Africa Regional Forum on Governance Innovation

Advancing Agile, Inclusive and People-Centered Services for All
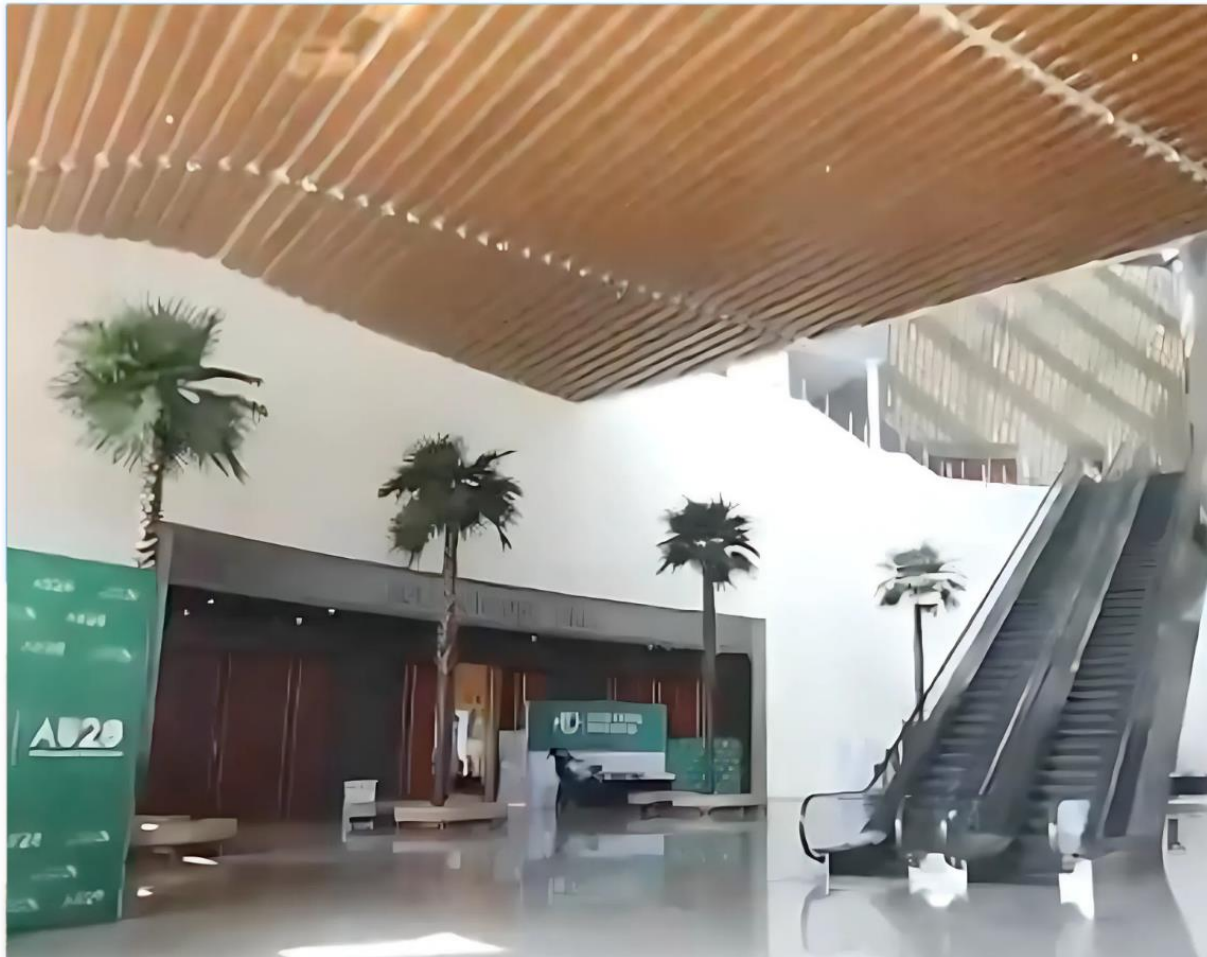
21-23 June 2025
Addis Ababa, Ethiopia

Within the framework of the Continental Celebration of the **2025 African Public Service Day**

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Concept Note

About the Event

The United Nations Department of Economic and Social Affairs (UN DESA), Division for Public Institutions and Digital Government (DPIDG), is organizing a Regional Forum on Public Service Innovation within the framework of the Continental Celebration of the 2025 African Public Service Day entitled "Enhancing the Agility and Resilience of Public Institutions to Achieve Equitable Governance and Rapidly Address Historical Service Delivery Gaps". The Africa Public Service Day is being organized by the African Union and the Ministry of Public Service and Human Resource Development of Ethiopia. About 800 participants are expected to attend the APSD including Ministers, Permanent Secretaries, and other high level government officials from Africa as well as representatives of international and regional organizations.

The Regional Forum will be held from **21 to 23 June 2025** at the African Union's Headquarters in Addis Ababa, Ethiopia. The forum is directed to Ministers, Senior Public Officers at the level of Permanent Secretaries, Directors, Director Generals, Heads of Agencies and Authorities and Chairman of Boards/Board of Directors in charge of public policy implementation. About 60 participants from Least Developed Countries (LDCs), Landlocked Least Developed Countries (LLDCs), and Small Islands Development States (SIDS) from across African will be in attendance.

The forum is being organized within the framework of the project on "Innovating Public Service Delivery to Achieve the Sustainable Development Goals (SDGs) through the Transfer and Adaptation of Omnichannel Approaches", which is being implemented by the United Nations Department of Economic and Social Affairs, through its Division for Public Institutions and Digital Government, thanks to the generous contribution of the Government of the Republic of Azerbaijan. The project aims to enhance the capacities of government officials in selected countries of Africa, Asia as well as Latin America and the Caribbean to promote effective and inclusive public service delivery, leaving no one behind. It will do so by enhancing their capacities to promote innovation and design action plans for omnichannel service delivery systems (online, brick-and-mortar, mobile and other channels), through one-stop-shop (OSS) mechanisms.

Objective

The overall objective of the Regional Forum is to provide a platform to explore new approaches to governance innovation and learn about innovative practices in public service delivery to strengthen governments' capacities to advance the implementation of the Agenda 2063 and the 2030 Agenda for Sustainable Development, with a focus on SDG16 on strong institutions, peace and justice.

Agenda 2063 is Africa's blueprint and master plan for transforming Africa into the global powerhouse of the future. The 2030 Agenda highlights the need to build effective, accountable, and inclusive institutions at all levels, in line with Goal 16. General Assembly resolution 60/34 of 17 March 2006 emphasized "the need to improve the efficiency, transparency and accountability of public administration".

