



United Nations Department of Economic and Social Affairs (UNDESA),  
Division for Public Administration and Development Management (DPADM),  
in cooperation with the United Nations Office on Drugs and Crime (UNODC)

## **Workshop on Engaging Citizens to Counter Corruption for Better Public Service Delivery and Achievement of the Millennium Development Goals**

26-27 October 2011, Marrakesh, Morocco

### **1. Introduction**

The United Nations (UN) Department of Economic and Social Affairs (UNDESA), particularly through the Division for Public Administration and Development Management (DPADM), is seeking to gather and disseminate knowledge from around the world regarding the engagement of citizens with the public administration to counter corruption in public service delivery, specifically in connection to services related to the Millennium Development Goals (MDGs).

This workshop is organized so that the participants can make a collective assessment, supported by presentations of experts and practitioners, from diverse countries, different institutional sectors and varied professional perspectives, regarding the practices, institutions and trends observed in this matter.

The ultimate objectives are to provide participants with a better understanding of the issues, and with updated knowledge as to what works, and in which contexts, as well as with policy advice from the diverse experts and practitioners mentioned before, so that participants can determine if there are possible improvements to be attained along these lines in the public administration of their respective countries, to accelerate progress towards the MDGs.

The workshop will also contribute to identify capacity building activities that could be pursued subsequently by DPADM jointly with UNODC and other international organizations, to assist UN Member States in enhancing the engagement of citizens, civil society and the private sector to prevent and combat corruption in cooperation with the public administration, seeking to make development more inclusive and sustainable.

### **2. Characteristics of the workshop**

Invitations to the workshop were distributed in an open and inclusive manner by DPADM, through direct email to 500 diverse groups, individuals and organizations, from the public and private sectors, and from civil society and academia, in countries of all regions. In addition, for a larger outreach, information about the workshop and contact data were

openly shared through the websites of the United Nations Public Administration Network ([www.unpan.org](http://www.unpan.org)) and of the Conference of State Parties to the United Nations Convention against Corruption (<http://www.unodc.org/unodc/en/treaties/CAC/CAC-COSP-session4-special-events.html>).

As of 20 October 2011, the participation of approximately 80 participants had been confirmed from governments, international organizations, civil society organizations and the private sector, from 33 countries, 23 developing and 10 developed, from around the world, and representatives from 5 international organizations.

The workshop will be conducted in three languages (English, French and Arabic) over two days, as a side event to the 4<sup>th</sup> Session of the Conference of State Parties to the United Nations Convention against Corruption.

The workshop will proceed as a series of one-and-a-half-hour sessions, encompassing initial presentations and panels of commentators, followed by open discussions to collectively deliberate on concrete aspects of the central theme, following the agenda presented in the following section.

All participants will at the end integrate working groups to highlight and summarize the issues and notions that in their opinion deserve to be included as conclusions and recommendations from the workshop. Notes throughout the workshop will also be taken by a rapporteur, as inputs for a report to be prepared after the workshop and disseminated online, documenting in a structured way all matters discussed during the deliberations.

### **3. Annotated agenda**

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#### **Day One: Wednesday, 26 October 2011**

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**08:30 – 09:00 Registration**

**09:00 – 9:30 Opening Session: Welcoming remarks and introduction to the workshop**

Representatives of UN entities and of the host country will make some introductory remarks, framing the workshop in the overall context of the efforts pursued by the UN and the State Parties of the United Nations Convention against Corruption (UNCAC). They will refer to capacity building and analytical activities, as well as to the support for the intergovernmental normative and technical cooperation process, and the internal oversight of the UN.

Speakers:

Mr. Mohamed Saad EL ALAMI, Minister of Public Sector Modernization, Morocco, and Chairman of the Board of the African Training and Research Center in Administration for Development (CAFRAD).

Ms. Carman Louise LAPOINTE, Under-Secretary General, United Nations, Office for Internal Oversight Services (UN OIOS).

Mr. John SANDAGE, Director for Division of Treaty Affairs, United Nations Office on Drugs and Crime (UNODC).

Mr. Roberto VILLARREAL, Chief, Development Management Branch, Division for Public Administration and Development Management (DPADM) United Nations Department of Economic and Social Affairs (UNDESA).

