

“Entrenching a citizen-centred service delivery culture: Partnering with the youth for Africa’s transformation”

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Introduction

- Since the first celebration in 1994, the African Public Service Day has been celebrated on 23rd June of every year across the continent by the AU member states to mark and appreciate the work of the Public Service, and to recognise the positive contribution of public servants to the socio-economic development of their own country and the continent at large.
- The 2017 theme: Entrenching a Citizen-Centred Service Delivery Culture: Partnering with the Youth for Africa's Transformation "is based on aspirations of the African Union as stipulated in Agenda 2063 whereby Africans desire to have a continent that puts its "citizens at the centre of all programmes and projects".
- The theme is well placed and comes at a time when the AU Heads of States have declared 2017 as the year of "harnessing the demographic dividend through investment in youth" and thus directed that Citizens should actively participate in the social and economic development.

What is a Citizen Centred Service Delivery?



- This is a delivery of public service that should incorporate citizens' concerns at every stage of the service design (development) and delivery process;
- It means, citizens' needs should become the organizing principle around which the public interest is determined and service delivery is planned.
- A citizen, unlike a subject during the colonial period in Namibia, is a backbone of State democracy who is entitled to demand public service delivery from the government as they have given it power through an election.

Citizen centered government

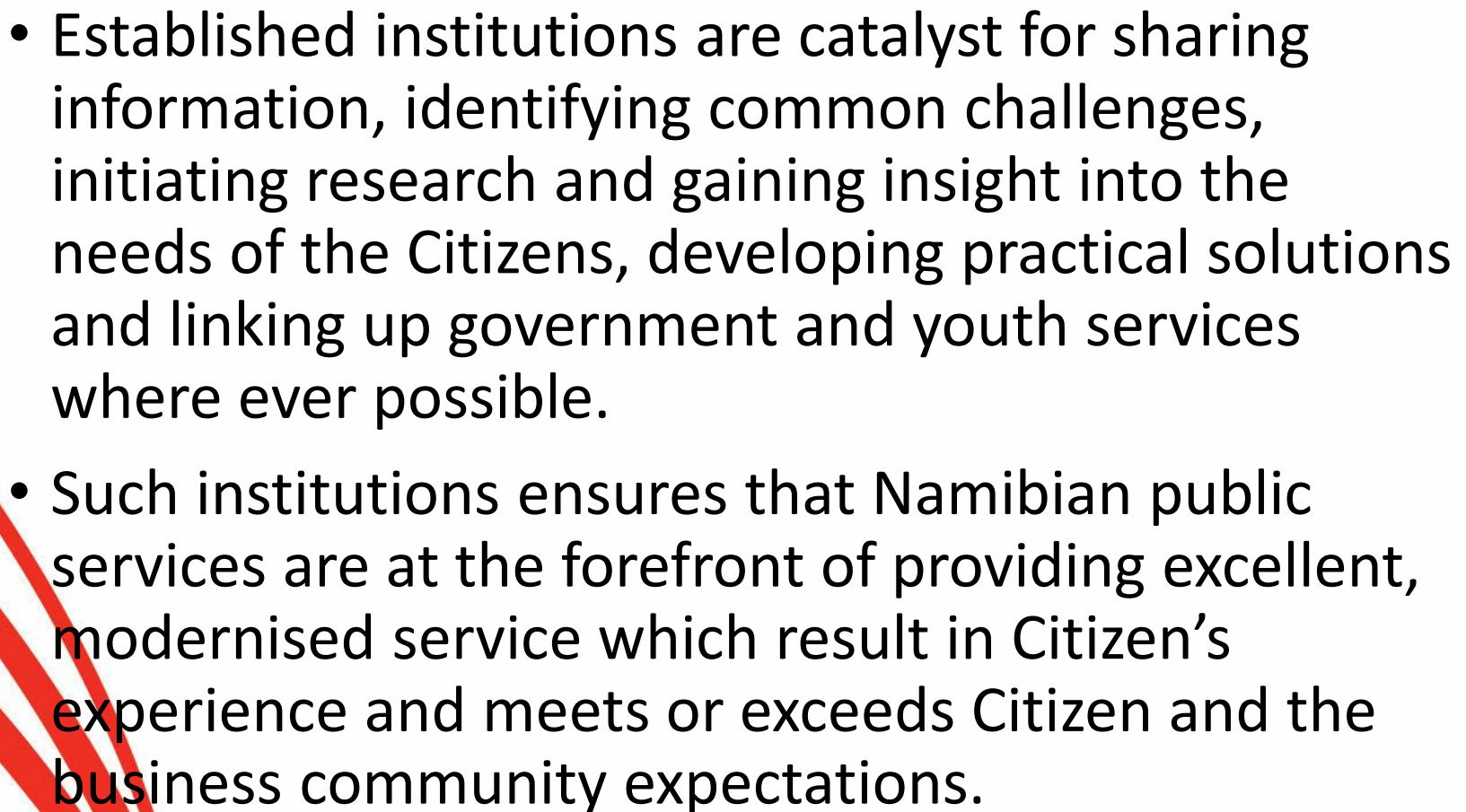
- It should listen to Citizens, their needs and priorities for action
- It should meet Citizens' needs through integrated government policy and integrated service and regulation delivery (One government/one public sector) in order to improve government performance in the eyes of citizens

Integrated service delivery is essential for efficiency and effectiveness

- Government must collaborate with societal structures if they hope to operate efficiently and effectively
- Collaboration is the only strategy that allows today's public sector organizations to reach across jurisdictions...to adapt themselves to a fast changing societal landscape and significantly improve their ability to deliver services at fast speed.

How can the Government and the public sector collaborate to promote citizen centred service delivery?

