' and businesses' contributions are proportional to their ability to pay. This implies strengthening tax progressivity, especially in income tax, to alleviate the burden on low and middle incomes and ensure that those who earn more contribute more. In this context, it is also important to review tax exemptions and benefits that may generate inequalities or unjustified privileges, as well as to strengthen the taxation of large companies

and multinationals, especially in the extractive sectors. At the same time, small and medium-sized enterprises should be protected through simplified regimes and adjusted rates.

With regard to VAT, a reform is proposed aimed at reducing the cost of living for vulnerable families, without compromising the sustainability of state revenues. This can be achieved through the reduction or exemption of VAT on essential goods such as basic foodstuffs, medicines, water and energy, as well as the introduction of differentiated rates for basic necessities. It is equally important to strengthen enforcement mechanisms to combat fraud and improve the efficiency of collection, ensuring that VAT also functions as an instrument of social justice.

To broaden the tax base and improve tax compliance, the need for the gradual formalization of the informal economy stands out, through incentives such as access to credit, social protection, and simplified procedures. Modernizing the tax administration, using digital technologies such as electronic payments and digital invoicing, can increase efficiency and reduce corruption. Simultaneously, it is essential to map businesses throughout the country, combat tax evasion, and promote continuous tax education within communities, reinforcing awareness of the importance of paying taxes. This process also depends on political will and an effective fight against corruption.

In terms of transparency and participation, it is essential that the State regularly publish clear

information on the collection and use of tax revenues, allowing for greater public scrutiny. Transparency must be accompanied by mechanisms for citizen participation in monitoring budget execution, reinforcing trust in institutions and promoting more responsible management of public finances.

5.3. Topics concerning Natural Resources

Users of the platform state that the governance of natural resources in Mozambique requires structural reforms that strengthen the transparency, accountability, and effectiveness of existing legislation. They point to the need to improve the implementation of environmental laws and update the legal framework for mining, oil, and local content, in order to ensure greater fairness in resource exploitation and a greater return for national development. Simultaneously, they advocate for the active involvement of communities and different social actors in the management of natural resources, promoting more inclusive and transparent processes.

Regarding the distribution of benefits, there is a strong concern for equity in revenue sharing, arguing that it should benefit local communities more directly, as well as the State and the provinces. Positions are also emerging that advocate for greater national control over natural resources, including proposals for nationalization or greater Mozambican participation in exploitation, with the aim of ensuring that the wealth generated is effectively reinvested in the country and contributes to economic and social

development.

Regarding local content and employment, the need to promote the internal transformation of natural resources is highlighted, reducing the export of raw materials and encouraging local industrialization. This approach is seen as essential for job creation, unemployment reduction, and strengthening the national economy. The importance of legalizing and integrating artisanal miners is also mentioned, as a way to improve economic inclusion and the organization of the sector.

Within the context of environmental sustainability, there is a reinforced need to ensure that the exploitation of natural resources does not compromise the ecological balance or the survival of communities. Sustainable management, compliance with environmental standards, and community participation are identified as fundamental elements to ensure that economic development does not occur at the expense of the environment.

5.4. Constitutional Matters

The comments received highlight the importance of strengthening the balance of power between the sovereign bodies, avoiding the excessive concentration of powers in a single institution. Among the proposals presented, the need to deepen decentralization and administrative deconcentration stands out, guaranteeing greater autonomy to the different levels of governance and clarifying the responsibilities of their representatives through appropriate legal mechanisms. Strengthening the

control and oversight mechanisms between the President of the Republic, the Assembly of the Republic, and the Courts was also advocated, reinforcing the principles of separation of powers and accountability.

Regarding presidential powers, participants suggest introducing clearer limits and oversight mechanisms for certain competencies, including appointments to strategic positions, presidential decrees, declarations of states of emergency, and dissolution of the Assembly of the Republic. Among the proposed measures are mandatory parliamentary approval, binding opinions from judicial bodies, and regular audits by independent institutions.

Regarding fundamental rights, the strengthening of classic freedoms, such as freedom of expression and of the press, was advocated, as well as the inclusion of rights associated with contemporary challenges, namely digital rights, the protection of personal data, online privacy, and access to public information. The comments also emphasized the need to promote gender equality, strengthen protection against domestic violence, and ensure greater inclusion of people with disabilities.

