



Joint Press Release

29 October 2021

Advancing public service delivery experimentations

UNDP provides equipment support to the Royal Civil Service Commission and the Department of Civil Registration and Census to aid experimentation of interventions aimed at improving public service delivery.

As part of the joint “Public Service Delivery” initiative led by the Royal Civil Service Commission (RCSC), UNDP handed over IT equipment worth Nu. 3,984,314 to the RCSC and Department of Civil Registration and Census (DCRC), Ministry of Home and Cultural Affairs, this week.



The equipment set includes network equipment and accessories, network printer, 3 laptops, Jabra speakers, Polycom studio, dbForge Studio for SQL Server (Enterprise Version) Perpetual License and 3 television sets for RCSC. Fifteen laptops, a scanner, Public Announcement Sound System, 18 User Licence for MS Office Professional are for the DCRC. A ramp for Persons with Disabilities has also been provided to the DCRC.

As part of the Monitoring and Assessment Framework, the RCSC is developing a Digital Service Evaluation Tool, a web-based platform that will be used to collect feedback from the citizens for the services provided by the government.

At the handing-taking over ceremony, RCSC Chairperson said the Public Service Delivery initiative came at a very opportune moment when RCSC is working towards bringing about transformative reforms in the Civil Service inspired by His Majesty, the King’s Kasho.

The Resident Representative of UNDP, Azusa Kubota said the partnership has been a smooth sailing and thanked the RCSC for it. “This equipment coming mid-way through the initiative will help determine if such investment in infrastructure will be catalytic in aiding public sector innovation. UNDP also looks forward to taking this partnership forward as the RCSC raises its ambitions.”

The RCSC thanked UNDP for the equipment support which will be used for the interventions to strengthen public service delivery identified for experimentation through the joint initiative.