



## 2015 UNITED NATIONS PUBLIC SERVICE AWARDS WINNERS

The Division for Public Administration and Development Management of the United Nations Department of Economic and Social Affairs facilitates the search for innovations in governance and public administration through the Public Service Awards Programme. The UNPSA programme has grown tremendously since its inception. Key statistics of the 2015 programme are as follows:

- 848 nominations have been received for the 2015 cycle, of which 638 met the eligibility criteria, growing from 510 and 555 eligible nominations for 2014 and 2013 respectively.
- 71 countries participated in 2015 cycle, growing from 55 participated countries in 2014.
- Category 1 "Improving the Delivery of Public Services" continues to receive the highest number of nominations of 398, followed by Category 3 "Promoting Whole-of-Government Approaches in the Information Age" with 102 nominations, Category 2 "Fostering Participation in Policy-making Decisions through Innovative Mechanisms" with 98 nominations, and lastly Category 4 "Promoting Gender-responsive Delivery of Public Services" with 40 nominations.
- The region with the highest number of nominations is Asia and the Pacific with 239 nominations, followed by Western Asia with 143 nominations, Latin America and the Caribbean with 125 nominations, Africa with 67 nominations, and lastly Europe and North America with 64 nominations.
- 69 nominations were evaluated in the final round evaluation by the UNPSA Sub-Committee of Experts on Public Administration.
- This year, 22 public institutions from 18 countries will be awarded.

### CATEGORY 1: Improving the Delivery of Public Services



Republic of Azerbaijan



Brazil



Federal Democratic Republic of Ethiopia



India



Republic of Indonesia



Republic of Kenya



Mexico



Republic of the Philippines



Republic of Korea



Turkey

### CATEGORY 2: Fostering Participation in Policy-Making Decisions through Innovative Mechanisms



Spain

### CATEGORY 3: Promoting Whole-of-Government Approaches in the Information Age



Ecuador



Republic of Estonia



Republic of Indonesia



Republic of Latvia



Republic of Singapore

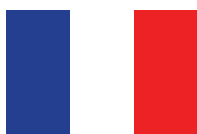


Thailand



United Arab Emirates

### CATEGORY 4: Promoting Gender-Responsive Delivery of Public Services



France



Republic of Korea



Spain



Thailand

## 2015 Winners - Category 1

### IMPROVING THE DELIVERY OF PUBLIC SERVICES

#### Africa:



**1st Place**  
Republic of  
Kenya



**2nd Place**  
Federal  
Democratic  
Republic of  
Ethiopia

#### Asia and the Pacific:



**1st Place**  
India



**1st Place**  
Republic of  
Korea



**2nd Place**  
Republic of  
Indonesia



**2nd Place**  
Republic  
of the  
Philippines

#### Latin America and the Caribbean:



**1st Place**  
Mexico



**2nd Place**  
Brazil

#### Western Asia:



**1st Place**  
Republic of  
Azerbaijan



**1st Place**  
Turkey

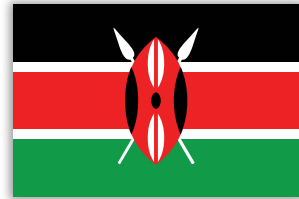
## AFRICA

### CATEGORY 1 - FIRST PLACE WINNER

#### REPUBLIC OF KENYA

**Initiative:** Huduma Kenya Programme (HKP)

**Institution:** Ministry of Devolution and Planning



The Huduma Kenya Programme is aimed at transforming service delivery in order to enhance access, improve quality, professionalism, efficiency and customer service standards in the public sector. The Programme involves integrating the delivery of all public services through five “one stop shop” channels: Huduma Centres, Huduma Web Portal, Huduma Mobile Platform, Huduma Call Centre and the Huduma Payment Gateway. Further, provision of Posta Pay as the integrated payment platform also eases payment for Government services in all Huduma Centres. Staff was trained on Customer Excellence before deployment to offer services. The programme has enabled customers to access a myriad of Government services. They are currently serving more than 10,000 customers per day. Additionally, over 25 Million U.S Dollars) has been collected so far from Huduma Centres.