Regarding justice and access to justice, participants advocate for greater independence and autonomy of the courts and other oversight bodies, including strengthening the Constitutional Court, the Ombudsman, and other control institutions. The importance of ensuring greater transparency and efficiency in the functioning of the judicial system was

also highlighted, contributing to the strengthening of the rule of law.

On the other hand, it was also expressed that a possible constitutional revision should not be seen as an automatic solution to current challenges. According to this perspective, before proceeding with constitutional changes, it is essential to guarantee the full implementation and compliance with existing provisions, strengthening the capacity of institutions to effectively apply the legal framework in force.

5.5. Economic Affairs

The comments received highlight the need to improve the business environment in Mozambique by reducing bureaucracy, simplifying business legalization processes, and creating tax incentives that stimulate investment and entrepreneurship. It was also mentioned that the State should adopt a facilitating stance, especially for young entrepreneurs, guaranteeing transparency, equal opportunities, and simplified access to credit. Improved infrastructure, legal security, and the digitalization of public services were also identified as essential factors for increasing economic competitiveness and attracting investment.

Regarding youth employment, participants advocated for the creation of more job opportunities through the promotion of industrialization, agro-processing, and the strengthening of national production. The importance of technical and vocational training, valuing young people's skills, and implementing programs to support entrepreneurship, including internships,

business incubators, and easier access to financing, was highlighted. Several comments also emphasized the need to create conditions so that young people are not only job seekers but also generators of opportunities for other young people.

In the area of social protection, existing programs are considered insufficient to meet the needs of vulnerable populations. Concerns were identified regarding the rising cost of living, wage stagnation, and insufficient social support. Participants suggest strengthening assistance to the most vulnerable groups, including the elderly, children, and orphans, as well as reviewing the amounts of social support to ensure more dignified living conditions.

Regarding economic inclusion, the comments advocate for promoting the active participation of women, young people, and vulnerable individuals in the economy through awareness-raising programs, capacity building, and support for entrepreneurship. The need to combat discrimination, support small businesses, and create mechanisms that allow for greater economic and social integration of these groups was also highlighted. Across the board, participants linked economic inclusion to job creation, strengthening national productive capacities, and improving the living conditions of the population.

5.6. Election Affairs

The comments received reveal significant concerns regarding the credibility, transparency, and impartiality of the Mozambican electoral system. Participants consider

a review of electoral legislation necessary, particularly to ensure that the results tallied at the polling stations correspond to the officially validated final results. Greater rigor in the accountability of political actors and the adoption of mechanisms to strengthen citizens' trust in the electoral process were also advocated.

Regarding the bodies responsible for electoral administration and jurisdiction, several participants questioned the impartiality of the current composition of the National Elections Commission (CNE), considering that the presence of party representatives compromises its independence. Among the proposals presented were the creation of a more balanced model for the composition of the CNE, with greater participation from civil society, the reduction of political influence in electoral processes, and the depoliticization of institutions such as the Technical Secretariat for Electoral Administration (STAE). The creation of a specialized electoral court to resolve conflicts and judge electoral disputes swiftly and independently was also suggested.

Regarding voter registration, voting, and vote counting, the need to strengthen transparency and public trust is highlighted. Participants suggest the digitization of electoral processes, including electronic voting systems and automatic vote counting, which would allow for greater speed, accuracy, and oversight. More efficient management of results tabulation and the implementation of mechanisms to reduce the possibility of fraud or manipulation were also advocated.

Regarding political financing and

election campaigns, comments point to the need to prevent the misuse of public resources and promote greater financial accountability among political parties. Some interventions argue that parties should increase their capacity to mobilize their own resources and that access to public funding should be linked to more rigorous performance and accountability criteria.

Across the board, participants link electoral challenges to the need to strengthen trust in democratic institutions, improve the transparency of processes, and promote fairer, more inclusive, and peaceful political competition.

5.7. Justice Matters

The comments received highlight the need to strengthen the independence, transparency, and effectiveness of the justice system in Mozambique. Regarding judicial independence, a review of the mechanisms for appointing judges was advocated, with the aim of reducing the influence of political power and ensuring greater impartiality and autonomy of the institutions responsible for administering justice.

