

## CONCEPT NOTE

Workshop 9:

Effective model for the delivery of public services contributing to the realization of human rights and the Sustainable Development Goals



**Achieving the Sustainable Development Goals  
through Effective Delivery of Services,  
Innovative Transformation &  
Accountable Institutions**





## Introduction

The 2019 United Nations Public Service Forum 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’. The Forum will be comprised of a series of workshops where various elements related to the overall theme will be explored in more details.

This workshop will explore effective model for the delivery of public services contributing to the realization of human rights and the SDGs.

## Objective

The purpose of this workshop organized by the Government of Azerbaijan in collaboration with the Office of the United Nations High Commissioner for Human Rights is:

- to share best practices of public service delivery contributing to the realization of human rights and the Sustainable Development Goals;
- to reflect on challenges and difficulties faced by countries in realizing human rights and the Sustainable Development Goals through public service delivery;
- to identify opportunities for international cooperation to strengthen the capacity of the relevant national public service institutions to train public servants in areas such as human rights and good governance;
- to consider ideas aiming at strengthening the delivery of public services, including through a human rights-based approach to development;
- to identify guidelines and principles underpinning effective public service delivery for the realization of human rights and the Sustainable Development Goals.

## Background

Public service is closely related to human rights. Under international human rights law, states are primarily responsible to respect and ensure human rights, while business enterprises also have a duty to respect human rights. International human rights law contains several provisions which, explicitly or implicitly, are relevant to the public service discussion, in terms of institutions and procedural requirements and safeguards for delivering human rights-related services. Most specific is article 25 (c) of the International Covenant on Civil and Political Rights, which stipulates that “every citizen shall have the right and the opportunity, without any distinction mentioned in article 2 and without unreasonable restrictions to have access, on general terms of equality, to public service of his country”.

Sustainable Development Goal 16 includes a commitment to provide access to justice for all and build effective, accountable and inclusive institutions at all levels. Relevant targets include promoting the rule



of law at the national and international levels and ensuring equal access to justice for all (16.3), substantially reducing corruption and bribery in all their forms (16.5), developing effective, accountable and transparent institutions at all levels (16.6), ensuring responsive, inclusive, participatory and representative decision-making at all levels (16.7), ensuring public access to information and protect fundamental freedoms (16.10), strengthening relevant national institutions (16.a) and promoting and enforcing non-discriminatory laws and policies (16.b). The most relevant indicators are the proportion of persons and businesses who had at least one contact with a public official and who paid a bribe to a public official, or were asked for a bribe by those public officials, during the previous 12 months (16.5.1 and 16.5.2), the proportion of population satisfied with their last experience of public services (16.6.2), proportions of positions (by sex, age, persons with disabilities and population groups) in public institutions (national and local legislatures, public service, and judiciary) compared to national distributions (16.7.1), the proportion of population who believe decision-making is inclusive and responsive, by sex, age, disability and population group (16.7.2). The number of countries that adopt and implement constitutional, statutory and/or policy guarantees for public access to information (16.10.2), the existence of independent national human rights institutions in compliance with the Paris Principles (16.a.1) and the proportion of population reporting having personally felt discriminated against or harassed in the previous 12 months on the basis of a ground of discrimination prohibited under international human rights law (16.b.1).

### Focus

Only effective and responsive governments are capable to ensure the well-being and prosperity of societies. Governments are facing an increase in the expectations of people for effective, innovative and people--centric services and greater level of transparency, as well as engagement in decision-making processes. At the same time, the quest for a more innovative and responsive public administration is critical for achieving the SDGs.

The workshop will seek to highlight a variety of institutional approaches undertaken by Member States for promoting collaborative working arrangements and policy integration. High-level participants from selected countries will share experiences on human rights implementation in the context of public service delivery.

### Organizational Details

- This workshop is organized by the Office of the United Nations High Commissioner for Human Rights and the State Agency for Public Service and Social Innovations under the President of the Republic of Azerbaijan.





- Participants will include high-level government officials, such as ministers and senior policymakers, high-level experts from Office of the United Nations High Commissioner for Human Rights, UN public governance experts, practitioners, civil society representatives and academics from Member States.
- The workshop will be conducted in English and translated via simultaneous interpretation into Azerbaijani.

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