### CATEGORY 1 - SECOND PLACE WINNER

#### FEDERAL DEMOCRATIC REPUBLIC OF ETHIOPIA

**Initiative:** Integrated Housing and Development Programme (IHDP)

**Institution:** Ministry of Urban Development, Housing and Construction



As a response to the severe housing shortage in the major urban centres across Ethiopia, this project aimed to develop the construction sector in order to reduce construction cost and time and allow labour intensive construction without the need of sophisticated machineries. The production of housing units was planned to be embedded into a comprehensive intervention, linking production of housing units with the active development of the construction sector, the redevelopment of slum areas and the reduction of poverty. Today, the program managed to deliver 171,089 housing units for low and middle income households in 56 Ethiopian cities. The other major achievement of the program is the creation of job opportunities. Until 2013-14, a total of 534,440 job opportunities have been created through the programme.

## ASIA AND THE PACIFIC

### CATEGORY 1 - FIRST PLACE WINNER

#### INDIA

**Initiative:** Sabar Shouchagar

**Institution:** District Magistrate, Nadia, West Bengal - Sabar Shouchagar



Sabar Shouchagar - "Toilets for All" - is a unique model developed to generate awareness, improve access to sanitary toilets, and bring substantial health improvement through improved sanitation. The model focused on mass mobilization and effective behaviour change communications along with strengthening the existing service delivery system. Mobilization of key stake holders, especially women and school children and involvement of faith based organisation helped in mobilizing the community within short period of time. The project outcomes include increased awareness, behavioural change, optimum resource mobilisation, increase in usage of constructed toilets, and overall positive surge in public health indices of the district compared to the previous year.

### CATEGORY 1 - FIRST PLACE WINNER

#### REPUBLIC OF KOREA

**Initiative:** Songpa Solar Nanum Power Plant

**Institution:** Songpa-gu



Songpa operates the world's first public solar power plants, based on a new concept which uses sunlight instead of fossil fuels to produce electricity. The power plant generates energy from sunlight and donates 100% of profits from the sales of electricity to "energy-poor households" who lack access to energy as well as to underdeveloped countries. Songpa Solar Nanum Power Plant will be operated in partnership with public and private sectors. Since 2009, 5,604MWh of electricity have been generated and 2,376 metric tons of carbon dioxide emissions have been reduced. Four power plants are in operation and it is expected that an energy welfare fund of approximately 3.55 billion won will be created through sales of electricity over 30 years. With profits from electricity power sales, \$226,582 has been provided to energy-poor households.

## ASIA AND THE PACIFIC

### CATEGORY 1 - SECOND PLACE WINNER

#### REPUBLIC OF INDONESIA

**Initiative: Fostering Partnership between Traditional Birth Attendants and Midwives to Reduce Maternal and Infancy's Mortality**

**Institution: Aceh Singkil Regency**



The health department in Aceh Singkil aims to ensure that all births in the district are attended by trained midwives or other medical personnel. Key stakeholders were mobilized to take part in discussions on the problem of unskilled deliveries and maternal mortality. The idea of partnerships between TBAs and midwives was presented as a potential solution to these issues. 1,047 births were attended by midwives in the initiative's five sub-districts between January and the end of August 2014. The partnerships have ultimately led to a decrease in births assisted by TBAs in all 31 villages. Mothers report feeling more at ease now that they can be assisted by both TBAs and medically-trained midwives, and, most importantly, no maternal deaths have occurred during births assisted by TBAs since the partnerships began.