Regarding access to justice, participants identified financial constraints and difficulties with travel as some of the main obstacles faced by populations, particularly in rural areas. To address these challenges, the creation of mobile courts was proposed, allowing justice services to reach more remote communities, ensuring greater citizen participation and more effective access to their rights. The importance of making

legislation more accessible and understandable to citizens was also highlighted.

In the context of combating corruption, comments point to the need to strengthen reporting mechanisms and increase transparency in the management of public resources. The provision of information through transparency portals, open data, accessible public contracts, and clear communication is seen as a way to strengthen citizen oversight and reduce opportunities for corrupt practices. Effective accountability for individuals involved in illegal acts or who promote behaviors that disrupt public order was also advocated.

Regarding efficiency and procedural speed, although no specific proposals were presented for the procedural management of the courts, the contributions suggest that bringing justice services closer to citizens and strengthening institutional mechanisms of transparency and accountability can contribute to a more efficient and accessible judicial system.

5.8. Public Administration Affairs and Depoliticization

The comments received demonstrate significant concern about the need to strengthen the professionalism, transparency, and neutrality of the Public Administration. Although the current legal framework, including the General Statute of State Employees and Agents (EGFAE) and the Public Probity Law, establishes principles of merit, impartiality, legality, and professional ethics, participants believe that challenges related to the effective application of these

norms persist. Among the concerns highlighted are the politicization of public institutions, political influence in appointments and promotions, nepotism, and the inadequacy of performance oversight and evaluation mechanisms.

Regarding recruitment, promotion, and evaluation mechanisms, participants advocate for more transparent public tenders, widely publicized and based on objective criteria of merit, technical skills, and professional performance. The creation of independent juries, the inclusion of external observers, and the strengthening of appeal and oversight mechanisms were also suggested. The digitalization of public tenders is highlighted as an important tool to increase transparency, reduce manipulation of processes, and guarantee equal opportunities for candidates.

Regarding ethics, integrity, and the fight against nepotism, the comments emphasize the need to strengthen internal control mechanisms, rigorously apply existing legislation, and promote an institutional culture based on impartiality and service to the citizen. Participants advocate for a clearer separation between the political-party sphere and the Public Administration, ensuring equal treatment for citizens regardless of their political affiliation. It was also mentioned that strengthening oversight and accountability can contribute to reducing favoritism and increasing trust in public institutions.

Within the context of administrative modernization, the importance of digitizing public services to improve efficiency, transparency, and the quality

of service to citizens is highlighted. Proposals were also presented for revising specific administrative regulations, including the system for granting allowances, with the aim of promoting a more efficient use of public resources and ensuring that existing incentives effectively contribute to better results in the public sector. In general, participants believe that administrative modernization should be geared towards improving service delivery, valuing merit, and strengthening citizens' trust in the State.

5.9. Issues relating to Decentralisation and Deconcentration

The comments received demonstrate significant concern about the current model of local governance, particularly regarding the distribution of powers, administrative efficiency, and citizen participation in governance processes. In general, participants recognize the importance of decentralization as a mechanism for bringing public services closer to communities, allowing for greater inclusion of the population in decision-making and promoting governance more suited to local realities. However, several comments indicate that the current model still presents structural and operational limitations that compromise the expected results.

Regarding the local governance model and the clarification of competencies, participants highlighted the overlapping functions between the Provincial Governor, the Provincial Executive Councils, and the Provincial Secretaries of State. According to the comments, this duplication of structures has generated confusion of responsibilities,

difficulties in institutional coordination, increased public spending, and reduced governance effectiveness. Some participants advocate for a more thorough review of the current model, considering that many competencies remain excessively centralized and limit the effective autonomy of provincial and district governments.

Regarding the financing of decentralization, comments highlighted concerns related to the predictability and transparency in the transfer of financial resources to local levels. It was mentioned that the criteria for calculating and distributing funds are not sufficiently clear, hindering monitoring by municipalities and reducing local planning capacity. Participants advocated for greater financial autonomy for provinces and districts, including strengthening local revenue collection and reducing dependence on transfers from the central level. It was also emphasized that insufficient financial resources negatively affect the implementation of local development activities and projects.

