



Human Rights Council**Fifty-second session**

27 February–4 April 2023

Agenda item 3

**Promotion and protection of all human rights, civil,
political, economic, social and cultural rights,
including the right to development****Resolution adopted by the Human Rights Council
on 3 April 2023****52/8. Promoting human rights and the Sustainable Development Goals
through transparent, accountable and efficient public service delivery***The Human Rights Council,**Guided by the purposes and principles of the Charter of the United Nations,**Guided also by the Universal Declaration of Human Rights, the International
Covenants on Human Rights and other relevant international human rights instruments,**Stressing that States bear the primary responsibility to respect, protect and fulfil
human rights and fundamental freedoms,**Recalling all relevant United Nations resolutions relating to public services and good
governance, including Human Rights Council resolution 37/7 of 22 March 2018,**Recalling also General Assembly resolution 70/1 of 25 September 2015, entitled
“Transforming our world: the 2030 Agenda for Sustainable Development”, including
Sustainable Development Goal 16, which encourages Member States to promote peaceful
and inclusive societies for sustainable development, provide access to justice for all and build
effective, accountable and inclusive institutions at all levels,**Acknowledging that the promotion and protection of human rights and the
implementation of the 2030 Agenda for Sustainable Development are interrelated and
mutually reinforcing,**Reaffirming the importance of the United Nations Convention against Corruption,**Recalling General Assembly resolution 69/313 of 27 July 2015 on the Addis Ababa
Action Agenda of the Third International Conference on Financing for Development, which
is an integral part of the 2030 Agenda for Sustainable Development,**Recalling also resolution 6/8 entitled “Prevention of corruption by promoting
transparent, accountable, and efficient public service delivery through the application of best
practices and technological innovations”, adopted on 6 November 2015 by the Conference
of the States Parties to the United Nations Convention against Corruption at its sixth session,**Noting the importance of multilateral platforms and public-private partnership
mechanisms that foster good governance policies and the achievement of the Sustainable
Development Goals, such as the Open Government Partnership, which aims to promote*

transparency, empower citizens, fight corruption and harness new technologies to strengthen governance,

Noting also the initiatives and practices on the international, regional, national and local levels in delivering transparent, accountable and efficient public services,

Taking note of the report of the United Nations High Commissioner for Human Rights on the role of public service as an essential component of good governance in the promotion and protection of human rights,¹

Recognizing that a professional, accountable and transparent public service upholding the highest standards of efficiency, competence, integrity, accessibility and non-discrimination is one of the essential components of good governance,

Reaffirming the right of everyone to have access, on general terms of equality, to public service, in line with article 21 of the Universal Declaration of Human Rights and article 25 (c) of the International Covenant on Civil and Political Rights,

Stressing that the use of information and communications technology, including the digitalization of public service, can strengthen the efficiency, professionalism, accountability, transparency and accessibility of public institutions,

Highlighting the significance of access to relevant information as one of the key components of efficiency in the delivery of public services, and emphasizing the importance of respecting, promoting and protecting the freedom of expression, as stipulated in article 19 of the International Covenant on Civil and Political Rights, including the freedom to seek, receive and impart information,

Stressing in that regard the important role of Governments in the effective use of information and communications technology in the design of public policies and in the provision of public services responsive to national needs and priorities, including on the basis of a multi-stakeholder approach, to support national development efforts as stipulated by the General Assembly in its resolution 69/204 of 19 December 2014 entitled “Information and communications technologies for development”,

Underlining that the increased application of technological innovations and electronic services in public service delivery can play an important role in preventing and fighting corruption by promoting and strengthening transparency and accountability,

Recognizing the potential of e-government in promoting transparency, accountability, efficiency and citizen engagement in public service delivery,

Bearing in mind that there are persons in every society, including women and girls, persons with disabilities, those residing in remote areas of a country and those in vulnerable situations, who may be disadvantaged in their access to public services,

Noting that everyone, including those residing in remote areas of a country, should have access to simple and consumer-oriented public service delivery, as appropriate, including through the availability of online and mobility services, as well as e-applications,

Deeply concerned about the impact of the coronavirus disease (COVID-19) pandemic on States’ implementation of their human rights obligations and commitments, including the unprecedented challenges and inequalities in access to public services in many parts of the world,

