



# Good Governance Accountability & Trust

2010 CAPAM African Regional Conference

May 17-19, 2010

Abuja, Nigeria



Organised jointly by:  
The Office of the Head of Civil Service of the Federation of Nigeria  
and  
The Commonwealth Association for  
Public Administration and Management (CAPAM)





## Letter of Invitation

Stephen Oronsaye, CON  
Head of the Civil Service of  
the Federation of Nigeria

Dear Colleagues,

INVITATION TO ATTEND THE 2010 CAPAM AFRICAN REGIONAL CONFERENCE,  
17-19 MAY, 2010, ABUJA, NIGERIA

It is with immense pleasure that I invite you to attend the African Regional Conference of the Commonwealth Association for Public Administration and Management (CAPAM), with the theme: "Good Governance, Accountability and Trust, scheduled for Abuja from 17-19 May, 2010. The Conference is being organized by the Office of the Head of the Civil Service of the Federation, in collaboration with the Commonwealth Association for Public Administration and Management (CAPAM), with the support of the Federal Government of Nigeria (FGN).

The 3-day event provides a unique platform for senior public servants, experts, academics, researchers, colleagues, and other key stakeholders, across the Commonwealth, to share knowledge and experience, with a view to advancing the cause of good governance in their respective jurisdictions. Accordingly the forum, will amongst others, explore the key issues in enhancing trust and accountability in governance, through a network of relationship building, involving citizens and political leaders, political leaders and the public service, as well as the public service and citizens.

It is expected that the Conference will be attended by a large number of delegates from the host country, Nigeria, and across the Commonwealth. In this regard, I wish to stress the importance of receiving, without delay, your indication to attend the Conference, along with relevant officers from your Civil/Public Service, in order to assist us in firming up our preparations.

While looking forward to welcoming you to the Conference, please accept the assurances of my warmest regards.

A handwritten signature in red ink, appearing to read "Stephen Oronsaye". The signature is fluid and cursive.

Stephen Oronsaye, CON  
Head of the Civil Service of the Federation, Nigeria



# Conference Overview



The success of democracies, international alliances and even individual relationships, depends on a solid framework of trust. For many countries, the decline in public confidence in government has been fuelled by high profile ethical failures in the public and private sectors, and citizen disappointment as governments struggle to address key issues such as poverty, economic development, employment security, and global pandemics.

As early as 500 BC, Confucius recognized that “... *without trust, there can be no government.*”

However, trust cannot be asserted, demanded or legislated. It must be earned through demonstrated accountability, integrity, values and ethics. To build public confidence,

governments must commit to improving efficiency in service delivery, eliminating the perceived culture of entitlement by senior officials, and to involving citizens in governance processes. This conference will examine the effectiveness of these and other strategies in strengthening trust and accountability between *citizens, political leaders* and the *public service*.

**CAPAM’s 2010 African Regional Conference “Good Governance, Accountability & Trust” will explore three key relationships involved in building trust and accountability in governance. These relationships will introduce the following themes:**

## The relationship between Citizens and Political Leaders

- How does electoral reform strengthen citizen trust and participation in governance processes?
- How can we improve citizen engagement, both in the process for developing policies and programmes and in the handling of complaints and concerns?

## The relationship between Political Leaders and the Public Service

- What forms of leadership are required to build and strengthen public service ethics and to challenge corruption?
- How can we strengthen the political-administrative interface by building the dynamics of trust and responsiveness?
- Are the systems for accountability and performance management adequate for Ministers and public servants?

## The relationship between the Public Service and Citizens

- How can we build and foster a service oriented culture in the public service?
- In an environment of limited resources, what are the strategies for improving both the efficiency and effectiveness of service delivery?
- Given the diversity of citizen populations, how can government better customize service delivery mechanisms *to meet and measure changing citizen’s needs*?



## Preliminary Conference Schedule\*

\*subject to change



Gurara falls, Abuja, Nigeria

### Call for Workshop Cases & Papers

CAPAM invites all members and interested individuals to submit conference cases and papers. The purpose of the cases and papers will be to encourage and instigate key discussions and learning through the sharing of in-country or regional experiences. Selected submissions will be invited to contribute a presentation during the concurrent sessions and will be given the opportunity to submit their case for CAPAM publication following the conference.

Each submitted case or paper must refer to one of the following topics:

1. Trust and Accountability in the Public Service
2. Transparency through Citizen Engagement
3. Fairness in HR management processes
4. Integrity in Procurement

Please submit a 500-700 word abstract of the proposed case or paper on one of the workshop themes above.