In the context of citizen participation and social control, the comments reveal divergent perceptions. Some participants believe that spaces for community participation exist through working groups, advisory councils, and public consultation mechanisms. However, others argue that, in practice, these mechanisms remain limited, not very inclusive, and insufficiently implemented. It was mentioned that less informed citizens with lower levels of education tend to be excluded from participatory processes, reducing the representativeness of the decisions made. Participants also

emphasize the need to strengthen public consultation mechanisms and ensure that community contributions are effectively considered in local governance processes.

Overall, the comments demonstrate support for deepening decentralization and deconcentration, advocating a broader transfer of administrative, political, and financial powers to the provincial and district levels. Participants believe that more autonomous, participatory, and efficient local governance could contribute to reducing the concentration of power, improving the provision of public services, and promoting more balanced development tailored to the needs of communities.

5.10. Matters concerning Reconciliation and National Unity

The comments received demonstrate diverse perceptions about the current stage of national reconciliation in Mozambique, as well as concerns related to inclusion, institutional trust, historical memory, and conflict prevention. In general, participants acknowledge the progress achieved through peace agreements and political dialogue between key national actors. However, several comments consider that reconciliation has not yet been fully achieved due to persistent social inequalities, the exclusion of certain groups, and limitations in the effective implementation of some agreements.

Regarding experiences and perceptions of national reconciliation, some participants believe that Mozambique has already achieved

significant levels of reconciliation, highlighting the dialogue between political institutions and the collective effort to overcome past conflicts. However, others argue that the process remains incomplete, pointing to the existence of unresolved wounds, inequalities in the distribution of resources, and insufficient inclusion of certain groups in decision-making processes, including women involved in Disarmament, Demobilization and Reintegration (DDR) processes. It was also mentioned that effective reconciliation requires full compliance with established agreements and a more inclusive and balanced approach to national history, avoiding the exclusive valorization of certain actors to the detriment of others.

Regarding trust in public institutions and political actors, the comments reveal divergent opinions. Some participants state that they trust public institutions, although they consider that the quality of service and institutional performance often depends on the officials involved. Others demonstrate distrust, particularly in relation to electoral bodies, alleging political favoritism and partisan bias in institutions. The comments also emphasize that citizens' trust will be strengthened to the extent that institutions act impartially, ensure equal treatment, and effectively respond to the concerns of the population.

Within the framework of memory, justice, and forgiveness, participants consider it important to discuss past conflicts as a way to understand their causes, promote collective learning, and avoid repeating historical mistakes. The comments argue that

lasting reconciliation depends on valuing truth, justice, and recognizing the experiences lived by the different parties involved in the conflicts. It was also emphasized that historical memory should not serve to deepen divisions, but rather to promote social healing, mutual understanding, and the strengthening of national unity.

Regarding conflict prevention and the promotion of ongoing dialogue, participants highlighted the importance of community consultation mechanisms, inclusive dialogue, and effective citizen participation in decision-making processes. Community leaders, local structures, and educational activities were mentioned as important instruments for conflict mediation and strengthening social cohesion. The comments also underscored the need to ensure greater equity in the distribution of resources, promote inclusive public policy reforms, and strengthen initiatives for civic education, humanism, and peaceful coexistence among citizens.

In general, participants believe that national reconciliation and unity depend not only on political agreements, but also on promoting social justice, economic inclusion, strengthening public institutions, and creating permanent spaces for dialogue and citizen participation.

6. Challenges

During the implementation process of the “Citizen Participates” platform, the regional workshops, CSO training sessions, and the Launch Roundtable not only raised

citizens’ awareness of the available participation mechanisms but also gathered important insights into the challenges associated with inclusive digital participation. In addition to the contributions submitted through the platform and the WhatsApp chatbot, participants expressed concerns related to technological accessibility, connectivity limitations, digital exclusion, and difficulties accessing appropriate devices.