**9:30 -11:10 Session 1: Concepts, approaches, trends, best practices and key challenges in engaging citizens to counter corruption in public services**

The first session will be devoted to assess the relevance of engaging citizens in countering corruption in the delivery of public services. The notions of corruption, accountability, citizen engagement and countering corruption will be addressed, given ongoing transformations in the public sector and in the social, economic and political conditions observed in a variety of countries. Commentators and participants will deliberate to appraise the advantages and disadvantages perceived a priori with regard to the engagement of citizens to enhance accountability and counter corruption in the delivery of public services. The session will serve to establish a common basic vocabulary for the workshop.

Moderator (5 minutes):

Ms. Carman Louise LAPOINTE, Under-Secretary General, United Nations, Office of Internal Oversight Services (OIOS).

Initial presentation (15 minutes):

Mr. Matthew TAYLOR, Assistant Professor, Department of Political Science, University of São Paulo, Brazil.

Commentators (10 minutes each):

Mr. Pateh JAH, Deputy Permanent Secretary, Personnel Management Office, The Gambia.

Ms. Margaret SANER, Member of the United Nations Committee of Experts in Public Administration (CEPA), United Kingdom.

Mr. Martin KREUTNER, Advisor to the Minister for Anti-Corruption Affairs, Austria, and Chair of the Transition Team, International Anti-Corruption Academy (IACA), Austria. Also President of the European Partners against Corruption network (EPAC/EACN).

Ms. Alina MUNGIU-PIPPIDI, Professor of Democracy Studies, Herthie School of Governance, and President of the Romanian Academic Society, Romania.

Mr. Youssef CHAITANI, United Nations Economic and Social Commission for Western Asia (UNESCWA).

Open discussion with all participants (30 minutes).

### **11:10-11:30 Coffee break**

### **11:30-13:00 Session 2: Engaging citizens to counter corruption: scope of analysis and rationales**

Participants will discuss during this session how public strategies to enhance accountability and prevent corruption regarding public services may be interrelated, and how these contribute to the development of national integrity systems. They will also debate to what extent attention should concentrate on the inter-phase between service deliverers and citizens-consumers, or should also encompass related activities upstream in the production of services to include budgetary issues, procurement, recruitment and other aspects. Participants will also deliberate on the boundaries of public accountability when the provision of public services is done through private providers or civil society organizations, as well as in cases where public providers are over-regulated or under-budgeted by other entities in the public sector. Discussions will also encompass how policies on transparency and rights to access information of the public administration relate to strategies to engage citizens in countering corruption and promoting accountability. A wider discussion on what people may request as a satisfactory supply of public services will also take place, considering policies for accountability and eradication of corruption in that wider perspective.

Moderator (5 minutes):

Ms. Najat ZARROUK, Governor, Director of Training of Administrative and Technical Staff, Ministry of the Interior, Morocco, and Member of the United Nations Committee of Experts in Public Administration (CEPA), Morocco.

Initial presentation (15 minutes):

Dr. Enrique PERUZZOTTI, Professor, Universidad Torcuato di Tella, Argentina.

Commentators (10 minutes each)

Dr. Gawdat EL-MALT, President of the Central Auditing Organization of Egypt, and Chair of the INTOSAI Working Group on the Fight against Corruption and Money Laundering, Egypt. (TBC).

Ms. Constance CHIGWAMBA, Permanent Secretary, Ministry of Public Service, Zimbabwe.

Mr. Abdellah SERHANE, Secrétaire General, Cour des Comptes, Morocco.

Ms. Karima BOUNEMRA BEN SOLTANE, Director, United Nations Economic Commission for Africa (UNECA), Office for Northern Africa.

Open discussion with all participants (30 minutes).

### **13:00-15:00 Lunch break**

### **15:00-16:15 Session 3: Practices and institutions to engage citizens to counter corruption: Initiatives from citizens and civil society organizations and the private sector**

Participants will discuss relevant experiences initiated by citizens, civil society organizations and the private sector, in which these become engaged to enhance accountability and counter corruption in public services. Participants will refer to examples from different countries, to highlight in an analytical way: the context in which those initiatives took place; the aims of the leading actors; the ways and stages in which these initiatives were put into practice; the challenges and opportunities faced along the way; and their positive and negative outcomes.

Moderator (5 minutes):

Mr. Michael Stefanovic, Director for the Investigations Division, United Nations Office for Internal Oversight Services (UN OIOS).