### CATEGORY 1 - SECOND PLACE WINNER

#### REPUBLIC OF THE PHILIPPINES

**Initiative: Project Therapy, Education, Assimilation of Children with Handicap (TEACH)**

**Institution: City of Mandaluyong - Project TEACH**



Project TEACH provided youth with special needs access to an innovative and cost-effective network of free medical, rehabilitative, educational and related services. It is a joint project with a non-stock non-profit organization based in Mandaluyong City. To address false perceptions about children with special needs and to prevent the increased prevalence of disability, the project conducted numerous community education programs. Capability building activities have been implemented to help government doctors, public school teachers, social workers and barangay health workers and family members become more effective in serving youth with special needs. The project has significantly enhanced the skills of about 600 children under this program. Parent observed improvements on their children and felt that interventions given were appropriate.

## LATIN AMERICA AND THE CARIBBEAN

### CATEGORY 1 - FIRST PLACE WINNER

#### MEXICO

**Initiative:** Express Autor

**Institution:** Instituto Nacional del Derecho de Autor



In order to promote the registration of works and disseminate Copyright presentations of literary and artistic works in its various manifestations to take place, the National Institute of Copyright invite exhibitors to use Express Autor to register their works. Express Autor service grants the Certificate of Registration of Works on the same day requested by the author. It has specialized service for people with disabilities, elderly people and pregnant women, with the delivery of the Certificate in 1 hour. Express Autor service is available to domestic and foreign authors, performers, producers of phonograms, producers of videograms, creative industries such as book publishers, record companies, broadcasters, film industry and companies involved in the informative trade, in both the domestic and foreign contexts.

### CATEGORY 1 - SECOND PLACE WINNER

#### BRAZIL

**Initiative:** Suburbio Hospital PPP

**Institution:** Secretary of Finance - State of Bahia / PPP Unit



Located in one of the most underserved districts, Suburbio Hospital was the first state hospital built in the Salvador metropolitan area in 20 years. The International Finance Corporation assisted the government to set up the PPP. A consortium composed by Promedica, a leading Brazilian regional health care company, and Dalkia, a French company specializing in facilities management and non-medical services. The participation of the private sector in the HS, via a long-term contract, considerably improved the general service levels. In its first year of operations, it served just less than 350,000 inpatients and outpatients and provided nearly 530,000 diagnostic services. The hospital has also created 1,200 new positions for doctors, nurses, physiotherapists and other health professionals.

## WESTERN ASIA

### CATEGORY 1 - FIRST PLACE WINNER

#### REPUBLIC OF AZERBAIJAN

**Initiative:** ASAN Service

**Institution:** ASAN Service run by the State Agency for Public Service and Social Innovations under the President



“ASAN service” is a new generation and advanced model of a one-stop shop. It brings together representatives of various governmental agencies and private companies in one place. Its activity is based on the rule of law, protection of human rights, transparency, accountability and efficiency. “ASAN service” centres are based on the “service mall” concept. They unify in a single administrative building 10 state entities and a number of private companies that altogether render over 250 public and private services. “ASAN service” centres operate 7 days a week. More than 3 million people have accessed ASAN services so far. In 2014, Mobile ASAN service offered services to another 60,000 citizens residing in 30 districts, in 25 destinations.

### CATEGORY 1 - FIRST PLACE WINNER

#### TURKEY

**Initiative:** The Sheltering Centre Management System (AFKEN)

**Institution:** Prime Ministry, Disaster and Emergency Management Authority (AFAD)



The purpose of the AFKEN is to monitor and govern the management of temporary settlements such as container cities or tent cities that will be built for the displaced people who seek temporary shelters. AFKEN streamlines the administrative work of running refugee camps and shelters for disaster victims, and enables the monitoring and supervision of activities in the shelters from AFAD headquarters. More importantly, it includes a registration system for every individual in the camps, container cities and other shelters. Those living outside protection centres were rapidly registered, and did not encounter difficulties in accessing services. AFAD operates 25 tent camps and container cities in 10 Turkish border cities.



