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STATEMENT

BY

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**DEPUTY PERMANENT REPRESENTATIVE OF THE REPUBLIC OF
UGANDA TO THE UNITED NATIONS**

**ON THE GLOBAL SERVICE DELIVERY MODEL AT THE FIRST
PART OF THE RESUMED SEVENTY-THIRD SESSION OF THE
FIFTH COMMITTEE**

NEW YORK, MARCH 15, 2019

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Madam Chair,

I have the honor to deliver a statement on Agenda items 126, 135, 136 and 150 Global Service Delivery Model for the United Nations Secretariat (GSDM). At the outset, I would like to thank Mr. Christian Saunders, Assistant Secretary-General, Department of Operational Support as well as Mr. Cihan Terzi, Chair of the ACABQ, for introducing their respective reports on this agenda item.

My delegation aligns itself with remarks delivered by the Representative of the Observer State of Palestine on behalf of the Group of 77 and China and by Nigeria on behalf of the African Group. We support the overall goals and objectives of the reform proposals, allow me to add a few remarks in my national capacity.

Madame Chair,

We are once again dealing with a new proposal on the GSDM which seeks to determine the locations of Global Shared Service Centers of the United Nations Secretariat for the third time in a period less than 5 years. The General Assembly has on two occasions been dissatisfied with the proposals requested by the Secretary-General to refine the GSDM.

The Government and the People of Uganda wish to reiterate the importance they attach to this particular agenda item especially in regard to RSCE. We are already convinced of the benefits and cost savings that would accrue to the Secretariat given that the RSCE has been a shared Service Center since July 2010 as established by General Assembly resolution 64/269 implemented under the Global Field Support Strategy (GFSS) initiative by the Department of Field Support.

The Regional Service Center in Entebbe currently is servicing 72% of the UN field operations worldwide in 19 UN missions and in particular 19,400 personnel including international and national civilian personnel, uniformed personnel, UN volunteers and individual contractors. It processes 155,000 payrolls; 27,900 F10 claims; 25,000 travel requests; 8,700 education grants; 65,900 vendor invoices and 77,100 telephone bills.

In paragraph 11 (d) of the Secretary General's report A/ 70/323 The results achieved from this experience have been welcomed by the General Assembly (see resolution 69/307), and the lessons learned during the implementation of

the global field support strategy shared services actually feed into the development of the global service delivery model.

In determining the location assessment, in paragraph 45 of the same report, Secretary General promised that he would build on the history of the United Nations administrative set-up and leverage the expertise of United Nations staff and investments already made in current duty stations, including shared service structures and arrangements established for field missions under the global field support strategy. However, this initial vision has since changed to include locations which are not within the defined parameters of 98 Secretariat entities in the current proposal which is a result of a study by Accenture consultants.

My delegation recalls 72/262 C, in which the General Assembly requested the Secretary-General to submit a new proposal for the Global Service Delivery Model which fully takes into account paragraph 5 of the report of the Advisory Committee and the comments, observations and recommendations of the Joint Inspection Unit, and to consult with Member States and relevant stakeholders and consider the views expressed by them.

We wish to note that the Joint Inspection Unit (JIU) which carried out a study on the concept of shared services published a report titled Global Shared Services and Transformation of the UN System # 3/2017 made several pertinent recommendations to the Secretary-General regarding what a shared service center is and what GSCC looks like globally. It is interesting to note that the report of the JIU was published in 2017 before the proposal of the Secretary-General was made.

The report of the JIU in its study of the establishment of shared services of other international organizations did not ever mention the concept of “follow the Sun”. The same report of the JIU noted that most international organizations had established one or two global Shared Service Centers. The report further recommended that it is important to make use of the Existing Shared Service Centers.

Therefore, the Government of Uganda will examine the current report in light of the recommendations of the General Assembly and the report of the Joint Inspection Unit and call upon other delegations to do the same.

We will seek to examine the merit of “follow the sun Model” viz-a-vis the selected locations while taking into consideration the percentage of Secretariat Staff who will be served by each of the proposed Shared Service Centers.

I must say we are disappointed with the manner in which consultations with

the member states were carried out and we would have preferred that they were carried out in the same manner as during the consideration of the previous reform proposals. In particular, host countries of existing shared services should have had a special consultation with the Secretary-General.

Madam Chair

We will also consider the business case presented by the Secretary-General which has an estimated cost reduction of \$49.0 million over the first five years of operations. We would have expected this figure to more than double given that the RSCE alone has a cost saving of more than 25 million annually. In addition to that, the 17- 25 million dollars already invested in the RSCE needs to be taken into account. I wish to note that, “In 2013/14, the budget of field support was 10 per cent or \$250 million lower for the same number of uniformed UN personnel” through the establishment of a shared service Center by DFS as noted in their report published in June 2015 online.

In this regard we wish to recall the comments of the Advisory committee which indicated that the largest single component of the business case is the staffing cost estimate that uses standard budget rates, and that the vast majority of savings in recurrent costs between the baseline and the proposed shared service centers arises from staff salaries. We will seek a clear understanding of the local staff costs in each of the proposed locations as compared to the existing shared Service Center location.

We are also concerned just like the Advisory Committee that the significant number of French-speaking clients in the African region was not taken into account considering the time zone gap between the region and Montréal, given that this particular center would provide French- speaking services to clients in Africa. We will therefore seek to examine the merit of placing a French center in Montreal.

We also wish to take note of the role played by the host Government relations, and we will seek for detailed information, including financial details of the support offered, and its duration, by the host countries of the four proposed locations and we hope that Secretariat can provide this information in a transparent manner.

Finally, we place importance on the need to have a benefits realization plan with clear quantitative and qualitative indicators which are important for the measurement of progress.

In conclusion, Madam chair;

The delegation looks forward to constructive engagement on this agenda item with a view of reaching its successful conclusion.

I thank you.