Initial presentation (15 minutes):

Mr. Zuhair AL-KAYED, former Director General of the National Academy of Public Administration, and former President of the Civil Service Bureau (Minister capacity), Jordan.

Commentators (10 minutes each):

Mr. Kouakou Christophe KOFFI, Directeur de la Programation et du Contrôle des Effectifs, Cote d'Ivoire.

Mr. Jalal ABDEL-LATIF, Chief of Section on Civil Society and Post Conflict, Governance and Public Administration Division, United Nations Economic Commission for Africa (UNECA).

Mr. Graham GORDON, Senior Policy Adviser on Governance and Corruption, Tearfund, UK.

Ms. Yael Danieli, Past-President, Senior Representative to the UN, International Society for Traumatic Stress Studies, and Chair, NGO Alliance on Crime Prevention and Criminal Justice, USA.

Mr. Angelos GIANNAKOPOULOS, Assistant Professor, Universities of Konstanz and Dortmund and Head of Office of ALACs - Advocacy and Legal Advice Centres: Promotion of Participation and Citizenship in Europe

Mr. Bhawani Shanker KUSUM, Secretary and Executive Director, Gram Bharati Samiti (GBS), an NGO with Special Consultative Status in the UN ECOSOC and NGO Observer for Asia Pacific in the CTF Committee of the World Bank, India.

Open discussion with all participants (20 minutes).

#### **16:15-16:30 Coffee break**

#### **16:30-18:00 Session 4: Practices and institutions to engage citizens to counter corruption: Initiatives from governments, including eGovernment and eParticipation**

In this session the participants will discuss experiences initiated by governments to engage citizens in countering corruption. Participants will refer to examples from different countries, to highlight in an analytical way: the context in which those initiatives took place; the aims of the leading actors; the ways and stages in which these initiatives were put into practice; the challenges and opportunities faced along the way; and their positive and negative outcomes. Attention will be given to the principles, norms, instruments, procedures and enforcement measures adopted by governments in this regard, including also the use of Information and Communication Technologies (ICTs). Participants will revisit a variety of tools used by the public administration to incorporate the views and assessments of citizens about public services, and to effectively translate the information obtained from citizens-consumers into improvements in those services. Experts will also deliberate on the strategic aspects of initiating these initiatives as practices circumscribed to one particular public service or organization, or to proceed in a cross-cutting way encompassing the entire, and will as well debate on the convenience of getting started in an experimental manners as ad hoc practices or rather by taking a more formal route on institutionalization.

Moderator (5 minutes):

Mr. Eugenio Maria CURIA, Ambassador of Argentina to Austria, Slovenia and Slovakia and Permanent Representative to the International Organizations in Vienna, and Vice Chairman of the ongoing Conference of the States Parties to the UNCAC

Initial presentation (15 minutes):

Mr. Mahfuz ASHRAF, Lecturer, Department of Management Information Systems, University of Dhaka, Bangladesh.

Commentators (10 minutes each):

Mr. Ashraf Hassan ABDELWAHAB, Acting Minister, Ministry of State for Administrative Development, Egypt.

Mr. Azzedine DIOURI, Secretary General of the Ministry for the Modernisation of the Public Sector, Morocco.

Mr. Joel SALAS, Head of the Unit for Transparency Policies and International Cooperation, Ministry of Public Function, Mexico.

Mr. Mohamed Bin Issa AL JABER, Chairman & CEO of MBI International, UNESCO Special Envoy for Education, Tolerance, and Cultures in the Middle East.

Mr. Martin FORST, Head of Division, Governance Reviews and Partnerships, Public Governance and Territorial Development Directorate (GOV), Organization for Economic Cooperation and Development (OECD).

Mr. Matt POELMANS, Director, Citizen Vision, eParticipation Institution, Netherlands.

Open discussion with all participants (20 minutes).