## 2015 Winners - Category 2

### FOSTERING PARTICIPATION IN POLICY-MAKING DECISIONS THROUGH INNOVATIVE MECHANISMS

Europe and North America:



**1st Place**  
Spain

## EUROPE AND NORTH AMERICA

### CATEGORY 2 - FIRST PLACE WINNER

#### SPAIN

**Initiative: Irekia**

**Institution: Basque Government President's Office, Irekia -  
Open Government**



The Basque Government implemented the concept of open government, with a web platform under the name of Irekia that collected the activities of the Basque Government and its subsidiaries, including public responsibilities. Irekia is a direct communication channel between the public and the Administration which, online and using a non-administrative language, applies the three main pillars of Open Government: transparency, participation, and collaboration. Proposals and information on topics for discussion were posted online where the public could make specific requests. The initiative was a leader among Spanish regions in the ranking of Transparency International with 100% of indicators completed in 2014.

## 2015 Winners - Category 3

### PROMOTING WHOLE-OF-GOVERNMENT APPROACHES IN THE INFORMATION AGE

#### Asia and the Pacific:



**1st Place**  
Republic of  
Singapore



**1st Place**  
Thailand



**2nd Place**  
Republic of  
Indonesia

#### Europe and North America:



**1st Place**  
Republic of  
Estonia



**2nd Place**  
Republic  
of Latvia

#### Latin America and the Caribbean:



**1st Place**  
Ecuador

#### Western Asia:



**1st Place**  
United Arab  
Emirates

## ASIA AND THE PACIFIC

### CATEGORY 3 - FIRST PLACE WINNER

#### REPUBLIC OF SINGAPORE

**Initiative:** WorkRight Initiative

**Institution:** Ministry of Manpower and Central Provident Fund Board



As part of uplifting the living and employment standards of low-wage workers in Singapore, the “WorkRight Initiative” was launched, with the objectives to raise awareness of employment rights amongst low-wage workers and to ensure retirement security for this group of workers. The WorkRight Initiative is unique in a few regards: educating non-English educated; institutionalising a whistle-blowing framework; and harnessing the strengths of public, private and people sectors (3Ps). Through partnership and collaboration among the 3Ps, a virtuous cycle of improving awareness and better employer self-regulation was achieved. Through raising awareness, the public sector helps employers improve the employment conditions of workers. Workers who enjoy working in the job help employers with profit margins and business sustainability.

### CATEGORY 3 - FIRST PLACE WINNER

#### THAILAND

**Initiative:** Holistic School in Hospital Initiative (HSH)

**Institution:** Holistic School in Hospital, Queen Sirikit National Institute of Child Health, Department of Medical Service, Ministry of Public Health



The initiative “Holistic School in Hospital” (HSH) was established to facilitate and foster learning environment for young-patients with chronic illness and long-term hospitalization; improve overall education system by integrating IT into teaching methods and practices; and promote a tailored courses and class-on-demand for remote users. HSH has solved previous concerns for in-hospital classes: Provision of customized education for youth with chronic diseases and creation of holistic care for patients, by using a multidisciplinary e-Learning program that can lower the teacher demanded and standardize the educational program in hospital. The percentage of patients that can resume their normal education has increased from 65% in 1994 to currently 99.4%. HSH was also authorized to be the first examination centre outside regular schools.

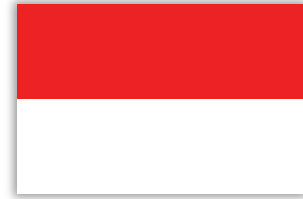
## ASIA AND THE PACIFIC

### CATEGORY 3 - SECOND PLACE WINNER

#### REPUBLIC OF INDONESIA

**Initiative: Integrated Service Unit on Poverty Relief**

**Institution: Sragen Regency**



The goal of the initiative is to direct the poor community to seek relief through the Integrated Service Unit on Poverty Relief. Under this new institution, services delivery regarding poverty relief is made unified and equipped with valid survey instruments and single database that is frequently updated and has wide access coverage. The poor have been able to obtain free health care and take part in social economic programmes. For socioeconomic programmes, housing grants have been distributed and opportunities for internship programmes in Japan also established. The Sintawati Identification Card is used for the identification of poor children in need of education grants. The program recommended children for high school and university scholarships. Through Child Labour and School Drop-outs Reduction Program, it also managed to put children back in school.