Thematic Focus

The focus of the Africa Regional Forum will be on governance innovation and the delivery of agile, inclusive and people-centred services to all. Without effective, accountable, and inclusive public service delivery, there will be little progress in realizing the SDGs. Indeed, out of the 17 SDGs, all Goals have content related to public service delivery. Among 169 SDG targets there are 59 (35%) related to public service delivery. Among 230 indicators, 66 of them (29%) require some specific public service to be delivered by the public sector. In a global Survey administered as part of the 75th Anniversary of the United Nations, people from all regions of the world were asked to indicate their top priority. "The immediate priority of most respondents everywhere is improved access to basic services."

While public institutions have a lead role in implementing the SDGs through the policies they make and public services they deliver, several developing countries are not well equipped to effectively deliver public services that leave no one behind. The 2030 Agenda calls for an ambitious integrated framework, which requires whole-of-government and whole-of-society approaches, including for public service delivery. The United Nations Secretary General, António Guterres, has emphasized in "Our Common Agenda" that building trust in government is one of the key actions to accelerate the implementation of the SDGs, with a special focus on improving people's experiences with public institutions and basic services.

In its seventeenth session in 2018, the Committee of Experts on Public Administration (CEPA) adopted 11 principles of effective governance. The principles, endorsed by the Economic and Social Council in its resolution 2018/12, highlight the need for pragmatic and ongoing improvements in national and local governance capabilities to achieve the Sustainable Development. CEPA has developed a wide range of commonly used strategies for operationalization of the principles. One of the principles is on competence which highlights that to perform their functions effectively, institutions are to have sufficient expertise, resources, and tools to deal adequately with the mandates under their authority. Commonly used strategies to operationalize this principle include the promotion of a professional public sector workforce, strategic human resources management, leadership development and training of civil servants, performance management, results-based management, financial management and control, efficient and fair revenue administration. Changing mindsets is essential for transformational change in the public sector and better services for all.

To provide effective, accountable, and inclusive public services, many countries around the world are delivering services through citizen centric omnichannel service delivery systems. These systems are a mechanism, which may be a stationary or a mobile service point, where citizens and/or businesses can access all relevant information relating to all public services through a "single front door". They can conduct all transactions without the necessity of visiting multiple public offices multiple times. This can also be a vehicle for providing inclusive public service delivery to vulnerable groups. People living in sparsely populated and/or far-flung areas usually belong to disadvantaged groups, who cannot avail services offered by the brick-and-mortar or web-based OSSs. When properly designed and implemented, omnichannel service delivery systems, through OSS, add public value by : a) providing ways to increase citizen participation and awareness; b) improving regulatory delivery, c) increasing accountability; d) reducing corruption; e) enhancing social inclusion; f) decreasing fragmentation in public service delivery, thereby improving people's satisfaction with public service delivery; g) increasing citizens' trust in government; h) enhancing national competitiveness, thus contributing to accelerating the implementation of the Sustainable Development Goals (SDGs).

Structure

The forum will feature presentations by experts, discussions on innovative practices for peer-to-peer learning and hands-on activities for action planning. It will be conducted in English with simultaneous interpretation in French.

Panel discussions and presentations at the meeting will be structured as follows:

- Roundtable Discussion on *Transforming Public Service Delivery for a Sustainable Future*
- Session 1 on New Trends in Public Service Delivery
- Session 2 on Building Blocks of Omnichannel Service Delivery
- Session 3 on Public Service Delivery Gap Assessment and Identifying Priorities for Effective and Inclusive Service Delivery
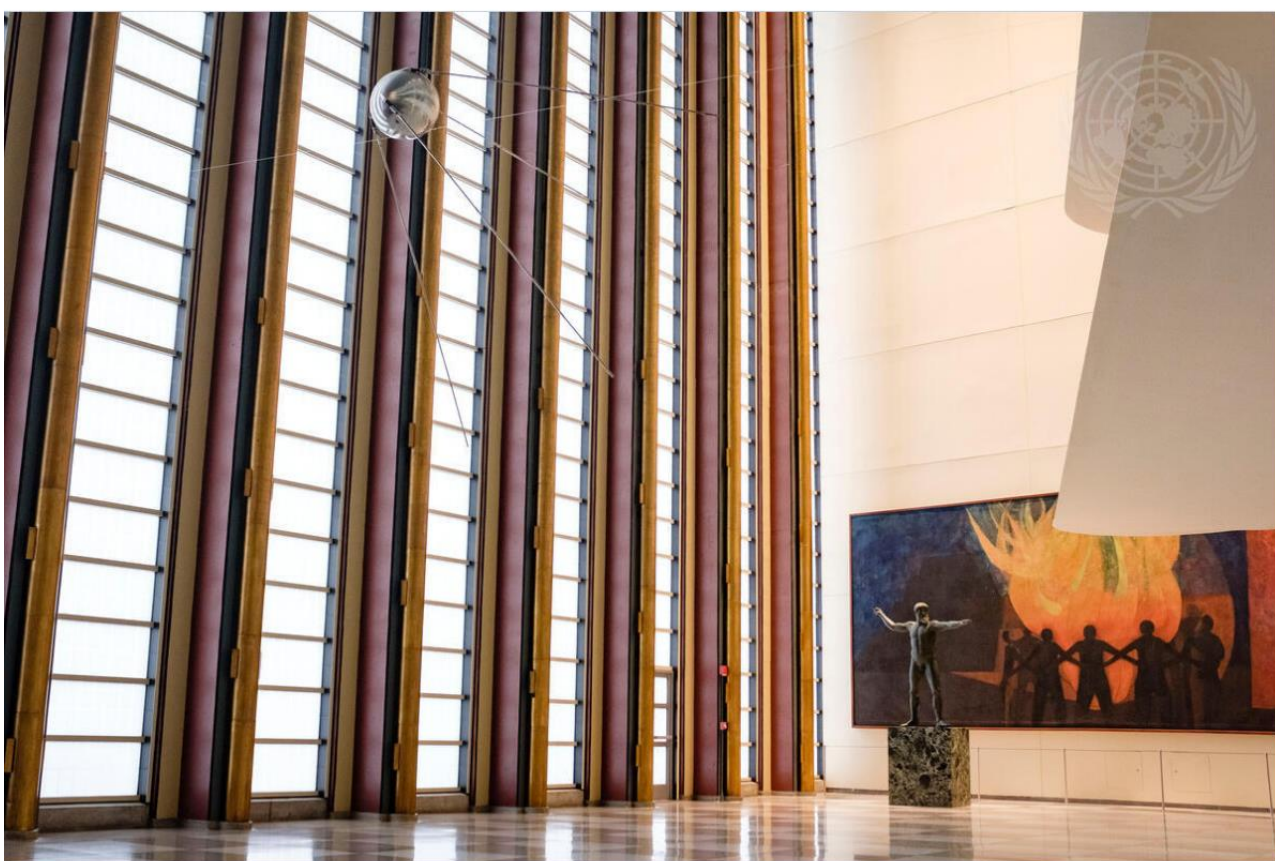- Session 4 on Strategies and Action Plan for Omnichannel Service Delivery

