UNDP and the Republic of Korea in Mazar-e-Sharif:

- Governance
- Rule of law
- Gender
Mazar-e-Sharif’s new Customer Service Centre opened in 2013 – part of UNDP’s support to local governance in Balkh.

The centre provides a one-stop-shop for citizens to access government services, so what used to take days can now be done in hours or minutes.

UNDP-trained government staff are on hand to give advice, and a host of services can be accessed in one clean, convenient place.

It’s never been easier to renew business licenses, pay taxes or register land deals.

Generously supported by the Republic of Korea
“In the past, we had to go from office to office for several days and there was no one to guide us.”

Muhammad Kabir (r) owns a grocery store in Mazar-e-Sharif.

Thanks to the Customer Service Centre, Kabir says that citizens like him go through much less hassle when they process their business licenses and pay bills.

Here, he’s with Republic of Korea Ambassador, Ki Hoon Chin, picking up some documents.
Qurban Raoufi runs a wholesale store in Mazar-e-Sharif. It used to take three to four days for him to renew a business license. But this time, Raoufi says, it took him less than an hour.

“The Customer Service Centre has saved me so much time.”
“Before, I was one of those people who couldn’t use a computer. But now I can... and not just the internet!”

UNDP has trained local government staff across the country. Staff like Engineer Mohammad Ashim, who uses his new skills to work more efficiently for his clients - the people of Mazar.
“Civil society groups can be the eyes and ears of local people - and also give them a voice when decisions are made.”

Our new project, LoGo, is now helping civil society play a greater role in deciding policy and monitoring local government service delivery.

By strengthening these groups, we help local people hold local government to account.
“Our income went from 6,000 afs to 47,000 afs in one year.”

UNDP also works in Mazar to strengthen local businesses run by women.

The members of this food processing cooperative were struggling to make a living until UNDP provided equipment, training and help to find new markets.

Now the women are proud to be bringing in an indispensable part of their families’ incomes.