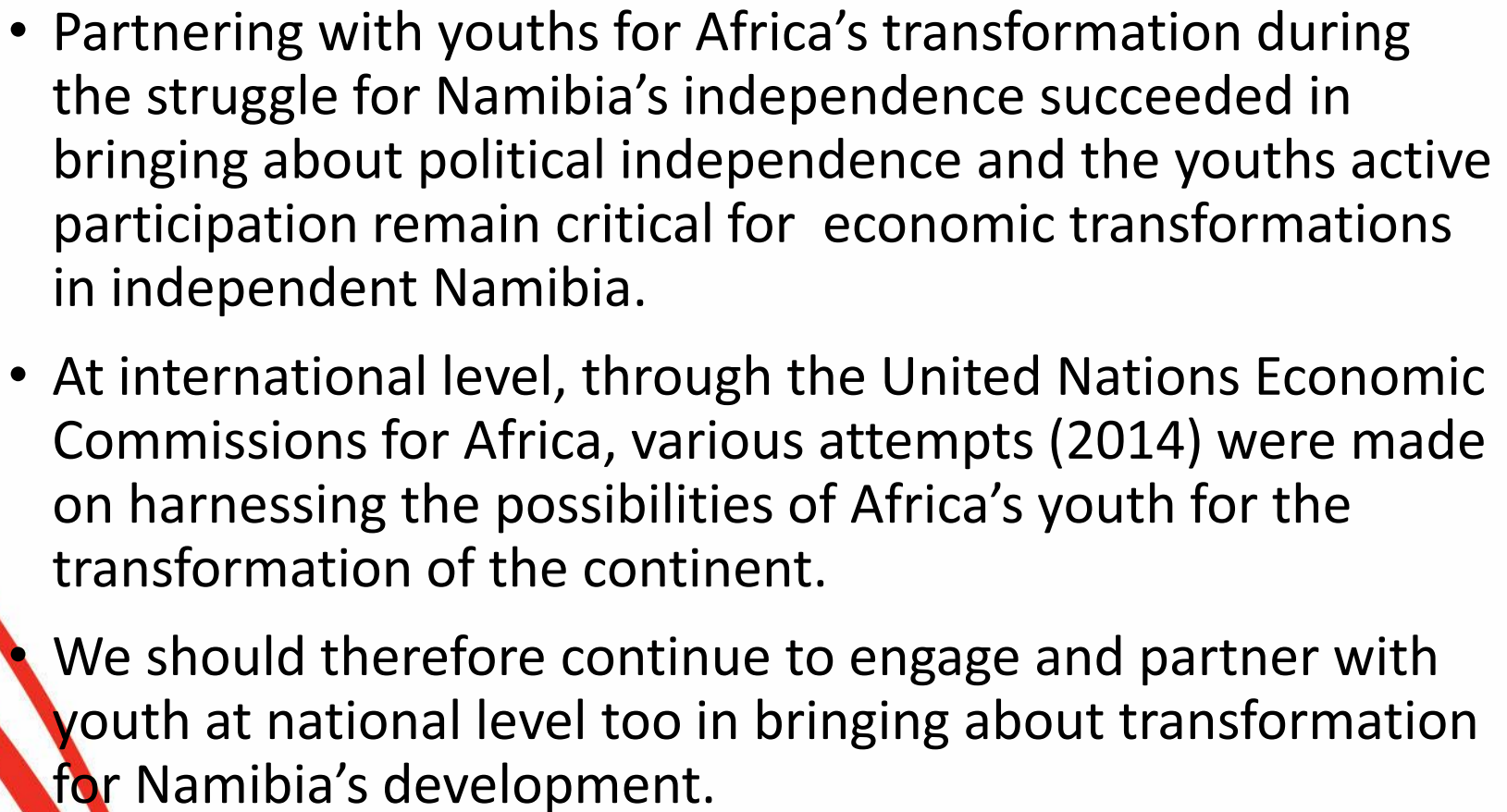
- Establishing institutions that works jointly to serve as platforms to undertake research on citizens and business service needs;
- Manage biennials national surveys of citizens and business services satisfaction and their priorities for improvement;
- promote the use of the common measurement tool to measure and benchmark the satisfaction of the client (Citizen);

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- Established institutions are catalyst for sharing information, identifying common challenges, initiating research and gaining insight into the needs of the Citizens, developing practical solutions and linking up government and youth services where ever possible.
 - Such institutions ensures that Namibian public services are at the forefront of providing excellent, modernised service which result in Citizen's experience and meets or exceeds Citizen and the business community expectations.

Partnering with youths for Africa's transformation



- Our African societies both pre-colonial-Colonial and independence periods realised the critical role of youths in bringing about progressive changes and development
- In 1966, Dr Romanus Kampungu reminded us, that Vadinkantu (those capable of building something), Vanantjoka (those capable of laying the foundation of a hut or home) possessed high energy and the potential to work hard in laying the foundation upon which transformations for development of communities should occur.

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- Partnering with youths for Africa's transformation during the struggle for Namibia's independence succeeded in bringing about political independence and the youths active participation remain critical for economic transformations in independent Namibia.
 - At international level, through the United Nations Economic Commissions for Africa, various attempts (2014) were made on harnessing the possibilities of Africa's youth for the transformation of the continent.
 - We should therefore continue to engage and partner with youth at national level too in bringing about transformation for Namibia's development.

Expectations



- This year's APSD continental celebration which took place in Kigali on 19 to 23 June 2017 proposed that we discuss various subthemes as will be discussed very soon by the various panels.
- It is my expectations that the various presenters will raise pertinent issues on notions of Partnering with the youth to build a responsive and sustainable public Service; Promoting self reliance and empowerment of African youth for socio-economic development and the leveraging ICT skills for quality service delivery.



Mpandu/Thank
You