Expected Outcomes

By the end of the forum, participants will have:

- Enhanced understanding and knowledge of what omnichannel service delivery systems are, and how they can contribute to the advancement of the SDGs through the presentation of innovative practices.
- Improved awareness of the mindsets required to ensure more effective, inclusive, and innovative service delivery.
- Conducted and completed a gap analysis in delivering effective and inclusive services.
- Developed strategies, roadmaps, and action plans to implement and/or strengthen innovative omnichannel systems for more effective and inclusive service delivery.

It is anticipated that actionable and innovative governance strategies, which can be applied to participants' specific contexts, will be discussed. Through group discussions and activities, the forum is also expected to strengthen collaboration among public sector leaders, policymakers, and stakeholders, which is key to addressing future challenges.

Agenda

Agenda

Day 1 – Saturday, 21 June 2025
African Public Service Day 2025 – organized by the African Union and the Ministry of Public Service and Human Resource Development, Federal Democratic Republic of Ethiopia Venue: African Union Commission

07:30-09:00	**Arrival of Participants**
09:00-09:10	**AU Anthem and Ethiopia National Anthem**
09:10-09:50	**Welcome Remarks**
09:50-10:05	**Keynote Address**
10:05-10:45	**Group Photo and Tea/Coffee Break**
10:45-12:30	**Session 1: Main Theme: "Enhancing the Agility and Resilience of Public Institutions to Achieve Equitable Governance and Rapidly Address Historical Service Delivery Gaps"**
12:30-13:00	**Visit to Exhibition Booths**
13:00-14:00	**Lunch** **Please after lunch proceed to the Multipurpose Room for the UN DESA Africa Regional Forum.**

UN DESA Africa Regional Forum on Governance Innovation: Advancing Agile, Inclusive and People-Centered Services for All (parallel activity)

Venue: African Union Commission – Conference Room Multipurpose Hall

14:00-14:30	**Welcome and Opening Remarks** **Moderator:** Dr. Cristina Rodriguez-Acosta, Interregional Advisor, DPIDG, UN DESA • Dr. Adriana Alberti, Chief, Programme Management and Capacity Development Unit, DPIDG, UN DESA • H.E. Ulvi Mehdiyev, Chairman, State Agency for Public Service and Social Innovations under the President of Azerbaijan (SAPSSI), Azerbaijan • H.E. Dr. Mekuria Haile, Federal Civil Service Commissioner, Ethiopia • H.E. Dr. Jean Kaseya, Director General of Africa CDC, African Union (TBC) • Deputy UN Resident and Humanitarian Coordinator, Ethiopia (TBC)
14:30-14:45	**Challenges, Opportunities and New Trends in Governance Innovation across Africa** • Ms. Zuzana Schwidrowski, Director, Macroeconomics, Finance & Governance Division, United Nations Economic Commission for Africa (UN-ECA)
14:45-15:30	**Roundtable Discussion:** *Transforming Public Service Delivery for a Sustainable Future* **Moderator:** Mr. Alphonse Mekolo, CEO & Founding Director, MEKALFONE Group, Expert in Governance Systems and Public Sector Institutions

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	Speakers: • Eswatini – H.E. Mabulala S. Maseko (MP), Minister, Ministry of Public Service • Ghana – H.E. Lydia Lamisi Akanvariba (MP), Minister of State for Public Sector Reforms • Hungary – Hon. Dr. Katalin Uzsák, Deputy State Secretary, Ministry of Public Administration and Regional Development • Lesotho – H.E. Mr. Mputi Stephen Mputi, Minister of Public Service • Maldives – Hon. Mr. Mohamed Nasih, President, Civil Service Commission • Uganda – H.E. Ms. Grace Mary Mugasa Akiiki, Minister of State for Public Service, Ministry of Public Service Video Presentation by H.E. Dr. Rania Al-Mashat, Minister of Planning, Economic Development and International Cooperation, Egypt **Key Takeaways from the Roundtable Discussion (3 minutes each)** • Dr. Younes Abouyoub, Chief of Governance and State-Building, Governance and Conflict Prevention Division for the Arab Region, UN ESCWA • Mr. Sheriff Jallow, Permanent Secretary, Ministry of Public Service, Administrative Reform, Policy Coordination and Delivery, Gambia **Key Questions:** • What strategies and innovative practices has your country implemented to ensure people-centered public service delivery? • In 2040, what would excellence in public service delivery look like and how do you envision its future?
15:30-15:40	**Future Visioning of Public Service Delivery** **Individual Activity at Tables** **Key Question:** • In 2040, what would excellence in public service delivery look like and what would an ideal future model be like?
15:40-16:40	**Session I: New Trends for Agile, Inclusive and People-Centered Public Service Delivery** **Moderator:** Dr. Cristina Rodriguez-Acosta, Interregional Advisor, DPIDG, UN DESA

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People-Centered Public Policies focused on Enhanced Quality of Public Service Delivery
- Dr. Younes Abouyoub, Chief of Governance and State-Building, Governance and Conflict Prevention Division for the Arab Region, UN ESCWA

The Case of Huduma Kenya
- Hon. Dr. Benjamin Kai Chilumo, CEO, Huduma Kenya

The Case of ASAN, Azerbaijan
- Mr. Mahammadali Khudaverdiyev, Director General for International Affairs, State Agency for Public Service and Social Innovations under the President of Azerbaijan (SAPSSI), Azerbaijan

Challenges and Strategies to Strengthen Competencies and Skills for Agile, Inclusive and People-centered Public Service Delivery
- Dr. Azeb Assefa Mersha, Dean of the Training Institute, Ethiopian Civil Service University

AI in Public Service Delivery
- Mr. Gregory McGann, DPIDG, UN DESA (online)

