

 **CONCEPT NOTE**

**Improving access to administrative services for vulnerable people in Burundi**

1. **Problem statement**

Population in Burundi is estimated to more than 11 million of habitants. 88%[[1]](#footnote-1) of this population in remote areas of the Countrydivided in 19 provinces. Poverty rate among rural populations is 69% against 65% for the country in general. The income per habitant is 247 USD and among the lowest in the world.

Regarding this situation, relevant administrative services, since the Independence of the country, are delivered in Bujumbura, the main city of the Country. However, living conditions of rural population does not allow them to face all costs of these services when needed because they take into account not only the cost of the service but also the trip to Bujumbura..

In addition, the current security and political crisis significantly reduced public institutions capacity to deliver administrative services. Thus People coming from remote areas to Bujumbura for administrative services are obliged to spend a lot of time and money (compared to his income) and face to many difficulties to access to administrative services in Bujumbura regarding policies and procedures

In this context, UNDP is working jointly with government of Burundi since 2013on improvement of administrative services delivery system in the regional level in order to allow vulnerable people an easy access. These actions are implemented within the framework of the National program of Administrative Reform (PNRA) that has been adopted in 2012 by the Government.

1. **Current situation**

UNDP support to the implementation of the National Program of Administrative Reform ( PNRA Project) places anemphasison the improvement of administrative services delivery in regional level.

Tha adopted strategy is to transform a part of provincial administrative buildings into an area dedicated to administrative services delivery (*Guichet Unique Provincial)*. The main principle is to implement an operational device (technical, organizational, human and legal) system in each region that allows possibility to deliver locally main administrative services to populations.

Differents memorandums have been signed showing the commitment of all stakeholders involved: governors at provincial level and ,departments of ministry currently in charge to deliver those needed administrative services to population at the central level.

Five pilotes administrative regions (Provinces) were identified to undertakeexperimentation of the system,. . This experimental phase is totally support by UNDP. This support include:

* Rehabilitation of identified buildings dedicated to these services delivery in provincial administration(GUP) ;
* Providing all required equipment : computers, network, photocopies, communication system with the central services in Bujumbura, supplies, etc.
* Training of staff of different services to be affected to the GUP

Study on Simplification and streamlining of procedures to and and a study on job classification in order to inform policy makers The main lessons learned in implementation of this program are:

* National authority are committed to the project, especially on regional level ;
* Populations are showing a real interest tothe project ;
* Project is not affected by the national context and target directly population at local level
* The project give a opportunity to undertake a global administrative reformed oriented to the service topopulation including reengineering of central administrations, deepening decentralization processes.
1. **Forces and challenges**

The setting up of GUP is essential to respond to a real need of population. Actions are muchappreciated by all actors (state actors and non-state actors). Implementation of the system is technically feasible and it is possible to mitigate risks related to the current crisisthe context. Finally, bringing administrative services near population contributes to reinforce equity to access to public services that is essential for peacebuilding.

1. The main challenge remain the need to maintain sustainable and important outcomes, and to undertake an importance action to accompany the process : Monitoring, evaluating allowing readaptation of system if needed, transforming the administrative culture to the idea of quality of services, promoting, adapting the current positioning of provincial administration with focus on services delivering and central structures to policy making and management. In addition, once the first experiences will be a success, another challenge is to broaden to other service lines (as the services related to economic sector such as setting up company, payment of taxes, etc.) and to the other This project gives the opportunity to undertake a reform of the state with a real participation of actors at local level that can understand why they must be involved and participate. It contributes to improve the conditions of live and work in remote areas Objectives

This concept mainly aims to propose activities on how to accompany the 5 GUP-pilotes in the 5 regions for their success, to duplicate and implement system in other regions and with other lines of service lines and finally, to undertake reform to restructure the central administration and to deep the decentralization process

1. **Proposed expected results and activities**

.

**Main outcome**: The capacities of administration services delivery are improved and contributes to strengthen living conditions in remote areas.

Keys results:

1. The administrative services delivery is improved in the 5 regions identified for experimentation ;

***Indicatives activities***

1. The number of service lines are added and cover all essential services needed for people in remote areas and GUP are opened in other provinces

***Indicatives activities***

1. A new reform approach focusing on service delivery is adopted and bring a new restructuration of central administration and deepening od decentralization process.

***Indicative activities***

1. Situation of 2014 - World Bank Indicators [↑](#footnote-ref-1)