

## 2009 AWARDEES

---

### 2009 UNITED NATIONS PUBLIC SERVICE AWARDS

#### WINNERS AND FINALISTS



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. This year, eight winners are awarded with the most prestigious international recognition of excellence in the public service on 23 June during the United Nations Public Service Day. The winners are public organizations from: Egypt, India, Poland, Republic of Korea, Slovenia, Sweden, Thailand and Zambia. The finalists are public organizations from: Canada, Oman, Republic of Korea and South Africa.

**The 2009 UNPSA is awarded in four categories**

#### **Category 1**

**Improving transparency, accountability and  
responsiveness in the public service**

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

**ROK**    **On and Off-Line Real-Time Water Quality Opening Services, Office of  
Waterworks, Seoul Metropolitan Government**

**Mr. Oh Se Hoon, Mayor of Seoul**

Through this initiative, the Seoul Metropolitan Government of the Republic of Korea has enabled citizens to access accurate and up-to-date information about the quality of water being supplied to their house by establishing an on-line water assessment system. This has resulted in increased citizens' trust in public water supply and has contributed to an increase in tap water consumption of 20%, as well as in greater conservation of ground water.

## **EUROPE AND NORTH AMERICA Winner**

**Sweden** City of Piteå, Piteå, Norrbotten Region

**Ms. Helena Stenberg**, Vice Mayor of Piteå

In Sweden, the city of Pitea has established a comprehensive benchmarking system to promote dialogue between government officials and citizens, and has greatly increased citizens' inputs into the prioritization of budgetary expenditures.

## **EUROPE AND NORTH AMERICA Finalist**

**Canada** French-language services excellence (FLEX), Ministry of Community and Social Services with responsibility for the Office of Francophone Affairs, Government of Ontario

**H.E. Ms. Shelly Jamieson**, Secretary of the Cabinet, Government of Ontario

The Office of Francophone Affairs of the Government of Ontario in Canada has ensured the protection of minority rights by including bilingual staff in key public services, including hospitals, and by raising awareness across government agencies about French language services to the community.

### **Category 2 - Improving the delivery of services**

## **AFRICA Winner**

**Zambia** Integrated Mobile Community Voluntary Counseling and Training other Health Services, Itezhi Tezhi District Health Office

**Mr. George Kawatu**, Permanent Secretary, Management Development Division, Cabinet Office

The Integrated Mobile Community Voluntary Counselling and Training, and other Health Services initiative developed by the Itezhi Tezhi District of Health Office in Zambia provides the community with counselling, training and a number of health services through a mobile clinic to improve the overall health of the community. This initiative has resulted in a decrease of child mortality, improvement of maternal health and better treatment of HIV/AIDS patients, and an increase in the number of potable water sources.

## **AFRICA Finalist**

### **South Africa** Administrative Support for the Tuberculosis Programme, City Health, Cape Town

**Dr. Keith Cloete**, Chief Director, Metro District Health Services,  
Provincial Government of the Western Cape, Department of Health

The Administrative Support for the Tuberculosis Programme in City Health, Cape Town in South Africa has strengthened the capacity of clinics to improve their cure rate by bringing a new layer of staff into the normal day-to-day operations of the clinics. Door-to-door follow-up visits to patients, who have been diagnosed with Tuberculosis and are registered at the clinic, are carried out by trained Tuberculosis Assistants who make sure that the patients do not interrupt their treatment.

## **ASIA AND THE PACIFIC Winner**

### **Thailand** Improving Public Medical Care Service through Collaborative Networks, Maharaj Nakorn Chiang Mai Hospital, Faculty of Medicine, Chiang Mai University

**Professor Pongsak Angkasith**, President of Chiang Mai University

The Maharaj Nakorn Chiang Mai Hospital in Thailand through its initiative on “Improving Public Medical Service through Collaborative Networks” increased accessibility of patients to quality health care by streamlining hospital administrative processes and by forming health care networks with community hospitals. Through this network, the hospital provides consultations and training courses for community, district, and provincial hospitals to improve medical personnel’s skills and knowledge in managing complicated conditions by themselves before deciding to refer patients to the Maharaj Hospital.

## **EUROPE AND NORTH AMERICA Winner**

### **Slovenia** One Stop Shop for Companies (e-VEM), Ministry of Public Administration

**H.E. Ms. Irma Pavlinic Krebs**, Minister of Public Administration

In Slovenia “The One stop shop for companies (e-VEM)” has reduced the registration time from 60 days to maximum 4 days for big companies by establishing a one stop shop for company registration. Unlike the old system that charged 250 to 600 Euros for that service, the new system is free of charge.

## **WESTERN ASIA Winner**

**Egypt**      **“e-Tanseek”, University Enrollment Project, Ministry of State for Administrative Development**

**Dr. Ahmed Mohamed Mahmoud Tobal**, Education Projects General Manager, Government Services Development Program, Ministry of State for Administrative Development

Through the initiative entitled “e-Tanseek”, the Ministry of State for Administrative Development of Egypt developed an on-line portal to facilitate the enrolment of students at colleges and universities. The system serves more than 450,000 high school students and has resulted in a savings of more than US\$ 7 million each year.

## **WESTERN ASIA Finalist**

**Oman**      **Civil Status Systems (National Registration System), Directorate General of Civil Status, Royal Oman Police**

**Lt.Colonel Abdullah Mohammed Al Jabri**, Director General of Civil Status

Through the creation of a National Registration System in the Sultanate of Oman - a state-of-the-art on-line system that integrates a number of offices – information can be stored and retrieved in a more efficient and effective way. The Civil Register, the largest database in the Sultanate, includes data on births, deaths, marriages and divorces in the Sultanate, as well as data on identity cards for Omanis and residence cards.

### **Category 3**

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

## **ASIA AND THE PACIFIC Winner**

**India**      **Institutionalization of community managed drinking water supply programme and user level water quality monitoring, Water and Sanitation Management Organization (WASMO)**

**H.E. Mr. V.S.Gadhavi, IAS.**, Secretary for Water Supply, Government of Gujarat

In India the Government of Gujarat, which is prone to frequent draughts and water scarcity, has improved access to water in rural areas by engaging citizens in its management through the “Institutionalization of community managed drinking water supply programme and user level water quality” which was developed by the Water and Sanitation Management Organization (WASMO) in 2002.

## **ASIA AND THE PACIFIC Finalist**

**ROK**      **Seoul City's Oasis, Seoul Metropolitan Government**

**Mr. Chang Kyung Hwan**, Director-General of Budget and Financial Analysis Bureau

Through Seoul City’s Oasis (oasis.seoul.go.kr), developed by the Seoul Metropolitan Government of the Republic of Korea, citizens are encouraged to participate in decision-making processes by engaging in open discussions with local government officials and by making proposals through an on-line portal. Oasis has adopted the Web 2.0 spirit of creativity, sharing, and collaboration.

### **Category 4 Advancing Knowledge Management in Government**

## **EUROPE AND NORTH AMERICA Winner**

**Poland**      **National School of Public Administration**

**H.E. Mr. Slawomir Brodzinski**, Minister of Public Administration and Head of the Civil Service

By engaging all stakeholders in the definition of its education programmes’ content and format, and by promoting knowledge management through sharing of international best practices, the National School of Public Administration of Poland has had a massive-scale impact on the transformation of Polish public administration’s practices and culture. A total of approximately 26 thousand civil servants have completed various courses offered by the School, and more than 1300 specialized courses have been offered.