Key Takeaways (3 minutes each)
- Mr. Ibrahima Dieng, Director General of the Civil Service, Ministry of Public Service and Public Service Reform, Senegal
- Mr. Hassan Sheriff, Human Resource Manager, Kailahun District Council, Sierra Leone

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<tr><td>16:40-16:45</td><td>**Wrap-up of Day 1**</td></tr>
<tr><td>16:30-18:00</td><td>**Visit Addis Ababa ADWA Museum – organized by the African Union and the Ministry of Public Service and Human Resource Development, Federal Democratic Republic of Ethiopia**</td></tr>
<tr><td>18:00-20:30</td><td>**Dinner at Addis Ababa ADWA Museum**</td></tr>
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Day 2 – Sunday, 22 June 2025

| 09:00-10:15 | **Session II: Building Blocks of Omnichannel Service Delivery**

Moderator: Mr. Mahammadali Khudaverdiyev, Director General for International Affairs, State Agency for Public Service and Social Innovations under the President of Azerbaijan (SAPSSI), Azerbaijan

Presentation on Building Blocks of Omnichannel service delivery
• Dr. Adriana Alberti, Chief, Programme Management and Capacity Development Unit, DPIDG, UN DESA
• Dr. Cristina Rodriguez-Acosta, Interregional Advisor, DPIDG, UN DESA

The critical role of political commitment, transformational leadership, and human resources in governance innovation
• Dr. Jide Balogun, Former Special Advisor to the UN General Assembly, Director, DRM Associates (video presentation)

Voices of African Civil Servants on Training and Leadership Needs for Agile Service Delivery
• Ms. Sara Hamouda, Continental Governance Officer, African Peer Review Mechanism (APRM), African Union, South Africa

The importance of changing mindsets for innovative and inclusive public service delivery
• Dr. Adriana Alberti, Chief, Programme Management and Capacity Development Unit, DPIDG, UN DESA

Systems thinking and policy development
• Dr. Cristina Rodriguez-Acosta, Interregional Advisor, DPIDG, UN DESA

Open Discussion at Tables (15 minutes)

Key Takeaways (3 minutes each)
• Mr. Armindo Francisco Manhiça, Public Finance and Local Development Senior Officer, Ministry of Planning and Development, Mozambique
• Mr. Timothy Mudakureva, Chief Research and Economics Officer, Ministry of Public Service, Labor and Social Welfare, Zimbabwe |

	Key questions: • What are the challenges and opportunities for the advancement of these building blocks? • What type of mindsets, competencies and skills are needed to implement these building blocks?
10:15-11:15	**Session II – Building Blocks of Omnichannel Service Delivery (continued)** **Moderator:** Mr. N. Germain Alokpo, Secretary General, General Secretariat of the Ministry of Labor and Civil Service, Benin **Coherence between national and local/ regional levels in public service delivery** • Dr. Najat Zarrouk, President of IASIA, Director of Capacity Building and ALGA Academy, United Cities and Local Governments of Africa (UCLG Africa), Morocco **Whole of government and whole of society approaches to public service delivery** • Mr. Alphonse Mekolo, CEO & Founding Director, MEKALFONE Group, Expert in Governance Systems and Public Sector Institutions **Digital technology and data governance for public service delivery** • Mr. Armando Guio, Executive Director of the Global Network of Internet and Society Centers, Harvard University (video presentation) **Financing for public service delivery** • Mr. Ali Zafar, Economic Adviser and Head Development Policy Research Hub, UNDP Ethiopia **Open Discussion at Tables (15 mins)** **Key Takeaways (3 minutes each)** • Mr. Tsoumou Antheim Martial, Director of Labour Relations, Ministry of Labour, Republic of the Congo • Mr. Abukar Gacal Alasow, Director General, National Civil Service Commission, Federal Government of Somalia

	Key questions: • What are the challenges and opportunities for the advancement of these building blocks? • What type of mindsets, competencies and skills are needed to implement these building blocks?
11:15-11:30	**Tea/Coffee break**
11:30-13:30	**Session III: Omni Channel Service Delivery System Gap Assessment and Identifying Priorities for Agile, Inclusive and People-Centered Public Service Delivery** **Facilitators:** Dr. Aslam Alam, Chairman, Insurance Development and Regulatory Authority (IDRA), Bangladesh; Dr. Adriana Alberti, Chief, Programme Management and Capacity Development Unit, DPIDG, UN DESA; and Dr. Cristina Rodriguez-Acosta, Interregional Adviser, DPIDG, UN DESA • Omni Channel Service Delivery System Gap Assessment • Presentation in Plenary of Self-Assessment Results
13:30-14:30	**Lunch**
14:30- 16:00	**Session IV: Strategies and Action Plans for Omnichannel Service Delivery** **Facilitators:** Dr. Aslam Alam, Chairman, Insurance Development and Regulatory Authority (IDRA), Bangladesh; Dr. Adriana Alberti, Chief, Programme Management and Capacity Development Unit, DPIDG, UN DESA; and Dr. Cristina Rodriguez-Acosta, Interregional Adviser, DPIDG, UN DESA • A hands-on activity will be conducted to design strategies and action plans for effective omnichannel service delivery • Presentation in Plenary of commitments and action plans
16:00-16:20	**Key Takeaways and Recommendations** • Ms. Nazrin Aliyeva, Senior Advisor, International Relations Department, State Agency for Public Service and Social Innovations under the President of Azerbaijan • Dr. Samuel Oe-Amseb, President, Association of Local Authorities of Namibia (ALAN), Namibia

	• Ms. Bernadette Yvonne Florence Azegue Yene Ep Ndongo, Head of the Cooperation Department between the CTDs, FEICOM-Cameroon • Hon. Mr. Kolade David Alabi, National President, Association of Local Government of Nigeria (ALGON), Nigeria
16:20-16:25	**Concluding Session** • Dr. Adriana Alberti, Chief, Programme Management and Capacity Development Unit, DPIDG, UN DESA

Day 3 – Monday, 23 June 2025

Organized by the African Union and the Ministry of Public Service and Human Resource Development, Federal Democratic Republic of Ethiopia

Venue: African Union Commission

09:00-11:15	**Session 5: Civil Society Advocacy and Multi-Stakeholder Collaboration for Inclusive Governance**
11:15-11:30	**Tea/Coffee Break**
11:30-13:00	**Session 6: Country Case Study: showcase real-world examples of how public institutions have successfully enhanced their agility and resilience to address historical service delivery gaps and ensure equitable governance**
13:00-14:00	**Lunch**
15:00-16:00	**Closing Ceremony and Delivery of the 2025 APSD Declaration**
16:00-17:30	**Visit MESOB One Stop Service Center**
19:30-21:00	**Gala Dinner**