## EUROPE AND NORTH AMERICA

### CATEGORY 3 - FIRST PLACE WINNER

#### REPUBLIC OF ESTONIA

**Initiative: e-Business Register**

**Institution: Centre of Registers and Information Systems**



The introduction of the e-Business Register's Company Registration Portal changed fundamentally how companies are established and communicate with the government in Estonia. It is no longer necessary to visit a notary to establish or amend data on a company in Estonia. An Estonian citizen or resident who has an Estonian ID Card or Mobile-ID can establish a company online from anywhere in the world. The Portal also accepts Portuguese, Belgian and Finnish e-ID cards and Lithuanian Mobile-ID. Hence, citizens of these four countries can also establish a company in Estonia from the comfort of their home country. During the first year of implementation, 30% of the companies were established online, confirming that the new services had been well received by the public. This percentage has continued to increase to 90% as in the first three quarters of 2014.

### CATEGORY 3 - SECOND PLACE WINNER

#### REPUBLIC OF LATVIA

**Initiative: Electronic Application System**

**Institution: Rural Support Service**



Until 2007, Latvian farmers, fishermen and rural entrepreneurs were required to complete application forms manually in order to receive different types of funding from the EU and Latvia's Government.. The Electronic Application System was designed to improve access to services for people who live in rural areas; to reduce the administrative burden on farmers in obtaining public services; and to promote government efficiency and accelerate the decision-making process. Direct payments are granted directly to farmers under the Single Area Payment Scheme. Some of other EAS modules include "Diesel fuel for farmers", "School fruits and vegetables", "School milk", "Agricultural Data Centre e-application", and "Seasonal farmer module". The number of EAS users has grown from 1,064 in 2008 to more than 21,500 users in 2014.

## LATIN AMERICA AND THE CARIBBEAN

### CATEGORY 3 - FIRST PLACE WINNER

#### ECUADOR

**Initiative:** Sistema Nacional de Información (SNI)

**Institution:** Secretaría Nacional de Planificación y Desarrollo - Senplades



The National Information System was established to integrate central government entities and the autonomous governments in search for data and information, relevant to planning processes of the country and its territories. The main objectives of the project were to integrate and consolidate government information on different areas, and to promote a national and local network of information providers. The direct effects were applications of information in decision-making and public policy design; definition of administrative levels, planning areas, districts and circuits, as a mechanism to build territorial equity through the balanced participation of public institutions, achieving timely access of citizens to education, health, social welfare; and the development of the National Spatial Strategy and making policy decisions based on the detection of illegal settlements in the urban area.

## WESTERN ASIA

### CATEGORY 3 - FIRST PLACE WINNER

#### UNITED ARAB EMIRATES

**Initiative:** National Validation Gateway

**Institution:** Emirates Identity Authority



The Emirates Identity Authority was established to manage the population register and the issuance of the UAE National ID Card. The objectives were to enrol and maintain an accurate, comprehensive, and up-to-date population register; to develop a secure and integrated infrastructure to enable data access and exchange; to establish ID cards as the single trusted form of identification and source of user data; and to ensure that all central administrative services are efficient, transparent, timely, and of high quality. The Validation Gateway was set up to offer a wide variety of digital functionality to the Emirates ID card. The combination of new business processes delivers significant time and cost savings, reduces overheads of organisations and increases their capacity to roll out more e-services. Citizens in turn have a more simplified, convenient and satisfactory customer experience.



