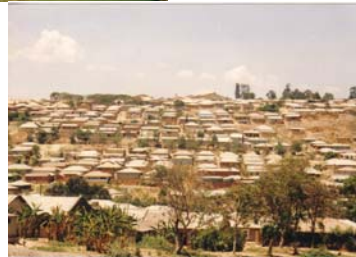




# Promoting Innovations in Public Service Delivery for Achieving the Millennium Development Goals



**A Reflection on the Decade  
Slow but making progress**



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# Presentation Overview

- Importance of the MDGs
- Why call for innovations now
- Selected success stories
- What is at stake
- Areas for innovations
  - Reforming public administration
  - Re-thinking funding mechanisms
  - Improving governance
  - Strengthening partnerships
  - Needed changed in service delivery
- Case studies of Kenya and Mali
- The way forward



# The Importance of the MDGs

- The Millennium Development Goals are the international community's most broadly shared, comprehensive and focused framework for reducing poverty. Drawn from the Millennium Declaration, adopted and agreed to by all Governments in 2000, the MDGs represent the commitments of United Nations Member States to reduce extreme poverty and its many manifestations: hunger, disease, gender inequality, lack of education and access to basic infrastructure, and environmental degradation.
- ***Source: UN Chronicle, December 2007 by Dr. Asha-Rose Migiro***

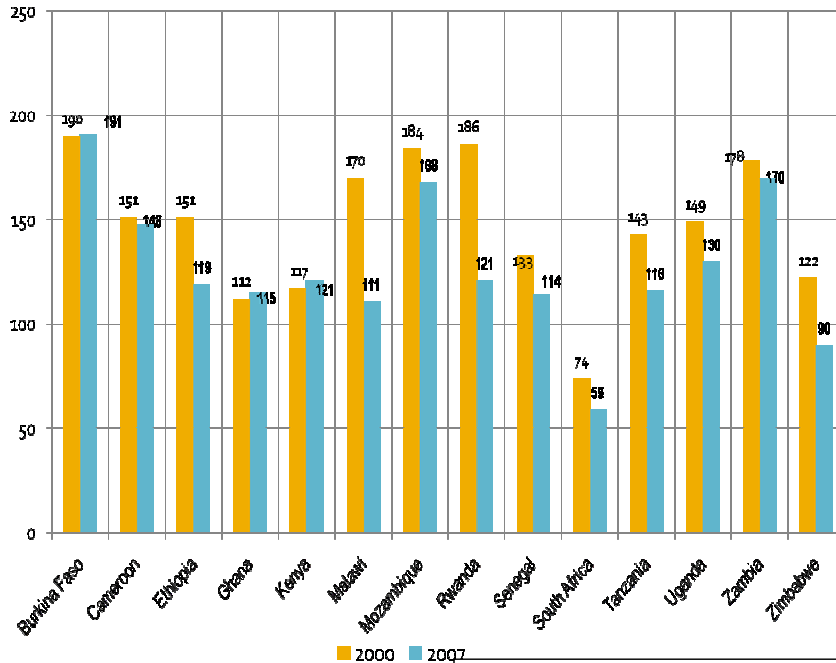


## Why call for innovations now?

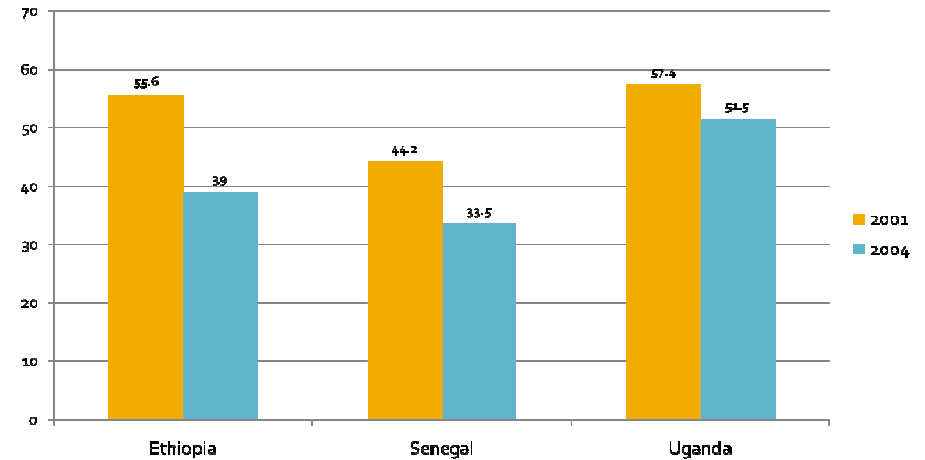
- Not a single country in Sub-Saharan Africa is on track to achieve the MDGs by 2015.
- Poverty levels and hunger are on the rise.
- Child mortality: Eight (8) million children die every year under the age of five from wholly preventable diseases.
- Maternal health: At the just ended Women Deliver 2010 Global Conference in Washington D.C, participants were told that in Uganda at least one taxi load of women die everyday from pregnancy and child birth related causes!! In Tanzania it is almost a big bus!! Care and medicines may either be unavailable where they are affordable or unaffordable where they are available.”
- 250 million (40%) of the people lack access to safe water and sanitation
- 200 million (33%) have no access to health services
- Gender equality still a dream
- The quality of UPE is a cause for concern
- The number of slum dwellers is on the increase
- Environmental degradation seems to be worsening.



