In the framework of the United Nations Public Service Award and Forum, organized by the UNDESA and the Republic of Azerbaijan, from 24 to 26 June 2019, the Director of the African Local Governments Academy(ALGA) of UCLG-Africa, Dr Najat Zarrouk was invited to make a presentation on the issue of Human rights at the local level.
- **Key messages from the presentations**

1. **Experience of Azerbaijan (the Ombudsman)**
   - The link between the Sustainable Development Goals (SDGs) and the Human Rights (HR);
   - Existence of minorities and refugees;
   - Adoption of comprehensive reforms on health, disability, protection of children, creation of opportunities for man and women, creation of SMEs for women to increase their income;
   - Organization of awareness raising campaigns;
   - It's good when youth know about their rights
   - Investment in infrastructures and equipment's;
   - The need of the support of International Community;
   - The multiple advantages and benefit of ASAN Services;
   - The need for joint efforts to implement all this commitments.

2. **The Right to development** adopted in 1996 as an enabler for all persons
   - The Resolution adopted in 2018 by the United Nations to promote HR and Public Services and recognizing the corruption as a serious obstacle;
   - How to identify vulnerable groups?
   - We need a change in mindsets and institutions of change;
   - The link between Good Governance, Human Rights and Sustainable Development
   - The Right to development means to promote, protect and respect the HR, the freedom of religion, the importance of transparency in all sectors, non-discrimination which supposes that no human being is treated based on his gender, religion, origin, color, etc…; the guaranty of public participation, the prevention and fight against corruption.
3. The efficiency of Justice (experience of the Council of Europe)
Created in 1949 the Council of Europe has 47 members engaged for democracy, HR, Rule of Law, social solidarity, people centred services, access to justice. The Council has adopted the first European Ethical Charter on the use of artificial intelligence in Justice, based on the following Principles:
- Respect of Human Rights;
- Non Discrimination;
- Quality/Security;
- Transparency;
- Impartiality and intellectual integrity;
- People oriented e-services…

4. The experience of Uganda
- The engagement and investment in Civil rights, Rule of Law, political, economic, social and cultural Rights, Rights of communities;
- The key principles: all the SDGs are based on HR, fair treatment and good services, inspiration from good practices.

5. What is left behind and why?
- The discrimination has several causes, namely the geography (territorial inequalities, access to services), the governance (poor governance and corruption), social and economic gaps, cultural barriers…
- How to address such discrimination: development of disaggregated data to track and monitor the progress made, to empower people, to promote participation (having a voice), good and efficient policies and regulations, resource allocation.

6. The link between HR and efficient Public Services
- HR are mandatory, while the SDGs are a political engagement;
- HR have a lot to bring to the efficiency of public services;
- Leaving no one behind is only about equality and non discrimination, especially within Countries dealing with vulnerability and exclusion;
- However in the HR legal framework we do not find the right to access to better public services (expect in the 1948 Universal Declaration);
- We need to be attentive to the needs of individuals to ensure outcomes;
- There's no Good governance without HR and effective public service delivery;
- The need to promote and encourage participation as a right itself;
- We need to give a voice to those left behind through participation.
- Some guidelines for States on the effective public services and participation: direct participation, participation in decision-making, participation should be seen in monitoring and follow up, evaluation, in diverse ways (access to information, high level of participation, organization of focus groups and committees, social accountability, community radio…); keeping in mind that participation is a continuous process.

7. **The issue of inclusion**

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<th>The leaders at all levels should take time to listen, understand and integrate the expectations, needs and priorities of populations/citizen</th>
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<td>Each actor and stakeholder should be a part of the dynamic of development and progress in its community/territory, taking into account the social, cultural, economic, geographic, religious diversity, integrating women, elders, youth, disables, minorities, rural/urban citizen</td>
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<td>Promoting a concrete and active citizenship, that should not be only recipients of decisions or voters.</td>
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<td>Creating public spaces for dialogue, concertation, exchange, creation of committees, focus groups, instances at all levels and in all sectors.</td>
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<tr>
<td>Investing and anchoring Good Governance at all levels and in all sectors, in particular in the public sphere.</td>
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<td>Building Trust in Public Institutions at all levels of Governance.</td>
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<td>All public institutions should be accountable.</td>
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<td>Some ingredients: participatory budgeting, Budget sensitive to Gender, investment in ICTs and E-Governance, empowering people, citizen and communities to know their rights and duties, access to information using traditional and modern channels, transparency…</td>
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AGENDA