Please send abstracts to Ada Wong, Manager, Membership & Communications by email to [awong@capam.org](mailto:awong@capam.org).

Please note, the deadline for submissions is February 28, 2010

Monday May 17, 2010	
8h30-10h00	Opening Session: Good Governance, Accountability & Trust
10h00-10h30	Tea Break
10h30-12h00	<b>Who do Citizen's Trust?</b>
12h00-13h00	Lunch
13h00-14h30	Public Service Code of Ethics
14h30-15h00	Tea Break
15h00-16h30	Reflections on Ethical Dilemmas
19h00-evening	Cultural Evening (TBC)
Tuesday May 18, 2010	
8h30-10h00	Sustaining Accountability and Trust in Public Life
10h00-10h30	Tea Break
10h30-12h00	Building HR frameworks on Merit and Transparency
12h00-13h00	Lunch
13h00-14h30	The Emerging Culture of Accountability and Trust
14h30-15h00	Tea Break
15h00-16h30	Concurrent Sessions
19h00-evening	Gala Dinner (TBC)
Wednesday May 19, 2010	
8h30-10h00	Ethical Values: The Rules of Engagement
10h00-10h30	Tea Break
10h30-12h00	Leading The Way Forward
12h00-13h00	Lunch
13h00-14h30	Closing Session



## Conference Venue

The conference will take place at the Transcorp Hilton Abuja, located in the heart of Abuja's commercial district and 2 miles from government buildings and embassies. Meeting rooms are equipped with wireless internet access.

## Travel

All international delegates are responsible for organizing their own travel into Nigeria.

The Nnamdi Azikiwe International Airport (ABV) is the closest airport serving Abuja and is located 40km outside the city center.

Please visit the Nigerian Immigration Service website for important information regarding entry visa's into Nigeria: <https://portal.immigration.gov.ng/?p=visaguidelines>

## Registration

To ensure that we can serve you well, we request that all registrations be received before Monday May 10th 2010. There will a \$100 USD surcharge for late registrations.

Please see the registration form on the last page of this brochure OR register online through CAPAM's website: [www.capam.org](http://www.capam.org)

Aso Rock, Abuja, Nigeria



Transcorp Hilton Abuja

## Accommodation

The Official Conference hotel is the Transcorp Hilton Abuja where special rates have been negotiated for CAPAM delegates.

Twin Room: \$230 USD/night\*

King Room : \$250 USD/night\*

For reservations and enquiries, please contact:

Tel: +234(0)94 613000, +234(0)94 4131811,  
or +234(0)94613016

Fax: +234(0)94613111

Email: [peter.idoko@hilton.com](mailto:peter.idoko@hilton.com), [ruth.onwuka@hilton.com](mailto:ruth.onwuka@hilton.com) , or  
[friday.daniel@hilton.com](mailto:friday.daniel@hilton.com)

Other rates have been negotiated at the following hotels:

### New Chelsea Hotel

Standard room

\$200USD/night\*

Superior room

\$251USD/night\*

Tel:

Gerald Ujunwa +2348023391102,07055016783;  
Ikediala John +2347055016751

Email:

[info@newchelseahotel.com](mailto:info@newchelseahotel.com)

Website:

[www.newchelseahotel.com](http://www.newchelseahotel.com)

### Nanet Suites

Ensuite executive room:

\$184USD/night\*

Tel:

Mike Agbor, tel 234 (0)8133604550

Website:

<http://nanetgroup.com/ng/>

### Bolingohotel and Tower

Superior standard room:

\$184USD/night\*

Tel:

+234(09)4615000-59

Email:

[info@bolingohotel-tower.com](mailto:info@bolingohotel-tower.com)

Website:

[www.bolingohotel-tower.com](http://www.bolingohotel-tower.com)

\* all rates are exclusive of 10% service charge and 5% VAT

## CAPAM's Board of Directors

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Hon. Dalmus A. Otieno, Minister for the Ministry of State for Public Service, Kenya

Mr. S.C. Seeballuck, Secretary to the Cabinet and Head of Civil Service, Mauritius

Ms. Amal Pepple, Former Head of Service of the Federation, Nigeria

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Tan Sri Mohd Sidek Hassan, Chief Secretary to the Government, Malaysia

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Mr. Nick Manning, Manager, Public Sector Governance, World Bank

#### European Region:

Mr. Ransford Smith, Deputy Secretary-General, Commonwealth Secretariat

Mr. Rod Clark, Principal and Chief Executive of the National School of Government, UK

#### Pacific Region:

Mr. Iain Rennie, State Services Commissioner, New Zealand



## About The Office of the Head of Civil Service of the Federation of Nigeria

The Office of the Head of the Civil Service of the Federation is responsible for providing professional leadership and direction for the Civil Service by improving its image, morale, esprit-de-corps, while serving as the rallying point for the Public Service. As one of the strategic centre's of Public Administration and Management in Nigeria, the Office has, over the years, been championing the reform of the public service, for improved service delivery, enhancement of public trust and sustainable national transformation.