In response to the challenges identified throughout the implementation process of the “Citizen Participates” platform, the project adopted a flexible and adaptive approach, seeking to strengthen more accessible and inclusive participation mechanisms. In this context, the use of the WhatsApp chatbot was prioritized, proving to be the main channel for citizen participation due to its simplicity, greater user familiarity, and lower dependence on advanced technological resources. Simultaneously, technical discussions were initiated for the future integration of SMS and USSD-based functionalities, aiming to broaden the platform’s reach among citizens with limited internet access or without smartphones.

7. Final Considerations

Overall, citizen participation in the consultation process revealed varying levels of engagement among the different reform proposals, reflecting participants’ priorities, concerns, and expectations regarding the country’s political, economic, and social future. The data show that citizens demonstrated greater interest in topics with a direct impact on their daily lives,

particularly those related to economic development, local governance, public service provision, security, and social inclusion.

It is observed that Economic Affairs registered the highest level of contribution, demonstrating a strong interest from citizens in matters related to employment, cost of living, economic development, opportunities for youth, social protection, and economic inclusion. This result shows that economic issues continue to be one of the main concerns of the population, especially in a context marked by socioeconomic challenges, inequalities, and a growing demand for better living conditions. The high participation in this area also suggests that citizens expect the reform process to contribute to more concrete responses to the economic and social needs of communities.

Across the board, the results demonstrate consistent citizen engagement in different thematic areas, with particular emphasis on concerns related to governance, social justice, institutional transparency, economic inclusion, political participation, and improved living conditions. The observed pattern suggests that participants tend to prioritize proposals with a direct impact on their daily lives, without neglecting the interest in structural reforms necessary to strengthen democratic institutions and consolidate the rule of law.

The data also demonstrate the potential of digital tools as effective mechanisms for citizen participation and public consultation. Beyond the results presented in this report,

it is important to highlight that the “Citizen Participates” platform will remain active throughout the Inclusive National Dialogue Process, functioning as a permanent channel for citizen participation.

The collected contributions will be systematized in periodic reports and channeled to the Technical Commission of the Inclusive National Dialogue (COTE), ensuring that the opinions, recommendations, and concerns of citizens can continue to fuel the national debate on ongoing reforms.

In this sense, the platform does not replace face-to-face consultation mechanisms, but complements them, expanding opportunities for participation and allowing for more continuous, inclusive and comprehensive listening to Mozambican society.

The “Citizen Participates” platform has broadened the spaces for dialogue between citizens and decision-making processes, promoting greater inclusion of different social and geographic segments in the national debate. The fact that the WhatsApp chatbot has registered greater usage reinforces the importance of accessible, simple technological solutions adapted to the communication habits of the population, particularly in contexts of inequality in access to the internet and digital devices.

In general terms, the results of the consultation process reinforce the relevance of the “Citizen Participates” platform as an instrument for the systematic collection of citizen contributions. Through this mechanism, it was possible to

identify social and political priorities, public opinion trends, and the main expectations of citizens regarding the reforms under debate in the country. The results achieved also demonstrate

the importance of continuing to invest in participatory mechanisms, digital civic education, and strengthening the culture of inclusive democratic dialogue in Mozambique.

APPENDICES

Summary of the Main Contributions Received on the “Citizen Participates” Platform

Renovation Area	Main Contributions / Recommendations	Number of Comments
Defense and Security	- To reinforce the subordination of the security forces to civilian power and the rule of law. - To guarantee the non-politicization, neutrality, and professionalization of the security forces. - Investing in continuous training, professional ethics, and combating corruption. - Adopt integrated approaches in the fight against terrorism, including the reintegration of young people and sustainable policy solutions. - Strengthen respect for human rights, proportional use of force, and accountability mechanisms. - Create secure reporting channels and strengthen independent oversight. - To promote greater trust between citizens and security forces through transparency and the protection of vulnerable groups.	10 (9 via WhatsApp; 1 via platform)
Tax Matters	- Strengthen fiscal fairness and progressivity. - Review tax exemptions and benefits deemed unfair. - Increase taxation on large companies and multinationals, especially in the extractive sectors. - Create simplified and favorable regimes for SMEs. - Reduce or exempt VAT on essential goods. - Modernizing tax administration with digital technologies. - Combat tax evasion and corruption. - To promote tax education and the gradual formalization of the informal economy. - Strengthen transparency in the collection and use of public revenues.	11 (10 via WhatsApp; 1 via platform)