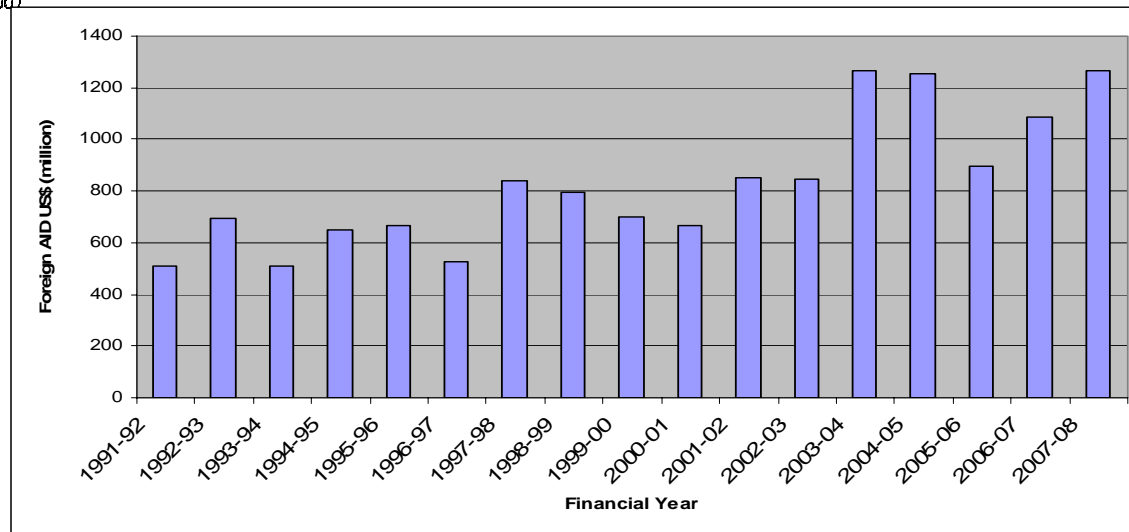
### Children under-five mortality rate per 1000 live births



### Percentage of Population living under less than \$ 1 per day (%)



**Foreign AID has been going up since 2000: the Case of Uganda, but improvements are not impressive and aid is set to decline in coming years**





## Are there encouraging Stories?



- Primary school enrolment has gone up in Ghana, Kenya, Rwanda Tanzania and Uganda. In Rwanda it has reached 92 per cent
- Malawi has raised agricultural productivity
- Niger has made strides in large-scale reforestation
- Senegal is on track to meet the MDG target on water and sanitation
- Zambia has improved access to basic rural health services
- Malaria incidence has fallen in Niger, Togo and Zambia.
- In Asia, by 2002, Thailand had met most of the MDGs
- Malaysia has managed to reduce child mortality rates and improved maternal health to the level of developed nations.



## What is at stake?

- Democratization
- Decentralization
- Good Governance and image
- Equality
- Respect for human rights
- Partnerships



# Areas for innovations

- Strengthen/improve/reform public administration
- Re-think Funding Mechanisms
- Improve governance
- Strengthening partnerships with multi-lateral agencies and private sector
- Changes in Service Delivery



## **Strengthen/improve/reform public administration**

- Professional Local government and associations should be placed at the center of implementing the MDGs to rationalize coordination and accountability.
- Corporate governance must be an integral part of local government public administration to ensure compliance to accepted ethical standards and best practices in public service as a strategy to prevent or combat corruption.
- Local government should work closely with the private sector especially in areas such as housing and infrastructure provision
- Transform the attitudes and perceptions of local officials.
- Balance discretionary powers of local officials with community priorities.
- Community based partnership that aim at core-delivery of services should be encouraged.
- The Regional MDGs Centers need to be decentralized to exist at every level of government down to grassroots
- Given that MDGs involve delivery of various services which are not within one department, there is need to set up MDG Local Steering Committees to provide a multi-disciplinary coordinated direction
- Participatory capacity should be developed



## Re-think Funding Mechanisms

- Release funds into special accounts jointly managed by the local authority and beneficiaries taking into consideration the imperative to guard against corrupt tendencies and misuse of public resources.
- Local governments should be allowed to access more resources within their jurisdictions e.g. property and land tax, royalties, donor funds to ensure adequate funding for MDGs at local levels.
- The planning and budgeting processes should be participatory to promote transparency and accountability and guard against corruption.
- Establish neighbourhood watchdogs to guard against abuse of funds meant for MDGs and to hold actors accountable
- The Abuja Declaration in which heads of state pledged to set a target of 15% allocated to improvement of health sector and re-affirmed by the Ministers' of Health in the 2005 Gaborone Declaration should be implemented.