List of Participants

Country	Name	Title	Organization
Azerbaijan	H.E. Ulvi Mehdiyev	Chairman	State Agency for Public Service and Social Innovations under the President of Azerbaijan
Azerbaijan	Mr. Mahammadali Khudaverdiyev	Director General for International Affairs	State Agency for Public Service and Social Innovations under the President of Azerbaijan
Azerbaijan	Ms. Nazrin Aliyeva	Senior Advisor, International Relations Department	State Agency for Public Service and Social Innovations under the President of Azerbaijan
Bangladesh	Dr. Aslam Alam	Chairman	Insurance Development and Regulatory Authority of Bangladesh
Benin	Mr. N. Germain Alokpo	Secretary General	General Secretariat of the Ministry of Labor and Civil Service
Cameroon	Ms. Bernadette Yvonne Florence Azegue Yene Ep Ndongo	Head of the Cooperation Department between the CTDs	FEICOM-Cameroon
Cameroon	Mr. Alphonse Mekolo	Founding Director and CEO	MEKALFONE Group
Congo (Republic of the)	Mr. Tsoumou Antheim Martial	Director of Labour Relations	Ministry of Labour
Egypt	H.E. Dr. Rania Al-Mashat	Minister	Ministry of Planning and Economic Development and International Cooperation
Eswatini	H.E. Mabulala S. Maseko (MP)	Minister	Ministry of Public Service
Eswatini	Ms. Gcinaphi Dlamini-Simelane	Principal Human Resource Officer	Human Resource Department, Ministry of Public Service

Ethiopia	Dr. Mekuria Haile	Commissioner	Federal Civil Service Commission
Ethiopia	Dr. Azeb Assefa Mersha	Dean of the Training Institute	Ethiopian Civil Service University
Ethiopia	Ms. Kokebe Dida Disasa	Head	Oromia Regional State Public Service and Human Resource Development Bureau
Ethiopia	Mrs. Banchiamlak Gebremariam	Head	Amhara Regional State Public Service and Human Resource Development Commission
Ethiopia	Ms. Seble Kahesay Abreha	Head	Tigray Regional State Public Service Commission
Ethiopia	Dr. Jemalu Jember	Head	Addis Ababa City Administration Public Service and Human Resource Development Bureau
Ethiopia	Ms. Zinet Yousuf Mohammed	Head	Hariri Regional State Public Service and Human Resource Development Bureau
Ethiopia	Mr. Asrat Adaro Woldemichael	Head	South Western Ethiopia Regional State, Public Service and Human Resource Development Bureau
Ethiopia	Ms. Halgeyo Jillo Minde	Head	South Ethiopia Regional State, Public Service and Human Resource Development Bureau
Ethiopia	Mr. Gebre Gage Gidebo	Head	Central Ethiopia Regional State, Public Service and Human Resource Development Bureau
Ethiopia	Mr. Hayir Hajnur	Head	Dere Dewa Regional State, Public Service and Human Resource Development Bureau
Ethiopia	Mr. Assefa Guracha Adula	Head	Sidama Regional State, Public Service and Human Resource Development Bureau
Ethiopia	Mr. Lakder Lakbak Berhanu	Head	Gambella Peoples National Regional State, Public Service and Human Resource Development Bureau

Ethiopia	Mrs. Kadra Bashir Mohammud	Head	Public Service Office of the Somali Regional State (DDS)
Ethiopia	Mr. Mohammed Ahmed Ali	Head	Afar Regional State, Public Service and Human Resource Development Bureau
Ethiopia	Mr. Getahun Abdisa	Head	Benishangul Gumuz Regional State, Civil Service Bureau
Gambia	Mr. Sheriff Jallow	Permanent Secretary	Ministry of Public Service, Administrative Reform, Policy Coordination and Delivery
Ghana	H.E. Lydia Lamisi Akanvariba (MP)	Minister of State for Public Sector Reforms	Republic of Ghana
Hungary	Dr. Katalin Uzsák	Deputy State secretary	Ministry of Public Administration and Regional Development
Hungary	Dr. Gergő Szima	Head of Department	Ministry of Public Administration and Regional Development
Kenya	Dr. Benjamin Kai Chilumo	CEO	Huduma Kenya
Lesotho	H.E. Mr. Mputi Stephen Mputi	Minister of Public Service	Government of Lesotho
Maldives	Mr. Mohamed Nasih	President	Civil Service Commission
Morocco	Dr. Najat Zarrouk	President, Director Capacity Building and ALGA Academy	IASIA, UCLG-Africa
Mozambique	Mr. Armindo Francisco Manhiça	Public Finance and Local Development Senior Officer	Ministry of Planning and Development of Mozambique

Namibia	Dr. Samuel Oe-Amseb	President	Association of Local Authorities of Namibia (ALAN)
Nigeria	Hon. Mr. Kolade David Alabi	National President	Association of Local Government of Nigeria (ALGON)
Nigeria	Mr. Jide Balogun	Former Adviser to the PGA and Director	DRM Associates
Senegal	Mr. Ibrahima Dieng	Director General of the Civil Service	Ministry of Public Service and Public Service Reform
Sierra Leone	Mr. Hassan Mohamed Sheriff	Human Resource Manager	Kailahun District Council
Somalia	Mr. Abukar Gacal Alasow	Director General	National Civil Service Commission, Federal Government of Somalia
Uganda	H.E. Ms. Grace Mary Mugasa Akiiki	Minister of State for Public Service	Ministry of Public Service
USA	Mr. Armando Guio	Executive Director of the Global Network of Internet and Society Centers	Harvard University
Zimbabwe	Mr. Timothy Mudakureva	Chief Research and Economics Officer	Ministry of Public Service, Labor and Social Welfare
International and Regional Organizations			
African Union	Mr. Issaka Garba Abdou	Head of Governance and Human Rights	AUC-PAPSD
African Union	H.E. Dr. Jean Kaseya (TBC)	Director General of Africa CDC	African Union
African Union-APRM	Ms. Sara Hamouda	Continental Governance Officer	African Peer Review Mechanism (APRM), African Union

