

Government sets up service delivery unit

By David Lumu

The Government has set up a delivery unit to monitor the implementation of services in the country, especially in key sectors of education and health.

The delivery unit, which is under the Office of the Prime Minister (OPM), is headed by former finance minister Dr Ezra Suruma, who is also the chancellor of Makerere University.

According to Dr Enid Mbabazi, the head of the health thematic team of the delivery unit, key among the strategic solutions to poor service delivery in the country, is the development of a biometric clock-in system for all

BETWEEN THE LINES:

- The service delivery unit is under the Office of the Prime Minister.
- The unit is intended to curb poor service delivery, in areas such as the health sector.

government employees.

Mbabazi said: "The overall purpose of the delivery unit is to facilitate faster implementation of select national priorities and enable delivery of big and fast results through a methodical approach to planning for implementation and execution."

To enhance the implementation of the delivery

unit, OPM has organised a meeting which starts today in Mbale.

Apollo Munghinda, a senior communications officer at OPM, said the meeting will tackle health, one of the key areas that the delivery unit has been tasked with monitoring.

"Recent statistics show that health workers' attendance at work has been in the range of 55%. One of the strategies in final stages is the introduction of biometric machines to track attendance to duty in all health facilities with support from DFID, a UK aid organisation," Munghinda said.

Mbabazi said the delivery unit will change the way the

Government works by tracking the service delivery chain.

Timely execution of government work and improving the performance culture of public servants are some of the reasons why the delivery unit has been set up.

"There is an imperative to make more rapid progress on a few selected national strategic priorities, such as the core projects and development outcomes in the National Development Plan," Mbabazi said.

The delivery unit team will be reporting to the Prime Minister on a monthly basis on the status of service delivery in the country.

KEY ROLES OF THE UNIT

- Establish and implement a rigorous system for routine tracking and reporting of the progress on the agreed key priorities of the Government.
- Ensure that the implementation problems and bottlenecks are identified and promptly tackled.
- Provide a robust mechanism for co-ordinating implementation efforts across government.
- Ensure that ministries have robust plans to deliver on their key priorities.
- Enable better inter-ministerial co-operation while ensuring clear delineation of responsibilities and accountability throughout the implementation stage.
- Generate pressure for results through progress-chasing and tracking, using simple and direct mechanisms that monitor the sectors regularly using data.
- Review progress and influence the activities of government entities and their performances.
- Develop a culture across the Government of effective delivery.