# Improve governance

- Promote direct beneficiary participation as part of social accountability and strengthening voices of the poor. Communities can be encouraged to have their own targets that are communally agreed upon and a mechanism to enable communal pressure on individuals who do not cooperate and the effect of their non-cooperation on the community :
- Increase peoples knowledge about the MDGs through awareness campaigns about their rights, obligations and responsibilities as well as exposure to successful practices and how they can hold various actors accountable if the planned services are not achieved. They should also be empowered by way of legislation and have the capacity to directly monitor the goals that are relevant to them.
- Participatory tools that have been development in the recent past must be integrated in the MDGs implementation to promote integrity. These include: participatory planning and budgeting, citizens score cards, citizens report cards, service delivery surveys, gender analysis, independent budget tracking, safety audits, participatory monitoring and evaluation. These innovations need to be taken on board in the remaining period of the MDGs. The results emanating from these tools must be discussed publicly. The results can also be compared with peer review assessment. Local authorities should work with competent CSOs in this filed.
- Promote public or community hearings (story telling) on issues such as quality, accessibility, reliability, cost, effectiveness and efficiency as a tool for directly listening to the voices and experiences of citizens living in poverty, exclusion, and marginalization to complement figures and statistics contained in reports. The story of the community should be the final judgment whether or not MDGs are satisfactorily being implemented
- Local MPs should be encouraged to be part of the process in their respective constituencies
- Public-Private Partnership should be broadened to include community to guard against unprofessional collusions in service delivery. Independent quality controllers can also be engaged.
- Local government should guard against CSOs and NGOs with self interest of financial or political gain



## Strengthening partnerships

- Improve harmonization and establish expertise and value addition of each partner
- Commitments by international partners should be respected
- Multi-stakeholder partnerships that bring together governments, civil society actors, private businesses, philanthropy and international partners should be encouraged to enhance sustainability of MDGs



# Changes in Service Delivery

- **Avoid spreading too thinly:** Local governments should aim to focus on a selected number of MDGs each year. Trying to implement all of them at once will result in actors feeling overwhelmed and losing focus and commitment
- **Invest in ICT:** The emerging trend of tele-medicine/tele-health/e-health especially for the benefit of rural patients and more so for maternal and children's health care should be encouraged. The same modality can also improve access to education and training through video conferenced education and adult learning and training small scale business entrepreneurs in the informal sector.
- **Introduce Peer Review Mechanism among local Governments (CLGF model):** Local government practitioners from one local government can be invited to review the progress of another authority based on the city-to-city principles or the Africa Peer Review Mechanism (APRM). Within the same country large cities adopt small cities and send staff to them to build their capacity.
- **Recognition and incentives:** through sustainability awards, music, and performing arts particularly for MDGs model villages that have utilized local knowledge.
- **Recognise the following musicians as goodwill ambassadors of the Africa MDGs campaigns:** Yvonne Chaka Chaka, Hugh Masekela (South Africa); Angelique Kidjo (Benin); Oliver Mtukudzi (Zimbabwe); Eric Wainaina (Kenya); Baba Maal (Senegal).



## Case Studies from Kenya and Mali

***Constituency Development Fund Model in Kenya:*** Entails devolving 2.5% of the GDP toward development funding and allowing communities to participate in the identification, implementation and management of their own development needs. **Policy aims:** poverty reduction, equity in sharing of national resources and inclusion in decision making. **Outputs:** schools, market centers, health centers, rural electrification, rural access roads, places of worship, water resources development, access to secondary school education, launching ICT centers, developing vocational training centers and granting women and youth groups to start or expand business opportunities. **Outcomes** include: closer relationship and engagement between leaders and citizens, more involvement leading to enhanced capacity for participation and influencing decision making.

***Co-delivery of Service in Mali:*** In Mali for example, for capital equipment investments (such as boreholes), communities are expected to contribute 5% in cash; and for construction works (such as clinics or) they are expected to contribute 10% of the costs, in cash and/or kind. Hire multi-skilled (young) people to get projects going fairly fast.



# Way Forward

- Creative vigilance; radical, visionary and enlightened leadership; and combined efforts of central and local governments, civil society, Private sector, and international partnerships are of the essence to improve public service delivery for Achieving the MDGs
- Availability of multi-skilled labor force with the right attitude, supportive legislations and regulatory frameworks, sound institutions and infrastructure is key to moving forward.
- Performance measurement and citizen surveys should be regularly conducted to assess the implementing the MDGs. Data on MDGs need to be improved.
- Organizations such as the African Development Bank, the African Union Commission, the European Commission, the International Monetary Fund, the Islamic Development Bank, the Organization for Economic Co-operation and Development, and the World Bank, the African Medical and Research Foundation (AMREF), Ahga Khan Foundation, the New Economic Partnership for Africa's Development (NEPAD), private companies as well as multi national companies should be encouraged to invest in emerging innovations



**Municipal Development Partnership**

# 20 Years of Serving Local Government

*Thank you for your Attention!*

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