UN DESA	Dr. Adriana Alberti	Chief, Programme Management and Capacity Development Unit	UN DESA
UN DESA	Dr. Cristina Rodriguez-Acosta	Inter-regional Advisor	UN DESA
UN DESA	Mr. Gregory McGann	Programme Management Assistant	DPIDG
UN DESA	Ms. Tiblet Tesfaye Kelemwork	Programme Management Assistant	DPIDG
UNDP Ethiopia	Mr. Ali Zafar	Economic Adviser/Head Development Policy Research Hub	UNDP Ethiopia
UN ECA	Ms. Zuzana Schwidrowski	Director, Macroeconomics, Finance & Governance Division	United Nations Economic Commission for Africa (UN-ECA)
UN ESCWA	Dr. Younes Abouyuob	Chief of the Governance and State Building Section	Governance and State Building Division of ESCWA
UN RCO Ethiopia	TBC		

Useful Readings and References

Handbook on "How to design and implement One-stop-Shops to promote better service delivery and implement the Sustainable Development Goals"

This Handbook, prepared by UN DESA/DPIDG, provides local and national governments with a set of conceptual approaches, practical strategies, and tools to improve the delivery of public services through citizen centric One-stop-Shops (OSS). It includes guidance on how to prepare an action plan to establish One-stop-Shops for public service delivery systems. The first two chapters offer an overview of the rationale and different models of OSS. The third chapter refers to key building blocks needed to design and effectively implement OSSs. The fourth chapter provides a set of questionnaires based on each of the building blocks. Chapter five includes action planning tools for the establishment of OSSs.

Principles of Effective Governance for Sustainable Development
Institutions play a critical role in the achievement of all the Sustainable Development Goals (SDGs) and targets. However, public sector reforms needed to implement the SDGs continue to be a major and vexing challenge in many countries. In order to address this challenge concretely, the Committee of Experts on Public Administration (CEPA) has developed a set of principles of effective governance for sustainable development. The essential purpose of these voluntary principles is to provide practical, expert guidance to interested countries in a broad range of governance challenges associated with implementation of the 2030 Agenda. The principles of effective governance for sustainable development are available in six languages.

Report on Changing Mindsets to Realize the 2030 Agenda for Sustainable Development
The idea of producing a publication on Changing Mindsets to Realize the 2030 Agenda for Sustainable Development was conceived in 2019 as a follow-up to the workshop on "Mobilizing and Equipping Public Servants to Realize the 2030 Agenda". The workshop brought together worldwide experts on the subject matter of changing mindsets and allowed for insightful discussions with many schools of public administration. It was organized by the United Nations Department of Economic and Social Affairs (UN DESA) during the United Nations Public Service Forum in Baku, Republic of Azerbaijan.

The publication is intended as a companion document to the Curriculum on Governance for the Sustainable Development Goals and its Toolkit on Changing

Mindsets in Public Institutions to Implement the 2030 Agenda for Sustainable Development developed by UN DESA, Division for Public Institutions and Digital Government (DPIDG). UN DESA/DPIDG's mission is to support governments in strengthening their capacities to translate the Sustainable Development Goals (SDGs) and other internationally agreed goals into institutional arrangements, strategies, and programmes for effective service delivery and participatory, accountable, and inclusive decision-making processes.

Curriculum on Governance for the Sustainable Development Goals
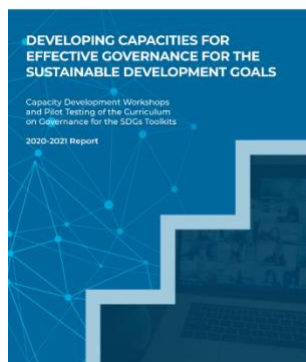
The 2030 Agenda for Sustainable Development recognizes the need to build peaceful, just and inclusive societies that provide equal access to justice and that are based on respect for human rights (including the right to development), on effective rule of law and good governance at all levels and on transparent, effective and accountable institutions". Goal 16 of the 2030 Agenda specifically calls for effective, accountable and inclusive institutions at all levels. Indeed, institutions play a critical role in the achievement of all the Sustainable Development Goals (SDGs) and targets. However, public sector reforms needed to implement the SDGs continue to be a major and vexing challenge in many countries. The 11 Principles of Effective Governance for Sustainable Development, developed by the UN Committee of Experts on Public Administration and endorsed in 2018 by the Economic and Social Council, provide practical, expert guidance to interested countries in a broad range of governance challenges associated with implementation of the 2030 Agenda. The Curriculum Toolkits address the 11 Principles of Effective Governance. The Curriculum on Governance for the Sustainable Development Goals aims to provide a holistic and integrated framework for capacity development in the area of governance and public institutions. It aims to promote critical understanding of sustainable development issues, enhance governance capacity, and strengthen public servants' awareness of their active role in contributing to the achievement of the SDGs.

UN E-Government Survey 2024

This thirteenth edition of the United Nations E-Government Survey, released in 2024, provides a comprehensive assessment of the digital government landscape across all 193 Member States. The 2024 Survey highlights a significant upward trend in the development of digital government worldwide, with increased investment in resilient infrastructure and cutting-edge technologies. The global average value of the E-Government Development Index (EGDI) shows substantial improvement, with the proportion of the population lagging in digital government development decreasing from 45.0 per cent in 2022 to 22.4 per cent in 2024. Despite significant progress in digital government development, the EGDI averages for the African region, least developed countries, and small island developing States remain below the global average, underscoring the need for targeted efforts to bridge existing gaps. At the local level, the Survey continues to assess city portals using the Local Online Services Index (LOSI). The LOSI findings reflect steady progress but also highlight persistent disparities between national and local e-government performance, pointing to the need for focused initiatives to strengthen digital government at the municipal level. This edition introduces the new Digital Government Model Framework, providing countries with a comprehensive road map for the effective planning, implementation and assessment of

digital government initiatives. A short addendum explores the integration of AI in digital government development, emphasizing the importance of maximizing benefits and minimizing risks to achieve balanced governance.
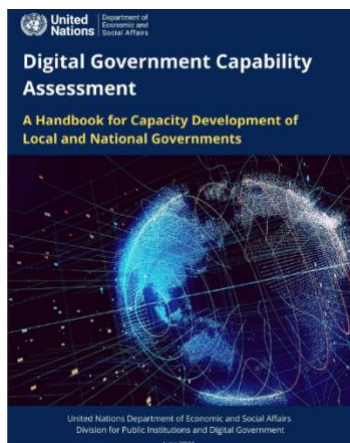
Digital Government Capability Assessment Handbook

The Digital Government Capability Assessment (DGCA) is a six-dimension framework of enablers to engage governments in discussions towards digital government transformation. Considering that digital government requires a multifaceted response from governments, the dimensions of the DGCA contain various statements which could guide governments in understanding gaps and policy entry points.

