



**Report of the Sixth United Nations Public Service Day and  
Awards Ceremony**

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## **I. United Nations Public Service Day and Awards: An Overview**

The United Nations hosted the Sixth Public Service Awards Ceremony and commemorated Public Service Day in New York on 23 June 2008 in Conference Room 2. The UN Public Service Awards (UNPSA) are handed out every year on 23 June, which has been designated by the United Nations General Assembly as Public Service Day (A/RES/57/277). The UNPSA Programme was launched as a result of the deliberations of the 15<sup>th</sup> session of the Group of Experts on the United Nations Programme in Public Administration and Finance. During that session, the Expert Group recommended that an annual event be organized to recognize and encourage excellence in public administration by UNDESA - through its Division for Public Economics and Public Administration (now Division for Public Administration and Development Management).

The UNPSA Programme recognizes institutional efforts to design, provide, and expand services to citizen in a cost effective manner while promoting people's participation in the design of services and the definition of their needs for poverty alleviation and as a step forward to achieving the Millennium Development Goals. Equally important, it serves to enhance the visibility and motivation of public servants around the world. Through an annual competition, the Awards promote the role, professionalism and visibility of public service.

This Report highlights the 2008 UN Public Service Awards winners and the organizational achievements that made them uniquely qualified for this special award. The purpose of the Report is not only to pay tribute to the winners, but also to share knowledge about the winning cases with interested governments worldwide who are looking for new and innovative ideas in promoting good governance. A number of finalists, selected by the UN Committee of Experts on Public Administration are also highlighted for their contribution to improving public administration in their respective countries.

This year's selection process for the Awards brought 183 nominations from 39 countries. A total of twelve winners are awarded with the most prestigious recognition of excellence in the public service on 23 June, during the United Nations Public Service Day. The 2008 winners are public organizations from: Australia, Brazil, India, Jordan, Rwanda, Saudi Arabia, Singapore, South Africa, Spain, Sweden, Tunisia and the United States of America. The finalists are public organizations from: Botswana, Germany, India, Republic of Korea, Thailand, and the Commonwealth of Puerto Rico. The 2008 UN Public Service Awards focused on innovative projects that prioritize accountability and transparency, service delivery, and innovative mechanisms of participation in public administration.

## **II. United Nations Public Service Awards Nominations and Award Categories**

In 2008, the UN Public Service Awards were given in three different categories:

Category 1: Improving transparency, accountability and responsiveness in the public service

Category 2: Improving the delivery of services, and

Category 3: Fostering participation in policy-making decisions through innovative mechanisms

Information about the Awards (including eligibility criteria, and methods of nomination) was widely disseminated among all Member States of the United Nations, partner agencies, as well as relevant regional and national institutions through the UNPSA new web-site on the Global Online Network on Public Administration and Finance (UNPAN), its new brochure and a recently produced UNPSA Newsletter (see: [http://www.unpan.org/dpepa\\_psaward.asp](http://www.unpan.org/dpepa_psaward.asp)). Organizations, such as the International Institute of Administrative Sciences, the American Society for Public Administration, and many others were invited to nominate candidates for the various categories of awards. The UNPAN was also a useful medium for transmitting information about the awards to the various stakeholders. Nominations for the awards have come from:

- Governments
- Government departments/agencies
- Universities/national schools/institutes of public administration
- Private-Public partnerships
- Professional associations

### **(1) Award for Improving Transparency, Accountability, and Responsiveness in the Public Service:**

To qualify for an award in this category, a nominee had to demonstrate the capacity to promote:

- Equity;
- Transparency and accountability; and
- Professionalism.

In addition to these criteria the initiative had to:

- Represent a “radical departure” in design;
- Introduce a substantially new concept, and
- Produce qualitative and/or quantitative improvements

## **(2) Award for Improving the Delivery of Services:**

The attributes that were likely to enhance the chances of nominees under this category included those indicating evidence that the nominees consistently took measures to:

- Provide high quality service delivery;
- Achieve effectiveness;
- Achieve efficiency.

As in the first category, the initiative had to:

- Represent a “radical departure” in design;
- Introduce a substantially new concept, and
- Produce qualitative and/or quantitative improvements

## **(3) Award for fostering participation in policy-making decisions through innovative mechanisms**

Awards under this category targeted measures that enhance participation in policy-making by introducing new participatory mechanisms. Criteria used demonstrated that the innovation implemented by the institution had:

- Promoted government responsiveness;
- Enhanced participation through new institutional mechanisms; and
- Fostered e-Participation (i.e., promoted interaction between public officials and the public).

