



SIDE EVENT OF UCLG-AFRICA & ISESCO

"Improving effective Delivery of Services at Local Level:
Challenges and Innovative Approaches"

Tuesday 25 June 2019, 10:50am-13:00pm

In the framework of the implementation of the Global Commitments, for "**The World We want**", to promote and anchor peaceful and inclusive societies for sustainable development, to provide access to justice for all and build effective, accountable and inclusive Institutions at all levels (SDG16); and to make Cities and Human settlements inclusive, safe, resilient and sustainable(SDG11), as well as the other commitments in the New Urban Agenda, the Climate Agenda, the Sendai Framework and the Agenda for Action(AAAA).

Based on the 7 Aspirations of "**The Africa we Want**" through the 2063 Agenda:

1. A prosperous Africa based on inclusive growth and sustainable development,
2. An integrated continent, politically united and based on the ideals of Pan-Africanism and the vision of Africa's Renaissance,
3. An Africa of good governance, democracy, respect for human rights, justice and the rule of law,
4. A peaceful and secure Africa,
5. An Africa with a strong cultural identity, common heritage, shared values and ethics,
6. An Africa whose development is people-driven, relying on the potential of African people, especially its women and youth, and caring for children, and,
7. Africa as a strong, united, resilient and influential global player and partner;

The guiding Vision for Agenda 2063 is the African Union Vision of " An integrated, prosperous and peaceful Africa, driven by its own citizens and representing a dynamic force in international arena".

On a another side, the African Charter on the Values and Principles of Decentralization, Local Governance and Local development, adopted in 2014 in Malabo, states in its Article 10 on inclusion, equity and equality: "1. Local governments or local authorities shall discharge their responsibilities and duties in a manner that it is inclusive, equitable and gives equal treatments to all local residents to ensure that citizens and local residents have equitable access to quality services".

In recent years, African States and Governments have transferred important roles, responsibilities and competences to Local Governments and Authorities, particularly in terms of local public services and the delivery of such local public services (civil status, water, electricity, public lighting, waste management, sanitation, urban transport and mobility, housing, roads, addressing, cultural heritage, etc. ...

In fact, one of the first missions of Local Governments and Authorities, especially at the municipal level, is to create, organize, manage and deliver quality public services to the population, citizens, users, local residents, and communities.

However, several reports, studies and researches have pointed to the various challenges and obstacles that Local Governments and Authorities continue to face in organizing and managing Local Public Services, particularly in terms of their affordability, their accessibility, the quality of Public service delivery, their adaptability to the needs and expectations of citizens and users, and of course their performance. The issue of the availability of human, financial, technical and technological resources is one of these challenges and obstacles.

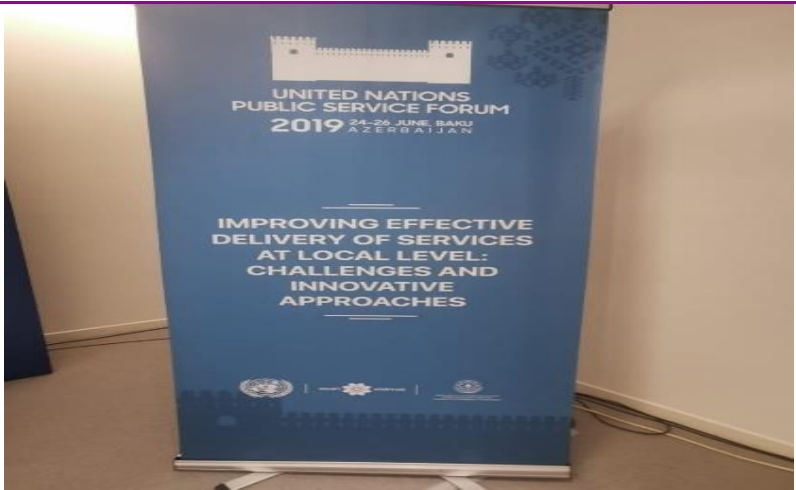
Despite such challenges and obstacles, and with the support of central governments, the commitment of local political leadership that is transformed and transformative, the use of ICTs, the strong and sustainable partnerships and cooperation, African Local Governments and Authorities are innovating in the delivery of Local Public Services and are resolutely embracing quality, professionalism, performance and accountability.

