Pro-poor service delivery using ICTs and mobile technologies: Towards social inclusion

Capacity Building Workshop
Leadership Capacity Development for Improved Delivery of Public Services in Africa Using Information and Communication Technologies
Addis Ababa | 24 July 2012
Overview

I. UNDP approach on ICTs for sustainable development
   • Background and key principles

II. ICTs and mobile technologies for pro-poor service delivery and social inclusion
   • Key issues and examples

III. Opportunities and challenges

IV. Way forward
I. UNDP approach
Key principles

- Access to information
- Access to justice
- Anti-corruption
- Crisis prevention
- Electoral support
- Environment
- Gender empowerment
- Human rights
- Parliamentary reform
- Public administration reform
- Civic engagement
- e-procurement
- e-health, e-education
- m-governance
- Public documents (birth certificates, visas, voter IDs, etc.)
- Open Government

- ICTs and the goal of development
- Governance is key
- Pro-poor policies crucial
UNDP e-governance framework

- Efficiency, effectiveness and much more
- Basic services to those who need them most
- Transparent, accountable, responsive governments
- All rooted in and enhancing inclusive, participatory governance (social inclusion)
UNDP on the ground (By region)

- 211 e-governance projects in 94 countries
- Estimated overall expenditures around US $189.3 M

UNDP e-governance projects, 2011
number of projects, by region

UNDP e-governance expenditures, 2011
millions of USD, by region
UNDP on the ground (By typology)

- Most projects focused on e-administration (34% of 211)
- But largest expenditures were on e-service delivery (45% of $85 million)
UNDP on the ground (Africa)

- 20% of the total projects across regions
- 12% of the total $189 million across regions
- Most projects (37%) and the bulk of expenditures (42%) in the region focused on e-administration
UNDP Trust Fund for ICTD

- Leveraging donor support for ICTD since 2001
- Special emphasis on LDCs and innovative approaches
- Around 80 projects supported
- Second largest allocations for new projects since 2009 were in Africa
Select projects in Africa

- **Congo**: Civil registry for the city of Pointe-Noire
- **Guinea**: Modernization of the Guinean parliament
- **Ghana**: District ICT connectivity for effective decentralization and digital inclusiveness
- **Madagascar**: Mobile Governance: The wisdom of the crowd to guide the future
- **South Africa**: Enhancing public service delivery thru e-skills and m-governance
- **Regional, AfegA**: Establishing the Africa e-governance Academy (AfegA)
Select projects in other regions

- **Albania**: ICT applications at local level to enhance citizens’ participation
- **Costa Rica**: ICT capacity building through free software to promote and strengthen SMEs
- **Kyrgyzstan**: First e-health services in the Republic
- **Philippines**: ExCHANGES: Electronic Connection to Access and Network Information and Knowledge for Governance Effectiveness and Sustainability

The One-Stop-Shop in Uzbekistan provided 40 services and reached 200,000 people on its first year
II. Pro-poor, inclusive service delivery
Key issues

- Beyond the digital divide: service divide
- Beyond modernization
- Need to focus on development priorities: PRO-POOR POLICIES NECESSARY
- Constraints
  - Model
  - Cost and sustainability
  - Scalability and replicability
III. Opportunities and Challenges

Mobile phones now in the hands of six billion (ITU 2011)
Opportunities and Challenges

Mobile penetration in selected LDCs, 2005 and 2010
(Number of subscriptions per 100 inhabitants)
Source: ITU’s World Telecommunication/ICT Indicators database
The context in Africa

Possibilities, possibilities ....
- 40% mobile penetration
- Fertile democratic governance landscape
- Robust ICT community + Innovators
- Commitment enshrined in the Strategy

United Nations Development Programme
IV. Way forward

- Don't oversell ICTs
  - They are not the panacea
- Involve stakeholders from the start
  - Inclusive, participatory process leads to shared benefits
  - Build partnerships, use infomediaries
- Keep focused on ultimate goal: PRO-POOR POLICIES are key!
  - It’s not about the “digital divide” or the building of the ICT sector
  - Link to current development/national priorities