Renovation Area	Main Contributions / Recommendations	Number of Comments
Natural Resources	- Strengthen transparency and accountability in the management of natural resources. - Update legislation on mining, petroleum, and local content. - To ensure greater community participation in resource management. - Promote a more equitable distribution of revenues to communities and provinces. – Advocate for greater national control and Mozambican participation in exploitation. - Encourage local industrialization and internal transformation of resources. – Legalize and integrate artisanal miners. - To ensure environmental sustainability and compliance with ecological standards.	18 (18 via WhatsApp; 0 via platform)
Constitutional Matters	- Strengthen the separation and balance of powers between the branches of government. - To deepen decentralization and clarify institutional competencies. - To introduce greater control over presidential powers. - Strengthen parliamentary and judicial oversight. - Expand the protection of fundamental rights, including digital rights. - To promote gender equality and inclusion of people with disabilities. - Strengthen the independence of the courts and oversight institutions. - To ensure the effective implementation of the Constitution before further constitutional revisions.	4 (4 via WhatsApp; 0 via plataforma)
Economic Affairs	- Improve the business environment and reduce bureaucracy. - Simplify the business legalization process. - Create tax incentives for investment and youth entrepreneurship. - Improving infrastructure, legal security, and digitizing services. - To promote industrialization, agro-processing, and national production. - Strengthen vocational training and business incubators. - Expand social protection for vulnerable groups. - To promote the economic inclusion of women, youth, and vulnerable groups.	20 (19 via WhatsApp; 1 via plataforma)

Renovation Area	Main Contributions / Recommendations	Number of Comments
Election Affairs	- Review electoral legislation to ensure greater credibility and transparency. - To ensure consistency between table results and final results. - Reform the composition of the National Electoral Commission (CNE) to reduce partisan influence. - To depoliticize the STAE and strengthen its electoral independence. - Create a specialized electoral court. - Digitizing voting, counting, and vote tabulation. - Strengthen oversight and prevent electoral fraud. - Regularly improve political financing and the use of public resources.	10 (10 via WhatsApp; 0 via plataforma)
Justice Reform	- Strengthen judicial independence and autonomy. - Review the mechanisms for appointing the heads of judicial bodies. - Bringing justice services closer to the population through mobile courts. - To make legislation more accessible to citizens. - Strengthen mechanisms for reporting and combating corruption. - Promoting transparency through open data and public portals. - Improve accountability and institutional efficiency. - Strengthening access to justice in rural areas.	6 (6 via WhatsApp; 0 via plataforma)
Public Administration and Depoliticization	- Strengthen professionalism, merit, and neutrality in Public Administration. - Combat partisanship, nepotism, and favoritism. - To guarantee transparent and merit-based public tenders. - Create independent juries and oversight mechanisms. - Digitizing public tenders and services. - Strengthen ethics, integrity, and institutional accountability. - To improve administrative efficiency and the quality of public services. - Review administrative regulations for more efficient use of public resources.	12 (11 via WhatsApp; 1 via plataforma)

Renovation Area	Main Contributions / Recommendations	Number of Comments
Decentralization and De-concentration	- Aprofundar descentralização administrativa, política e fTo deepen administrative, political, and financial decentralization. - To clarify the responsibilities of Governors, Secretaries of State, and Executive Councils. - Reduce institutional overlap and public spending. - Ensure greater financial autonomy for local governments. - To make the criteria for transferring resources more transparent. - Strengthen the collection of local revenues. - Strengthen citizen participation and mechanisms for public consultation. - To improve citizen inclusion in local governance processes.	16 (15 via WhatsApp; 1 via plataforma)
Reconciliation and National Unity	- To consolidate national reconciliation through inclusive dialogue. - To ensure the effective implementation of the peace agreements. - To promote the inclusion of marginalized groups, including women linked to the DDR. - To strengthen impartiality and trust in public institutions. - To value historical memory, truth, and justice. - To promote civic education, humanism, and peaceful coexistence. - Strengthen community mechanisms for mediation and conflict prevention. - To ensure greater equity in the distribution of resources and opportunities.	14 (12 via WhatsApp; 2 via plataforma)

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