Completing a DGCA will help civil servants build new understanding of the level of digital government capability that exists in a country as a foundation for continued efforts to innovate and lead in the area of digital government and public service delivery. A DGCA is not meant to be used to benchmark capability, but rather to develop an understanding of current capability and to inform decision making about where investments are needed to increase innovation and digital government capability leading to improvements in public service delivery.
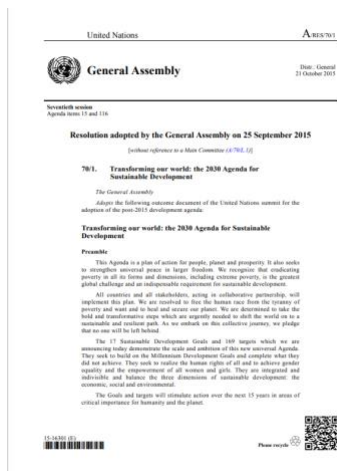
Resolution adopted by the General Assembly on 25 September 2015: Transforming our world: the 2030 Agenda for Sustainable Development

This Agenda is a plan of action for people, planet and prosperity. It also seeks to strengthen universal peace in larger freedom. We recognize that eradicating poverty in all its forms and dimensions, including extreme poverty, is the greatest global challenge and an indispensable requirement for sustainable development.

All countries and all stakeholders, acting in collaborative partnership, will implement this plan. We are resolved to free the human race from the tyranny of poverty and want and to heal and secure our planet. We are determined to take the bold and transformative steps which are urgently needed to shift the world on to a sustainable and resilient path. As we embark on this collective journey, we pledge that no one will be left behind.

INFORMATION NOTE
FOR FUNDED PARTICIPANTS

African Regional Forum on Governance Innovation: Advancing Agile, Inclusive and People-Centered Services for All

21-23 June 2025

African Union
Addis Ababa, Ethiopia

Location

This workshop will be held on 21-23 June 2025 in the premises of the African Union Headquarters located at:

African Union Headquarters
P.O. Box 3243
Roosvelt Street
W21K19
Addis Ababa, Ethiopia

Visa

Participants are responsible for checking whether they need a visa to travel to Ethiopia and obtaining, if necessary, their own visas. It is important that you urgently contact the nearest Consulate/Embassy of the Federal Democratic Republic of Ethiopia in your country to check the entry visa requirements or you may apply online https://www.evisa.gov.et.You may wish to bring a copy of your official United Nations invitation letter to the consular officials which in most cases suffices as a supporting document to apply for the visa. You can also use the following company reference number: cXUto298. It is necessary to obtain a visa prior to travelling.

Please note that in accordance with the UN rules and regulations for conferences, costs associated with visa procedures and fees, as well as airport taxes, are the responsibility of the participant and/or their institution and will not be covered by the UN.

Travel

Participants sponsored by the UN DESA, should **not** buy their own tickets. The United Nations will provide you with an economy class round trip air ticket to travel to Addis Ababa by the most direct and economical route. You will be contacted by American Express, which will issue your ticket in accordance with United Nations procedures.
The authorized date of arrival in Addis Ababa will be 20 June 2025 and departure from Addis Ababa will be 24 June 2025.
Should you wish to make changes on the travel dates and/or class, which will result in an increase in the authorized ticket cost, the difference will be borne and arranged by the participant directly with the American Express Office at the United Nations.

Entitlements

UN sponsored participants will receive a daily subsistence allowance (DSA) at the rate of USD $209/day which shall cover hotel accommodation, meals and other personal expenses. In addition, you will receive USD $252 to cover terminal expenses, which include airport transfers.

Registration and badges

Kindly note that the registration will take place at the Africa Union. Please, bring your passport as a badge will be given to you upon its presentation. To avoid unnecessary delays, participants are strongly requested to register in a timely manner.

Relevant conference documents and materials

Documents including programme, concept note, presentations, will be updated on an on-going basis and can be accessed at our website
URL: https://publicadministration.desa.un.org/events/africa-regional-forum-governance-innovation-advancing-agile-inclusive-and-people-centered

Attendance

Please note that participants will be requested to sign the Attendance Form every day during the workshop. Participants are expected to be fully engaged in daily activities for full duration of the workshop.

Accommodation and airport transfer arrangements

Participants are responsible for booking their own accommodation. A list of recommended hotels could be found below
Kindly be informed that transportation will not be provided. Participants should make their own transportation arrangements from Addis Ababa airport to their respective hotels as well as from their hotel to the meeting location and back.

Contact information from DPIDG / DESA

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Chief
PMCDU/DPIDG/UN DESA
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Ms. Cristina Rodriguez-Acosta
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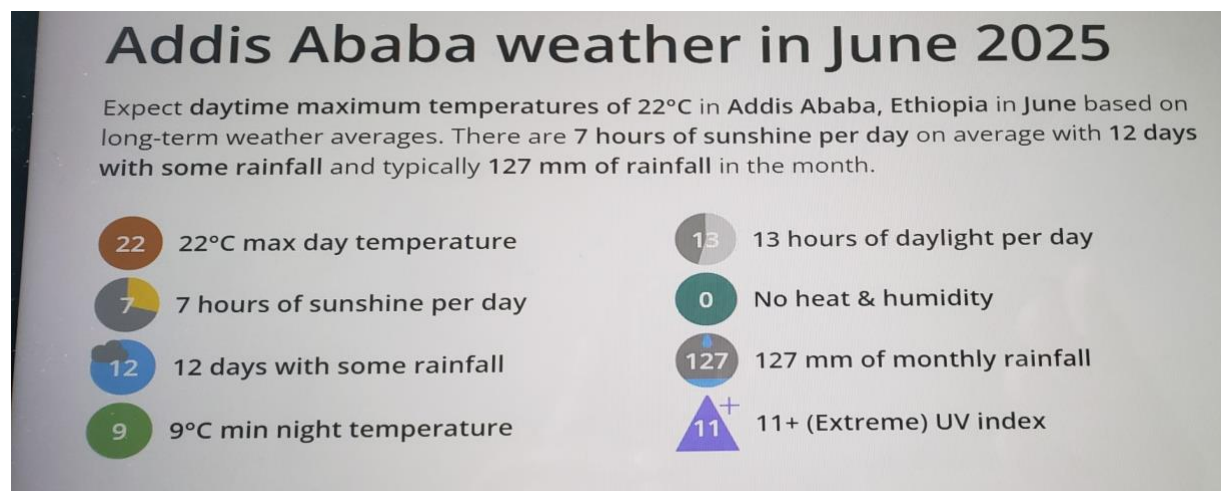
General information about Addis Ababa

Currency

The currency used in Ethiopia is the Ethiopian Birr.