On the occasion of the 2019 United Nations Public Service Forum which will take place in Baku, Republic of Azerbaijan from 24-26 June 2019, under the theme 'Achieving the Sustainable Development Goals through effective Delivery of Services, Innovative Transformation and Accountable Institutions' and which will be comprised of a series of workshops and partner events where various elements related to the overall theme will be explored in more detail,

Recalling the challenges that Public Administrations and local Public Services at the local level are still facing in terms of organization, management and delivery to meet citizen's expectations, priorities and needs;

Finally, in the framework of the Strategic Partnership between the United Cities and Local Governments of Africa(UCLG-Africa), its African Local Governments Academy(ALGA), the Islamic Educational, Scientific and Cultural Organization (ISESCO), and ASAN in the Republic of Azerbaijan.

UCLG-Africa, ISESCO and ASAN have organized a Side event on "**Improving effective Delivery of Services at Local Level: Challenges and Innovative Approaches**" on Tuesday 25 June 2019, from 10:50am to 13:00pm, with the main objective to explore the main challenges facing Local Public Service delivery and to share innovative transformation initiatives from Local Governments.

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| <p>AGENDA OF THE SIDE EVENT</p> |  |
| <p>Time</p> | <p>Activities</p> |
| <p>10:30am</p> | <p>Welcoming and Registration</p> |
| <p>10:50am</p> | <p>Official opening</p> <p>Introduction of the Side Event by Dr Najat Zarrouk, Director of the African Local Governments Academy of UCLG-Africa, Vice-Président of APS-HRMNet, Morocco</p> |
| <p>11:00am - 12:00</p> | <ul style="list-style-type: none"> - Dr. Aizhan Smailova, Programme Specialist, Directorate of External Relations and Cooperation: "Public Service in ISESCO Member States: the successful experience of electronic government system", ISESCO, Rabat. - Mr Bourahima Sanou, Mayor of the Commune of Bobo-Dioulasso, Vice-President of the Association of Municipalities of Burkina Faso: "The City of Bobo-Dioulasso facing the localization of SDGs: promoting partnership for a territorial, sustainable and citizen oriented, and presenting best practices on public service delivery", Burkina Faso. - Ms Rahmatouca Sow, Deputy Director of Cabinet, City of Dakar: "Dakar: an Inclusive Governance to meet the SDGs", Senegal. - Ms Adiza Lamien Ouando, Chairperson of Negabonon Reflection and Action Group "Thinking Africa, doing with |

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| | <p>Africans" and Gender and Women's Empowerment Expert: "Quality basic social services: Role of civil society: voice of citizens and what dialogue with local governments?", Burkina Faso.</p> <p>- Mr Bernard Mbayo, Cancellor, Jinja City : "Achieving Sustainable Development Goals through urban infrastructure renewal: Community perspectives and experiences in Jinja Municipal Council of the USMID Project", Uganda.</p> <p>- Dr Najat Zarrouk, Director of the African Local Governments Academy of UCLG-Africa, Vice-Président of APS-HRMNet: "Investing in Human Capital at local level to citizen needs and sustainable development", Morocco.</p> |
| 12:00- 12:15 | Coffee break |
| 12:15 - 13:00pm | General discussion |
| 13:00pm | Wrap up and conclusion |