### **III. The 2008 UN Public Service Awards’ Winners and Finalists**

In response to the call for nominations for the 2008 United Nations Public Service Awards, DPADM received 183 nominations from 39 countries. Nomination forms were completed online. Based on the nomination forms, only the projects/initiatives with completed nomination form were pre-screened.

The UNPSA selection process is composed of four stages. First, the UNPSA Management Task Force, composed of DPADM experts, makes an initial review of the forms to ensure completeness of the information and data provided. Incomplete nominations or those that do not comply with the eligibility criteria are rejected. Second, each nomination is reviewed on-line and independently by two different experts who assign scores to each assigned case based on a pre-determined evaluation questionnaire to ensure a fair assessment of applications.

A short list of nominations is established based on this pre-screening, aimed at identifying only the projects/ initiatives with potential to win the competition. During the

third stage of the process, short-listed candidates are required to provide additional/supporting documents for a third review using the newly created UNPSA on-line application system. The supporting documents include two letters of reference and up to five documents (audit reports, annual reports, articles in magazines and newspapers etc.). After another screening according to the same modalities as the first one and based on supplemental documents provided, a second short list is established. The competition is organized across five regions: Africa, Asia and the Pacific, western Asia, Europe and North America, and Latin America and the Caribbean.

DPADM transmits the second short list to the United Nations Committee of Experts on Public Administration (CEPA). A subcommittee of the CEPA is established to conduct the final selection and submit the selected award winners to the Committee for endorsement. The CEPA is a subsidiary body of the Economic and Social Council (ECOSOC). The Committee, which was established by ECOSOC in its resolution 2001/45, comprises twenty-four experts from around the world appointed for four years who serve in their personal capacity. The experts are nominated by the UN Secretary-General, in consultation with Member States, and approved by the Economic and Social Council (<http://www.unpan.org/cepa.asp>). Subsequently, a process of verification and validation is undertaken to ascertain congruence between the nomination documents and what happens on the ground. The CEPA submits its recommendations concerning the winning cases to the UN Secretary-General for declaration of the winners. The winners of the awards are then officially announced.

The 12 winners of the 2008 competition indeed exemplify the best practices in public administration. The dissemination of information regarding the achievements of the 2008 recipients was shared with comparable bodies and institutions in different parts of the globe as models of excellence in public administration. Innovation can be a strong inspiration and motivator for all those who are strenuously working to improve the public sector. In order to recognize innovation in government in a larger number of countries from around the world, the CEPA Selection Committee decided to select not only winners, but also a number of finalists. The following list gives details about the Awardees and Finalists.

### **2008 UNPSA Winners and Finalists**

#### **AFRICA Winner**

**Rwanda** *“Ubudehe”, Common Development Fund*

#### **ASIA AND THE PACIFIC Winner**

**Singapore** *Home Ownership Programme, Housing and Development Board*

**ASIA AND THE PACIFIC Finalist**

**India**      *District Lokvani Society Sitapur, Sitapur District of Uttar Pradesh (UP)*

**EUROPE AND NORTH AMERICA Winner**

**United States**      *Juvenile Delinquency Domestic Violence and Family Violence Court, State of California Superior Court for the County of Santa Clara, San Jose, California*

**LATIN AMERICA Winner**

**Brazil**      *Projeto Oficina-Escola de Artes e Ofícios de Santana de Parnaíba, Prefeitura Municipal de Santana de Parnaíba, Santana de Parnaíba, Sao Paulo*

