

2012 UNITED NATIONS PUBLIC SERVICE AWARDS

WINNERS



Category 1

Preventing and Combating Corruption in the Public Service

Africa

1st Place Winner



Mauritius

Initiative: Preventing and combating corruption in the public service

Institution: Independent Commission against Corruption

Asia and the Pacific

1st Place Winner



Republic of Korea

Initiative: The Integrity Assessment

Institution: Anti-Corruption and Civil Rights Commission

Asia and the Pacific

2nd Place Winner



Singapore

Initiative: Promoting accountability for procurement of public projects

Institution: Building and Construction Authority

Latin America and the Caribbean

1st Place Winner



Mexico

Initiative: New Model of control and audit of public works

Institution: Ministry of Public Service (Secretaría de la Función Pública)

Latin America and the Caribbean

2nd Place Winner



Mexico

Initiative: National Public Procurement System (Sistema Nacional de Contrataciones Públicas)

Institution: Ministry of Public Service (Secretaría de la Función Pública)

Western Asia

1st Place Winner



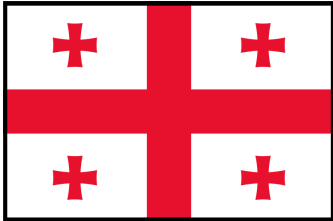
Turkey

Initiative: SMS Information System

Institution: Ministry of Justice

Western Asia

2nd Place Winner



Georgia

Initiative: Georgian Electronic Government Procurement System

Institution: State Procurement Agency of Georgia

Category 2 **Improving the Delivery of Public Services**

Africa

1st Place Winner



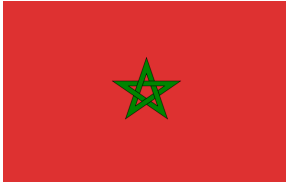
Senegal

Initiative: Electronic Single Window procession of foreign trade and customs formalities

Institution: GIE GAINDE 2000

Africa

2nd Place Winner



Morocco

Initiative: 0-paper

Institution: Group Plan for Retirement Allowance (Régime collectif d'allocation de retraite)

Africa

2nd Place Winner



Rwanda

Initiative: The use of ICT in improving service delivery in the DGIE

Institution: Directorate General of Immigration and Emigration

Asia and the Pacific

1st Place Winner



India

Initiative: Aarogyam

Institution: District Health Society

Asia and the Pacific

2nd Place Winner



Singapore

Initiative: Helping to Empower Litigants-in-Person – The Subordinate Courts HELP Centre

Institution: The Subordinate Courts of Singapore

Asia and the Pacific

2nd Place Winner



India

Initiative: MP Public Service Delivery Act 2010

Institution: Public Service Delivery Management, Government of Madhya Pradesh

Europe and North America

1st Place Winner



United States of America

Initiative: NYC311

Institution: City of New York 311 Customer Service Center

Europe and North America

2nd Place Winner



Spain

Initiative: Public Service Electronic Access for Citizens
(Acceso electrónico completo de los ciudadanos a los servicios públicos)

Institution: General Directorate for Administrative Modernization, Procedures and Promotion of E-Government (Dirección General de Modernización Administrativa, Procedimientos e Impulso de la Administración Electrónica)

Latin America and the Caribbean

1st Place Winner



Dominican Republic

Initiative: Institutional Transformation

Institution: Essential Drugs Program/Logistic Support Central
(PROMESE/CAL)

Latin America and the Caribbean

2nd Place Winner



Mexico

Initiative: Financial Inclusion Project (Proyecto de Inclusión Financiera (PIF))

Institution: National Savings and Financial Services (Banco del Ahorro Nacional y Servicios Financieros S.N.C.)

Latin America and the Caribbean

2nd Place Winner



Grenada

Institution: Immigration and Passport Department

Western Asia

1st Place Winner



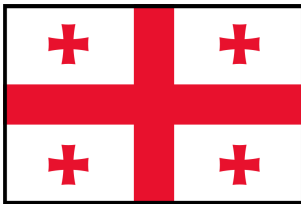
Lebanon

Initiative: Simplify procedures and improve services

Institution: Cooperative of Government Employees

Western Asia

2nd Place Winner



Georgia

Initiative: Public Service Hall

Institution: Ministry of Justice

Western Asia

2nd Place Winner



Egypt

Initiative: Democratic Reform using ICT

Institution: Ministry of State for Administrative Development (MSAD)

Category 3 **Fostering Participation in Policy-making Decisions** **through Innovative Mechanisms**