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## **Day Two: Thursday 27 October 2011**

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### **9:30-11:00 Session 5: Public policy and strategy: building capacities and creating enabling conditions for engaging citizens to counter corruption**

Participants will deliberate on the capacities that are needed in terms of human resources and organization, within government and the deliverers of public services, as well as among citizens and civil society, so that the engagement of citizens can be effective for countering corruption in the delivery of public services. Regarding human resources, the participants will discuss the ethical values, practical gains, risks and costs derived from participating in these efforts, information management, analytical skills, and capacities for negotiation and conflict solving, among other capacities. The analysis will examine the psychological and practical aspects faced by citizens to counter corruption when they face risks of being victimized if no effective public protection is provided. The discussion will also encompass aspects of organization within the public sector, to elucidate how different entities intervene, including traditional agencies for auditing, inspections and evaluation of public management and performance, as well as the deliverers of public services properly and possibly other entities to conduct, oversee and enforce innovative practices about the

engagement of citizens to the aims under consideration. Participants will also discuss on how citizens may find it appropriate to organize themselves to effectively enhance accountability and counter corruption in the provision of public services. Also the general conditions, including legislation and obligations of public entities, for engaging citizens to counter corruption are discussed in this session. Similarly, other legal matters will be debated, including the criminalization of corrupt acts, protection of whistle-blowers, etc. Participants will also refer to the roles of traditional information media and new social media.

Moderator (5 minutes):

Ms. Anni HAATAJA, Associate Expert in Governance and Partnerships, Development Management Branch, Division for Public Administration and Development Management (DPADM) United Nations Department of Economic and Social Affairs (UNDESA).

Initial presentation (15 minutes):

Mr. Alexander MIRESCU, Consultant to the UN, corruption in Eastern Europe and former CIS countries, USA.

Commentators (10 minutes each):

Mr. Modibo SIDIBE, Secrétaire Général du Ministère du Travail et la Fonction Publique, Mali.

Mr. Andrew LANGA, Deputy Minister, in charge of overseeing public servants performance and working conditions, Zimbabwe.

Ms. Hyam NASHASH, Assistant Professor of Educational Administration at Al-Balqa' Applied University, Jordan, and Member of the UN Committee of Experts in Public Administration (CEPA), Jordan.

Ms. Houda MEJRI, United Nations Economic Commission for Africa (UNECA), Office for Northern Africa.

Open discussion with all participants (30 minutes).

**11:00-11:15 Coffee break**

**11:15-13:00 Session 6: Prevention of corruption in the provision of public services: international cooperation to enhance citizen engagement to counter corruption**

In this last session, participants will address how the efforts and activities of both governments and civil society to engage citizens to counter corruption within countries may be facilitated by international cooperation. Discussions will include issues about sharing of knowledge, replication and adaptation of good practices, preparation of guidelines and toolkits, technical assistance, shared programs for capacity building, etc.



The participants will also discuss how international organizations can assist development stakeholders to advance towards more effective methods to engage citizens to counter corruption and enhance accountability for the achievement of the MDGs.

Moderator (5 minutes):

Mr. Muhyieddeen TOUQ, Ambassador, Commissioner General, National Centre for Human Rights, Jordan.

Initial presentation (15 minutes):

Mr. Roberto VILLARREAL, Chief, Development Management Branch, Division for Public Administration and Development Management (DPADM) United Nations Department of Economic and Social Affairs (UNDESA).

Presentations (10 minutes each):

Ms. Bilitte Haman-Djoda MOHAMMADOU, Chargée de Mission, Présidence de la République, Cameroun.

Mr. Abdellatif BENDAHAN, Directeur des Affaires Africaines, Ministère des Affaires Etrangères et del la Coopération, Morocco.

Elodie BETH, Acting Head of the Integrity Unit, Reform of the Public Sector Division, Public Governance and Territorial Development Directorate (GOV), Organization for Economic Cooperation and Development (OECD).

Ms. Nina LINDROOS-KOPOLO, Senior Economic Officer, Head of Economic Governance Unit, Organization for Security and Cooperation in Europe (OSCE).

Mr. Simon Mamosi LELO, Direceur General, Centre Africain de Formation et de Recherche Administratives pour le Développement (CAFRAD).

Ms. Emebet MESFIN, Associate Development Management Officer, Governance and Public Administration Division, United Nations Economic Commission for Africa (UNECA).

Open discussion with all participants (30 minutes)

**13:00-15:00 Lunch break**

**15:00-16:30 Working Groups: Participants split into working groups to discuss in-depth the themes of the workshop and draft recommendations**

**16:30-16:45 Coffee break**

**16:45-18:00 Closing Session**

Moderator: Ms. Karima BOUNEMRA BEN SOLTANE, Director, United Nations Economic Commission for Africa, Office for Northern Africa, Morocco.

Reporting from Working Groups.

Closing words by representatives of UNDESA, UNECA, UNESCWA, UNODC and the Government of Morocco.