

## UNITED NATIONS PUBLIC SERVICE AWARDS

**Nominee:** Public Procurement Service

**Nominator:** Citizens' Coalition for Better Government

**Category:** Innovations in the Public Service

**Country:** South Korea

**Region:** Asia and Pacific

**Summary:**

Public Procurement Service (PPS) provides around 30,000 Korean public institutions with goods and services needed to carry out their responsibilities and give better service to the people. Such procurement administration, however, formerly had cumbersome procedures such as an enormous amount of required documents and frequent visits to the PPS. PPS has gone through the procurement administration reform in general to reduce inconvenience and inefficiency and eliminate irregularities.

First, PPS has completed the basis for e-Procurement by converting procurement operations into e-commerce base. Second, PPS reorganized its service from an administration-centred to one which is customer-oriented. Third, PPS rooted out sources of irregularities and corruption by opening procurement related information to the public through the Internet on a real time basis and participation of external experts such as NGOs in the procurement process. In addition, PPS has made it possible to cut costs by 3.2 trillion won (US\$2.9 billion) every year through a government wide e-procurement system (G2B), which provides other institutes with e-procurement tools.

In order to complete the reform process, PPS created a thorough reform program and pushed forward a systematic reform in two stages. In the first stage from July 1999 to August 2000 to August 2002, its organization and culture were overhauled. PPS clearly set the orientation and the objectives of reform and drove them forward. By establishing PPS's vision and mission and letting the staffs know the goal of the reform drive, PPS encouraged them to participate.

Customer satisfaction for the procurement service keeps increasing. Also, the online bidding system made a great contribution to enhancing the transparency of the procurement administration. It has led to the outside views on PPS changing for the better.

The e-procurement system of PPS can be utilized in other public institutions in Korea and other procurement agencies of foreign countries by modifying it. As of now, the online bidding system is being used by as many as 1,400 public organizations. In addition, G2B system of PPS is an ideal procurement system that has integrated bid notices of public institutions and removed such procedures as redundant registration of document submission by connecting itself with other information systems within the government.