Workshop 9: Effective model for the delivery of public services contributing to the realization of human rights and the SDGs

24 June 2019

14:00 - 14:40 Opening Session

Facilitator:
- Mr. Çingiz Əsgərov, Agent of the Government of Azerbaijan before the European Court of Human Rights, Head of Human Rights Protection Division, Administration of the President of the Republic of Azerbaijan

Keynotes
- Mrs. Elmira Suleymanova, Ombudsman of Azerbaijan
- Mr. Ghulam M. Isaczai, UN Resident Coordinator in the Republic of Azerbaijan
- Mr. Ayuush Bat-Erdene, Chief, the Right to Development Section, OHCHR
- Mr. Ramin Gurbanov, President of the European Commission for the Efficiency of Justice (CEPEJ), Council of Europe
- Ms. Catherine Bitarakwate Musingwiire, Permanent Secretary, Ministry of State Public Service of Uganda

14:40 - 15:30 Session 1: “Leaving no one behind through inclusive governance, ensuring participation of those left behind”

Moderator
- Mr. Ayuush Bat-Erdene, Chief, the Right to Development Section, OHCHR

Keynote speaker
- Mr. Ghulam M. Isaczai, UN Resident Coordinator in the Republic of Azerbaijan

Panelists
Mr. Marc Limon, Executive Director of the Universal Rights Group
Mr. Hernan Vales, Human Rights Officer, Responsible for OHCHR’s draft guidelines on the effective implementation of the right to participate in public affairs, OHCHR

*Public participation in service delivery as a requirement for good governance*

Dr. Najat Zarrouk, Head of African Local Government Academy (ALGA) of United Cities and Local Governments of Africa (UCLG)

Mr. Çingiz Əsgərov, Agent of the Government of Azerbaijan before the European Court of Human Rights, Head of Human Rights Protection Division, Administration of the President of the Republic of Azerbaijan

15:30 - 16:00 Q&A session

**Guiding questions for Session 1:**

1. Accountability, Transparency, Participation, and Inclusion: A New Development Consensus for Governments
2. How Governments identify who is left behind and understand the reasons why people are left behind
3. What actions need to take to tackle the marginalization or exclusion of ‘left behind’ groups and individuals
4. What are the lessons learned?

16:00 - 16:15 Coffee/tea break

16:15 - 17:00 Session 2: “Best Practices on delivery of public services: new concepts and innovative approaches based on transparent and accountable institutions”

Mrs. Diah Natalisa, Deputy Minister of Administrative and Bureaucratic Reforms of the Republic of Indonesia

Panelists

- Ms. Hellen Wariu, Program Officer, Huduma Center of Kenya
  \*Huduma Kenya Program*
- Mr. Vladimir Shkolnikov, Senior Human rights Adviser for the Southern Caucasus
  \*Observations on public service and human rights in Azerbaijan and Georgia*
- Mr. Azad Jafarli, Chief of Administration of the State Agency for Public Service and Social Innovations (SAPSSI) of the Republic of Azerbaijan

**Moderator**

Ms. Shams Mustafayeva, Development Coordination Officer, Partnerships and Finance, Office of the UN Resident Coordinator in Azerbaijan

**Keynote speaker**

Reforms of the Republic of Indonesia
“Human Rights as Implied in the Public Service Delivery: The case of ASAN”,
- Dr. Alex Brillantes, President, Asian Association for Public Administration


17:00 - 17:30 Q&A session

Guiding questions for Session 2:
1. What institutional capacity improvements are required for better public service delivery for Sustainable Development Goals?
2. How reorient Public Administration towards Innovative Public Service Delivery?
3. How can we harmonize and promote the best standards of public service delivery models over the globe?

17:30 - 18:00 Conclusions and recommendations

19:00 Evening reception/cultural event

Presentation made by Dr Najat Zarrouk, Director of ALGA of UCLG-Africa