Acknowledging the important role that civil society and other stakeholders can play in the design, delivery and promotion of transparent, accountable and efficient delivery of public services, and emphasizing that their involvement is key for the success of such processes,

Concerned about the negative impact of widespread corruption on the enjoyment of human rights, and recognizing that corruption weakens institutions, erodes public trust in government and creates inequitable access to public services by women and girls, persons

¹ A/HRC/25/27.

with disabilities and those in vulnerable situations, which constitutes obstacles to the effective promotion and protection of human rights and fundamental freedoms,

Stressing the need to incorporate transparent, accountable and efficient public service delivery models into local, national and regional development plans,

Recognizing the importance of quality control of the delivery of public services on an ongoing basis with a view to ensuring accountability and the need for the voluntary exchange of relevant information, experience, knowhow and technology on mutually agreed terms and at all levels on successful national practices in the efficient, transparent and accountable delivery of public services, in order to leave no one behind,

1. *Encourages* States to promote, instil and integrate human rights principles in the national public service, including in the design and implementation of digital technologies in public services;

2. *Recognizes* the important role of the Government, as service provider, and of all other stakeholders, including the private sector and civil society, in the promotion and protection of all human rights and, as appropriate, in the achievement of the Sustainable Development Goals and the Addis Ababa Action Agenda;

3. *Stresses* that non-discriminatory, efficient, accessible, accountable and transparent public service delivery consistent with citizens' needs and feedback is one of the key components 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;

4. *Acknowledges* that many countries all over the world need support in terms of expanding infrastructure, technological cooperation and capacity-building, including on human and institutional aspects, to ensure the accessibility, affordability and availability of the Internet in promoting digital literacy, bridging the digital divide and accelerating efforts to achieve the relevant Sustainable Development Goal;

5. *Encourages* States with effective models for the delivery of public services to share their best practices, particularly in the digitalization of public service, with other States, especially with developing States, through bilateral, regional and multilateral cooperation frameworks, and calls upon all States to establish, taking into account best practices from other States, as appropriate, a transparent, accountable and efficient public service system;

6. *Encourages* international cooperation and national efforts, including by strengthening capacity-building and the training of public servants, to cover such areas as human rights, gender equality, the rule of law and good governance within the public service, and the provision of technical assistance, such as the voluntary exchange of knowhow and technology on mutually agreed terms;

7. *Underlines* the important role of the United Nations Public Service Awards as the most prominent international recognition of excellence in public service within the United Nations system in identifying and promoting innovations and new concepts, including in digitalization, in public administration that minimize the risks for corruption, and encourages United Nations entities and other international organizations to continue to promote and reward such initiatives and their replication;

8. *Notes with appreciation* United Nations Public Service Day, held annually on 23 June to celebrate the value and virtue of public service to the community, highlight the contribution of public service in the development process, recognize the work of public servants and encourage young people to pursue careers in the public sector;

9. *Invites* all relevant special procedures of the Human Rights Council, within their respective mandates, to pay due attention to the role of public services in the promotion and protection of human rights and the achievement of the Sustainable Development Goals, including the progress towards achieving gender equality and the empowerment of all women and girls;

10. *Requests* the Office of the United Nations High Commissioner for Human Rights to prepare a report on the role of public service delivery in the promotion and

protection of human rights and in the achievement of the Sustainable Development Goals, including in relation to the protection of persons in vulnerable situations, that reflects best practices, challenges and recommendations in assisting national Governments in delivering transparent, accountable and efficient public services, and to present the report, including in an accessible and easy-to-read format, to the Human Rights Council at its fifty-sixth session;

11. *Also requests* the Office of the High Commissioner, when preparing the above-mentioned report, to seek input from experts from diverse geographic regions, including from States and local governments, relevant intergovernmental organizations, United Nations agencies, funds and programmes, relevant special procedures, the Human Rights Council Advisory Committee, the treaty bodies, national human rights institutions and civil society representatives, including relevant non-governmental organizations;

12. *Decides* to remain seized of the matter.

*55th meeting
3 April 2023*

[Adopted without a vote.]