**Category 2: Improving the delivery of services**

**AFRICA Winner**

**South Africa**      *Transnet-Phelophepa Health Care Train, Johannesburg, Transnet Foundation*

**AFRICA Finalist**

**Botswana**      *Princess Marina Referral Hospital*

**ASIA AND THE PACIFIC Winner**

**Australia**      *JobAccess, Department of Education, Employment and Workplace Relations*

**ASIA AND THE PACIFIC Finalist**

**Thailand**      *Yasothon Hospital*

**EUROPE AND NORTH AMERICA Winner**

**Sweden**      *Library 2007, Umeå Region*

**EUROPE AND NORTH AMERICA Finalist**

**Commonwealth  
of Puerto Rico**      *“La llave para tu negocio”*, Banco de Desarrollo  
Económico para Puerto Rico

**WESTERN ASIA Winner**

**Saudi Arabia**      *SADAD Payment System*, Saudi Arabian Monetary Agency,  
Riyadh

**Category 3**

**Fostering participation in policy-making decisions  
through innovative mechanisms**

**AFRICA Winner**

**Tunisia**      *Orientation universitaire en ligne*, Direction générale des affaires  
estudiantines, Tunis

**ASIA AND THE PACIFIC Winner**

**India**      *Programme of Communitization of Public Institutions and Services*,  
Government of Nagaland, India

**ASIA AND THE PACIFIC Finalist**

**ROK**      *Information System Planning Bureau*, Seoul Metropolitan  
Government

**EUROPE AND NORTH AMERICA Winner**

**Spain**      *“Participation in Policy-making Decisions”*, General Directorate for  
Citizen Participation, Government of Catalonia

**EUROPE AND NORTH AMERICA Finalist**

**Germany**      *Stadt Köln*

**WESTERN ASIA Winner**

**Jordan**      *Family Planning*, the Higher Population Council, Amman

#### IV. Summary of 2008 UNPSA Winners' Achievements

A summary of the achievements and contributions to innovation in government made by the winners of the 2008 UNPSA are hereafter presented.

##### [Australia's JobAccess, Department of Education, Employment and Workplace Relations](#)

JobAccess has provided people with disability and/or mental illness with greater access to the job market through a one-stop information shop, including online application forms, a unique database of workplace adjustments and solutions and free expert telephone services.

**Contact:** Ms Jane Klose  
Tel. +61 2 6121 7016  
jane.klose@deewr.gov.au

##### [Brazil's Projeto Oficina-Escola de Artes e Ofícios de Santana de Parnaíba, Sao Paulo](#)

The *Projeto Oficina-Escola de Artes e Ofícios de Santana de Parnaíba*, the Prefeitura Municipal de Santana de Parnaíba of Sao Paulo, Brazil has helped reduce juvenile delinquency and poverty by teaching the youth, in vulnerable areas, new skills and by employing them to restore and revitalize the historic centre of the city.

**Contact:** Mr. Júlio César Victória Barros  
Chefe de Gabinete; Prefeitura Municipal de Santana de Parnaíba  
Tel. (11) 4154.6248; Fax: (11) 41516760, [juliovbarros@hotmail.com](mailto:juliovbarros@hotmail.com)

##### [India's Programme of Communitization of Public Institutions and Services, Government of Nagaland;](#)

Through “The *Programme of Communitization of Public Institutions and Services*”, which provides citizens with a forum to manage essential services such as health, education, and electricity, the Government of Nagaland has played a key role towards achieving the MDGs.

**Contact:** Mr. Raghaw Sharan Pandey,  
Former Chief Secretary, Government of Nagaland  
Tel.: 91-11-23063489; 91-11-23063912  
Fax: 91-11-23013236, [secsteel@nic.in](mailto:secsteel@nic.in)

##### [Jordan's Family Planning, Higher Population Council;](#)

The “*Family Planning*” initiative has promoted a balance between population growth and economic resources necessary to achieve comprehensive and sustainable development by adopting policies that promote rational reproductive behaviors, family planning, rational use of resources, women's empowerment, equity and enhancing productivity in order to increase per capita income.

**Contact:** Dr. Zuhair Al-Kayed  
Former Secretary General, Higher Population Council  
Tel. 962 6 4710300  
Mobile: 962 777 468503

e-mail:zalkayed@yahoo.com

### Rwanda's Ubudehe, Common Development Fund

The "Ubudehe" initiative allows citizens, at the village level, to assess their needs and establish their priorities which are then incorporated in the Common Development Fund (CDF) for financing relevant services. The initiative has transformed the nature of citizen engagement and participation in poverty alleviation and governance.

**Contact:** Mr. Francis Karake

Manager, Common Development Fund, Ubudehe Program

Tel: +250 0859 06 04, [karakefrancis@yahoo.fr](mailto:karakefrancis@yahoo.fr)

### SADAD Payment System of Saudi Arabia, Saudi Arabian Monetary Agency

The "SADAD Payment System" is a single shared national platform payment system for bills through banks 24/7 and other means, which has promoted greater efficiency, transparency since all transactions are electronically completed; minimized fraud thanks to audit trail and data reporting for each transaction; reduced costs by eliminating government subsidies; and last, but not least, boosted the role of women in the job market by employing women to run and operate SADAD as they constitute more than 60% of its workforce and 100% of SADAD's operational team.