Asia and the Pacific

1st Place Winner



Thailand

Initiative: Integrated Drought Prevention and Mitigation: The Mae Yom Operation and Maintenance Office

Institution: Royal Irrigation Department

Asia and the Pacific

2nd Place Winner



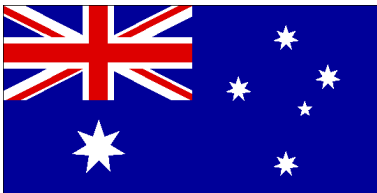
Republic of Korea

Initiative: Youth Participation Committees

Institution: Ministry of Gender Equality and Family

Asia and the Pacific

2nd Place Winner



Australia

Initiative: South Australia's Strategic Plan Community Engagement

Institution: Department of Premier and Cabinet

Europe and North America

1st Place Winner



Spain

Initiative: Housing – all opinions matter (En Vivienda, todas las opiniones cuentan)

Institution: Department of Housing, Construction and Transport, the Basque Government (Departamento de Vivienda, Obras Públicas y Transportes, del Gobierno Vasco)

Europe and North America

2nd Place Winner



Slovenia

Initiative: IT-supported procedure for drafting Legislation (ITDL)

Institution: Ministry of Justice and Public Administration

Europe and North America

2nd Place Winner



Canada

Initiative: Metro Vancouver's Public Outreach and Engagement Program

Institution: Metro Vancouver

Latin America and the Caribbean

1st Place Winner



Brazil

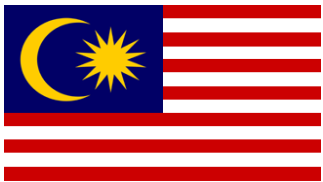
Initiative: Participatory Regional Seminars

Institution: Department of Planning and Management of Pernambuco (Secretaria de Planejamento e Gestão do Estado Pernambuco)

Category 4 Advancing Knowledge Management in Government

Asia and the Pacific

1st Place Winner



Malaysia

Initiative: eKasih

Institution: Implementation Coordination Unit, Prime Minister's Department

Asia and the Pacific

2nd Place Winner



Republic of Korea

Initiative: National Science and Technology Information Service (NTIS)

Institution: National Science & Technology Commission (NSTC)

Asia and the Pacific

2nd Place Winner



Thailand

Initiative: Preventing Diabetic Blindness
Institution: Rajavithi Hospital

Europe and North America

1st Place Winner



Spain

Initiative: Territorial Information System for the Network of Open Spaces (Sistema de Información Territorial de la Red de Espacios Libres)

Institution: Barcelona Provincial Council (Diputación de Barcelona)

Europe and North America

2nd Place Winner



Switzerland

Initiative: geo.admin.ch

Institution: Coordinating Agency for Federal Geographical Information

Western Asia

1st Place Winner



Bahrain

Initiative: Integrated Workflow Management System (IWMS)

Institution: eGovernment Authority - Ministry of Cabinet Affairs

Western Asia

2nd Place Winner



Turkey

Initiative: UYAP (National Judiciary Informatics System)

Institution: Ministry of Justice

Category 5 Promoting Gender-responsive Delivery of Public Services

Africa

1st Place Winner



South Africa

Initiative: Protecting the Futures

Institution: Small Projects Foundation

Africa

2nd Place Winner



Rwanda

Initiative: Isange One Stop Center

Institution: Rwanda National Police

Africa

2nd Place Winner



Kenya

Initiative: Gender integration in the water sector

Institution: Ministry of Water and Irrigation

Europe and North America

1st Place Winner



Bosnia and Herzegovina

Initiative: Public participation in peace processes

Institution: Ministry of Security

Europe and North America

2nd Place Winner



Spain

Initiative: Zero Tolerance for Violence Against Women

Institution: Bilbao City Council

Latin America and the Caribbean

1st Place Winner



Brazil

Initiative: Chapeu de Palha

Institution: Pernambuco State Secretariat for Women (Secretaria da Mulher do Estado de Pernambuco)

Latin America and the Caribbean

2nd Place Winner



Mexico

Initiative: Daycare Program to Support Mothers

Institution: Ministry of Social Development (Secretaria de Desarrollo Social)

Western Asia

1st Place Winner



United Arab Emirates

Initiative: Inclusion of Women in the Police Force

Institution: Dubai Police General Head Quarters

Western Asia

2nd Place Winner



Oman

Initiative: Reduce Childhood Mortality Rate: Infants and Children under 5 years of Age

Institution: Ministry of Health

Congratulations!

