



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	<p>Welcome and Opening Remarks</p> <p>Master of Ceremonies: Ms. Tiblet Tesfaye Kelemwork, DPIDG, UN DESA</p> <ul style="list-style-type: none"> • 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 • Ms. Patience Chiradza, Director for Governance and Conflict Prevention, AU
14:30-14:45	<p>Challenges, Opportunities and New Trends in Governance Innovation across Africa</p> <ul style="list-style-type: none"> • Ms. Zuzana Schwidrowski, Director, Macroeconomics, Finance & Governance Division, United Nations Economic Commission for Africa (UN-ECA)
14:45-15:30	<p>Roundtable Discussion: Transforming Public Service Delivery for a Sustainable Future</p> <p>Moderator: Mr. Alphonse Mekolo, CEO & Founding Director, MEKALFONE Group, Expert in Governance Systems and Public Sector Institutions</p> <p>Speakers:</p> <ul style="list-style-type: none"> • 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



	<ul style="list-style-type: none"> • Hungary – Hon. Dr. Katalin Uzsák, Deputy State Secretary, Ministry of Public Administration and Regional Development • 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 <p>Video Presentation by H.E. Dr. Rania Al-Mashat, Minister of Planning, Economic Development and International Cooperation, Egypt</p> <p>Key Takeaways from the Roundtable Discussion (3 minutes each)</p> <ul style="list-style-type: none"> • 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 <p>Key Questions:</p> <ul style="list-style-type: none"> • 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	<p>Future Visioning of Public Service Delivery</p> <p>Individual Activity at Tables</p> <p>Key Question:</p> <ul style="list-style-type: none"> • In 2040, what would excellence in public service delivery look like and what would an ideal future model be like?
15:40-16:40	<p>Session I: New Trends for Agile, Inclusive and People-Centered Public Service Delivery</p> <p>Moderator: Dr. Cristina Rodriguez-Acosta, Interregional Advisor, DPIDG, UN DESA</p> <p>People-Centered Public Policies focused on Enhanced Quality of Public Service Delivery</p> <ul style="list-style-type: none"> • Dr. Younes Abouyoub, Chief of Governance and State-Building, Governance and Conflict Prevention Division for the Arab Region, UN ESCWA



	<p>The Case of Huduma Kenya</p> <ul style="list-style-type: none"> Hon. Dr. Benjamin Kai Chilumo, CEO, Huduma Kenya <p>The Case of ASAN, Azerbaijan</p> <ul style="list-style-type: none"> Mr. Mahammadali Khudaverdiyev, Director General for International Affairs, State Agency for Public Service and Social Innovations under the President of Azerbaijan (SAPSSI), Azerbaijan <p>Challenges and Strategies to Strengthen Competencies and Skills for Agile, Inclusive and People-centered Public Service Delivery</p> <ul style="list-style-type: none"> Dr. Azeb Assefa Mersha, Dean of the Training Institute, Ethiopian Civil Service University <p>AI in Public Service Delivery</p> <ul style="list-style-type: none"> Mr. Gregory McGann, DPIDG, UN DESA (online) <p>Key Takeaways (3 minutes each)</p> <ul style="list-style-type: none"> 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
16:40-16:45	Wrap-up of Day 1
16:30-18:00	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
18:00-20:30	Dinner at Addis Ababa ADWA Museum



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

- Ms. Naomi George-Edward, DPIDG, UN DESA (video presentation)

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 Manhica, 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



	<p>Key questions:</p> <ul style="list-style-type: none"> • 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	<p>Session II – Building Blocks of Omnichannel Service Delivery (continued)</p> <p>Moderator: Mr. N. Germain Alokpo, Secretary General, General Secretariat of the Ministry of Labor and Civil Service, Benin</p> <p>Coherence between national and local/ regional levels in public service delivery</p> <ul style="list-style-type: none"> • Dr. Najat Zarrouk, President of IASIA, Director of Capacity Building and ALGA Academy, United Cities and Local Governments of Africa (UCLG Africa), Morocco <p>Whole of government and whole of society approaches to public service delivery</p> <ul style="list-style-type: none"> • Mr. Alphonse Mekolo, CEO & Founding Director, MEKALFONE Group, Expert in Governance Systems and Public Sector Institutions <p>Digital technology and data governance for public service delivery</p> <ul style="list-style-type: none"> • Mr. Armando Guio, Executive Director of the Global Network of Internet and Society Centers, Harvard University (video presentation) <p>Financing for public service delivery</p> <ul style="list-style-type: none"> • Mr. Ali Zafar, Economic Adviser and Head Development Policy Research Hub, UNDP Ethiopia <p>Open Discussion at Tables (15 mins)</p> <p>Key Takeaways (3 minutes each)</p> <ul style="list-style-type: none"> • 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: <ul style="list-style-type: none"> • 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	<p>Session III: Omni Channel Service Delivery System Gap Assessment and Identifying Priorities for Agile, Inclusive and People-Centered Public Service Delivery</p> <p>Facilitators: Dr. Adriana Alberti, Chief, Programme Management and Capacity Development Unit, DPIDG, UN DESA and Dr. Cristina Rodriguez-Acosta, Interregional Adviser, DPIDG, UN DESA</p> <ul style="list-style-type: none"> • Omni Channel Service Delivery System Gap Assessment • Presentation in Plenary of Self-Assessment Results
13:30-14:30	Lunch
14:30- 16:00	<p>Session IV: Strategies and Action Plans for Omnichannel Service Delivery</p> <p>Facilitators: Dr. Adriana Alberti, Chief, Programme Management and Capacity Development Unit, DPIDG, UN DESA and Dr. Cristina Rodriguez-Acosta, Interregional Adviser, DPIDG, UN DESA</p> <ul style="list-style-type: none"> • 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 - 16:10	<p>Collective Poetic Vision Statement</p> <ul style="list-style-type: none"> • Ms. Katherine Bourlakas, DPIDG, UN DESA (online)
16:10-16:25	<p>Key Takeaways and Recommendations</p> <ul style="list-style-type: none"> • Ms. Nazrin Aliyeva, Senior Advisor, International Relations Department, State Agency for Public Service and Social Innovations under the President of Azerbaijan



	<ul style="list-style-type: none"> • 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 • Ms. Francesca Tomasino, DPIDG, UN DESA (online)
16:25-16:30	Concluding Session <ul style="list-style-type: none"> • 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