**Contact:** Mr. Nezar Almugren

SADAD Business Development Director

Saudi Arabian Monetary Agency

Tel. +966506480660; Fax: +96612013163, [nalmugren@sadad.com](mailto:nalmugren@sadad.com)

### Singapore's Home Ownership Programme, Housing and Development Board

The Housing and Development Board of Singapore, through its "Home Ownership Programme", has provided quality housing for over 80% of the population, and helped more than 95% of them own their homes. This programme has given Singaporeans a tangible stake in the country and its future. Through comprehensive town planning and responsive housing policies, HDB has developed vibrant townships and cohesive communities Singaporeans are proud of.

**Contact:** Ms. Florence Keh

Deputy Director, Public Affairs Section, Housing and Development Board

Deputy Director (Public Affairs Section) Florence Keh (Ms);

Mobile no. is +65-97550488 E-mail: [fk1@hdb.gov.sg](mailto:fk1@hdb.gov.sg)

### South Africa's Transnet-Phelophepa Health Care Train;

The 16 coach Transnet-Phelophepa Health Care Train is world famous for the innovative way in which it brings the best of modern medical practice and health education to the remotest areas of rural South Africa for 36 weeks of each year.

**Contact:** Dr. Lynette Coetzee, Senior Portfolio Manager (Health), Transnet Foundation

Tel. +27-011-308-314; Fax: +27-011-308-2927,

[Lynette.Coetzee@transnet.net](mailto:Lynette.Coetzee@transnet.net)

### Sweden's Library 2007, City of Umeå

*Library 2007* is the story about how borrowers in the smallest municipality in Sweden got

access to one of the largest book stocks in the country. It is also the story about how accessibility increased for borrowers in general, and the disabled in particular. Library 2007 is a unique joint action in many ways. AudioIndex - The Talking Library- provides the visually impaired with opportunities to benefit from library services and a range of talking books. The new joint website “mylibraries.se” is regarded by many as an answer to the Library 2.0 concept model.

**Contact:** Ms Inger Edebro Sikström  
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Chairman of the Steering Group for Library 2007  
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Fax: +46 90 77 08 23  
E-mail: [inger.edebro.sikstrom@umea.se](mailto:inger.edebro.sikstrom@umea.se)

### **Tunisia’s Orientation universitaire en ligne**

Through the project entitled «*Orientation universitaire en ligne*», the Ministry of Education has set up an-online portal that allows Tunisian university students to interact with academic staff and to receive on-line advice and guidance regarding their studies. This process, which was once long and painstaking, is nowadays mastered thanks to information and communication technologies (ICT).

**Contact:** Mohamed Mejatty,  
Directeur général des affaires estudiantines, Ministry of Education  
Tel. +216 71 784 054; Fax: +216 71 791 433; E-mail: [mohamedmejatty@yahoo.fr](mailto:mohamedmejatty@yahoo.fr)

### **Spain’s “Participation in Policy-making Decisions initiative”, Directorate General for Citizen Participation, Government of Catalonia, Barcelona**

By creating the “Directorate General for Citizen Participation”, the Government of Catalonia has increased participation of citizens in all public policy areas by providing new participatory mechanisms across Catalonia.

**Contact:** Luis Ramiro  
Head of Research, DG for Citizen Participation, Government of Catalonia  
Tel. +34 935526059, [lramiro@gencat.cat](mailto:lramiro@gencat.cat)

### **Juvenile Delinquency Domestic Violence and Family Violence Court, Court for the County of Santa Clara, San Jose, California.**

The State of California Superior Court for the County of Santa Clara, San Jose, California, United States of America, established the *Juvenile Delinquency Domestic Violence and Family Violence Court* --the first of its kind in the nation --, which provides a comprehensive “youth-specific” criminal justice intervention that focuses on uniting different divisions in a common effort to combat youth violence, rehabilitate abusive youth and deliver specialized services to victims.

