Egypt’s vision for efficient public service delivery in achieving the SDGs

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On the 30th of March, during the **53rd meeting** of the 61st regular sessions of the UN Human Rights council (HRC), several resolutions were discussed and adopted without a vote, one of these resolutions was draft resolution **A/HRC/61/L.18** on **promoting human rights and the sustainable development goals (SDGs) through transparent, accountable and efficient public service delivery**, which was submitted by Azerbaijan, Ecuador, Georgia, Kenya, Malaysia, Thailand and Türkiye.

Prior to adoption, Egypt stated that effective, transparent, and accountable public institutions are considered the heart of the SDGs. It highlighted that the resolution addressed the integration of emerging technologies, including artificial intelligence—whose positive use enhances efficiency, accessibility, and inclusivity. Despite that Egypt **had a concern related to the developing countries who face challenges in accessing such technologies to benefit from it in their public service delivery.**

Moreover, Egypt also clarified that the public service delivery must include building institutional capacity, promote digital innovation, and ensure, inclusive and equitable access to services for all State members. In this regard, Egypt **expressed its concern that progress toward the SDGs is neither even nor sufficient in many areas**, especially given that only six years remain until 2030. Accordingly, progress and advancement remain minor and slow, negatively manifesting in ongoing poverty, hunger, and inequality.

*For contextual background, resolution **A/HRC/61/L.18** encourages states to:*

1. promote and integrate human rights principles into public service delivery, including in the design and implementation of digital technologies and social innovations in public services.
2. share best practices with other States, particularly in the digitalization of public service, including the use of AI and other emerging technologies.
3. ensure the security and privacy of personal information in the context of the use of digital technology for public service delivery by adopting and implementing adequate legislation, regulations and policies on data protection.
4. establish or strengthen mechanisms, as appropriate, including through capacity-building, to assess the quality, accessibility, effectiveness, transparency and accountability of public service delivery, including through citizen feedback and service-user satisfaction assessments, with a view to continuously improving public service outcomes.

5. identify, document and share good practices and relevant experience on national models of public service delivery that have demonstrated resilience in different contexts.
6. Cooperate in strengthening capacity-building and training of public servants in areas as human rights, gender equality, the rule of law and good governance within the public service, and the provision of technical assistance.

The resolution also recognizes and acknowledges the following:

1. Non-discriminatory, efficient, accessible, accountable and transparent public service delivery consistent with citizens' needs and feedback is a key component in building an anti-corruption environment in the public sector and contributes to the promotion and protection of human rights and the implementation of the 2030 Agenda for Sustainable Development.
2. The important role of all levels of government, as service providers, as well as other stakeholders, including the private sector and civil society, in promoting and protecting human rights and, where appropriate, contributing to the achievement of the SDGs, the Addis Ababa Action Agenda of the Third International Conference on Financing for Development, the Sevilla Commitment, the Pact for the Future and the commitments under the Doha Political Declaration.
3. The need for support, particularly for developing countries, in expanding infrastructure, technological cooperation and capacity-building, including institutional and human capacity, to ensure the accessibility, affordability and availability of the Internet and other digital and communication technologies, promote digital literacy, bridge digital divides and accelerate progress towards achieving the relevant SDGs.

Finally, the resolution invites all relevant special procedures of HRC, within their respective mandates, to pay due attention to the role of public services in the promotion and protection of human rights and in achieving the SDGs, including progress towards achieving gender equality and the empowerment of all women and girls.

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