

Importance of Rights Based Approach in Service Delivery

Hussein Khalid

Social Accountability Practitioners' Conference

27 – 29 August 2013

Dar es Salaam



Objectives of the Session

The objectives of this session are:

1. To introduce the rights based approach concept
2. To understand the underlying principles of the right based approach to service delivery
3. To understand the importance of rights based approach to service delivery

Definition of Rights Based Approach

A rights based approach is where human rights are used as the basis and framework for which action(s) are taken for a particular cause. The objective is to further the rights of a person or group with the main aim of promoting their entitlements as provided for by local legislation and as guaranteed by international law. The approach aims at building the capacity of duty bearers to deliver to right holders and empower the right holders to hold duty bearers to account.



Definition of Rights Based Approach... Cont'd

The rights based approach to service delivery therefore is where the human rights of the people are prioritised in making decisions on the type of provisions that duty bearers will make available to the public for consumption by right holders.



Principles of Rights Based Approach

The right based approach to service delivery is founded on two main principles:

1. That development itself is a right which the people are entitled to as individuals and as a group collectively.
2. That there exists a social contract where as citizens, we pay taxes to the government and in return, we expect to get services rendered to us.

Right to Development

The United Nations Declaration on the Right to Development defines development as...

“... a **comprehensive** economic, social, cultural and political **process**, which aims at the **constant improvement** of the **well-being** of the **entire population** and of all **individuals** on the basis of their **active, free and meaningful participation** and in the **fair distribution of benefits** resulting therefrom.”

Right to Development

For the right to be realised, there are certain standards that must be met:

- ✓ The process must be comprehensive to encompass all facets of life;
- ✓ It must attain constant improvement and well being;
- ✓ It must be realised by entire population and all individuals;
- ✓ It must be borne out of the people's active, free and meaningful participation; and
- ✓ The results must be fairly distributed amongst all.

Social Contract

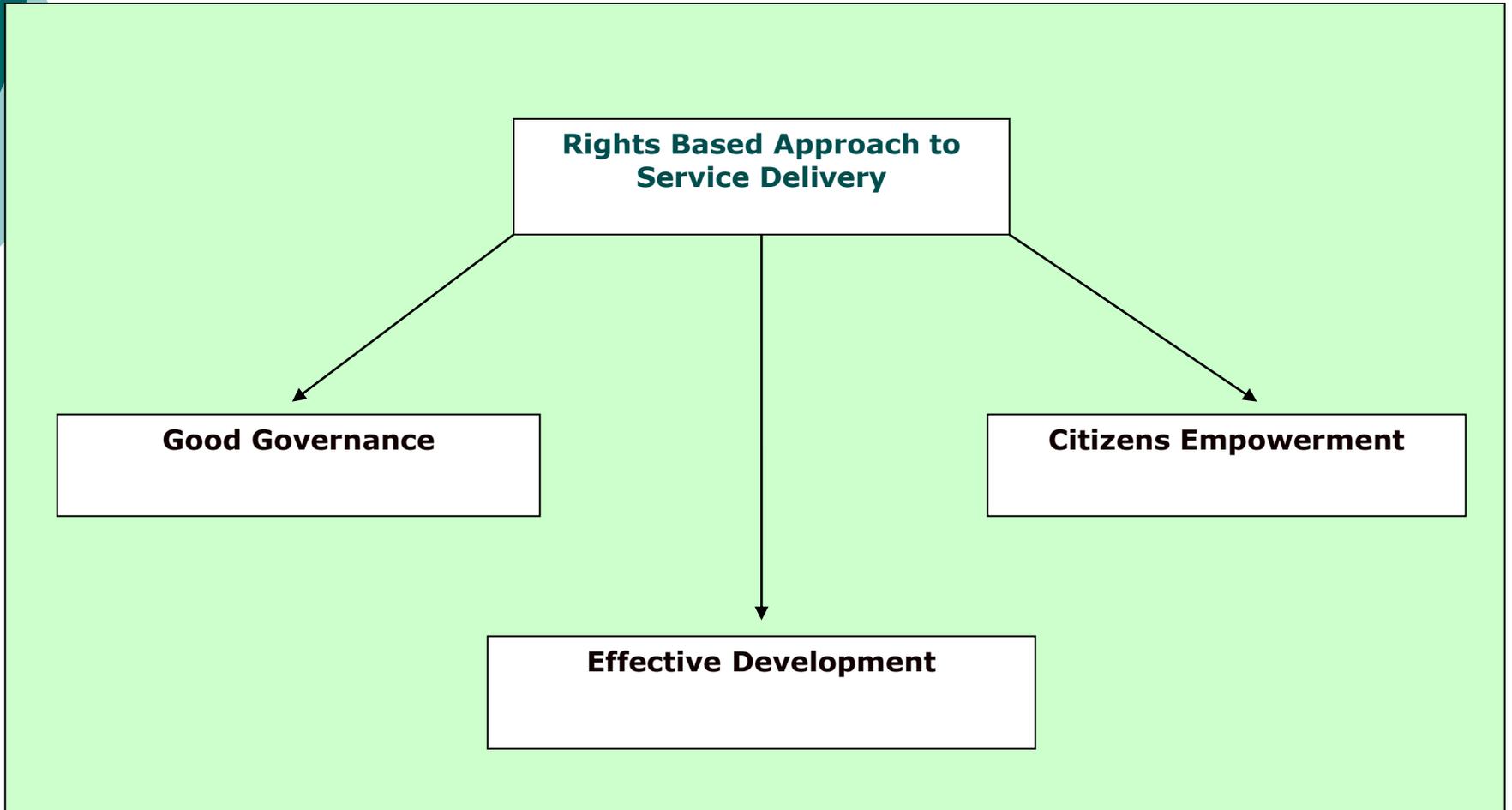
There exists a social contract that is binding between the rulers and those they rule. The contract provides that those being ruled will offer a certain portion of their personal resources to the rulers and in return, the rulers will use those funds to not only take care of their personal matters (pay themselves) but also make available services that are grand in nature and which are necessary for the betterment of the society in general such as security, education and infrastructure (roads etc).

Social Contract... Cont'd

In many democratic societies, the social contract is symbolised by the constitution and/or laws that exist to bring order and define duties and responsibilities of different organs and offices. To expound further, we consider an old woman barely surviving in a remote village in Shikaadabu, Mombasa-Kenya, who will pay the following to the government using the VAT model only:

Period/ Amount	In US \$	In Kshs	In Tshs
1 day	0.16	13.12	240
1 week	1.12	91.84	1,680
1 month	4.80	393.60	7,200.00
1 year	58.40	4,788.80	87,600.00

Why Rights Based Approach?



Why Rights Based Approach?

Rights Based approach is important because it is an essential element in the promotion of:

Good Governance	Citizen Empowerment	Effective Development
Reduces corruption	Raises civic awareness	Grows the economy
Promotes equity	Ensures participation	Reduces poverty
Enhances accountability	Promotes democracy	Spreads the wealth



Shukran!