Currently, the Office is leading various initiatives for improving the institutional and governance environment. This is to enable public service institutions in Nigeria to deliver public goods and services more efficiently and effectively, in accordance with their respective mandates, and with integrity, transparency, accountability as well as a changed work culture.

For more information: <http://www.ohcsf.gov.ng/>

## The CAPAM Community

CAPAM was established in 1994 to facilitate the exchange of information and knowledge on public administration between Commonwealth countries and beyond. The origins of CAPAM lie in the initiative to define and promote the practical requirements of good governance, just and honest government and the fundamental political values outlined in the Declaration of the Commonwealth Heads of Government at its meeting in Harare, Zimbabwe in 1991.

The Commonwealth is an association of 53 countries located across the Pacific, South and East Asia, Europe, Africa, North America and Caribbean regions. CAPAM members are professionals that represent diverse public service experiences and contexts. Working through this diversity and difference, CAPAM garners the key practices and requirements of good governance and provides different forums for knowledge exchange.





# Commonwealth Association for Public Administration & Management

*Building Networks for Better Governance*

## About CAPAM

In an increasingly complex world, public service excellence is a pre-requisite for citizen wellbeing and the **strengthening of modern democracies**. CAPAM's mission is to **promote the practical requirements of good governance, just and honest government across the Commonwealth countries and beyond.**

## CAPAM's objectives are to:

- Ensure the development and growth of ethical and efficient public services across the **Commonwealth that will better serve citizen's needs**
- Grow and foster a common network between public administrators and other professionals to promote and encourage good governance in public administration
- Promote integrity, ethics and standards of governance and professional conduct in the public service
- Promote the importance of developing public service capacity through professional development and training, drawing on best management practices in the public, private and non-governmental sectors

## CAPAM: Developing Excellence in Governance and Public Administration

As a non-profit association, CAPAM represents an international network of over 1100 senior public servants, Heads of Government, leading academics and researchers located in over 50 different countries across the Commonwealth. This professional network promotes good governance in public administration through knowledge sharing and capacity building in the following areas:

- citizen centered service delivery
- leadership development and growth
- public service management and renewal

## Contact:

L'Esplanade Laurier  
300 Laurier Avenue West  
West Tower, Room A-1245  
Ottawa, ON Canada  
K1N 6Z2

Phone: +1 613-996-5026  
Fax: +1 613-947-9223  
Email: [capam@capam.org](mailto:capam@capam.org)  
Web: [www.capam.org](http://www.capam.org)



# Good Governance Accountability & Trust

## REGISTRATION FORM

Registration is also available online at [www.capam.org](http://www.capam.org)  
(online registration is preferred)

Please send completed registration form to Lucy Knight,  
Manager, Events & Programmes:  
lknight@capam.org (email) or +1 613 947 9223 (fax)

### PERSONAL INFORMATION:

Mr.       Mrs.       Ms.       Dr.       Other (please specify) \_\_\_\_\_

First Name: \_\_\_\_\_

Last Name: \_\_\_\_\_

Job Title: \_\_\_\_\_

Department: \_\_\_\_\_

Organization: \_\_\_\_\_

Mailing Address: \_\_\_\_\_

City: \_\_\_\_\_ Postal Code: \_\_\_\_\_ Country: \_\_\_\_\_

Email: \_\_\_\_\_ Telephone: \_\_\_\_\_ Fax: \_\_\_\_\_

### REGISTRATION FEES\*:

CAPAM Individual / Institutional Members  \$1000 USD

Non-Members  \$1200 USD

Join as a CAPAM member (\$150 USD) and Registration Fee (\$1000)  \$1150 USD

*\* We request that all registrations be received before Monday May 10th 2010. There will a \$100 USD surcharge for late registrations*

### METHOD OF PAYMENT

Electronic Transfer \*Contact CAPAM for information       Int. Money Order       Other \_\_\_\_\_

Visa       MasterCard

Card #: \_\_\_\_\_

Expiry Date: \_\_\_\_\_

Signature: \_\_\_\_\_

CAPAM: Good Governance, Accountability & Trust

