

President Paul Kagame has challenged officials to address poor service delivery, saying problems must be acted upon rather than simply discussed, after a young person raised concerns about the quality of services in public institutions.

The issue came up during a dialogue between Kagame and young people at BK Arena in Kigali on Wednesday, October 21, when a participant compared services in public institutions unfavourably with those offered by private businesses.

The young person described how their mother had reportedly waited two days for medical care before being told to seek treatment at a private facility.

The complaint highlighted concerns about delays in accessing services and the difficulties citizens can face when seeking help from public institutions.

In response, Kagame recalled an experience in a supermarket where customers were waiting while staff appeared inattentive to their needs.

His example pointed to a problem that can affect service delivery in both public and private institutions: the failure to respond properly to people seeking assistance.

Kagame said such shortcomings should not be allowed to continue simply because they have been identified or discussed. He stressed the need to reject problems and take action to address them.

The exchange placed the responsibility for improving services on those expected to deliver them, while also giving young people an opportunity to raise concerns directly with the President.

The complaint about the young person's mother was particularly significant because it concerned access to medical care, where delays can add to the difficulties faced by patients and their families.

Kagame's response focused on the need to move from recognising problems to addressing them. His supermarket anecdote also showed that poor service is not limited to government offices, but can occur wherever staff fail to give customers the attention they need.

The dialogue provided a platform for young people to bring their experiences and concerns to the President, including questions about whether institutions are meeting the needs of the people they serve.