Climate

Weather in Addis Ababa June 2025

Addis Ababa weather in June 2025

Expect **daytime maximum temperatures of 22°C** in Addis Ababa, Ethiopia in June based on long-term weather averages. There are **7 hours of sunshine per day** on average with **12 days with some rainfall** and typically **127 mm of rainfall** in the month.

- 22°C max day temperature
- 7 hours of sunshine per day
- 12 days with some rainfall
- 9°C min night temperature
- 13 hours of daylight per day
- No heat & humidity
- 127 mm of monthly rainfall
- 11+ (Extreme) UV index

Altitude

Addis Ababa is at an altitude of 2350 meters above sea level which means that you may feel tired, sleepless and breathless. In case of any discomfort, we recommend you report it to the organizing committee.

Electricity supply and voltage

In Ethiopia the power sockets are of the following types. The standard voltage is 220 V and the standard frequency is 50 Hz.

List of Recommended Hotels

No.	HOTEL	Type of Room	UN Rate
1.	**INTER LUXURY HOTEL** Tel: (251-11) 5 50 50 66/18 04 44 Fax: (251-11) 5 54 00 90/96 Contact: Jacqueline Solomon E-mail: reservation@interluxuryhotel.com jacqueline.solomon@interluxuryhotel.com Website: www.intercontinentaladdis.com	King Deluxe (Standard)	US$ 80.00 *Inclusive of breakfast & all taxes*
2.	**JUPITER INTERNATIONAL HOTEL – KASANCHES LOCATION** Tel: (251-11) 5 52 73 33 (251-11) 5 52 63 70 0911 65 18 10 (Ayelech) Fax: (251-11) 5 52 64 18 E-mail: info@jupiterinternationalhotel.com Website: www.jupiterinternationalhotel.com	Standard Single Room Deluxe Room Twin Room	US$ 75.00 US$ 90.00 US$ 110.00 *Inclusive of breakfast & all taxes*
3.	**THE GRAND PALACE SUITE HOTEL** Tel: (251-93) 6 306533 Contact: Ms. Netsanet Wereku 0980	Single Standard Room	US$ 63.00 US$ 70.00

		Superior Room	*Inclusive of breakfast & all taxes*
	626262 E-mail: sales@grandpalaceaddis.com E-mail: info@grandpalaceaddis.com Website: www.grandpalaceaddis.com		
4.	**AMBASSADOR HOTEL** **Tel:** 251-11 6-188284/81 E-mail: reservation@ambassadorhotelethiopia .com	Standard Room	US$ 50.00 *Inclusive of breakfast & all taxes*
5	**ELILLY HOTEL** **Tel:** 0115- 58 77 77/**73/70** **Fax:** 0115 58 52 00 Contact: Ms. Elsabeth Shume E-mail: info@elillyhotel.com reservation@elillyhotel.com Website: www.elillyhotel.com	Standard Room	US$ 80.00 *Inclusive of breakfast & all taxes*
6.	**Best Western Premier Dynasty**	Single Standard Room Double	US$ 92.00 US$ 92.00 Price is before tax *Breakfast included.*
7.	**NIGIST TOWERS GUEST HOUSE** **Tel:** (251-11) 5 50 97 70 Yirgat: 0911 19 55 35 E-mail: info@nigisttowers.com Website: www.nigisttowers.com	Studio One Bed Room Two Bed Room	US$ 72.45 US$ 84.53 US$ 114.70

			Inclusive of all taxes. Breakfast not included.
8.	**RAMADA HOTEL** Tel: (251-11) 6 39 39 39 Email: reservations@ramadaaddis.com info@ramadaaddis.com Website: www.ramadaaddis.com	Superior Room	US $90.00 *Inclusive of breakfast & all taxes*
9.	**ETHIOPIAN SKYLIGHT HOTEL** Tel: (251-11) 6-81 81 81 / 6 17 63 89 Email: reservation@ethiopianskylighthotel.com ayehug@ethiopianskylighthotel.com Website: www.ethiopianskylighthotel.com	Single Standard Room Double	US$ 93.00 US$ 109.00 **Plus 26.5% tax** *Breakfast included.*
10.	**ELILLY HOTEL** **Tel:** 0115- 58 77 77/**73/70** **Fax:** 0115 58 52 00 Contact: Ms. Elsabeth Shume E-mail: info@elillyhotel.com reservation@elillyhotel.com Website: www.elillyhotel.com	Standard room	US$ 80.00 *Inclusive of breakfast & all taxes*
11.	**MARRIOTT EXECUTIVE APARTMENTS** Tel: (251-11) 5 18 46 00 Contact: Mr. Biruk Hailu/ Ms. Tigist Juneydin E-mail: reservation.adder@marriott.com Website: www.marriott.com/adder	Single room	US $125.00 **Plus 26.5% tax** *Breakfast included.*
12.	**HILTON HOTEL** Tel: (251-11) 5 51 84 00/17 00 00	Garden Wing Rooms (standard) King Room	US$ 120.00 US$ 132.00

	Tel: (251-11) 5 51 00 64 Fax: (251-11) 5 51 17 18 Contact: Mr. Daniel Gelaw Email: reservations.addisababa@hilton.com		*Inclusive of breakfast & all taxes*
13.	**HYATT REGENCY HOTEL** **Tel:** (251-11) 5 17 12 34 E-mail: addisababa.regency@hyatt.com	Standard room	US$ 180.00 **Plus 26.5% tax** *Breakfast included*
14.	**RADISSON BLU HOTEL** **Tel:** (251-11) 5-15 76 00/ 17 04 00 **Fax:** (251-11) 5-15 76 01 E-mail: reservations.addisababa@radissonblu.com Website: www.radissonblu.com	Single standard room	US $158.00 *Inclusive of breakfast & all taxes*
15.	**SHERATON HOTEL** Tel: (251-11) 5 17 17 17 Fax: (251-11) 5 17 27 27 Contact: Mr. Getachew Melese/Mr. Begashaw Kassaye E-mail: reservations.addisethiopia@luxurycollection.com Website: www.luxurycollection.com/addis	Club Room (single) Executive Room	US$ 255.00 US$ 366.00 **Plus 26.5% tax** *Breakfast included.*