**Contact:** The Honorable Eugene Hyman, Judge of the Superior Court, State of California Superior Court for the County of Santa Clara, San Jose, California  
E-mail: [four.justice@gmail.com](mailto:four.justice@gmail.com)  
Tel. 408-808-7258

## **V. 2008 UN Public Service Awards Ceremony**

The Sixth Public Service Awards Ceremony, as previously mentioned, took place on 23 June 2008 at United Nations Headquarters. About 50 high-ranking government officials, including ministers, from 18 countries received awards on behalf of their governments.

Over 200 participants, including high-level government officials, international experts, and other organizations working in the field of governance and public administration from around the world took part in this high-level event. Delegates from the 192 Permanent Missions to the United Nations, as well as many innovative leaders whose institutions have won the United Nations Public Service Awards (UNPSA) in the past years attended together with the 2008 UNPSA winners who shared their accomplishments during the afternoon Workshop. The Deputy-Secretary-General of the United Nations, Dr. Asha-Rose Migiro, the Vice-President of the United Nations General Assembly, H.E. Mr. Beck, and the Under-Secretary-General for Social and Economic Affairs, Mr. SHA Zukang, delivered statements at the United Nations Public Service Awards Ceremony.

The Opening Address of the Ceremony was delivered by United Nations Deputy-Secretary-General Dr. Asha-Rose Migiro who welcomed the winners and the participants who were joining the UN Public Service Day celebrations from all over the world. She congratulated the winners on their important achievements and noted that their presence at the Awards testified to the seriousness of the efforts that they and their organizations had made to respond to the expectations of the people. The Under-Secretary General for Economic and Social Affairs, Mr. Sha Zukang, in his speech stated that: “The awardees are an inspiration for all of us, in their ability – with ingenuity, creativity and commitment – to improve transparency, accountability and responsiveness in public services; to promote more efficient and better delivery of services; and to foster participation in policy-making decisions through innovative mechanisms”.

The above statements were followed by testimonials of high level government officials from around the world who, through video-conference, highlighted the importance of celebrating the UN Public Service Day. Speeches and messages were web cast from the Minister of Foreign Affairs of the Republic of Croatia; H.E. Mr. Luiz Alberto dos Santos, Deputy Minister for Analysis and Follow-Up of Government Policies, Brazil, H.E. Mr. Salvador Vega Casillas, Minister of Public Administration, Government of Mexico, H.E. Mr. Mohamed Abbou, Minister of Public Sectors Modernization, Government of Morocco and H.E. Ms. Geraldine J. Fraser-Moleketi, Minister of Public Service and Administration, South Africa.

The Awards were presented to the 12 winners and 6 finalists by the United Nations Under-Secretary-General for Economic and Social Affairs SHA Zukang. Mr. Guido Bertucci, Director of the Division for Public Administration and Development Management (DPADM) announced the winners and finalists. John-Mary Kauzya, Chief of the Governance and Public Administration Branch of DPADM, Adriana Alberti, Chief

of the Programme for Innovation in Governance and Public Administration of DPADM and Olivier Munyaneza, Associate Governance and Public Administration Officer provided support before and during the Ceremony, which was acclaimed by all winners as a world class event.

The United Nations Public Service Awards Workshop on "Innovations in Governance and Public Administration", which took place on 23 June 2008 at the United Nations in New York, was organized by the Division for Public Administration and Development Management of the United Nations Department of Economic and Social Affairs. The objective of the Workshop was to enhance the capacity of public servants to innovate and improve performance in the public sector. This was done through the dissemination of the winning cases: discussion of the approaches, methodologies, and techniques used to initiate and implement successful innovation. The sharing of these experiences demystifies the process of innovations in the public service and encourages public servants to engage in innovations for public service performance improvement.

The Ceremony was web-cast live over the Internet and broadcast by the UN Radio. Archives and pictures of the Ceremony are available on the UNPAN at: [http://www.unpan.org/dpepa\\_psaward.asp](http://www.unpan.org/dpepa_psaward.asp), as well as all the presentations made during the workshop.

## **VI. Conclusions and Recommendations**

The winners and finalists of the UN Public Service Awards Winners greatly commended the efforts of DPADM in organizing a world class Ceremony and encouraged the United Nations to continue with the initiative of UN Public Service Awards and the celebration of Public Service Day. It was recognized that the United Nations should make every effort to disseminate successful practices in government and to assist countries in accessing the information about them, in particular through the UN Portal on public administration UNPAN ([www.unpan.org](http://www.unpan.org)) and its various initiatives on innovation in governance.