



**MINISTRY
PUBLIC SERVICE AND ADMINISTRATION
REPUBLIC OF SOUTH AFRICA**

Speech by the Deputy Minister for the Public Service and Administration, Dr Chana Pilane-Majake, MP

**UNITED NATIONS PUBLIC ADMINISTRATION NETWORK:
SADC REGIONAL WORKSHOP**

Monday, 28 May 2018; Port Louis, Mauritius

The SA High Commissioner to Mauritius, Her Excellency Princess Zenani Dlamini,

Honourable Minister of Civil Service and Administrative

Reforms of the Republic of Mauritius, Mr Cyvil Eddy Boissezon

UNDP representatives

Representatives from SADC countries represented here

Online Regional Centre Coordinator Pierre Schoonraad

SADC Senior Executives;

Distinguished Guests;

Ladies and Gentlemen;

It is truly an honour and a privilege to address delegates of the United Nations Public Administration Network Workshop as the Deputy Minister for Public Service and Administration in South Africa. I bring greetings from the Government and the People of South Africa, especially during a special year in the calendar of South Africans and the world at large as we prepare to host the Nelson Mandela Centenary Celebrations. This year also marks the passing of the Mother of Nation of South Africa, Mama Winnie Nomzamo Madikizela-Mandela. Condolences once more to amongst us, SA High Commissioner to Mauritius, Princess Zenani Dlamini the daughter of Tata Nelson Mandela & Mama Winnie Madikizela Mandela. We are indeed honoured to be part of this generation that witnessed some of the greatest events in our life time.

Ladies and gentlemen, as Africans, we celebrated Africa Day on 25 May. As I reflect on this auspicious day, it is on this day that we affirm ourselves as Africans and commit to making Africa a continent of choice rising from the ashes brought about by slavery and colonialism. As we bring to a close Africa month, we should make an undertaking of contributing to the development of this continent we call home to transform it into the Africa We Want and the Africa We Love. Annually Africa Month celebrations are followed by the AU Public Service Day and the

UN Public Service Day. It is through these events that the UN and AU Public Service Agenda find synergy.

Today as we begin to engage, to provide leadership on matters relating to the Future of the Public Service and how it will translate in improving service delivery to our citizens, we need to think beyond our individual interests as member states and focus on Africa as a continent especially SADC and on how we could leverage on each other's gains towards advancing SADC to make Africa a global leader.

May I remind all of us of our commitment to the AU Agenda 2063 under **Aspiration 3**, that strives for *An Africa of good governance, democracy, respect for human rights, justice and the rule of law*. Therefore envisioning the following:

- Africa being a continent where the institutions are at the service of its people.
- Citizens actively participating in the social, economic and political development and management.
- Competency, professionalism, respect for the rule of law and merit based public institutions that serve SADC and the continent to deliver effective and efficient services.
- Institutions at all levels of government being developmental, democratic, and accountable.

If this is to be a reality in 45 years towards realization of AU Agenda 2063, it cannot be business as usual. We cannot just continue to maintain out-dated colonial-based administration systems. We must together find innovative ways, to transform and modernize our administrations into systems that can function in an environment where Artificial Intelligence (AI), automation, massive amounts of real-time data, connected citizens and connected communicating machines is the reality.

Imagine for a moment a world where you as an official no longer have long queues and the service you provide is efficient to the extent that the number of visits for the same service is immediately cut into half. Imagine a situation where it becomes possible for minor ailments to be virtually consulted with the doctor. Imagine receiving medication at home, delivered by a drone. Some of these technologies are already available in some of the countries and needs to be perfected. We are the people tasked with the responsibility to guide our public services into this Agenda 2063 world.

Earlier this month we saw a number of countries converging in Kigali, Rwanda to discuss innovation and its relevance in our continent. Never before has the continent, with the support of UNDP, gathered at a continental level to exchange thoughts on Innovation. Out of this engagement, an African Innovation Policy Manifesto was developed to guide African countries. A commitment was made by the innovation partners to engage

with, governments in Africa to further the innovation agenda in our continent.

It is in this context that the theme of this workshop, is aptly named “*The Future Public Service in the Context of the 4th Industrial Revolution*”: *Implications for UNPAN*.

The theme of this workshop is premised on the 4th Industrial Revolution being characterised by explosive developments in technological penetration at a rate never witnessed before. This is already revolutionising the way in which citizens interact with their environment on a daily basis. This theme shines the spotlight on modern day innovative trends and approaches, and methods, such as Foresight, that we can use to incorporate these into our administrations.

The question is simple: How do we ensure that governments across the SADC region moves with the required speed and resolve to improve service delivery channels available, to citizens whilst planning for the future we want?

May I finally congratulate all delegates present. By being here and engaging, we are executing a number of articles of a document that we have all ratified at continental level i.e *The African Charter on the Values and Principles of Public Service and Administration*. To name just two articles: Article 8.1 and 8.2 that reads as follows “*Public Service and Administration shall*

facilitate the introduction of modern and innovative procedures and systems for the delivery of services. Modern technologies are used to support service delivery”. May we all be change agents on our return to guide our respective administrations into the future.

In conclusion, I would like to thank the Government and the People of Mauritius for offering to host this workshop. This is the first step in ensuring that each country’s voice is heard strongly in pursuit of our respective and collaborative journeys towards achieving the AU Agenda 2063.

We are humbled by the warm reception we have received.

I thank you.