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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 30 March 2026

61/19. 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 resolutions 37/7 of 22 March 2018 and 52/8 of 3 April 2023,

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, and stressing that only four years remain to achieve the 2030 Agenda for Sustainable Development,

Acknowledging that the promotion and protection of human rights and the implementation of the 2030 Agenda are interrelated and mutually reinforcing,

Reaffirming the importance of the United Nations Convention against Corruption, and recalling its objectives of promoting and strengthening measures to prevent and combat corruption and to enhance transparency, accountability and integrity in public administration and public service delivery,

Recalling General Assembly resolutions 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, 79/323 of 25 August 2025 on the Sevilla Commitment, 79/1 of 22 September 2024 on the Pact for the Future and 80/5 of 4 November 2025 on the Doha Political Declaration of the "World Social Summit" under the title "the Second World Summit for Social Development",

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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, with the aim of promoting transparency, empowering citizens, fighting corruption and harnessing new technologies to strengthen governance,

Noting also the initiatives and practices at the international, regional, national and local levels in delivering transparent, accountable and efficient public services, such as the United Nations Public Service Awards initiative, which recognizes excellence in public service, promoting innovative and effective public administration practices that strengthen institutional capacity and enhance transparency and accountability,

Taking note of the reports 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] and on the role of public service delivery in the promotion and protection of human rights and in the achievement of the Sustainable Development Goals,[2]

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,

Recognizing that natural disasters can undermine the effective enjoyment of human rights and that failures in public service delivery with regard to disaster preparedness, response and recovery disproportionately affect persons in vulnerable situations,

Emphasizing that resilient, inclusive and accountable public institutions constitute one of the primary means through which States implement their human rights obligations in the context of natural disasters, and recognizing, in this regard, the importance of early warning and early action mechanisms, including initiatives such as the Early Warnings for All initiative, to strengthen preparedness, protect human rights and ensure effective and timely public service delivery before and during disasters,

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, while underlining the need to bridge digital divides within and between countries, including in terms of affordability, accessibility and rural connectivity, to ensure that the benefits of digital public services are available to all,

Highlighting the significance of access to relevant information as one of the key components of efficiency and responsiveness 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",

[1] A/HRC/25/27.
[2] A/HRC/56/34.

Underlining the fact that 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,

Understanding that digital technology, including artificial intelligence, has the potential to increase accessibility, participation and transparency in public service delivery, while also presenting certain risks for the security and privacy of personal information, data protection and non-discriminatory access to digitalized public service at all levels of government,

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

Bearing in mind that there are persons in every society, including women and girls, older persons, persons with disabilities, persons 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 persons 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,

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 corruption on the enjoyment of human rights, and recognizing that corruption weakens institutions, erodes public trust in government, can exacerbate poverty and inequality and may disproportionately affect women and girls and persons in vulnerable situations, which constitute 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 of the promotion of knowledge-sharing and technology transfer initiatives 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 and integrate human rights principles in the national public service, including in the design and implementation of digital technologies and social innovations in public services;

2. *Recognizes* the important role of all levels of government, as service providers, 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, 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. *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. *Emphasizes* that ensuring equitable access to essential public services for all segments of society, including persons living in remote, rural areas and persons in vulnerable situations, is indispensable for the effective implementation of the principle of leaving no one behind;

5. *Acknowledges* that many countries all over the world, particularly developing countries, 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 and other digital and communications technologies in promoting digital literacy, bridging digital divides within and between countries and accelerating efforts to achieve the relevant Sustainable Development Goals;

6. *Encourages* States with effective models for the delivery of public services to share their best practices, particularly in the digitalization of public service, including the responsible use of artificial intelligence and other emerging technologies, with other States, especially with developing countries, 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;

7. *Encourages* States to 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, where appropriate;

8. *Calls upon* States to establish or strengthen mechanisms progressively, as appropriate, including through capacity-building, to assess the quality, accessibility, effectiveness, transparency and accountability of public service delivery, including through feedback from citizens and information on service-user satisfaction, with a view to continuously improving public service outcomes;

9. *Also calls upon* States to identify, document and share good practices and relevant experience on national models for public service delivery that have demonstrated resilience in different contexts, and encourages their adaptation and replication by other States, taking into account national priorities and capacities;

10. *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;

11. *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 digitalization, in public administration that minimize the risks of corruption, and encourages United Nations entities and other international organizations to continue to promote and reward such initiatives and their replication;

12. *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;

13. *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 progress towards achieving gender equality and the empowerment of all women and girls;

14. *Decides* to convene, at its sixty-fifth session, a panel discussion 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 the contexts of disaster preparedness, response and recovery, which will be accessible to persons with disabilities and open to participation by States, local governments, relevant treaty bodies and special procedures of the Human Rights Council, academia, civil society and other relevant stakeholders;

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

53rd meeting
30 March 2026

[Adopted without a vote.]