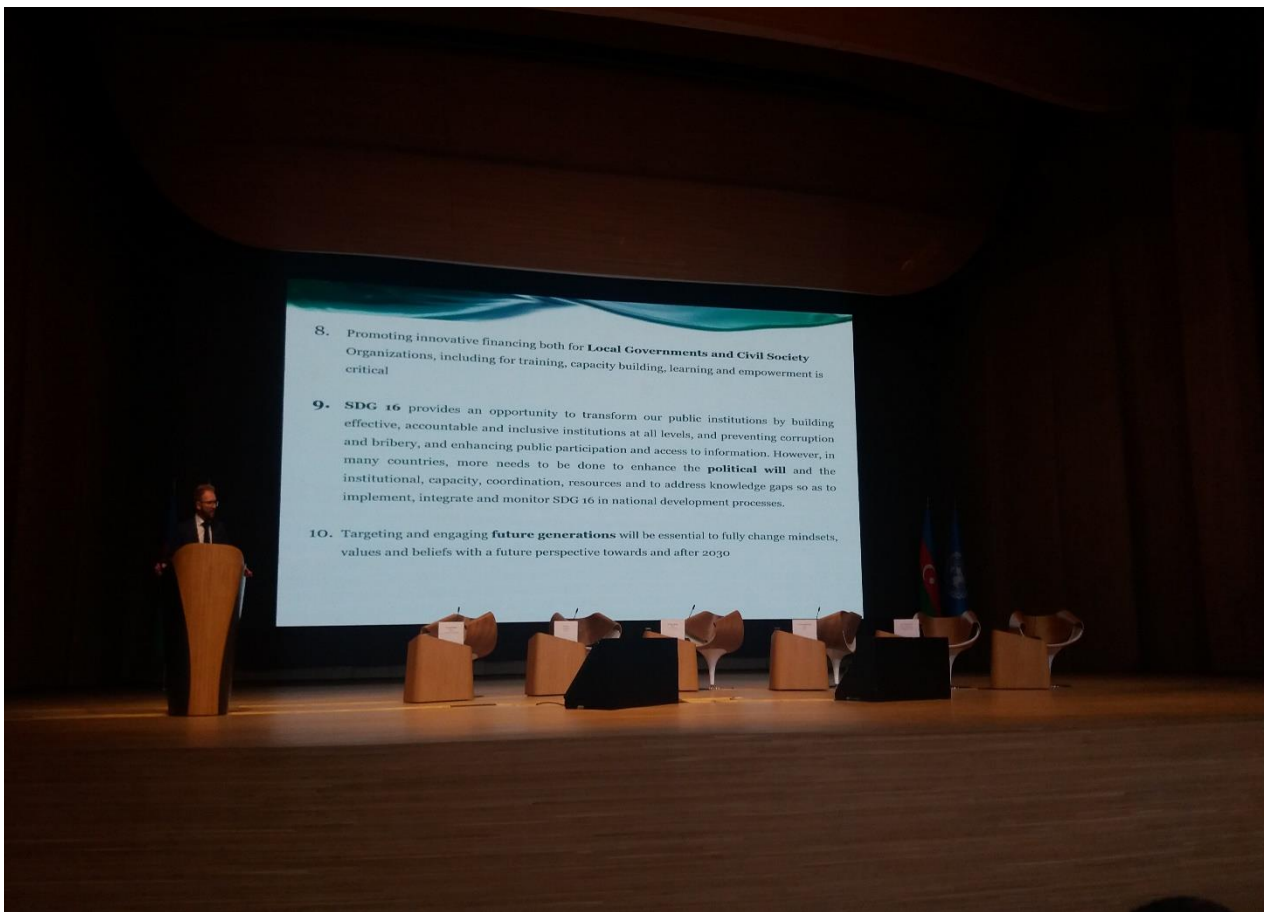
Based on the experiences of the City of Dakar (Senegal), the City of Jinja (Uganda), the Commune of Bobo-Dioulasso (Burkina Faso), Negabonon Reflection and Action Group "Thinking Africa, doing with Africans" from Burkina Faso, Kazakhstan, waste management in Azerbaijan/Baku, and UCLG-Africa Academy(ALGA), the Side event comes out with the following conclusions and recommendations:

1. The Local Governments need to work on key issues to promote human dignity, human rights and sustainable development;
2. Effective public service delivery supposes to build a legal framework, access to information, interaction and transactions between providers and users, use of and investment in ICTs and E-Government, to anchor concrete transformation;
3. The role of States and Governments in building strong infrastructures and equipment's to contribute to economic and social development;
4. Investing in training, capacity building and empowering the Local Governments (local elected officials and local human resources), as

well as Civil Society (SDGs, localizing the SDGs, waste management, citizen engagement...);

5. Investing in Citizen education and engagement as a key pillar for sustainable development;
6. Empowering the Civil Society –as the real face of the society and citizen- to allow it to play its key role in making political and social change,
7. Promoting innovative financings both for Local Governments and Civil Society' Organizations, including for training, capacity building, learning and empowerment;
8. Creating spaces for dialogue, concertation and exchange between Local Governments and the Civil Society's Organizations (NGOs);
9. Promoting inclusive and participatory approaches at all levels;
10. Existence of best practices for example in waste management (Baku, Kazakhstan...);
11. Promoting win-win partnerships

Participants agree to propose the design of a training offer on effective delivery of services at local level based on the best practices existing around the World, in particular in Azerbaijan(ASAN), Kazakhstan and African Cities, with the support of the UNDESA, ISESCO, UCLG-Africa/African Local Governments Academy(ALGA) and ASAN.



We need to highlight the fact that several recommendations of this Side event have been integrated in the General Report of the UNPSA 2019, namely:

1. Promoting innovative financing both for Local Governments and Civil Society organizations, including training, capacity building, learning and empowerment is critical;
2. Institutions and Capacity Building through the investment in Human Capital;
3. The challenges of capacities and skills;
4. The role of training and recruitment of profiles;
5. Promoting the Participatory Budgeting.

UCLG-Africa and its African Local Governments Academy(ALGA) would like to express their sincere gratitude both to the ISESCO, UNDESA, and ASAN for their trust, support and all the facilitations that have allowed this Side event to be organized./.