

UNITED NATIONS PUBLIC SERVICE AWARDS

The Division for Public Administration and Development Management (DPADM) of the United Nations Department of Economic and Social Affairs invites nominations for the UNITED NATIONS PUBLIC SERVICE AWARDS for 2004. ECOSOC decision 2000/231 of 27 July 2000 recommended the establishment of awards to recognize *institutional* contributions made to enhance the role, professionalism and visibility of the public service. Created to draw attention to best practices, the awards are given every year in the following four categories (detailed criteria below):

- **Improvement of public service results;**
- **Improvement of the quality of the public service process;**
- **Innovations in the public service; and**
- **Application of Information and Communication Technology (ICT) in Local Government: Local e-Government**

Eligibility for nomination:

Public organizations/agencies at national and subnational levels are eligible for nomination in all four categories. Self-nominations will not be accepted.

Nominations should be sent:

- Directly to the UN Division for Public Administration and Development Management (DPADM) by fax or email or online.
- Through the UNPAN Regional Centres, which have the responsibility to ensure that the nomination package is complete. Complete nominations are then forwarded to DPADM.
- To relevant Professional Associations, which have the responsibility to ensure that the nomination package is complete. Complete nominations are then forwarded to DPADM.
- Nominations should be submitted in one of the six United Nations official languages, namely, English, French, Spanish, Russian, Chinese or Arabic.

Nomination packages may be received from:

- Governments
- Government departments/agencies
- Universities/national schools/institutions of public administration
- Non-governmental organizations
- Professional associations

Nominations should:

- Reach DPADM no later than 30 November 2003
- Include: cover letter, completed nomination form, including supporting documents and a maximum of five letters of reference
- Nominations must be sent to the Division website online or via fax or email

Selection of Awardees

DPADM will establish a pre-selection committee that will screen the nominations received and shortlist candidates for the Awards.

A Public Service Awards Selection Committee will advise the Secretary-General concerning the winners of the Award.

Award for the Improvement of Public Service Results

- **Increases responsiveness to the needs of citizens.** This criterion involves opportunities for citizens to express needs, the empowerment of communities, and representativeness of the public service, as well as mechanisms to incorporate citizens' inputs into public decision-making, priority setting, programme implementation and evaluation.
- **Promotes equity.** This criterion involves extending government service delivery to vulnerable groups and/or enables service delivery to a wider population, particularly through mechanisms that promote social inclusion relating to gender equality, cultural diversity, the youth, elderly, disabled and other vulnerable populations.
- **Delivers public services in a manner emphasizing timeliness, courtesy, and access.** This criterion involves effective uses of strategies such as streamlining of processes, reduction of red tape, coordination, and client-centred service delivery.

Award for the Improvement of the Quality of the Public Service Process

- **Promotes transparency.** This criterion involves the creation of mechanisms to increase the public's ability to observe and scrutinize government decision-making and processes. The mechanisms can be documentary, face-to-face, meetings, and/or electronic, including the production of government records in lay language and in languages of ethnic and cultural minorities.
- **Promotes accountability.** This criterion involves citizen access, monitoring and analysis of government decision-making in ways that involve feedback mechanisms to government institutions. Documentation in various forms can serve as evidence of conformity to legal, procedural and fiscal requirements, as well as processing of complaints and handling of grievances.
- **Promotes professionalism.** This criterion involves human resources management issues, such as, merit-based recruitment, training and development, and the promotion of ethical conduct. Mechanisms involve legislative instruments, management tools, professional development programmes and citizen feedback.

Award for Innovations in Public Service

- **Represents a "radical departure".** This criterion involves transformative changes within a large framework, rather than incremental improvements. Innovative methods, tools and techniques are applied to micro and macro issues, such as technological modernization, administrative reforms or the overhaul of government service delivery procedures.
- **Has produced results.** This criterion involves evidence of having achieved a long-term impact on citizens' lives. This impact is measurable through qualitative and quantitative methods, including citizen surveys and benchmarking studies.
- **Reduces the cost of service delivery** while maintaining the quality of services or their coverage.

Award for Application of Information and Communication Technology (ICT) in Local Government: Local e-Government

- **Enhanced service delivery.** This criterion means that local governments have upgraded their service delivery due to the application of ICT. Upgraded service delivery may be measured in terms of wider access to services, enhanced efficiency and timeliness, a more "citizen-centred" approach to services, and greater effectiveness, relevance and quality of services.
- **Re-engineered government operations.** This criterion relates to the implementation of processes re-engineering and innovative government-to-government applications. This may include decision support systems, government networking, and geographic information system (GIS), and lead to

- more effective policy-making and implementation, and multi-disciplinary, holistic and “horizontal” approaches to public service delivery and management.
- **e-Participation.** This criterion concerns the applications of e-government that enable a local government – policy makers and public officials – to better interact with the public, particularly individual citizens. This enhanced interaction may support government legitimacy, responsiveness and relevancy by allowing citizens to better express their needs, participate in and influence policy-making, comment on policy implementation, provide feedback on government services (on and off-line services), and file complaints, among other activities.

Send nominations and requests for information to:

Division Website www.unpan.org/DPADM.asp or

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or

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