## 2015 Winners - Category 4

### PROMOTING GENDER-RESPONSIVE DELIVERY OF PUBLIC SERVICES

#### Asia and the Pacific:



**1st Place**  
Republic of  
Korea

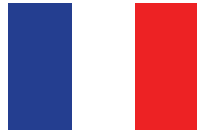


**2nd Place**  
Thailand

#### Europe and North America:



**1st Place**  
Spain



**2nd Place**  
France

## ASIA AND THE PACIFIC

### CATEGORY 4 - FIRST PLACE WINNER

#### REPUBLIC OF KOREA

**Initiative: Fighting Violence against Women: Making Seoul a Safer City for Women**

**Institution: Seoul Metropolitan Government**



In the past, campaigning against sexual violence was mostly conducted under the purview of women's organizations and groups. With a new policy, Seoul City manifested its efforts to resolve sexual violence from a policymaking perspective, assisted by women's organizations, citizens, and experts. The focus was shifted from reinforcing punishments for offenders to creating public awareness and prevention campaigns that centred on raising societal sensitivity to human rights. The city launched a complementary program focusing on establishing "human networks" for women's safety called the "Safer Neighbourhoods for Women Program", which encourages people to take interest in domestic violence and become better guardians of safety for their neighbours. By enlisting community's input in the cause, Seoul City has lowered rates of violence against women.

### CATEGORY 4 - SECOND PLACE WINNER

#### THAILAND

**Initiative: Fast-track Service for High-risk Pregnancies**

**Institution: Khon Kaen Hospital**



Khon Kaen Hospital created a speedy, high quality system for high-risk pregnant women in order to increase the access to the system and reduce complications, disability and death amongst mothers and infants. Organizing this fast-track service for high-risk pregnant women involved reducing the steps in the referral process by creating a multidisciplinary team working together. The system allows high-risk pregnant women to access the services quickly and efficiently, resulting in the reduction of mothers and children's mortality. Community hospital staffs have become aware of the importance of obstetric care and have helped develop quality care for pregnant women. Due to the development of other hospitals in the network to care for high-risk pregnant women, the number referred to the Khon Kaen Hospital in the years 2011 to 2013 decreased from 1,514 to 1,180.

## EUROPE AND NORTH AMERICA

### CATEGORY 4 - FIRST PLACE WINNER

#### SPAIN

**Initiative: Implantación de la Ley Vasca para la Igualdad de Mujeres y Hombres**

**Institution: Emakunde - Instituto Vasco de la Mujer**



The Emakunde-Basque Women's Institute promoted and led the process of development, implementation and evaluation of Law for Equality of Women and Men. The strategy was to involve civil society and associations of women to reach a consensus with the Basque Government and other public authorities, to ensure transparency. Receiving feedback from the public about the need for an equality law ensures that the law was incorporated to promote a sound legal basis for the defence of women's rights, and the implementation of mainstreaming gender. As a result, there are now equality units in all departments. In 2010, along with the regional government and the provincial administrations, the equality plan was introduced in all departments of the Basque Government and 42% of local governments, which accounted for almost 90% of the population of the Basque Country.

### CATEGORY 4 - SECOND PLACE WINNER

#### FRANCE

**Initiative: Dispositif de Nominations Équilibrées dans L'encadrement Supérieur de la Fonction Publique**

**Institution: Ministère de la Décentralisation et de la Fonction Publique**



The provision of balanced nominations in top management of the public service came into force on 1 January 2013 with a first stage set at minimum 20% of new appointments of persons of each gender. The share of minimum primary appointments for women and men is assessed globally across each ministry for the public service of the State, each local authority to local government service and total employment of senior management in the public hospital service. The annual reporting system implemented, together with financial penalties for employers who fail to comply with the targets for women and men appointments, enables accountability of each public employer. In 2013, of 886 first-time appointments to senior management and director, 33% were women, a figure well above the legal obligation. The government has reiterated the need for equality between women and men to be translated at all levels and in all government actions.